

**Health Sciences and Human Services Library  
Annual Report**

**FY97/98**

## Table of Contents

Access Services

Circulation Stats

ILL Stats

Computing and Technology Services (CATS)

Information and Instructional Services (IIS)

Library Information Systems (LIS)

Statistical Reports

National Network of Libraries of Medicine (NNLM)

Resources Management

Access Services  
Annual Report  
FY 1997/98

**Part I**  
**Introduction**

The Access Services Division supports the Health Sciences and Human Services Library's mission to deliver information to support service by facilitating the identification, storage, retrieval, and/or access of information resources, regardless of physical location or format. Access Services strives to deliver timely information/materials/services through the work of several units including Circulation, Course Reserve Services, Collection Control, and Document Delivery Services (Interlibrary Loan and Photocopy Services). Access Services is operational during all the hours the Library is open and strives to provide a fundamental level of library service to all during that time.

Access Services experienced yet another challenging and busy year marked by several staff changes, a consistent level of services in all areas, and intensive participation in planning for and moving to the new building.

**Highlights**

Access Services

- Access Services staffed the Library over 90 hours each week, monitored the admission of over 235,000 people, circulated over 40,000 books, collected over \$20,000 in fines, shelved over 270,000 books and journals, processed over 8,000 course reserve readings, answered over 20,000 user questions, acquired almost 6,000 items beyond our in-house collection for our users, and loaned over 12,000 original items or copies of items to library users nationwide.
- In preparation for the collection move, Access Services measured the books, journals, dissertations, reserve materials, and compact shelving journals and tallied linear feet measured in a little more than a month in addition to their regular work. Extensive follow-up measuring and verification were completed by staff. Special recognition goes to Robin Harris and Charles Phillips who tallied measurements and Joy Nelson who measured the journal collection a second time and prepared and installed all book and journal end panel labels in the new Library.
- ILL and Photocopy Services staff implemented a combined photocopy/ill request form in August; new fees for these services were initiated at the same time.
- Access Services staff served as truck monitors during the collection move to ensure that all materials were transferred safely and in their entirety from the old library building to the new.
- Despite three months without the services of the Weekend Circulation Supervisor, services were maintained through the efforts of Loie Heimbach who worked every Sunday in addition to her regular shift, and Priscilla Anderson, Michele Turner, and Beverly Gresehover who alternated supervising on Saturdays.
- Marilyn Grush and Beverly Gresehover accompanied Auxiliary Services on their many site visits to see public copiers in preparation for the bid for new copiers for public use.

- Access Services staff checked outgoing book bags in the absence of a security system for the first few weeks in the new Library.

### Circulation

- Evening staff offered limited reference service in the absence of a reference librarian from mid-September through the opening of the new building the following April.
- Evening Circulation staff provided extended evening study hours until 11:30 p.m. for the last three weeks of each semester.
- Quarterly Journal Use Studies were conducted throughout the year.
- Opening/closing routines were planned and implemented for the new building.
- Circulation staff managed the increased amount of shelving in the new building with the help of a temporary worker.

### Course Reserves

- Electronic Reserve staff coped admirably with significant downtime as well as the ability to scan in new records during the summer. Using a temporary worker for several months to input records helped minimize the negative impact of the downtime.
- Priscilla worked throughout the year to delete reserve bibliographic records from DRA.
- Loie and Beverly worked with the School of Social Work and the Shady Grove campus to inform faculty regarding the course reserve process, in general, as well as how the Library handles copyright compliance for course reserves.
- During the two weeks the Library was closed for the move, Circulation/Reserve staff weeded the reserve collection and removed over 1700 items not in use.
- Reserve staff began the process of adding bibliographic data for books on reserve to the electronic reserve database in an effort to simplify access to all reserve materials.

### Interlibrary Loan

- CLIO software was implemented to replace the SAVEIT software to manage the statistical tracking of OCLC requests.
- ILL adapted its Dynamics forms to clarify statement/invoice information sent to borrowers, and coped admirably with the labor intensive nature of using Dynamics for invoice creation.
- ILL successfully managed an increased number of LOANSOME Doc requests as a result of PubMed availability. Registration forms for LD users were simplified and updated for more efficient processing.

### New Building Efforts

Beverly Gresehover spent a significant amount of her time in new building activities including:

- overseeing the installation of the compact shelving with Rich Behles and other committee members;
- overseeing the installation of the fixed shelving with the assistance of the committee;
- overseeing the collection move planning and actual move with the assistance of co-chair, Anne Sleeman, Rich Behles, and many Library staff;
- overseeing the bid process for moves of other departments into the new building with the help of Rich Behles and Bob Farlow;
- writing the bid for the book security system with the help of Marilyn Grush, and



- overseeing installation with assistance from many Library staff;
- overseeing the bid process and installation of staff photocopiers;
- overseeing the bid process for book trucks for the new building;
- overseeing the bid process for new ILL staff copiers;
- overseeing the organization of Circulation services and space; and
- participating in the Cohabitation group.

### **Projections for 98/99**

Access Services faces many continued challenges in the year ahead as we participate in adapting services to the new building. Activities we anticipate being involved in include:

- adapting collection control routines to the demands of the new building;
- resolving processing and service issues related to the electronic reserve system or investigating replacement of the system;
- expanding copyright compliance efforts with the addition of Beverly Bowles to the Circulation staff;
- working with Shady Grove and other outreach sites, as needed, to address issues of service and copyright compliance;
- implementing CLIO Docline;
- exploring CLIO and/or other software to replace Dynamics;
- enhancing customer service through skills assessment and refresher training;
- exploring faster delivery of requested materials;
- exploring the benefits of implementing the 3M self-check out system, and doing so, if worthwhile;
- continuing to refine opening/closing procedures with focus on building security;
- assessing needs and advocating for additional staff required to provide quality services in the new building;
- enhancing services through timely filling of vacancies and upgrading of positions when needed;

Since moving into the new building, Circulation Services has fought an uphill battle to maintain service levels, especially related to public services. Use of "If and When" workers and temporary staff has enabled us to tread water, but reassessment of staffing needs for Circulation should be made for the future in view of increased demands for service and the focal position of the Circulation Desk in the building. Appropriate numbers and levels of staff must be available if HS/HSL is to sustain a long-term reputation for first class service to match its outstanding physical plant.

## **Part II**

### **Statistical Reports and Discussion**

#### Circulation

Circulation statistics continue to show a downward trend in some circulation activities for the third year including circulation of reserve items (52.8% decrease), bound journal shelving (21.6% decrease), and use of self-service public photocopiers (25.4% decrease). All of these likely reflect the increased use of remote access to information resources in general. Circulation of reserve items has also been impacted by 1) the natural decrease in circulations corresponding to articles printed from ereserve rather than checked out, and 2) a significant amount of time during which the electronic reserve system has been down. Even though manual use statistics are kept during such "downtimes," they are probably lower than actual use. It's also important to keep in mind the impact of being closed for two weeks in March for the building move; no use statistics were generated during that period.

Despite the two weeks closed, many use statistics increased this year over last year; possibly reflecting the impact of the new building. Patron count was 16.4% higher than last year, circulation of books increased by 1.3% over last year, shelving of books and unbound journals increased 1.8% and 5.6%, respectively. In house use of books increased by 2.5%, holds on books increased by 22.4%, and library mediated photocopy services increased by 21.6% in requests filled. Two detailed, descriptive pages of Circulation statistics are included at the end of this report.

#### Interlibrary Loan

##### ILL Borrowing

Requests received rose by only 25 (.04%) over last year while requests filled decreased by 227 (4%). As borrowers have access to more full-text information, a decrease in requests to borrow is likely in the future. Possible reasons for the drop in fill rate include more requests being submitted for materials HS/HSL owns; and more requests received for items available only for a fee that the requestor is unwilling to pay.

##### ILL Lending

Total lending requests received decreased by 195 (1%) compared to last year while requests filled decreased by 774 (6%) from last year. Overall fill rate is 3% lower than last year. Fill rates for Docline requests are in the low 60% range, with a one percent decrease this year over last. We will continue to work toward reaching the 75% fill rate suggested by NLM for Docline requests recognizing that many of the reasons impeding a higher fill rate are beyond the control of ILL. Reasons include the practice of some borrowing libraries sending us requests for items we don't own so we become the referral mechanism, lack of union list holdings on OCLC and the absence of monograph holdings in SERHOLD. LOANSOME Doc requests received increased by 426 (14%); requests filled increased by 148 (7%) over last year. A detailed, descriptive page of Interlibrary Loan statistics is included at the end of this report.

## **Part III**

### **Organization Chart**

Access Services' organizational chart appears on the following page.

#### **Staff Changes**

##### **Arrivals:**

Victoria Lawson

Teressa Frazier

Jason ReBrassier

Alena Stokes

Monica Harris

##### **Departures:**

Kristine Sibetta

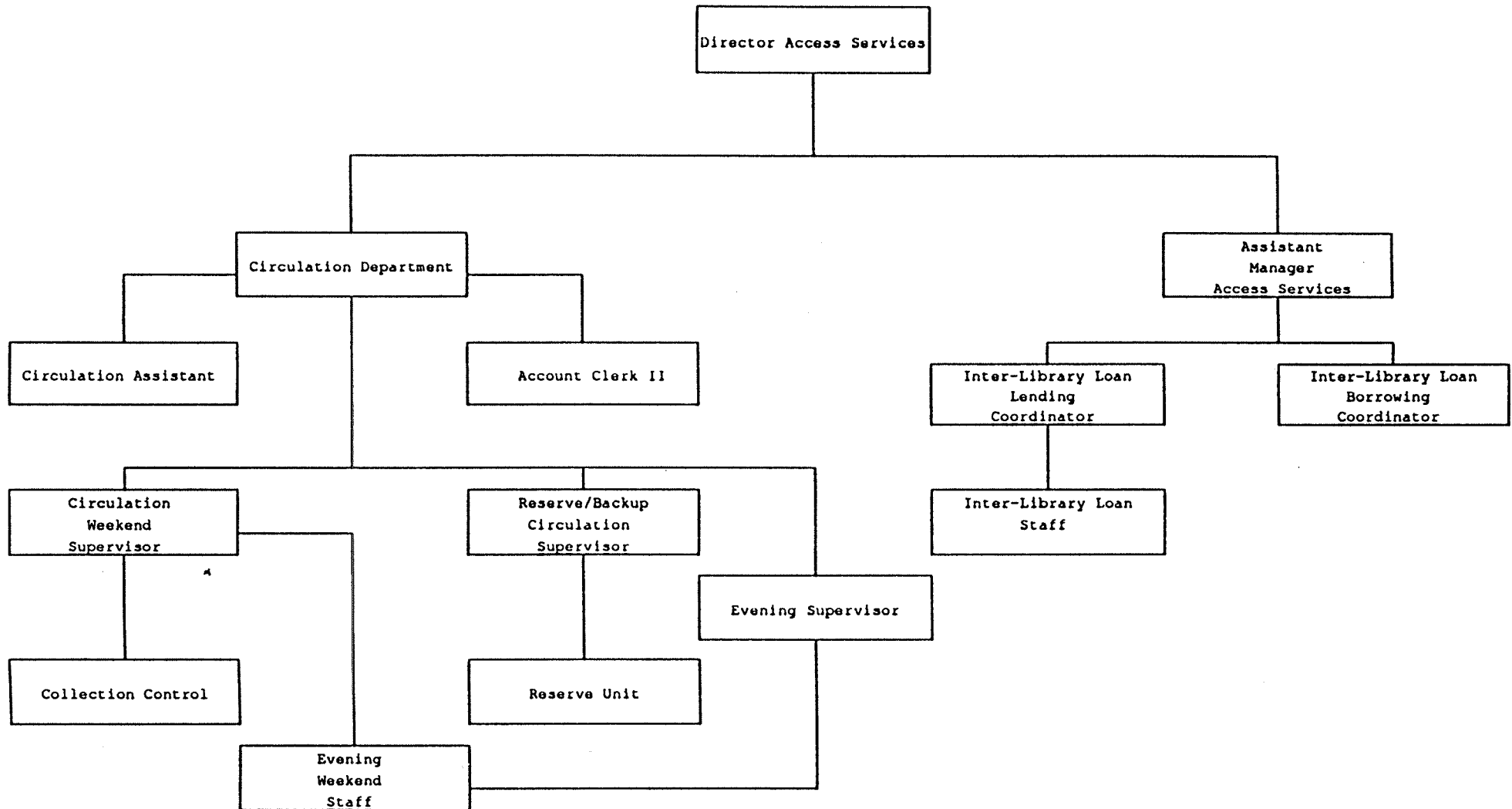
Andriana Pateris

Peggy Ellison

LaKisher Bustion

Alena Stokes

Access Services  
Organizational Chart



## **Staff Activities**

### **Beverly Gresehover**

#### **Professional Organizations**

Medical Library Association  
Mid-Atlantic Chapter, Medical Library Association  
Maryland Association of Health Sciences Librarians  
Maryland Interlibrary Loan Organization  
University of Maryland Interlibrary Loan Organization

#### **Meetings and Workshops**

August 15, 1997	MAILL meeting	Towson, MD
October 9, 1997	UMSILL meeting	Bowie, MD
November 27, 1997	Photocopier Site Visit - NLM	Rockville, MD
March 9, 1998	Photocopier Site Visit - Copyworld	Baltimore, MD
May 23-26, 1998	MLA Annual Meeting	Philadelphia, PA
June 8, 1998	Shady Grove Outreach Meeting	Gaithersburg, MD
June 19, 1998	UMSILL	Towson, MD

#### **Presentations**

January 23, 1998	ARLD Meeting, MD Library Association	Baltimore, MD
	Forum on Electronic Reserves - Speaker	

#### **HS/HSL Committees**

Unplugged Editorial Board  
Web Oversight Committee  
Electronic Materials Review Committee  
Fees Task Force  
Compact Shelving Committee  
Fixed Shelving/Collection Direction Committee  
Collections Move Committee  
Cohabitation Committee  
Move Publicity Committee

## Marilyn Grush

### Professional Organizations

American Library Association

Maryland Interlibrary Loan Organization

University of Maryland Interlibrary Loan Organization

### Meetings and Workshops

July 21, 1997	Law Library Conference-Exhibits	Baltimore, MD
August 6, 1997	MILO meeting	Baltimore, MD
August 15, 1997	MAILL Meeting	Towson, MD
October 9, 1997	UMSILL Meeting	Bowie, MD
October 27, 1997	Photocopier Site Visit	Rockville, MD
January 9-13, 1998	ALA Midwinter Meeting	New Orleans, LA
February 4, 1998	MAILL Meeting	Laurel, MD
March 9, 1998	Photocopier Site Visit-Copyworld	Baltimore, MD
April 15, 1998	MAILL Meeting-JHU	Baltimore, MD
June 19, 1998	UMSILL Meeting	Towson, MD
June 26, 1998	ALA/NMRT Retreat	Washington, D.C.
June 27-29, 1998	ALA Annual Meeting	Washington, D.C.

### HS/HSL Committees

Web Oversight Committee

National Medical Library Week

Mail Room Clerk Interviews

Access Services and Publicity Move Committees

### Professional Committees

ALA/NMRT Membership Promotion and Relations, Co-Chair

ALA Exhibits Contact and Relations, Coordinator, Judging, Friendly Booth Awards

**Lolita Heimbach**

**HS/HSL Committees/Presentations**

Collection Move Committee  
Publicity Committee  
SW Faculty Meeting Participation  
Change Workshop  
Security System Bid Committee  
Holiday Party Committee  
ARLD Meeting at JHU  
Ereserve demo for Major Riddick, Governor's Staff  
Outreach meeting at Shady Grove  
Compact Shelving Committee and Site Walk

**Priscilla Anderson**

Change Workshop

**Robin Harris**

Change Workshop  
Secretarial Support Staff Development Program

CIRCULATION YEARLY STATISTICS				
			1996-1997	
	1997-1998	1996-1997	#DIFFERENCE	% DIFFERENCE
	YEAR-TO-DATE	YEAR-TO-DATE		
<b>CIRCULATION</b>				
Books-(DRA TOTAL)	37,300	36,816	484	1.3%
Reserve(DRA TOTAL)	5,182	10,989	-5,807	-52.8%
TOTAL	42,482	47,805	-5,323	-11.1%
<b>MONEY</b>				
Fines Collected	\$20,535.53	\$22,650.08	-2,115	-9.3%
Coin Copiers	\$5,393.05	\$8,355.45	-2,962	-35.5%
Debts Cancelled	\$6,480.55	\$6,521.14	-41	-0.6%
Fund & Budget	\$23,345.00	\$17,285.00	6,060	35.1%
E Reserve Printers	\$4,224.93	\$5,242.03	-1,017	-19.4%
E Reserve Refunds	\$23.10	\$0.00	23.10	100.0%
<b>PATRON COUNT</b>				
	235,512	202,370	33,142	16.4%
<b>SHELVING</b>				
Books	60,982	59,916	1,066	1.8%
Unbound Journals	55,405	52,467	2,938	5.6%
Bound Journals	154,945	197,612	-42,667	-21.6%
Basement Rets	1,226	2,844	-1,618	-56.9%
Shifting	412	622	-210	-33.8%
TOTAL	272,970	313,461	-40,491	-12.9%
<b>IN HOUSE USE</b>				
Books	23,682	23,100	582	2.5%
Unbound Journals	55,405	52,467	2,938	5.6%
Bound Journals	154,945	197,612	-42,667	-21.6%
Basement Rets	1,226	2,844	-1,618	-56.9%
TOTAL	235,258	276,023	-40,765	-14.8%
<b>Book Holds</b>				
	120	98	22	22.4%
<b>RESERVE LISTS</b>				
<b>SUBMITTED</b>	220	276	-56	-20.3%
<b>RESERVE ITEMS PROCESSED</b>				
Books	3,088	2,612	476	18.2%
Reprints	3,016	2,692	324	12.0%
Electronic Reserves	2,638	2,719	-81	-3.0%
TOTAL	8,742	8,023	719	9.0%
<b>SUGGETIONS RECEIVED</b>				
Number of suggestions	160	40	120	75.0%
<b>SEARCHES</b>				
Book Searches	199	99	100	101.0%
Journal Searches	195	144	51	35.4%
TOTAL	394	243	151	62.1%



# CIRCULATION YEARLY STATISTICS

			1996-1997	
	1997-1998	1996-1997	#DIFFERENCE	% DIFFERENCE
	YEAR-TO-DATE	YEAR-TO-DATE		
<b>SEARCHES RESOLVED</b>				
Book	108	46	62	134.8%
Journals	195	87	108	124.1%
TOTAL	303	133	170	127.8%
<b>PHOTOCOPY SERVICES</b>				
Ears requests received	878	1,370	-492	-35.9%
Paper requests received	2,080	4,348	-2,268	-52.2%
TOTAL	2,958	5,718	-2,760	-48.3%
Number of requests filled	2,510	2,064	446	21.6%
<b>QUESTIONS ANSWERED</b>				
Directions	5,560	3,114	2,446	78.5%
Information	12,424	8,404	4,020	47.8%
Instruction	2,484	1,738	746	42.9%
Research	420	640	-220	-34.4%
TOTAL	20,888	13,896	6,992	50.3%
<b>COPY MACHINES</b>				
Public Copiers	1,444,284	1,935,777	-491,493	-25.4%

## Interlibrary Loan (ILL) Statistics

### **Total ILL Borrowing**

(All requests from our campus clientele to borrow items from other libraries)

	FY97	FY98
Requests received	6,452	6,477
Requests filled	5,806	5,579
Fill rate (overall)	90%	86%
Fill rate including items HS/HSL owns	96%	91%

### **Total ILL Lending**

(All sources of requests [OCLC, Docline, LOANSOME Doc, other] to loan items from HS/HSL)

	FY97*	FY98
Requests received	21,572	21,377
Requests filled	13,530	12,756
Fill rate (overall)	63%	60%

#### **Docline requests ONLY**

	FY97	FY98
Docline requests received	9,889	9,783
Docline requests filled	6,278	6,119
Docline fill rates:		
Docline fill rate:	64%	63%
Docline fill rate excluding requests not filled due to cost limits of requestor:	70%	67%

#### **LOANSOME Doc requests ONLY**

	FY97	FY98
LOANSOME Doc requests received	2,950	3,376
LOANSOME Doc requests filled	2,194	2,342
LOANSOME Doc fill rates:		
Filled by HS/HSL:	74%	69%
Fill rate including items referred (# referred) assuming filled by other libraries:	92% (534)	89% (676)

Active LOANSOME Doc users	112	119
---------------------------	-----	-----

\*FY97 statistics reflect updated figures as of 10/15/97

## Interlibrary Loan Statistics

### Total ILL Borrowing

(All requests from our campus clientele to borrow from other libraries)

	FY97	FY98
Requests received	6,452	6,477
Requests filled	5,806	5,579
Fill rate (overall)	90%	86%
Fill rate including items HS/HSL owns	96%	91%

### Total ILL Lending

(All sources of requests [OCLC, Docline, Loansome Doc, other] to loan items from HS/HSL)

	FY97*	FY98
Requests received	21,572	21,377
Requests filled	13,530	12,756
Fill rate (overall)	63%	60%

#### Docline requests ONLY

	FY97	FY98
Docline requests received	9,889	9,783
Docline requests filled	6,278	6,119
Docline fill rates:		
Docline fill rate:	64%	63%
Docline fill rate excluding requests not filled due to cost limits of requestor:	70%	67%

#### LOANSOME DOC requests ONLY

	FY97	FY98
Loansome Doc requests received	2,950	3,376
Loansome Doc requests filled	2,194	2,342
Loansome Doc fill rates:		
Filled by HS/HSL:	74%	69%
Fill rate including items referred (# referred) assuming filled by other libraries:	92% (534)	89% (676)
Active LOANSOME DOC users	112	119

\*FY97 statistics reflect updated totals as of 10/15/97

# ILL STATISTICS

JULY 1997 - JUNE 1998

## BORROWING

Requests Received				HSL Owns (Patron not want to pay)			
July	531			20			
August	441			06			
September	588			09			
October	645			18			
November	518			28			
December	734			67			
January	610			72			
February	536			22			
March	275			13			
April	558			05			
May	390			07			
June	<u>651</u>			<u>27</u>			
Total	6477			294			
Total	Filled OCLC			Total	Filled Docline		
	Orig	Copy			Orig	Copy	
July	254	39	215				
Aug	220	46	174	658	5	653	
Sept	247	45	202				
Oct	340	60	280				
Nov	217	37	180	810	0	810	
Dec	246	44	202				
Jan	243	50	193				
Feb	239	35	204	545	2	543	
Mar	179	37	142				
Apr	266	32	234				
May	383	43	340	217	2	215	
June	<u>497</u>	<u>37</u>	<u>460</u>	—	—	—	
Totals	3331	505	2826	2230	9	2221	
Other (slides)	18						
Total filled	OCLC	3331	Orig	Copy			
	DOC	2230	505	2826			
	Other	<u>0018</u>	009	2221			
			<u>018</u>	—			
		5579	532	5047	Fill Rate	86%	
HS/HSL owns	<u>0294+</u>				Fill Rate	91%	
	5873						

Computing and Technology Services  
Annual Report  
FY 1997/98

Part I

Introduction

Computing and Technology Services (CATS), a division of the Health Sciences Library, serves as the focal point for computer user support on campus. CATS is responsible for the campus wide HELP Desk (via phone), the HELP account (via E-mail), technical support for Novell LAN administration, the Commons computing area, the Center for Innovations and Technology, campus wide training for all non-desktop applications, the campus E-mail, WEB, Research, FTP, and List machines, technical maintenance of the campus and HSL homepage and the three instructional computer labs.

Highlights

- Moved into the new library successfully.
- Successfully migrated from AIX to Solaris.
- Participated in change workshops.
- Began to merge with LIS to better serve the library and the campus.
- Successfully moved the campus machines with a minimal interruption in service.
- We participated in the planning, teaching, documentation and laptop configuration for Medical Informatics.
- CATS took part in Fall Fest and Staff Appreciation Week.
- We continue to participate in the SAILOR project and serve as a pilot school for granting free PPP Internet access from outlying areas.
- Migration to UMnet (umaryland addressees) was successfully completed.
- Provided specialized classes for Med Tech.
- The Commons area and two teachings labs were completed.
- Implemented a "Pay for Print" mechanism for the Commons area.
- Implemented a PROXY server for authenticated OVID access(as well as future projects such as Silver Platter).

Projections for 98/99

There are several issues facing CATS for the coming year. We will be merging with LIS. We are also heavily involved in the planning for increased access in the new building. Policies need to be created and revised for all existing and new services. UNIX security is paramount. The hacker crisis has really turned out to be an opportunity. We are still in recovery mode, but we have been able to clean up accounts and get all the information we need to create better, trackable accounts. Building more secure campus systems and preparing for the Y2K implications will consume much time and effort of the programming staff.

Another burning issue is the hiring/retention of computer staff. We need to be more creative due to the inequities between both commercial and other groups on campus who can afford equitable compensation. We have begun the process by participating in the rewriting of job categories, but offering more flexibility will be of great benefit also.

## Part II

### Statistical Reports and Discussion

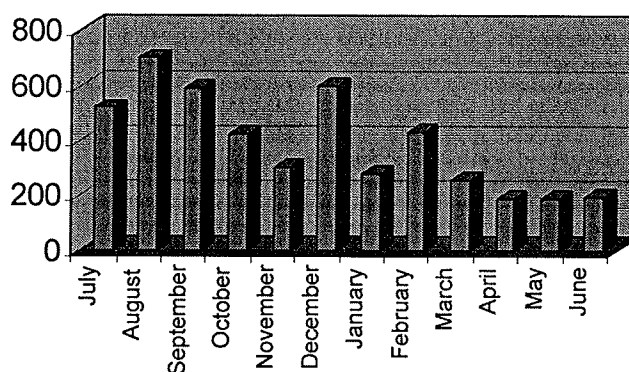
CATS still handles many Help Desk Issues through our Help account on PINE. This continues to improve our ability to reach a larger section of the campus since cutting back our actual Help Desk calling hours. Help Desk Calls combined with the use of the HELP account allows us to provide more service to users. Predictably, September is the month with the most calls with the school of medicine being responsible for almost half of our total calls for the year. Only 6% of Help Desk calls were software related, with the remainder of calls dealing with information on connectivity.

There were 4652 Help Desk calls and HELP account requests. It is hoped that with the merging of CATS and LIS that the actual Help Desk hours will be expanded back to their pre CSR hours (8 to 5). This will greatly increase our ability to provide more assistance to the campus as a whole. As always, the beginning of the school year

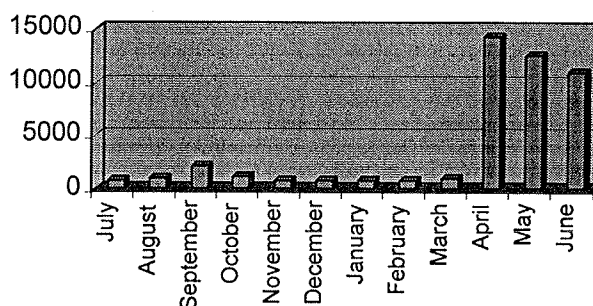
demonstrates our peak, with the beginning of the second semester peaking at a lesser degree.

We had a grand total of 47643 users in the User Area/Commons this year. This is a 218% increase over last year (15003). These figures are combined from both areas and clearly demonstrate the need for the functions/services to continue to exist and, in fact, increase patrons' access to said services.

**Help Desk & Help Acct. by Month**

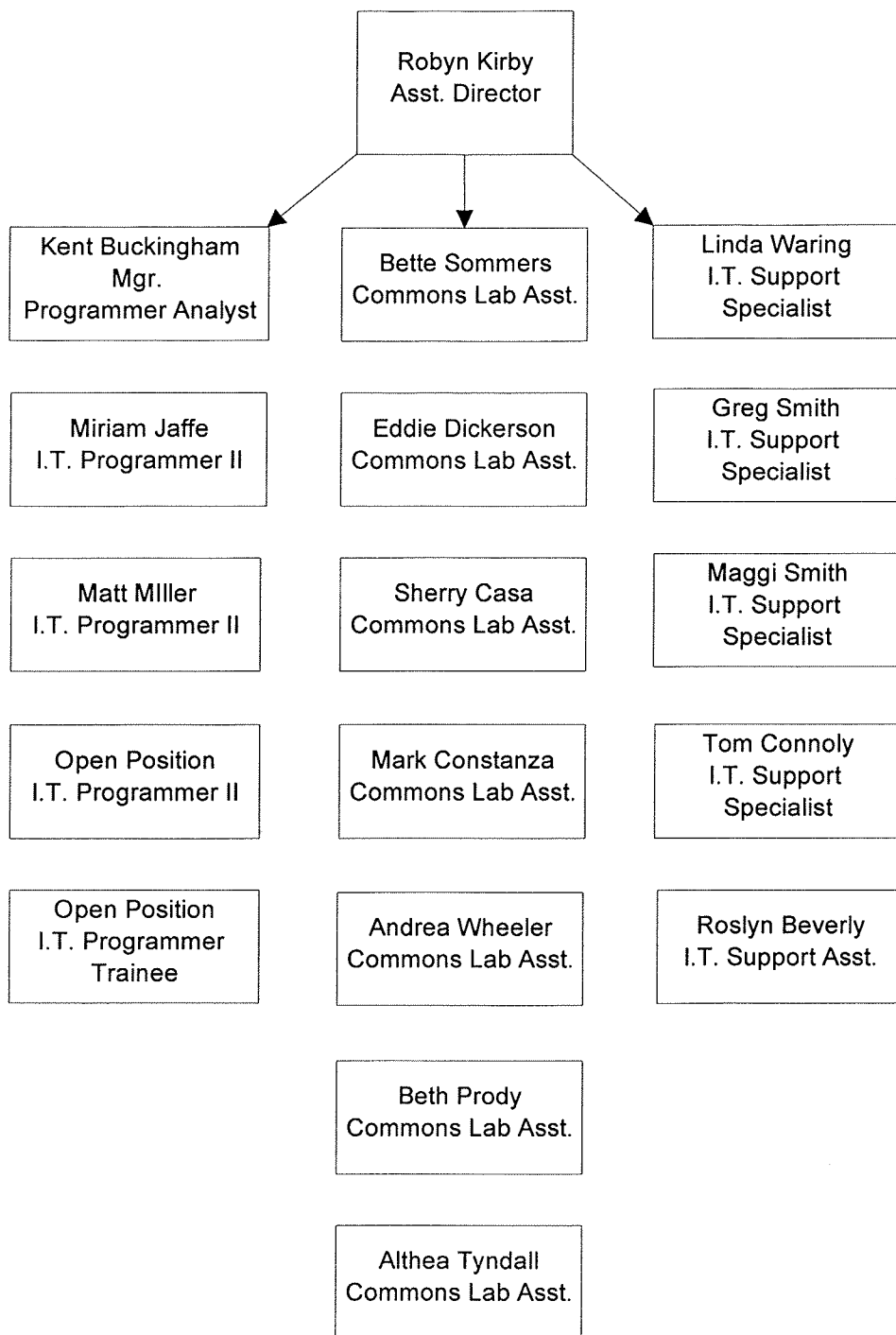


**User Area/Commons Attendance by Month**



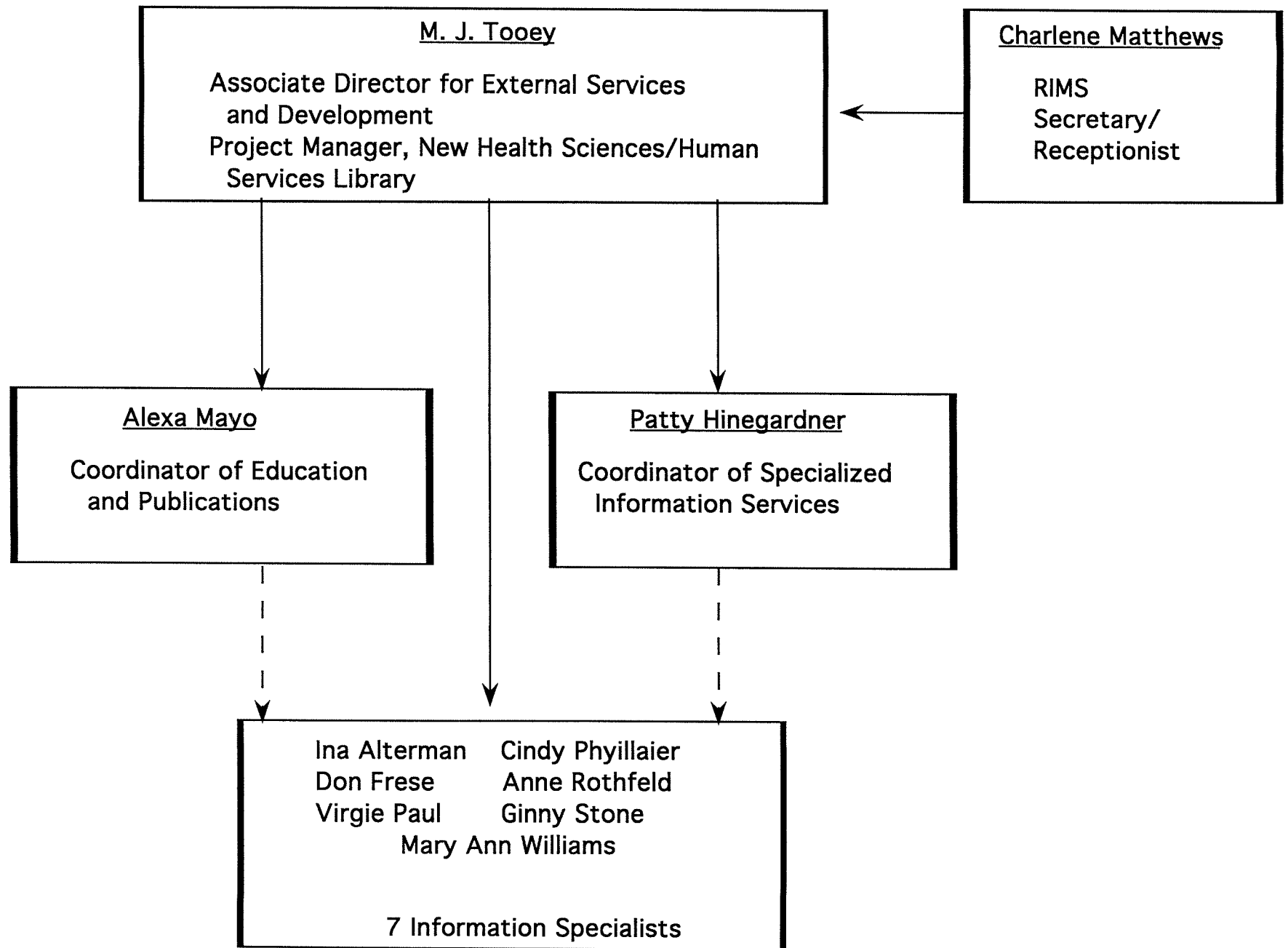
Other notable figures include the 2072 extended consultations (a 482% increase!), and 6752 brief consultations (a 96% increase) performed. Brief consultations are less than 30 minutes, while extended consultations are greater than 30 minutes. These figures do not include the Information category (2228 requests) or the 1775 calls made to the User Area/Commons.

## Computing and Technology Services



**Annual Report**  
**Information and Instructional Services**  
**Fiscal Year 1997-1998**





Information and Instructional Services  
Fast Facts and Highlights  
FY97/98

- There were 38,890 reference encounters - when the new AAHSLD computational formula was applied by subtracting directional questions and multiplying the encounters by 1.5 (assuming that encounters actually include multiple questions) and then adding mediated search numbers, our count became **58,002!**
- We reached 4,834 users with our classes. Although this is a drop from the previous year, we expected this because we did not offer HS/HSL classes after February 1998.
- However, in areas where we place a great emphasis, school-related instruction and orientations, we saw increases of 3% and 16% respectively.
- We continued to participate in the Nursing Informatics Summer Institute and Medical Informatics Week, where in 1997 we developed our own case, and facilitated a problem-based learning exercise oriented toward information resources. HCOP was also supported again.
- We initiated a House Calls program in the School of Nursing.
- We took our first steps into cyber education when Virginia Stone helped to produce a web-based tutorial as part of her work with the School of Pharmacy and Patricia Hinegardner participated in a live web-based class in the School of Nursing.
- Going and comings. This year we lost several valuable staff members including Meg DelBaglivo, Diane Fishman, Ronald Harris, Phyllis Lansing, Janice Mason, and Pamela Rand. We added new, talented staff members: Ina Alterman, Anne Rothfeld, and Virgie Paul. We spent at least half of the year down two staff which has continued into the new fiscal year.
- Planning for the move was the major project for us this year. We chaired or participated in library-wide planning committees for the new building. We also had several internal IIS working groups including:
  - Emergency reference service during the move
  - Reference service in the new building
  - Layout of the reference collection
  - Public workstation configuration
  - Staff space allocation
  - Staff workstations
  - New technology/equipment needs
  - Telephones
  - Teaching labs
  - Cleaning to move - inventory of equipment and supplies
  - Orientation to the new library (for staff and others)
  - Public relations (keeping the public informed before and after the move.)
- All HS/HSL documentation was rewritten or reworked to reflect new locations and services.
- Finally, we moved and resumed operations with no disruption in service.

**Information and Instructional Services**  
**Education Statistics - Analysis and Activities**  
**FY 97/98**

Statistical Analysis

In anticipation of the library move, seminar offerings were scaled down: no classes were offered after February. No new seminars were prepared and fewer seminar sessions were offered. The microlab was unavailable for classes after February.

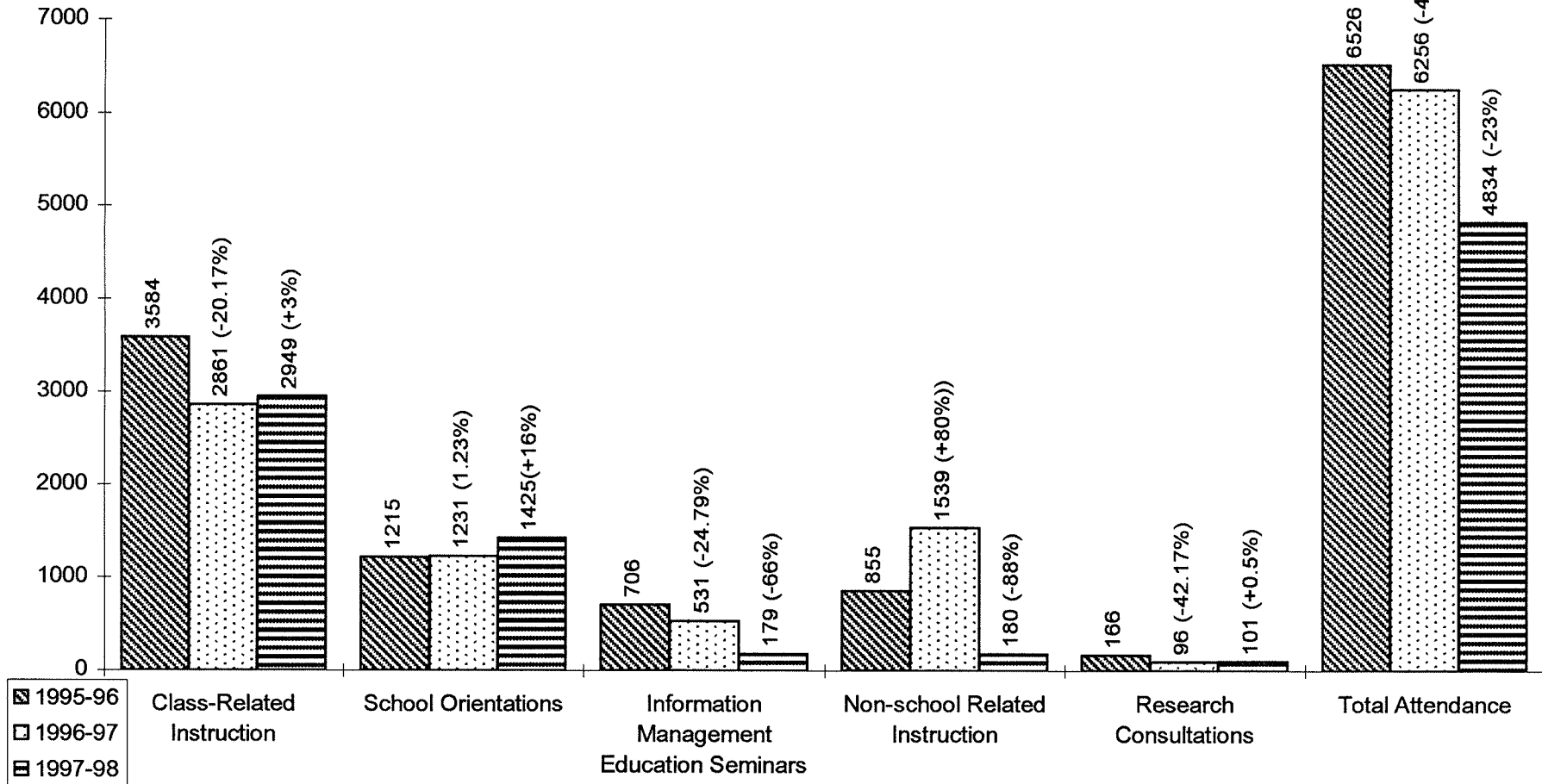
Despite this, statistics went up in curriculum-based instruction (3%) and in orientations/tours (16%). Yet, the HS/HSL offered fewer classes (-40%) with fewer instructional hours (-25%). The move to the library, despite many disruptions, did not affect curriculum based teaching.

Non-class related instruction dropped substantially, as the bulk of these classes were new building presentations. Consultations remained unchanged. Seminar teaching was adversely affected by the move, with a -88% reduction in attendance.

Educational Activities

- IIS worked with CATS in preparing the 3 microcomputer classrooms and the Distance Education Center.
- IIS is beginning to work with web-based instruction: Ginny Stone mounted a web-based class for 180 pharmacy students; Patty Hinegardner mounted a videorecording of a class on the School of Nursing's home page.
- CATS and IIS continue to merge educational activities; a new shared system for tracking seminar statistics was implemented.
- Charlene Matthews, IIS Department Secretary became responsible for reservation of the classrooms and for administrative details concerning the classrooms in addition to class registration activities.
- MJ Tooey, with the Division Heads, wrote the Microlab Teaching Policy, which includes a fee structure.
- IIS staff participated in Medical Informatics Block, which included the planning for the week, writing the student manual and providing instruction.
- IIS is represented on the Distance Education Committee.

## Educational Services Attendance Summary Statistics, 1995-98



**Information and Instructional Services**  
**Reference Statistics - Analysis and Activities**  
**FY 97/98**

Statistical Analysis

This year there was a drop in statistics for all categories. There are several possible explanations for this phenomenon. There were no major database changes this year therefore there were fewer questions asked about literature searching. The library was also closed for two weeks in March for the move to the new building. The layout in the new building places the Circulation Desk at the entrance to the library. The Reference Desk is located at the opposite end of the building therefore the Circulation staff would receive more directional and general information questions. October was again the busiest month for reference questions.

It should be noted that reference statistics at the HS/HSL are measured by encounter instead of the actual number of questions answered. Using AAHSLD's formula for calculating the number of questions based on multiple questions per encounter, the reference service answered 58,002 during the fiscal year 97-98.

There was a 63% drop in the number of mediated searches performed in '97-98 versus '96-97. There was a significant drop (69%) in the category of Library Science/Computer. This can be explained by the fact that in the previous year many searches were run in preparation for the library move. There was also a significant drop (46%) in the Biological category. This may be the result of fewer grants or ongoing grants that do not require literature searches on animal experimentation. The number of searches in the Psyc/Soc/Ed category decreased by 56%. The continuing growth of self-service searching is probably responsible for the decrease.

Searches for faculty and staff comprise the vast majority of interactions (87%) with the School of Medicine requesting approximately 52% of all searches.

Reference Activities

- The Reference Collection: The reference collection was weeded and repairs were made on volumes that had loose pages or covers. The red tape which identifies books as belonging to the reference collection was also replaced on many volumes. The collection was measured and marked for the move.

The journal, Methods in Enzymology, which had been residing in the reference department was moved to the serials collection in the new building. Records in DRA had to be changed and the red tape removed from the book bindings. Reference staff assisted the Cataloging Department with the DRA changes.

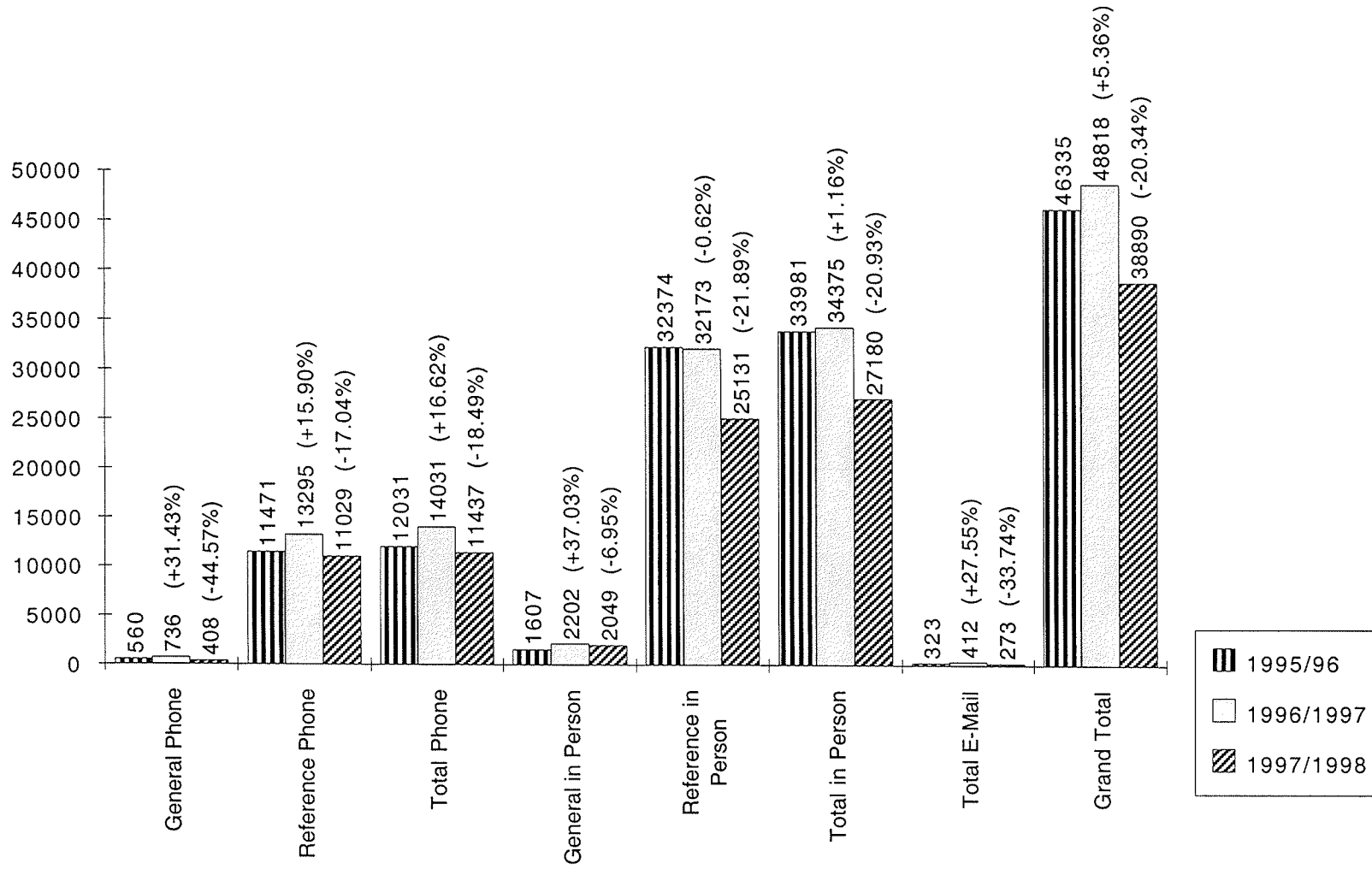
Once the collection had been moved into the new library, it was shifted to provide better access. IIS staff quickly and efficiently made the changes. Shelf labels and collection signs were produced to assist patrons in locating reference materials.

- School of Social Work Collection: Another project this year was the review and integration of the School of Social Work's Learning Resource Center's monograph collection into the HS/HSL collection. The liaison to the School of Social Work spent hours reviewing the collection and

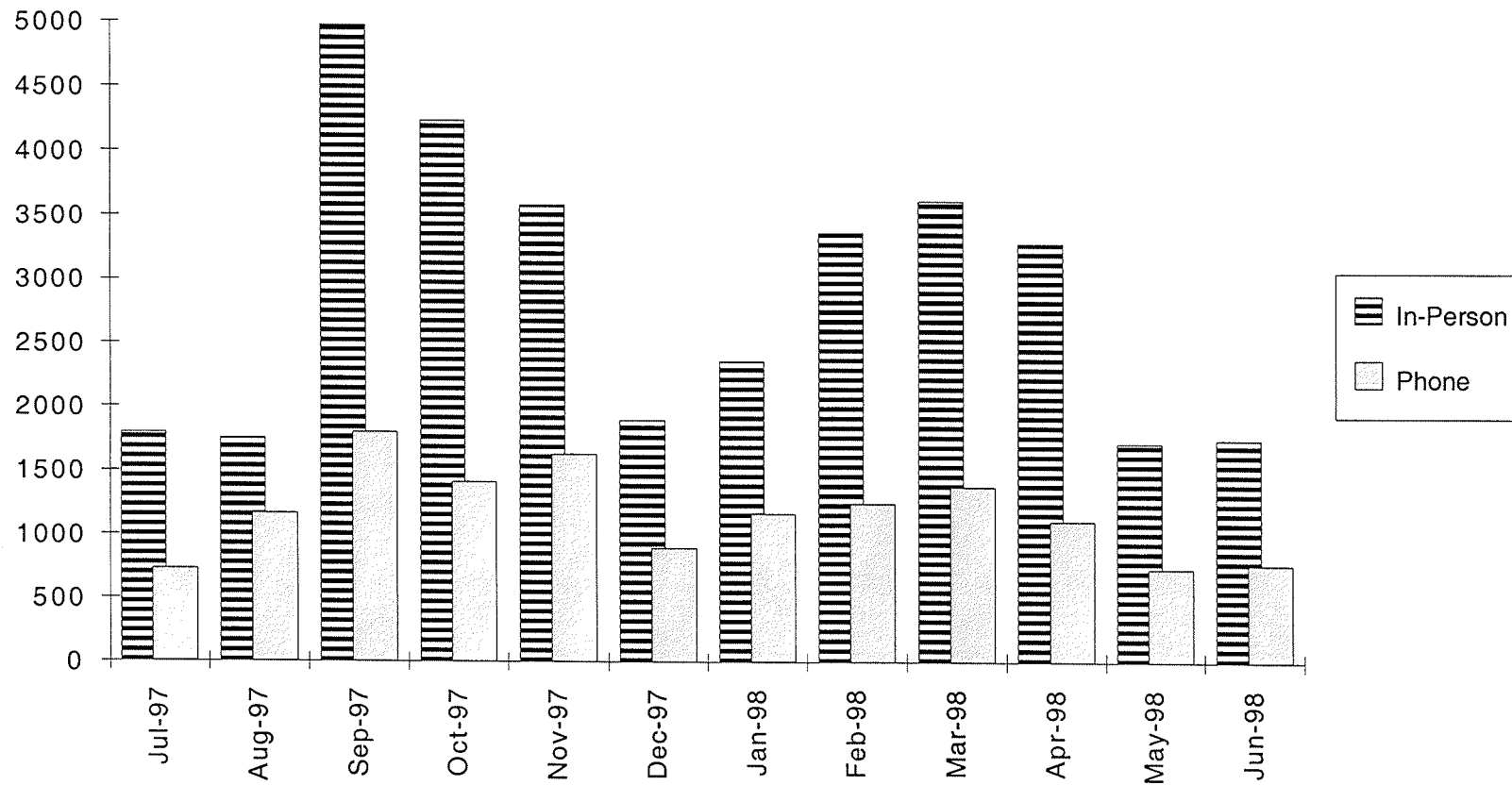
making retention decisions.

- **Ovid Web Gateway Project:** It was decided to provide web-based access to Medline, HealthSTAR, CancerLit, Aidsline, Bioethicsline and 84 full-text biomedical journals through the Ovid Web Gateway. The faculty and staff from the Department of Pathology, the Department of Physiology, the Office of Medical Education and Shock Trauma volunteered to participate in an evaluation of the Gateway. A questionnaire and help sheet were developed for the project. Feedback from the questionnaire was used to tailor documentation and training sessions to meet user needs. The Gateway will be introduced to the campus in the fiscal year 98-99.
- **Database Additions:** Science Citation Index Expanded and the Cochrane Library were added to the HS/HSL database collection.

## Reference Question Statistics

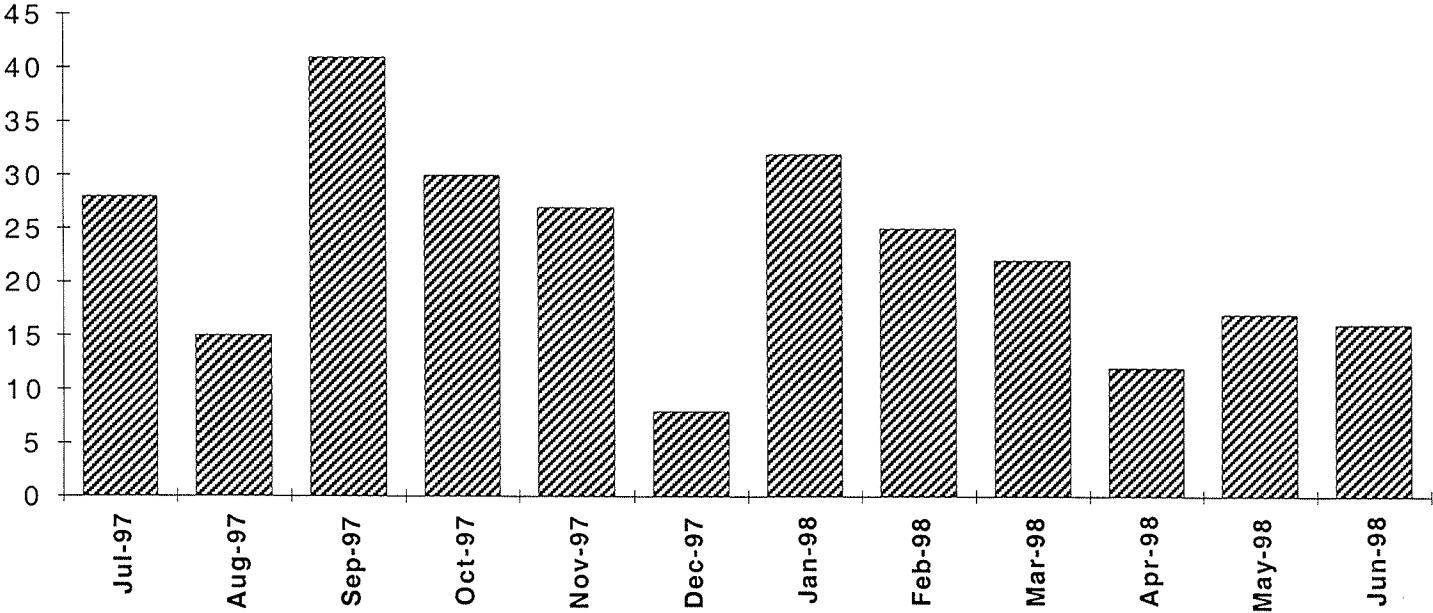


## In-person and Phone





Email



Information and Instructional Services  
Conclusion  
FY 97/98

Conclusion

During this last fiscal year, there has been no aspect of Information and Instructional Services that has not been affected by the move to the new building. We believe that any abnormalities within this year's statistics were directly attributable to the planned chaos of the move. However, we also expect that during the upcoming year, our statistics could skyrocket and indeed, we are already seeing indications that is occurring.

However, statistics don't paint the entire picture. They do not indicate the levels or quality of services that we provide. We are very proud of the fact that in spite of some of the pressures and limitations placed on us by the decaying facilities in the old building, significant infrastructure issues, and the move, we were still able to provide quality service as evidenced by our class evaluations, letters from faculty, and anecdotal comments from users. At some point we would like to have a qualitative assessment tool for evaluation purposes.

We also provided these services during a year when we had significant staff losses and changes. Although the loss of the numbers of staff was important, it is relevant to note that the loss in terms of experience was devastating. The people we lost were experienced and extremely knowledgeable health information professionals. Their good counsel and depth of expertise cannot be replaced easily.

The new building presents us with opportunities to do things differently and to try new things. Over the next year we will continue to learn how to work within this new environment. We will refine our operations and procedures. We will experiment with new technologies in our programs and services. The building will lure in users that we may never have seen before offering us new opportunities for outreach. As we hire new staff and continue to grow as a team, we will have a diverse pool of experiences from which to draw to improve and innovate. It should be quite a year.

## **IIS Staff Responsibilities 1997/1998**

All members of Information and Instructional Services are involved in user support through education and training, direct user interaction in the Reference Area, HELP Desk, and User Area, and specialized information support. Additional responsibilities and activities are listed below. Within 1997/98, Megan Del Baglivo, Diane Fishman, Ronald Harris, Phyllis Lansing, Janice Mason, and Pamela Rand left IIS. Their activities are not reflected in the listings below

Ina Alterman

Information Specialist

### RESPONSIBILITIES

Liaison, School of Social Work

### ACTIVITIES

#### Professional Organizations

Medical Library Association

Maryland Association of Health Sciences Librarians (MAHSL)

#### Meetings and Workshops

Introduction to Pub Med - January 20-21, 1998

Introduction to Windows 95 - February 10, 1998

Web of Science training - February 12, 1998

Don Frese

Information Specialist

### RESPONSIBILITIES

Evening reference librarian

Consultation coordination

Write, edit and oversee production of library brochures

Collection Development, Reference

Mediated Search Services Administrator

Oversee SDI service

Maintain documentation for online search services

Maintain statistics and billing for service

Train online searchers and oversee continuing online training opportunities

### ACTIVITIES

#### Professional Organizations

Mid-Atlantic Chapter/Medical Library Association

Maryland Association of Health Sciences Librarians

#### Committees (including UMAB)/Offices/Honors

Journal Review Committee

Collection Move Committee

New Building Shelving Bid Committee

Authors' Reception Committee

Meetings and Workshops

STN/SCI Workshop - Philadelphia 12/2/97

ISI/ Web of Science Workshop - 2/12/98

Patricia Hinegardner

Coordinator of Specialized Information Services  
Information Specialist

RESPONSIBILITIES

Liaison to the School of Nursing  
Coordinate Electronic Resources  
Coordinate Liaison Program  
Web-based Resources Committee  
HSL WWW Oversight Committee  
Commons Group Committee  
Journal Review Committee  
New Building Web Page Committee  
Distance Education Committee  
Ovid Web Committee  
Electronic Resources Management Ad Hoc Committee (ERMAC)

ACTIVITIES

Professional Organizations

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

Meetings and Workshops

Mid Atlantic Chapter, MLA Annual Meeting - Oct 15-18, 1997  
Embase Training Workshop - Dec 9, 1997  
HTML Workshop - Dec 11, 1997  
Using PubMed and IGM to Search NLM's Databases - Jan 21-22, 1998  
ISI/ Web of Science Workshop - Feb 12, 1998

Committees (including UMAB)/Offices/Honor

School of Nursing - Information Resources Committee  
USM Electronic Resources Committee  
Maryland Association of Health Sciences Librarians - Co-editor of Newsletter

Publications/Presentations

"Alliances: Information Specialists and Nursing Faculty Working as Partners in Education." Poster presented at the Mid-Atlantic Chapter/MLA Meeting, October 16-17, 1997

Facilitated a Round Table Session on Electronic Serials at the Mid-Atlantic Chapter/MLA Meeting, October 16, 1997

Charlene Matthews  
Secretary/Receptionist

#### RESPONSIBILITIES

Word Processing and Graphics  
Handles mailings for RIMS and HSL  
Coordinates mailing of SDI searches  
Oversees office machinery to insure consistent, quality production of materials  
Receives approved leave slips and maintains leave calendar  
Photocopies  
Collates materials for seminar  
Sorts and distributes mail  
Handles registration for Schedule of Courses and Consultations  
Schedules use of classrooms, distance ed. center, and 1st floor conference room  
Maintains reference and mediated searching statistics  
Makes sure brochures and point-of-source documentation are available  
Serves as phone backup for reference desk  
Handles appointments for Associate Director, External Services and Development  
Does confirming phone calls for seminars

Alexa Mayo  
Coordinator of Education and Publications  
Information Specialist

#### RESPONSIBILITIES

Liaison, School of Medicine  
Coordinates, writes and edits HS/HSL documentation/publicity  
Editor, HS/HSL unplugged  
Coordinates IIS educational endeavors  
Manages training of new IIS staff

#### ACTIVITIES

##### Professional Organizations

American Library Association  
Association of College and Research Libraries  
Medical Library Association  
Public Services Section

##### Meetings/Workshops

Change Retreat, Nov 24-25, 1997  
EMBASE Training, Dec 9, 1997  
HTML Workshop - Dec 11, 1997  
Making the Transition: Converting to PubMed and IGM to Search NLM's

Databases- Jan 23, 1998  
ISI/Web of Science Training, Feb 12, 1998  
Medical Library Association Annual Meeting - May 23-May 27, 1998

Committees

HS/HSL Web Oversight Committee  
HS/HSL Medical Library Month Committee  
Medical Informatics Week Planning Committee  
Electronic Resources Management Ad Hoc Committee (ERMAC)  
IIS Committees related to library move:  
    Change Committee  
    Reference Service  
    Emergency Reference Service (Chair)  
    Publicity for the Move Committee (Chair)

Professional Presentations:

"Evidence Based Medicine in Radiology," presentation at the SCAR National Conference, June 4, 1998

Virgie Paul  
Information Specialist

RESPONSIBILITIES

Liaison, School of Medicine  
Collection Development, Medicine

ACTIVITIES

Professional Organizations

American Library Association

Committees

Medical Informatics Week Planning Committee

Cynthia Phyllaier  
Information Specialist

RESPONSIBILITIES

Liaison to Undergraduate Nursing Program  
Collection Development, Nursing  
IIS Alternate Representative to TLC/ NUG  
IIS Move Coordinator

ACTIVITIES

Professional Organizations

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

### Meetings and Workshops

Mid-Atlantic Chapter/MLA Meeting, October 16-17, 1997  
EMBASE Workshop, December 9, 1997  
Web of Science Training, February 12, 1998  
Medical Library Association Annual Meeting, May 23-27, 1998

### Committees / (Including UMB)

School of Nursing - Information Resources Committee  
Test Collection Committee  
HSL Medical Library Month Committee  
Professional Development committee, UMB

### Publications and Presentations

"Alliances: Information Specialists and Nursing Faculty Working as Partners in Education." Poster presented at the Mid-Atlantic Chapter/MLA Meeting, October 16-17, 1997

Anne Rothfeld

Information Specialist

### RESPONSIBILITIES

Liaison to the Graduate School, School of Law, and Office of Student Affairs

### ACTIVITIES

#### Professional Organizations

American Library Association (ALA)  
Association of College and Research Libraries (ACRL)  
Library History Round Table (LHRT), liaison to ALA Library Education Assembly  
D.C. Library Association (DCLA)  
Special Libraries Association (SLA)  
Maryland Chapter, Archivist (board position)

#### Committees (including campus)

Author's reception committee

### Publications and Presentations

Book review for Libraries & Culture

Ginny Stone

Information Specialist

### RESPONSIBILITIES

Liaison to the School of Pharmacy  
Publicity committee co-chair with Janice Mason/Anne Rothfeld

### ACTIVITIES

#### Professional Organizations

American Association of Colleges of Pharmacy (AACP)  
Maryland Association of Health Sciences Libraries (MAHSL)  
Medical Library Association  
Pharmacy and Drug Information Section  
Provisional AHIP member

#### Meetings and Workshops

Web of Science Training, February 12, 1998  
AACP annual meeting, July 18-22  
Workshop: MLA CE: Evidence based medicine for libraries, May 22

#### Committees (including UMAB)/Offices/Honors)

American Association of Colleges of Pharmacy  
Booklist committee  
Secretary, Libraries and Educational Resources section  
Curriculum committee, School of Pharmacy  
MAHSL  
Chair, Professional development committee  
Executive board member

M.J. Tooey

Associate Director for External Services and Development  
Project Manager, Health Sciences and Human Services Library

#### RESPONSIBILITIES

##### Associate Director

Manage and coordinate strategic directions of Information and Instructional Services  
Represent IIS at HSL management meetings  
Coordinate information and instructional special projects on campus, i.e. Informatics weeks, HCOP involvement  
Work with other division heads to insure smooth operations and coordination of efforts  
Write reports, as needed, in support of library and IIS activities.  
Develop strategic plan and goals and objectives with HSL administration and within the IIS Division  
Coordinate external services developed by the Health Sciences Library such as Corporate Accounts.  
Plan and execute development activities for the HSL, including coordinating HSL portion of campus capital campaign, growing a donor base, developing organizations such as a Friends of the Library group to initiate ongoing support for the library and working with OEA to identify and cultivate potential donors.  
Oversee all publications of the HS/HSL.

##### Project Manager, HS/HSL

Oversee completion of the building - spring 1998.  
Work with building occupants to provide information regarding the building and ensuring smooth move transitions  
Works with architects on design issues  
Oversee capital equipment purchases



Deliver presentations in support of the project  
Prepare documentation in support of the project

## ACTIVITIES

### Professional Organizations

American Library Association  
Association of College and Research Libraries  
Maryland Association of Health Sciences Librarians  
Medical Library Association  
    Medical Informatics Section  
    Public Services Section  
Mid-Atlantic Chapter, Medical Library Association

### Meetings and Workshops

MAC/MLA Annual Meeting, Reston, VA, October 1997  
MLA Annual Meeting, Philadelphia, PA, May 1998  
Leadership Institute, MLA Annual Meeting, Philadelphia, PA, May 1998

### Committees (including UMAB)/Offices/Honors)

Medical Library Association  
    Chair, Chapter Council  
    Board of Directors  
    Public Services Section  
        Chair, Nominating Committee  
Mid-Atlantic Chapter, MLA  
    Centennial Celebration Workgroup  
Maryland State Department of Education  
    Co-chair of Health and Medicine Topical Area Reviewer Team for  
        Sailor  
University of Maryland  
    Fundraiser's Council  
    School of Medicine  
        Medical Informatics Week Planning Committee  
        Informatics Steering Committee  
Health Sciences Library  
    HSL Journal Review Committee  
    Electronic Resources Committee  
    HSL Newsletter Advisory Committee  
    Fundraising Committee

### Publications/Presentations

Editorial Board, Medical Reference Services Quarterly  
Facilitator, PSS Access Services SIG Roundtable Discussion, Philadelphia, PA, May  
1998.

Mary Ann Williams  
Information Specialist

## RESPONSIBILITIES

Liaison to the Dental School

## ACTIVITIES

### Professional Organizations

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

### Meetings and Workshops

MAHSL Executive Board Meetings  
Web of Science Training, February 12, 1998  
Change Retreat, Nov. 24-25, 1997  
EMBASE Training, Dec. 9, 1997

### Committees including Offices/Honors

Co-editor of MAHSL Newsletter  
Committees related to library move:  
    Change Champ Committee  
    Reference Service  
    Emergency Reference Service  
SAILOR Topical Area Reviewer - Health & Medicine

# Library Information Systems

## Annual Report

FY 1997-98

### Introduction:

The 1997-98 fiscal year was a difficult one for Library Information Systems. Short-staffed and frequently changing staff for much of the year, it was a struggle to complete projects and to deal with the various hurdles of moving into the new Library building, not the least of which was the work to merge roles with the Computing and Technology Services Department.

### Highlights:

A number of enhancements to computer systems were made over the year, including:



#### Web interface for public computers:

In response to the slow speed with which Netscape and the web-based database access that Netscape supported, along with search set downloading security problems and the obsolescence of the Saber menu system, a web-based interface was developed by Matthew Miller to replace the obsolete Saber menu system. A number of initial teething and network problems marred what was a faster web access method and customized interface that presented the user with the official Library logo. With the implementation of newer computers, faster network connections, and the move to the OVID web interface, the interface worked quite well.



#### Migration to Windows '95 and Windows NT

Windows '95 was added to the Salad Bar computers as the underlying piece for the web interface. A few staff computers were converted to this as well, but part way through the year, Windows NT, with its superior security and remote management capabilities, was selected as the staff and public operating system. The Microlab was converted in October, but the majority of computers were converted with the acquisition of new PC's, most installed during and after the move to the new Library in March and April.



#### New computers and printers for staff and public:

With the new building, funding was available to acquire many new computers. Collaborating with the CATS department, 160 Gateway 300 MHz Pentium II computers were purchased, configured with NT and new versions of WordPerfect, Excel, Powerpoint, and Pegasus. By year's end, most were installed. Computer installation was greatly aided by the loan of a disk duplicator made by personal friend and Bell Atlantic employee Joe Peightel.

To accompany new staff computers, 43 Lexmark personal lasers were acquired and installed. For shared printing situations, 7 HP4000 series and 4 HP5 SI laser printers were acquired and installed.

Circulation Desk terminals were upgraded to Pentium class by re-configuring recently acquired OCLC micros and CATS computers.

Some PC's were set up for staff who had been using Mac's. These Mac to PC conversions were found to be troublesome because of incompatibility of file naming conventions used in the Mac environment and particularly by the way the Mac version of Pegasus tended to corrupt mail folders. These problems were eventually overcome.



#### Server implementations:

In December, the HP server was re-directed to support public computers using NT server instead of Novell. Implementation went quickly and by year's end, it was supporting all of the Research Information Commons computers and one of the new classrooms. The HP, dubbed HSL3, was augmented in May by a Pentium Pro 180, HSL4, to act as a Backup Domain Controller (this manages account access and relieves HSL3 from having to manage this work).

CATS-1, initially for CATS support, was re-configured to support Library staff. This was done gradually between January and May. Generally this went well, though there were some surprises to be overcome, e.g., configuring Pegasus for use by Macs.

In April, after months of struggling with a multitude of configuration problems, the VAX 4000 was readied to support DRA. The move off of the VAX 6510 went very smoothly once the configuration was correctly set up. Unfortunately, the DRA 2.5 upgrade had to be delayed until this happened, and then staff turnover precluded implementation until the start of the next fiscal year.

The VAX 3100, ACHI1, was moved to the new building in April, and except for problems connecting a 9 track tape to it, it and Micromedex were back up within 3 hours. The tape drive had been added to allow Micromedex database update tapes to be loaded directly to this computer (formerly, updates had been done on the VAX6510 and then the files transferred to ACHI1). Unfortunately, this tape drive was not in good condition and failed, further frustrating the efforts to update Micromedex that had been hampered for 8 months! The move of this VAX also revealed the extent to which Shock Trauma had been configured to use this system, meaning a lot of print queues had to be re-done using TCP/IP instead of the older LAT communication method, all of which meant a steep learning curve for Helen Tong.



#### Pay-for-print system implemented:

In collaboration with CATS, the GoPrint Lynx the Lynx pay-for-print system was selected, acquired, and in late June, set up in the Research Information Commons. A DOS-based system, it revealed a number of annoying bugs in printing. GoPrint was very slow to correct these and by year's end, two problems were still not resolved. The pay-for-print system is comprised of a print server and two pay stations, each of which is equipped with a touch screen for easy print job selection. The four HP5SI printers mentioned above do the actual printing. Until the NT version of Lynx is available, the print queues are set up to run on HSL1, a concern because of the number of Novell licenses that ties up.



#### Wider, faster OCLC access implemented:

Passport for Windows was implemented first in Cataloging, and was such an improvement that it was gradually implemented in ILL and in IIS as well. The move to this internet system made the OCLC Communications Controller unnecessary, as every PC instead of just a few specially connected to the controller, could access the OCLC database - and at internet speed. Because it and NetTerm only run on PC's, this meant that conversion from Mac's was even more imperative.



#### New ILL statistics gathering and lending system implemented:

In October, the CLIO system was implemented in the Interlibrary Loan unit. Easy to install and set up, this reliable system easily replaced the awkward SaveIt system, and promises to replace the problematic QuickDoc system and possibly the troublesome and Mac-based Dynamics accounting system.



#### Ariel upgraded:

This system had been a troublesome system to operate and maintain, but with the move to the new building, it was hoped that a faster computer could be introduced introduced to support it, along with the more robust operating system NT. However, first the following hurdles had to be overcome: the first computer used failed before implementation could be completed; a second was laboriously set up, only to fail the day it was placed in ILL. The third computer selected ran well and Ariel became a much more stable system with its installation.



#### As always, there were trouble spots:

The Nouseft electronic reserve system continued to be a major problem. Database corruption crept in and for about 3 months the system could not be updated while Nouseft worked with agonizing slowness to correct the problem.



#### Staff Departures:

The Department said goodbye to Steve Rafferty in October, Matthew Miller in January, Jake Grimshaw and Jason Schatz in February, Alex Hernandez in March (after only four months at the Library) , and Helen Tong in April. Pete Saybolt was let go in September, as was Shawn Zahn in February. And for nearly two months in the Fall, Sean Braden was out recovering from major surgery.



















#### Staff Arrivals:

The Department welcomed Alex Hernandez in November as Pete Saybolt's replacement (then goodbye in March), Nick Sabinske in February, said goodbye in May, then hello again in June (replaced Shawn Zahn), then Scott Stevens in May (replacing Steve Rafferty) and Bing Guo in June (replacing Helen Tong).

## **Fiscal Year 1998-99:**

The following will be the major projects challenging the Department:

-  Finding a way to integrate CATS and LIS staff into the services provided by the Help Desk and Trouble Call System.
-  Looking for an alternative to Nouseft e-reserve system and implementing it if possible.
-  Evaluating a possible replacement for both the Pine and Pegasus e-mail systems for both staff and the campus
-  Revising the public computer interface to make it easier to manage and more effective for the user.
-  Setting up the new Dell server (HSHSL-STAFF) and converting CATS-1 to classroom support
-  Assessing and implementing possibilities for the remote management of computers, both from within Library and particularly from off campus (for emergency resolution of lan, PC, and printer problems)
-  Evaluating and possibly making the move to the Web-based version of Micromedex
-  Implementing the Web-based version of Social Work Abstracts and PsycLit on Silver Platter
-  Completing the conversion of Mac's to PC's
-  Setting up the Distance Education Center with the appropriate videoconferencing equipment
-  Evaluating and implementing, if necessary, the practice of e-mailing documents acquired through the Ariel ILL system
-  Implementing procedures to manage the use of laptops in the Library
-  Providing appropriate technical support for the Research Information Commons Desk
-  Evaluating CLIO as the system that can replace the functionality currently provided by Dynamics and QuickDoc
-  Providing appropriate training to manage systems and services
-  Ensuring Year 2000 compliance on all HSHSL computers

**Staff Activities:**

Sean Braden attended Windows NT Administrator's Course (August, 1997)

Helen Tong attended Windows NT Administrator's Course - Section 1 (April 1998)

Peter Burslem attended the American Library Association Conference in Washington and led a discussion group that talked about videoconferencing within libraries (June 1998)

**Organization Chart (as of June 1998)**

Peter Burslem  
Assistant Director For Library  
Information Systems

Steve Heinold  
Systems & Automation  
Librarian

Bing Guo  
Systems &  
Automation Librarian

Scott Stevens  
Systems &  
Automation Librarian

Sean Braden  
Network Assistant

Nick Sabinske  
Network Assistant  
(Contract)



## Statistical Reports:

Statistical gathering methods changed during this year: the previous method, using the program DBSTATS, was replaced by the mechanism developed for the new public computer interface.

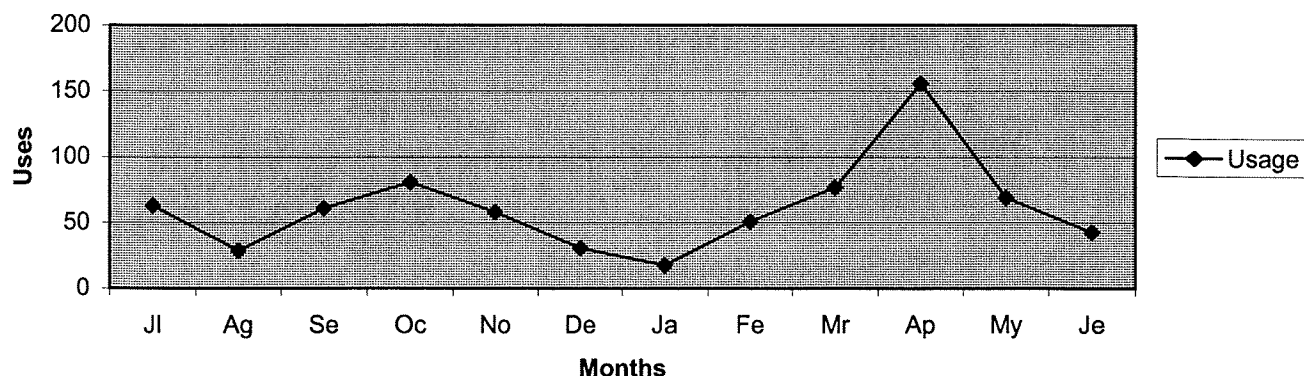
### Heaviest Users of Library Resources

Type of User	Uses	%	Type of User	Uses	%
Medicine Student	41740	18.28%	Dentistry Staff	370	0.16%
Nursing Student	39855	17.46%	UMMS Other	358	0.16%
Pharmacy Student	21274	9.32%	Pharmacy Other	356	0.16%
Social Work Student	19172	8.40%	Graduate Studies Staff	349	0.15%
Graduate Studies Student	15655	6.86%	Other UM Institutions Staff	345	0.15%
HSL Staff Staff	8476	3.71%	Other Educational Institutions Staff	328	0.14%
Medicine Staff	8380	3.67%	Law School Other	315	0.14%
Law School Student	8078	3.54%	VA Hospital Staff	313	0.14%
Dentistry Student	7632	3.34%	Dentistry Other	299	0.13%
Medicine Faculty	5461	2.39%	Other Educational Institutions Faculty	272	0.12%
UMMS Staff	4670	2.05%	Nursing Other	269	0.12%
Other Student	2553	1.12%	VA Hospital Faculty	232	0.10%
Other Educational Institutions Student	2401	1.05%	Law School Staff	224	0.10%
Social Work Other	2217	0.97%	Other Faculty	205	0.09%
Other Other	2216	0.97%	MIEMMS Staff	188	0.08%
UMMS Student	1985	0.87%	Other UM Institutions Faculty	188	0.08%
Nursing Staff	1616	0.71%	HSL Staff Student	187	0.08%
UMMS Faculty	1572	0.69%	Central Administration Student	168	0.07%
Pharmacy Faculty	1511	0.66%	MIEMMS Faculty	139	0.06%
Nursing Faculty	1490	0.65%	VA Hospital Student	136	0.06%
Other UM Institutions Student	1049	0.46%	MIEMMS Student	135	0.06%
Other Staff	945	0.41%	Other Educational Institutions Other	134	0.06%
Medicine Other	902	0.40%	Graduate Studies Other	126	0.06%
Dentistry Faculty	868	0.38%	VA Hospital Other	115	0.05%
Pharmacy Staff	845	0.37%	Other UM Institutions Other	112	0.05%
Law School Faculty	801	0.35%	HSL Staff Faculty	87	0.04%
Social Work Faculty	624	0.27%	MIEMMS Other	84	0.04%
Social Work Staff	559	0.24%	Central Administration Other	82	0.04%
Graduate Studies Faculty	532	0.23%	HSL Staff Other	80	0.04%
Central Administration Staff	360	0.16%	Central Administration Faculty	56	0.02%

TOTAL NUMBER OF USES:

228301

# AIDSLINE - 1997-98



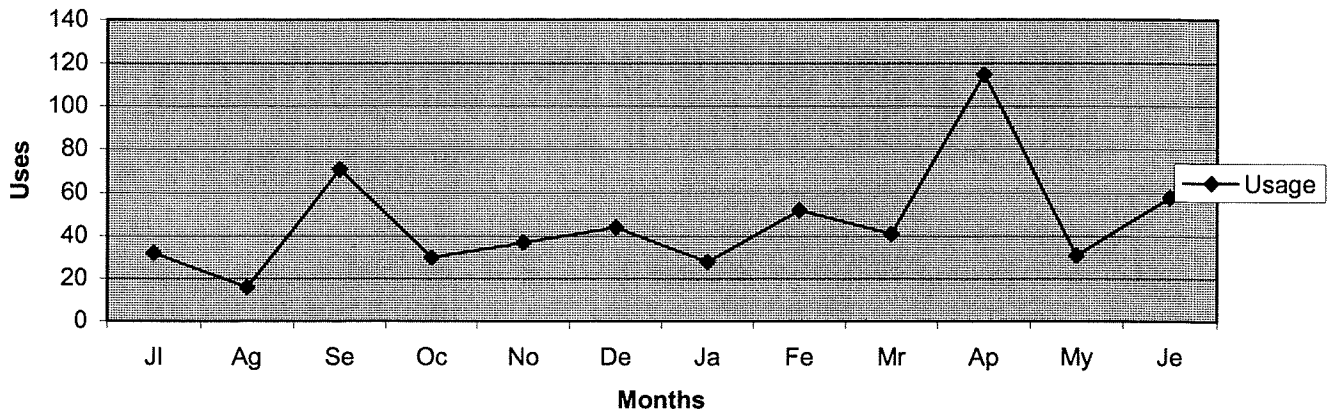
## Heaviest Users

	Uses	%		Uses	%
Nursing Student	111	15.06%	Social Work Other	1	0.14%
Pharmacy Student	104	14.11%	Central Administration Student	1	0.14%
HSL Staff Staff	104	14.11%	Central Administration Faculty	1	0.14%
Medicine Student	101	13.70%	HSL Staff Student	1	0.14%
Social Work Student	52	7.06%	HSL Staff Faculty	1	0.14%
Medicine Faculty	46	6.24%	MIEMMS Faculty	1	0.14%
Medicine Staff	44	5.97%	VA Hospital Student	1	0.14%
Graduate Studies Student	22	2.99%	Other Educational Institutions Staff	1	0.14%
UMMS Staff	21	2.85%	Dentistry Faculty	0	0.00%
Dentistry Student	19	2.58%	Dentistry Staff	0	0.00%
Other Educational Institutions Student	18	2.44%	Dentistry Other	0	0.00%
Other Student	14	1.90%	Graduate Studies Faculty	0	0.00%
Law School Student	10	1.36%	Graduate Studies Staff	0	0.00%
UMMS Student	10	1.36%	Graduate Studies Other	0	0.00%
Other Other	9	1.22%	Law School Faculty	0	0.00%
Pharmacy Staff	6	0.81%	Law School Staff	0	0.00%
Other Educational Institutions Faculty	5	0.68%	Pharmacy Other	0	0.00%
UMMS Faculty	4	0.54%	Social Work Faculty	0	0.00%
Nursing Faculty	3	0.41%	Social Work Staff	0	0.00%
Nursing Other	3	0.41%	Central Administration Staff	0	0.00%
HSL Staff Other	3	0.41%	MIEMMS Student	0	0.00%
Other UM Institutions Staff	3	0.41%	MIEMMS Staff	0	0.00%
Other UM Institutions Student	3	0.41%	MIEMMS Other	0	0.00%
Other Faculty	3	0.41%	UMMS Other	0	0.00%
Law School Other	2	0.27%	VA Hospital Faculty	0	0.00%
Medicine Other	2	0.27%	VA Hospital Staff	0	0.00%
Nursing Staff	2	0.27%	VA Hospital Other	0	0.00%
Central Administration Other	2	0.27%	Other UM Institutions Faculty	0	0.00%
Other Staff	2	0.27%	Other UM Institutions Other	0	0.00%
Pharmacy Faculty	1	0.14%	Other Educational Institutions Other	0	0.00%

**TOTAL USES**

737

# BIOETHICSLINE - 1997-98



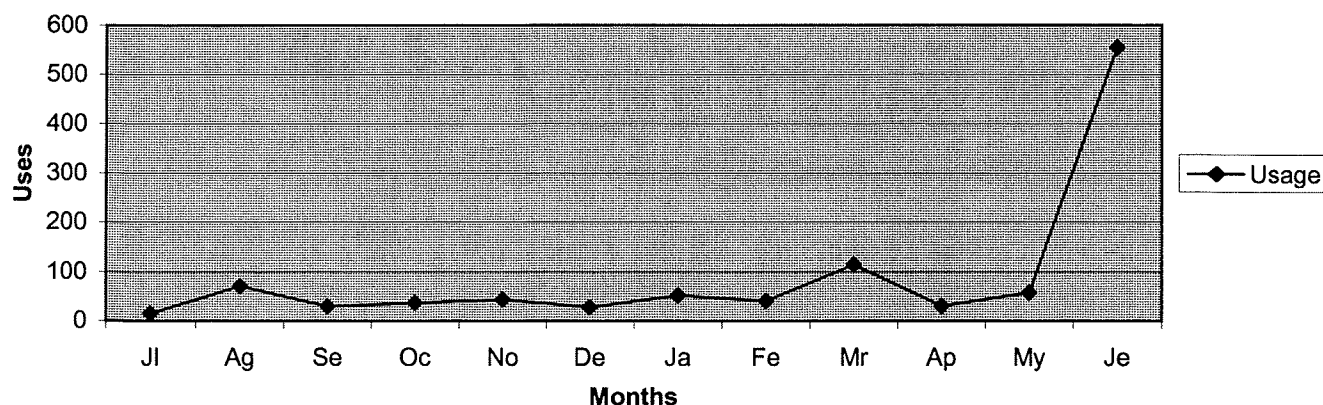
## Heaviest Users

	Uses	%		Uses	%
HSL Staff Staff	110	19.82%	Nursing Other	1	0.18%
Nursing Student	90	16.22%	Pharmacy Staff	1	0.18%
Pharmacy Student	65	11.71%	Social Work Other	1	0.18%
Medicine Student	63	11.35%	Central Administration Staff	1	0.18%
Law School Student	31	5.59%	HSL Staff Faculty	1	0.18%
Medicine Staff	27	4.86%	MIEMMS Faculty	1	0.18%
Graduate Studies Student	22	3.96%	Other UM Institutions Faculty	1	0.18%
Social Work Student	20	3.60%	Other Educational Institutions Other	1	0.18%
UMMS Staff	13	2.34%	Other Staff	1	0.18%
Medicine Faculty	12	2.16%	Dentistry Staff	0	0.00%
Other Educational Institutions Student	9	1.62%	Dentistry Other	0	0.00%
Law School Faculty	8	1.44%	Graduate Studies Staff	0	0.00%
Nursing Faculty	8	1.44%	Graduate Studies Other	0	0.00%
Dentistry Student	7	1.26%	Pharmacy Faculty	0	0.00%
Nursing Staff	7	1.26%	Pharmacy Other	0	0.00%
Dentistry Faculty	6	1.08%	Social Work Faculty	0	0.00%
UMMS Student	6	1.08%	Social Work Staff	0	0.00%
Other Other	6	1.08%	Central Administration Student	0	0.00%
HSL Staff Student	5	0.90%	Central Administration Faculty	0	0.00%
Other Student	5	0.90%	Central Administration Other	0	0.00%
Law School Staff	4	0.72%	HSL Staff Other	0	0.00%
Medicine Other	4	0.72%	MIEMMS Student	0	0.00%
Other UM Institutions Student	4	0.72%	MIEMMS Other	0	0.00%
UMMS Faculty	3	0.54%	UMMS Other	0	0.00%
Other UM Institutions Staff	3	0.54%	VA Hospital Faculty	0	0.00%
MIEMMS Staff	2	0.36%	VA Hospital Staff	0	0.00%
VA Hospital Student	2	0.36%	VA Hospital Other	0	0.00%
Other Faculty	2	0.36%	Other UM Institutions Other	0	0.00%
Graduate Studies Faculty	1	0.18%	Other Educational Institutions Facult	0	0.00%
Law School Other	1	0.18%	Other Educational Institutions Staff	0	0.00%

TOTAL USES

555

# BOOKS IN PRINT - 1997-98



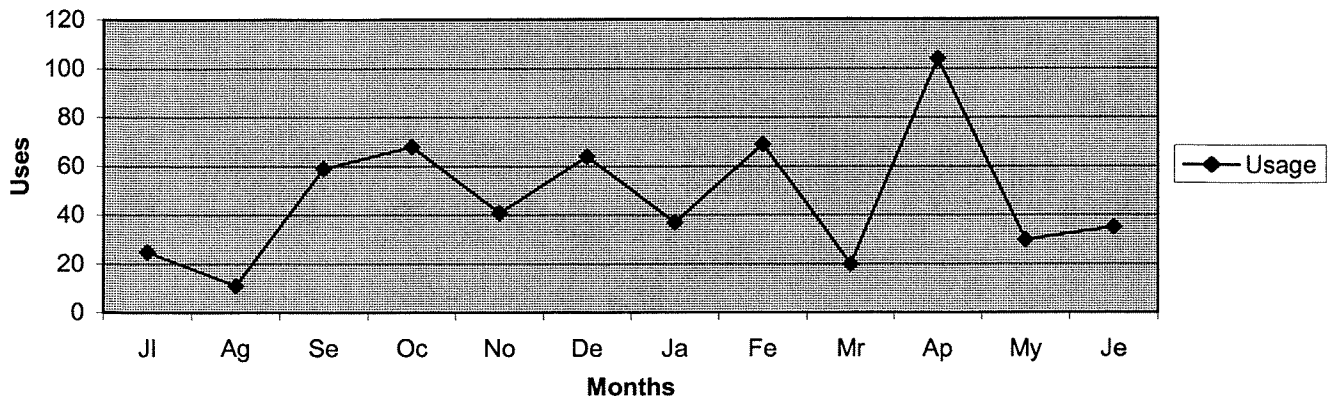
## Heaviest Users

	Uses	%		Uses	%
Medicine Student	125	11.73%	Other UM Institutions Student	5	0.47%
Nursing Student	120	11.26%	Dentistry Staff	3	0.28%
HSL Staff Staff	120	11.26%	Graduate Studies Faculty	3	0.28%
Social Work Student	75	7.04%	Law School Faculty	3	0.28%
Graduate Studies Student	68	6.38%	UMMS Other	3	0.28%
Medicine Faculty	56	5.25%	Law School Staff	2	0.19%
Medicine Staff	51	4.78%	Nursing Other	2	0.19%
Other Student	50	4.69%	Central Administration Other	2	0.19%
Nursing Faculty	42	3.94%	MIEMMS Staff	2	0.19%
UMMS Staff	33	3.10%	Other UM Institutions Staff	2	0.19%
Dentistry Student	32	3.00%	HSL Staff Faculty	1	0.09%
Pharmacy Student	32	3.00%	MIEMMS Student	1	0.09%
Other Staff	25	2.35%	MIEMMS Other	1	0.09%
Social Work Faculty	23	2.16%	VA Hospital Staff	1	0.09%
Nursing Staff	21	1.97%	VA Hospital Other	1	0.09%
Other Educational Institutions Student	21	1.97%	Other UM Institutions Other	1	0.09%
Dentistry Faculty	17	1.59%	Other Educational Institutions Other	1	0.09%
Other Other	16	1.50%	Dentistry Other	0	0.00%
Law School Student	14	1.31%	Graduate Studies Other	0	0.00%
Graduate Studies Staff	12	1.13%	Law School Other	0	0.00%
Pharmacy Staff	12	1.13%	Pharmacy Other	0	0.00%
Medicine Other	8	0.75%	Central Administration Student	0	0.00%
Social Work Other	8	0.75%	Central Administration Faculty	0	0.00%
UMMS Faculty	8	0.75%	Central Administration Staff	0	0.00%
UMMS Student	8	0.75%	HSL Staff Student	0	0.00%
Other Educational Institutions Staff	8	0.75%	HSL Staff Other	0	0.00%
Pharmacy Faculty	7	0.66%	MIEMMS Faculty	0	0.00%
Social Work Staff	7	0.66%	VA Hospital Student	0	0.00%
Other Educational Institutions Faculty	7	0.66%	VA Hospital Faculty	0	0.00%
Other Faculty	6	0.56%	Other UM Institutions Faculty	0	0.00%

TOTAL USES

1066

### CENSUS DATA - 1997-98



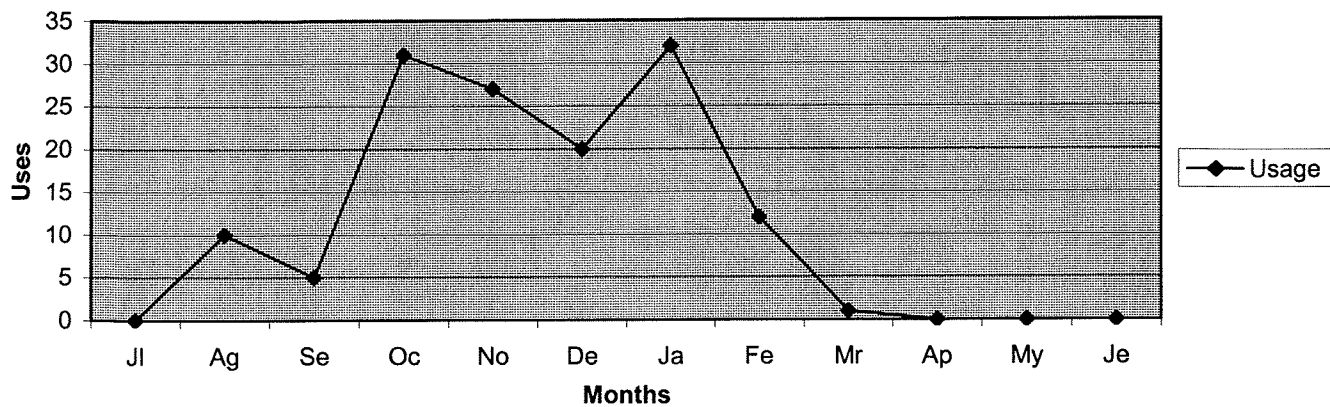
#### Heaviest Users

	Uses	%		Uses	%
Nursing Student	132	23.45%	HSL Staff Other	1	0.18%
HSL Staff Staff	85	15.10%	MIEMMS Student	1	0.18%
Social Work Student	60	10.66%	UMMS Faculty	1	0.18%
Medicine Staff	34	6.04%	VA Hospital Staff	1	0.18%
Nursing Staff	32	5.68%	Other Educational Institutions Facult	1	0.18%
Medicine Student	29	5.15%	Other Faculty	1	0.18%
Pharmacy Student	19	3.37%	Dentistry Other	0	0.00%
Graduate Studies Student	18	3.20%	Graduate Studies Other	0	0.00%
Medicine Faculty	18	3.20%	Law School Faculty	0	0.00%
Law School Student	17	3.02%	Law School Other	0	0.00%
Dentistry Student	15	2.66%	Medicine Other	0	0.00%
Pharmacy Staff	11	1.95%	Pharmacy Other	0	0.00%
Social Work Staff	11	1.95%	Social Work Other	0	0.00%
UMMS Staff	10	1.78%	Central Administration Student	0	0.00%
Other Student	8	1.42%	Central Administration Faculty	0	0.00%
Nursing Faculty	6	1.07%	Central Administration Staff	0	0.00%
Other UM Institutions Student	6	1.07%	Central Administration Other	0	0.00%
Other Staff	6	1.07%	HSL Staff Student	0	0.00%
Dentistry Staff	5	0.89%	HSL Staff Faculty	0	0.00%
Law School Staff	4	0.71%	MIEMMS Faculty	0	0.00%
Pharmacy Faculty	4	0.71%	MIEMMS Staff	0	0.00%
UMMS Student	4	0.71%	MIEMMS Other	0	0.00%
Other Educational Institutions Staff	4	0.71%	UMMS Other	0	0.00%
Other Educational Institutions Student	4	0.71%	VA Hospital Student	0	0.00%
Dentistry Faculty	3	0.53%	VA Hospital Faculty	0	0.00%
Graduate Studies Faculty	3	0.53%	VA Hospital Other	0	0.00%
Social Work Faculty	3	0.53%	Other UM Institutions Faculty	0	0.00%
Graduate Studies Staff	2	0.36%	Other UM Institutions Staff	0	0.00%
Nursing Other	2	0.36%	Other UM Institutions Other	0	0.00%
Other Other	2	0.36%	Other Educational Institutions Other	0	0.00%

TOTAL USES

563

### COCHRANE COLLECTION - 1997-98



#### Heaviest Users

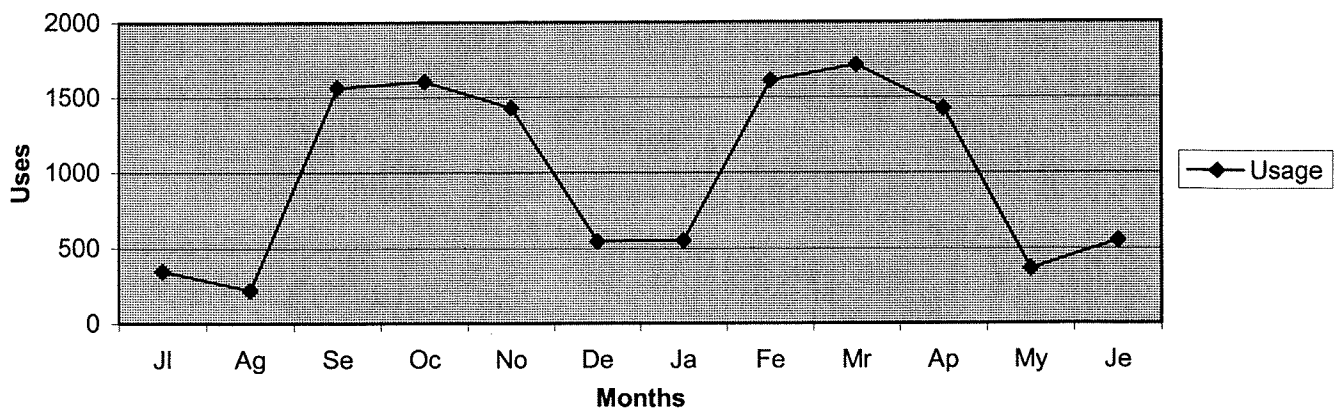
	Uses	%		Uses	%
HSL Staff Staff	53	38.41%	Pharmacy Staff	0	0.00%
Medicine Student	27	19.57%	Pharmacy Other	0	0.00%
Graduate Studies Student	9	6.52%	Social Work Faculty	0	0.00%
Medicine Faculty	9	6.52%	Social Work Staff	0	0.00%
Social Work Student	7	5.07%	Social Work Other	0	0.00%
Nursing Student	5	3.62%	Central Administration Student	0	0.00%
Other Staff	4	2.90%	Central Administration Faculty	0	0.00%
Dentistry Staff	3	2.17%	Central Administration Staff	0	0.00%
UMMS Staff	3	2.17%	Central Administration Other	0	0.00%
Other Student	3	2.17%	HSL Staff Student	0	0.00%
Dentistry Student	2	1.45%	HSL Staff Faculty	0	0.00%
Law School Student	2	1.45%	HSL Staff Other	0	0.00%
Medicine Staff	2	1.45%	MIEMMS Student	0	0.00%
Nursing Faculty	2	1.45%	MIEMMS Faculty	0	0.00%
Pharmacy Student	2	1.45%	MIEMMS Staff	0	0.00%
UMMS Faculty	2	1.45%	MIEMMS Other	0	0.00%
Other Educational Institutions Student	2	1.45%	UMMS Student	0	0.00%
Other Educational Institutions Staff	1	0.72%	UMMS Other	0	0.00%
Dentistry Faculty	0	0.00%	VA Hospital Student	0	0.00%
Dentistry Other	0	0.00%	VA Hospital Faculty	0	0.00%
Graduate Studies Faculty	0	0.00%	VA Hospital Staff	0	0.00%
Graduate Studies Staff	0	0.00%	VA Hospital Other	0	0.00%
Graduate Studies Other	0	0.00%	Other UM Institutions Faculty	0	0.00%
Law School Faculty	0	0.00%	Other UM Institutions Staff	0	0.00%
Law School Staff	0	0.00%	Other UM Institutions Student	0	0.00%
Law School Other	0	0.00%	Other UM Institutions Other	0	0.00%
Medicine Other	0	0.00%	Other Educational Institutions Facult	0	0.00%
Nursing Staff	0	0.00%	Other Educational Institutions Other	0	0.00%
Nursing Other	0	0.00%	Other Faculty	0	0.00%
Pharmacy Faculty	0	0.00%	Other Other	0	0.00%

NOTE: Database down last 3 months

TOTAL USES

138

### CINAHL - 1997-98



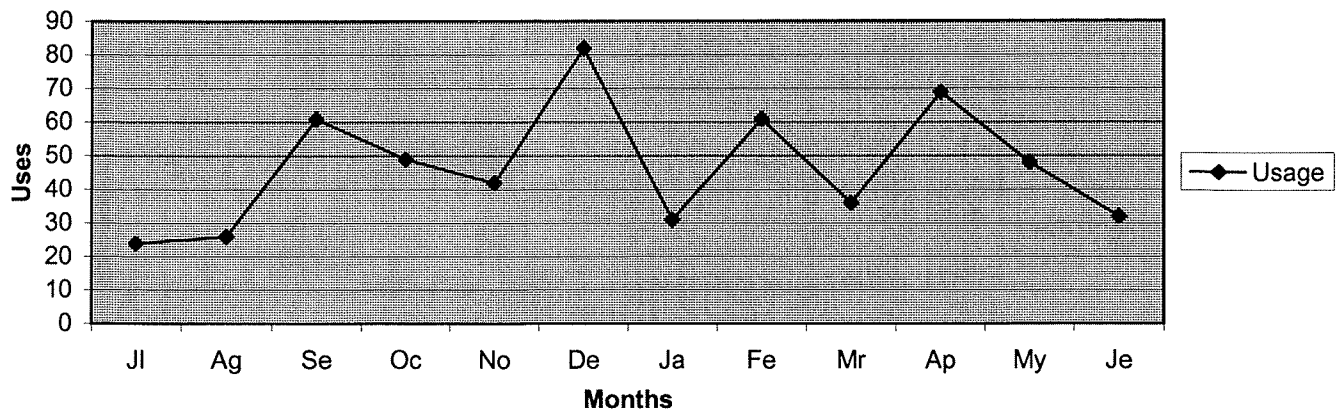
#### Heaviest Users

	Uses	%		Uses	%
Nursing Student	8329	69.75%	Dentistry Staff	8	0.07%
Nursing Staff	806	6.75%	Law School Faculty	8	0.07%
Graduate Studies Student	503	4.21%	VA Hospital Other	8	0.07%
Medicine Student	473	3.96%	VA Hospital Staff	7	0.06%
HSL Staff Staff	266	2.23%	MIEMMS Student	6	0.05%
Nursing Faculty	246	2.06%	Dentistry Faculty	5	0.04%
Medicine Staff	165	1.38%	HSL Staff Student	5	0.04%
Social Work Student	149	1.25%	Graduate Studies Faculty	4	0.03%
Other Educational Institutions Student	131	1.10%	Medicine Other	4	0.03%
Other Student	125	1.05%	MIEMMS Staff	4	0.03%
UMMS Staff	98	0.82%	Other Educational Institutions Other	4	0.03%
Pharmacy Student	95	0.80%	Graduate Studies Other	3	0.03%
UMMS Student	88	0.74%	Social Work Faculty	3	0.03%
Medicine Faculty	48	0.40%	HSL Staff Faculty	3	0.03%
Dentistry Student	44	0.37%	Other UM Institutions Staff	3	0.03%
Other Other	36	0.30%	Dentistry Other	2	0.02%
Graduate Studies Staff	35	0.29%	Law School Other	2	0.02%
Other Staff	29	0.24%	Central Administration Staff	2	0.02%
Law School Student	27	0.23%	HSL Staff Other	2	0.02%
Nursing Other	26	0.22%	UMMS Other	2	0.02%
Other UM Institutions Student	20	0.17%	Social Work Other	1	0.01%
Other Educational Institutions Faculty	19	0.16%	Central Administration Student	1	0.01%
UMMS Faculty	16	0.13%	MIEMMS Other	1	0.01%
Pharmacy Faculty	15	0.13%	VA Hospital Student	1	0.01%
Pharmacy Staff	15	0.13%	Pharmacy Other	0	0.00%
Other Faculty	11	0.09%	Central Administration Faculty	0	0.00%
Other UM Institutions Faculty	10	0.08%	Central Administration Other	0	0.00%
Other Educational Institutions Staff	10	0.08%	MIEMMS Faculty	0	0.00%
Law School Staff	9	0.08%	VA Hospital Faculty	0	0.00%
Social Work Staff	9	0.08%	Other UM Institutions Other	0	0.00%

TOTAL USES

11942

### COMPUTER SELECT - 1997-98



#### Heaviest Users

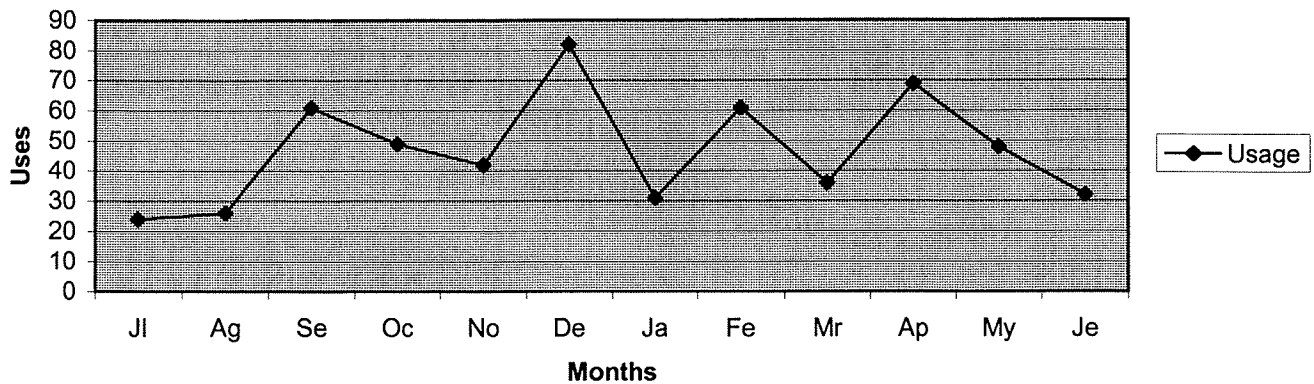
	Uses	%		Uses	%
HSL Staff Staff	123	21.93%	VA Hospital Other	2	0.36%
Nursing Student	108	19.25%	Other UM Institutions Student	2	0.36%
Medicine Student	51	9.09%	Dentistry Staff	1	0.18%
Graduate Studies Student	36	6.42%	Graduate Studies Faculty	1	0.18%
Dentistry Student	28	4.99%	Law School Faculty	1	0.18%
Medicine Staff	21	3.74%	MIEMMS Faculty	1	0.18%
Social Work Student	18	3.21%	VA Hospital Faculty	1	0.18%
UMMS Staff	18	3.21%	Other UM Institutions Staff	1	0.18%
Law School Student	15	2.67%	Dentistry Other	0	0.00%
Medicine Faculty	14	2.50%	Graduate Studies Other	0	0.00%
Pharmacy Student	14	2.50%	Law School Other	0	0.00%
Other Staff	13	2.32%	Nursing Other	0	0.00%
Other Student	11	1.96%	Pharmacy Other	0	0.00%
Nursing Staff	10	1.78%	Social Work Faculty	0	0.00%
UMMS Student	10	1.78%	Central Administration Faculty	0	0.00%
Other Other	10	1.78%	Central Administration Staff	0	0.00%
Other Educational Institutions Student	9	1.60%	Central Administration Other	0	0.00%
Social Work Other	6	1.07%	HSL Staff Student	0	0.00%
Dentistry Faculty	4	0.71%	HSL Staff Faculty	0	0.00%
Law School Staff	4	0.71%	MIEMMS Student	0	0.00%
Medicine Other	4	0.71%	MIEMMS Staff	0	0.00%
Nursing Faculty	4	0.71%	MIEMMS Other	0	0.00%
UMMS Faculty	4	0.71%	UMMS Other	0	0.00%
Graduate Studies Staff	3	0.53%	VA Hospital Student	0	0.00%
Other Educational Institutions Staff	3	0.53%	VA Hospital Staff	0	0.00%
Pharmacy Faculty	2	0.36%	Other UM Institutions Faculty	0	0.00%
Pharmacy Staff	2	0.36%	Other UM Institutions Other	0	0.00%
Social Work Staff	2	0.36%	Other Educational Institutions Facult	0	0.00%
Central Administration Student	2	0.36%	Other Educational Institutions Other	0	0.00%
HSL Staff Other	2	0.36%	Other Faculty	0	0.00%

TOTAL USES

561



### CURRENT CLINICAL TRIALS - 1997-98



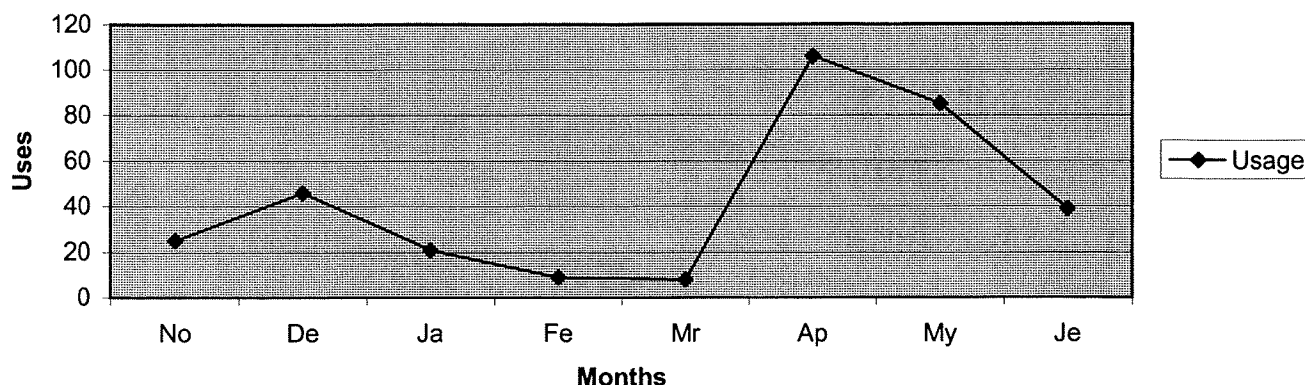
#### Heaviest Users

	Uses	%		Uses	%
Nursing Student	131	16.29%	Dentistry Staff	2	0.25%
Medicine Student	85	10.57%	Graduate Studies Faculty	2	0.25%
Social Work Student	78	9.70%	Law School Faculty	2	0.25%
Pharmacy Student	68	8.46%	Law School Other	2	0.25%
Graduate Studies Student	67	8.33%	Central Administration Staff	2	0.25%
Medicine Staff	60	7.46%	VA Hospital Staff	2	0.25%
Dentistry Student	41	5.10%	Law School Staff	1	0.12%
HSL Staff Staff	37	4.60%	Central Administration Student	1	0.12%
UMMS Staff	31	3.86%	Central Administration Other	1	0.12%
Medicine Faculty	28	3.48%	MIEMMS Faculty	1	0.12%
Other Student	22	2.74%	Other UM Institutions Faculty	1	0.12%
Other Educational Institutions Student	18	2.24%	Other UM Institutions Staff	1	0.12%
Law School Student	16	1.99%	Dentistry Other	0	0.00%
UMMS Faculty	12	1.49%	Graduate Studies Staff	0	0.00%
Other Other	12	1.49%	Graduate Studies Other	0	0.00%
Nursing Staff	9	1.12%	Pharmacy Other	0	0.00%
Other Staff	9	1.12%	Social Work Other	0	0.00%
Medicine Other	8	1.00%	Central Administration Faculty	0	0.00%
Social Work Staff	7	0.87%	HSL Staff Student	0	0.00%
UMMS Student	7	0.87%	HSL Staff Faculty	0	0.00%
UMMS Other	7	0.87%	HSL Staff Other	0	0.00%
Pharmacy Staff	5	0.62%	MIEMMS Student	0	0.00%
Other UM Institutions Student	5	0.62%	MIEMMS Staff	0	0.00%
Other Educational Institutions Staff	5	0.62%	MIEMMS Other	0	0.00%
Nursing Other	4	0.50%	VA Hospital Student	0	0.00%
Nursing Faculty	3	0.37%	VA Hospital Faculty	0	0.00%
Pharmacy Faculty	3	0.37%	VA Hospital Other	0	0.00%
Social Work Faculty	3	0.37%	Other UM Institutions Other	0	0.00%
Other Educational Institutions Other	3	0.37%	Other Educational Institutions Facult	0	0.00%
Dentistry Faculty	2	0.25%	Other Faculty	0	0.00%

TOTAL USES

804

### EBSCO ACADEMIC INDEX - 1997-98



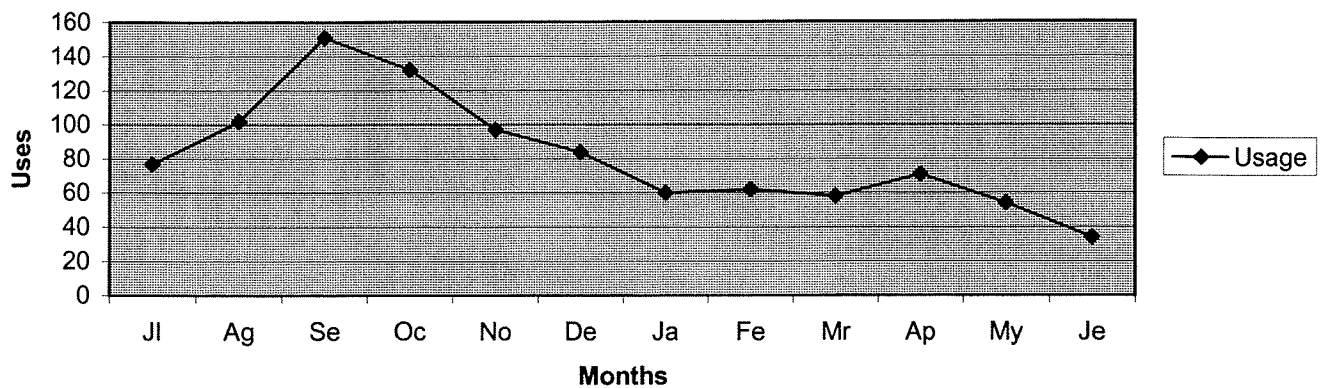
#### Heaviest Users

	Uses	%		Uses	%
Graduate Studies Student	60	17.70%	VA Hospital Student	1	0.29%
Nursing Student	60	17.70%	Other Educational Institutions Facult	1	0.29%
HSL Staff Staff	51	15.04%	Other Staff	1	0.29%
Other Other	25	7.37%	Dentistry Faculty	0	0.00%
Medicine Other	20	5.90%	Dentistry Other	0	0.00%
Medicine Student	19	5.60%	Law School Faculty	0	0.00%
UMMS Student	13	3.83%	Nursing Faculty	0	0.00%
Medicine Staff	10	2.95%	Pharmacy Staff	0	0.00%
Medicine Faculty	9	2.65%	Pharmacy Other	0	0.00%
Pharmacy Student	9	2.65%	Social Work Staff	0	0.00%
Law School Student	6	1.77%	Social Work Other	0	0.00%
Other UM Institutions Student	6	1.77%	Central Administration Student	0	0.00%
Other Educational Institutions Student	6	1.77%	Central Administration Faculty	0	0.00%
Social Work Student	5	1.47%	Central Administration Staff	0	0.00%
UMMS Staff	5	1.47%	Central Administration Other	0	0.00%
Other Student	5	1.47%	HSL Staff Student	0	0.00%
Dentistry Student	4	1.18%	HSL Staff Faculty	0	0.00%
Other UM Institutions Other	4	1.18%	HSL Staff Other	0	0.00%
Nursing Other	3	0.88%	MIEMMS Student	0	0.00%
Pharmacy Faculty	3	0.88%	MIEMMS Faculty	0	0.00%
Dentistry Staff	2	0.59%	MIEMMS Other	0	0.00%
Nursing Staff	2	0.59%	UMMS Faculty	0	0.00%
VA Hospital Staff	2	0.59%	UMMS Other	0	0.00%
Graduate Studies Faculty	1	0.29%	VA Hospital Faculty	0	0.00%
Graduate Studies Staff	1	0.29%	VA Hospital Other	0	0.00%
Graduate Studies Other	1	0.29%	Other UM Institutions Faculty	0	0.00%
Law School Staff	1	0.29%	Other UM Institutions Staff	0	0.00%
Law School Other	1	0.29%	Other Educational Institutions Staff	0	0.00%
Social Work Faculty	1	0.29%	Other Educational Institutions Other	0	0.00%
MIEMMS Staff	1	0.29%	Other Faculty	0	0.00%

TOTAL USES

339

### ENTREZ - 1997-98



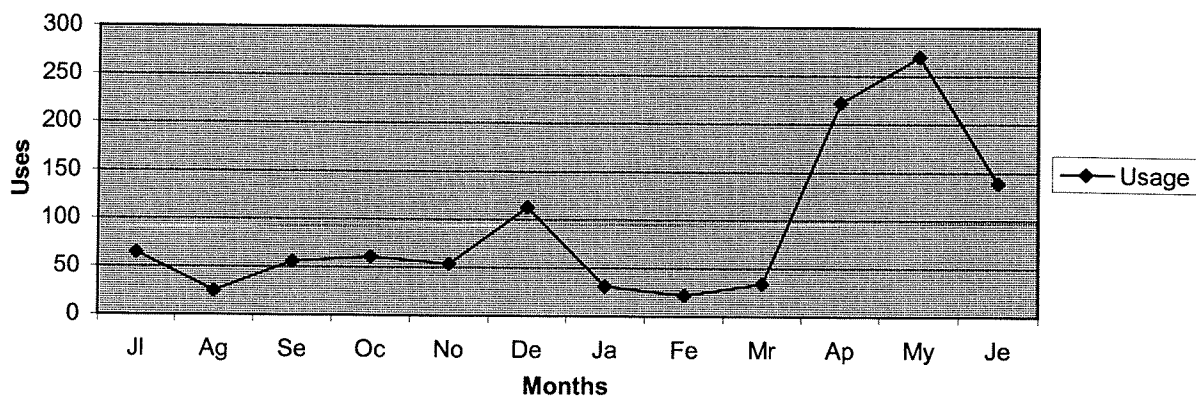
#### Heaviest Users

	Uses	%		Uses	%
Medicine Student	139	14.15%	Social Work Staff	3	0.31%
Graduate Studies Student	124	12.63%	VA Hospital Other	3	0.31%
Medicine Staff	92	9.37%	Other UM Institutions Faculty	3	0.31%
HSL Staff Staff	80	8.15%	Other Educational Institutions Facult	3	0.31%
Pharmacy Student	78	7.94%	Social Work Faculty	2	0.20%
Medicine Faculty	75	7.64%	HSL Staff Student	2	0.20%
Nursing Student	62	6.31%	Dentistry Other	1	0.10%
Pharmacy Other	52	5.30%	Graduate Studies Faculty	1	0.10%
Nursing Staff	45	4.58%	Law School Faculty	1	0.10%
Graduate Studies Staff	27	2.75%	Law School Other	1	0.10%
Dentistry Student	25	2.55%	Social Work Other	1	0.10%
Law School Student	20	2.04%	Central Administration Student	1	0.10%
Dentistry Staff	15	1.53%	HSL Staff Faculty	1	0.10%
Other Educational Institutions Student	15	1.53%	MIEMMS Staff	1	0.10%
Other Student	14	1.43%	UMMS Faculty	1	0.10%
Social Work Student	12	1.22%	UMMS Other	1	0.10%
Other UM Institutions Staff	9	0.92%	VA Hospital Faculty	1	0.10%
Other Faculty	9	0.92%	VA Hospital Staff	1	0.10%
Other UM Institutions Student	8	0.81%	Graduate Studies Other	0	0.00%
UMMS Staff	7	0.71%	Nursing Other	0	0.00%
Other Staff	7	0.71%	Central Administration Faculty	0	0.00%
Other Other	7	0.71%	Central Administration Staff	0	0.00%
Other Educational Institutions Staff	6	0.61%	Central Administration Other	0	0.00%
Nursing Faculty	5	0.51%	HSL Staff Other	0	0.00%
UMMS Student	5	0.51%	MIEMMS Student	0	0.00%
Pharmacy Faculty	4	0.41%	MIEMMS Faculty	0	0.00%
Dentistry Faculty	3	0.31%	MIEMMS Other	0	0.00%
Law School Staff	3	0.31%	VA Hospital Student	0	0.00%
Medicine Other	3	0.31%	Other UM Institutions Other	0	0.00%
Pharmacy Staff	3	0.31%	Other Educational Institutions Other	0	0.00%

TOTAL USES

982

# EXCEL - 1997-98



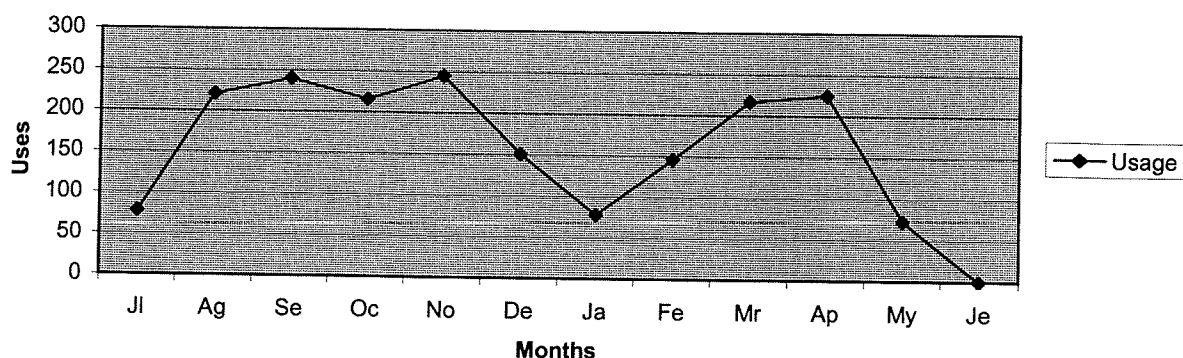
## Heaviest Users

	Uses	%		Uses	%
Medicine Student	220	20.15%	UMMS Other	3	0.27%
Pharmacy Student	141	12.91%	Dentistry Staff	2	0.18%
Graduate Studies Student	129	11.81%	Law School Faculty	2	0.18%
Nursing Student	86	7.88%	Nursing Staff	2	0.18%
Dentistry Student	82	7.51%	Nursing Other	2	0.18%
Medicine Staff	72	6.59%	Social Work Staff	2	0.18%
HSL Staff Staff	58	5.31%	MIEMMS Student	2	0.18%
Law School Student	55	5.04%	VA Hospital Faculty	2	0.18%
Social Work Student	39	3.57%	VA Hospital Other	2	0.18%
UMMS Faculty	25	2.29%	Other UM Institutions Other	2	0.18%
UMMS Staff	23	2.11%	Other Educational Institutions Other	2	0.18%
Other Other	22	2.01%	Graduate Studies Other	1	0.09%
Medicine Other	19	1.74%	Law School Other	1	0.09%
UMMS Student	14	1.28%	Central Administration Student	1	0.09%
Medicine Faculty	11	1.01%	MIEMMS Faculty	1	0.09%
Other Educational Institutions Student	7	0.64%	MIEMMS Other	1	0.09%
MIEMMS Staff	6	0.55%	Other UM Institutions Faculty	1	0.09%
Dentistry Faculty	5	0.46%	Other UM Institutions Staff	1	0.09%
Law School Staff	5	0.46%	Dentistry Other	0	0.00%
Pharmacy Faculty	5	0.46%	Graduate Studies Staff	0	0.00%
Social Work Other	5	0.46%	Central Administration Faculty	0	0.00%
Other UM Institutions Student	5	0.46%	Central Administration Staff	0	0.00%
Pharmacy Staff	4	0.37%	HSL Staff Student	0	0.00%
Social Work Faculty	4	0.37%	HSL Staff Faculty	0	0.00%
Other Staff	4	0.37%	HSL Staff Other	0	0.00%
Other Student	4	0.37%	VA Hospital Student	0	0.00%
Graduate Studies Faculty	3	0.27%	VA Hospital Staff	0	0.00%
Nursing Faculty	3	0.27%	Other Educational Institutions Facult	0	0.00%
Pharmacy Other	3	0.27%	Other Educational Institutions Staff	0	0.00%
Central Administration Other	3	0.27%	Other Faculty	0	0.00%

TOTAL USES

1092

# HAPI - 1997-98



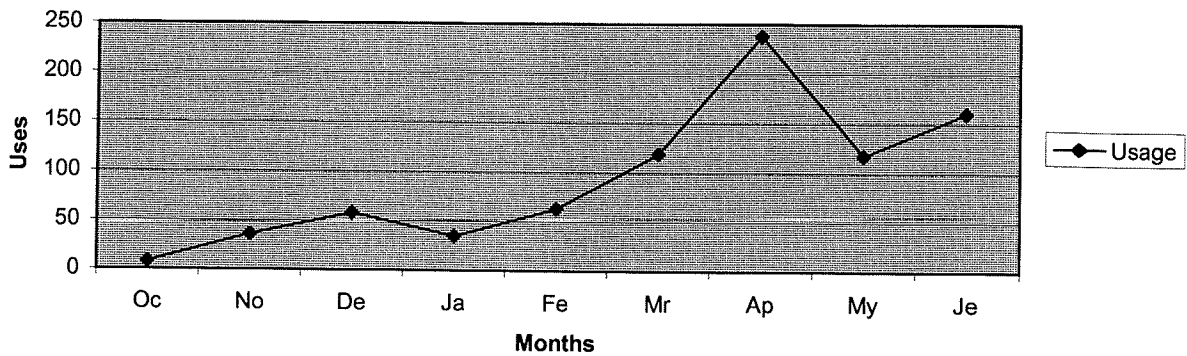
## Heaviest Users

	Uses	%		Uses	%
Nursing Student	416	22.01%	Social Work Staff	2	0.11%
HSL Staff Staff	354	18.73%	HSL Staff Other	2	0.11%
Social Work Student	347	18.36%	MIEMMS Other	2	0.11%
Pharmacy Student	146	7.72%	UMMS Other	2	0.11%
Graduate Studies Student	119	6.30%	Other Educational Institutions Facult	2	0.11%
Other Student	86	4.55%	Graduate Studies Other	1	0.05%
Medicine Student	83	4.39%	Law School Staff	1	0.05%
Other Educational Institutions Student	48	2.54%	Medicine Other	1	0.05%
Nursing Faculty	36	1.90%	Pharmacy Staff	1	0.05%
Medicine Staff	34	1.80%	Central Administration Student	1	0.05%
Medicine Faculty	31	1.64%	MIEMMS Faculty	1	0.05%
UMMS Student	23	1.22%	VA Hospital Student	1	0.05%
Nursing Staff	18	0.95%	VA Hospital Faculty	1	0.05%
UMMS Staff	18	0.95%	VA Hospital Other	1	0.05%
Other Other	13	0.69%	Other Educational Institutions Staff	1	0.05%
Law School Student	12	0.63%	Other Educational Institutions Other	1	0.05%
UMMS Faculty	12	0.63%	Dentistry Faculty	0	0.00%
Dentistry Student	11	0.58%	Dentistry Staff	0	0.00%
Pharmacy Faculty	10	0.53%	Law School Faculty	0	0.00%
Other UM Institutions Student	9	0.48%	Law School Other	0	0.00%
Graduate Studies Staff	8	0.42%	Nursing Other	0	0.00%
Other Staff	7	0.37%	Social Work Other	0	0.00%
VA Hospital Staff	6	0.32%	Central Administration Faculty	0	0.00%
Graduate Studies Faculty	4	0.21%	Central Administration Staff	0	0.00%
Social Work Faculty	4	0.21%	Central Administration Other	0	0.00%
Other UM Institutions Faculty	4	0.21%	HSL Staff Faculty	0	0.00%
HSL Staff Student	3	0.16%	MIEMMS Student	0	0.00%
Other Faculty	3	0.16%	MIEMMS Staff	0	0.00%
Dentistry Other	2	0.11%	Other UM Institutions Staff	0	0.00%
Pharmacy Other	2	0.11%	Other UM Institutions Other	0	0.00%

TOTAL USES

1890

### HEALTHSTAR - 1997-98



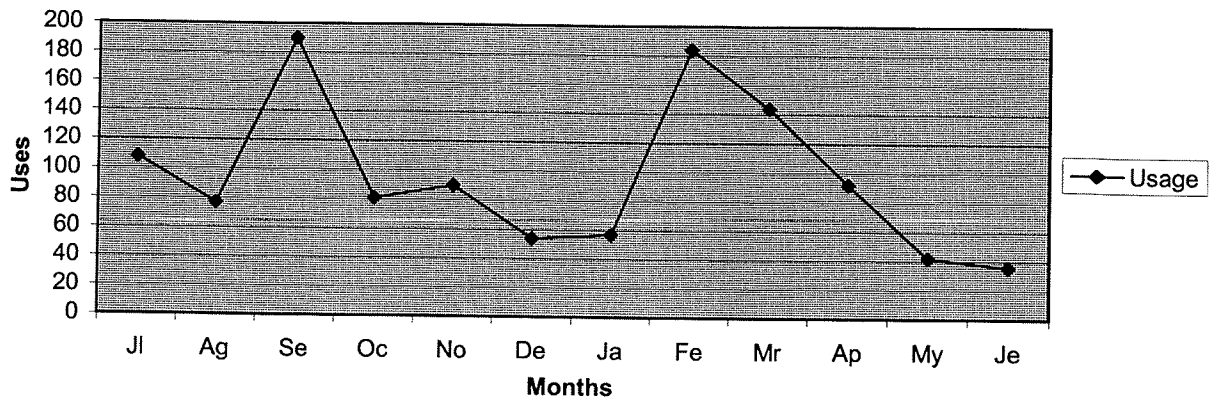
#### Heaviest Users

	Uses	%		Uses	%
Nursing Faculty	198	23.71%	Pharmacy Student	3	0.36%
HSL Staff Staff	91	10.90%	MIEMMS Student	3	0.36%
Medicine Faculty	75	8.98%	VA Hospital Staff	3	0.36%
Pharmacy Faculty	57	6.83%	Other Educational Institutions Staff	3	0.36%
Medicine Student	51	6.11%	Other Educational Institutions Other	3	0.36%
Graduate Studies Faculty	38	4.55%	Law School Staff	2	0.24%
UMMS Student	32	3.83%	Pharmacy Staff	2	0.24%
Nursing Student	27	3.23%	Pharmacy Other	2	0.24%
Social Work Faculty	24	2.87%	Central Administration Student	2	0.24%
UMMS Faculty	23	2.75%	Central Administration Other	2	0.24%
Law School Faculty	19	2.28%	HSL Staff Student	2	0.24%
UMMS Staff	18	2.16%	MIEMMS Faculty	2	0.24%
Dentistry Faculty	17	2.04%	VA Hospital Student	2	0.24%
Other Other	16	1.92%	Other Staff	2	0.24%
Other Educational Institutions Faculty	14	1.68%	Law School Student	1	0.12%
Other UM Institutions Faculty	11	1.32%	Law School Other	1	0.12%
Graduate Studies Student	10	1.20%	Social Work Other	1	0.12%
Medicine Staff	10	1.20%	VA Hospital Faculty	1	0.12%
Other UM Institutions Student	10	1.20%	VA Hospital Other	1	0.12%
Social Work Student	7	0.84%	Other UM Institutions Other	1	0.12%
Medicine Other	6	0.72%	Dentistry Staff	0	0.00%
Other UM Institutions Staff	6	0.72%	Dentistry Other	0	0.00%
Other Faculty	6	0.72%	Graduate Studies Staff	0	0.00%
Other Student	6	0.72%	Graduate Studies Other	0	0.00%
Nursing Other	5	0.60%	Social Work Staff	0	0.00%
Other Educational Institutions Student	5	0.60%	Central Administration Faculty	0	0.00%
HSL Staff Faculty	4	0.48%	Central Administration Staff	0	0.00%
UMMS Other	4	0.48%	HSL Staff Other	0	0.00%
Dentistry Student	3	0.36%	MIEMMS Staff	0	0.00%
Nursing Staff	3	0.36%	MIEMMS Other	0	0.00%

TOTAL USES

835

### HEALTHSTAR (REMOTE USE) - 1997-98



#### Heaviest Users

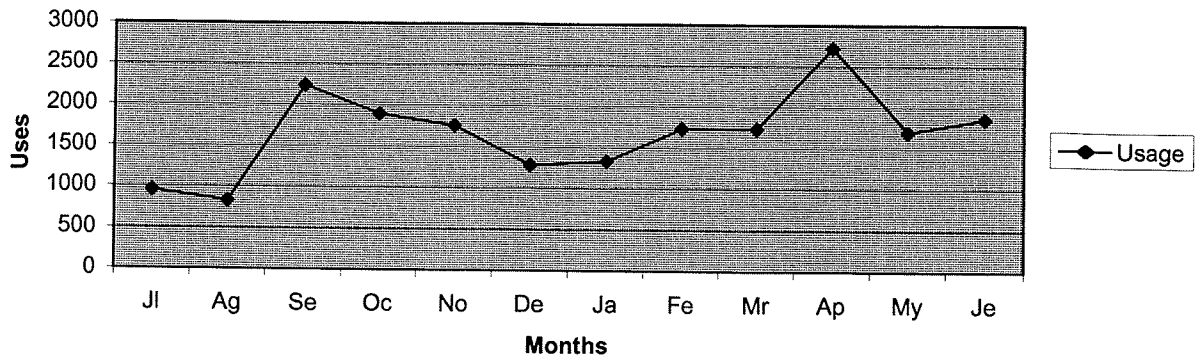
	Uses	%
MEDICINE FACULTY	415	35.93%
NURSING STUDENT	278	24.07%
MEDICINE STUDENT	139	12.03%
PHARMACY FACULTY	99	8.57%
PHARMACY STUDENT	75	6.49%
GRADUATE STUDENT	57	4.94%
DENTAL STUDENT	37	3.20%
DENTAL FACULTY	26	2.25%
NURSING FACULTY	16	1.39%
SOCIAL WORK STUDENT	13	1.13%
LAW FACULTY	0	0.00%
LAW STUDENT	0	0.00%
SOCIAL WORK FACULTY	0	0.00%

#### TOTAL USES

1155

Note: this is based OVID program statistics data gathering so is probably more accurate than In-Library data collection

### HS/HSL ONLINE CATALOG - 1997-98



#### Heaviest Users

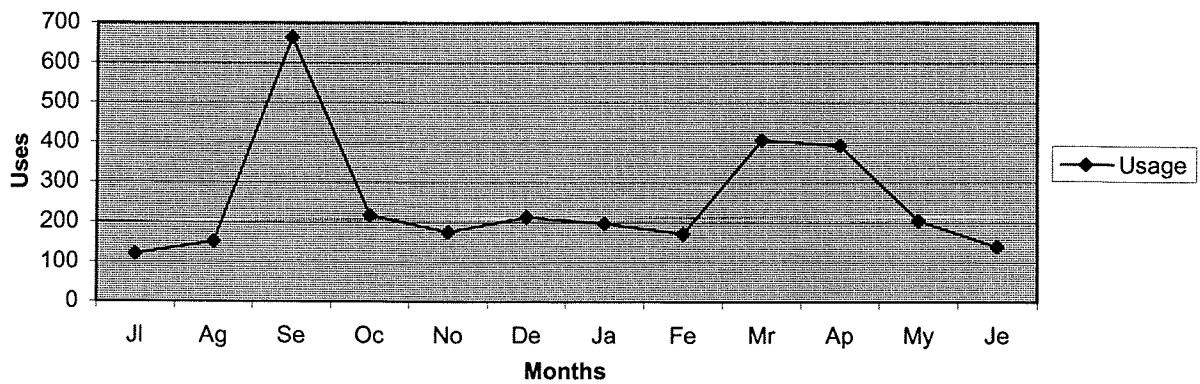
	Uses	%		Uses	%
Nursing Student	4287	21.41%	Social Work Staff	40	0.20%
Medicine Student	3129	15.63%	Law School Faculty	39	0.19%
Social Work Student	2568	12.83%	Other Educational Institutions Facult	38	0.19%
Pharmacy Student	1653	8.26%	Other UM Institutions Staff	36	0.18%
Graduate Studies Student	1488	7.43%	Other Faculty	35	0.17%
Medicine Staff	1001	5.00%	Social Work Other	30	0.15%
HSL Staff Staff	866	4.33%	Other UM Institutions Faculty	26	0.13%
Medicine Faculty	801	4.00%	Graduate Studies Staff	24	0.12%
Dentistry Student	550	2.75%	MIEMMS Staff	20	0.10%
UMMS Staff	415	2.07%	Law School Staff	18	0.09%
Other Student	337	1.68%	HSL Staff Student	16	0.08%
Other Other	302	1.51%	UMMS Other	14	0.07%
Other Educational Institutions Student	284	1.42%	VA Hospital Student	13	0.06%
Law School Student	267	1.33%	Nursing Other	11	0.05%
Nursing Faculty	178	0.89%	Central Administration Staff	11	0.05%
UMMS Faculty	175	0.87%	Other Educational Institutions Other	11	0.05%
Dentistry Faculty	167	0.83%	Pharmacy Other	10	0.05%
Other Staff	157	0.78%	VA Hospital Other	10	0.05%
UMMS Student	127	0.63%	HSL Staff Faculty	8	0.04%
Nursing Staff	125	0.62%	VA Hospital Faculty	8	0.04%
Pharmacy Faculty	122	0.61%	Dentistry Other	7	0.03%
Other UM Institutions Student	97	0.48%	MIEMMS Student	7	0.03%
Pharmacy Staff	78	0.39%	Graduate Studies Other	6	0.03%
Social Work Faculty	78	0.39%	Central Administration Faculty	6	0.03%
Dentistry Staff	67	0.33%	Central Administration Student	5	0.02%
Medicine Other	52	0.26%	MIEMMS Faculty	5	0.02%
Other Educational Institutions Staff	52	0.26%	Other UM Institutions Other	5	0.02%
Graduate Studies Faculty	44	0.22%	Central Administration Other	3	0.01%
Law School Other	44	0.22%	HSL Staff Other	3	0.01%
VA Hospital Staff	43	0.21%	MIEMMS Other	3	0.01%

TOTAL USES

20022



# INTERNATIONAL PHARMACEUTICAL ABSTRACTS - 1997-98



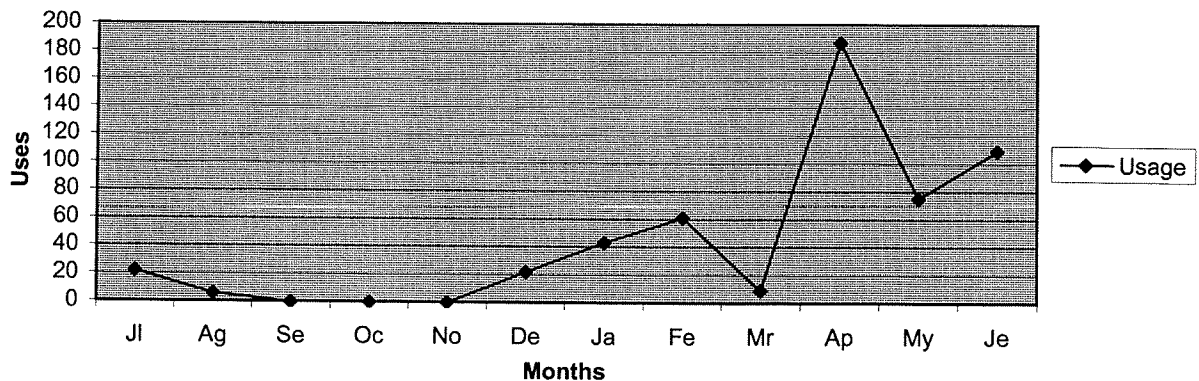
## Heaviest Users

	Uses	%		Uses	%
Pharmacy Student	1997	65.35%	Pharmacy Other	2	0.07%
Graduate Studies Student	344	11.26%	Social Work Other	2	0.07%
Nursing Student	113	3.70%	UMMS Other	2	0.07%
HSL Staff Staff	110	3.60%	VA Hospital Student	2	0.07%
Pharmacy Faculty	103	3.37%	Graduate Studies Staff	1	0.03%
Medicine Student	82	2.68%	Graduate Studies Other	1	0.03%
Dentistry Student	48	1.57%	Medicine Other	1	0.03%
UMMS Staff	37	1.21%	Central Administration Staff	1	0.03%
Pharmacy Staff	36	1.18%	HSL Staff Faculty	1	0.03%
Medicine Staff	33	1.08%	MIEMMS Student	1	0.03%
Social Work Student	24	0.79%	MIEMMS Faculty	1	0.03%
Law School Student	12	0.39%	MIEMMS Staff	1	0.03%
Other Student	12	0.39%	VA Hospital Staff	1	0.03%
UMMS Student	9	0.29%	Other UM Institutions Faculty	1	0.03%
Other Staff	9	0.29%	Other UM Institutions Staff	1	0.03%
Medicine Faculty	8	0.26%	Other Faculty	1	0.03%
Nursing Staff	7	0.23%	Dentistry Faculty	0	0.00%
Law School Faculty	6	0.20%	Dentistry Other	0	0.00%
Other Educational Institutions Student	6	0.20%	Nursing Other	0	0.00%
Other Other	6	0.20%	Central Administration Student	0	0.00%
Nursing Faculty	5	0.16%	Central Administration Faculty	0	0.00%
Social Work Faculty	4	0.13%	Central Administration Other	0	0.00%
UMMS Faculty	4	0.13%	HSL Staff Student	0	0.00%
Dentistry Staff	3	0.10%	HSL Staff Other	0	0.00%
Graduate Studies Faculty	3	0.10%	MIEMMS Other	0	0.00%
Law School Staff	3	0.10%	VA Hospital Faculty	0	0.00%
Law School Other	3	0.10%	VA Hospital Other	0	0.00%
Social Work Staff	3	0.10%	Other UM Institutions Other	0	0.00%
Other UM Institutions Student	3	0.10%	Other Educational Institutions Staff	0	0.00%
Other Educational Institutions Faculty	3	0.10%	Other Educational Institutions Other	0	0.00%

TOTAL USES

3056

# KNOWLEDGE SYNTHESIS FOR NURSING - 1997-98



## Heaviest Users

	Uses	%
Nursing Student	285	53.37%
HSL Staff Staff	38	7.12%
Nursing Other	36	6.74%
Graduate Studies Student	26	4.87%
UMMS Staff	14	2.62%
Medicine Student	13	2.43%
Nursing Staff	13	2.43%
Social Work Student	12	2.25%
Other Educational Institutions Student	12	2.25%
Nursing Faculty	10	1.87%
Other UM Institutions Student	7	1.31%
Pharmacy Other	6	1.12%
Central Administration Staff	6	1.12%
Pharmacy Student	5	0.94%
Dentistry Student	4	0.75%
Law School Student	4	0.75%
Medicine Faculty	4	0.75%
Medicine Staff	3	0.56%
Social Work Other	3	0.56%
Law School Other	2	0.37%
Pharmacy Faculty	2	0.37%
Social Work Staff	2	0.37%
UMMS Faculty	2	0.37%
UMMS Student	2	0.37%
Other UM Institutions Staff	2	0.37%
Other Educational Institutions Faculty	2	0.37%
Other Educational Institutions Staff	2	0.37%
Other Educational Institutions Other	2	0.37%
Other Student	2	0.37%
Other Other	2	0.37%

Uses %

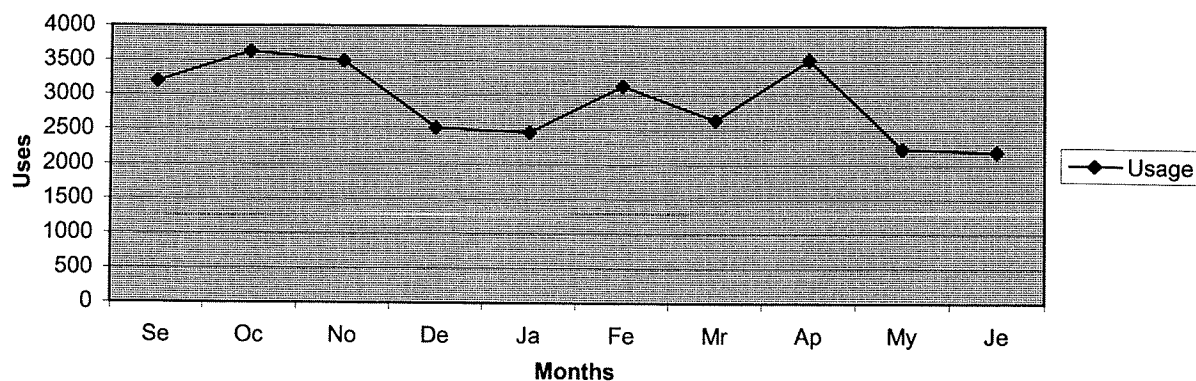
	Uses	%
Dentistry Faculty	1	0.19%
Graduate Studies Staff	1	0.19%
Graduate Studies Other	1	0.19%
Medicine Other	1	0.19%
Pharmacy Staff	1	0.19%
Social Work Faculty	1	0.19%
Central Administration Faculty	1	0.19%
HSL Staff Faculty	1	0.19%
UMMS Other	1	0.19%
VA Hospital Student	1	0.19%
Other UM Institutions Faculty	1	0.19%
Dentistry Staff	0	0.00%
Dentistry Other	0	0.00%
Graduate Studies Faculty	0	0.00%
Law School Faculty	0	0.00%
Law School Staff	0	0.00%
Central Administration Student	0	0.00%
Central Administration Other	0	0.00%
HSL Staff Student	0	0.00%
HSL Staff Other	0	0.00%
MIEMMS Student	0	0.00%
MIEMMS Faculty	0	0.00%
MIEMMS Staff	0	0.00%
MIEMMS Other	0	0.00%
VA Hospital Faculty	0	0.00%
VA Hospital Staff	0	0.00%
VA Hospital Other	0	0.00%
Other UM Institutions Other	0	0.00%
Other Faculty	0	0.00%
Other Staff	0	0.00%

Uses %

TOTAL USES

534

### MEDLINE (IN-LIBRARY) - 1997-98



#### Heaviest Users

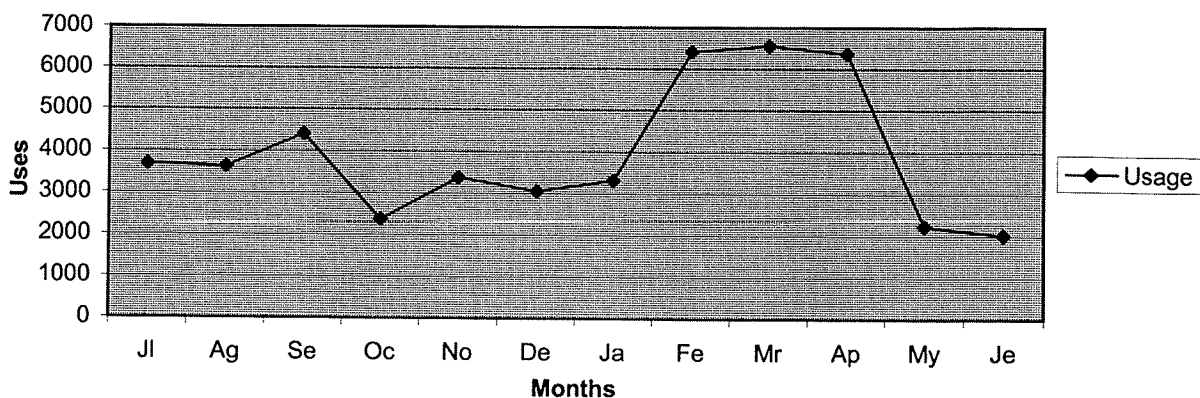
	Uses	%		Uses	%
Medicine Student	5993	20.65%	Other UM Institutions Staff	43	0.15%
Pharmacy Student	5219	17.98%	VA Hospital Faculty	39	0.13%
Nursing Student	4639	15.98%	MIEMMS Faculty	38	0.13%
Graduate Studies Student	2192	7.55%	Social Work Faculty	34	0.12%
Medicine Staff	1821	6.27%	MIEMMS Student	33	0.11%
Medicine Faculty	1768	6.09%	UMMS Other	32	0.11%
Dentistry Student	1478	5.09%	VA Hospital Student	31	0.11%
HSL Staff Staff	909	3.13%	MIEMMS Staff	29	0.10%
UMMS Staff	772	2.66%	Law School Staff	27	0.09%
Other Student	332	1.14%	Pharmacy Other	25	0.09%
Other Educational Institutions Student	289	1.00%	Dentistry Other	24	0.08%
UMMS Faculty	284	0.98%	Graduate Studies Staff	24	0.08%
Social Work Student	280	0.96%	VA Hospital Staff	23	0.08%
Pharmacy Faculty	276	0.95%	Other Faculty	23	0.08%
Dentistry Faculty	264	0.91%	Other UM Institutions Faculty	21	0.07%
Other Other	252	0.87%	HSL Staff Student	20	0.07%
UMMS Student	246	0.85%	Other Educational Institutions Other	17	0.06%
Law School Student	227	0.78%	Central Administration Staff	16	0.06%
Pharmacy Staff	218	0.75%	Social Work Staff	14	0.05%
Nursing Faculty	187	0.64%	Social Work Other	13	0.04%
Other Staff	152	0.52%	VA Hospital Other	11	0.04%
Nursing Staff	151	0.52%	Graduate Studies Other	10	0.03%
Medicine Other	95	0.33%	HSL Staff Other	9	0.03%
Other UM Institutions Student	90	0.31%	Nursing Other	8	0.03%
Law School Faculty	57	0.20%	MIEMMS Other	7	0.02%
Dentistry Staff	53	0.18%	Central Administration Faculty	6	0.02%
Graduate Studies Faculty	46	0.16%	Central Administration Other	6	0.02%
Other Educational Institutions Faculty	46	0.16%	HSL Staff Faculty	6	0.02%
Other Educational Institutions Staff	44	0.15%	Other UM Institutions Other	6	0.02%
Law School Other	43	0.15%	Central Administration Student	3	0.01%

TOTAL USES

29021

**MEDLINE (REMOTE USE) - 1997-98**

Month	Uses
Jl	3700
Ag	3600
Se	4400
Oc	2300
No	3300
De	2900
Ja	3200
Fe	6300
Mr	6400
Ap	6200
My	2100
Je	1900



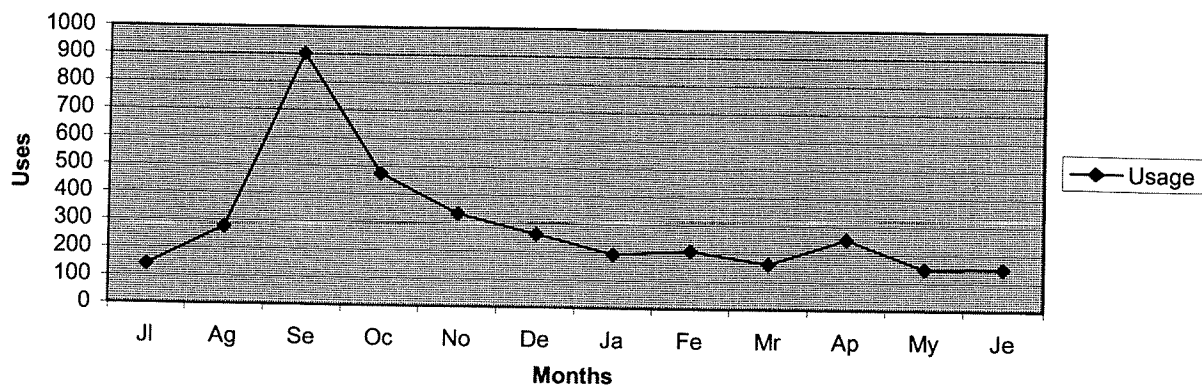
MEDICINE FACULTY	21658	45.65%
MEDICINE STUDENT	6317	13.32%
PHARMACY FACULTY	6211	13.09%
GRADUATE STUDENT	4199	8.85%
PHARMACY STUDENT	3582	7.55%
NURSING STUDENT	2712	5.72%
DENTAL STUDENT	1501	3.16%
DENTAL FACULTY	888	1.87%
NURSING FACULTY	269	0.57%
SOCIAL WORK STUDENT	85	0.18%
SOCIAL WORK FACULTY	16	0.03%
LAW STUDENT	2	0.00%
LAW FACULTY	0	0.00%

Uses	%
21658	45.65%
6317	13.32%
6211	13.09%
4199	8.85%
3582	7.55%
2712	5.72%
1501	3.16%
888	1.87%
269	0.57%
85	0.18%
16	0.03%
2	0.00%
0	0.00%

TOTAL USES	47440
------------	-------

Note: this is based OVID program statistics data gathering so is probably more accurate than In-Library data collection

### MICROMEDEX (IN-LIBRARY) - 1997-98



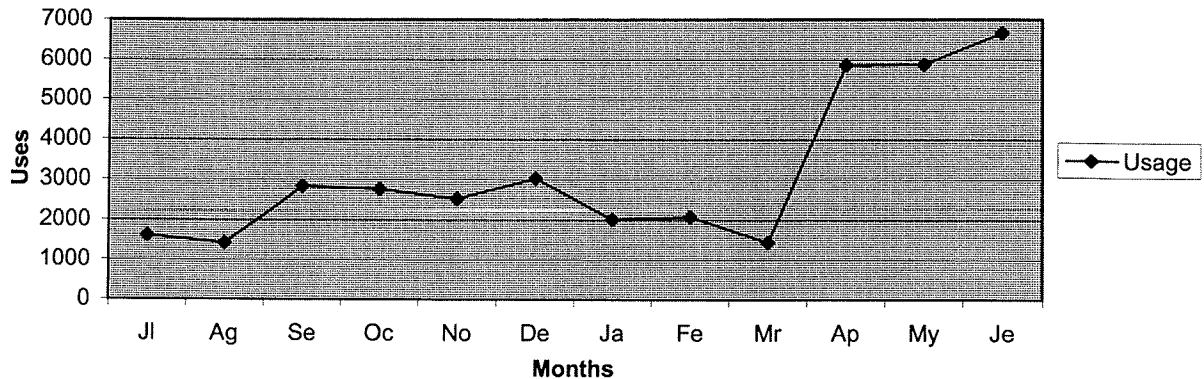
#### Heaviest Users

	Uses	%		Uses	%
Pharmacy Student	2119	60.40%	Graduate Studies Staff	4	0.11%
Medicine Student	240	6.84%	HSL Staff Student	4	0.11%
Nursing Student	197	5.62%	VA Hospital Staff	4	0.11%
HSL Staff Staff	192	5.47%	Medicine Other	3	0.09%
Dentistry Student	119	3.39%	Law School Staff	2	0.06%
Pharmacy Faculty	84	2.39%	Law School Other	2	0.06%
Graduate Studies Student	73	2.08%	Nursing Other	2	0.06%
Medicine Staff	68	1.94%	Pharmacy Other	2	0.06%
UMMS Staff	60	1.71%	Social Work Other	2	0.06%
Pharmacy Staff	44	1.25%	HSL Staff Other	2	0.06%
Medicine Faculty	41	1.17%	MIEMMS Student	2	0.06%
Social Work Student	26	0.74%	MIEMMS Faculty	2	0.06%
Other Educational Institutions Student	25	0.71%	VA Hospital Student	2	0.06%
Law School Student	20	0.57%	Graduate Studies Other	1	0.03%
UMMS Student	19	0.54%	Social Work Staff	1	0.03%
UMMS Faculty	18	0.51%	Central Administration Staff	1	0.03%
Other Student	17	0.48%	UMMS Other	1	0.03%
Nursing Faculty	12	0.34%	VA Hospital Other	1	0.03%
Other Educational Institutions Staff	12	0.34%	Other UM Institutions Faculty	1	0.03%
Nursing Staff	11	0.31%	Other UM Institutions Staff	1	0.03%
Social Work Faculty	11	0.31%	Dentistry Other	0	0.00%
Dentistry Faculty	8	0.23%	Central Administration Student	0	0.00%
Law School Faculty	8	0.23%	Central Administration Faculty	0	0.00%
Dentistry Staff	7	0.20%	Central Administration Other	0	0.00%
Graduate Studies Faculty	7	0.20%	HSL Staff Faculty	0	0.00%
Other Other	7	0.20%	MIEMMS Staff	0	0.00%
Other UM Institutions Student	6	0.17%	MIEMMS Other	0	0.00%
Other Educational Institutions Faculty	6	0.17%	VA Hospital Faculty	0	0.00%
Other Staff	6	0.17%	Other UM Institutions Other	0	0.00%
Other Faculty	5	0.14%	Other Educational Institutions Other	0	0.00%

TOTAL USES

3508

# NETSCAPE - 1997-98



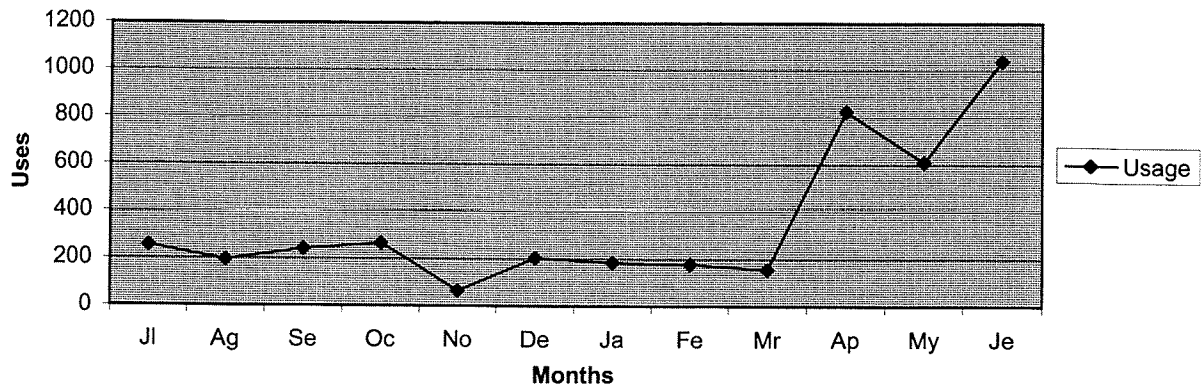
## Heaviest Users

	Uses	%		Uses	%
Medicine Student	9461	24.80%	Other UM Institutions Staff	86	0.23%
Nursing Student	5209	13.65%	Graduate Studies Faculty	85	0.22%
Pharmacy Student	3938	10.32%	Graduate Studies Staff	78	0.20%
Graduate Studies Student	3187	8.35%	Dentistry Staff	74	0.19%
Dentistry Student	2021	5.30%	Law School Other	72	0.19%
Medicine Staff	1939	5.08%	Pharmacy Other	69	0.18%
HSL Staff Staff	1403	3.68%	Social Work Other	67	0.18%
Social Work Student	1317	3.45%	Law School Staff	60	0.16%
UMMS Staff	1157	3.03%	MIEMMS Staff	60	0.16%
Law School Student	1028	2.69%	Nursing Other	54	0.14%
Medicine Faculty	902	2.36%	Social Work Faculty	50	0.13%
Other Other	676	1.77%	Other Educational Institutions Facult	50	0.13%
UMMS Student	521	1.37%	VA Hospital Faculty	48	0.13%
Other Student	494	1.29%	Other UM Institutions Faculty	43	0.11%
Other Educational Institutions Student	490	1.28%	Social Work Staff	41	0.11%
Law School Faculty	477	1.25%	Other Faculty	40	0.10%
Medicine Other	472	1.24%	MIEMMS Student	37	0.10%
UMMS Faculty	352	0.92%	Graduate Studies Other	35	0.09%
Pharmacy Faculty	267	0.70%	VA Hospital Student	34	0.09%
Central Administration Staff	199	0.52%	MIEMMS Faculty	32	0.08%
Other Staff	199	0.52%	Other UM Institutions Other	31	0.08%
Pharmacy Staff	148	0.39%	HSL Staff Student	29	0.08%
UMMS Other	147	0.39%	MIEMMS Other	29	0.08%
Other UM Institutions Student	139	0.36%	VA Hospital Other	27	0.07%
Nursing Staff	124	0.32%	Other Educational Institutions Other	27	0.07%
Dentistry Other	121	0.32%	Central Administration Student	25	0.07%
Nursing Faculty	121	0.32%	Central Administration Other	22	0.06%
Dentistry Faculty	108	0.28%	Central Administration Faculty	19	0.05%
VA Hospital Staff	97	0.25%	HSL Staff Faculty	15	0.04%
Other Educational Institutions Staff	87	0.23%	HSL Staff Other	15	0.04%

TOTAL USES

38155

# OPEN TELNET - 1997-98



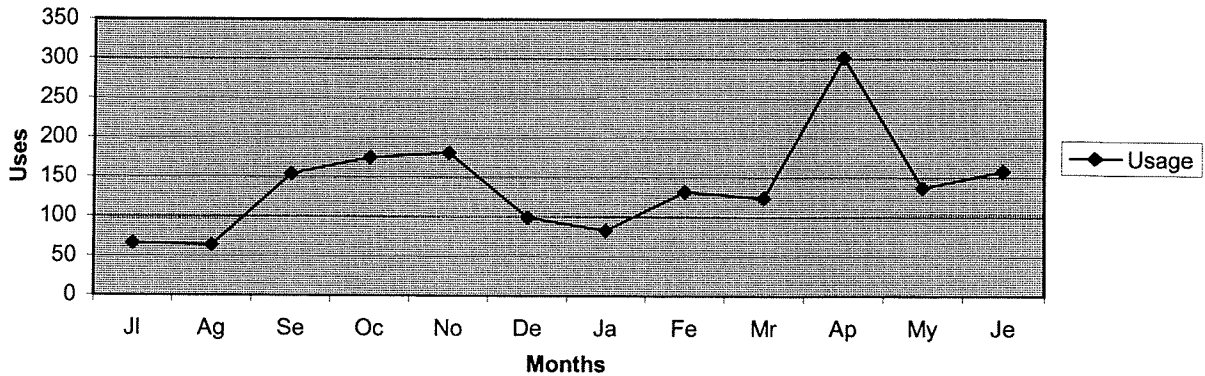
## Heaviest Users

	Uses	%		Uses	%
Medicine Student	1043	24.72%	Law School Faculty	11	0.26%
Nursing Student	430	10.19%	VA Hospital Faculty	11	0.26%
Graduate Studies Student	428	10.14%	Nursing Faculty	10	0.24%
Dentistry Student	247	5.85%	VA Hospital Student	10	0.24%
Medicine Staff	231	5.47%	Other Educational Institutions Facult	10	0.24%
HSL Staff Staff	222	5.26%	Social Work Staff	9	0.21%
Other Educational Institutions Student	219	5.19%	HSL Staff Student	9	0.21%
Pharmacy Student	204	4.83%	MIEMMS Student	9	0.21%
Law School Student	138	3.27%	Other Faculty	9	0.21%
Other UM Institutions Student	114	2.70%	Other Educational Institutions Other	8	0.19%
Social Work Student	103	2.44%	MIEMMS Other	7	0.17%
Other Student	98	2.32%	Social Work Faculty	6	0.14%
Medicine Faculty	87	2.06%	Central Administration Staff	6	0.14%
UMMS Student	76	1.80%	UMMS Other	6	0.14%
Other Other	70	1.66%	Law School Staff	5	0.12%
UMMS Staff	69	1.64%	Pharmacy Staff	5	0.12%
Central Administration Student	33	0.78%	Pharmacy Other	5	0.12%
UMMS Faculty	31	0.73%	HSL Staff Other	5	0.12%
Graduate Studies Staff	25	0.59%	Other UM Institutions Faculty	5	0.12%
Dentistry Faculty	24	0.57%	Dentistry Staff	4	0.09%
Pharmacy Faculty	23	0.55%	Social Work Other	4	0.09%
Other Staff	21	0.50%	HSL Staff Faculty	3	0.07%
Medicine Other	20	0.47%	VA Hospital Other	3	0.07%
Nursing Staff	20	0.47%	Central Administration Faculty	2	0.05%
Graduate Studies Faculty	14	0.33%	MIEMMS Staff	2	0.05%
Other UM Institutions Staff	14	0.33%	Other UM Institutions Other	2	0.05%
Nursing Other	13	0.31%	Dentistry Other	1	0.02%
VA Hospital Staff	12	0.28%	Law School Other	1	0.02%
Other Educational Institutions Staff	12	0.28%	Central Administration Other	0	0.00%
Graduate Studies Other	11	0.26%	MIEMMS Faculty	0	0.00%

TOTAL USES

4220

# PERIODICALS IN MARYLAND - 1997-98



## Heaviest Users

Nursing Student
Social Work Student
Medicine Student
Graduate Studies Student
Pharmacy Student
Medicine Faculty
HSL Staff Staff
Medicine Staff
Other UM Institutions Student
Other Student
Dentistry Student
Law School Student
UMMS Staff
Other Other
UMMS Student
Nursing Faculty
Other Educational Institutions Student
Nursing Staff
UMMS Faculty
Other UM Institutions Staff
Dentistry Faculty
Other Staff
Pharmacy Faculty
Other Faculty
Pharmacy Staff
Social Work Other
Medicine Other
Other UM Institutions Faculty
Other Educational Institutions Other
Other Educational Institutions Faculty

Uses %

300	17.91%
242	14.45%
179	10.69%
136	8.12%
92	5.49%
80	4.78%
76	4.54%
68	4.06%
67	4.00%
64	3.82%
47	2.81%
44	2.63%
35	2.09%
27	1.61%
24	1.43%
19	1.13%
16	0.96%
13	0.78%
12	0.72%
12	0.72%
11	0.66%
10	0.60%
9	0.54%
8	0.48%
7	0.42%
7	0.42%
6	0.36%
6	0.36%
6	0.36%
5	0.30%

Social Work Faculty
MIEMMS Staff
VA Hospital Staff
Other Educational Institutions Staff
Dentistry Staff
Graduate Studies Faculty
Law School Other
UMMS Other
Graduate Studies Other
Nursing Other
Pharmacy Other
Central Administration Student
Other UM Institutions Other
Dentistry Other
Law School Faculty
Social Work Staff
Central Administration Staff
Central Administration Other
HSL Staff Faculty
MIEMMS Faculty
VA Hospital Student
VA Hospital Other
Graduate Studies Staff
Law School Staff
Central Administration Faculty
HSL Staff Student
HSL Staff Other
MIEMMS Student
MIEMMS Other
VA Hospital Faculty

Uses %

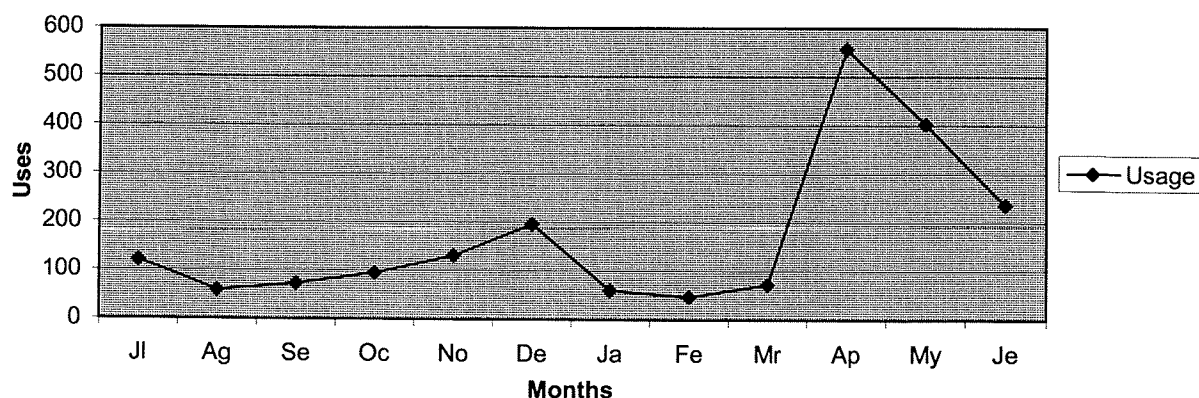
4	0.24%
4	0.24%
4	0.24%
4	0.24%
3	0.18%
3	0.18%
3	0.18%
2	0.12%
2	0.12%
2	0.12%
2	0.12%
1	0.06%
1	0.06%
1	0.06%
1	0.06%
1	0.06%
1	0.06%
1	0.06%
1	0.06%
1	0.06%
1	0.06%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%

TOTAL USES

1675



# POWERPOINT - 1997-98



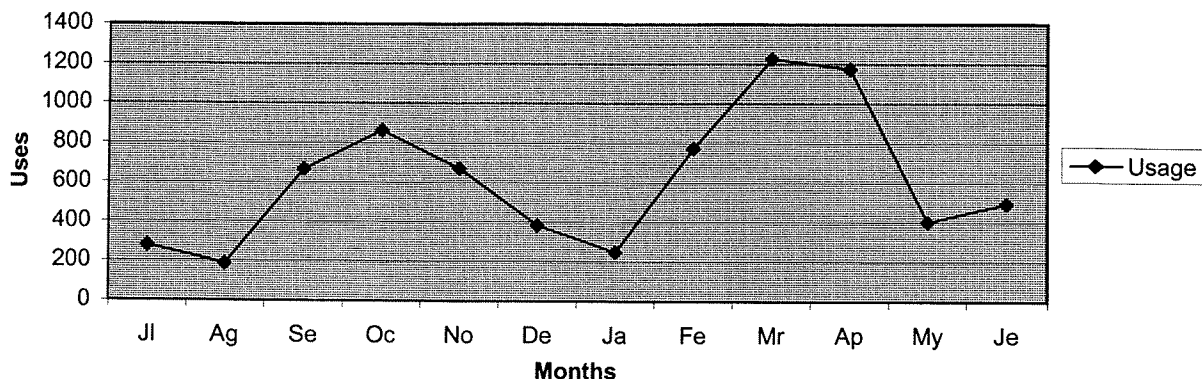
## Heaviest Users

	Uses	%		Uses	%
Nursing Student	429	20.93%	Graduate Studies Faculty	4	0.20%
Medicine Student	360	17.56%	Graduate Studies Staff	4	0.20%
Pharmacy Student	187	9.12%	Nursing Other	4	0.20%
Graduate Studies Student	159	7.76%	Social Work Other	4	0.20%
HSL Staff Staff	152	7.41%	Central Administration Staff	4	0.20%
Medicine Staff	116	5.66%	UMMS Other	4	0.20%
UMMS Staff	111	5.41%	VA Hospital Faculty	4	0.20%
Dentistry Student	107	5.22%	VA Hospital Staff	4	0.20%
Law School Student	65	3.17%	Other Educational Institutions Facult	4	0.20%
Medicine Faculty	44	2.15%	Medicine Other	3	0.15%
Social Work Student	37	1.80%	Social Work Faculty	3	0.15%
UMMS Faculty	33	1.61%	Central Administration Student	3	0.15%
Other Other	26	1.27%	HSL Staff Faculty	3	0.15%
Other Educational Institutions Student	15	0.73%	HSL Staff Other	3	0.15%
Other Student	14	0.68%	Law School Staff	2	0.10%
Pharmacy Faculty	13	0.63%	HSL Staff Student	2	0.10%
Law School Other	11	0.54%	MIEMMS Staff	2	0.10%
Nursing Faculty	11	0.54%	VA Hospital Student	2	0.10%
UMMS Student	10	0.49%	Other Staff	2	0.10%
Dentistry Faculty	9	0.44%	Dentistry Staff	1	0.05%
Dentistry Other	9	0.44%	Graduate Studies Other	1	0.05%
Pharmacy Staff	9	0.44%	Social Work Staff	1	0.05%
Central Administration Other	9	0.44%	MIEMMS Student	1	0.05%
Law School Faculty	8	0.39%	VA Hospital Other	1	0.05%
Nursing Staff	8	0.39%	Other UM Institutions Staff	1	0.05%
Other Educational Institutions Staff	8	0.39%	Other Faculty	1	0.05%
Pharmacy Other	7	0.34%	Central Administration Faculty	0	0.00%
MIEMMS Other	5	0.24%	MIEMMS Faculty	0	0.00%
Other UM Institutions Student	5	0.24%	Other UM Institutions Faculty	0	0.00%
Other Educational Institutions Other	5	0.24%	Other UM Institutions Other	0	0.00%

TOTAL USES

2050

# PSYCLIT - 1997-98



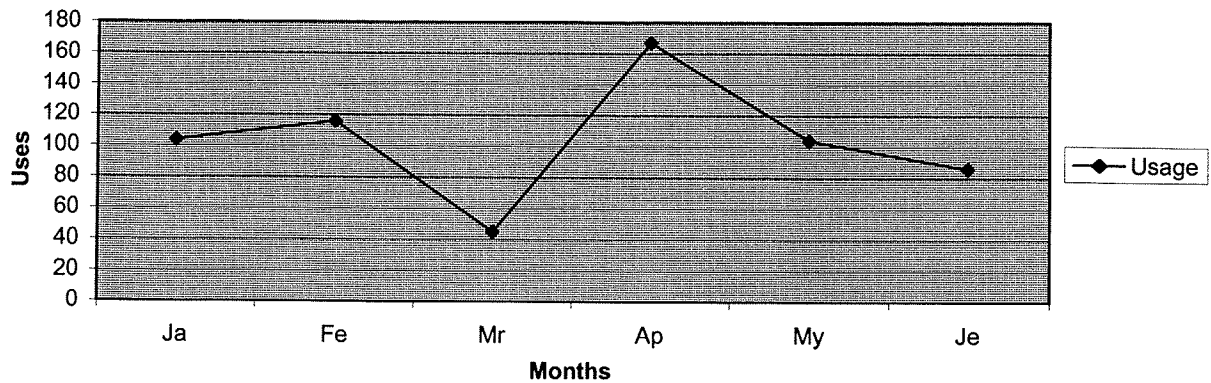
## Heaviest Users

	Uses	%		Uses	%
Social Work Other	1580	21.44%	Social Work Faculty	9	0.12%
Social Work Student	1407	19.09%	Dentistry Faculty	7	0.09%
Nursing Student	681	9.24%	Graduate Studies Other	7	0.09%
Graduate Studies Student	587	7.96%	Central Administration Staff	6	0.08%
HSL Staff Staff	381	5.17%	Other UM Institutions Staff	6	0.08%
Medicine Staff	378	5.13%	Law School Faculty	5	0.07%
Other Educational Institutions Student	340	4.61%	UMMS Other	5	0.07%
Medicine Faculty	273	3.70%	Other UM Institutions Faculty	5	0.07%
Medicine Student	270	3.66%	MIEMMS Staff	4	0.05%
Other Student	268	3.64%	VA Hospital Student	4	0.05%
UMMS Staff	254	3.45%	Dentistry Staff	3	0.04%
Other UM Institutions Student	121	1.64%	Pharmacy Staff	3	0.04%
Other Other	104	1.41%	Central Administration Student	3	0.04%
Pharmacy Student	89	1.21%	Central Administration Other	3	0.04%
Nursing Faculty	73	0.99%	HSL Staff Other	3	0.04%
Other Staff	58	0.79%	MIEMMS Faculty	3	0.04%
Social Work Staff	57	0.77%	Law School Staff	2	0.03%
UMMS Student	57	0.77%	Law School Other	2	0.03%
UMMS Faculty	56	0.76%	Medicine Other	2	0.03%
Law School Student	45	0.61%	Pharmacy Other	2	0.03%
Dentistry Student	42	0.57%	HSL Staff Faculty	2	0.03%
Nursing Staff	31	0.42%	MIEMMS Other	2	0.03%
Pharmacy Faculty	20	0.27%	VA Hospital Faculty	2	0.03%
Other Educational Institutions Faculty	19	0.26%	Nursing Other	1	0.01%
Other Educational Institutions Staff	16	0.22%	Central Administration Faculty	1	0.01%
Graduate Studies Faculty	15	0.20%	VA Hospital Other	1	0.01%
Graduate Studies Staff	15	0.20%	Other Educational Institutions Other	1	0.01%
Other Faculty	14	0.19%	Dentistry Other	0	0.00%
VA Hospital Staff	13	0.18%	MIEMMS Student	0	0.00%
HSL Staff Student	12	0.16%	Other UM Institutions Other	0	0.00%

TOTAL USES

7370

### SCIENCE CITATION INDEX EXPANDED - 1997-98



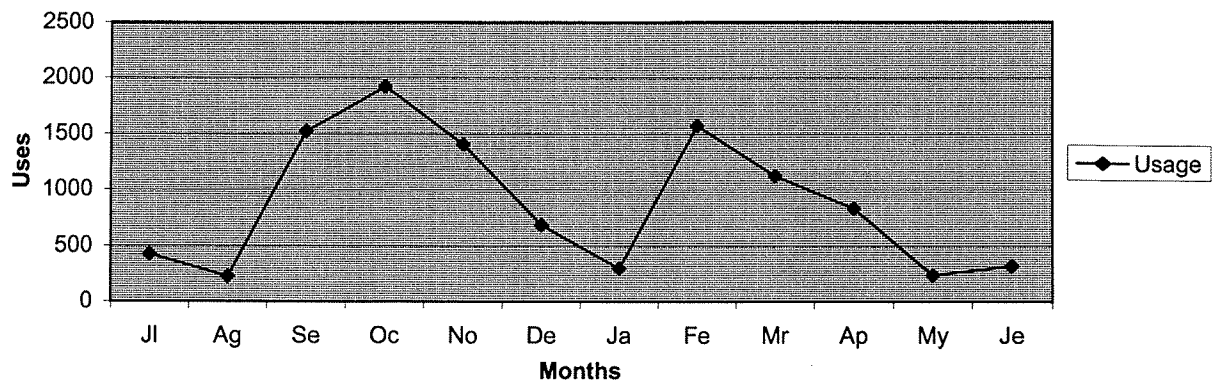
#### Heaviest Users

	Uses	%		Uses	%
HSL Staff Staff	95	15.27%	HSL Staff Faculty	2	0.32%
Pharmacy Student	70	11.25%	VA Hospital Other	2	0.32%
Graduate Studies Student	53	8.52%	Other Educational Institutions Staff	2	0.32%
Medicine Faculty	51	8.20%	Other Educational Institutions Other	2	0.32%
Social Work Student	43	6.91%	Graduate Studies Other	1	0.16%
Medicine Student	40	6.43%	Nursing Other	1	0.16%
Nursing Student	31	4.98%	Pharmacy Staff	1	0.16%
Medicine Staff	29	4.66%	Pharmacy Other	1	0.16%
Other Educational Institutions Student	18	2.89%	Central Administration Student	1	0.16%
UMMS Staff	16	2.57%	Central Administration Faculty	1	0.16%
Pharmacy Faculty	15	2.41%	HSL Staff Student	1	0.16%
Dentistry Student	14	2.25%	HSL Staff Other	1	0.16%
Medicine Other	14	2.25%	MIEMMS Faculty	1	0.16%
Other Student	13	2.09%	MIEMMS Staff	1	0.16%
Other Other	13	2.09%	Other UM Institutions Staff	1	0.16%
Law School Student	12	1.93%	Other Educational Institutions Facult	1	0.16%
Social Work Faculty	11	1.77%	Other Staff	1	0.16%
Law School Other	10	1.61%	Dentistry Staff	0	0.00%
UMMS Faculty	10	1.61%	Dentistry Other	0	0.00%
Nursing Faculty	7	1.13%	Graduate Studies Faculty	0	0.00%
Nursing Staff	6	0.96%	Law School Faculty	0	0.00%
Dentistry Faculty	4	0.64%	Central Administration Staff	0	0.00%
Law School Staff	4	0.64%	Central Administration Other	0	0.00%
UMMS Student	4	0.64%	MIEMMS Student	0	0.00%
VA Hospital Staff	4	0.64%	MIEMMS Other	0	0.00%
Other UM Institutions Student	4	0.64%	UMMS Other	0	0.00%
Social Work Staff	3	0.48%	VA Hospital Faculty	0	0.00%
VA Hospital Student	3	0.48%	Other UM Institutions Faculty	0	0.00%
Graduate Studies Staff	2	0.32%	Other UM Institutions Other	0	0.00%
Social Work Other	2	0.32%	Other Faculty	0	0.00%

TOTAL USES

622

### SOCIAL WORK ABSTRACTS - 1997-98



#### Heaviest Users

Social Work Student	8847	83.56%
Social Work Staff	270	2.55%
Social Work Faculty	264	2.49%
HSL Staff Staff	253	2.39%
Nursing Student	187	1.77%
Graduate Studies Student	139	1.31%
Other Student	88	0.83%
Other UM Institutions Student	73	0.69%
Medicine Student	70	0.66%
Other Other	43	0.41%
Medicine Staff	41	0.39%
Pharmacy Student	40	0.38%
UMMS Staff	34	0.32%
Social Work Other	29	0.27%
Other Educational Institutions Student	29	0.27%
Law School Student	24	0.23%
Medicine Faculty	21	0.20%
Nursing Faculty	17	0.16%
UMMS Student	17	0.16%
HSL Staff Faculty	9	0.09%
Other Staff	9	0.09%
Dentistry Student	8	0.08%
Nursing Staff	8	0.08%
Other UM Institutions Faculty	8	0.08%
HSL Staff Student	7	0.07%
UMMS Faculty	6	0.06%
Pharmacy Faculty	5	0.05%
Other UM Institutions Staff	5	0.05%
Graduate Studies Faculty	4	0.04%
MIEMMS Faculty	4	0.04%

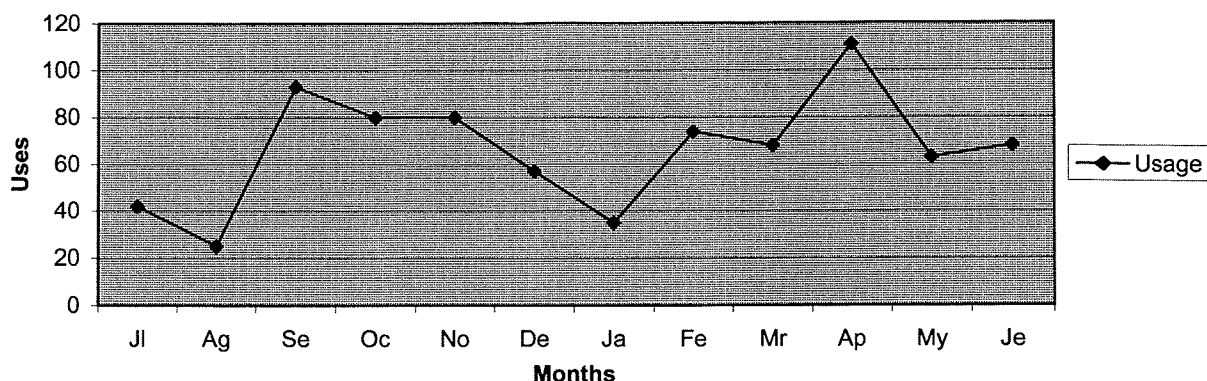
**Uses %**

Other Faculty	4	0.04%
Dentistry Faculty	3	0.03%
Law School Faculty	3	0.03%
Pharmacy Staff	3	0.03%
MIEMMS Student	3	0.03%
Graduate Studies Staff	2	0.02%
Other Educational Institutions Facult	2	0.02%
Other Educational Institutions Staff	2	0.02%
Law School Staff	1	0.01%
Medicine Other	1	0.01%
Central Administration Staff	1	0.01%
VA Hospital Other	1	0.01%
Other UM Institutions Other	1	0.01%
Other Educational Institutions Other	1	0.01%
Dentistry Staff	0	0.00%
Dentistry Other	0	0.00%
Graduate Studies Other	0	0.00%
Law School Other	0	0.00%
Nursing Other	0	0.00%
Pharmacy Other	0	0.00%
Central Administration Student	0	0.00%
Central Administration Faculty	0	0.00%
Central Administration Other	0	0.00%
HSL Staff Other	0	0.00%
MIEMMS Staff	0	0.00%
MIEMMS Other	0	0.00%
UMMS Other	0	0.00%
VA Hospital Student	0	0.00%
VA Hospital Faculty	0	0.00%
VA Hospital Staff	0	0.00%

**TOTAL USES**

**10587**

# UNCOVER - 1997-98



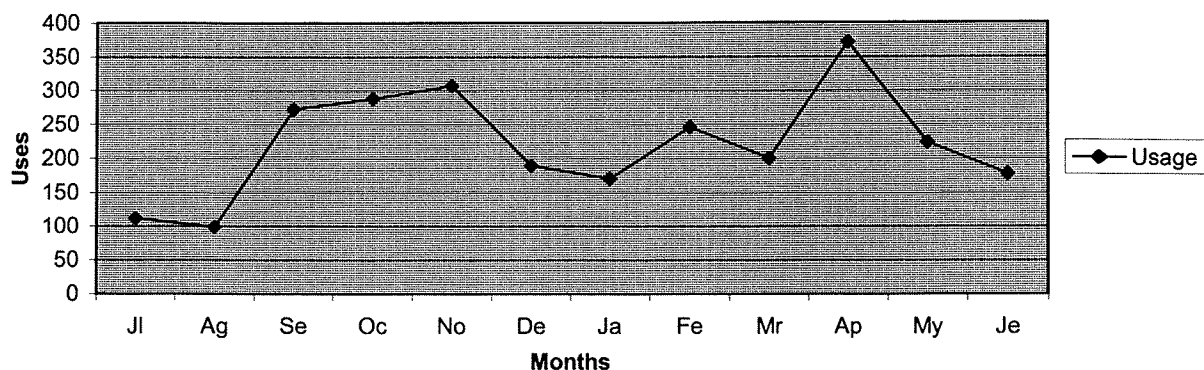
## Heaviest Users

	Uses	%		Uses	%
Social Work Student	152	19.10%	UMMS Faculty	2	0.25%
Nursing Student	114	14.32%	VA Hospital Staff	2	0.25%
HSL Staff Staff	93	11.68%	Law School Staff	1	0.13%
Graduate Studies Student	87	10.93%	Law School Other	1	0.13%
Medicine Student	64	8.04%	Medicine Other	1	0.13%
Pharmacy Student	50	6.28%	Nursing Other	1	0.13%
Medicine Staff	36	4.52%	Central Administration Student	1	0.13%
Other Educational Institutions Student	29	3.64%	Central Administration Faculty	1	0.13%
Medicine Faculty	24	3.02%	Central Administration Staff	1	0.13%
Other Student	23	2.89%	Central Administration Other	1	0.13%
Law School Student	16	2.01%	VA Hospital Student	1	0.13%
Other UM Institutions Student	15	1.88%	VA Hospital Other	1	0.13%
UMMS Staff	11	1.38%	Dentistry Faculty	0	0.00%
Other Other	8	1.01%	Dentistry Other	0	0.00%
Dentistry Student	7	0.88%	Graduate Studies Staff	0	0.00%
UMMS Student	7	0.88%	Pharmacy Other	0	0.00%
Nursing Faculty	5	0.63%	Social Work Other	0	0.00%
Pharmacy Faculty	4	0.50%	HSL Staff Student	0	0.00%
Pharmacy Staff	4	0.50%	HSL Staff Faculty	0	0.00%
Other UM Institutions Staff	4	0.50%	HSL Staff Other	0	0.00%
Other Educational Institutions Staff	4	0.50%	MIEMMS Student	0	0.00%
Other Staff	4	0.50%	MIEMMS Faculty	0	0.00%
Graduate Studies Faculty	3	0.38%	MIEMMS Staff	0	0.00%
Graduate Studies Other	3	0.38%	MIEMMS Other	0	0.00%
Social Work Faculty	3	0.38%	UMMS Other	0	0.00%
Social Work Staff	3	0.38%	VA Hospital Faculty	0	0.00%
Other Educational Institutions Other	3	0.38%	Other UM Institutions Faculty	0	0.00%
Dentistry Staff	2	0.25%	Other UM Institutions Other	0	0.00%
Law School Faculty	2	0.25%	Other Educational Institutions Facult	0	0.00%
Nursing Staff	2	0.25%	Other Faculty	0	0.00%

TOTAL USES

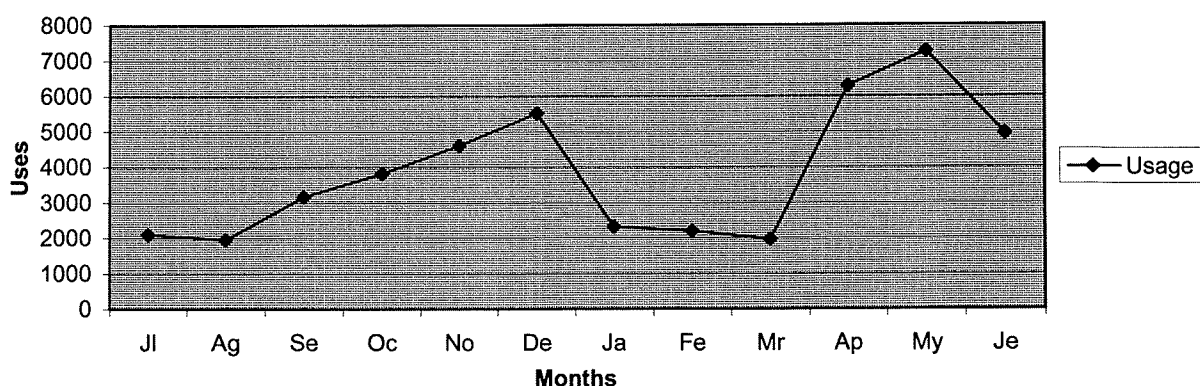
796

# VICTOR - 1997-98



Heaviest Users	Uses	%		Uses	%
Nursing Student	404	15.19%	Dentistry Staff	5	0.19%
Social Work Other	336	12.63%	Law School Faculty	5	0.19%
Graduate Studies Student	300	11.28%	Other UM Institutions Other	5	0.19%
HSL Staff Staff	235	8.83%	VA Hospital Faculty	4	0.15%
Social Work Student	224	8.42%	Nursing Other	3	0.11%
Medicine Student	198	7.44%	Social Work Faculty	3	0.11%
Medicine Staff	104	3.91%	Central Administration Staff	3	0.11%
UMMS Staff	102	3.83%	HSL Staff Student	3	0.11%
Pharmacy Other	99	3.72%	Other UM Institutions Staff	3	0.11%
Law School Student	77	2.89%	Other Educational Institutions Facult	3	0.11%
Pharmacy Student	68	2.56%	Other Faculty	3	0.11%
Other Educational Institutions Student	59	2.22%	Medicine Other	2	0.08%
Medicine Faculty	58	2.18%	Central Administration Student	2	0.08%
Other Student	56	2.11%	Other Educational Institutions Other	2	0.08%
Other UM Institutions Student	41	1.54%	Law School Staff	1	0.04%
Dentistry Student	36	1.35%	Law School Other	1	0.04%
Other Other	33	1.24%	Pharmacy Faculty	1	0.04%
Nursing Faculty	28	1.05%	Central Administration Other	1	0.04%
Other Staff	27	1.02%	VA Hospital Student	1	0.04%
Nursing Staff	20	0.75%	Dentistry Other	0	0.00%
Dentistry Faculty	19	0.71%	Graduate Studies Other	0	0.00%
UMMS Student	15	0.56%	Central Administration Faculty	0	0.00%
UMMS Faculty	13	0.49%	HSL Staff Faculty	0	0.00%
Social Work Staff	11	0.41%	HSL Staff Other	0	0.00%
VA Hospital Staff	10	0.38%	MIEMMS Student	0	0.00%
Pharmacy Staff	9	0.34%	MIEMMS Faculty	0	0.00%
Other Educational Institutions Staff	8	0.30%	MIEMMS Staff	0	0.00%
Graduate Studies Faculty	7	0.26%	MIEMMS Other	0	0.00%
Graduate Studies Staff	6	0.23%	UMMS Other	0	0.00%
Other UM Institutions Faculty	6	0.23%	VA Hospital Other	0	0.00%
TOTAL USES				2660	

# UMNET - 1997-98



## Heaviest Users

	Uses	%
Medicine Student	16787	36.35%
Nursing Student	12318	26.67%
Graduate Studies Student	4277	9.26%
Pharmacy Student	2289	4.96%
Dentistry Student	1920	4.16%
Law School Student	1817	3.93%
Medicine Staff	1193	2.58%
Social Work Student	879	1.90%
UMMS Staff	689	1.49%
Medicine Faculty	638	1.38%
HSL Staff Staff	502	1.09%
UMMS Student	455	0.99%
Pharmacy Faculty	287	0.62%
UMMS Faculty	187	0.40%
Other Student	159	0.34%
Graduate Studies Faculty	134	0.29%
Other Other	119	0.26%
Pharmacy Staff	99	0.21%
Nursing Faculty	96	0.21%
Dentistry Other	94	0.20%
Central Administration Staff	81	0.18%
Law School Faculty	80	0.17%
Dentistry Faculty	75	0.16%
Dentistry Staff	71	0.15%
Other UM Institutions Staff	67	0.15%
Medicine Other	55	0.12%
Social Work Other	52	0.11%
Other Educational Institutions Student	52	0.11%
Other UM Institutions Student	50	0.11%
Nursing Staff	49	0.11%

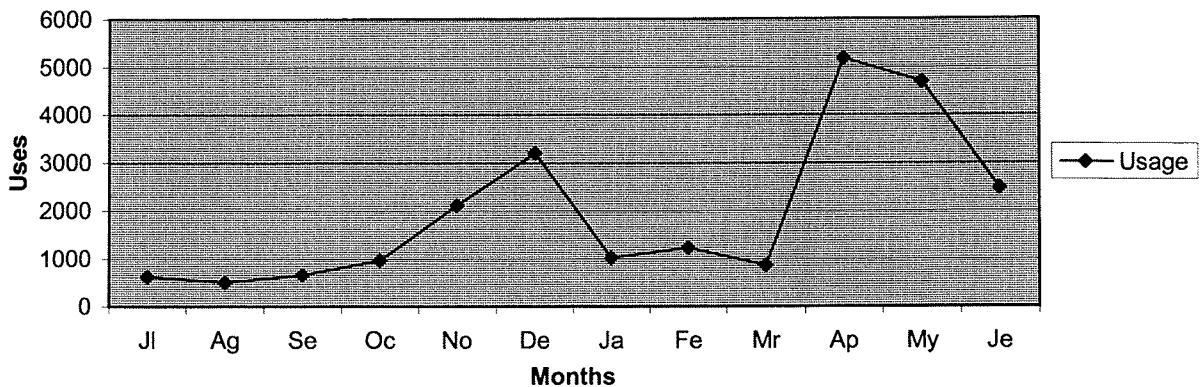
## Uses %

	Uses	%
VA Hospital Faculty	45	0.10%
Central Administration Student	44	0.10%
UMMS Other	44	0.10%
VA Hospital Staff	41	0.09%
Social Work Staff	39	0.08%
Law School Staff	34	0.07%
Graduate Studies Staff	30	0.06%
Other Staff	28	0.06%
Nursing Other	27	0.06%
HSL Staff Student	27	0.06%
Law School Other	26	0.06%
Central Administration Faculty	23	0.05%
Pharmacy Other	22	0.05%
Social Work Faculty	20	0.04%
Graduate Studies Other	17	0.04%
HSL Staff Other	17	0.04%
MIEMMS Faculty	15	0.03%
Central Administration Other	13	0.03%
Other UM Institutions Faculty	13	0.03%
MIEMMS Staff	11	0.02%
MIEMMS Other	10	0.02%
VA Hospital Other	10	0.02%
VA Hospital Student	9	0.02%
Other Educational Institutions Other	9	0.02%
Other UM Institutions Other	8	0.02%
HSL Staff Faculty	7	0.02%
MIEMMS Student	6	0.01%
Other Educational Institutions Facult	6	0.01%
Other Educational Institutions Staff	5	0.01%
Other Faculty	5	0.01%

TOTAL USES

46182

# WORD - 1997-98



## Heaviest Users

	Uses	%		Uses	%
Medicine Student	4808	20.37%	Nursing Other	43	0.18%
Nursing Student	4355	18.45%	Central Administration Student	40	0.17%
Law School Student	2831	12.00%	Law School Faculty	37	0.16%
Pharmacy Student	1893	8.02%	HSL Staff Student	36	0.15%
Graduate Studies Student	1807	7.66%	Dentistry Staff	34	0.14%
Social Work Student	1569	6.65%	Graduate Studies Staff	34	0.14%
HSL Staff Staff	1108	4.69%	Pharmacy Other	34	0.14%
Dentistry Student	1071	4.54%	MIEMMS Staff	32	0.14%
Medicine Staff	622	2.64%	Central Administration Staff	29	0.12%
UMMS Staff	557	2.36%	Other UM Institutions Other	29	0.12%
Other Other	302	1.28%	VA Hospital Staff	28	0.12%
Medicine Faculty	274	1.16%	Law School Staff	26	0.11%
UMMS Student	218	0.92%	Other UM Institutions Staff	26	0.11%
UMMS Faculty	199	0.84%	Social Work Staff	25	0.11%
Other Student	159	0.67%	Social Work Faculty	24	0.10%
Other Educational Institutions Student	156	0.66%	MIEMMS Faculty	22	0.09%
Pharmacy Faculty	115	0.49%	VA Hospital Other	22	0.09%
Pharmacy Staff	102	0.43%	Graduate Studies Other	19	0.08%
Other UM Institutions Student	102	0.43%	Other Educational Institutions Other	17	0.07%
Medicine Other	82	0.35%	MIEMMS Student	16	0.07%
Nursing Faculty	76	0.32%	Other Educational Institutions Facult	14	0.06%
Dentistry Faculty	73	0.31%	HSL Staff Faculty	13	0.06%
Other Staff	73	0.31%	VA Hospital Student	13	0.06%
UMMS Other	61	0.26%	Other UM Institutions Faculty	13	0.06%
Graduate Studies Faculty	58	0.25%	MIEMMS Other	12	0.05%
Law School Other	53	0.22%	Other Educational Institutions Staff	12	0.05%
Nursing Staff	53	0.22%	Central Administration Other	11	0.05%
Social Work Other	48	0.20%	Central Administration Faculty	8	0.03%
Dentistry Other	46	0.19%	Other Faculty	8	0.03%
VA Hospital Faculty	46	0.19%	HSL Staff Other	7	0.03%

TOTAL USES

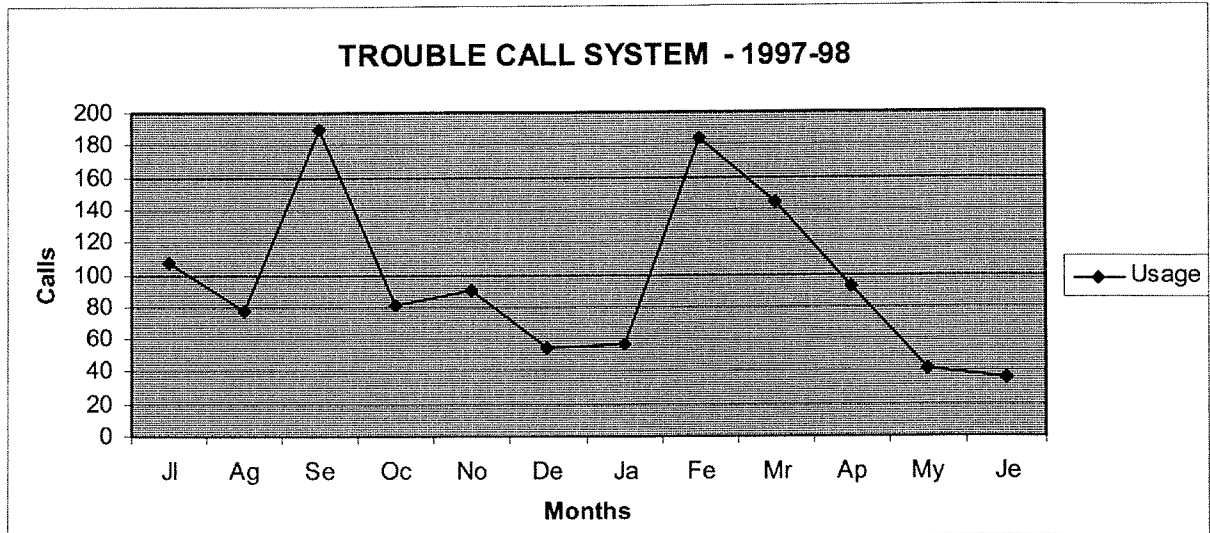
23601





### Trouble Call System:

In the spring of 1998, with the move, many trouble calls went unreported as the move required many new computer installations that involved activities that were both trouble calls and installations.



### Trouble Calls By Department

Administration	29
Circulation	206
Information and Instructional Services	199
Interlibrary Loan	50
Resources Management	116
RML	22
Library Systems	16
Other	10
TOTAL	648

NATIONAL NETWORK OF LIBRARIES OF MEDICINE

SOUTHEASTERN/ATLANTIC REGION  
(REGION 2)

ANNUAL REPORT

May 1, 1997 - April 30, 1998

Contractor: Health Sciences and Human Services Library  
University of Maryland  
Date Due: June 30, 1998

## TABLE OF CONTENTS

I.	NETWORK STRUCTURE AND BASIC PROGRAMS .....	1
A.	DOCLINE .....	1
B.	SERHOLD .....	2
C.	INTERLIBRARY LOAN .....	2
D.	REGIONAL ADVISORY COUNCIL .....	3
E.	REFERRAL PROCEDURES .....	3
F.	COMMUNICATIONS .....	4
	SEA CURRENTS: .....	4
	Manuals .....	4
	News Releases .....	4
	Teleconferences .....	5
	NN/LM Web .....	5
	SE/A Web .....	5
	Electronic Discussion Lists .....	5
	Other .....	5
G.	NETWORK MEMBERSHIP/DATABASE .....	6
H.	RESOURCE LIBRARIES .....	6
II.	EXPANDED OUTREACH .....	6
A.	APPLIED TECHNOLOGY .....	6
B.	TECHNOLOGY AWARENESS .....	10
C.	DIRECT OUTREACH TO HEALTH PROFESSIONALS & PUBLIC .....	10
D.	NETWORK DEVELOPMENT .....	12
E.	EXHIBITS .....	14
F.	GRANTS .....	16
G.	SUBCONTRACTS .....	16
	Medical College of South Carolina .....	16
	Vanderbilt University .....	17
	University of Puerto Rico .....	17
	George Washington University .....	17
	Mercer School of Medicine .....	17
H.	LIBRARY IMPROVEMENT .....	18
I.	URBAN PROJECT .....	18
III.	FEEDBACK AND EVALUATION .....	19
IV.	ADMINISTRATION .....	19
A.	STAFF .....	19
	Staff activities .....	19

V.	OUTREACH IMPACT AND RECOMMENDATIONS FOR FUTURE PROGRAMS	20
	Recommendations for future programs:	22
APPENDIX A		
	Map of Network Members	A-1
APPENDIX B		
	Internet Training by NN/LM SE/A Region Subcontractors	B-1
APPENDIX C		
	Internet Training by NN/LM SE/A Staff	C-1
APPENDIX D		
	PubMed and Internet Grateful Med (NLM System Sessions ) Training by NN/LM SE/A Staff	D-1
APPENDIX E		
	PubMed and Internet Grateful Med or Other Training by NN/LM SE/A Region Subcontractors	E-1

**NATIONAL NETWORK OF LIBRARIES OF MEDICINE  
SOUTHEASTERN/ATLANTIC REGION  
ANNUAL REPORT  
MAY 1, 1997 - APRIL 30, 1998**

**I. NETWORK STRUCTURE AND BASIC PROGRAMS**

**A. DOCLINE**

Ms. Kuchan and Ms. Peyton managed the DOCLINE activities in the Region. There are currently 554 DOCLINE members (92% of SERHOLD participants.) During the year, 50 DOCLINE applications were sent resulting in the addition of 17 new participants; 15 codes were deactivated, three was reinstated, and five libraries closed. Ms. Kuchan monitored DOCLINE reports and contacted libraries with high non-receipt statistics and those that fell below the 75 % fill rate norm.

To assist with publicity for DOCLINE, we distributed the DOCLINE training CD-ROM in our training packets, placed an announcement about its availability in *SEA Currents*, and described it in the training section of the web-based DOCLINE FAQ. Also, Ms. Kuchan and Mr. Vogh worked with many Network librarians throughout the year on getting on to DOCLINE through the Internet. Mr. Vogh tested several telnet packages to help solve printing issues with using DOCLINE on the Internet.

Ms. Kuchan worked with Mr Shaffer from the Greater Midwest Region office on a DOCLINE FAQ for the NN/LM web site. It is available at:  
[http://www.nlm.nih.gov/nnlm/docdel/docline\\_faq.html](http://www.nlm.nih.gov/nnlm/docdel/docline_faq.html)

The *DOCLINE for Document Delivery* class, approved for three MLA CE credits, was held two times in the Region with 16 Network members attending. Training was as follows:

DATE	LOCATION	PARTICIPANTS
10/8/97	Baltimore, MD	8
4/20/98	Richmond, VA	8

The *Advanced DOCLINE* class, developed by Ms. Kuchan and approved for three MLA CE credits, was held once in the Region with five Network members attending. Training was as follows:

DATE	LOCATION	PARTICIPANTS
10/10/97	Baltimore, MD	5

The MACLend project for interlibrary lending over DOCLINE debuted this year. Twenty-five (25) pilot libraries from NC, MD, VA, WV, and DC have developed routing tables to equalize the lending amongst members. Plans to expand beyond the pilot sites is expected next year.

## **B. SERHOLD**

Currently there are 601 libraries participating in SERHOLD. There was a net loss of 15 libraries over the year due mostly to mergers and closings.

Ms. Kelly attended the annual SERHOLD coordinators meeting in Seattle, WA. Ms. Kuchan kept union list coordinators aware of update deadlines and other changes throughout the year. She encouraged union list coordinators to use the online updating system. Seven coordinators are now using the online system, six use FTP and five use tape.

Ms. Kuchan coordinated the Fall and Spring SERHOLD updates and requested regional products for Network members. She also corrected holdings statements for members and deleted holdings for closed libraries as necessary.

Ms. Kuchan worked with the staff from the Pacific Northwest Region (PNR) to provide a list of individual library SERHOLD holdings on the web for ftp from their server. SE/A libraries can check their own holding, or other library holdings, for ILL purposes. Ms. Kuchan coordinated the request for state union list products from PNR.

## **C. INTERLIBRARY LOAN**

The *NN/LM SE/A Document Delivery Manual* was revised. The new version includes notable web sites; information about PubMed, and a discussion on electronic publishing. It was made available in the summer of 1997.

The *1997 Union List of Serials* was produced along with its companion, the *1997 Interlibrary Loan Policy Manual*. The Manual contains the SERHOLD codes, addresses and ILL policies of 600 Network members. 43 copies were sold in the Region.

The SE/A continued to provide interlibrary loan of audiocassettes and videocassettes.

Ms. Kuchan assisted the Maryland Health Sciences Librarians with developing a resource sharing survey. The state association is interested in learning about the different ILL systems used by its members. She met with the group to discuss interlibrary loan issues on April 21 with 30 people attending.

Ms. Peyton continued to update Network members' DOCUSER records.

#### **D. REGIONAL ADVISORY COUNCIL**

The Regional Advisory Council met for a meeting in Baltimore on Friday, February 6, 1997. Jim Wall, Ph.D., from the University of South Alabama, chaired the meeting. On the agenda was a discussion of the NLM Internet survey; NLM and SE/A updates; grants, benchmarking and Internet issues.

A RAC electronic discussion group was promoted to enhance communications with the council. It was used throughout the year to update and inform the council and to elicit feedback on issues and questions about the Region.

Several RAC members assisted with reviews of project proposals from Network members throughout the course of the year.

#### **E. REFERRAL PROCEDURES**

There are 233 Network libraries providing Loansome Doc services in the Region. 1676 Loansome Doc referrals were made (a 480% increase over year 01 figures) and 115 non-health professionals were referred to their nearest Network library.

Ms. Kuchan created a packet for new Loansome Doc providers. It is intended for DOCLINE participants who need help implementing this service.

A consultant's registry is available for use by Network members and those in need of assistance. To date, there are 69 self-selected consultants in the Region. A Consultants Registry database was designed on the Microsoft Access software to enable staff to make quick and efficient referrals.



## **F. COMMUNICATIONS**

The SE/A continued to use a combination of personal contact, print and electronic means to communicate with Network members.

### **1. SEA CURRENTS:**

Six issues of the regional newsletter were published this year. Highlights of each issue include:

- May/June** - health services research; Relais; insert on the new Health Sciences and Human Services Library; insert on Ariel libraries.
- July/August** - Free web-based MEDLINE; consumer health in a public library; NLM's MLA Update; web search engines insert; email privacy.
- September/October** - consumer health in a hospital library; creating a web site by a hospital librarian.
- November/December** - National online training program; NLM Associates program; HSTAT; SERHOLD reports through ftp; free email.
- January/February** - New Health Sciences & Human Services Library; Internet survey results; NLM Technical Bulletin; Cancer resources; Partners in Good Health; free email, part II.
- March/April** - PubMed system update; Loansome Doc news; HIV manual; MACLend; Hospital & Health Administration Index; Voyager system at NLM; Grants program.

### **2. Manuals**

*NN/LM SE/A Document Delivery Manual* was revised and distributed this year.

The *Handbook for Library Managers* was revised by RAC member Becky Johnston from the Southern Regional AHEC, Fayetteville, NC. It will be advertised and distributed in year 03.

### **3. News Releases**

**September** - funding available from the SE/A; DOCLINE training; and Fall staff travel.

**November** - SERHOLD report service on the web; Technical Bulletin on the web; discontinuation of CHEMLINE and TOXLIT at NLM.

**January** - NLM Internet Survey, move to the new library; new University of Maryland domain name; how to subscribe to NLM files mailing list.

#### **4. Teleconferences**

Staff participated in teleconferences with the NLM and NN/LM staffs as scheduled.

#### **5. NN/LM Web**

Mr. Vogh worked with the NN/LM web team throughout the year to maintain our presence on the NN/LM web site.

Ms. Kuchan updated the NN/LM pages associated with DOCLINE and DOCUSER. With Mr. Boer of Region 6, Ms. Kuchan created a new publication called *Current Topics*, a current awareness service to highlight specific resources and topics and updated the Loansome Doc page. With Mr. Boer and Ms. Hochstein of the National Network Office, she worked on the *Internet Information Center*.

#### **6. SE/A Web**

Mr. Vogh updated and maintained the SE/A web pages. Available on the site are: announcements of regional interest, staff directory, a staff calendar, schedule of classes, reports, training materials, state information, and *SEA Current* issues.

In April, Mr. Vogh updated our pages with a new graphics and new buttons.

#### **7. Electronic Discussion Lists**

There are two regional electronic discussion lists: nnlm-sea which is open to all Network members and the sea-rac list which is used by the Regional Advisory Council for business and communication. The nnlm-sea list has 122 subscribers.

#### **8. Other**

A report of the Internet Grateful Med training class by Ms. Teitelbaum appeared in the June 25 issue of *News and Reporter*, the Chester, SC newspaper, in an article entitled "Chester Telephone hosts tele-medicine, Internet program for local doctors."

Ms. Teitelbaum had the article entitled "A program to help public health professionals access information" published in *Med Chi Physician* 1997 September; 1(9):6.

Ms. Teitelbaum had the article entitled "Free MEDLINE on the web: NN/LM teaches how to search" published in the *Maryland Rural Health News*.

## **G. NETWORK MEMBERSHIP/DATABASE**

As a result of the NLM Internet Survey, profiles were updated for many Network members with 45 libraries discovered to be closed. Records were updated to reflect all changes.

Currently, there are 913 Network members in the SE/A Region. Updates of the Network Membership Database were sent to NLM each quarter.

A map depicting Network membership is included in **APPENDIX A**.

## **H. RESOURCE LIBRARIES**

There are currently 30 resource libraries in the NN/LM SE/A.

## **II. EXPANDED OUTREACH**

### **A. APPLIED TECHNOLOGY**

NN/LM SE/A staff participated in the follow-up activities to the NLM Internet survey. Over 80% of the non-respondents were contacted.

Mr. Vogh and Ms. Boyd attended a meeting at NLM in December to discuss the Internet Access Survey and future plans. Mr. Vogh contacted the unconnected and underconnected libraries identified by the survey. He has updated the list for those now connected and continues to call libraries to assist with methods to get connected.

Final reports were received for the subcontract to provide Internet training to hospital librarians. These include: George Washington University, Virginia Council of Health Sciences Librarians, University of North Carolina, Medical University of South Carolina and Western MD AHEC.

In July, a Request for Quotation was sent to Network libraries, to provide Internet training to health professionals. Ten subcontracts were funded. Recipients included: Alabama Health Libraries Association, George Washington University, Vanderbilt University, University of South Alabama, Georgetown University, University of Virginia, University of Tennessee -Knoxville, Western Maryland AHEC, Halifax Hospital, and Medical University of South Carolina. Final reports have been submitted by George Washington University and Georgetown University.

47 Internet training sessions were held in the Region by subcontractors. 330 health care and health informational professionals were trained. Classes by subcontractors include the following:

DATE	LOCATION	PARTICIPANTS
5/15/97	San Juan, Pr	17
6/5/97	Nashville, TN	2
6/12/97	Charleston, SC	18
6/13/97	Greenville, NC	10
6/19/97	Charleston, SC	48
6/20/97	Chapel Hill, NC	8
6/27/97	Hickory, NC	11
7/15/97	Nashville, TN	6
7/15/97	Nashville, TN	1
7/29/97	Nashville, TN	2
8/1/97	Chapel Hill, NC	10
8/8/97	Nashville, TN	2
8/8/97	Hickory, NC	10
8/12/97	Nashville, TN	4
8/15/97	Chapel Hill, NC	9
8/18/97	Nashville, TN	7
8/26/97	Nashville, TN	4
8/29/97	Mobile, AL	15
9/23/97	Nashville, TN	1
9/29/97	Nashville, TN	7
9/30/97	Nashville, TN	2
10/7/97	Nashville, TN	1
10/8/97	Nashville, TN	1
10/8/97	Nashville, TN	1

DATE	LOCATION	PARTICIPANTS
10/9/97	Nashville, TN	1
10/10/97	Nashville, TN	1
10/13/97	Nashville, TN	1
10/14/97	Nashville, TN	1
10/15/97	Nashville, TN	1
10/20/97	Nashville, TN	1
10/20/97	Nashville, TN	1
10/27/97	Nashville, TN	1
10/28/97	Nashville, TN	1
11/14/97	Nashville, TN	1
11/18/97	Montgomery, AL	8
11/25/97	Nashville, TN	1
12/1/97	Nashville, TN	1
12/9/97	Nashville, TN	1
12/16/97	Nashville, TN	1
1/7/98	Washington, DC	7
1/20/98	Washington, DC	11
2/17/98	Washington, DC	35
2/24/98	Tuscaloosa, AL	14
3/11/98	Frederick, MD	8
4/6/98	Charleston, SC	11
4/22/98	Port Au Prince, Haiti	24

See **APPENDIX B** for a more complete list of activities.

Mr. Vogh prepared and taught two Internet courses in the Region this year. Mr. Vogh received four hours of MLA CE credit for the *Introduction to the Internet* class as well as six or eight hours if hands-on exercises are provided. The *Training the Trainer* class received eight hours of

MLA CE credits. Mr. Vogh taught a total of 19 Internet classes to 475 participants in the Region as follows: (See **APPENDIX C** for a more complete list of activities)

<b>DATE</b>	<b>LOCATION</b>	<b>PARTICIPANTS</b>
6/17/97	Catonsville, MD	12
7/22/97	Westminster, MD	15
7/31/97	Miami, FL	24
7/31/97	Miami, FL	59
8/1/97	Miami, FL	38
8/2/97	Miami, FL	15
8/21/97	Collegedale, TN	8
9/12/97	Baltimore, MD	39
9/16/97	Davie, FL	15
9/17/97	Miami, FL	31
9/17/97	Miami, FL	15
9/19/97	Miami, FL	26
9/20/97	Miami, FL	12
9/23/97	Baltimore, MD	13
10/15/97	Washington, DC	9
12/16/97	San Juan, PR	14
12/17/97	San Juan, PR	16
2/26/98	Stuart, FL	8
4/17/98	Orlando, FL	106

Mr. Vogh assisted health care and health informational professionals with questions on the Internet and technology.

## **B. TECHNOLOGY AWARENESS**

Two technology awareness programs were completed this year. In year 01, the SE/A provided funding for a teleconference on telemedicine sponsored the Medical and Chiurgical Faculty of Maryland. The program was held on September 27, 1997. In year 02, the SE/A provided funding for a technology awareness conference to the Tennessee Health Sciences Libraries Association. The program was held on November 5-6, 1997 in Nashville, TN in conjunction with the Tennessee Hospital Association annual meeting. Both meetings were very successful.

Ms. Boyd exhibited at a technology fair at the Mary Washington Hospital in Fredericksburg, VA on October 11-12, 1997.

## **C. DIRECT OUTREACH TO HEALTH PROFESSIONALS & PUBLIC**

Ms. Boyd and Ms. Teitelbaum assisted callers with questions on Grateful Med, Internet Grateful Med, NLM databases and online searching.

Outreach was expanded this year to reach the general public. To support this NLM initiative, 21 public libraries within the region were recruited to participate in a pilot project. It is expected that pilot sites will receive training on PubMed and IGM and participate in an evaluation project to be developed in year 03. In addition, a RFQ for training public librarians to search the web for health information, including PubMed and Internet Grateful Med (IGM) was sent to Network members in April. Proposals are due early in year 03.

Ms. Boyd received MLA CE credits for her PubMed and Internet Grateful Med courses.

Forty-eight training sessions were held in the Region. 669 health care and health informational professionals were trained. Courses taught by SE/A staff are as follows: (See **APPENDIX D** for a more complete list of activities)

<b>DATE</b>	<b>LOCATION</b>	<b>PARTICIPANTS</b>
6/24/97	Chester, SC	14
6/25/97	Chester, SC	5
7/8/97	Baltimore, MD	2
7/30/97	Cambridge, MD	3
8/19/97	Chattanooga, TN	12
8/21/97	Collegedale, TN	8
9/12/97	Baltimore, MD	29

<b>DATE</b>	<b>LOCATION</b>	<b>PARTICIPANTS</b>
9/12/97	Baltimore, MD	10
9/15/97	Plantation, FL	7
9/23/97	Baltimore, MD	13
12/6/97	San Juan, PR	17
12/17/97	San Juan, PR	15
1/13/98	Beaufort, SC	6
1/15/98	Hampton, VA	21
2/11/98	Rockville, MD	14
2/20/98	Baltimore, MD	5
2/22/98	Lakeland, FL	2
3/4/98	Memphis, TN	15
3/10/98	Washington, DC	16
3/12/98	Rockville, MD	65
3/30/98	Atlanta, GA	18
3/31/98	Atlanta, GA	18

Classes by subcontractors include: (See **APPENDIX E** for a more complete list of activities)

<b>DATE</b>	<b>LOCATION</b>	<b>PARTICIPANTS</b>
5/15/97	San Juan, PR	17
5/29/97	Baltimore, MD	5
7/10/97	Washington, DC	15
9/9/97	Port Au Prince, Haiti	3
9/12/97	San Juan, PR	3
9/15/97	San Juan, PR	3
9/17/97	San Juan, PR	3



DATE	LOCATION	PARTICIPANTS
9/18/97	San Juan, PR	3
11/3/97	Port Au Prince, Haiti	28
11/4/97	Port Au Prince, Haiti	24
11/4/97	Port Au Prince, Haiti	26
11/5/97	Towson, MD	10
12/4/97	Annapolis, MD	26
12/18/97	San Juan, PR	3
1/7/98	Baltimore, MD	7
2/10/98	Port Au Prince, Haiti	14
2/11/98	Port Au Prince, Haiti	13
2/13/98	Port Au Prince, Haiti	14
2/15/98	Port Au Prince, Haiti	13
3/19/98	North Charleston, SC	25
4/22/98	Port Au Prince, Haiti	21
4/22/98	Franklin, GA	2
4/28/98	Mt. Zion, GA	6

#### **D. NETWORK DEVELOPMENT**

SE/A staff gave NN/LM updates at both the Mid-Atlantic and Southern Chapters of the Medical Library Association meetings in October.

##### **SE/A staff attended various state health information professional meetings:**

In 1997 and 1998, Ms. Kelly attended the Virginia Council of Health Sciences Libraries spring meetings. In 1997, she was part of a panel discussing change in the health sciences library profession.

Ms. Kelly attended the Alabama Health Libraries Association in Lake Guntherville, AL.

Ms. Kelly attended the Association of North Carolina Health and Science Librarians meeting in Chapel Hill.

Ms. Boyd and Mr. Vogh attended the Florida/Georgia joint health sciences librarian associations meeting in Jacksonville, FL.

**Site visits:**

Ms. Kelly spoke to the graduate students at the University of South Florida Library School.

Ms. Kelly visited All Children's Hospital and Bayfront Hospital in St. Petersburg, FL, Tampa General Hospital and the University of South Florida in Tampa and the Watson Clinic in Lakeland, FL.

Ms. Kelly and Ms. Teitelbaum visited the Catawba-Wateree AHEC in Lancaster, SC and the Chester County Hospital in Chester, SC.

Ms. Weise, Ms. Kelly, and Ms. Teitelbaum visited the Eastern Maryland AHEC to meet the staff and tour the facility.

Ms. Boyd visited the Southern Regional AHEC, Fayetteville, NC and the Cape Fear Valley Medical Center Medical Library in North Carolina.

Ms. Boyd visited the Medical Library of Mary Washington Hospital in Fredericksburg, VA.

Ms. Kelly visited the University of Florida (UFL), Gainesville.

Ms. Teitelbaum visited the St. Jude Children's Research Hospital, Memphis TN.

Ms. Kelly attended the centennial celebration at the Tompkins-McCaw Library of the Virginia Commonwealth University. She attended their conference *Digital Libraries in the New Millennium*, the centennial luncheon and ribbon cutting ceremonies.

Ms. Teitelbaum and Ms. Kelly visited the Eskind Library at Vanderbilt University.

**Recruitment:**

Ms. Boyd negotiated with NLM on behalf of the Anne Ross Library and Learning Resource Center, Ross University School of Medicine, Dominica, West Indies to become a Network member. NLM gave approval for the Library to become a Network member since the university is American owned.

Ms. Kuchan provided an introduction to network membership at a PubMed class for public librarians.

To encourage public libraries with consumer health collections to join the Network, Ms. Kuchan composed a letter of recruitment and asked Network members for suggestions on public libraries

in their area to target. Ms. Kuchan also wrote an article for *SEA Currents* soliciting names of potential public libraries from our network members. To date, this campaign has not been successful in recruiting public libraries as members.

### **Needs Assessment**

At both the MAC and Southern Chapter meetings, the NN/LM SE/A staff conducted a needs assessment on Internet, DOCLINE, Grateful Med and PubMed training.

### **E. EXHIBITS**

We exhibited at the following 12 state and national meetings of health professionals:

<b>DATE</b>	<b>MEETING</b>
5/9/97	Metropolitan Washington Public Health Association Washington, DC
5/15-17/97	Maryland Academy of Family Physicians Ocean City, MD
6/6-7/97	Mississippi Dental Association Destin, FL
9/3-6/97	Emergency Nurses Association Atlanta, GA
10/10-11/97	Healthy Connections Technology Fair, Mary Washington Hospital, Fredericksburg, VA
10/28-11/1/97	American Society of Human Genetics Baltimore, MD
11/6-8/97	Southern Medical Association Charlotte, NC
2/22-24/98	American Academy of Dermatology Orlando, FL
3/29-4/1/98	American College of Cardiology Atlanta, GA

DATE	MEETING
4/15/98	Metropolitan Washington Public Health Association Washington, DC
4/23-24/98	National Health Service Corps 25 <sup>th</sup> Anniversary Conference, Washington, DC
4/27-28/98	HII'98 Washington, DC

We exhibited at the following meetings of information professionals:

DATE	MEETING
7/31-8/3, 1997	African American Librarians Conference, Winston-Salem, NC
10/15-17, 1997	Mid-Atlantic Chapter of MLA, Washington, DC
10/24-28, 1997	Southern Chapter of MLA, Savannah, GA

A RFQ was distributed to Network and Regional Advisory Council members for exhibiting at state meetings of health professionals. Six proposals were funded as follows:

- Medical University of South Carolina Medical Library for the South Carolina Nurses Association and the South Carolina Rural Health Association;
- University of South Alabama Biomedical Library for the Alabama State Nurses Association and the Alabama Physical Therapy Association;
- University of Virginia, Claude Moore Health Sciences Library for the Virginia Nurse Association;
- Western Maryland AHEC for the Rural Health Association.

Final reports have been received for the following exhibits done by Network members and subcontractors:

DATE	MEETING
9/18-19/97	West Virginia Annual Cancer Conference Huntington, WV
9/25-27/97	South Carolina Nurses Association Columbia, SC
10/23/97	Alabama Nurses Association Birmingham, AL
10/25/97	Virginia Nurses Association Charlottesville, VA
12/4-5/98	Maryland Rural Health Association Annapolis, MD
1/29-31/98	South Carolina Rural Health Association Columbia, SC
2/28/98	8 <sup>th</sup> Annual Health and Wellness Fair Charleston, SC

## F. GRANTS

Ms. Boyd assisted Network members with grant questions and sent NIH grant packages in response to requests from interested librarians. She informed members of available grants and deadlines in the newsletter, at updates and on the nnlm-sea list.

## G. SUBCONTRACTS

### Medical College of South Carolina

The subcontract with the Medical University of South Carolina to develop a health information network within the city of Charleston's federally designated enterprise zone continued. The project aim is to develop a network of accessible, understandable, accurate, current and practical health information for zone residents and health care providers. Accomplishments to date include: Purchase and placement of five computer workstations; set up of a PPP server for the Enterprise Zone project participants; held Internet classes for women enrolled in a welfare-to-work program, students grade 6-12, nursing students, Project GO-Girls participants, public librarians, and volunteer citizen trainees; and exhibited at the 8<sup>th</sup> Annual Health and Wellness Fair. A paper on the project was presented at the MLA annual meeting in Seattle. The project runs for 18 months, December 1, 1996 - June 30, 1998.

### **Vanderbilt University**

Funding was provided for equipment purchase and Internet connections for the *HIV/AIDS Information Project*. The one year project (April 1, 1997-March 31, 1998) has been completed. During the course of the project 40 training sessions were held at the two project sites, Comprehensive Care Center and the community based Nashville Center for AIDS Resource and Educational Services (CARES). 89 persons were trained on and used the equipment placed at both sites to access web based resources on HIV/AIDS including NLM databases.

### **University of Puerto Rico**

A project was developed by the University of Puerto Rico Medical Sciences Campus Library to form a *Health Information Gateway for the Caribbean*. The goal of the project is to deliver up-to-date information to health professionals in hospitals on Puerto Rico and in the Caribbean, in particular Haiti. Phase One of the project ran from May 1, 1997 - October 31, 1997.

Accomplishments included: purchase and installation of a server and cabling on the UPR campus; hire of a full time computer technician; Internet training of library and Carolina University Hospital staff; publication of a multi-lingual newsletter and consultation to and training of the staff of Library of the School of Medicine of Haiti.

Phase two of the project was funded in November. The project will continue outreach activities in Haiti; establish a collaboration with the School of Medicine of the Universidad Autonoma de Santo Domingo; conduct a needs assessment of medical libraries in the Caribbean; expand campus-wide access to library services and databases; and expand outreach activities to sites within Puerto Rico and the remote campuses of UPR. To date, accomplishments include: ordering and setting up of computer, audio-visual and communications equipment in Haiti; training of the Haiti Library staff; assessing and purchasing materials for the Haiti library collections; dedication of the library in Haiti in April; drafting of a collaborative agreement with Santo Domingo; hiring of two outreach librarians; producing a Spanish language brochure on the Gateway Project; visiting Santo Domingo and assessing its libraries needs; starting interlibrary loan services for the Carolina Hospital; and development of a needs assessment questionnaire for the medical libraries in the Caribbean. The project runs from November 1, 1997 - October 31, 1999.

### **George Washington University**

A project to provide Internet training for Maryland physician assistants, construct a web site devoted to PA information resources, and assess the information needs of PA's was funded. To date accomplishments have included four training sessions for 36 participants. The web site is under development. The project runs from October 1, 1997 - September 30, 1998.

### **Mercer School of Medicine**

The purpose of this subcontract is to design, refine, and test a qualitative methodology for evaluation of outreach projects. Eight study sites have been selected and small group interviews held. 52 health care workers took part in the small group interviews representing nursing, physicians, allied health, pharmacists and administrative personnel. The project runs from May 1, 1997 - April 30, 1998.

Five projects were funded in response to our Request for Proposal to assist unaffiliated, rural or minority health professionals with access to information. All projects began April 1, 1998. Funded projects include:

Three Rivers AHEC will promote Internet access and training for unaffiliated health professionals in two medically underserved areas of West GA. Project will run from 4/1/98 - 3/31/99.

East Carolina University and the Eastern AHEC (EAHEC) will provide Internet connections and equipment to eight regional mental health sites and satellite offices in the EAHEC region; provide training to the sites as well as to four state mental health facilities; and create an online, interactive training module to extend training beyond the project. Project will run 4/1/98 - 5/31/99.

University of Alabama will train unaffiliated health professionals on site to use Internet Grateful Med and PubMed in a seven county rural area of AL as well as establish a listserve for Alabama rural health practitioners. Project will run from 4/1/98- 3-31/00.

Southern Regional AHEC - will place equipment at four WMG, Inc. sites in rural Harnett county North Carolina, provide training and support, and Loansome Doc services to unaffiliated health professionals at those sites and through publicity, in the county. Project will run from 4/1/98 - 3/31/00.

## **H. LIBRARY IMPROVEMENT**

Two sites were chosen in May to be library improvement sites: Moccasin Bend Mental Health Institute in Chattanooga, TN and Goodwin Institute for Cancer Research in Plantation, FL. Ms. Teitelbaum and Mr. Vogh visited each site to provide training and to help set up computer workstations. Each site joined and began using PubMed and DOCLINE during the course of the year. Evaluation of the project sites are scheduled for the summer, 1998.

Year 02 sites were chosen and Memorandum of Understanding signed in January, 1998. They are Eastern Shore Hospital Center, Cambridge, MD and Superior Home Health and Hospice, Corinth, MS. Equipment has been purchased and training has been scheduled with each site.

## **I. URBAN PROJECT**

The Morehouse School of Medicine Division of Information Technology Services will provide equipment, Internet connections, training and support and Loansome Doc services to the main and four satellite clinics of the Southside Healthcare Inc. The Southside Healthcare Inc. is a 30 year old non-profit community health center whose mission is to provide affordable, high quality,

comprehensive primary health care and related services in south Atlanta communities. It serves a diverse population including African, Asian, Latino, Caucasian and Native Americans. At least 95% of the employees in the Southside system are African American with a small number of East Indian, Hispanic and Caucasian employees. The project runs from April 1, 1998 - July 31, 1999.

### III. FEEDBACK AND EVALUATION

Feedback from Network members, health professionals and the Regional Advisory Council was provided throughout the year to the NNO on electronic mail and in quarterly reports.

A training needs assessment was done at the Mid-Atlantic and Southern Chapters of MLA in October to assess the perceived utility of classes offered by the NN/LM SE/A. Classes on PubMed, *Making the Transition: Using PubMed and Internet Grateful Med* and *Searching other databases on IGM* were ranked highest for database searching classes, and *Advanced Internet/Searching the Net*, *Train the Internet Trainer* and *Introduction to HTML* were highest for Internet classes.

### IV. ADMINISTRATION

#### A. STAFF

**Current staff include:**

Director - Frieda Weise  
Executive Director - Janice Kelly  
Outreach Coordinator - Lisa Boyd  
Outreach Coordinator - Sandra Teitelbaum  
Network Access Coordinator - Barbara Kuchan  
Internet Coordinator - Bryan Vogh  
Administrative Assistant - Colette Becker  
Secretary - Evelyn Peyton  
Secretary - Mary Ruth Collins

In July, Ms. Kuchan returned from a 10 week maternity leave.

In April, the staff moved into the new University of Maryland Health Sciences and Human Services Library located at 601 West Lombard Street, Baltimore, MD 21201-1512.

**Staff activities include:**

Frieda Weise is Chair of the 1998 MLA Program Committee and was elected as the President Elect of MLA.



Janice Kelly is a member, MLA Status and Economic Interests of Health Sciences Library and Personnel Committee, liaison of Southern Chapter to the 1998 joint Chapter meeting program committee, and member of the Executive Committee of the Southern Chapter. Along with Ms. Boyd, Ms. Kelly presented a poster entitled *Partners in Goodness of Outreach: Impact of Outreach in the NN/LM Southeastern/Atlantic Region 1991-1996* at the Southern Chapter meeting in Savannah. She attended CE courses on distance learning, Excel and Powerpoint.

Lisa Boyd serves as a member of the advisory committee for the *Partners in Health Care Project* of the Wheaton Regional Library, chairs the Government Relations Committee of MAC and is a member of the MLA Grants and Scholarship Committee as chair of the Minority Scholarship jury.

Attended CE's on archives, copyright and adult learners, presented a posters entitled *Partners in Information: A Joint project between NLM and Wheaton Regional Library* at the MAC meeting and *Partners in Goodness of Outreach: Impact of Outreach in the NN/LM Southeastern/Atlantic Region 1991-1996* at the Southern Chapter meeting.

Barbara Kuchan is the new editor of MAC Messages, the newsletter of the Mid-Atlantic Chapter of MLA; moderates the MAHSL electronic discussion group and will create their membership directory; and is member of the MAC Nominating Committee. She attended CE on PubMed.

Bryan Vogh serves as the SE/A representative to the Southern Chapter Professional Development Committee. Mr. Vogh attended the *Accessing Useful Information: Challenges in Health Policy and Public Health* meeting, took an Access'97 course, NT training, and HTML courses.

Sandra Teitelbaum serves on the MAHSL nominating committee and took CE on distance learning, PubMed, Internet Grateful Med.

## **V. OUTREACH IMPACT AND RECOMMENDATIONS FOR FUTURE PROGRAMS**

Our focus for Year 02 outreach programs was to build on our strengths- PubMed and IGM training; subcontracts for state exhibits, Internet training, and information access to unaffiliated, minority or rural health professionals; Internet training and consultation; and technology awareness. Programs were directed at health care practitioners and health information professionals. Through training, exhibiting and consultation SE/A staff made the targeted groups aware of medical resources on the web, taught them how to navigate the web to find the resources, and trained them to use one of NLM's web-based products to search the literature for pertinent articles.

In addition to the training and consultation done by our Internet coordinator, a subcontract was developed to train health professionals to use the Internet for health resources. The aim of the program was to improve health professionals' understanding of the Internet and World Wide Web and its applications.

### **Recommendations for future programs:**

Free access to MEDLINE on the web has had a major impact on our's and our Network members' services. We received more calls from consumers and health professionals wanting assistance with PubMed, IGM and especially with Loansome Doc. We need to find ways to recruit more public libraries to handle many of the consumer calls and recruit more Loansome Doc libraries. We expect our pilot project with public libraries will point us in the right direction in this regard and teach us what consumers want and need in terms of health information. We expect to develop with the pilot sites some samplers on health related resources on the web for consumers.

In conjunction with the NLM initiative directed at public health professionals, we will initiate in year 03 a Request for Proposal to develop programs or services that will assist public health professionals with access to information.

We are still grappling with the impact of managed care in our Region. Many managed care organizations have incorporated hospices, home health care networks, ambulatory centers and other satellite facilities. This has created challenges for service and delivery methods with shrinking or zero growth budgets of many hospital libraries. We expect to learn something about information services to the hospice and home health environment through one of our library improvement sites.

A program designed to assist hospital libraries to get connected or upgrade connections to the Internet would be of interest. We may decide to focus our future library improvement projects on these types of sites.

Telemedicine and its impact on health care is becoming of interest to many Network members especially those whose institutions are involved in this practice. We think that a subcontract directed at the information needs and delivery of information to those involved in telemedicine might be of interest.

With the growing number of seniors in the USA, there is a interest in providing workstations and training to health care professionals and the residents of retirement homes. The concern for wellness and the need to keep abreast of treatment for healthy elders is of interest to some Network members.

Alternative health is another growing interest amongst the public and health information seekers. Subcontracts to fund collections and have journals focused on treatments, etc. in MEDLINE has been expressed at exhibits and by Network members.

**Resources Management Division  
Annual Report  
FY 1997/98**

**Part I**

**Introduction**

The Resources Management Division acquires and maintains the collections of the Health Sciences and Human Services Library through the activities of three departments. The Acquisitions/Serials Department selects and acquires monographs, serials, and other media and then preserves these materials through binding and repair functions. The Cataloging Department organizes the materials acquired for the Library, establishing the bibliographic control necessary for students, faculty, and staff to retrieve both information about these resources and the materials themselves. The Historical and Special Collections Department acquires and organizes materials for the historical and special collections in the Library; in addition, this department provides guidance to patrons seeking information from and about these collections. All these activities are undertaken to foster the increase of knowledge in the health sciences.

This fiscal year proved especially challenging for the Resources Management Division. The difficulties posed by the continued absence of the Head of Acquisitions/Serials were exacerbated by the absence of the Assistant Director for Resources Management for five months. In early September, the Head of Cataloging became the Acting Assistant Director for Resources Management, incorporating some of the duties of the Head of Acquisitions/Serials position as well. Within seven weeks of the February return of the Assistant Director for Resources Management, the Library move took place. In spite of these challenges, the Division has many accomplishments to highlight:

**Highlights**

Basic Operations

- The Acquisitions/Serials Department acquired 4,746 books; 5,005 bound volumes of serials; 17 new, unique, electronic journal subscriptions; and 114 new print journal subscriptions with \$1,285,454.43.
- The Cataloging Department maintained the quality of the online catalog through the addition, deletion, and/or revision of bibliographic and authority records; a total of 1,726 titles were cataloged, 440 titles were recataloged, and 8,549 titles were withdrawn.
- The Historical and Special Collections Department answered 124 historical reference questions and added 10 new volumes to the collections.
- The Health Sciences and Human Services Library now owns 162,046 monographs; 176,431 bound volumes of serials; 2,399 print journal subscriptions; and 86 electronic journal subscriptions (19 unique titles; 67 duplicate print titles).

Acquisitions

- To cope with the continued absence of Margaret Blair, Head, Acquisitions/Serials, Anne Sleeman assumed some of her responsibilities and members of the Acquisitions/Serials Department assumed other of her responsibilities. New materials moved steadily through

the Department, but all other projects were on hold for the fiscal year. In late June, we learned that Margaret Blair would retire on July 1, 1998.

- Sandy Williams sent our first order to Rittenhouse via the Web in February 1998.

#### Serials

- Work continued on the project to create MARC format holdings records for ceased and canceled titles to upgrade the information in the online catalog.
- The Journal Review Committee recommended 114 titles for 1998 subscriptions; Frieda Weise approved these, and Resources Management staff ordered, cataloged, and checked in the new titles.
- Swets was awarded the 1998-2002 HS/HSL subscription contract.

#### Cataloging

- Emily Denning and Phyllis Colleton transferred several thousand volumes from storage and back to the general collection, and from the SSW LRC to the HS/HSL.
- Jane Murray and Bill McLeod initiated policies and procedures to add electronic access points (URLs) to bibliographic records.
- Members of the Cataloging Department completed a three-year project to verify, revise, or delete locally-created subject headings in our bibliographic records.
- All catalogers mastered a new method of accessing the OCLC databases, now available via the Internet.
- Jane Murray worked with Helen Tong to revise DRA agency codes to reflect both new collection designations and the Library's new name.
- Members of the Cataloging Department assisted staff at the School of Social Work LRC in the disposition of materials as the LRC's services were brought to a close, and its collection disbursed, including the HS/HSL's absorption of much of that collection. Over 2,300 SSW items were added to the HS/HSL's collection, and over 3,500 items were withdrawn from the SSW LRC.

#### Binding

- Raquel Arbaiza established routines to obtain missing issues while providing duplicate/unwanted gift issues of journals to other libraries through exchange listservs and jobbers.
- Raquel Arbaiza adjusted to the conversion of the Wert Binding Information System to a Windows version of the software.

#### Preservation

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

- Rich Behles continued the physical condition survey to review the basement journals collection and evaluate their survival potential for the move into the new building.
- Rich Behles responded to a water leak emergency in the Historical/Special Collections Department; he withdrew damaged books and arranged for cold storage and eventual freeze-drying options.

#### Historical/Special Collections

- Rich Behles purchased a copy of Alexikepus, seu, Auxiliaris et medicus hortus : rerum variarum, & secretorum remediorum accessione locupletatus, published in 1575, for the pharmacy collection.
- Rich Behles moderated CADUCEUS-L, an international history of medicine e-mail discussion list.
- Rich Behles revised the Historical/Special Collections sections of the HS/HSL web site.

### **Special Projects**

#### Move

- Rich Behles co-wrote contract specifications for moving the collections.
- Rich Behles inspected shelving installations in the new Library building.
- All Resources Management staff attended workshops on managing and adjusting to change. Bill McLeod and Steve Ciuchta were "change champions" for the Division.
- The Cataloging Department completed weeding obsolete and/or out-of-scope material from the Storage area in preparation for the move to the new building. Approximately 5,500 volumes were withdrawn, including out-of-scope or superseded titles, and fragile materials available from the National Library of Medicine or other institutions.
- Jane Murray plotted estimates of collection growth in key subject areas for the entire monographic collection in preparation for the move.
- Steve Ciuchta provided data necessary for the consolidation of current journal titles into one area (formerly shelved in the stacks as well as the reading area) in the new building.
- The Acquisitions/Serials Department notified all vendors of our address change.
- Anne Sleeman and Rich Behles worked with Beverly Gresehover to coordinate and supervise the move of the HS/HSL collections.
- Everyone cleaned, sorted, packed, and unpacked all files etc.
- Rich Behles met frequently with various Facilities Management staff in addressing environmental problems associated with the Historical/Special Collections Department; they remain unresolved as of June 30, 1998.

### **Projections for 98/99**

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

We will focus on the management of electronic resources this year. We plan to organize selection, acquisition, and cataloging policies procedures for these materials. Our participation in committees concerned with Web access to resources will provide fodder for our efforts. We have begun procedures to include URL information in bibliographic records, and, in consultation and cooperation with IIS staff, will refine them during the coming year. We plan to establish policies on catalog representation for the titles available electronically via services such as Ovid and EBSCOHost.

The continued implementation of the DRA library system will remain as one of our chief foci during the new fiscal year. The software upgrade to version 2.5 may require some workflow adjustments. We plan to exploit the Acquisitions module capabilities to a greater extent and investigate the new binding module.

The Cataloging Department will continue working on the project to create MARC format holdings records for the 6000+ inactive journal titles in an effort to upgrade the information available in the online catalog. Another aspect of this project is to code (or correct) our holdings data in the SERHOLD database of biomedical serial titles. Data collection for this project is tedious and time-consuming, and the outcome will depend on staffing availability. We expect that this project will continue for several years.

We anticipate the development of new procedures between the Cataloging and Acquisitions/Serials departments as a consequence of the geography of the new building and the arrival of a new Head, Acquisitions/Serials.

Subject authority control projects will move to the fore. Significant changes both in Library of Congress and National Library of Medicine coding practices, combined with limitations in the DRA system, require that we assign higher priority to maintaining the authority record database. Record structure changes and displays will be dramatic. We will also continue converting our paper series authority file to machine-readable format in DRA.

Provision of bibliographic services to other campus sites will continue. Visits to the Schools of Nursing and Dentistry are planned either to review their participation in our online catalog.

Rich Behles will review the boxes of fragile journals from the basement of the old building, in need of preservation decisions. He will also investigate Historical/Special Collections preservation/conservation needs. These projects will yield special binding requests.

Rich Behles will prepare for and participate in appropriate celebration and display activities for the HS/HSL and Theodore Woodward Reading Room dedications and other special events.

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

## Part II

### Statistical Reports and Discussion

#### Acquisitions/Serials Statistics

##### TOTAL FUNDS EXPENDED

	95/96	96/97	97/98
Books	\$242,691.95	\$181,838.04	\$146,591.23
Journals			
Print	705,442.32	811,579.01	941,059.30
Electronic*	104,399.00	110,093.00	164,644.00
Bindery	<u>39,178.94</u>	<u>44,090.29</u>	<u>33,159.90</u>
	\$1,091,712.21	\$1,147,600.34	\$1,285,454.43

\*These figures now include payments for all electronic resources.

##### PRINT RESOURCES

##### BOOKS ACQUIRED

	95/96	96/97	97/98
Purchases	2514	2878	1923
Gifts	268	474	354
Theses	<u>227</u>	<u>176</u>	<u>147</u>
Total books acquired:	3013	3582	2424

##### PERCENTAGE OF TOTAL BOOKS PROCESSED BY SUBJECT

	95/96	96/97	97/98
Dentistry	2%	2%	2.5%
Medicine	51.3%	46.9%	42.7%
Nursing*	10.8%	10.2%	5.7%
Pharmacy	6.4%	5.4%	12.4%
Social Work**	15.1%	21.6%	10.9%
Allied Health	.9%	.8%	1%
Other	5.6%	4.5%	6.1%
Sent to Reference	7.9%	8.4%	18.6%

\*Many nursing titles were added to reference rather than the general collection in 97/98.

\*\*In 96/97, we had a project to fill in gaps in the social work collection.

##### JOURNALS STATISTICS

	95/96	96/97	97/98
Bound volumes added	4105	3471	5005
New subscriptions	11	33	114
Titles cancelled	30	33	22
Total print subscriptions	2307	2307	2399
Electronic subscriptions	2	3	86*
Average subscription cost	\$318	\$365	\$392

\*Includes 19 unique titles (2 individual subscriptions; 17 from the Ovid full text packages); the remaining 67 electronic titles also are purchased in print.

## **ELECTRONIC RESOURCES**

	<b>95/96</b>	<b>96/97</b>	<b>97/98</b>
PsycLit**	\$5,618	\$5,618	\$7,490
Ovid+			@\$49,995
Medline	\$10,000	\$9,895	\$9,895
HealthStar			
CancerLit			
BioethicsLine			
AIDSLine			
84 Full text journals			
Current Contents	@\$39,540	@\$41,075	cancelled
Micromedex	@\$35,62	@\$37,523	@\$41,500
CINAHL**	\$2,190	\$2,409	\$2,409
Cochrane Collaboration			gift
Computer Select	\$2,395	\$2,395	\$2,395
Books in Print	\$2,128	\$2,141	\$1,350
Online Journal of Current Clinical Trials	\$120	\$120	\$120
Social Work Abstracts**	\$1,643	\$1,643	\$1,643
International Pharmaceutical Abstracts**	\$1,990	\$1,990	delayed
Bioethicsline	\$1,590	\$1,590	\$1,590
HAPI		\$265	\$295
Online J. of Knowledge Synthesis in Nursing	\$250	\$250	delayed
HealthSTAR	\$1,310	\$2,095	*
Journal of Biological Chemistry**		\$1,084	\$1,078
Social Sciences/Science Citation Index (incl. backfile 97/98)			@\$44,884
<b>Total</b>	<b>\$104,399</b>	<b>\$110,093</b>	<b>\$167,644</b>

\*Now included in Ovid package (97/98-)

\*\*Also maintain paper copy (price not included here)

@Paid for from a separate fund and budget

+Purchased Medline only through Ovid until 97/98 when we expanded subscription to full package with all of these databases and journals



## Cataloging Statistics

### NEW ITEMS ADDED (Health Sciences and Human Services Library, School of Medicine LRC/CML, School of Social Work LRC)

	<u>93/94</u>	<u>94/95</u>	<u>95/96</u>	<u>96/97</u>	<u>97/98</u>	<u>% change</u>
<b>Print Material</b>						
DLC/CIP Cataloging	2041 2217	1374 1439	2350 2448	2609 2666	1293 1369	-50%
Edited (non-DLC) Cataloging	414 514	139 584	813 868	797 863	336 396	-58%
Original Cataloging	59 72	145 234	217 359	293 355	64 97	-78%
Enhanced Cataloging	36 36	24 24	10 10	15 15	3 3	-80%
Minimal-Level Upgrades	16 16	10 10	4 4	4 4	0 0	-100%
Added Copies/Volumes	551	359	470	605	2250 <sup>1</sup>	+272%
<b>Total Print Material</b>						
Titles	2566	2092	3394	3718	1696	-54%
Volumes	3406	2650	4159	4508	4115	

---

<sup>1</sup>Includes 1790 volumes (1754 titles) from the School of Social Work LRC; without the SSW LRC volumes, HS/HSL added volumes totaled 460, a decrease of 24% from FY 96/97, and the total of print volumes added to the collection is 2325.

	<u>93/94</u>	<u>94/95</u>	<u>95/96</u>	<u>96/97</u>	<u>97/98</u>	<u>% change</u>
<b>Non-Print Material</b>						
Titles	181	249	158	139	30	-78%
Volumes	240	256	273	156	32	
<b>Total New Items Added</b>						
Titles	2747	2341	3552	3857	1726	-55%
Volumes	3646	2906	4432	4664	4147	
<b>Total Withdrawn</b>						
Titles	145	274	180	1570	8549 <sup>2</sup>	+445%
Volumes	312	408	246	2364	10,726	
<b>NET ADDED TO CATALOG</b>						
Titles	<b>2602</b>	<b>2067</b>	<b>3372</b>	<b>2287</b>	<b>-6823<sup>3</sup></b>	<b>-398%</b>
Volumes	<b>3334</b>	<b>2498</b>	<b>4186</b>	<b>2300</b>	<b>-6579</b>	
<b>REVISION ACTIVITIES</b>						
<b>Recataloging</b>						
Titles	639	410	495	1484	440	-70%
Volumes	732	525	620	2354	615	
<b>Transfers (relocated to another collection)</b>						
Titles	1263	153	148	251	559	+123%
Volumes	1505	209	146	326	796	

---

<sup>2</sup> Includes 3445 titles (3575 volumes) withdrawn from the School of Social Work LRC.

<sup>3</sup> Omitting adds and withdrawals from the SSW LRC, HS/HSL figures alone constitute a net loss of -3778 titles (-5360 volumes), a change of -265%.

## LRC/MEDIA CENTER PROJECTS

	<u>93/94</u>	<u>94/95</u>	<u>95/96</u>	<u>96/97</u>	<u>97/98</u>	<u>% change</u>
<b>School of Social Work LRC</b>						
<b>Cataloging</b>						
Titles	2377	256	523	525	8	-98%
Volumes	2861	321	615	559	8	
<b>Withdrawals</b>						
Titles	0	0	0	0	2317	+100%
Volumes					2468	
<b>School of Medicine LRC/CML</b>						
<b>Cataloging</b>						
Titles	NA	178	63	111	46	-58%
Volumes	NA	192	114	129	47	
<b>School of Nursing Media Center</b>						
<b>Cataloging</b>						
Titles	NA	55	82	53	0	-100%
Volumes	NA	62	104	55	0	

The decline in statistics for new titles added to the HS/HSL's collection reflect chiefly the dramatic interruptions within the Department and the Resources Management Division during the past fiscal year. New cataloging activity was reduced by half over the previous year.

The decrease in material cataloged directly reflects the fluctuating staffing within the Department this year, the competing projects, and the fallout from the move, as well as a reduction in new material accessioned. However, for the first time since 1990, a backlog of material awaiting edit or original cataloging developed. Approximately 160 titles accessioned during the past fiscal year remain to be cataloged.

The negative net total of titles cataloged and added to the collection is misleading because it factors in the unusual volume of withdrawals both from the HSL's storage facility and from the SSW LRC. Without these two withdrawal projects, the net added would still reflect a negative number, but one much less startling.

The greatest increases are in the numbers of items added, withdrawn, and transferred. Much of the labor involved in the latter two activities was duplicative: material added to the HS/HSL from the School of Social Work had to be processed twice--once to withdraw it from the SSW LRC, and again to add it to the HS/HSL.

Bibliographic services provided to the campus media centers also decreased. The Schools of Nursing and Dentistry provided us nothing to catalog this year; the School of Medicine's two media centers compressed into one, and their materials budget almost vanished.

## Historical and Special Collections Statistics

Historical reference questions by type:

In person	54
By telephone	39
Letter/fax/email	+ 31
Total	124

Ten new volumes were added to the Historical Collections.

Rich Behles has collected data on 260 journal titles using the survey instrument he devised for the preservation survey of the journal collection.

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

## Part III

### Staff Activities

#### Anne Sleeman

##### Professional Organizations

American Library Association

Medical Library Association

Mid-Atlantic Chapter, Medical Library Association

Maryland Association of Health Sciences Librarians

##### Meetings and Workshops

May 1 CALD annual spring meeting (PGCC, MD)

May 23 Medical Library Association annual meeting (Philadelphia, PA)

June 26-30 American Library Association annual meeting (Washington, DC)

##### Committees/Offices/Honors

ALA LAMA SASS Technical Services Systems Committee

ALA LAMA SS Using Statistics for Library Planning and Evaluation Committee

MLA Books Panel (appointed Chair Designate)

MLA TSS Standards Committee

MAC/MLA 1996 Conference Local Arrangements Committee

HS/HSL Unplugged Editorial Board

HS/HSL Fire Warden

HS/HSL Collections Move Committee

##### Publications/Presentations

"MLA Publications: How Are They Created?" MLA News (September 1997)

#### Margaret K. Blair

##### Professional Organizations

Medical Library Association

Mid-Atlantic Chapter, Medical Library Association

Committees/Offices/Honors

HS/HSL Unplugged Editorial Board

HS/HSL Fire Warden

Journal Review Committee, Chair

Electronic Materials Review Committee, Chair

**Steve Ciuchta**

Committees/Offices/Honors

Collections Move Committee

HS/HSL Fire Warden

**Jane Murray**

Professional Organizations

American Library Association

Maryland Association of Health Sciences Librarians

Online Audiovisual Catalogers

Meetings and Workshops

Jan. 9-13 American Library Association midwinter meeting (New Orleans, LA)

June 25 SACO (Subject Authority Cooperative Program) workshop, Library of Congress, (Washington, DC)

June 26-July 1 American Library Association annual meeting (Washington, DC)

Committees/Offices/Honors

Electronic Resources Management Ad Hoc Committee

**William McLeod**

Professional Organizations

American Library Association

Medical Library Association

Meetings and Workshops

Sept. 26-27 Association for Library Collections & Technical Services institute, "A Capital Idea: Electronic Serials from Acquisitions to Access" (Washington, DC)

Oct. 21 PALINET workshop, "Library of Congress Subject Headings," Widener University (Wilmington, DE)

May 4-5 Association for Library Collections & Technical Services and Library & Information Technology Association institute, "Managing Metadata for the Digital Library: Crosswalk or Chaos?" Georgetown University (Washington, DC)

June 26-30 American Library Association annual meeting (Washington, DC)

Committees/Offices/Honors

HS/HSL Fire Warden

Electronic Resources Management Ad Hoc Committee

**Richard J. Behles**

Professional Organizations

Archivists and Librarians in the History of the Health Sciences

Meetings and Workshops

July 28-Aug. 1 Rare Book School "Type, Lettering and Calligraphy" (Charlottesville, VA)

May 6-8 Archivists and Librarians in the History of Health Sciences annual meeting  
(Toronto, ON)

Publications/Presentations

"CADUCEUS-L has a new moderator." Watermark 20:4 (Fall 1997)

Committees/Offices/Honors

Moderator, CADUCEUS-L

Fixed Shelving Committee

University of Maryland, Baltimore Safety Awareness Committee

HS/HSL Fire Warden

HS/HSL Move Publicity Committee

HS/HSL Collections Move Committee

**Resources Management  
Organizational Chart  
June 30, 1998**

