

Health Sciences and Human Services Library

Annual Report

FY00/01

Administration

- Rethinking the Library: A Year in Review
- Operating Budget
- Collection Funding
- Salary/Wage Report

Access Services

- Circulation
- ILL

CATS (Computer and Technical Services)

IIS (Information and Instructional Resources)

Resources Management

- Collection Development
- Cataloging
- Historical and Special Collections

Health Sciences and Human Services Library Advisory Committee Report:
State of the Library
2001-2002

I. Living in a Consortial Environment

- A. USMAI Consortium
 - 1. Implementations of shared Library Information Management System (LIMS) – 16 campuses
 - 2. Shared governance of LIMS
 - Council of Library Directors
 - LIMS Council/LIMS Executive Committee
 - 3. Joint working committees for migration to new system
- B. USM Electronic Resources Committee/Maryland Digital Library
 - 1. Consortial licensing and state-wide licensing (Science Direct latest one)
 - 2. Funding issues

II. Support and Outreach to the Campus Community and Beyond

- A. Regional Medical Library Contract – Southeastern/Atlantic Region of the National Network of Libraries of Medicine, 2001-2006
- B. Parish Nurse subcontract, 2001-2002
- C. HS/HSL Website Development
 - 1. Websites for professionals
 - 2. Websites for consumers
 - 3. Online tutorials
 - 4. Entry to all E-resources
- D. Academic Computing Support
 - 1. Campus IT training
 - 2. HELP Desk
 - 3. Blackboard training/support
 - 4. UMNNet support
 - 5. Microsoft sales
 - 6. CIO Search
- E. Research Support
 - 1. 2 librarians on IRB
 - 2. Growth in E-resources

III. Library Budget and Fundraising – Securing Our Future

- A. Library Development – Board of Visitors
- B. Short-term funding
- C. Long-term funding
- D. FY'01 Budget for collections

\$1,106,000	allocation
<u>1,880,000</u>	needed
- \$ 774,000	short fall

Annual Report
Highlights
FY2000/2001

- Joined USMAI (University System of Maryland and Affiliated Institutions) consortium to purchase and implement a new integrated library system, Aleph, a product of Ex Libris. This will replace DRA by July 2002.
- Awarded a \$7.5 million NLM contract to serve as the Regional Medical Library for Region Two for the 5 years 2001-2006.
- Awarded an RML 18-month, \$50,000 subcontract, "Information Outreach to Faith Communities Through a Parish Nurse Program."
- Participated in campus-wide IT Steering Committee and subcommittees on User Training and Help Desk.
- Supported CCITI programs through:
 - Help Desk.
 - Blackboard training and support.
 - UMNet password processing.
 - Selling Microsoft products.
- Two Information Specialists began serving on the Institutional Review Board.
- Conducted a web usability study and redesigned web site.
- Reallocated staff to areas needed:
 - Fulltime copyright position to Circulation (formerly IIS dept.).
 - Library systems to Resources Management (formerly Systems dept.).
 - Digital Resources position to Resources management (formerly Systems dept.).
- IT Infrastructure:
 - Staff migration to Windows 2000 and Outlook email.
 - New pay-for-print system installed.
 - Commons interface redesigned and implemented.
 - CATS assumed responsibility for authentication to HS/HSL resources.
 - Quick Books implemented as interim accounting solution for ILL.
 - E-Reserve software, (Docutek), upgraded and moved to separate server.
- IT Services:
 - Automated class registration; offered offsite access to course reserve; initiated paperless ILL request form; and email of documents to the desktop.
 - Created 4 web-based tutorials for IT training.
- Conducted survey of UMB faculty and staff regarding IT training needs.
- "Career Day" inaugurated to promote staff development.
- YBP International selected as vendor to establish approval plan for SSW.
- Hosted Cunningham Fellow.
- Established book donation program with Ethiopian Students Association.
- Mounted an exhibit highlighting the Kendall Physical Therapy Collection.
- Mounted an exhibit focuses on library costs, "Show Me the Money! The Reality of Library Costs," including on the web, bulletin boards, display cases, and flyers.

Space Re-allocation

- CCITI was given the second floor office space where 5 staff from Library Systems and CATS were housed.
 - Rm. 140 on the first floor was re-configured and 3 workstations were added to house CATS staff.
 - Rm. 440 on the fourth floor and Rm. 240 on the second floor were both re-configured and a workstation added to each to accommodate Library Systems staff (Robin/Janet).
- Counter in Circulation on the first floor was removed and 2 workstations were added into that space.
- Counter in ILL on the 3rd floor was removed and a workstation put into that space.
- Administration office was reconfigured to accommodate a workstation cube for the building manager.
- Study room 201C was loaned to eUMB for 6 months and extended through the summer.

OPERATING BUDGET FY00/01 (NON-SALARY)

GENERAL OPERATIONS EXPENSE REPORT					
	STATE BUDGET		GENERATED	DRIF	OTHER
	02-1-29051	02-1-59001	REVENUE		FUND BALANCE
					TOTAL FUNDS
					ALL SOURCES
OCIC					
o Bibliographic Utilities	\$21,400				\$21,400
ACCESS TO EXTERNAL DATABASES	\$4,400				\$4,400
ALL OTHER OPERATING EXPENSES	\$179,721	\$7,843	\$103,607		\$291,171
HARDWARE & SOFTWARE					
MAINTENANCE, TELEPHONE,					
PRINTING, POSTAGE,					
SUPPLIES, COMPUTING					
EQUIPMENT					
STAFF DEVELOPMENT	\$16,060		\$31,406		\$47,466
(INCLUDES TRAVEL					
EXPENSES, REGISTRATION					
FEES, AND OTHER					
EDUCATIONAL DEVELOPMENT					
TOTALS	\$221,581	\$7,843	\$135,013		\$364,437

FY 00/C

Staff Development

29051

90123

3311	\$ 2,952	
3321	\$ 80	\$ 25,158
3360	-0-	\$ 3,158
4710	\$ 13,028	\$ 3,090
	<u>\$ 16,060</u>	<u>\$ 31,406</u>

Access to External Databases

STN	\$ 1,400	29051
Dialog	\$ 3,000	29051
(thru Palnet)	<u>\$ 4,400</u>	

OCLC

Bibliographic Utilities

29051	Palnet	\$ 24,400.00
	- Dialog	<u>3,000.00</u>
		\$ 21,400.00

All Other Other Operating Expenses

	<u>29051</u>	<u>90123</u>	<u>59001</u>
Staff Dev.	\$ 221,581	\$ 323,184	\$ 7,843
external PB	- 16,060	- 31,406	
OCCLC	- 4,400		
	<u>\$ 179,721</u>	<u>\$ 291,778</u>	<u>\$ 7,843</u>
		Col. Dev. - 188,171	
		<u>\$ 103,607</u>	

Collection Development

Current Contents Connect	\$ 21,067.00
MD Consult	\$ 22,500.00
Cochran Library	\$ 63,280.00
Micromedex	\$ 560.00
OVID User license	\$ 15,000.00
OVID " 1 month	\$ 3,750.00
OVID Sociological Abs.	\$ 7,625.00
OVID PsyInfo loader fee	\$ 2,500.00
OVID User license	\$ 15,000.00
OVID Package	\$ 68,000.00

\$ 251,451 Total Col. Dev.
63,280 umms IDT, for Micromedex

FY2001 Collection Development							
Resource	Original State Budget	Generated Revenue	DRIF	Fund Balance	Academic Affairs	Other	TOTAL
Monographs	5,365		64,079	50,000 (HSL)			\$119,444.00
				150,000 (SWF)			\$150,000.00
Journals	1,046,698			35,000 (SWF)			\$1,081,698.00
Electronic Resources	0	250,891		50,000 (HSL)			\$300,891.00
	(\$46,830 of \$50,000 fund balance transfer used for electronic resources)						
Bindary	40,000						\$40,000.00
TOTAL	\$1,092,063.00	\$250,891.00	\$64,079.00	\$285,000.00	\$0.00	\$0.00	\$1,692,033.00
SWF - Student Workstation Funds							
HSL - Library Fund Balance							

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Electronic Resources Expenditures FY 00/01

[illegible]

SALARY/WAGE REPORT - FY'2000

SALARY/WAGE REPORT - FY'2001

**SALARIES & WAGES
02-1-29051**

APPROPRIATED ACTUAL

Faculty	\$ 1,136,231.00	\$ 997,701.00
Classified	\$ 811,081.00	\$ 776,925.00
Intermittent/If and When Student Contractual		\$ 19,106.00
Labor and Assistants	\$ 25,518.00	\$ 19,106.00
Straight Overtime		\$ 4,773.00
Premium Overtime		\$ 1,019.00
Shift Differential	\$ 2,100.00	\$ 4,001.00
Delayed Salary Saving	\$ (46,261.00)	

Total State Funds	\$ 1,928,669.00	\$ 1,803,525.00
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02-1-59001

APPROPRIATED ACTUAL

Intermittent/If and When Student Contractual		\$ 31,067.00
		\$ 480.00
		\$ 56,702.00
Labor and Assistants	\$ 69,138.00	\$ 88,249.00
Straight Overtime		
Premium Overtime		

Total State Funds	\$ 69,138.00	\$ 88,249.00
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02-1-59305

APPROPRIATED ACTUAL

Associate Staff		\$ 23,024.00
Classified		\$ 92,567.00
Contractual		\$ 16,294.00
Labor and Assistants		\$ -
Straight Overtime		\$ -
Premium Overtime		\$ -

APPROPRIATED ACTUAL

	\$ 1,152,272.00	\$ 969,485.00
Exempt	\$ 117,872.00	\$ 123,618.00
Non-exempt	\$ 893,723.00	\$ 797,777.00
		\$ 28,091.00

	\$ 25,518.00	\$ 28,091.00
		\$ 3,085.00
		\$ 380.00
	\$ 2,100.00	\$ 4,631.00
	\$ (16,668.00)	

	\$ 2,174,817.00	\$ 1,927,067.00
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APPROPRIATED ACTUAL

		\$ 31,930.00
		\$ 42,414.00
	\$ 69,138.00	\$ 74,344.00
		\$ 1,451.00
		\$ 78.00

	\$ 69,138.00	\$ 75,873.00
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APPROPRIATED ACTUAL

	\$ -
	\$ -
	\$ -

Total State Funds	\$	131,885.00	\$	-
02-3-90123	APPROPRIATED	ACTUAL	APPROPRIATED	ACTUAL
Labor and Assistants	\$	16,433.00	\$	-
Total Funds	\$	16,433.00	\$	-
GRANTS & CONTRACTS				
RML Contract	\$	342,714.00	\$	419,871.00
TOTAL ALL SOURCES	\$	2,382,806.00	\$	2,422,811.00

STATE APPROPRIATIONS
Health Sciences and
Human Services Library

FISCAL YEAR*	% Increase	% Decrease	% Increase	% Decrease
1988/1989	8%		8%	
1989/1990	7%		7%	
1990/1991	4%		4%	
1991/1992	0%		0%	
1992/1993	0%		0%	
1993/1994	0%		0%	
1994/1995	0%		0%	
1995/1996	0%		0%	
1996/1997		6%		6%
1997/1998	12%		12%	
1998/1999	6%		6%	
1999/2000	9%		9%	
2000/2001			9%	
Total All Resources				
Increase/Decrease				
Over Previous Years				

APPOINTMENTS**FACULTY/EXEMPT**

NAME	TITLE	DATE	NAME	TITLE	DATE
Diane Fuller	Librarian	Sep-99	Janet Andrews	Librarian II	Nov-00
Meg Del Baglivo	Librarian	Sep-99	Robin Klein	Librarian II	Nov-00
Aphrodite Peters	Prog. Anal. IV	Sep-99	Bethaney Yackin	Librarian I	Jan-01
Dale Prince	Librarian	Oct-99	Rose Campbell	Librarian I	Jan-01
Robert Wittorf	Manager	Nov-99	Kay Kazinski	Manager	Aug-00
Paula Raimondo	Librarian	Mar-00			
Donna McCurley	Librarian	Apr-00			

**NON-EXEMPT
(N/E)**

Robin Eason-Lovick	Acct. Clk. II	Sep-99	LaFaithea Stewart	Library Asst.	Oct-00
Kareen Williams	Library Asst.	Sep-99	Rodney White	Library Asst.	Jan-01
Monique McQueen	Acct. Clk. II	Nov-99	Irene Liotis	Library Tech. III	Feb-01
Kay Kazinski	IT Support Specialist	Nov-99	Nicole Forel	Library Asst.	Apr-01
Kerry Silanskis	Library Asst.	Jan-00	Chan Sesum	Acctg. Assoc.	Apr-01
Rachel Mocny	Acct. Clk. II	Mar-00	David Ji	IT Support Spec.	Jun-01
Ro-Chen Wang	Library Asst.	Mar-00			
Kevin Sulin	IT Support Specialist	Apr-00			
Kristina Davis	Library Asst.	Apr-00			
Lisa Barckow	IT Support Specialist	Apr-00			
Christine Morris	Library Tech. I	May-00			
Katalin Ori	Library Tech. III	May-00			
Christian Miller	Library Tech. III	May-00			

CONTRACTUAL

Mercy Anaba	Library Tech. II	Sep-99	Raymond Hall	IT Comp. Oper.	1-Mar
Valerie Agwale	IT Comp. Oper. Asst	Apr-00		Assistant	

SEPARATIONS**FACULTY/EXEMPT**

Adam Szczepaniak	Asso. Director	Jul-99	Virgie Paul	Librarian	Oct-00
Peter Burslem	Asst. Director	Aug-99	Penny Welbourne	Librarian	Nov-00
Steve Heinold	Specialist	Sep-99	Donna McCurley	Librarian	1-Apr
Anne Sleeman	Asst. Director	Sep-99			
Miriam Jaffe	DP Sys. Prg. II	Nov-99			
Bill McLeod	Specialist	Mar-00			
Robert Wittorf	Manager	May-00			
Scott Stevens	Specialist	Jun-00			

NON-EXEMPT (N/E)

Sharon Morris	Library Asst.	Sep-99	Chris Raab	IT Support Spec.	Jul-00
Robin Eason-Lovick	Acctg. Clerk II	Sep-99	Rochen Wang	Library Asst.	Aug-00
Charles Phillips	Library Tech. I	Sep-99	Kerry Silanskis	Library Tech. I	Sep-00
Pat Atkins	Library Tech. I	Sep-99	Taceyia Lawson	Library Asst.	Oct-00
Phyllis Colleton	Library Tech. I	Dec-99	Kristina Davis	Library Asst.	Nov-00
Monique McQueen	Acctg. Clerk II	Jan-00	Teresa Frazier	Acctg. Clerk II	Dec-00
Sheri Mansperger	IT Support Specialist	Feb-00	Christine Morris	Library Tech. I	1-Feb
Kareen Williams	Library Asst.	Feb-00	Katalin Ori	Library Tech. III	1-May
Tom Connolly	IT Support Specialist	Feb-00	Jason Rebrassier	Library Tech. I	1-Jun
Robin Buckson	Library Tech. III	Mar-00	Rodney White	Library Asst.	1-Jun
Beth Prodey	Library Asst.	May-00			

CONTRACTUAL

Bette Somers	IT Comp Oper Asst	Aug-99	Barbara Miller-Lee	IT Comp.Op.Asst.	1-Feb
			Valerie Agwale	IT Comp.Op.Asst.	1-Mar

**PROMOTIONS/STATUS
OR TITLE CHANGES/
RECLASSIFICATIONS**

FACULTY/EXEMPT

MJ Tooley	Deputy Director	Aug-99	Kay Kazinski	Manager	1-Aug
Jane Murrar	Asst. Director	Oct-99			
Jane Peters	HR Generalist	Nov-99			

NON-EXEMPT

Carol Harling-Henry	Library Tech. II	Nov-99	Shawn Brown	Library Tech. I	Oct-00
Michele Nance	Library Tech. I	Jan-00	Christian Miller	Library Tech. II	1-Jan
Vickie Gray	Library Tech. II	Feb-00	Nick Sabinske	IT Support Spec.	1-Feb
Nick Sabinske	IT Support Associate	Feb-00	Brian Olkowski	Library Tech. I	1-Apr
Tacey Lawson	100% Lib. Asst.	Feb-00	LaFaithia Stewart	Library Asst.	1-May
Bradley Gerhart	IT Support Specialist	Mar-00			
Lisa Barckow	IT Support Specialist	Mar-00			
Sandy Williams	Library Tech. I	Mar-00			

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

Miriam Jaffe to private industry at time of change

HS/HSL Administration
Annual Report
2000-2001

Part I

- A. Introduction
- B. Narrative

Part II

- A. Highlights

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

Eliminated Gateway accounts for UMB faculty effective July 1, 2001.
Designated floors 3-5 as quiet study floors.

Goal 2 Pursue outreach activities

Began Outreach to Parish Nurse subcontract as part of the RML contract.
Hosted the MLA Cunningham Fellow.
Submitted a grant proposal to the Maryland Higher Education Committee.
Hosted 2 satellite teleconferences for the Maryland library community.

- a. E-publishing
- b. UCITA

Goal 3 Provide a collection of information resources

Goal 4 Provide high quality information technology infrastructures to support internal library operations and public services

Through CATS:

- procured a new pay-for-print system.
- migrated the entire HS/HSL network to Windows 2K.

Goal 5 Maintain a management approach that is responsive to change

Completed installation of end panels and signage for all shelves.
Installed lighting at the staircase on the first floor.
Installed bulletin boards on each floor of the library for student use and in the lounge for staff use.
Re-configured office areas to accommodate all staff in the library.
Transitioned HS/HSL librarians to faculty status.
Hired Manager for CATS.
Instituted Chats With the Director.
Supported Career Development Program.
Provided space for eUMB and CCITI

Goal 6 Contribute to the knowledge base in health information science

Goal 7 Create awareness of HS/HSL, its resources and services through marketing and fund raising initiatives

Board of Visitors established and first meeting held 6/19/01.
Purchased credenza for Balis Room
Secured funding to support the development of the diabetes consumer web-site.

Part IV – Divisional Organization

- A. Org chart

- B. Staff change list
 - 1. Comings/goings
 - 2. Promotions
 - 3. Narrative about organizational change
- C. Faculty
 - 1. Professional participation and service
 - a. external
 - memberships
 - offices held
 - committees
 - honors and awards
 - b. internal
 - USM
 - UMB
 - HS/HSL
 - 2. Academic activitiy
 - a. publications
 - b. presentations
 - 3. Professional development
- D. Non faculty
 - 1. Committees
 - 2. Continuing education/training
 - a. Mary Dombrowski
 - 1. Attended an Advanced Excel 2000 class on 3/20/01

HS/HSL Administration
Annual Report
2000-2001

Part I

- A. Introduction
- B. Narrative

Part II

- A. Highlights

Eliminated Gateway accounts for UMB faculty effective July 1, 2001.
Designated floors 3-5 as quiet study floors.
Held two meetings of the Library Advisory Committee.
Began Outreach to Parish Nurse subcontract as part of the RML contract.
Coordinated HS/HSL participation in Dr. Seuss 2001.
Coordinated HS/HSL participation in UMB Book Drive.
Coordinated HS/HSL participation in United Charities.
Served on School of Pharmacy Search Committee for the Director of Educational Technology.
Served on the Advisory Committee, Institute for Teaching and Learning Through Technology in the Health Sciences and Human Services.
Served on the Academic Affairs Staff Recognition Committee.
Served on Blackboard Steering Committee.
Hosted the MLA Cunningham Fellow.
Submitted a grant proposal to the Maryland Higher Education Committee.
Taught reporters from Washington Post, Baltimore Sun and Orlando Sentinel.
Hosted 2 satellite teleconferences for the Maryland library community.

- a. E-publishing
- b. UCITA

.Found funding for collections.
Through CATS:

- procured a new pay-for-print system.
- migrated the entire HS/HSL network to Windows 2K.
- planned enhancements of teaching technologies in microcomputer classrooms.

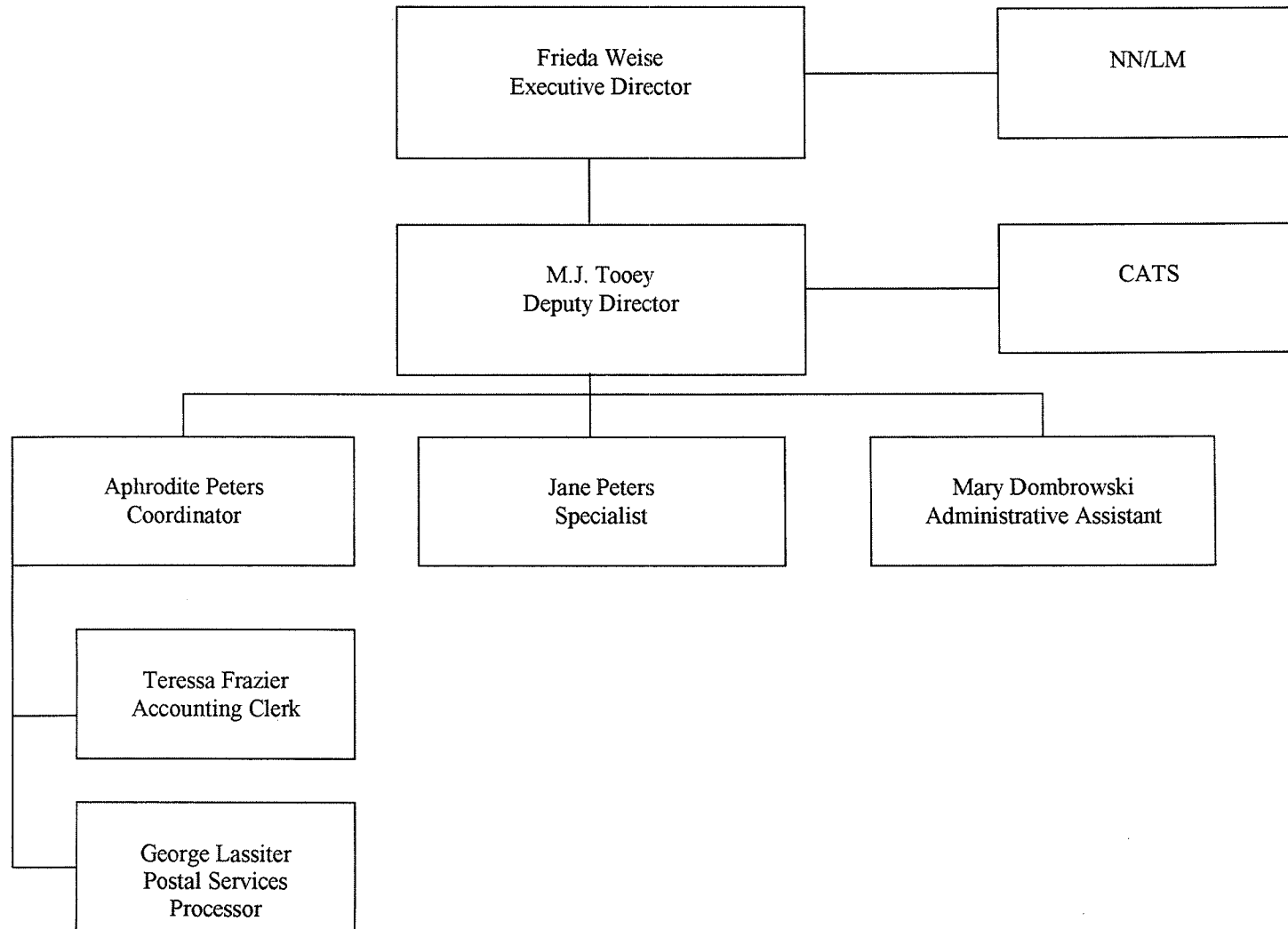
Supported through Library Administration and CATS, ILL in their DOCLINE transition as much as possible.
Investigated replacement for accounting system - temporarily using QuickBook.
Evaluated draft of Metalib/SFX proposal as a possible replacement for MDUSA.
Completed installation of end panels and signage for all shelves.
Installed lighting at the staircase on the first floor.
Installed bulletin boards on each floor of the library for student use and in the lounge for staff use.
Re-configured office areas to accommodate all staff in the library.
Transitioned HS/HSL librarians to faculty status.
Hired Manager for CATS.
Wrote Library Administration Strategic Plan.
Implemented, with CATS, leave tracking system for faculty.
Investigated the possibility of hiring a financial officer to coordinate, oversee, and manage all financial aspects of the HS/HSL – hired Account Associate.
Developed a manual for the mailroom.
Procured furniture as needed.
Coordinated the expenditure of the remainder of the capital equipment money with all departments within the library.
Held an Library Administration retreat.
Instituted Chats With the Director.
Supported Career Development Program.

Completed term as Past-President of MLA.
 Completed Board of Directors term as Chair of Chapter Council.
 Chaired the MLA Nominating Committee.
 Spoke at a number of places (Hawaii, Quebec, Good Samaritan Hospital, MAC Meeting.
 Published stuff.
 Interviews in print media, radio & TV.
 Attended MAC, MLA, ALADN, Hawaii Chapter meeting.
 MAC/LAC Registration Committee.
 Board of Visitors established and first meeting held 6/19/01.
 Purchased credenza for Balis Room
 Worked with Reid Crawford to advance HS/HSL fund raising program.
 Completed Phase 1 of recognition signage.
 Secured funding to support the development of the diabetes consumer web-site.
 Raised money.
 Learned BSR.

Part IV – Divisional Organization

- A. Org chart
- B. Staff change list
 - 1. Comings/goings
 - 2. Promotions
 - 3. Narrative about organizational change
- C. Faculty
 - 1. Professional participation and service
 - a. external
 - memberships
 - offices held
 - committees
 - honors and awards
 - b. internal
 - USM
 - UMB
 - HS/HSL
 - 2. Academic activitiy
 - a. publications
 - b. presentations
 - 3. Professional development
- D. Non faculty
 - 1. Committees
 - 2. Continuing education/training

HS/HSL Administration



Progress in the Development of a Consortial Library Information Management System (LIMS) and the HS/HSL's Role : FY 2000/01

Background

The Libraries of the University System of Maryland Affiliated Institutions (USMAI) released an RFP for a third-generation library information management system (LIMS3) in Sept. 1999, and vendors responded in Nov. 1999. USMAI formed several evaluation groups for the functional areas; some HS/HSL staff were involved peripherally in the evaluation process during 1999-2000, although initially the HS/HSL had no firm commitment to join the LIMS consortium. The HS/HSL had migrated to its third integrated library system, Data Research Associates (DRA) in 1995, and tentatively planned to move to DRA's next-generation Web-based system, Taos, when it became available. However, DRA's continuing delays in delivering Taos, an escalating need for USM-wide resource sharing via a consortial library system, and a desire for new linking features made possible by the continuing evolution of digital technologies prompted the HS/HSL to monitor closely USMAI's search for a third-generation library system. In August 2000, the HS/HSL decided to join with the other USM libraries in a migration to LIMS3; at that time, the next-generation system was not yet selected.

System Selection

In October, USM announced that a contract had been awarded to Ex Libris to implement its Aleph 500 system for all 16 USM institutions and affiliates. The contract was finalized in January 2001, with an ambitious implementation schedule of 12 months. Among the features offered by the Ex Libris system is a linking product called SFX, which permits context-sensitive linking between web-based resources. Such resources could include full-text resources, abstracting, indexing, and citation databases, online library catalogs, e-print systems, and other Web resources. USMAI also will partner with Ex Libris in the development of its MetaLib product.

Migration Management

The Council of Library Directors and the LIMS Executive Committee established several functional groups to manage the transition: an Implementation Working Group (IWG), charged with oversight responsibilities; a Circulation Committee (3Circ); a Database Loading and Management Committee (3DLM); a Public Access Catalog Committee (3PAC); a Serials and Acquisitions Committee (3SRQ), and a Technology Committee (3TECH). All these committees work in consort with the Information Technology Division (ITD) at College Park. The groups are composed of representatives from each of the USM and affiliated institutions, and meet at least monthly. The complexity of the system and the effect of each module on the others requires not only committees devoted to each functional part of the system, but many cross-functional groups as well to address all the points of intersection. UMCP hired a web designer to assist ITD and the 3PAC members.

Once committed to the project, the HS/HSL immediately mobilized by forming a local LIMS3 Implementation Committee composed of Frieda Weise and all those who became members (and alternate members) of the functional groups. This group also meets monthly, and its members communicate with other HS/HSL staff regarding migration and implementation issues to try to keep everyone informed.

MJ Tooey, who spearheads the HS/HSL's implementation, represents the HS/HSL on the IWG; Jane Murray, the IWG alternate, shares the internal coordination of the HS/HSL's implementation with MJ, and serves on the 3DLM; Janet Andrews served as Jane's alternate until a new Head of Cataloging could be hired. Beth Jacoby co-chairs the Serials and Acquisitions Committee, and Robin Klein serves as her alternate on 3SRQ. Janet Andrews serves on the 3TECH Committee with Sean Braden as her alternate. Dale Prince co-chairs the Circulation Committee and Beverly Gresehover serves as his alternate on 3CIRC. Paula Raimondo is a member of 3PAC, and Alexa Mayo serves as her alternate.

Many of these people also serve on subcommittees within their groups to address the myriad issues that arise not only due to the migration itself, but to the unique and sometimes perplexing aspects of sharing

many functions that normally are administered separately in consortial library systems. Paula chairs the PAC Web Interface Design Subcommittee; Jane serves on the DLM Overlay Rules Subcommittee, the DLM Authority Control Subcommittee, and on the joint PAC/DLM Indexing Committee; Beth chairs the SRQ Table Subcommittee; Dale serves on the Circulation Parameters and Testing Subcommittee, and Beverly serves on the ILL/Resource Sharing Subcommittee. Additional HS/HSL staff members have been enlisted to help test the modules when they become available for use.

The model Ex Libris proposed for USMAI uses a "one bibliographic record" model in which all 16 institutions would share not only a single bibliographic record, but other data as well. The "one bibliographic record" model is based on the consortium's need for a patron-placed hold function and a shared patron database, which cannot be achieved in a model in which each institution has separate files. Resource sharing (or patron-placed holds) has been a hallmark of the CARL system on which 14 of the 16 USMAI institutions run, and was identified as a critical feature in any new system. It also is one of the reasons the HS/HSL joined the consortium, as an aid to UMB students and faculty who have needs for USM materials outside the scope of our collection. Although this one-record model should allow resource sharing to continue as it is currently practiced in CARL, it poses enormous difficulties for most of the other modules, most notably acquisitions, serials, and cataloging. Many functions affecting both operations and policy that normally are autonomous must be agreed upon by separate institutions.

The implementation schedule of 12 months, which is aggressive under the best of circumstances, has been slipping since January. Ex Libris lags approximately four months behind the projections, and was unable to deliver a test database to USMAI in April, when scheduled. By the end of FY00/01, the test database still had not been delivered but was expected in July or August. It seems likely that the anticipated implementation date of January '02 will be postponed.

In May, College Park librarians visited the University of Iowa, an early Aleph site, to investigate system use and workflow considerations; they plan to visit other Aleph sites—Boston College and the MIT libraries—later in the summer. Some USMAI librarians also attended the North American Aleph Users' Group meeting in June in Montreal. Feedback from the site visit and the User Group meeting stresses the need for intensive training, revised workflows and procedures, and scrupulous attention to table development.

Training

Ex Libris uses a "train the trainer" format, in which small groups of staff receive instruction from the company, and then in turn transmit that knowledge to others. In late February, Ex Libris staff held a series of "overview" sessions to acquaint members of the functional groups with the salient points of their modules. MJ, Paula, Alexa, Jane, Janet, Beth, and Robin attended.

In March 2001, in preparation for Aleph's serials and cataloging holdings practices, LIMS3 sponsored a 2-day workshop, the "Serials Holdings Workshop," an explication of MARC Format for Holdings Data (MFHD), which was developed by the Serials Cataloging Cooperative Training Program. Janet, Beth, and Jane attended these training sessions at Bowie State.

In April, Paula attended GUI and Web PAC training, some sessions of which were hosted by the HS/HSL. Paula also attended training in April in web design at College Park. Cataloging training was held in May and early June. Training on the other modules is scheduled during Summer 2001.

Following completion of formal training, USMAI staff members plan to instruct their colleagues in Aleph. There may be formal or informal arrangements between or among certain institutions to share training efforts and facilities. At the HS/HSL, plans were made to develop additional training sessions in Windows for all staff, as the Aleph 500 system approximates a Windows environment, which is unfamiliar to some staff members.

Plans for the future

The only two development requests written into the USMAI contract with Ex Libris were both acquisitions developments: the creation of a hierarchical fund structure, and an interface between Aleph 500 and campus accounting software. Although a quasi-fund hierarchy already exists in Aleph, USMAI requested a true fund hierarchy to facilitate capture of management reports. At this writing, the first look at the true fund hierarchy is not expected until Fall 2001. The accounting interface largely is being developed so that the College Park campus can interface with its FRS accounting system.

The impact on all USMAI staff will be intensive training and revisions in workflow as staff are re-allocated to variant tasks, and normally routine procedures are re-written. Other institutions migrating to Aleph have had to add new positions to manage a system more labor-intensive than other integrated library systems. The biggest effect on our users will be learning a new interface, distinguishing among the various campuses, and adjusting to new mechanisms to share resources among the University System of Maryland libraries.

The HS/HSL was fortunate to have hired a systems librarian just as plans for migration were getting underway. Numerous reports on DRA data in need of normalization have been run and more remain to be complete. (Because each migration renders some of the previous system's data unintelligible, and DRA is our third-generation system, a critical mass of data in need of cleanup has accumulated.) USMAI purchased the software and paid for the training necessary to extract the HS/HSL's data via UDMS (DRA's report writer software), as the canned DRA programs available were inadequate. The HS/HSL's Systems Librarian, Janet Andrews, will attend DRA's report writer training during the summer of '01. Once she has completed this training, she will begin extracting our data; only then will the Library know how much data can be migrated, and what data will be lost and need re-creation in the new system. HS/HSL staff will work closely with College Park's Information Technology Division and with Ex Libris staff to convert and map our data.

Many issues have been investigated, and many more remain to be resolved. The impact of using a single bibliographic record is profound and cannot be over-emphasized. This choice of model will affect the Web interface design as well as circulation, course reserves, acquisitions, serials control, and cataloging practices and policies. Many elements of system design and function will have to be agreed upon consortially. Issues that have been addressed since Fall 2000 or that will be addressed during the coming year are:

- Choosing what data to migrate and how to convert it
- Developing or purchasing software to extract data, and learning how to use it
- Loading and testing extracts of data
- Development of numerous tables within and across modules
- Receiving and conducting training
- Tailoring or creating documentation for USMAI use
- Purchasing specified equipment and software
- Updating Aleph software consortium-wide
- Designing the Web interface
- Developing sub-library and collection codes
- Developing shared material codes
- Developing shared item status codes
- Choosing which records to purge and archive
- Developing indexing tables
- Establishing searching parameters, including qualifiers and presentation of results
- Creating overlay rules (for a single bibliographic record model)
- Developing authority control practices and policies, both when outsourced for initial cleanup and maintained once the migration is complete
- Managing altered workflows and deploying personnel differently

- Developing shared or compatible policies in acquisitions, circulation, cataloging, and serials
- Creating and managing shared vendor files
- Creating and managing shared fund code files
- Developing an adequate fund hierarchy
- Developing publication patterns (for predictive check-in of serials) and coordinating sharing publication patterns
- Implementing EDI
- Choosing which records will be suppressed
- Sharing patron files
- Choosing the source of a library user database
- Creating fines and loans parameters
- Determining access to patron records
- Implementing patron-placed holds for resource sharing
- Developing course reserve functionality, both for print and electronic reserve readings
- Creating reports, both canned and custom
- Assigning security privileges within each site as well as across the consortium, by module and by staff position
- Determining how access to free or licensed, consortial, or non-consortial electronic resources will be communicated
- Developing a definition of a "Super Holdings" record for local data, choosing which fields should be stored there, and how indexed and displayed
- Implementing MARC Format for Holdings Data for all materials and training staff in its use
- Importing records from bibliographic utilities
- Batch-loading bibliographic records from various sources (e.g., Marcive, Ebsco, etc.)
- Ensuring Z39.50 connections
- Assessing interlibrary loan module capability
- Creating publicity for individual campuses and the USMAI consortium as a whole

Access Services Annual Report FY 2001

Access Services supports the Library's mission to deliver information to support research, clinical and human services by facilitating access to information resources, regardless of physical location or format. The division's service units: Circulation, Course Reserve, Stacks Maintenance, and Document Delivery work to deliver timely information, materials and services.

Part I

Division highlights for this fiscal year follow.

The division staffed the Library over 90 hours/week, monitored over 431,000 admissions, circulated almost 90,000 items – including electronic reserve accesses, processed over \$21,000 in fines, shelved over 200,000 books and journals, processed almost 9,000 course reserve readings, answered over 23,000 questions at the Circulation Desk, acquired almost 6,000 items from other libraries for our users, and loaned over 16,000 items to library users nationwide.

The division:

- Implemented a "patron placed hold" service for UM, B students, faculty and staff at the Shady Grove campus.
- Transitioned to web Docline service.
- Completed all processing for course reserve materials for Fall 2001 semester by mid-September, about a month earlier than usual.
- Successfully implemented a team approach across Library divisions to improve the Docline interlibrary lending fill rate.
- Participated in the planning and activities of HS/HSL Career Day.
- Presented an award-winning poster session at the May, 2000 Medical Library Association meeting on copyright permissions for course reserve.
- Implemented range finders for the journal stacks.
- Paid almost \$9,000 for copyright permissions fees for course reserve materials.

Service Unit Summaries

Circulation Services

Staffing continued to be problematic for Circulation this year as resignations occurred across the board, including supervisors, evening/weekend staff, reserve staff, the account clerk, and library assistants. Despite staff turnover, a consistent level of good service was maintained. Range finders for the journal stacks were implemented this year making it much easier to find journal titles within the stacks.

Microsoft software sales continued to be offered at the Circulation Desk. While these sales usually work very smoothly, there are often fairly substantial difficulties. The faculty, staff, and student Microsoft database was not updated in time to catch the first students back on campus for the Fall Semester. The Dental School was very unhappy that new dental students weren't able to purchase the software seamlessly. At least one faculty member suggested that HS/HSL was deliberately slighting the dental students. The Circulation Librarian has, in more than one instance, found himself going between patrons (schools, faculty, staff, and students) and CCITI because patrons believe the Library is responsible for the problem and because CCITI does not make itself available for direct interfacing with patrons.

The largest problem with the Microsoft sales is that patrons believe that the program (as opposed to the basic function of selling the software) is a service offered by the Library. When things go wrong, when a patron is not in the database, when the database crashes, when circulation staff cannot answer support questions, patrons leave with the general impression that HS/HSL staff is incompetent. The contretemps with the Dental School and its students reflects negatively upon the Library rather than upon CCITI.

Stacks Management

Despite vacancies in the shelving staff, shelving was maintained throughout the year with no significant backlogs thanks to the assistance of If-and-When staff. The validity of the journal use statistics was questioned this year resulting in the development of a Library-wide task force to study the gathering of journal use statistics; the group will begin its work in September 2001.

Course Reserve Services

Course reserve was fully staffed this year and used software that successfully offered onsite as well as remote access to electronic reserve readings. By mid-September all items requested for course reserve for Fall semester were processed! This accomplishment was due to the processing skills of reserve staff, assistance from the Circulation staff and earlier submission of syllabi by faculty members.

Course reserve was fortunate to add a full-time staff member to process copyright permissions for reserve. Up to that point, only half-time help was available. The extra hours have enabled us to keep up with the laborious process of requesting and paying royalties for copyright permissions for materials placed on reserve. For FY01, almost \$9,000.00 was paid by HS/HSL for copyright royalties; almost \$7,000.00 was spent to pay for royalties for course reserve materials for the School of Social Work.

Document Delivery

On July 17, 2000 NLM implemented their web version of Docline. Transition to the web format was relatively easy, but web Docline's incompatibility with ClioMed, our ILL management software, resulted in many problems for ILL. ClioMed and Bokari, the ILL invoicing system, could no longer be used to maintain ILL statistics, manage copyright information, or create invoices. ILL began

maintaining statistics manually, and implemented a new invoicing process using QuickBooks. The QuickBooks process requires keying of individual charges and citation information for all requests processed. Most of one full-time position is now devoted to entering billing charges into QuickBooks. Other ILL management systems were investigated to replace Clio, but Clio still shows the most promise at the best price. We await enhancements to Clio, in spite of NLM's incompatibility issues, that will enable us to again use Clio to manage our Docline interlibrary loan requests.

ILL and photocopy services transitioned to an in-house web request form, exclusively, for acceptance of borrowing requests from our campus patrons. This change has been positive. It is more convenient for patrons and results in an easier-to-read request for staff to decipher and process.

ILL has worked throughout the year in collaboration with Resources Management and the NN/LM SEA staff to implement changes to improve our Docline lending fill rate. We have been successful and have raised our fill rate to an acceptable level while still operating within constraints over which we have no control including receiving requests for which we don't hold the document or material type. We will continue to work toward an even higher fill rate in the future.

Division Head Activities

- Beverly participated in Ex Libris implementation activities by serving on the internal working group and attending 3Circ meetings.
- Served as co-chair of the Local Arrangements Committee for the October 2001 meeting of the Mid-Atlantic Chapter of MLA.
- Served on the Executive Committee of the Maryland Interlibrary Loan Group, as past-chair.
- Attended the MLA Annual meeting in Orlando, Florida in May 2000.
- Served as MLA, Access Services Chair and hosted the Access Services SIG roundtable at the MLA meeting.
- Participated in an MLA, Annual meeting poster session on copyright permissions.
- Participated in HS/HSL unplugged.
- Participated in hosting the MLA Cunningham Fellow.
- Participated in the planning and activities of HS/HSL Career Day.
- Participated in the development of the staff Travel Policy.
- Chaired the committee to improve Docline fill rates.
- Served on the search committee for Head of Cataloging.
- Participated in Library Strategic Planning activities.
- Consulted with the School of Dentistry and School of Medicine on copyright permissions.
- Assisted with the Maryland Charity campaign.
- Served on the Library Advisory committee.

Circulation Librarian Activities

- Dale participated in Ex Libris implementation activities by serving on the internal working group and co-chairing 3CIRC meeting.
- Served as co-chair of the Hospitality subcommittee of the LAC for the October 2001 meeting of the Mid-Atlantic Chapter of MLA.
- Served on the Membership Committee of the Mid-Atlantic Chapter of the MLA.
- Attended the MLA Annual meeting in Orlando, Florida in May 2000.
- Participated in an MLA Annual meeting poster session on copyright permissions.
- Participated in the planning and activities of HS/HSL Career Day.
- Chaired the committee to revise the campus Theft and Mutilation policy.

- Served on the User Services Committee.
- Attended Winning at Supervision seminars (seminars imparting management skills), sponsored by UMB.
- Served on the Digital Resources Committee
- Participated on the "Show Me the Money" team.
- Served on the search committee for the Systems Librarian.

Projections for FY2001-2002

Access Services anticipates being involved in the following initiatives.

- The ExLibris, Aleph 500 implementation.
- The fees and services task force.
- PDA task force work.
- Providing support for UM,B distance education students at Shady Grove.
- Updating the process for capturing and reporting journal use data.
- Implementing permanent call number labels for books stacks end-panels.
- Implementing in-stack, used book shelves.
- Implementing Clio 3.0 for ill management.
- Assisting in developing an electronic resources licensing database for HS/HSL.
- Implementing a mediated color copier service for patrons.
- Co-Chairing MAC, MLA 2001 meeting Local Arrangements committee.
- Serving on the MAC membership committee.
- Serving on an MLA committee.
- Serving on the MAILL Executive Board.
- Serving on several HS/HSL committees including the web advisory board, digital resources committee, newsletter advisory committee and USC.

Part II

Statistical Reports and Discussion

Detailed circulation and interlibrary loan statistics are included in this report.

Circulation

Circulation statistics have increased this year over last year in several categories including patron count, total circulation, electronic reserve downloads, fines collected, book holds, suggestions received, reserve syllabi processed, and in-house photocopy requests received. A few categories have seen decreases over last year, the most noteworthy being a decrease in materials shelved. This change reflects the increased use of electronic use of resources over print.

Circulation filled 8 web requests for books by Shady Grove Students.

Between January 1, 2001 and June 30, 2001, Circulation processed 70 suggestions of which approximately 65 were submitted through the Library's web page.

Interlibrary Loan

ILL Borrowing

Interlibrary Loan borrowing remains remarkably stable from year to year. This year we received 579 more requests than last year. This may be in part due to the ease of use of the electronic document request form our patrons began using January 15, 2001. Overall fill rate decreased 3% from last year to 86%. In the last four years it has ranged from 85% to 89%. The fill rate including items HS/HSL owns was 94%, one percent less than our highest fill rate in this category over the last four years – 95%.

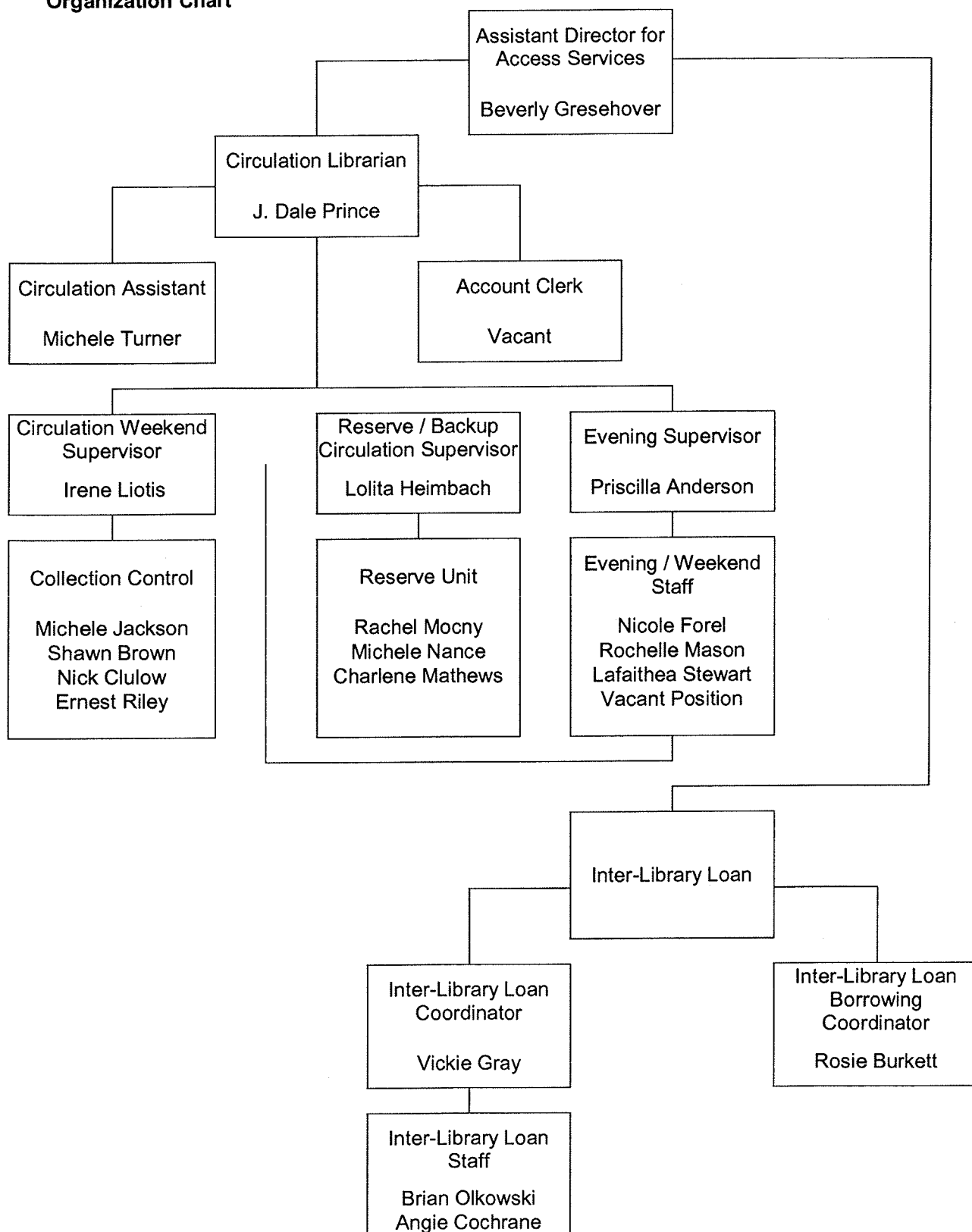
ILL Lending

Total interlibrary loan lending requests received decreased by 4.5% over last year. The overall fill rate for this year was 70%; this includes all requests – OCLC, Docline ALA and Loansome Doc lending requests received. Docline requests received decreased by 4 %. Docline requests filled increased by 1%; the fill rate for Docline requests minus those unfilled due to cost was 77%; 4% higher than last year.

Loansome Doc requests received decreased by less than 1% over last year (30 requests). LD requests filled increased by 4% to 70% overall, and by 7% to 92% when items referred on by HS/HSL are considered as filled.

A good deal of time and effort was spent during the year to increase the Docline fill rate to 75%; the minimum fill rate required by a resource library in the Docline network. A cross-library team worked to analyze the reasons why we have difficulty maintaining a 75% fill rate. Reasons include 1) inability of requestors to know the owning status of a journal at the issue level unless they search the HS/HSL catalog – which they routinely do not do, 2) requests received from requestors who ask us to fill loans but set the cost maximum below our service cost, 3) items not yet received by the publisher, and 4) requests from requestors who ask for items or material types that we do not own. We are working to resolve these issues and our fill rate has improved as a result of these efforts. The efforts of other staff including Beth Wescott of the NNLM/SEA and Meg DelBaglivo, Beth Jacoby, Jane Murray of Resources Management have contributed to our analysis and success in increasing our fill rate and ILL very much appreciates their collaboration.

**Part III
Organization Chart**



Staff Activities

Staff Changes

Arrivals

Nicole Forel
Charlene Matthews
Christine Morris
Lafaithea Stewart
Irene Liotis
Paige Patterson
April Phillips
Brian Olkowski

Promotions

Shawn Brown

Departures

Christian Miller
Katalin Ori
Christine Morris
Kerry Silanskis
Jason ReBrassier
Paige Patterson
Kristina Davis
Tacey Lawton
Ro-Chen Wang
April Phillips
Mercy Anaba

Staff Activities: Beverly Gresehover

Organizational Memberships

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

Meetings and Workshops

July 7, 2000	Docline Update
July 26, 2000	MAILL Meeting, Arnold, MD
August 21, 2000	ILLiad demonstration
September 6, 2000	ILLiad demonstration, NASA Goddard Space Flight Center
September 12-13, 2000	UNC Visit to see ILLiad software
September 15, 2000	MACLAC2001 meeting
October 11, 2000	USMILL meeting, Baltimore, MD
October 12, 2000	MAILL meeting, Beltsville, MD
October 17-20, 2000	MAC, MLA meeting, Roanoke, VA
November 3, 2000	MACLAC2001 meeting
November 17, 2000	Library Advisory Committee meeting
December 13, 2000	UCITA Videoconference
January 5, 2001	MACLAC2001 meeting
January 26, 2001	Mid-Year Strategic Planning retreat
January 29, 2001	PubMed training class
February 2, 2001	MAC Executive Board meeting, Charlottesville, VA
February 9, 2001	MACLAC2001 meeting
February 28, 2001	3M Demonstration
March 2, 2001	MACLAC2001 meeting
March 22, 2001	HS/HSL Career Day
March 30, 2001	MACLAC2001 meeting, Ocean City, MD
April 18, 2001	MAILL meeting, Baltimore, MD
April 20, 2001	CALD meeting, Baltimore, MD
April 30, 2001	Library Advisory Committee meeting
May 4, 2001	MACLAC2001 meeting
May 25-30, 2001	Medical Library Association Meeting, Orlando, FL
June 8, 2001	MACLAC2001 meeting
June 15, 2001	Fair Use Seminar, College Park, MD
June 28, 2001	Strategic Planning retreat

Presentations/Offices/Awards

MAILL Executive Board, Past Chair
MACMLA Local Arrangements Co-Chair
MLA, Access Services SIG Chair
MLA Research Award, Copyright Permissions Poster Session at MLA, May 2001

HS/HSL Committees

User Services Committee
Unplugged Editorial Board
Web Advisory Board
Travel Policy Committee
ILL Fill Rates Committee
USM Internal Ex Libris Planning Committee

Staff Activities: J. Dale Prince

Organizational Memberships

Medical Library Association
Mid-Atlantic Region, Medical Library Association
University of Maryland System Circulation
American Library Association

Meetings and Workshops

August 21, 2000	ILLiad software demonstration
September 5, 2000	Seminar: Interpersonal Problem Solving
September 6, 2000	ILLiad demonstration, NASA Goddard Space Flight Center
September 12-13, 2000	UNC Visit to see ILLiad software
September 15, 2000	MACLAC2001 meeting
September 19, 2000	Seminar: Change Management
October 3, 2000	Seminar: Business Problem Solving
October 17-20, 2000	MAC, MLA meeting, Roanoke, VA
November 3, 2000	3CIRC, College Park, MD
November 10, 2000	MACLAC Hospitality
November 14, 2000	Seminar: Coaching and Mentoring
November 15, 2000	"The Effects of E-Journals on Your Library" teleconference
November 17, 2000	Library Advisory Committee
December 5, 2000	Seminar: Performance Management Seminar
December 8, 2000	MACLAC Hospitality, Ocean City, MD
December 13, 2000	UCITA videoconferencing
January 9, 2001	Seminar: Supervisor's Role in Preventing SH/ Meeting Management
February 2, 2001	MAC Executive Board meeting, Charlottesville, VA
February 6, 2001	Seminar: Manifesting Goals
February 28, 2001	3M Demonstration
March 2, 2001	MACLAC
March 14, 2001	MACLAC Hospitality
March 29, 2001	3CIRC, Bowie, MD
March 30, 2001	MACLAC, Ocean City MD
April 19, 2001	3CIRC, Bowie, MD
April 20, 2001	CALD meeting, Baltimore, MD
April 27, 2001	MACLAC Hospitality
May 4, 2001	MACLAC
May 9, 2001	3CIRC, Bowie, MD
May 25-30, 2001	MLA, Orlando, FL
June 8, 2001	MACLAC
June 12, 2001	"Using DOCLINE 1.2"
June 13, 2001	MACLAC Hospitality
June 21, 2001	3CIRC, Bowie

Presentations/Offices/Awards

3CIRC co-chair
MACLAC Hospitality co-chair
Copyright Permissions Poster Session at MLA, May 2001
MLA Research Award, Copyright Permissions Poster Session at MLA, May 2001

CIRCULATION YEARLY STATISTICS

	2000-2001	1999-2000	DIFFERENCE	% DIFFERENCE
CIRCULATION				
Check Outs (Dra Total)	28,216	26,063	2153	8%
Reserve (Dra Total)	8,175	5,947	2228	37%
Total	36,391	32,010	4,381	14%

Books (Renewals)	14,024	14,802	-778	-5%
Ereserve PDF downloads	89,881	28,816	61,065	212%
Circulation Grand Total	140,296	75,628	64,668	86%

MONEY				
Fines Collected	\$21,318.05	\$19,648.99	1669.06	8%
Coin Copiers	\$6,052.20	\$5,738.55	313.65	5%
Fines Cancelled*	\$16,785.42	\$3,781.15	13004.27	344%

* Many fines were cancelled during our clean up process. However, any fine attached to a non-returned book was re-applied in the system. These cancellations show up in the number above, but are ghosts.

PATRON COUNT	431,497	429,580	1,917	0.446%
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SHELVING				
Books	40,447	46,765	-6,318	-14%
Unbound Journals	40,532	56,372	-15,840	-28%
Bound Journals	123,343	126,520	-3,177	-3%
Total	204,322	229,657	-25,335	-11%

BOOK HOLDS	529	444	85	19%
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RESERVES				
List Submitted	319	278	41	15%
Books	2,791	2,378	413	17%
Reprints	3,284	2,851	433	15%
Electronic Reserves	487	1,300	-813	-63%

SUGGESTIONS				
Number Received	82	45	37	82%

Web-Based Photocopy Requests				
Number Received	1893	1159	734	63%

Web-Based ILL Requests (between January 1, 2001 and June 30, 2001) Est.				
Number Received	3985	0	3985	

SEARCHES				
Books	162	176	-14	-8%
Journals	89	91	-2	-2%
Total	251	267	-16	-6%

Copy Machines				
Public Copiers	1,540,870	1,538,122	2,748	0.179%

Computing and Technology Services (CATS)

**Annual Report
Fiscal Year 2000-2001**

Computing and Technology Services – 2000-2001

Introduction

2000-2001 saw the adoption and implementation of the new reporting and organizational structure for CATS. Beginning in July 2000, the two systems librarians moved to other divisions in the HS/HSL. One position went to Collection Management and became the Digital Resources Librarian; the other moved to Resources Management in general and became the Systems Librarian. Additionally, CATS is now a central resource division that reports directly to Library Administration through M.J. Tooley, Deputy Director. Kay Kazinski was hired as Manager of CATS to address the day-to-day activities of the Division, direct the deployment of staff to projects, coordinate purchases, and work with Library Administration on strategic directions for the division.

In addition, many challenges were faced during the year. On a normal divisional level, strategic planning took place which helped position the division to deal with projects and issues in a planned manner. However, with technology being what it is, there were delays or changes in implementation of certain products. New products, such as PDA's, or new initiatives such as the acceleration of the Parish Nurse project, created a need to reassess and reprioritize.

The three challenges that had the greatest impact on CATS this year were:

1. The total meltdown of Bokari and subsequent replacement by QuikBooks
2. The HS/HSL staff computing redeployment which included hardware, a total migration to Windows 2000, and a new staff interface and support model.
3. Staffing. At no time during this fiscal year was CATS fully staffed. This had an effect on public services and projects that could be undertaken by the division. Because of the complexity of our computing infrastructure (public, staff, Commons servers plus various applications) we need to attract more technically sophisticated candidates. The training learning curve is a lot steeper when bringing new staff on board. We will be facing a major issue in late 2001 when we will no longer have the services of Nick Sabinske, who has essentially designed and overseen many of our network services single handedly.

Highlights

- Transitions:
 - Reassignments: Two systems librarians to Resources Management effective July 1, 2000.
 - Arrivals: Kay Kazinski promoted to Manager of CATS
David Ji – IT Support Specialist
Adoara Adimora – Commons
Kerry Cleaver - Commons
Raymond Hall - Commons
Ellen O'Neill-Wolfe - Commons

Departures:

Saad Patel – Commons
Jane Sellman – Commons
Chris Raab – IT Support Specialist
Adaora Adimora - Commons
Valerie Agwale - Commons
Kimberly Bailey-James – Commons
Michael Brinker – Commons
Barbara Miller-Lee – Commons

- New pay-for-print service, Pharos Uniprint, brought live in August 2000.
- Commons interface redesigned and implemented.
- Proxy .pac file was developed and implemented for smoother, authenticated user access to our resources. CATS is now responsible for the authentication services for our resources, not CCITI.
- QuickBooks was implemented as an interim accounting solution after the meltdown of Bokari and until ILL determines whether Clio or ILLiad will become our ILL management solution.
- Supported two satellite teleconferences
- Upgraded Lab 1 to meet NLM technical standards.
- Moved E-reserve to its own server to facilitate upgrades to Docutek.
- Provided the web design and technical support for the Paperless ILL Project.
- Assumed responsibility for HELP Desk support for Blackboard.
- Oversaw the technical switchover required to provide free access to our Gateway resources by faculty and staff.
- Upgraded all staff computers:
 1. new hardware
 2. Windows 2000
 3. basic navigational training provided
 4. new staff site implemented
 5. new staff help process initiated
- Began working with PDA's
- Provided technical support for LIMS3 including support for ExLibris testing upgrades, and extraction of DRA data.
- Moved the HS/HSL web site to its own server.
- Assisted with a number of presentations and poster sessions for professional meetings.
- Statistics (additional discussion follows the Highlights)
 - There were **264,363** accesses of HS/HSL application and commercial information resources in the **Commons**.
 - There were **68,142** accesses of HS/HSL commercial information resources through the **web site**.
 - At the **Commons Desk**, there were **10,286** reference questions answered and **605** directional questions.
 - **1262** HELP desk phone and **1874** HELP desk emails were answered.
 - **1138** StaffHelp questions were answered.

Statistical Commentary

Commons Access

Overall Commons access was down this year to 264,363 from 310,970 the previous year. One explanation for this may be that more users are accessing the HS/HSL from offsite or from laptops within the building, however those statistics also have decreased. Interestingly, the top five applications that are used in the Commons are Netscape, UMnet, the online catalog, UMnet Webmail, and Microsoft Word. With the exception of the online catalog, none of these are "library resources" in the traditional sense. There is no way to know what users are accessing through Netscape. Medline, MD Consult, Nursing and Allied Health, open Telnet, and Journals at Ovid round out the top ten. Of the resources tracked in the statistical chart, all resources showed a decrease in use with the exception of Webmail, MD Consult, PubMed, and PowerPoint. The top three users of the Commons are Medicine, Nursing, and Pharmacy although all decreased their use. Medicine and Pharmacy have laptop requirements. The largest increase in use was from Other Educational Institutions. As has been discussed in the HS/HSL, the self identification of users is random and capricious.

In terms of the Commons use of the Ovid resources, there were 120,897 accesses which is a significant increase over the previous year (43,169). If our interpretation of the the numbers we have is correct, 88,002 of those 120,897 were to full text resources. The total number of times our license was exceeded was 1846 during the course of the year.

Gateway (Proxy) Access

Our commercial information resources were accessed 68,142 times compared to 68,208 times in FY'00. This is a statistically negligible change. It is important to differentiate between our commercial resources and accesses to the internally produced resources accessible through our web site. IIS will report that in their part of the annual report. However, if the Commons usage is down, the expected upswing in offsite access did not occur. Ovid's resources are by far the most popular followed by SilverPlatter (now owned by Ovid), and then Micromedex. It will be important to see if the elimination of the faculty/staff charges increases the use of all Ovid resources.

User Support

HELP Desk - HELP Desk phone calls decreased by 51%. HELP Desk emails increased by 3%. Help desk theory suggests that people will gravitate toward the help resource that provides the better service. Phone help is only available during certain hours. Email help is essentially available 24/7 because the CATS staff regularly pick up emails, even on weekends. The top three users of HELP Desk are Medicine, Nursing, and Social Work.

StaffHelp - StaffHelp has increased by 37%. Much of this can be attributed to the new staff computing model which logs and counts StaffHelp requests. The top three users of StaffHelp are IIS staff, Access Services on the 1st Floor, and Resources Management on the 4th Floor.

Commons – Commons inquiries have decreased by 24%. Some of this decrease may be attributed to inexperienced staff and staff turnover. This needs to be addressed in the upcoming year.

Education and Training – Although CATS has decreased the amount of training that is done as part of the IT training for the campus, it still does quite a bit of training support. For example, during FY'01, CATS participated in the following:

- Medical Informatics – 135 students
- Pine Mail for Physical Therapy and Medical and Research Technology – 85 students
- Orientations for UMnet – 1759 students
- HS/HSL staff training for the new staff site, including Outlook training
- HTML training for IIS
- Dreamweaver training for IIS
- One-on-one training for specific applications

Realizing that there is a statistical reporting gap, CATS is working on rectifying this problem for FY'02.

Committee Involvement

- Blackboard Advisory Committee
- CATS/CCITI Liaison Committee
- Extending the Commons Committee
- Holiday Party Committee
- Ex Libris
 - Internal Implementation Committee
 - 3Tech Subcommittee
- Medical Informatics Committee
- Staff Recognition Committee
- User Services Committee
- Web Redesign Committee

Continuing Education and Training

- Active Directory Hot Lab – Kay Kazinski
- DRA Basic and Advanced Operator Training - Sean Braden
- Exchange 2000 Hot Lab – Kay Kazinski
- Gateway Technical Services Training – Raymond Hall, Kevin Sulin
- HTML – Raymond Hall
- ILLiad Webcast – Lisa Barckow, Brad Gerhart, Kay Kazinski
- Intro to Photoshop – Raymond Hall
- Library Resources Training (IIS) – Commons Staff
- MCP Technet Conference – Kay Kazinski
- Online Catalog Class – Raymond Hall
- SQL 2000 Hot Lab – Kay Kazinski
- Syllabus Fall 2000 – Kay Kazinski
- Visual Basic Training – Lisa Barckow, Brad Gerhart, Kay Kazinski,

Conclusion

The annual report provides a division with an opportunity to review the past year, good and bad. In all, CATS had a decent year. Many projects were completed but the frustrations inherent in adopting and implementing new technologies/systems, being short staffed, and addressing day-to-day crises was wearing.

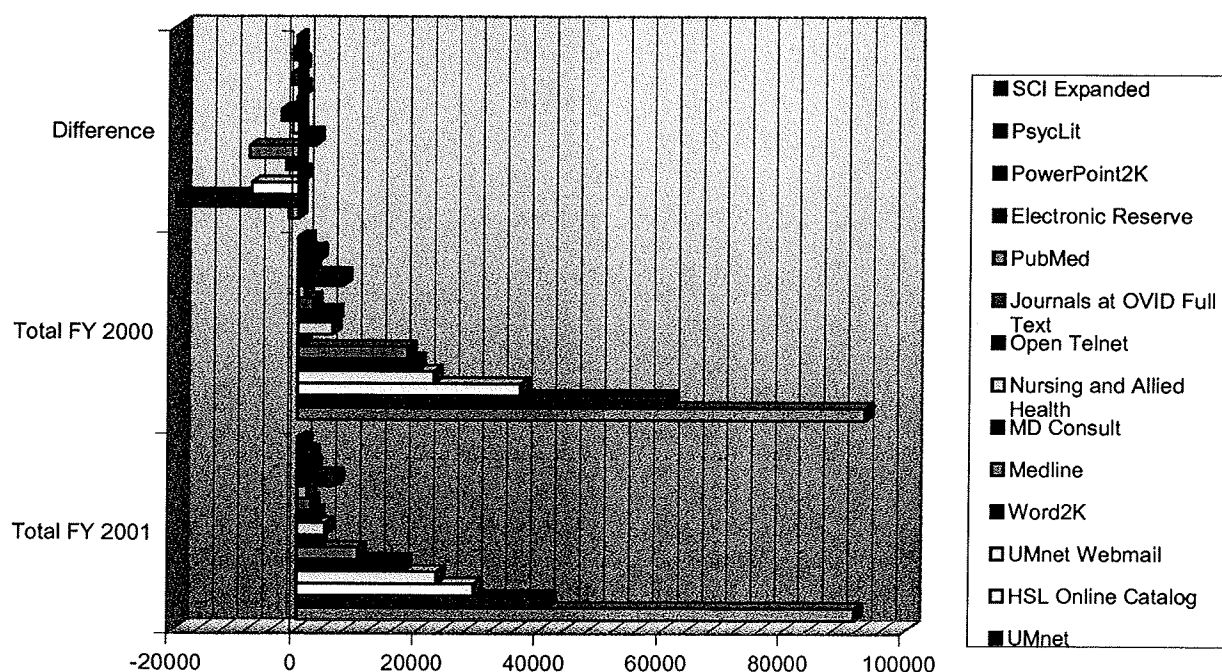
In FY'02, it is anticipated that the following projects will be completed with a major impact on the division and the HS/HSL:

- adopting new technologies on a shrinking budget; especially related to the computer lab upgrades
- implementing Ex Libris
- reviewing the public service components of the division to improve customer service
- extending and supporting the Commons model throughout the building
- acquiring a secure socket for secure web-based monetary transactions
- implementation of a new ILL management system.

Commons Resource Use FY 2001

Commons Top 15 Resources Used FY 2001				
Resource	Total FY 2001	Total FY 2000		Percent
Netscape	91442	93059		-2%
UMnet	41028	60863		-33%
HSL Online Catalog	28990	36626		-21%
UMnet Webmail	22807	22264		2%
Word2K	17380	19505		-11%
Medline	9949	18009		-45%
MD Consult	3486	779		347%
Nursing and Allied Health	4598	5630		-18%
Open Telnet	3122	5959		-48%
Journals at OVID Full Text	2218	2522		-12%
PubMed	1652	1115		48%
Electronic Reserve	6213	7362		-16%
PowerPoint2K	2647	2228		19%
PsycLit	2345	3330		-30%
SCI Expanded	1002	1415		-29%
Total Top 15 Commons Resource Use	238,879	280,666		-15%
Grand Total All Commons Resource Use	264,363	310,970		-15%

Commons Resource Use FY 2001 By Resource (Top 15)



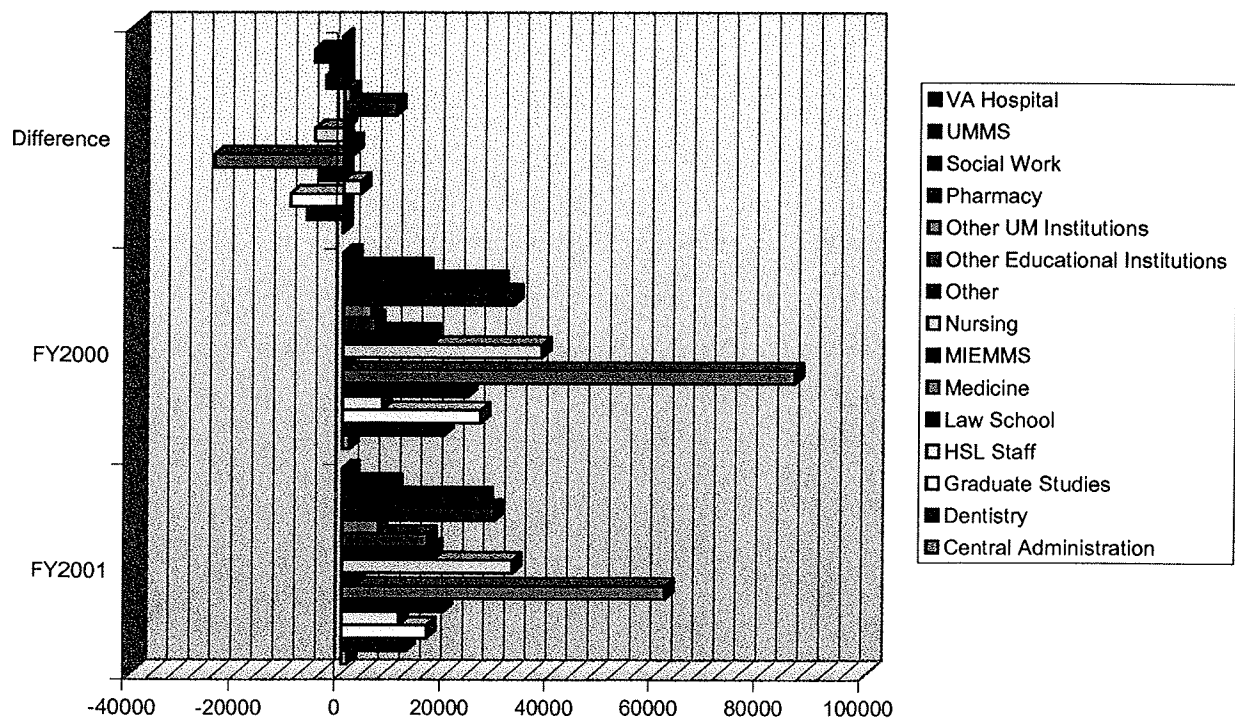
Commons Resource Use

FY 2001

Commons Top 15 Resources Used FY 2001

School/Depart,emt	FY2001	FY2000	Percent
Central Administration	1068	1343	-20%
Dentistry	12255	19273	-36%
Graduate Studies	16223	26314	-38%
HSL Staff	10916	7543	45%
Law School	19268	23864	-19%
Medicine	61634	86173	-28%
MIEMMS	2648	651	307%
Nursing	32489	37928	-14%
Other	17392	16746	4%
Other Educational Institutions	16301	6318	158%
Other UM Institutions	6904	5547	24%
Pharmacy	29048	32470	-11%
Social Work	26982	29628	-9%
UMMS	9683	15321	-37%
VA Hospital	1552	1851	-16%
Grand Total	264363	310970	-15%

Commons Resource Use FY 2001 By School



OVID Statistics FY 2001

Ovid				Ovid Full Text			
Database	FY2001	FY 2000	Percentage	Database	FY 2001	FY 2000	Percentage
acp	811	389	108%	acp	199	270	-26%
aidsline	1081	295	266%	aidsline	0	0	
bioe	880	365	141%	bioe	0	0	
canc	787	295	167%	canc	0	0	
coch	584	243	140%	coch	420	259	62%
dare	242	32	656%	dare	134	17	688%
hapi	1374	609	126%	hapi	0	0	
HealthStar	2601	1103	136%	HealthStar	0	0	
IPA	2203	870	153%	IPA	0	0	
Journals @ Ovid	54883	18269	200%	Journals @ Ovid	87248	35819	144%
Medline	39686	16980	134%	Medline	1	0	
CINAHL	8312	3639	128%	CINAHL	0	0	
psych	6049	30	20063%	psych	0	0	
soca	1400	39	3490%	soca	0	0	
soci	4	11	-64%	soci	0	0	
Grand Total	120,897	43,169	180%	Grand Total	88,002	36,365	142%

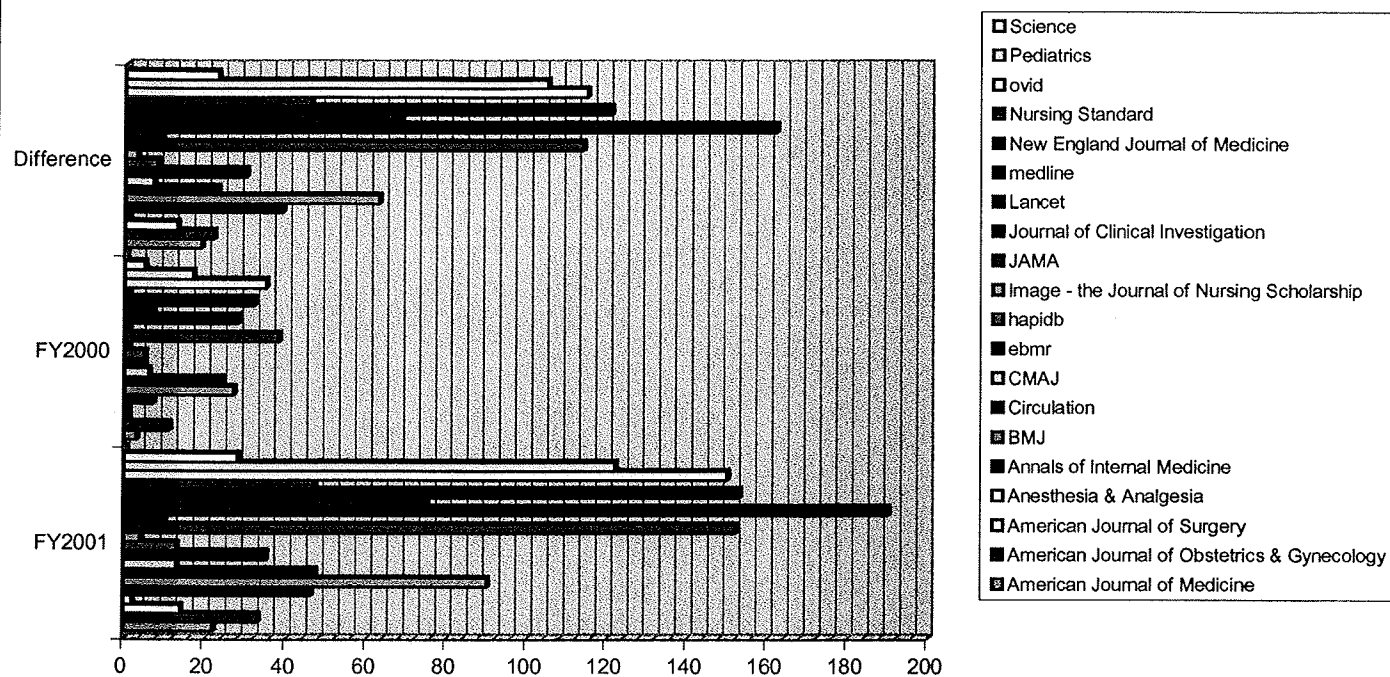
Additional Databases FY 2001 not Available in FY 2001	
bbip	5
Current Content	37
fdcr	3
Lancet	210
prol	1
Total	256

Additional Databases Full Text FY 2001 not Available in FY 2001	
bbip	0
Current Content	0
fdcr	0
Lancet	273
prol	0
Total	273

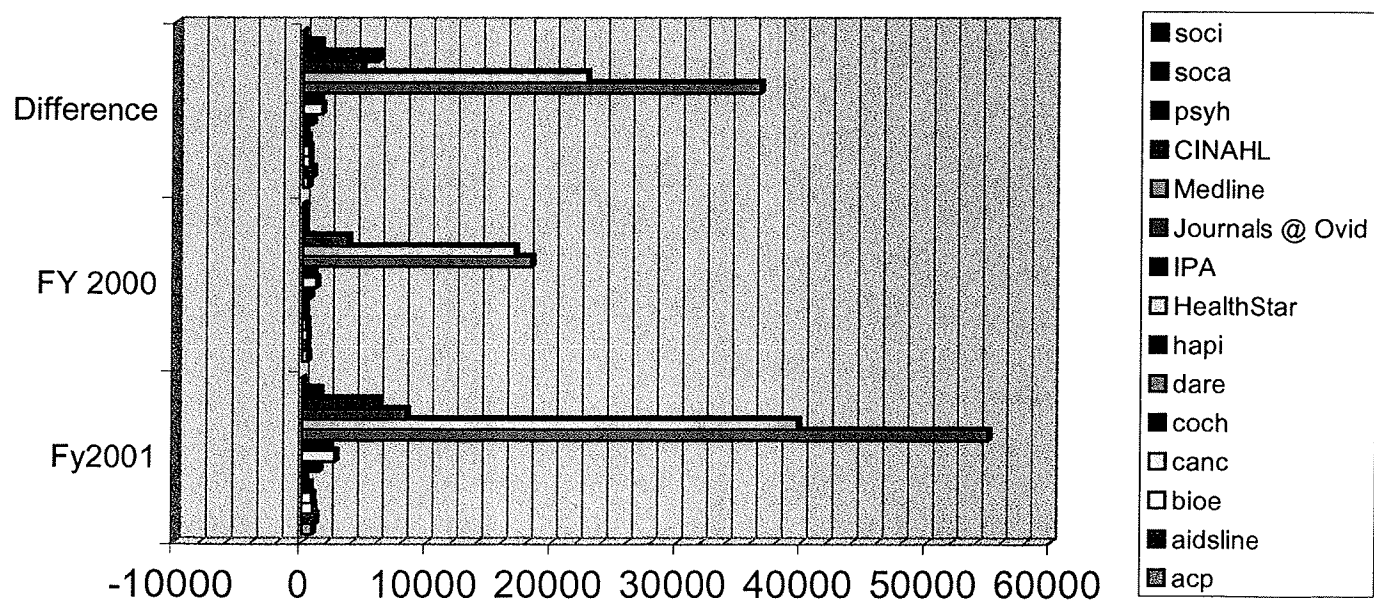
**OVID Statistics
FY 2001**

Ovid License Exceeded	FY2001	FY2000	Percentage
American Journal of Medicine	22	3	633%
American Journal of Obstetrics & Gynecology	33	11	200%
American Journal of Surgery	14	1	1300%
Anesthesia & Analgesia	2	1	100%
Annals of Internal Medicine	46	7	557%
BMJ	90	27	233%
Circulation	47	24	96%
CMAJ	13	6	117%
ebmr	35	5	600%
hapidb	13	5	160%
Image - the Journal of Nursing Scholarship	4	1	300%
JAMA	152	38	300%
Journal of Clinical Investigation	10	1	900%
Lancet	190	28	579%
medline	75	7	971%
New England Journal of Medicine	153	32	378%
Nursing Standard	47	1	4600%
ovid	150	35	329%
Pediatrics	122	17	618%
Science	28	5	460%
Total Ovid License Exceeded	1246	255	389%

Ovid License Exceeded FY 2001



Ovid Database Use FY 2001



**OVID Statistics
FY 2001**

Gateway Access - Offsite				
Internal Access	FY2001	FY2000		Percent
EBSCO Academic Search	1	22		-95%
Institute for Scientific Information	4	258		-98%
Journal Citation Reports	1	6		-83%
Micromedex	40	83		-52%
Ovid Technologies Inc	22169	26402		-16%
Science Citation Index Expanded	3	1517		-100%
SilverPlatter	483	7154		-93%
Social Sciences Citation Index	1	9		-89%
Total	22702	35451		-36%
Remote Access	FY2001	FY2000		Percent
EBSCO Academic Search	78	867		-91%
Institute for Scientific Information	303	190		59%
Journal Citation Reports	164	57		188%
Micromedex	1269	461		175%
Ovid Technologies Inc	40476	28174		44%
Science Citation Index Expanded	641	269		138%
SilverPlatter	2267	2509		-10%
Social Sciences Citation Index	242	230		5%
Total	45440	32757		39%
Grand Total Internal and Remote	FY2001	FY200		Percent
EBSCO Academic Search	79	889		-91%
Institute for Scientific Information	307	448		-31%
Journal Citation Reports	165	63		162%
Micromedex	1309	544		141%
Ovid Technologies Inc	62645	54576		15%
Science Citation Index Expanded	644	1786		-64%
SilverPlatter	2750	9663		-72%
Social Sciences Citation Index	243	239		2%
Total	68142	68208		-0.10%

**CATS Statistics
FY 2001**

helpdesk				
School	FY2000	FY2001	Difference	Percentage
Administration	48	42	(6)	-13%
Dental School	64	41	(23)	-36%
Graduate School	94	36	(58)	-62%
Law, School	186	84	(102)	-55%
Medicine School	756	425	(331)	-44%
Nursing School	461	208	(253)	-55%
Other	447	96	(351)	-79%
Pharmacy School	187	87	(100)	-53%
Social Work School	173	116	(57)	-33%
UMMS Remote	34	43	9	26%
UMMS, Hospital	102	79	(23)	-23%
UPI	25	5	(20)	-80%
Total	2575	1262	(1313)	-51%
Email	1815	1874	59	3%

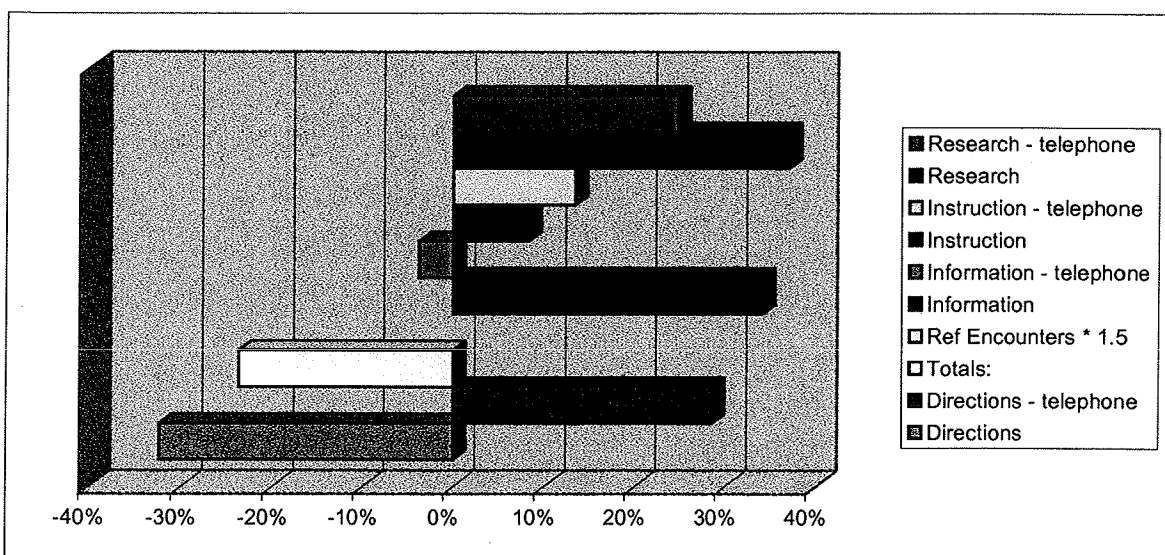
staffhelp				
Department	FY2000	FY2001	Difference	Percentage
Access Services 1st fl	156	184	28	18%
Access Services 3rd fl	131	140	9	7%
Administration	84	97	13	15%
CATS-Commons	36	81	45	125%
CATS-Staff	15	9	(6)	-40%
IIS-Public	69	72	3	4%
IIS-Staff	174	207	33	19%
RESMAN Hist. Rm.	18	17	(1)	-6%
Resources Mang. 2nd fl	39	97	58	149%
Resources Mang. 4th fl	70	141	71	101%
RML	37	93	56	151%
Total	829	1138	309	37%

commons				
	FY2000	FY2001	Difference	Percentage
Directions	681	461	(220)	-32%
Directions - telephone	112	144	32	29%
Totals:	793	605	(188)	-24%
Information	5964	3166	(2798)	-47%
Information - telephone	504	490	(14)	-3%
Instruction	3292	2499	(793)	-24%
Instruction - telephone	214	156	(58)	-27%
Research	824	481	(343)	-42%
Research - telephone	96	65	(31)	-32%
Totals:	10894	6857	(4037)	-37%
Grand Total:	11687	7462	(4225)	-36%

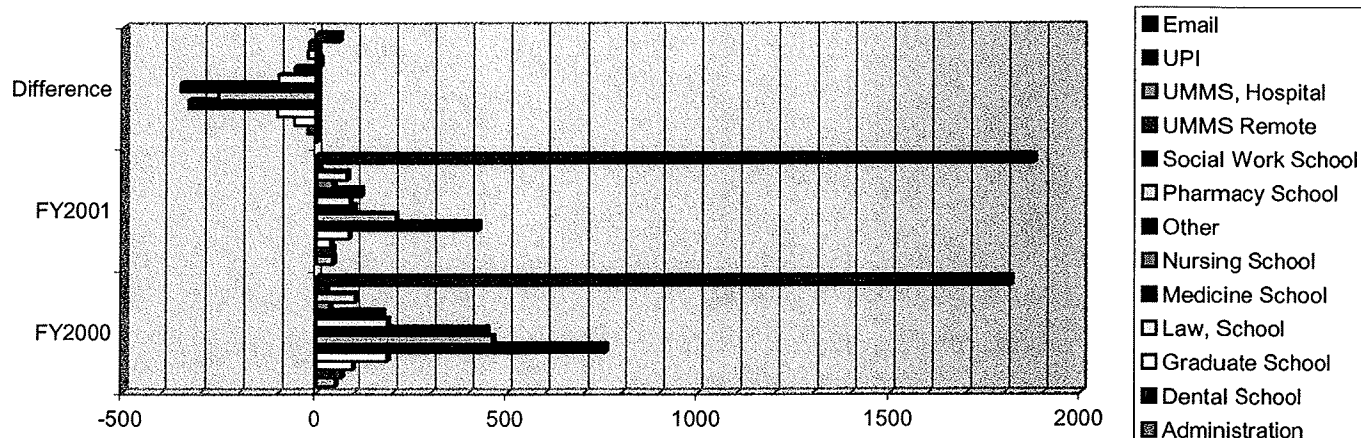
CATS Statistics FY 2001

Commons Reference Encounters * 1.5

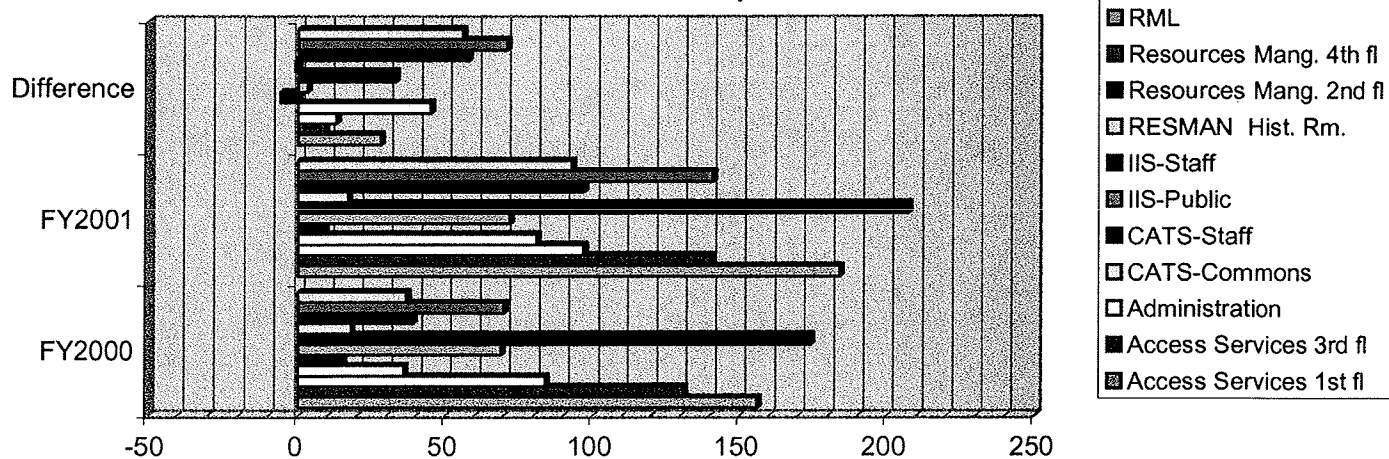
	FY2000	FY 2001	Percentage
Directions	681	461	-32%
Directions - telephone	112	144	29%
Totals:	793	605	-24%
Ref Encounters * 1.5			
Information	9261	6099	34%
Information - telephone	876	909	-4%
Instruction	5103	4681.5	8%
Instruction - telephone	346.5	300	13%
Research	1297.5	817.5	37%
Research - telephone	145.5	109.5	25%
Total:	17029.5	12916.5	24%
Grand Total:	17888.5	13571.5	24%



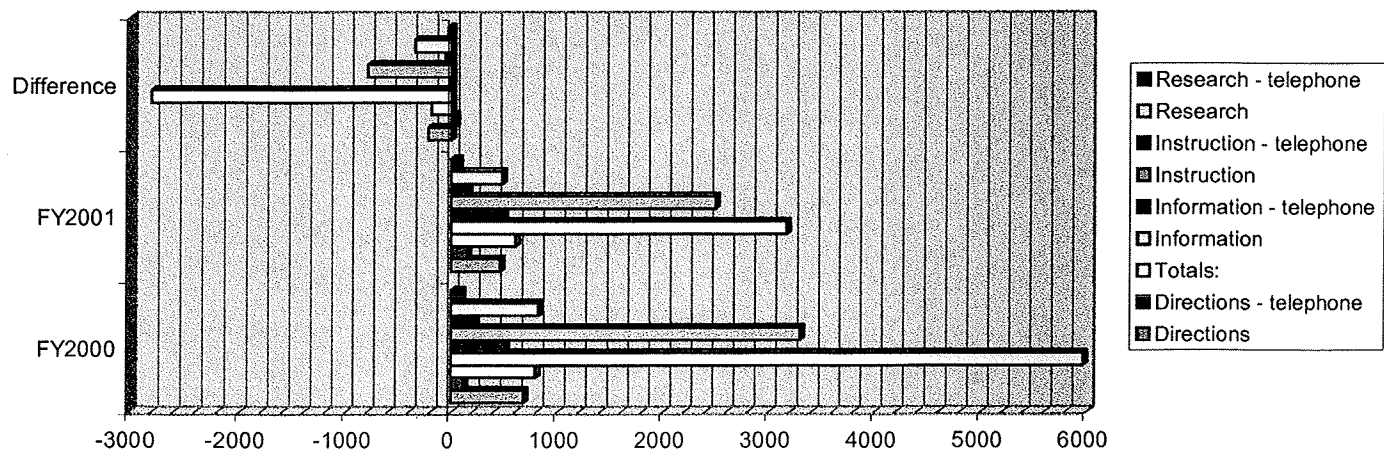
CATS HelpDesk FY2001



CATS StaffHelp FY 2001



CATS Commons FY 2001



Information and Instructional Services FY 2000/2001

Highlights

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

Reference/Mediated Searching:

- In FY 2000/2001, the IIS reference service measured 20,985 reference encounters. Using AAHSLD's formula for converting encounters to reference questions, IIS answered 31,478 questions.
- IIS current awareness service was added using Ovid Technologies and ISI Current Contents auto-alert services.

Instruction:

- 3,825 attended IIS classes, orientations, tours and consultations during FY 2000/2001.
- 347 attended non-school related tours in FY 2000/2001, which is a 688% increase from last year's 44. New tours included outreach to high school students who are interested in health careers.
- Created 3 web-based tutorials: "Searching MEDLINE," "Searching the Online Catalog," and "Introduction to Clinical Writing."
- Created a Blackboard tutorial, "Introduction to Clinical Writing."
- Gateway Technical Services class attendance went from 284 in FY 1999/2000 to 453 in FY 2000/2001, a 60% increase.
- IIS continues to participate in Medical Informatics Week and Summer Institute in Nursing Informatics.

Selected Projects/Activities:

- Conducted survey for medical library month.
- Participated in "Show Me The Money" exhibit.
- Worked with Collection Development on Yankee Book Peddler approval plan profile.
- Conducted survey of UMB faculty and staff regarding IT training needs.
- Served on Institutional Review Board.

Web Site and Web Resources:

- A Web usability study was conducted in May/June.
- Web redesign included changes to the home page, database page, and to the e-journals and resources sections of the site.
- An HS/HSL Web Advisory Board was formed.
- New Research Resources Links: Environmental Health, Aging, Personal Digital Assistants - Going Mobile.
- New Consumer Health Links: Drug Information Web Sites (July 2000), Cancer Web Sites (August 2000), and Diabetes Web Sites (June 2001; development was supported by the Helena Foundation).
- E-journals increased from 632 to 978. E-books increased from 46 to 170.

Staffing:**Departures:**

Charlene Matthews - September

Virgie Paul - October

Penny Welbourne - November

Additions:

Christian Miller –Became full-time in February

Bethany Yackin – January

Rose Campbell - January

Instructional Services

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

Education statistics were approximately the same as last year. Exceptions and explanations are noted below.

Unless otherwise stated, comparisons are made with FY 1999/2000

Attendance

School Related Instruction – 2036 (down from 2106)

School Related Orientations/Tours - 732 (down from 795)

IME (Seminars) - 36 (down from 77)

Consultations – 60 consultations (up from 58)

Non-school related tours – 347(up 688% from 44)

Non-school related instruction (UMMC, etc.)- 614 (down from 622)

CATS Seminars – 187 (up from 178)
GTS Seminars – 453 (up 60% from 284)

IIS Attendance (excluding orientations/tours/consultations) – 2686 (down from 2863)

IIS Total Attendance (including orientations/tours/consultations) – 3825 (up from 3708)

IIS Total Classes (excluding orientations, tours, consultations) – 116 (down from 140)

IIS Instructional Contact Hours (excluding orientations/tours/consultations) – 207 (up from 202)

IIS/CATS/GTS Total Attendance (excluding orientations and tours) – 3326 (up from 3325)

IIS/CATS/GTS Total Attendance (including orientations and tours) – 4465 (up from 4170)

Online Tutorials

Information specialists created 3 online tutorials this year, “Searching MEDLINE,” “Searching the Online Catalog” and “Introduction to Clinical Writing.” The clinical writing tutorial has been edited and redesigned for moving over into Blackboard, which will allow for more reliable statistics gathering. The number of page views below are from January 8, 2001 – June 30, 2000. It should be noted that the numbers of page views decrease after the first page. These data reflects both staff and public access.

Searching MEDLINE - 380
Searching the Online Catalog - 358
Introduction to Clinical Writing - 320

Classes by Type (Excluding Orientations/Tours/Consults)

	Attendance	Class Sessions	Contact Hours
Dental School	164	6	9
School of Nursing	926	34	61.25
School of Pharmacy	247	12	29.5
School of Social Work	343	19	28.25
School of Medicine	356	17	27
UMMC (with orientations)	487	21	29.5
Other classes (grant, special)	127	7	9.5

Instruction within the Curriculum

With few exceptions, instruction within IIS remained unchanged from last year. Overall, attendance, contact hours and number of sessions were about the same. However, there were changes within specific schools.

Teaching in support of Medical Informatics week was reduced. Instructors in FY 2000/2001 taught 1 class, “Effective Use of Library Resources,” in 10 sections. In the previous year, School of Medicine liaisons (with others) taught 2 classes, “Evaluating Web Resources,” and “Searching MEDLINE,” in 16 sections. The decision to combine web evaluation and MEDLINE searching into one class resulted in reduced number of sessions (from 26 to 17), attendance (565 to 356). Contact hours remained unchanged.

Despite decreasing enrollment, the School of Social Work experienced an increase in class attendance. In FY 1999/2000, School of Social Work liaisons provided 11 class sessions in support of the School of

Social Work. In FY 2000/2001, liaisons provided 19 class sessions. Each year, liaisons send out letters to faculty encouraging them to schedule classes for their students. There was good response to the outreach in FY 2000/2001.

In FY 2000/2001, the School of Nursing liaisons increased the number of sessions taught in N736, graduate informatics; N405, undergraduate informatics; N402, mental health nursing; and N701, nursing research. In addition, liaisons taped and broadcast instructional sessions to Shady Grove, Waldorf and Cumberland. These remote students are included in the School of Nursing's "Classes By Type," statistics above.

Non-school Related Tours

The huge increase in participation in non-school related tours in FY 2000/2001 was due in large part to touring young adults interested in careers in health. IIS provided tours for local high schools (Sojourner Truth, Western School of Technology and Environmental Science), Baltimore City Community College and, through Dr. Warnick's office, the National Youth Leadership Forum. Local schools and UMB offices contacted IIS and asked for us to arrange for these tours.

UMMC

Attendance in classes taught for the hospital, mostly residents and fellows, increased from 386 in FY 1999/2000 to 487 in FY 2000/2001. For the first time, surgery residents and fellows participated in library instruction and Medical School liaisons participated in the new resident orientation session. There were 102 attendees. As part of an outreach effort, liaisons emailed all residency programs that had not scheduled an instructional session for new house staff. This resulted in an additional 2-3 groups participating in library instruction.

Gateway Technical Services

Attendance at IT classes offered by Gateway Technical Services increased by 60% percent from 284 in FY 1999/2000 to 453 in FY 2000/2001. Beginning in September 2000, an automated class registration system was implemented that allowed for easier registration; people were not required to visit IIS to pay for classes. Also, the online schedule of classes indicated when a class was full and had a link that allowed people to notify IIS of an interest in a class. Classes were added to the teaching schedule based on this response. The improved class registration system was efficient and better served our users.

Reference and Mediated Searching

In FY 2000/2001, the IIS reference service measured 20,985 reference encounters. Using AAHSLD's formula for converting encounters to reference questions, IIS answered 31,478 reference questions. This is a 10% percent decrease from last year's 34,856 questions (AAHSLD adjusted figure).

Reference Encounters	FY 2000/2001	FY 1999/2000	Percent Change
In-person	16,473	17,366	down 5%
Phone	4,367	5,610	down 22%
E-mail	145	260	down 44%

The reduction in reference questions has been occurring within the Library and nation-wide since about 1997. However, the downward trend in reference statistics is leveling off, as the changes in statistics this year are less dramatic than in previous years.

Since FY 1996/1997, in-person questions are down by about half, from 34,375 to 17,366. Since FY 1996/1997 there has been a 69% drop in calls to the reference desk, from 14,031 to 4,367 calls.

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

Telephone reference calls continue to drop, from 5,610 last year to 4,367 this year. The change in the past several years can be attributed to the easy-to-use Web-based interfaces most databases now have. Users are having an easier time accessing the resources and services that the HS/HSL provides through the Web site. IIS receives fewer questions concerning dial-up and password issues. Information specialists also report that the reference desk is receiving fewer calls from non-UMB users. It was suggested that consumers are using the vast resources of the Internet to answer consumer health questions, rather than call the Library.

After remaining constant at about 260 for the past several years, email questions dropped to 145.

The reference desk is staffed for 70 hours per week. In FY 1999/2000, IIS moved from double staffing to a model in which the desk is single-staffed with a designated back-up. This was done in response to the reduction in reference questions. This model has worked well, allowing information specialists to work on projects away from the reference desk, while ensuring an appropriate level of service if the desk becomes busy.

Mediated Searching

Mediated searches fell once more as more of the Library's users avail themselves of free access to a wide-range of databases and Web sources. One hundred and twenty intellectual searches were done in the past fiscal year, a 34.4% drop from the previous year's 183. MEDLINE continues to be the most popular database requested, with 66 accesses, 39.3% of the total accesses. Chemical Abstracts is second with 23 searches performed in it. A faculty member from the Center of Fluorescence Spectroscopy is once again the major user of the service, with 30 searches, 25% of the total. A faculty member from the Department of Biochemistry in the School of Medicine, with 14 searches (11.8% of the total) is next.

This past year, faculty and staff were provided access to OVID databases with only a UMnet account; individual Gateway passwords were eliminated. As a result, Ovid's auto-alert feature, which had allowed for Gateway password holders to independently manage their own current awareness searches, was disabled. To substitute for the loss of this feature, IIS' mediated search services offered an IIS-managed selective dissemination of information (SDI) service, employing the OVID Technologies and ISI Current Contents Connect e-mail, auto-alert features. Since the service was announced in June, 28 searches for 17 patrons have been created and saved, with results sent to the patrons every time the file is updated.

Web Resources and Databases

HS/HSL Web Site

The Health Sciences and Human Services Library (HS/HSL) is committed to maintaining an effective web site. The current site, designed last year, was re-evaluated in May/June 2001 to ensure that it was still meeting the needs of our users. A usability study was conducted to determine if the site organization, navigability and resources were still appropriate. The study, along with staff observations, resulted in the

reorganization of several pages including the home, database, and e-journal pages. Also, the Information Resources sections were consolidated and redesigned.

A HS/HSL Web Advisory Board, with members representing all library divisions, was formed and will provide direction for the Web Team.

Web Resources

The IIS division continues to evaluate web resources for inclusion on the HS/HSL web site. New web pages added this past year included Environmental Health, Aging, and Personal Digital Assistants - Going Mobile. IIS also continually re-evaluates and updates existing web resource pages. In development are pages on Basic Life Sciences Web Resources and Health Policy Resources.

New this year to the Consumer Health Links section are Drug Information Web Sites (July 2000), Cancer Web Sites (August 2000), and Diabetes Web Sites (June 2001; development was supported by the Helena Foundation). In development are pages on Smoking Cessation and Alternative Medicine. The Top Ten Consumer Health Web Sites page was revised and renamed Top Web Sites for Consumer Health Information (January 2001). The General Resources section was reorganized, enhanced with additional resources, and renamed Directories.

The Electronic Resources Team finalized a list of future topics for the Scholarly Clinical/Research and Consumer Health Topic Areas. To ensure the quality of Web sites selected for inclusion on the HS/HSL Web site, the committee also revised the Web site criteria document and created a checklist for evaluating web pages.

IIS staff reviewed the full text journal lists for Academic Search Elite, MasterFile, Health Source Plus and Project Muse. Journals were selected from these lists for inclusion on the HS/HSL e-journal Web page. The e-journal list has increased from 632 to 978.

IIS staff selected e-books from netLibrary for inclusion on the HS/HSL e-book list. The e-book list has increased from 46 to 170.

Web Statistics

Below is the number of page views from January 8, 2001 – June 30, 2000. (A new statistics package was added to the Web server and became active January 8, 2001.) These data reflect both staff and public accesses.

HS/HSL Home Page – 172,937

Consumer Health Links

Cancer Web Sites - 343

Children's Health Resources on the Web - 542

Diabetes Web Sites (launched in June) - 74

Drug Information Web Sites - 453

Top Web Sites for Consumer Health Information - 1152

Web Sites for Health and Social Concerns of Marylanders - 675

Web Sites by Topic

Aging (March 2001) - 134

Citing Information - 442

Clinical Guidelines - 403

Clinical Trials - 305

Environmental Health - 263

Human Genome Sequencing - 132

PDAs (March 2001) - 316

Research Funding – 382
Statistics - 1570
Test and Measurements - 322

Databases

Through participation in the Maryland Digital Library initiative of the State of Maryland, 8 new databases were added to the collection including Business Source Premier, ERIC, Health Source Plus, Project Muse, netLibrary, The Oxford English Dictionary, Access Science, and History Universe: Access to African American Studies.

The HS/HSL continues to participate in the USMERC consortium. Several databases are provided through the consortium including AgeLine, Social Work Abstracts, Science Citation Index and Social Science Citation Index.

General Activities

Information Specialists contributed their time and expertise to assist in the reorganize the Web site. In addition, members of IIS evaluated Web sites and online databases for inclusion in the site. In order to ensure that the Web site is a current resource, IIS members must also continually reevaluate resources.

Ms. Kekana, National Library of Medicine's Cunningham Fellow, visited the Library and worked with several members of IIS. Laura Hileman began work at the Library as a CLIS intern and produced, with the support of the Helena Foundation, the Diabetes Web site. In June, Laura started work on the development of content for the National Library of Medicine supported "Information Outreach to Faith Communities Through a Parish Nurse Program" Web site.

IIS members attended in-house training in HTML, Dreamweaver and Blackboard. These skills were used to redesign the Discipline/Profession Web pages and to create three online tutorials: "Searching MEDLINE," "Searching the Online Catalog" and "Introduction to Clinical Writing." The content and design of "Introduction to Clinical Writing" was revised and moved in Blackboard.

Liaisons created online orientation packets for each school. These packets included contact information for the liaison in each school, dial-up and connection instructions, links to databases, database instructions and more.

"Information Outreach to Faith Communities Through a Parish Nurse Program" was funded by the National Library of Medicine. The project is committed to providing health information to parish nurses in Maryland through the development of a Web site through workshops and training. Web site development and outreach efforts are underway.

Proposed Future Initiatives

Offer new classes through the seminar offerings, such as Blackboard, PDA, Reference Manager, EndNote, Outlook, File Management.

Continue to develop 2 types of Blackboard online tutorials: Library-sponsored, self-enrolled tutorials and curriculum-integrated tutorials.

Implement a fully online class registration system.

Review IT training contract specifications and evaluate potential subcontractors. Gateway Technical Services contract expires in the spring of '01.

Examine levels of reference service as Research and Information Commons are extended to the upper floors of the Library.

Hire new staff member to replace Ina Alterman, School of Social Work liaison.

Continue participation in the Parish Nursing subcontract.

Work with CLIS graduate assistant on "Information Architecture for Academic Health Sciences Libraries."

Participate in LibQual+, a research and development project conducted by ARL.

Conclusion

The past 5 years have been transitional years for IIS, as Information Specialists have spent less time on reference, teaching and mediated searching, and more time on developing resources and services over the Web. Based on IIS statistics, this transitional period seems to be reaching a plateau.

Reference and mediated search statistics are down again this year, though not the dramatic drops that IIS has experienced in the recent past. The HS/HSL continues to offer increased access to online resources and users have become more comfortable with Web interfaces used by online databases. As a result, we are experiencing less direct (person-to-person) interaction with our users.

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

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

IIS Activities and Accomplishments

Ina Alterman

Classes Taught

SSW Orientation – 350 students
SOWK 640 – Human Behavior I (3 sections – 51)
SOWK 670 - Social Work Research (12 sections – 226)
SOWK 757 – Approaches to Aging (1 section – 17)
SEP - Summer Enrichment Program 15 participants (2 sessions – 15, 14)

Professional Organizations and Committees/Offices Therein

Maryland Association of Health Sciences Librarians (MAHSL)

Projects/Accomplishments

Evaluated several electronic databases for the social sciences
Participated in the development of an approval plan with Yankee Book Peddler
Outreach to SSW including monthly acquisitions list to faculty, SSW Bulletin articles and new book displays in the SSW lobby

Publications/Presentations

Paper presented at MLA – Expanding the Outer Limits: Interdisciplinary Resources – Jane Murray, Beth Jacoby, Penny Welbourne and Ina Alterman (to be submitted to BMLA)

Meetings/Workshops Attended

HTML
Dreamweaver

Rose Campbell (February 2001 to June 2001)

UMB committee's

Medical informatics

HS/HSL committees

Extending Computer Commons Services Task Force

Tours and Classes

Tour for potential Pathology Students
Tour for High School Students
Young Scientists Days of Discovery High School Students Class
Pediatric Residents (w/Paula)
Surgery Residents (w/Paula)
Emergency Medicine Residents (w/Paula)
Internal Medicine Residents (w/Paula)
Critical Care Surgery Residents (w/Paula)
Family Medicine Residents (w/Paula)

Workshop Attendance

Access 2000
PowerPoint 2000

Don Frese

UMB committees

- Alternate to Institutional Review Board

Library-wide committees

- Journal Review Committee
- Collection Development Committee
- User Services Committee
- Extending Computer Commons Services Task Force

Divisional committees

- Reference Collection Development (team leader)
- Electronic Resources Committee
- PubMed Comparison with Ovid Medline Team

Professional Organizations and Committees/Offices Therein

- Medical Library Association, Mid-Atlantic Chapter
- MAHSL

Projects/Accomplishments

- Wrote criteria (with Chris) for evaluation of web sites for electronic resources committee
- Coordinator of mediated search services
- Restarted SDI service using OVID and Current Contents Connect auto alert feature
- Fall Fest coordinator

Tours and Classes

- Incoming Graduate School students' orientation and tours
- New international Graduate School students' orientation

Meetings/Workshops Attended

- HTML
- Dreamweaver
- ISI demo of Essential Science Indicators, HighlyCited.com

Diane Fuller

Divisional Committees

- Electronic Resources Committee
- Fall Fest

Library-wide Committees

- Dr. Seuss Day (volunteer)
- Extending Commons Resources/Services Committee, Chair
- Head of Cataloging Search Committee
- Library Advisory Committee (attend as liaison)
- Staff Recognition Committee
- User Services Committee
- Web Redesign Committee

Classes Taught – SON Course Integrated

- N701 (Grad Research - New Course) – 33 Nursing students in two sessions
- N320 (Research) – 32 Nursing students in two sessions
- N697 (Health Policy) – 4 Nursing students in one session
- N736 (Grad Informatics) – 127 Nursing students in nine classes

N405 (Undergrad Informatics- New Course) – 286 Nursing students in 9 sessions;
Included simultaneous live and Web transmission to Shady Grove, Waldorf & Cumberland
RNTC 323 (transition) – 9 Nursing students in one session
N402 (Psych Nsg – New Course) – 27 Nursing students in three sessions

Other Teaching

Nursing Summer Informatics Institute (Workshop)
Seminar on Medline for Cypriot Nursing Scholars - 12 Fullbright scholars
Workshop for The Institute for Teaching and Learning through Technology
Undergraduate Nursing Overview of Library Resources – 225 students in 3 sessions
Graduate Nursing Overview of Library Resources – 125 students in 3 sessions

Professional Organizations & Committees/Offices Therein

American Library Association, Member
Mid-Atlantic Chapter, Medical Librarians Association, Member
Mid-Atlantic Chapter, Local Arrangements Committee, Registration Sub-Committee member
Special Librarians Association, Member

Projects/Accomplishments

Collected data and prepared accreditation report for the NLNAC visit to the SON
Routed publicity to campus newsletters and offices
Updated documentation for web site and commons area notebooks
Managed HS/HSL class registration
Usability studies on the HS/HSL website

Publications/Presentations

“Collaboration: The Key to building a quality web site”
Created with Patricia Hinegardner and Alexa Mayo
Poster session, MLA Annual Meeting, Orlando, FL, May 2001

“Usability Studies and Surveys: Ensuring quality web site redesign, the University of Maryland's experience”
Created with Patricia Hinegardner and Brad Gerhart
Poster session, MLA Annual Meeting, Orlando, FL, May 2001
Poster session, MAC Annual Meeting, Roanoke, VA, October 2000

Fuller, D. & Hinegardner, P. *Ensuring quality web site redesign: the University of Maryland's experience*. Bulletin of the Medical Library Association. (In Press 2001)

Meetings/Workshops Attended

Dreamweaver
HTML
MAC Annual Meeting, Roanoke, VA, October 2000

Patricia Hinegardner

University System of Maryland Committees

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

UMB Campus Committees

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

HS/HSL Committees

- Digital Resources Committee
- Web Redesign Committee
- Web Advisory Board
- Liaison to CATS
- Systems Librarian Search Committee

IIS Committees

- Distance Education Committee
- Electronic Resources Committee
- Evaluation Committee

Classes Taught

- Health Information on the Web. Seminar for reporters and researchers at the *Washington Post*. Co-presented with MJ Tooley and Ginny Dupont. January 2001.
- Health Information on the Web: A Seminar for the *Baltimore Sun*. Co-presented with MJ Tooley, October 2000.

Projects/Accomplishments

- Managed the HS/HSL web site with CATS
- Completed a Usability Study of the HS/HSL web site
- Reorganized the Library Resources section of the HS/HSL web site
- Revision of the "Top Ten Consumer Health Sites" for web site
- Participated in updating Clinical Writing Tutorial
- Participated in the development of MEDLINE and Online Catalog tutorials
- Worked with Collection Development to prepare e-resources for access
- Began work on Parish Nursing project

Professional Organizations and Committees/Offices Therein

- Medical Library Association
 - Academy of Health Information Professionals (MLA) – Distinguished Member
- Mid-Atlantic Chapter of the Medical Library Association
 - Registration Committee Co-chair (Local Arrangements for Ocean City meeting)
- Maryland Association of Health Sciences Librarians (MAHSL)
 - co-editor of *MAHSL Newsletter*

Meetings/Workshops Attended

- Computers in Libraries conference – March 2001
- Medical Library Association Annual Meeting – May 2001
- Community of Science workshop
- E-journal seminar at Johns Hopkins University
- The Effects of E-journals on Your Library (MLA satellite teleconference)
- Library Advisory Committee Meetings
- MAHSL Executive Board Meetings
- Attended campus Portal Day
- ISI Web of Science demonstration
- Monthly MAC LAC Meetings
- netLibrary class

Publications/Presentations

- "Collaboration: The Key to building a quality web site"
- Created with Diane Fuller and Alexa Mayo
- Poster session, MLA Annual Meeting, Orlando, FL, May 2001

"Usability Studies and Surveys: Ensuring quality web site redesign, the University of Maryland's experience" Created with Diane Fuller and Brad Gerhart
Poster session, MLA Annual Meeting, Orlando, FL, May 2001
Poster session, MAC Annual Meeting, Roanoke, VA, October 2000

Fuller, D. & Hinegardner, P. *Ensuring quality web site redesign: the University of Maryland's experience*. Bulletin of the Medical Library Association. (In Press 2001)

Romano CA, Phyllaier CR, Hinegardner PG. The nurses guide to consumer health websites: general health and medical websites. *Nursing Leadership Forum*. 5(4) [Accepted for publication Fall 2001]

Romano CA, Phyllaier CR, Hinegardner PG. "General Health and Medical Websites." IN: Fitzpatrick JJ, Romano CA, Chasek R, eds. The Nurses Guide to Consumer Health Websites. New York, NY: Springer Publishing Company [In Press, 2001]

Alexa Mayo

UMB Campus Committees

IT Training and User Support Committee, (Subcommittee of the IT Steering Committee)
Medical Informatics Planning Committee
Distance Education/Blackboard Steering Committee

HS/HSL Committees

Travel and Professional Development Policy Committee, Chair
Liaison to CATS
Various Library Search Committees (Digital Resources, IT Specialists, Head of Cataloging)
Participated in "Show Me the Money Exhibit."
USTF
LIMS Internal Committee
Library Career Day

Classes Taught

Medical Informatics Week, 45 students in 3 sessions
Library 101/Tour (through Seminar schedule)
HS/HSL Online Catalog in-service

Projects/Accomplishments

As part of IT Training and User Support Subcommittee, managed a survey of UMB faculty and staff regarding IT Training needs/satisfaction.
As part of IT Training and User Support Subcommittee, participated in interviews of Help Desk consultants to assess UMB Help Desk needs.
Began work on Parish Nursing project
Contributed to MHEC proposal to provide Blackboard training to UMB faculty.
Edited 3 issues of the Library newsletter, *HS/HSL unplugged*

Created new class registration system

Professional Organizations and Committees/Offices Therein

Medical Library Association
American Library Association
ACRL

Meetings/Workshops Attended

Attended the week-long Maryland Library Leadership Institute (Maryland Library Association) – July 2001
Syllabus Conference on Distance Education – December 2000
Medical Library Association Annual Meeting – May 2001
Library Advisory Committee Meetings
Attended campus Portal Day
ISI Web of Science demonstration

Publications/Presentations

Presented at Maryland Library Association's Public Services Section's Reference Day – October 2000.

"Collaboration: The Key to building a quality web site" Created with Diane Fuller and Patricia Hinegardner, Poster session, MLA Annual Meeting, Orlando, FL, May 2001

Presented at the Maryland Library Association Annual Meeting (ARLD) – May 2001

Chris Miller

HS/HSL Committees

Extending Computer Commons Services Task Force
Electronic Resources Committee

Projects/Accomplishments

Provided support for MLA poster session, HS/HSL classes
Responsible for weekly reference desk schedule
Kept statistics for reference desk
Co-managed class registration process

Meetings/Workshops Attended

HTML training
Dreamweaver training
Blackboard training
MS Access training

Virgie Paul (October 2000)

Special Projects Within School/hospital

Medical Informatics Week Planning Committee

HS/HSL Committees

Digital Resources Librarian Search Committee

Divisional Committees

- Electronic Resources Committee
- Fall Fest

Classes Taught

- Taught Resident and Fellow orientations
- Medical Informatics - Library instruction in 3 sessions
- Medical Informatics Week lecture – 145 incoming students
- Taught Med Tech Students - Medline
- Taught Physical Therapy – Medline

Professional Organizations and Committees/Offices Therein

- ALA

Cindy Phyllaier

UMB Committees

- IRB (Institutional Review Board) January 2001 to present

Divisional Committees

- PubMed Comparison with Ovid Medline Team
- NLM Gateway Assessment Team
- Revision of the “Top Ten Consumer Health Sites” for web site
- Distance Education Committee
- Teaching Workstations Reconfiguration Committee

Classes Taught – SON Course Integrated

- N701 (Grad Research - New Course) – 33 Nursing students in two sessions
- N320 (Research) – 32 Nursing students in two sessions
- N697 (Health Policy) – 4 Nursing students in one session
- N736 (Grad Informatics) – 127 Nursing students in nine classes
- N405 (Undergrad Informatics- New Course) – 286 Nursing students in 9 sessions;
Included simultaneous live and Web transmission to Shady Grove, Waldorf & Cumberland
- RNTC 323 (transition) – 9 Nursing students in one session
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Other Teaching

- Nursing Summer Informatics Institute (Workshop)
- Seminar on Medline for Cypriot Nursing Scholars - 12 Fullbright scholars
- Workshop for The Institute for Teaching and Learning through Technology
- Undergraduate Nursing Overview of Library Resources – 225 in three sessions
- Graduate Nursing Overview of Library Resources – 125 students in three sessions

Professional Organizations and Committees/Offices Therein

- Medical Library Association
- Moderator of Consumer Health Information Journal Club – January through June 2001

Projects/Accomplishments

- Collected data and prepared accreditation report for the NLNAC visit to the SON
- Collaborated with and advised UMCP intern on consumer diabetes section for HS/HSL web page

Publications/Presentations

- Romano CA, Phyllaier CR, Hinegardner PG. The nurses guide to consumer health websites: general health and medical websites. Nursing Leadership Forum. 5(4) [Accepted for publication Fall 2001]

Romano CA, Phyllaier CR, Hinegardner PG. "General Health and Medical Websites." IN: Fitzpatrick JJ, Romano CA, Chasek R, eds. The Nurses Guide to Consumer Health Websites. New York, NY: Springer Publishing Company [In Press, 2001]

Meetings/Workshops Attended

NetLibrary Seminar
PubMed Seminar
HTML Training
Ovid PDA Demonstration

Paula Raimondo

UMB Committees

Medical Informatics Committee

HSHSL Committees

LIMS3 group
Costs Committee

IIS Committees

Distance Education Team
Electronic Resources Team

UM Committees

PAC group
Web Design Group, chair

Classes taught

Medline on Ovid seminars – 2 sessions, 4 attendees
Introduction to Clinical Research – 59 attendees
Medical Informatics – 4 sessions, 70 attendees
Emergency Health Services (UMBC) – 11 attendees
Medical students (Occupational Health class, Medline assistance) – 20 attendees
Residents/Fellows - Library Overview, Medline, MDConsult – 138 in 11 sessions
Physical Therapy students – Library overview, Medline, CINAHL – 4 sessions, 68 students
Medical & Research Technology – Library overview, Medline/orientation – 25 students

Presentations

GMEC meeting – Liaison services for residents and house staff
Medical Staff Association – HSHSL via the Internet – 20
Residents/Fellows – Library orientation – 177 in 2 sessions

Professional Organizations and Committees/ Offices

Medical Library Association
• Chapter Council member
• Liaison to MLA's Credentialing Committee
Mid-Atlantic Chapter of the Medical Library Association
• Executive Board member
• Registration Committee Co-chair (Local Arrangements for Ocean City meeting, 10/01)

Projects/Accomplishments

Environmental Health web resources
Personal Digital Assistants web resources

Meetings/workshops attended

Medical Library Association: Orlando

Mid-Atlantic Chapter: Roanoke, VA
MAC Executive Board: Charlottesville, NC

Ginny Stone

Divisional Committees

Evaluation team
Distance education team

Library-wide Committees

Travel Committee

Classes Taught

Pharmacy 516—lecture and skills labs—108 students in 7 sessions, plus 50 minute lecture
Pharmacy 550—web-based clinical writing tutorial—97 students
Non-traditional PharmD orientation—26 students
Non-traditional PharmD students
 web-based clinical writing tutorial—26 students
Pharmacy graduate student orientation—4 students
Pharmacy preceptor orientation—7 students
Recruitment tours for prospective pharmacy graduate students—8 students
SCI Expanded—1 student in one session

Professional Organizations & Committees/Offices Therein

American Association of Colleges of Pharmacy
 Chair of Libraries/Educational Resources Section
 Member of AACP basic resources working committee
Member of Mid-Atlantic Chapter of the Medical Library Association

Projects/Accomplishments

Member of ACPE site visit team to Nevada College of Pharmacy
Participated in updating Clinical Writing Tutorial
Participated in preparing Blackboard training for IIS
Participated in developing consumer health links for “Alternative Medicine”

Meetings/Workshops Attended

American Association of Colleges of Pharmacy, annual meeting

Penny Welbourne (through November 2000)

Special Projects

Worked with Collection Development on criteria for new approval plan with Yankee Peddler.

Divisional Committees

Electronic Resources Team
Distance Education Team

Classes Taught

SOWK 640, SOWK 670, SOWK 756

Professional Organizations and Committees/Offices Therein

MLA, MAC, MASHL

Publications/Presentations

Paper presented at MLA – Expanding the Outer Limits: Interdisciplinary Resources – Jane Murray, Beth Jacoby, Penny Welbourne and Ina Alterman (to be submitted to BMLA)

Mary Ann Williams

Divisional committees

Electronic Resources Committee, Chairperson (term ended Feb. 2001)
Distance Education Committee
Teaching Labs Committee

Library-wide committees

USTF Committee (January 2000 – December 2000)
Staff Recognition Committee (term ended Nov. 2000)

Classes Taught

Advanced Dental Education Program (30 students)
Second year Dental Students – tour guide training (10 students)
Trained 2nd year Dental students to be tour guides for 1st year student tours & coordinated tours for 1st year Dental Students
1st Year Dental Student Orientation (100 students)
Dental Hygiene Student Orientation (29 students)
Dental Hygiene Class - DHYG 410 (7 students)
Dental Hygiene Class – DHYG 323 (14 students)
1st year Dental Students – OHCD 518 (100 students)
Taught class for NIH High School Summer Research Program/Dr. Myslinski (20 students)

Projects/ Accomplishments

Completed: Facilitation of Gateway group discount passwords for interested faculty
Completed: Review & weeding of Dental Reference collection
Completed update of dental Internet resources document
Participated in updating Clinical Writing Tutorial
Co-editor for *HS/HSL unplugged*

Professional Organizations and Committees/Offices Therein

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

Meetings/Workshops Attended

Attended campus Portal Day
HTML training
Dreamweaver training
Library Advisory Committee meetings
MAHSL Executive Board meetings
ISI Web of Science demonstration
Monthly MAC LAC Meetings
Attended MAHSL's annual dinner meeting

Publications/Presentations

Presentation to OHCD Dept. on HS/HSL Services & Resources available to faculty from off-site (August 2000)

Alexa Mayo

Assistant Director for Information and
Instructional Services



Patty Hinegardner

Coordinator of Specialized
Information Services/ Web Manager



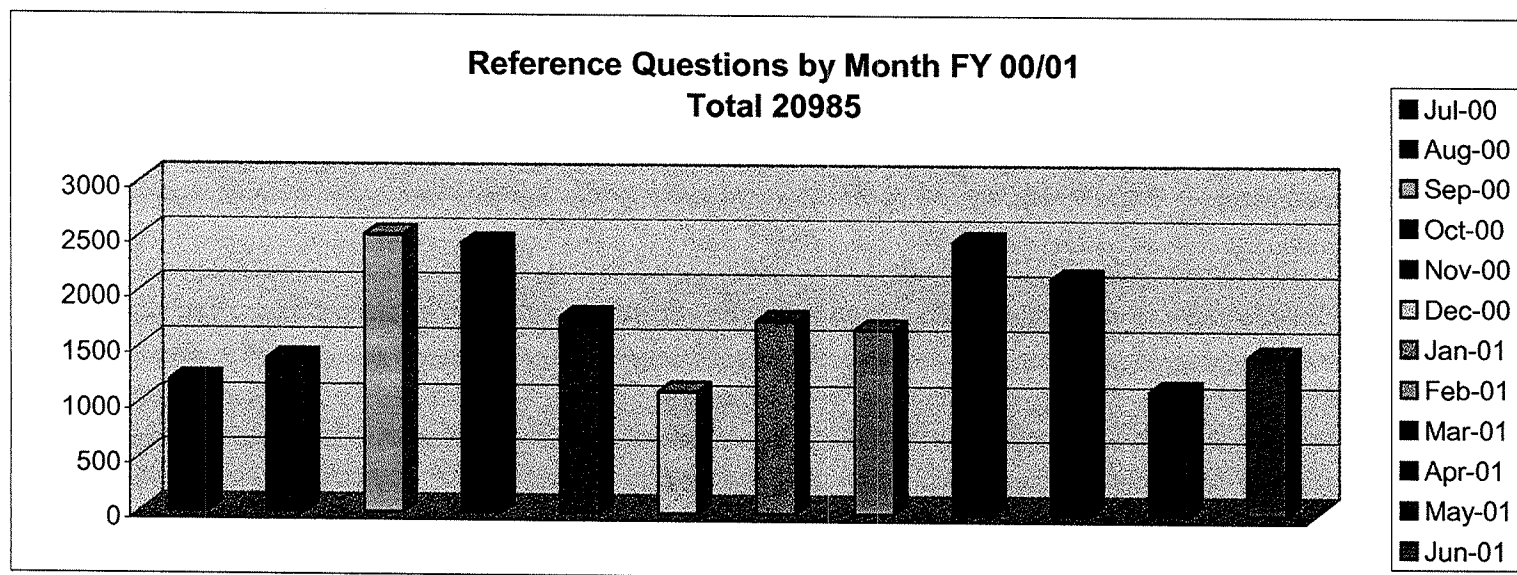
Ina Alterman
Rose Campbell
Don Frese
Diane Fuller
Chris Miller(LTA)

Cindy Phyllaier
Paula Raimondo
Ginny Stone
Mary Ann Williams
Bethany Yackin

9 Information Specialists
1 LTA

Reference questions FY 00/01

	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Grand Total
Directions	49	59	125	88	79	45	83	125	139	205	63	54	1114
Directions-email	0	0	0	0	0	0	0	1	0	0	0	0	1
Directions - telephone	13	14	25	32	30	15	18	15	60	47	29	16	314
Information	600	696	1416	1340	906	555	854	854	1320	1050	550	879	11020
Information - email	3	7	3	4	4	3	6	1	1	0	8	7	47
Information - telephone	234	268	333	360	278	225	335	244	403	286	238	199	3403
Instruction	217	253	500	507	371	179	334	343	402	424	143	211	3884
Instruction - email	1	3	1	9	6	10	7	11	6	7	15	1	77
Instruction - telephone	35	47	42	51	39	33	50	43	54	52	47	16	509
Research	32	30	54	33	43	30	42	21	64	52	23	31	455
Research - email	1	1	0	1	1	1	2	0	0	4	1	8	20
Research - telephone	9	10	14	16	17	8	13	10	18	6	6	14	141
Grand Total	1194	1388	2513	2441	1774	1104	1744	1668	2467	2133	1123	1436	20985



**Resources Management Division
Annual Report
FY 2000/2001**

Part I

Introduction

The Resources Management Division is composed of four functional areas integral to the Library's information infrastructure. These departments together acquire, manage, preserve, and present the Library's intellectual resources. All these activities are undertaken to foster the increase of knowledge in the health sciences. The Collection Development Department selects and acquires monographs, serials, electronic journals and databases, and other media, and then preserves these materials through binding and repair functions. The management of digital resources, which includes evaluation, selection, licensing, and arranging for presentation, also resides in the Collection Development Department. The Cataloging Department provides the organization necessary for staff, faculty, and students to retrieve information about and access the Library's materials and resources, including electronic resources. The Cataloging Department also maintains various union lists, which facilitate both local and national resource sharing. 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. This department also is responsible for researching and mounting health science- and library-related exhibits. The Library Systems unit coordinates the administration of the online catalog and other system-related service needs in collaboration with the Computing and Technology Services (CATS) Department. The Systems Librarian provides technical support to all library departments whose functions are dependent on the integrated library system: Cataloging, Circulation, Collection Development, and the Information and Instructional Services (IIS) Division.

Basic Operations

- The Health Sciences and Human Services Library now owns 172,443 monographs and 187,091 bound volumes of serials, maintains 2,437 print journal subscriptions, and has access to 978 electronic subscriptions. We were fortunate to receive additional monies with which to increase our monographic holdings by 14%, add 31 new journal subscriptions, and increase our digital resources by 55% from FY1999/00.
- The Collection Development Department acquired 4312 books and 3480 bound volumes of serials.
- The Cataloging Department cataloged 4580 titles, re-cataloged 482 titles, and withdrew 70 titles. Additionally, they maintained the holdings and authorities databases, and contributed to the maintenance of local, state, and national union lists for serial holdings.
- The Historical and Special Collections Department answered 153 historical reference questions and added 7 new volumes to the collections, donations from the National Museum of Dentistry.
- Numerous reports were generated from our Data Research Associates (DRA) integrated library information system for use on an ongoing basis as well as for data normalization efforts conducted in preparation for the migration to our next-generation ILS.

Personnel

During this fiscal year the Division once again experienced several key changes in personnel. An organizational chart is appended to the end of the annual report. In FY99/00, two new positions were approved for inclusion in Resources Management, and both positions were filled during FY00/01: a Digital Resources Librarian (Robin Klein), who evaluates and manages the Library's digital resources, and a Systems Librarian (Janet Andrews), who both serves as the system administrator of our current online system, DRA, and who plays a key role in the planned (2002) migration to a new consortial system, Ex Libris's Aleph 500. Both of these positions derived from the reorganization of the Computing and Technology Services Division (CATS), which contained several librarians

until 2000. The Systems Librarian position was a direct transplant from CATS; one of the other vacancies was re-designed completely to create a staff line devoted solely to managing the library's digital resources, duties that had previously been shared among several individuals.

Rooms 440 and 240 were reorganized to accommodate additional staff by adding new workstations. File cabinets, shelves, and other furniture were subsequently re-arranged to facilitate workflow.

In other personnel matters, Donna McCurley, the Head of Cataloging hired during FY00/99, resigned her position in early January. Meg Del Baglivo served admirably as the Acting Head of Cataloging from January until June. The position was advertised in late January, a candidate selected in May, and the position will be filled in July 2001. In March, the Library secured a contract with Costabile Associates, and was provided with a highly skilled cataloger throughout the remainder of the 00/01 fiscal year. Also in Cataloging, the vacant Library Technician 1 position was re-written and upgraded to the Library Technician 2 level, and filled in September when Laurie Anderson was hired. Katalin Ori, Andy Behles, Ann Lozeau, and Steven Douglas all worked in Cataloging's "if and when" position. Bettina Snyder and Steven Douglas both worked in the Collection Development Department in the serials clerk "if and when" position, and plans were made to augment the bindery position from half-time to full-time when its incumbent, Raquel Arbaiza, resigns (as she expects to do early in FY01/02).

Staff took part in annual performance evaluations, and the librarians in the Division prepared curricula vitae and adjusted to new timesheets as faculty status for librarians was implemented.

The longevity of three staff was recognized with the honoring of Sandra Williams for 25 years, Jane Murray for 10 years, and Raquel Arbaiza for 5 years of service to the university.

Many Resources Management staff served on search committees for the following positions: Digital Resources Librarian; Systems Librarian; Cataloging Technician; IT Support Specialists in CATS, IIS Information Specialists, and the Head of Cataloging.

With support from Frieda Weise and UMB Human Resources' Assistant Director of Compensation, Mary DiGiacinto, the Library created a committee to promote staff development activities for classified staff in the Library. Jane chaired this committee, ably assisted by Bev Gresehover and Alexa Mayo. The outcome was the inauguration of "Career Day" in March 2001, during which staff members toured all the Library's departments and received in-depth information on career-enhancement opportunities in each of those functional areas. Department heads throughout the Library contributed their time and expertise to these informative sessions. Staff from UMB's Human Resources division followed these sessions by offering hands-on job search information, a job skills inventory, and résumé-writing tips. "Career Day" proved to be a very successful and useful event, and was awarded praise both from Human Resources and the Vice President for Academic Affairs. It was followed by several other sessions on searching and using the Library's resources. We hope to offer this program annually.

Staff received new computers in Feb. 2001, and upgraded to the Windows 2000 operating system in preparation for the new library system requirements; all attended training in basic operations in Windows 2000 and its Outlook email program in March.

Collection Development Department

Highlights

The Collection Development Department introduced some significant new initiatives this year. Beginning in September 2000, a new approval plan for social work books was set up with YBP International to improve the breadth of and speed with which social work books are acquired for the collection. Working in tandem with the IIS SSW liaisons and the representatives from the School of Social Work, efforts were continued to improve both print and electronic resources to support SSW programs and students. Other acquisition initiatives were the complete review of all serial subscriptions and standings orders, and the increased use of the Corporate Purchasing Card. Standing order staff reviewed all ongoing orders to identify those which may have lapsed and needed to be reinstated. Increased use of the Corporate Purchasing Card has speeded up delivery time of books in most cases, but

has also increased workload in the department as staff spend more time troubleshooting problems and reconciling the monthly Visa statement against the Department's transaction log.

The Journal Review Committee reviewed 75 print journal requests in August 2000. Effective January 2001, HS/HSL subscribed to 31 of those requests, which totaled about \$16,000. In addition, 13 journals, mostly print reference resources, were cancelled.

Access to digital resources increased significantly this year, in large part due to the efforts of the new Digital Resources Librarian. By the end of FY2000/2001, HS/HSL had access to 978 unique full-text online journals, compared to 632 at the end of FY 1999/2000. This is an increase of 55%. The 978 total includes fulltext titles added to the Ebsco Academic Elite package, as well as 287 titles from the implementation of Swetsnet Navigator in February 2001. Databases purchased this year include Bowker's Ulrichsweb, Foundation Directory Online Plus, Doody's Electronic Journal, and Books in Print with Reviews Internet version (to replace the intranet CDROM version). Access to JAKE was set up with the assistance of ITD staff at College Park.

The Digital Resources Librarian spent much time and energy forging lines of communication across departments with key library staff who are heavily involved in various aspects of digital resources, in particular, the web master, the Electronic/Continuations Cataloger, and CATS staff. Because her position was new, and, therefore, these lines of communication had not been established previously, this was a major accomplishment. Digital resources duties previously performed by the Head of Collection Development and the Web Master were assumed by the Digital Resources Librarian.

In late 2000, we analyzed our Journals@OVID packages to see if it would be cheaper to unbundle the journals and cancel the lesser used ones. (It was not, so we maintained our bundled journal packages.) OVID usage statistics were evaluated with the intention of eventually doing the same for all our digital resources so management data can be gleaned from them. OVID again received much attention as we resolved numerous, long-term invoice problems with them.

The linking of bibliographic citations with their full-text counterparts has grown into a major initiative among publishers and database providers. To offer our patrons this highly desirable feature, in addition to the existing links between our OVID databases and OVID fulltext journals, the Digital Resources Librarian and the Electronic/Continuations Cataloger evaluated Link-Out. LinkOut is a new project sponsored by the National Library of Medicine that connects users of PubMed from journal citations to fulltext journal articles if the library subscribes to the online journal. A limited number of links were established between PubMed and HS/HSL fulltext e-journals. Links were also established between Ulrichsweb and ISI's Journal Citation Reports.

The Department started to publicize the salient terms of HS/HSL digital resources licenses, particularly for ILL and other staff who need to know what uses of the content are allowed by these agreements. The license summaries will be developed during FY01/02 and will be available on the HS/HSL web site. A related project to organize and summarize key information about HS/HSL online databases for library staff on the HS/HSL Staff site was begun. In addition, work commenced with the Information Technology Division (ITD) at College Park to integrate HS/HSL databases into University System of Maryland and Maryland Digital Library gateways in anticipation of utilizing the ExLibris SFX software.

The Department hosted two students this year. Laura Hileman, a library school student, interned in the Collection Development Department and the IIS Division in Fall 2000. She worked with the Digital Resources Librarian to identify those HS/HSL print journals that include free online access that had not yet been activated. An Access database was designed and implemented to manage the administrative and technical information for our e-journals. Our second student, LaToya Murphy, was co-hired and co-hosted with ILL as part of the Baltimore YouthWorks program for six weeks in the summer of 2001. Ms. Murphy worked with the bindery technician and performed several projects during her stay here. This is the first year HS/HSL has participated in the program, which gives local high school students an opportunity to learn what it's like to work in "the real world."

As with all other Departments and Divisions, the Collection Development Department was heavily involved in beginning the migration process to the Ex Libris Aleph 500 system, reported elsewhere in the Library's annual report.

Other Activities

- Met with major book vendor (Rittenhouse) in September to make minor revisions to approval plan, especially to prevent overlap with new YBP approval plan. Also discussed other business, including ongoing problems with not receiving Brandon-Hill books on approval, needed improvements in monthly statements, and the high incidence of damaged/defective books being received.
- Met with Procurement to evaluate methods of acquisition in light of changes in campus procurement procedures and increased usage of Corporate Card.
- Developed, sent, and evaluated RFP's for book and bindery vendors, both of which contracts expired June 30, 2001. Wert Book Binding was selected to continue as bindery vendor. Matthews Medical Books was selected to replace Rittenhouse as our major book vendor. Plans were made to dismantle the Rittenhouse approval plan and begin a new approval plan with Matthews, as well as transfer Rittenhouse standing orders to Matthews.
- Continued collaboration with the Circulation and Cataloging Departments to develop and implement a procedure to identify and replace lost and missing books.
- Developed a procedure to handle the binding of journals with missing issues.
- Created a checklist to notify everyone who needs to update records whenever a new subscription is started or a journal title changes.
- Participated in "Career Day" via a presentation to HS/HSL classified staff in March.
- Participated in hosting of Cunningham Fellow in March.
- Participated in discussions on personal digital assistants (PDAs) and their potential use here in the library and on campus.
- Made the transition from the old Corporate Card (old bank) to a new card (new bank) in May 2001.
- Set up trials to evaluate various digital resources.
- Analyzed usage of Uncover by HS/HSL staff and users; worked on transition of service to ingenta.
- Worked with CATS and IIS on upgrade of Silver Platter 3.1 to 4.3.

Departmental Goals for 2001/2002

- Plan for and implement Aleph 500 acquisitions module
- Plan for and implement Aleph 500 serials module
- Chair task force to examine and streamline digital resource usage statistics.
- Develop and implement method of publicizing e-resource license restrictions to staff and users
- Develop and implement a new approval plan for health sciences books with Matthews Medical Books, and continue the transition from Rittenhouse Books to Matthews for standing orders where possible

Statistical reports are found in Tables 1, 2, and 3.

Cataloging Department

The Cataloging Department has been undeniably affected by changes in personnel over the past two years. Since Oct. 1999, the Department has had its own department head for only eight months; responsibilities during this time were shared by the Assistant Director for Resources Management and the Electronic/Continuations Cataloger. The latter served as Acting Head of the Department from Jan.-June 2001. Additionally, starting in January 2000, Department staff absorbed the duties of a vacant paraprofessional position for over nine months until a Cataloging Technician was hired in Sept. 2000. A contract cataloger from Costabile Associates, Lynn Fremd, was hired on a temporary basis in March 2001 to address a growing backlog. Four consecutively hired "if and when" staff members, Katalin Ori, Andy Behles, Ann Lozeau and Steve Douglas were trained to assist in the MFHD Project throughout this fiscal year. By the end of FY00/01, a new Head of Cataloging had been selected and is scheduled to begin in July 2001.

Highlights

- The Cataloging Department continued its efforts to enhance access to digital resources by including records for them in the online catalog. We cataloged selected e-resources provided by: EBSCO's Academic Search Elite and Health Source Plus, MD Consult, netLibrary, Project Muse, Journals@Ovid Full Text, and directly through a variety of publishers. Titles cataloged were those that appeared on our Web page under Electronic Journals and Electronic Texts.
- The long-term project to create MARC Format for Holdings Data (MFHD) records for approximately 6000+ ceased and canceled titles assumed increased importance because of our imminent migration to Aleph. The fruits of this project upgrade the information in the online catalog, and, as a byproduct, improve the accuracy of our union list holdings, especially SERHOLD, which should benefit our DOCLINE fill rates. Review of the PHILSOM list titles was completed, and staff members are conducting an inventory of the journal collection.
- Mr. Fassil Ketema, a scientist at the UMB Institute of Human Virology, requested that withdrawn material be donated to the Ethiopian Students Association, International (ESAI). ESAI is collecting health sciences material to be sent to Ethiopia for use by medical students. Procedures were put into place to donate discarded but usable and in-scope titles to this organization on a quarterly basis. The first shipment will go out in July 2001.
- Theses cataloging procedures were revised mainly to accommodate differentiating our theses from those of other USM institutions once we are merged and share bibliographic records in the Aleph 500 system. During the revision of our practices, we enhanced access to this material by adding entries for the school under whose auspices the research was conducted.
- A backlog of nearly 1,000 monographs was eliminated by June 2001 thanks to the efforts of our contract cataloger, Lynn Fremd.
- Participated in "Career Day" via a presentation to HS/HSL classified staff in March.
- Contributed original, upgraded, and "enhanced" records to the OCLC international bibliographic database.
- Contributed to the maintenance of local, state, and national union lists for serial holdings.
- Commenced a project to update Medical Subject Headings (MeSH) to conform to NLM practices for all headings that would not be corrected during an automated review.
- A project to reflect holdings for journals placed into storage for preservation concerns was completed.
- Bibliographic services provided to the School of Medicine's LRC and the School of Nursing's Media Library were terminated. All bibliographic data for holdings at these locations were removed from the online catalog. Cataloging Department staff deleted DRA bibliographic and holdings records for the School of Nursing LRC; the School of Medicine LRC deleted its own records; Cataloging staff deleted OCLC as necessary.
- The planned migration to Ex Libris also resulted in a number of database clean-up activities that began in February 2001. Completed projects:
 - All Cataloging staff, as well as other members of Resources Management, participated in the multi-volume holdings records clean up project
 - A special field was added to all masked records to aid in their identification prior to migration
 - A subfield indicating local ownership was added to all fields that will be migrated to the planned Super Holdings record for local data in the Aleph 500 system
 - Records with local note fields were reviewed and data moved to appropriate fields or deleted

Many future projects are dependent upon the successful installation of DRA's report writer software, and upon the Systems Librarian being able to generate usable data from the system using that software.

Departmental Goals for 2001/2002

- Plan for and implement Aleph 500 cataloging module
- Continue data cleanup and normalization in DRA prior to migration to Aleph
- Assist the Collection Development Department with data migration activities as needed
- Work with the Circulation Department to develop a mechanism to remove lost/missing titles still charged to patrons
- Train staff on OCLC's CatME product, importing all bibliographic and authority records, in preparation for OCLC's discontinuance of Passport software
- Catalog the e-journal titles from PubMed and SwetsNet Navigator

Statistical reports are found in Table 4.

Historical/Special Collections Department

Highlights

- Prepared and mounted an exhibit highlighting the Kendall Physical Therapy Collection, including working with the HS/HSL's web design team to include selections on Library's web page. In conjunction, hosted visits from Florence Kendall and members of her family, and attended dedication of the Kendall Conference Room in the School of Physical Therapy
- Met with Facilities Management representatives to continue planning for overhauling the environmental system; in conjunction, arranged for cost proposal from Office Movers for removal and subsequent re-location of the collections
- Continued serving as member of the ALHHS Steering Committee, including completing a review of the Association's newly-revised By-Laws
- Chaired a task force to develop an exhibit focusing on library costs, and coordinated and mounted the display, which was entitled, "Show Me The Money! The Reality of Library Costs" in Spring 2001. This exhibit, which also was mounted on the Library's web page, generated widespread and positive feedback from the larger library community and inspired several institutions to emulate it. In conjunction, wrote a proposal to present a version of the exhibit as a poster session at upcoming MAC meeting, to be held in Ocean City, MD in October 2001
- Continued moderatorship of CADUCEUS-L, an international discussion list for the history of medicine
- Learned scanner operation and basic PhotoShop functions, began preparing & manipulating needed items independently of Help Desk staff
- By invitation, delivered guest lecture on Maryland medical history archives to a graduate seminar at UMBC
- Garnered a monetary contribution to the Library from a Dental School alumnus, as a result of providing Historical Collections research
- Began collaborating with other members of Resources Management on bibliographic record/MFHD clean-up projects
- Prepared sample scans for CATS representatives using the Minolta system, and discussed file characteristics in considering possibility of eventual digitization project. Decided to de-prioritize this project in view of the upcoming LIMS3 implementation, and will re-consider for the future, perhaps in conjunction with 200th anniversary of the School of Medicine in 2007
- Compiled list of all journal titles wrapped in brown paper, as initial preparation for preservation survey and/or distribution of these titles

Departmental Goals for 2001/2002

- Coordinate with all appropriate representatives to complete necessary modifications to Historical Collections environmental air-handling system and manage the removal and return of the collections

- Assist in bibliographic, holdings, and authority records cleanup and otherwise participate in the upcoming system migration as needed
- Continue regular program of rotating exhibits
- Assist in Aleph Cataloging module testing
- Continue moderating CADUCEUS-L, international discussion list for the history of medicine

Statistical reports are found in Table 5.

Library Systems

The Library Systems Department evolved out of the re-organization of the CATS Division during the spring of 2000. The Department is staffed by one full-time Systems Librarian, who is assisted by staff in the CATS Division. The Systems Librarian is charged with the administration of the HSHSL's integrated library management system, DRA, and the support of its users, and oversee the migration of the Library's DRA data to the USMAI Ex Libris system. In addition to actual data conversion, the Library Systems Department is responsible for the maintenance of the Ex Libris client software (on staff and teaching lab PCs) and the support of its users. Because the position was not filled until Nov. 2001, much of this fiscal year was spent learning both DRA and Aleph.

Highlights

- Began investigating DRA, solving some long-standing problems, such as inconsistencies in the Netcat module menus, and creating needed reports for all Library departments
- Extracted bibliographic and holdings records from our DRA database, generated numerous reports for use in data cleanup and migration, primarily for the Cataloging Department, and ran programs to identify missing items and inactive patrons (in preparation for a purge of the latter) for the Circulation Department
- Assisted the Cataloging Department with bibliographic and holdings record clean-up projects
- Assessed Data Junction software as a vehicle by which to extract data from DRA, and found it insufficient
- Researched DRA-supplied programs for data extraction, including costs and comparison to the Safari report writer software
- Cooperated with ITD in the provision of various kinds of data from our DRA system, including bibliographic records, sample vendor files, and indexing tables
- Assisted the Digital Resources Librarian in a project to identify all potential "free with print" journals by extracting journal titles from DRA journal list and preparing it for use in an Access database
- Coordinated the installation of the Aleph client software with CATS and ITD
- Printed and distributed Aleph documentation as it became available, and began writing procedures for using Aleph and posting them in the appropriate network folders
- With CATS staff, set up teaching labs for the ExLibris "train the trainer" sessions conducted at the HS/HSL
- Began addressing the question of how to train staff on Aleph

Departmental Goals for 2001/2002

- Attend DRA Report Writer training at DRA headquarters in St. Louis
- In cooperation with CATS and ITD, assist each HS/HSL department in extracting and mapping into Aleph as much DRA data as desired and possible
- Participate in HS/HSL Ex Libris training

Resources Management Division Projections for 2001/2002

In addition to maintaining "business as usual," the Division will continue participating in the planning and implementation of the next integrated library system, known as LIMS3, and reported upon elsewhere in this annual report. The primary goal of all Resources Management staff in the coming fiscal year and beyond will be the successful migration to the Aleph 500 integrated library system while maintaining the DRA system until all activities can be transferred to the new ILS. Training sessions conducted during the spring of '01 and documentation developed by Ex Libris and other Aleph users indicate that the effect on workflow will be profound, and staff may need to be deployed differently. Any data that did not map over correctly, or which was not migrated at all due to data corruption, will need to be recreated in the new system.

Although a separate LIMS3 section appears elsewhere, the nature of Resources Management work is such that the LIMS3-related tasks ahead of us will eclipse most other projects, and will affect both our productivity and efficiency, and so merit separate mention. Efforts for all Resources Management staff during the next fiscal year will include:

- Learning DRA Report Writer software for data extraction and manipulation
- Preparing and migrating data from DRA
- Coordinating the operation and use of the new library system in cooperation with other consortium members
- Contributing to the development of consortial policies, and developing local policies and procedures for implementing Aleph 500
- Developing an Aleph training program for HS/HSL staff
- Serving as the co-chair of the LIMS3 SRQ Committee and its Tables Subcommittee; as a member of the 3Tech Committee; as a member of the 3DLM Committee and its Overlay Rules and Authorities Subcommittees, and the Joint PAC/DLM Indexing Subcommittee; and serving as alternates to the Implementation Working Group, and to the SRQ and DLM committees
- Developing policies and procedures for bibliographic control in a consortial environment in cooperation with other USMAI libraries
- Developing an authority control mechanism within the new ILS in cooperation with other USMAI libraries
- Assisting in the development of specifications for record processing from LTI, a bibliographic services vendor
- Evaluating technical services' workflow and revising as necessary
- Helping to implement patron-placed holds in cooperation with Access Services once the new ILS is in place
- Helping to publicize new library system

Other Initiatives

Hire and train a new Head of Cataloging.

In cooperation with other Library divisions, contribute to the investigation of practical and policy issues surrounding PDA and wireless device use in an academic setting.

In cooperation with IIS and Access Services, participate in reviewing and redesigning our methods of collecting use information for print and electronic titles.

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

Other initiatives are listed above under the respective department.

Part II

Statistical Reports

Collection Development Statistics—Tables 1, 2 and 3

Cataloging Department Statistics—Table 4

Historical and Special Collections Department Statistics—Table 5

Library Systems statistics are collected and reported by the CATS Division

Table 4

Cataloging Statistical Reports FY 00/01

A. <u>NEW ITEMS ADDED (Health Sciences and Human Services Library, School of Medicine LRC/CML, School of Nursing LRC)</u> [Note: years prior to 1998/99 include other media centers]			96/97	97/98	98/99	99/00	00/01	Percent Change
1.	Print Material							
a.	DLC/CIP Cataloging	Titles	2,609	1,293	2,205	2,040	2,149	5%
		Volumes	2,666	1,369	2,304	2,115	2,237	6%
b.	Edited (non-DLC) Cataloging	Titles	797	336	820	536	1,890	253%
		Volumes	863	396	857	564	1,809	221%
c.	Original Cataloging	Titles	293	64	202	76	107	41%
		Volumes	355	97	212	117	170	45%
d.	Enhanced Cataloging	Titles	15	3	12	6	1	- 83%
		Volumes	15	3	12	6	1	- 83%
e.	Minimal Level Upgrades	Titles	4	0	4	0	6	600%
		Volumes	4	0	4	0	12	1200%
f.	Added Copies / Volumes	Volumes	605	2,250	1,018	560	564	1%
	Total Print Material	Titles	3,718	1,696	3,243	2,658	4,153	56%
		Volumes	4,508	4,115	3,389	3,362	4,793	43%
2.	Non-Print Material	Titles	139	30	7	67	427	537%
		Volumes	156	32	7	94	95	1%
3.	Total New Items Added	Titles	3,857	1,726	3,250	2,725	4,580	68%
		Volumes	4,664	4,147	3,396	3,456	4,888	41%
4.	Total Withdrawn	Titles	1,570	8,549	138	184	70	-62%
		Volumes	2,364	10,726	214	282	378	34%
5.	NET ADDED TO CATALOG	Titles	2,287	6,823	3,112	2,541	4,510	77%
		Volumes	2,300	6,579	3,182	3,174	4,510	42%

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

			96/97	97/98	98/99	99/00	00/01	Percent Change
1.	Recataloging	Titles	1,484	440	2,012	550	482	-12%
		Volumes	2,354	615	2,089	615	351	- 43%
2.	Transfers (relocated to another collection)	Titles	251	559	206	276	144	-48%
		Volumes	326	796	228	341	368	8%

C.		<u>LRC/MEDIA CENTER PROJECTS</u>						Percent Change
			96/97	97/98	98/99	99/00	00/01	
1.	School of Medicine LRC/CML							
		Titles	111	46	82	3	3	0%
a.	Cataloging (New materials)	Volumes	129	47	90	3	3	0%
2.	School of Nursing LTC							
		Titles	53	0	0	0	0	0%
a.	Cataloging (New materials)	Volumes	55	0	0	0	0	0%
		Titles	n/a	n/a	n/a	105	0	-105%
b.	Recataloging	Volumes	n/a	n/a	n/a	113	0	-113%

Cataloging Statistical Reports Discussion

The previous year's backlog was eliminated within four months, once the contract cataloger was hired, as reflected in the "edited (non-DLC)" and "original" cataloging categories. Some materials accessioned during previous fiscal years remain to be cataloged. Due to the increase in cataloging of journals and electronic resources, there is a larger discrepancy between the number of titles and the number of volumes. There are no volume counts for journals and electronic resources; therefore the volume count reflects print monographic items only.

Support of bibliographic services to the School of Nursing and School of Medicine media centers was discontinued in May 2001. As demonstrated in the statistics above, neither site had made use of our services for some time, and the complications of migrating their data to a new library information system were extensive.

Part III

Staff Activities

Jane Murray, Assistant Director for Resources Management

Professional Organizations

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

Meetings and Workshops

July 2000 American Library Association annual meeting, Chicago, IL
Aug. 2000 DRA User Group Meeting, Anne Arundel Community College
Nov. 2000 "The Myth and Reality of Electronic Publishing: the Effects of E-Journals on Your Library,"
teleconference sponsored by the Medical Library Association
Nov. 2000-March 2001 "UCITA Primer Tutorial," electronic tutorial sponsored by the American Library
Association, Office for Information Technology Policy
Dec. 2000 "UCITA: A Guide to Understanding and Action," teleconference sponsored by the American
Association of Law Libraries, the American Library Association, the Association of Research
Libraries, the Medical Library Association, and the Special Libraries Association
Feb. 2001 Ex Libris Aleph overview sessions, University of Baltimore, Baltimore, MD
March 2001 "Serials Holdings Workshop," an explication of MARC Format for Holdings Data, Bowie, MD
May 2001 Ex Libris training for the cataloging module
June 2001 Ex Libris training for the cataloging module
June 2001 American Library Association annual meeting, San Francisco, CA

Presentations/Publications

Co-authored a paper with Beth Jacoby, Ina Alterman, and Penny Welbourne, "Expanding the Outer Limits:
Interdisciplinary Resources," which Ms. Jacoby presented at the contributed paper session at the Medical Library
Association annual meeting, May 2001

Committees/Offices/Honors

University System of Maryland LIMS 3 Database Management and Loading (DLM) Committee
--DLM Authorities Subcommittee
--DLM Overlay Rules Subcommittee
--PAC/DLM Joint Committee on Indexing
HS/HSL Ex Libris Implementation Committee
--HS/HSL Indexing Subgroup
--HS/HSL 856 (URL) Subgroup
"Show Me the Money! The Reality of Library Costs" Exhibit Task Force, 2000-2001
HS/HSL Journal Review Committee
HS/HSL Library Advisory Committee
HS/HSL Signage Committee
HS/HSL Social Work Collection Evaluation Committee
HS/HSL Unplugged Editorial Board
HS/HSL Web Advisory Board
HS/HSL Web Redesign Committee
HS/HSL Fire Warden
UMB award for 10 years of service to the University

Collection Development Department

Beth Jacoby, Head of Collection Development

Professional Organizations

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

Meetings and Workshops

July 2000	American Library Association annual meeting, Chicago, IL
Aug. 2000	DRA User Group Meeting, Anne Arundel Community College
Oct. 2000	"The Magic of Conflict" workshop series, UMB Human Resources
Nov. 2000	"The Myth and Reality of Electronic Publishing: the Effects of E-Journals on Your Library," teleconference sponsored by the Medical Library Association
Dec. 2000	"UCITA: A Guide to Understanding and Action," teleconference sponsored by the American Association of Law Libraries, the American Library Association, the Association of Research Libraries, the Medical Library Association, and the Special Libraries Association
Feb. 2001	Ex Libris Aleph overview sessions, University of Baltimore, Baltimore, MD
March 2001	"Serials Holdings Workshop," an explication of MARC Format for Holdings Data, Bowie, MD
March 2001	Participated in HS/HSL Career Day staff development event, representing the Collection Development Dept.
Apr. 2001	MAILL meeting on copyright and licensing, Baltimore, MD
May 2001	Medical Library Association annual meeting, Orlando, FL

Publications/Presentations

Presented paper co-authored with Jane Murray, Ina Alterman, and Penny Welbourne entitled "Expanding the Outer Limits: Interdisciplinary Resources" at the contributed paper session, Medical Library Association annual meeting, May 2001

Committees/Offices/Honors

University System of Maryland LIMS 3 Serials and Acquisitions (3SRQ) Committee (Co-Chair)
--SRQ Tables Subcommittee (Chair)
HS/HSL Ex Libris Implementation Committee
"Show Me the Money! The Reality of Library Costs" Exhibit Task Force, 2000-2001
Medical Library Association, Louise Darling Collection Development Medal Jury
HS/HSL Digital Resources Committee (Chair, July 2000-Jan. 2001; member, Feb. 2001-)
HS/HSL Journal Review Committee (Chair)
HS/HSL Social Work Collection Evaluation Committee
HS/HSL Travel Policy Task Force
HS/HSL Theft & Mutilation Policy Revision Task Force
HS/HSL Unplugged Editorial Board
SwetsBlackwell Customer Advisory Board

Robin Klein, Digital Resources Librarian

Professional Organizations

American Association of Law Libraries

Meetings and Workshops

Nov. 2000	"The Myth and Reality of Electronic Publishing: the Effects of E-Journals on Your Library," teleconference sponsored by the Medical Library Association
Nov. 2000	Introduction to Excel 2000 class, HS/HSL
Dec. 2000	"UCITA: A Guide to Understanding and Action," teleconference sponsored by the American Association of Law Libraries, the American Library Association, the Association of Research Libraries, the Medical Library Association, and the Special Libraries Association
Feb. 2001	Ex Libris Aleph overview sessions, University of Baltimore, Baltimore, MD

March 2001 "Computers in Libraries" 2001 meeting, Washington, DC
 March 2001 Advanced Excel 2000 class, HS/HSL
 Apr. 2001 CREN webcast on e-books
 Apr. 2001 MAILL meeting on copyright and licensing, Baltimore, MD
 June 2001 UMUC seminar on "The Future of Fair Use," College Park, MD

Committees/Offices/Honors

HS/HSL Digital Resources Committee (member, Nov. 2000- Jan. 2001; Chair, Feb. 2001-)
 University System of Maryland Electronic Resources Committee (USMERC)
 University System of Maryland LIMS 3 Serials and Acquisitions (3SERQ) Committee (alternate member)
 HS/HSL Ex Libris Implementation Committee
 --HS/HSL 856 (URL) Subgroup
 HS/HSL Web Advisory Board

Raquel Arbaiza, Bindery Technician

Committees/Offices/Honors

Nov. 2000 Awarded an "honorable mention" at the semi-annual Staff Recognition Awards
 UMB award for 5 years of service to the University

Carol Harling-Henry, Serials Technician

Meetings and Workshops

March 2001 Attended HS/HSL Career Day staff development event

Committees/Offices/Honors

HS/HSL Fire Warden

Theresa McLaurin, Accounting Technician

Meetings and Workshops

Apr. 2001 Professional Support Staff Recognition Program

Sandra Williams, Ordering Technician

Meetings and Workshops

March 2001 Attended HS/HSL Career Day staff development event
 Apr. 2001 Professional Support Staff Recognition Program

Committees/Offices/Honors

University of Maryland, Baltimore Staff Senator
 HS/HSL Fire Warden
 UMB award for 25 years of service to the University

Richard J. Behles, Historical Librarian/Preservation Officer

Professional Organizations

Archivists and Librarians in the History of the Health Sciences

Meetings and Workshops

July 2000 Attended a conference, "Water, Water Everywhere," held at the Maryland Historical Society and sponsored by the Conservation Center for Art and Historic Artifacts.
 Feb. 2001 Attended the 7th Historical Clinicopathological Conference, UMB
 Apr. 2001 Archivists and Librarians in the History of Health Sciences annual meeting, Charleston, SC

July 2000-June 2001 Regular meetings of UMB Safety Awareness Committee

Publications/Presentations

Wrote article for *The Watermark*, the publication of the Archivists and Librarians in the History of the Health Sciences (ALHHS), describing the Historical Clinico-Pathological Conference hosted by the University, held in Davidge Hall, February 9-10, 2001

Committees/Offices/Honors

"Show Me the Money! The Reality of Library Costs" Exhibit Task Force, Chair, 2000-2001

HS/HSL Theft & Mutilation Policy Committee

Archivists and Librarians in the History of Health Sciences Steering Committee

Moderator, CADUCEUS-L, an international history of medicine e-mail discussion list

Medical Alumni Association Davidge Hall Committee

University of Maryland, Baltimore Safety Awareness Committee

HS/HSL Fire Warden

Donna McCurley, Head of Cataloging (July 2000-Jan. 2001)

Professional Organizations

American Library Association

Medical Library Association

Association for Library Collections and Technical Services

Mid-Atlantic Chapter of the Medical Library Association

North American Serials Interest Group

Maryland Association of Health Sciences Librarians

Potomac Technical Processing Librarians

Maryland Library Association

Meetings, Workshops, etc.

July 2000 American Library Association annual meeting, Chicago, IL

July 2000 ALA Metadata Preconference, Chicago IL

July 2000-Dec. 2000 Quarterly meetings, Technical Services Division, Maryland Library Association

Aug. 2000 DRA User group Meeting, Anne Arundel Community College

Oct. 2000 Potomac Technical Processing Librarians annual meeting, Washington, DC

Oct.-Dec. 2000 Monthly Maryland Library Association 2001 Conference Planning Committee meetings

Committees/Offices/Honors

HS/HSL Digital Resources Committee Cataloging Subcommittee, Chair

Maryland Library Association

Vice-President of Technical Services Section, 2000-2001

Conference Planning Committee, 2000-2001

Mid-Atlantic Chapter of the Medical Library Association, Local Arrangements Committee for the October 2001 meeting, Ocean City, MD

UMB Martin Luther King/Black History Month Committee

Meg Del Baglivo, Electronic/Continuations Cataloger

Professional Organizations

American Library Association

North American Serials Interest Group

Maryland Library Association

Potomac Technical Processing Librarians

Meetings, Workshops, etc.

July 2000 Maryland Library Association, Technical Services Division business meeting, Baltimore, MD

Oct. 2000 Potomac Technical Processing Librarians annual meeting, Washington, DC

Nov. 2000 "The Myth and Reality of Electronic Publishing: the Effects of E-Journals on Your Library," teleconference sponsored by the Medical Library Association

Feb.-June 2001 OCLC Institute. Online, self-paced course, "Cataloging Internet Resources Using MARC 21 and AACR2."

March 2000 Participated in HS/HSL Career Day staff development event, representing the Cataloging Dept.
Apr. 2001 OCLC CatME presentation, sponsored by the Maryland Library Association, Columbia, MD
May 2001 North American Serials Interest Group annual meeting, San Antonio, TX

Committees/Office/Honors

HS/HSL Digital Resources Committee (secretary)

--Cataloging Subcommittee

HS/HSL Local LIMS3 Implementation Committee Indexing Subgroup

HS/HSL Local LIMS3 Implementation Committee 856 (URL) Subgroup

HS/HSL Fire Warden

Nov. 2000 Recipient of meritorious service award at the semi-annual Staff Recognition Awards

Served as Head of Cataloging (Jan. -June 2001)

Joy Phillips, Copy Cataloging Technician

Professional Organizations

Maryland Library Association

Online Audiovisual Catalogers

Potomac Technical Processing Librarians

Meetings, Workshops, etc.

Oct. 2000 Potomac Technical Processing Librarians annual meeting, Washington, DC

Nov. 2000 "The Myth and Reality of Electronic Publishing: the Effects of E-Journals on Your Library,"
teleconference sponsored by the Medical Library Association

Feb.-June 2001 OCLC Institute. Online, self-paced course, "Cataloging Internet Resources Using MARC 21 and AACR2."

Committees/Offices/Honors

HS/HSL Staff Recognition Committee

HS/HSL Holiday Party Planning Committee

HS/HSL Travel Policy Task Force

Nov. 2000 Awarded an "honorable mention" at the semi-annual Staff Recognition Awards

Laurie Anderson, Catalog & Authorities Maintenance Technician

Professional Organizations

Maryland Library Association

Meetings, Workshops, etc.

Nov. 2000 "The Myth and Reality of Electronic Publishing: the Effects of E-Journals on Your Library,"
teleconference sponsored by the Medical Library Association

Apr. 2001 Attended IIS OPAC training, HSHSL

May 2001 Maryland Library Association Annual Conference, Technical Services Division workshop "An AACR2 Primer," and the Library Management Division workshop, "Libraries Build Stable Communities," Solomons Island, MD

May 2001 PALINET workshop, "Cataloging Basics: Part 1," Philadelphia, PA

June 2001 Attended IIS Library Resources class, HSHSL

Committees/Offices/Honors

HS/HSL Staff Recognition Committee

March 2001 Dr. Seuss Day volunteer

Janet Andrews, Systems Librarian

Professional Organizations

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

Meetings and Workshops

Feb. 2001	Ex Libris Aleph overview sessions, University of Baltimore, Baltimore, MD
March 2001	Participated in HS/HSL Career Day staff development event, representing the CATS Division
March 2001	"Serials Holdings Workshop," an explication of MARC Format for Holdings Data, Bowie, MD
May 2001	Ex Libris training for the cataloging module
June 2001	Ex Libris training for the cataloging module

Committees/Offices/Honors

University System of Maryland LIMS Technology (3TECH) Committee
University System of Maryland LIMS 3 Database Management and Loading (DLM) Committee (alternate)
HS/HSL Local LIMS3 Implementation Working Group
 --HS/HSL Indexing Subgroup
 --HS/HSL 856 (URL) Subgroup

Table 5

Historical and Special Collections Statistics

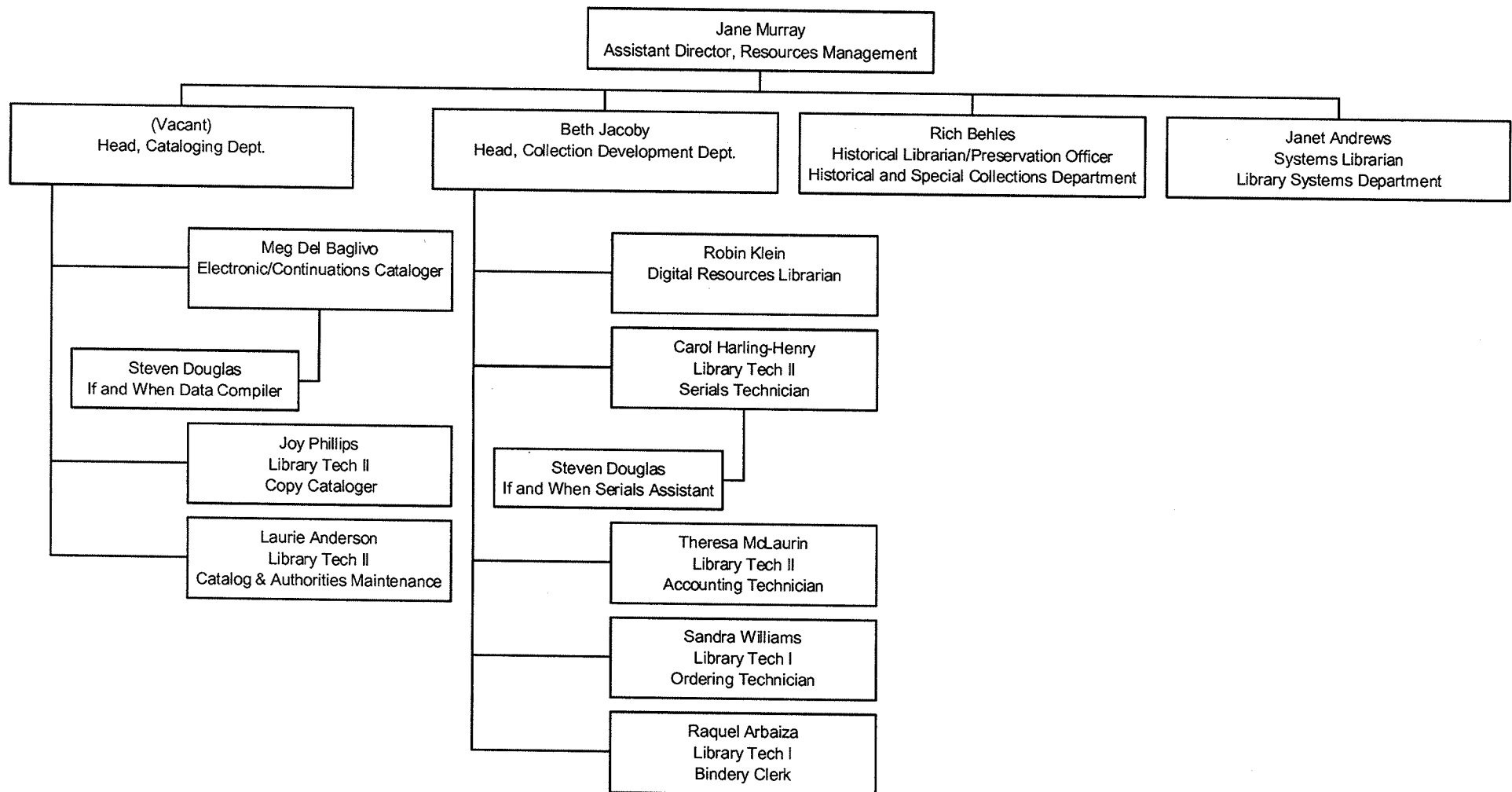
Historical reference questions by type:

	96/97	97/98	98/99	99/00	00/01	%Change
In person	76	54	55	32	50	56%
By telephone	53	39	42	43	36	-16%
Letter/fax/email	34	31	46	60	67	12%
Total	163	124	143	135	153	13%

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

Resources Management Organizational Chart

Rev. June 2001



Collection Development Department Statistics FY00/01

Table 1

Total funds expended						
	96/97	97/98	98/99	99/00	00/01	%Change
Books	\$181,838	\$146,591	\$181,706	\$236,965	\$270,943	14%
Journals (print)	811,579	941,059	1,011,352	1,100,532	1,079,702	9%
Electronic resources	110,093	164,644	237,016	247,289	298,281	21%
Bindery	44,090	33,160	33,600	34,897	39,997	15%
Total funds expended	\$1,147,600	\$1,285,454	\$1,463,674	\$1,619,683	\$1,688,923	4%

Electronic expenditures include one-time fee of \$29,659 for the Web of Science 1987-1991 backfile.

Table 2

Print resources						
	96/97	97/98	98/99	99/00	00/01	%Change
Books						
Purchases	2878	1923	2580	3228	3679	14%
Gifts	474	354	135	199	458	130%
Theses	176	147	105	125	175	40%
Total books added	3582	2424	2820	3552	4312	21%
Journals						
Bound volumes added	3471	5005	3700	3686	3480	-5.59%
New subscriptions	33	114	0	65	31	-52%
Titles cancelled/ceased	33	22	27	13	20	54%
Total print subscriptions	2307	2399	2372	2426	2437	0%
Average subscription cost	\$352	\$392	\$426	\$454	\$443	-2%

Table 3

Electronic resources	Electronic subscriptions	3	86	134	632	978	55%
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