

Health Sciences and Human Services Library

Annual Report

FY01/02

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Access Services

- Circulation
- ILL

CATS (Computer and Technical Services)

IIS (Information and Instructional Services)

Resources Management

- Collection Development
- Cataloging
- Historical and Special Collections

Health Sciences and Human Services Library
2002 Fiscal Year in Review

Developing Information and Knowledge Resources

The Library began participation in consortial agreements that reduced costs and increased access to both electronic and print resources.

- University System of Maryland reached agreement with Elsevier on a three-year subscription to ScienceDirect that allows e-journal access across all campuses.
- Joined the Maryland Area Health Sciences Library consortia, which provides access to Ovid's Evidence Based Medicine database, additional full-text journals and LinkOut, software that enabled linking from within Ovid to full-text resources external to Ovid.
- Subscribed to the Nature and Cell e-journal titles.

Expanding Online and Web-based Services

The Library continues to build its virtual collections.

- Migrated MICROMEDEX to a Web-based platform in collaboration with the UMMC Hospital.
- Developed terrorism Web site for health professionals and consumers immediately after 9/11.
- Created the Library "slim" Web site for access by PDAs.
- Developed eight discipline-related Web resource collections.

Supporting Information Technology Initiatives

The Library continues to integrate and support new technologies and provide better access to and management of information.

- Developed online registration on a secure server for library-sponsored classes.
- Evaluated Interlibrary Loan management systems and selected ILLiad.
- Participated in the University System of Maryland Consortia to implement the new library system, which will improve access to the holdings of other campus libraries. (Coming 2003).
- Joined the campus email connector and global address list for UMB.
- Installed the Clarinet wireless synching station, in collaboration with the Regional Medical Library.
- Received a grant from the National Library of Medicine to host a PDA fair in FY03.

Enhancing Outreach to the Campus

The Library evaluated services and developed collaborative projects and partnerships.

- Administered the LibQUAL+ survey, a national survey sponsored by the Association of Research Libraries, to gain insight into users' satisfaction with Library services.
- Delivered Library courses through Blackboard.
- Offered new seminars: Introduction to PDAs, Blackboard for Instructors, Reference Manager.
- Two Information Specialists served on the Institutional Review Board.
- Engaged in a joint research project with the Complementary Medicine Program.

Serving as a Resource for Maryland and Beyond

The Library participates in the larger community.

- Developed consumer health Web resources: AIDS; Maternal Health; Smoking Cessation; Substance Abuse.
- Created a membership program for the public.
- Implemented Outreach to Parish Nurses project, a subcontract under the Regional Medical Library.

Securing the Future

The Library is striving to secure its financial future.

- Reviewed and restructured all Library fees and services for FY03.
- Received a gift from the Helena Foundation to fund the Ovid databases.
- Developed a database of donors to ensure better stewardship and communication with our supporters.

Health Sciences and Human Services Library
Budget Snapshot
FY2002

The total economy of the HS/HSL was \$4,446,500 in FY2002. The charts present a snapshot of where funds come from and the broad categories in which funds were expended.

Income

Figure 1 shows where revenues came from. The majority of the HS/HSL's funding comes from state appropriations, supplemented by instructional resource fees, one-time funds from academic affairs, and generated revenue.

Generated income was derived primarily from interlibrary loan services to other libraries and staff-mediated photocopy services. (Self-service photocopy services are under the auspices of auxiliary services). IT training and printing are cost recovery operations.

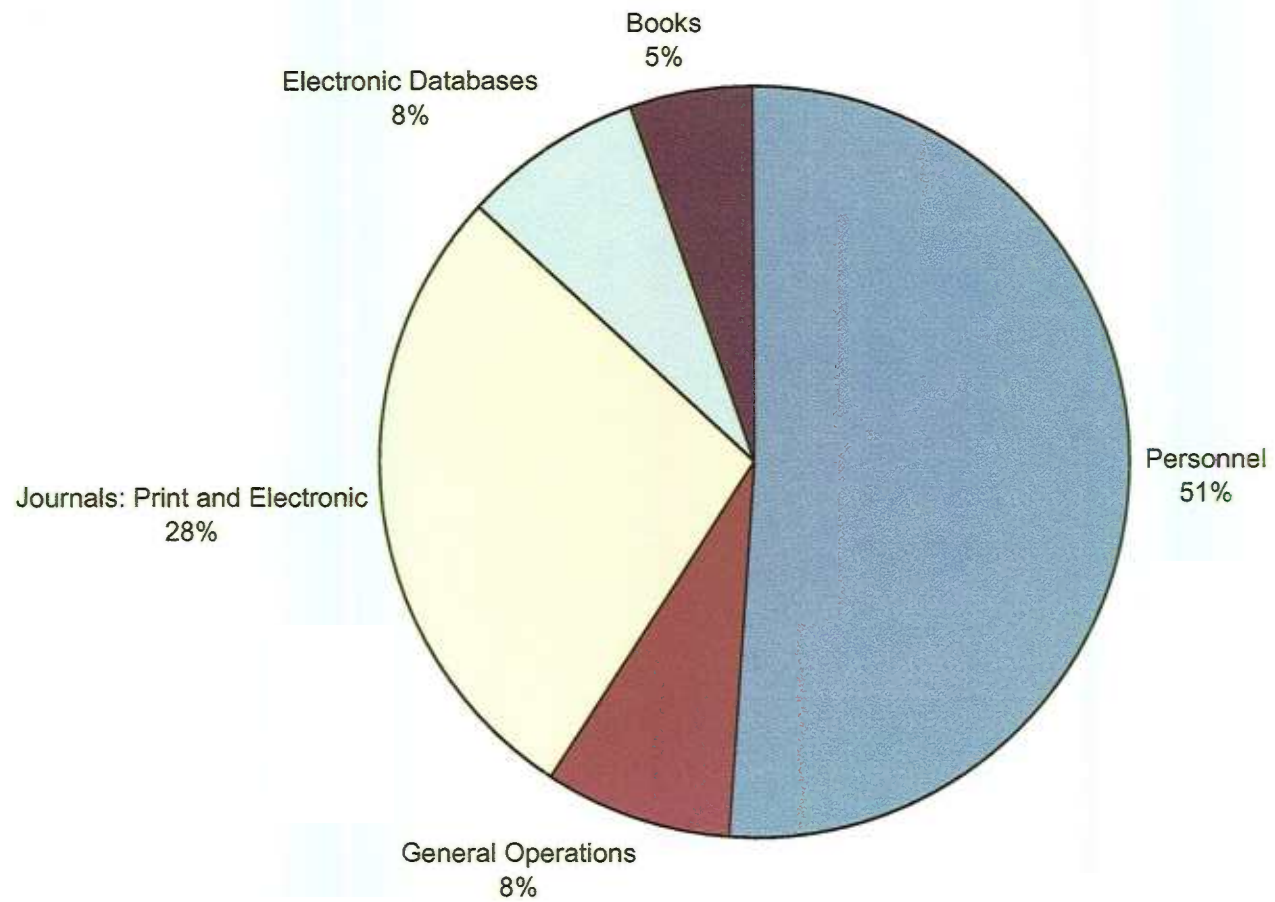
Expenses

Figure 2 shows the general pattern of expenditures for FY2002. This is a typical pattern for an academic health sciences library, according to the Annual Statistics of the Association of Academic Health Sciences Libraries. About half of the budget is spent on personnel, about 40% on collections and the remainder on operational expenses such as computer support, telephone, supplies and maintenance.

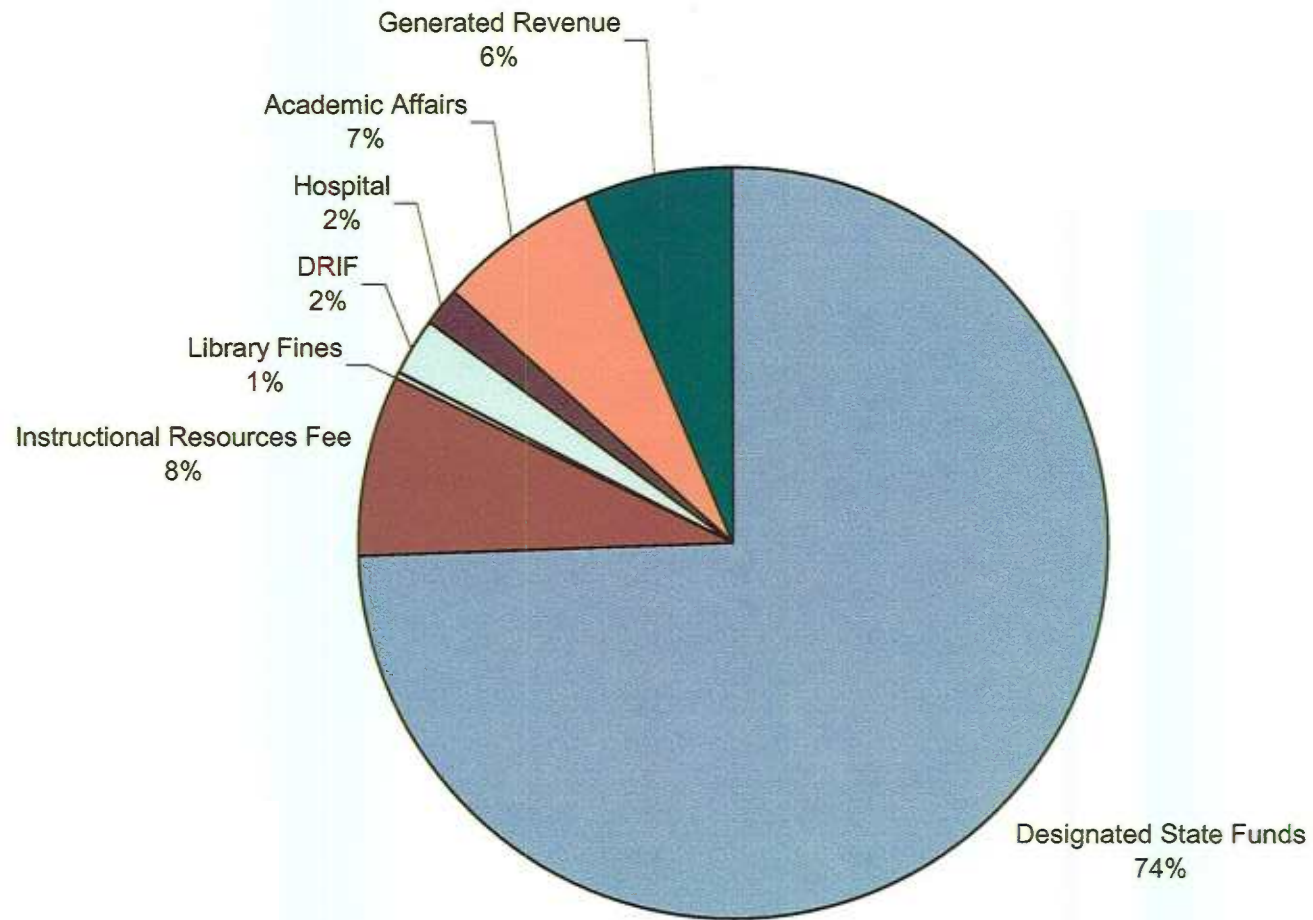
The HS/HSL is primarily dependent on state funding and the instructional resources fee but other one-time sources are critical to making up the difference of what is actually needed. In real dollars in FY02, the HS/HSL had to close a gap of over \$795,000!

Journal prices have been the main culprit in producing this deficit. Double-digit inflation has been the norm for more than ten years. With no increases in our budget in the foreseeable future, cuts are inevitable just to maintain our current resources and services.

HS/HSL Expenses FY2002



HS/HSL Income FY2002



HS/HSL Income FY2002

Designated State Funds	\$3,313,322
Instructional Resources Fee	\$337,996
Library Fines	\$22,786
DRIF	\$105,717
Hospital	\$72,523
Academic Affairs	\$313,504
Generated Revenue	\$280,688
Total	\$4,446,536

HS/HSL Expenses FY2002

Personnel	\$2,269,447
General Operations	\$360,288
Journals: Print and Electronic	\$1,236,594
Electronic Databases	\$347,092
Books	\$235,513
Total	\$4,448,934

SALARIES & WAGES							
02-1-29051							
		APPROPRIATED	ACTUAL			APPROPRIATED	ACTUAL
Faculty		\$ 1,152,272.00	\$ 969,485.00			\$ 1,087,170.00	\$ 1,039,567.00
Classified	<i>Exempt</i>	\$ 117,872.00	\$ 123,618.00	<i>Exempt</i>		\$ 181,713.00	\$ 158,106.00
	<i>Non-exempt</i>	\$ 893,723.00	\$ 797,777.00	<i>Non-exempt</i>		\$ 1,070,888.00	\$ 956,150.00
Intermittent/If and When			\$ 28,091.00				\$ 20,351.00
Student							\$ 640.00
Contractual							
Labor and Assistants		\$ 25,518.00	\$ 28,091.00			\$ 38,814.00	\$ 20,351.00
Straight Overtime			\$ 3,085.00				\$ 2,848.00
Premium Overtime			\$ 380.00				\$ 468.00
Shift Differential		\$ 2,100.00	\$ 4,631.00			\$ 2,100.00	\$ 4,390.00
Delayed Salary Saving		\$ (16,668.00)				\$ (44,993.00)	
Total State Funds		\$ 2,174,817.00	\$ 1,927,067.00			\$ 2,285,413.00	\$ 2,182,520.00
02-1-59001							
		APPROPRIATED	ACTUAL			APPROPRIATED	ACTUAL
Intermittent/If and When			\$ 31,930.00				\$ 45,645.00
Student							
Contractual			\$ 42,414.00				\$ 38,171.00
Labor and Assistants		\$ 69,138.00	\$ 74,344.00			\$ 69,138.00	\$ 83,816.00
Straight Overtime			\$ 1,451.00				\$ 987.00
Premium Overtime			\$ 78.00				
Shift Differential							\$ 2,124.00
Total State Funds		\$ 69,138.00	\$ 75,873.00			\$ 69,138.00	\$ 86,927.00
		APPROPRIATED	ACTUAL			APPROPRIATED	ACTUAL
GRANTS & CONTRACTS							
RML Contract			\$ 419,871.00				\$ 407,162.00
TOTAL ALL SOURCES			\$ 2,422,811.00				\$ 2,676,609.00

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%				9%	
2001/2002		5%				5%	
Total All Resources							
Increase/Decrease							
Over Previous Years							

FY2002 Collection Development							
Resource	Original State Budget	Generated Revenue	DRIF	Fund Balance	Academic Affairs	Contributions	TOTAL
Monographs	75,887		105,717	105,000 (HS/HSL)			\$286,604.00
Journals	1,046,698				250,000 (AA)		\$1,296,698.00
					30,000 (CCITL)		\$30,000.00
Electronic Resources	16,974 (PALINET)	211,800		15,000 (HS/HSL)	33,504 (AA)	75,000 (Helena)	\$352,278.00
Bindary	35,000						\$35,000.00
TOTAL	\$1,174,559.00	\$211,800.00	\$105,717.00	\$120,000.00	\$313,504.00	\$75,000.00	\$2,000,580.00 **

**Includes \$120,000 carryover at Swets from 01

Includes \$15,000 DRIF carryover from 01

**Includes \$51,000 carryover at Mathews

Includes \$33,564 paid by Malinda for Science Direct

Electronic Resources Expenditures FY 01/02

Item	Simultaneous Users	Vendor	Account	Depart.	Subcode	Amount	P.O.	Expires	Comments
Cell Press E-Journals		Elsevier	2390123	Admin	8330	\$ 8,330.00	840112	12/31/2002	
CINAHL	20	OVID	2129054	ColDev	3880	\$ 3,683.00	839824	12/31/2002	on calendar yr schedule
Cochrane Library License	1 + 2	Update Software Inc.	2390123	Admin	3880	\$616	Visa	7/1/2002	
Community Services Directory	10	United Way	2129054	ColDev	3880	\$ 125.00	Visa	8/12/2002	
Current Contents Connect		ISI	2390123	Admin	3880	\$ 22,216.00	839458	12/31/2002	
Current Index to Statistics		Am Statistical Assn	2129054	ColDev	3880	\$ 225.00	Visa	6/30/2002	
Doody's Electronic Journal	Unlimited	divine, inc	2129054	ColDev	3880	\$ 395.00	Visa	5/31/2003	
Foundation Dir.Online Plus		Foundation Center	2129054	ColDev	3880	\$ 295.00	Visa	12/11/2002	
HAPI	5	OVID	2129054	ColDev	3880	\$ 465.00	839824	12/31/2002	half yr only to get on calendar yr schedule
IPA	8	OVID	2129054	ColDev	3880	\$ 1,415.00	839824	12/31/2002	half yr only to get on calendar yr schedule
Electronic Database Assessment		LIMS	2390123	Admin	3880	\$ 33,547.00			FY02 Assessment
MD Consult	5	MD Consult	2390123	Admin	3880	\$ 25,000.00	839898		
Micromedex		Micromedex	2390123	Admin	4328	\$ 67,689.00	839825	9/29/2002	Reimbursed by UMMS
Micromedex Internet & Web Hosting Fee		Micromedex	2390123	Admin	4328	\$ 4,834.00	236288		Reimbursed by UMMS
Nature online		Palinet	PALINET	Admin	3880	\$ 3,690.00		3/31/2003	Paid through PALINET acct.
Nature monthlies (7) online		Palinet	PALINET	Admin	3880	\$ 6,696.00		4/30/2003	Paid through PALINET acct.
Online Jrnal of Knowledge Synthesis for Nursing		Sigma Theta Tau Intl.	2129054	ColDev	3880	\$ 350.00	Visa	12/31/2002	
OVID Databases Pkg 20		OVID	UMBF	Admin	3880	\$ 75,000.00	NA	12/31/2002	Paid thru UMB Foundation Funds
OVID User License (Online)	10	OVID	2390123	Admin	3884	\$ 15,000.00	840023	12/31/2002	
PsycINFO	Unlimited	OVID	2390123	Admin	3880	\$ 13,000.00	839554	6/30/2002	
PsycINFO Loader		OVID	2390123	Admin	3880	\$ 7,000.00	839554	6/30/2002	
PsycINFO	Unlimited	OVID	2390123	Admin	3880	\$ 6,500.00	840314	12/31/2002	
PsycINFO Loader		OVID	2390123	Admin	3880	\$ 2,963.00	840314	12/31/2002	
Science Direct	Unlimited	Elsevier							\$33,564 Pd by Malinda
Sociological Abstracts	5	OVID	2390123	Admin	3880	\$ 8,810.00	839423	6/30/2002	

Sociological Abstracts	5	OVID	2390123	Admin	3880	\$ 4,625.00	840314	12/31/2002	
SwetsNet E-jrnls for 2001		SwetsBlackwell	2129054	ColDev	4920	\$ 865.00	839199	12/31/2001	Annual Fee + 246 titles;Pd from print jrnل prepymt
SwetsNet E-jrnls for 2001		SwetsBlackwell	2129054	ColDev	4920	\$ 140.00	839199	12/31/2001	56 add'l titles;Pd from print jrnل prepymt
					TOTAL	\$ 313,474.00			

APPOINTMENTS							
	DATE	NAME	TITLE	DATE			
FACULTY/EXEMPT	Sep-99	Janet Andrews	Librarian II	Nov-00	Wilma Bass	Librarian II	Jul-01
	Sep-99	Robin Klein	Librarian II	Nov-00	Everly Brown	Librarian II	Mar-02
	Sep-99	Bethaney Yack	Librarian I	Jan-01			
	Oct-99	Rose Campbel	Librarian I	Jan-01			
	Nov-99	Kay Kazinski	Manager	Aug-00			
	Mar-00						
	Apr-00						
NON-EXEMPT (N/E)	Sep-99	LaFaithea Stew	Library Asst.	Oct-00	Ernie Riley	Library Asst.	Aug-01
	Sep-99	Rodney White	Library Asst.	Jan-01	Sandra Galvez	IT Supp. Spec.	Aug-01
	Nov-99	Irene Liotis	Library Tech. III	Feb-01	Shawnte Hudgins	Library Asst.	Sep-01
	Nov-99	Nicole Forel	Library Asst.	Apr-01	Valarie Solomon	Acctg. Clerk II	Oct-01
	Jan-00	Chan Sesum	Acctg. Assoc.	Apr-01			
	Mar-00	David Ji	IT Support Spec.	Jun-01			
	Mar-00						
	Apr-00						
	Apr-00						
	Apr-00						
	May-00						
	May-00						
	May-00						
CONTRACTUAL	Sep-99	Raymond Hall	IT Comp. Oper.	1-Mar	Ellen O'Neill-Wolf	IT Comp.Op.Asst.	Aug-01
	Apr-00		Assistant				

SEPARATIONS						
FACULTY/EXEMPT	Jul-99	Virgie Paul	Librarian	Oct-00	Ina Alterman	Librarian I
	Aug-99	Penny Welbou	Librarian	Nov-00		
	Sep-99	Donna McCurk	Librarian	1-Apr		
	Sep-99					
	Nov-99					
	Mar-00					
	May-00					
	Jun-00					
NON-EXEMPT (N/E)	Sep-99	Chris Raab	IT Support Spec.	Jul-00	Raquel Arbaiza	Library Tech. I
	Sep-99	Rochen Wang	Library Asst.	Aug-00	Seung Ji	IT Support Spec.
	Sep-99	Kerry Silanskis	Library Tech. I	Sep-00	Laurie Anderson	Library Tech. II
	Sep-99	Taceyia Lawson	Library Asst.	Oct-00	Brian Olkowski	Library Tech. I
	Dec-99	Kristina Davis	Library Asst.	Nov-00	Shawnte Hudgins	Library Asst.
	Jan-00	Teresa Frazier	Acctg. Clerk II	Dec-00		
	Feb-00	Christine Morris	Library Tech. I	1-Feb		
	Feb-00	Katalin Ori	Library Tech. III	1-May		
	Feb-00	Jason Rebrassi	Library Tech. I	1-Jun		
	Mar-00	Rodney White	Library Asst.	1-Jun		
	May-00					
CONTRACTUAL	Aug-99	Barbara Miller-L	IT Comp.Op.Asst.	1-Feb		
		Valerie Agwale	IT Comp.Op.Asst.	1-Mar		

PROMOTIONS/STATUS OR TITLE CHANGES/ RECLASSIFICATIONS							
FACULTY/EXEMPT	Aug-99	Kay Kazinski	Manager	1-Aug	Lolita Heimbach	Coordinator	2-Jan
	Oct-99				J. Dale Prince	Librarian II (RML)	2-Jan
	Nov-99						
NON-EXEMPT							
	Nov-99	Shawn Brown	Library Tech. I	Oct-00	Forel, Mason,Arbaiza,Stewart,Nance,		1-Jul
	Jan-00	Christian Miller	Library Tech. II	1-Jan	Olkowski,Anderson,Sulin, Ji, Braden,		
	Feb-00	Nick Sabinske	IT Support Spec.	1-Feb	Sabinske, Gerhart and Barkow		
	Feb-00	Brian Olkowski	Library Tech. I	1-Apr	All releveled on July 1		
	Feb-00	LaFaithia Stew	Library Asst.	1-May	Rachel Mocny	Library Tech. I	1-Jul
	Mar-00				George Lassiter	Postl.Serv.Super.I	1-Aug
	Mar-00				Colette Becker	IT Support Asst.	1-Sep
	Mar-00				C. Steven Douglas	Library Tech. I	1-Sep
					Raymond Hall	IT Support Asst.	2-May

Annual Report
Access Services
FY02

Part I

A. Introduction

Access Services facilitates access to information resources to our constituents regardless of physical location or format. Circulation, Course Reserve, Collection Control, and Interlibrary Loan, the division's service units, work to deliver optimum access to timely information, materials, and services to our clientele.

B. Narrative

Use of traditional services, including circulation, and traditional resources such as the print collection continued to decline this year as digital resources were increasingly accessed. Electronic reserve staff was more often able to link to articles in our electronic journals collection this year, significantly reducing reserve processing time. Interlibrary loan processes increasingly used electronic capabilities to deliver to the desktop as well as to manage internal workflow. The decision to implement ILLiad as the new ILL management system was made to improve internal interlibrary loan operations and enhance user satisfaction. In Interlibrary Loan, the challenge of the past year has been to maintain a high level of service daily while working toward better systems for internal management of document delivery operations. In Circulation, the challenge of the past year has been to transition from one Circulation Librarian to another while maintaining high levels of service and user satisfaction.

Ex Libris, Aleph implementation has been an intensive effort for many of the HS/HSL librarians during the past year, and continues to pose many testing and implementation challenges. Balancing this effort while maintaining the status quo has been arduous.

Our new Circulation Librarian, Everly Brown, joined Access Services in March. She quickly immersed herself in the Aleph implementation and has become a valued member of the division. A supervisory position in Circulation was upgraded to become the Circulation Coordinator position that oversees daily Circulation services. This change has been a positive one as it has afforded a promotion to a long-time staff member, Loie Heimbach, and has enabled our Circulation Librarian to focus more on professional level challenges and less on day-to-day issues.

Part II

A. Highlights

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

- Raised the ILL Docline lending fill rate above 75%, the network standard.
- Beverly Gresehover chaired the fees and services task force.
- Implemented a new fees and services structure.
- Conducted a pilot study to offer book retrieval service.

Goal 2: Pursue outreach activities.

- Provided interlibrary loan services as the regional medical library.
- Collaborated with USMAI partners in the testing and implementation of Aleph.

Goal 3: Provide a collection of information resources.

- Implemented permanent call number labels for books stacks end-panels.
- Chaired the JUS revamping task force through December 2001.

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

- Co-chaired the 3circ functional group for Aleph implementation.
- Worked with Resources Management to convert circulation data to Aleph.
- Chaired the ILLiad task force.
- Assessed ILLiad for interlibrary loan management and purchased the software.

Goal 5: Maintain a management approach that is responsive to change.

- Hired the Circulation Librarian.
- Employed a student from the Baltimore Youth Works Program in Summer 2001.
- Upgraded a circulation position to create the Circulation Coordinator position and filled the position.

Goal 6: Contribute to the knowledge base in health information science.

- Beverly served as co-chair of the MAC Local Arrangements committee for the 2001 MAC/MLA meeting.
- Dale served as co-chair of the Hospitality subcommittee for the 2001 MAC/MLA meeting.
- Beverly served on the MAILL Executive Board.
- Beverly served on the MAC/MLA Honors and Awards committee.
- Dale Prince served on the MAC/MLA Membership committee.
- Dale Prince presented a poster session on copyright permissions at the 2001 MAC/MLA meeting.

Goal 7: Create awareness of HS/HSL, its resources and services through marketing and fundraising initiatives.

- Expanded the ILL/Photocopy Services section on the HS/HSL website.
- Provided oversight in implementing a new fees and services structure for the Library.

B. Service Unit Summaries

CIRCULATION

Circulation staff provided a consistent level of quality service throughout the year, successfully weathering vacancies in several positions. With the resignation of Circulation Librarian, Dale Prince in December 2001, a search for his replacement culminated in the hiring of Everly Brown who joined the Library in March 2002. Everly was quickly immersed in the all-encompassing work of participating in the Aleph implementation and conversion of HSL circulation data. Beverly coordinated the Aleph subcommittee that tested the course reserve module in Aleph. Everly worked closely with Juliette Mitchell from Morgan State University to test the Aleph course reserve module and develop a training manual to lead training of USMAI reserve staff who will implement the Aleph course reserve module. Training will be held in December 2002.

Loie Heimbach was selected to fill the Circulation Coordinator position created this year. As former Reserve/Circulation supervisor, she transitioned easily to her new duties,

freeing the Circulation Librarian from daily oversight of the Circulation Desk and enabling her to focus on professional activities.

Priscilla Anderson participated in the year-long Winning at Supervision seminar. Evening/weekend staff members LaFaithea Stewart, Nicole Forel, Rochelle Mason, and Shawnte Hudgins, under Priscilla's direction, maintained full service in the evening despite vacancies throughout the year. In addition, they assisted with shelving and reserve processing. Priscilla and LaFaithea Stewart provided excellent photocopy service to patrons throughout the year filling over 2,500 requests.

Evening/weekend staff, under the direction of Irene Liotis, also maintained consistent service on the weekends despite staff shortages and also contributed to shelving productivity.

All Circulation staff were involved in training to use the new fees and services website, and the roll out of new fees in July 2002 was very successful. Several people immediately became "individual members" of the HS/HSL for a nominal fee and now enjoy the resources and many of the services of the Library.

Several staff members assisted with tasks related to the Aleph conversion including cleaning up data in circulation records and searching for lost/missing books.

COURSE RESERVE

Course reserve staff Michele Nance and Rachel Mocny, under the direction of Loie Heimbach, did an admirable job of making reserve materials available quickly. The ability to link to articles in the electronic journal collection greatly expedited reserve processing. An upgrade of the Docutek software and enhancement of the copyright permissions letter by CATS also improved service.

Over the year, Charlene Matthews saved over \$2000 in copyright permissions fees by negotiating with publishers resulting in a 25% decrease in fees paid!

COLLECTION CONTROL

Collection Control maintained the stacks in good order consistently throughout the year under the direction of Irene Liotis. The addition of Ernie Riley as a member of the collection control team resulted in increased shelving productivity. In addition to daily shifts at the Circulation Desk, shelveers maintained the stacks, began shelf-reading the book collection, and accomplished many journal title shifts to accommodate newly bound volumes.

Irene worked with Meg DelBaglivo in Resources Management to roll out the new JUS database to be used to provide more accurate tallying of journal use.

Long-time Collection Control staffers, Michele Jackson and Shawn Brown coordinated three pot-luck, Access Services lunches that were enjoyed by all who participated.

INTERLIBRARY LOAN

Under the able leadership of the ILL Coordinator, Vickie Gray, ILL staff members Angie Cochrane, Rosie Burkett, and Brian Olkowski continued to process high numbers of requests despite a return to several labor intensive methods of completing routine tasks including invoicing, statistics-keeping, and copyright compliance due to the inadequacies of the current ILL management software. Many circulation staff, including Michele Turner and Paige Patterson, assisted with ILL processing this year to meet the daily demand for service.

A library-wide task force including staff from Administration, CATS, and ILL evaluated the ILLiad software as a possible replacement for current ILL management software in use. Detailed analysis was completed including conference calls to the software developer, Atlas Systems, Inc to ensure that ILLiad will meet the Library's needs. ILLiad software was purchased in May. Training and software installation were scheduled for July 2002.

In September 2001, ILL staff caught up with the invoicing backlog caused by having to revert to manual data entry to create ILL invoices and transitioned to monthly rather than quarterly invoicing. Valarie Solomon, Account Clerk, was given the task of data entry for ILL invoicing and met the challenge with grace and diligence.

Vickie continues to monitor tasks that contribute to an improved Docline fill-rate. Fill-rate analysis continues with assistance from IIS's Chris Miller, and, we are pleased to report that the fill rate continues to rise.

Part III

A. Statistics

Chart One: Circulation Statistics Summary

	FY00	FY01	FY02	Difference	% Difference
PATRON COUNT	429,580	431,497	422,926	-8,571	-2%
CIRCULATION					
Book Check-outs (DRA total)	26,063	28,216	21,617	-6,599	-23%
Book Renewals (DRA total)	14,802	14,024	754	-13,270	-95%
Total	40,865	42,240	22,371	-19,869	-47%
Reserve Check-outs (DRA total)	5,947	8,175	11,597	3,422	42%
E-Reserve PDF downloads	28,816	89,881	19,513	-70,368	-78%
Total	34,763	98,056	31,110	-66,946	-68%
Circulation Grand Total	75,628	140,296	53,481	-86,815	-62%
SHELVING					
Books	46,765	40,447	41,501	1,054	3%
Unbound Journals	56,372	40,532	38,021	-2,511	-6%
Bound Journals	126,520	123,343	120,701	-2,642	-2%
Total	229,657	204,322	200,223	-4,099	-2%
CIRCULATION QUESTIONS					
Directions	n/a	6,263	6,004	-259	-4%
Info/Instr/Research	n/a	17,384	16,285	-1,099	-6%
Total	n/a	23,647	22,289	-1,358	-6%
Info/Instr/Research (x 1.5)	n/a	26,076	24,428	-1,648	-6%
MONEY					
Fines Collected	\$19,648.99	\$21,318.05	\$18,530.78	-\$2,787.27	-13%
Coin Copiers	\$5,738.55	\$6,052.20	\$5,370.75	-\$681.45	-11%
Fines Cancelled	\$3,781.15	\$16,785.42	\$6,156.30	\$10,629.12	63%

Chart Two: Interlibrary Loan Statistics Summary

	FY00	FY01	FY02	Difference	% Difference
ILL BORROWING (all requests from our campus users to borrow from other libraries)					
Requests Received	6,299	6,878	7,273	395	6%
Requests Filled	5,607	5,905	6,212	307	5%
Overall Fill Rate	89%	86%	84%	-2%	-2%
Fill rate including items HS/HSL owns	95%	94%	95%	1%	1%
Fill rate minus requests too costly for borrower	n/a	96%	97%	1%	1%
ILL LENDING (all requests from OCLC, Docline, Loansome Doc, and others to loan items from HS/HSL)					
Requests Received	24,151	23,509	24,276	767	3%
Requests Filled	14,592	16,226	16,939	713	4%
Overall Fill Rate	60%	70%	70%	70%	0%
Docline Requests Only					
Docline Requests Received	11,572	11,104	12,059	955	9%
Docline Requests Filled	7,691	7,781	9,200	1,419	18%
Docline Fill Rates					
Overall Fill Rate	66%	67%	76%	9%	14%
Fill rate minus requests too costly for borrower*	73%	77%	80%	3%	4%
			(586*)		
Loansome Doc Requests Only					
Loansome Doc Requests Received	3,208	3,178	3,478	300	9%
Loansome Doc Requests Filled	2,127	2,226	2,399	173	8%
Loansome Doc Fill Rates					
Filled by HS/HSL	66%	70%	69%	-1%	-1%
Fill rate counting items referred*	85%	92%	93%	1%	1%
	(613*)	(683*)	(824*)		

B. Statistical summaries

Chart One: Circulation Statistics Summary

Patron count decreased 2% over the previous fiscal year consistent with the trend to access library resources electronically from offsite locations. Circulation of books continues to decline for the same reason. Total book circulation saw a significant decline. Total book circulation was counted correctly by DRA, but book check-outs versus book renewals were inaccurately counted due to an inadvertent change in DRA circulation workstation permissions that was discovered and corrected in July 2002.

As library users increasingly access reserve materials electronically, electronic reserve PDF downloads rise and reserve check-outs decline. However, the significant decline in overall reserve numbers in FY02 was due to a vast inflation of PDF download numbers the previous year as some Adobe Acrobat clients inaccurately counted each page of a document accessed as a separate hit. FY2002 PDF downloads counted by the Docutek e-reserve system are a much more accurate reflection of actual electronic reserve use than FY01 numbers.

Shelving continues to decline slightly, and at the same rate as patrons entering the Library. Circulation questions declined also, but these numbers are tallied manually so it is very likely that they are underreported when staff are busy and forget to tally each question answered.

Fines collected decreased somewhat perhaps due to the frequent vacancy experienced in the Account Clerk position. When there is no clerk, money collection work to receive payments from delinquent patrons is suspended. Fines cancelled rose significantly this year as efforts were made to remove old debts from the circulation database in preparation for Aleph migration.

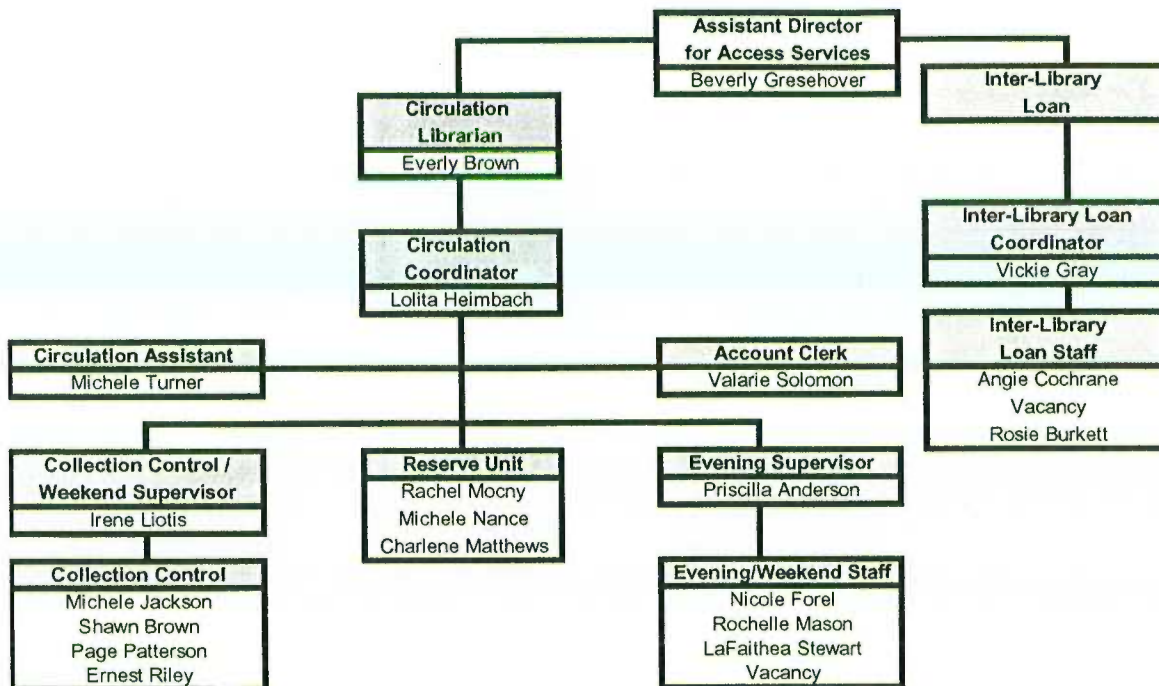
Chart Two: Interlibrary Loan Statistics Summary

Total borrowing and lending requests received this year was 31,349. This was an increase of 1,162 requests as compared to FY01; a 4% rise.

This year, it is meaningful to look at the total of borrowing and lending requests together. Total borrowing requests and total lending requests, individually, are counted somewhat differently this year than last to be consistent with AAHSLD statistics. Loansome Doc lending requests that cannot be filled in-house become borrowing requests as they are routed on to outside libraries to be filled. This year, these 824 requests were subtracted from lending received and lending filled and added to borrowing received and borrowing filled to be consistent with AAHSLD statistics.

Other statistics reported do accurately show that borrowing fill rates continue to be high, and Decline fill rates continue to improve at a consistent rate. Both Decline and Loansome Doc requests received continue to rise consistent with 1) our role as the regional medical library, and 2) the decline in collection budgets resulting in collections cuts and more need for resource sharing.

Part IV – Divisional Organization
A. Organization Chart FY 2002



B. Staff change list

1. Arrivals

Everly Brown
Shawnte Hudgins
Rachel Mocny (to Reserve Technician position)
Ernie Riley
Scott Sheldon
Valarie Solomon
Katie Brown

Departures

Shawnte Hudgins
Rachel Mocny (from Account Clerk position)
Brian Olkowski
April Phillips
Dale Prince
Scott Sheldon
Katie Brown

2. Promotions

Beverly Gresehover Librarian II to Librarian III
Lolita Heimbach Reserve/Circulation Supervisor to Circulation Coordinator

C. Faculty

Everly Brown

1. Professional participation and service

a. external

memberships

Alabama Library Association

Alabama Health Libraries Association

American Library Association

Maryland Association of Health Sciences Libraries

Medical Library Association

Mid Atlantic Chapter, Medical Library Association

Southern Chapter, Medical Library Association

offices held

Chair, Archives Committee, MLA NAHRS section

Member-at-Large, Alabama Health Libraries Association

committees

MLA NAHRS Archives Committee

MLA, Southern Chapter Honors and Awards Committee

b. internal

memberships

USM:

3Circ Working Group

UMB:

Student Affairs Council

HS/HSL:

Fees and Services Task Force

Internal Ex Libris Working Group

Library Advisory Committee

Web Advisory Board

PDA Committee

2. Academic activity

3. Professional development

National AHEC Organization Sept. 23-26, 2001

MLA Triple Chapter Meeting Oct. 24-28, 2001

American Library Association Annual Meeting June 14-18, 2002

Beverly Gresehover

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offices held

Co-Chair, Local Arrangements Committee, MAC/MLA

Annual Meeting,

MAILL, Past-Chair

committees

MAILL Executive Board

MAC/MLA Honors and Awards Committee

honors and awards
MLA Research Award for "Copyright Permission
Odyssey; Direct Requests vs. the CCC," poster at 2002
MLA Annual Meeting

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USM Interlibrary Loan Group

HS/HSL:

Fees and Services Task Force, Chair

ILLiad Task Force, Chair

Internal Ex Libris Working Group

Library Advisory Committee

Web Advisory Board

Digital Resources Committee

PDA Committee

Newsletter Committee

Digital resources collection development policy revision
committee

Travel Policy Development Committee

2. Academic activity

3. Professional development

MAILL Annual Meeting July 2001

USMILL Meeting – Introduction to Aleph ILL July 2001

MAILL Quarterly Meeting – October 2001

MAC/MLA Annual Meeting October 16-20, 2001

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Windows 2000 Training – December 2000

PDA Teleconference February 2002

NNLM/SEA, Regional Advisory Council Meeting February 2002

Introduction to ILLiad Palinet Workshop April 2002

OVID Medline Class May 2002

MAHSL Dinner Meeting June 2002

D. Non faculty

1. Committees

Anderson, Priscilla – Staff Senate Committee

Jackson, Michele – Staff Recognition Committee

Liotis, Irene – USC group

Nance, Michele – USC group

Riley, Ernie – United Way

2. Continuing education/training

Anderson, Priscilla Winning at supervision – 2001-2002

Fire Marshall training – 3/21/02

Aleph training – 11/29, 12/7, 17/01

Retirement planning – 5/9/02

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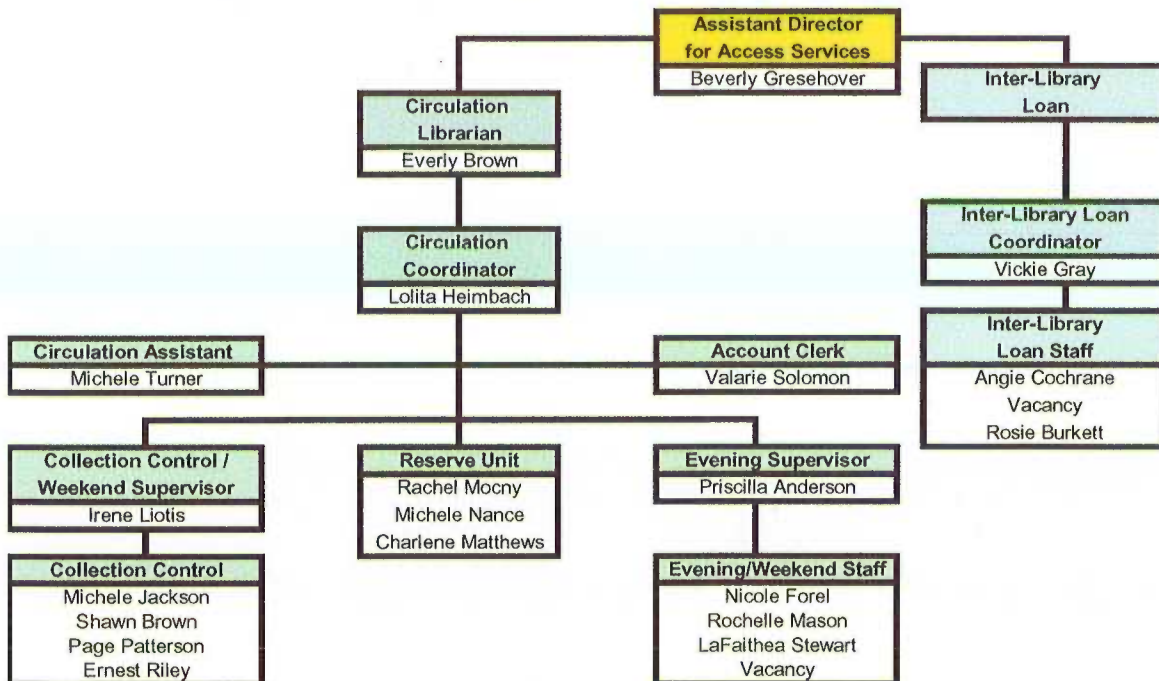
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Fire Marshall training – 3/21/02

Aleph training – 11/29, 12/7, 17/01

Retirement planning – 5/9/02

Brown, Shawn	Fees & services – 6/27/02 Excel class – 10/17/01 Excel class – 12/4/01 CATS windows – 12/6/01 IITS class (website) – 2/12/02 Black History month – 2/12/02 Fees & services – 6/27/02
Burkett, Rosie	CATS Windows training 12/01
Cochrane, Angie	CATS Windows training 12/01
Forel, Nicole	Fire Marshall training
Gray, Vickie	MAILL Annual Meeting 7/01
	USMILL Meeting 11/01
	CATS Windows training 11/01
Heimbach, Lolita	Introduction to ILLiad Palinet Workshop 4/02
	CATS windows – 11/6/01
	CCC online training – 11/15/01
	Labor relations meeting – 12/10/01
	Aleph training – 11/29, 12/7, 17/01
	Excel class – 2/13/02
	HS/HSL service desk - 3/27/02
	Searching the web – 4/9/02
	OVID/Medline – 5/2/02
	Retirement seminar – 5/9/02
	Blackboard – 6/19/02
Jackson, Michele	Fees & services – 6/20/02
	CATS windows – 12/6/01
	MLK Commemorative Program – 1/22/02
	HS/HSL website – 2/12/02
	Black History month – 2/12/02
	Interview skills – 2/26/02
	Women's series – 3/6, 13, 27/02
	Retirement planning – 5/9/02
	Fees & services – 6/20/02
Liotis, Irene	UMNET class – 7/31/01
	Word 2000 intro – 10/11/01
	Excel intro – 10/30/01
	Aleph training – 11/29, 12/7, 17/02
	CATS windows – 12/6/01
	Excel intermediate – 2/13/02
	Fire Marshall Training- 3/19/02
	Medline class – 5/2/02
	Fees & services – 6/27/02
Mason, Rochelle	Interview skills – 2/26/02
	Fire Marshall training – 3/21/02
	Fees & services –
Matthews, Charlene	CCC online training – 11/15/01
	Women's series – 3/6, 13, 27/02
	Excel intermediate – 2/13/02
	HS/HSL website – 2/12/02
	Fees & services – 6/27/02
Mocny, Rachel	CATS windows – 11/6/01
	CCC online training – 11/15/01
	Emergency Meeting – 12/5/01
	PDA class – 12/5/01
	Excel intermediate – 2/13/02

	Access intro class – 3/20/02
	Power Point class- 4/3/02
	Access intermediate class – 4/4/02
	Searching the web – 4/9/02
	Blackboard – 6/29/02
	Fees & services – 6/20/02
Nance, Michele	Aleph training – 8/2/01
	Aleph training – 8/3/01
	CATS windows – 11/6/01
	CCC online training – 11/15/01
	Access intro class – 3/20/02
	Access intermediate – 4/4/02
	Searching the web – 4/9/02
	Access Advanced – 4/30/02
	Ovid/Medline – 5/2/02
	Blackboard – 6/19/02
	Fees & services – 6/20/02
Riley, Ernie	Word 2000 Intro – 10/11/01
	Excel class – 10/3/02
	Powerpoint class – 10/18/01
	Flea Market – 11/8/01
	CATS windows – 12/6/01
	HS/HSL website – 2/12/02
	Fees & services – 6/20/02
Solomon, Valarie	CATS windows – 11/6/01
	HS/HSL website – 2/12/02
	Excel intermediate – 2/13/02
	Fire Marshall training – 2/27/02
	Fees & services – 6/27/02
Stewart, Lafaithea	Intro to windows – 11/6/01
	Fire Marshall training – 2/21/02
	Fees & services – 6/27/02
Turner, Michele	Excel – 12/4/01
	CATS windows – 12/6/01
	Fees & services – 6/27/01

**Computing and Technology Services
Annual Report
2001-2002**

Part I

Introduction

The mission of Computing and Technology Services is to research, acquire, support, and advance the technologies enabling staff and user access to the Health Sciences and Human Services Library's information resources and services.

As technology trends have had an impact on libraries in general, these trends have also been seen in the Health Sciences and Human Services Library. CATS responds to technology challenges as needed and appropriate.

Part II

A. Highlights

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

- Provided UMnet orientations for all schools
- Developed online class registration program.
- Created proxy.pac file to move traffic off CCITI proxy
- Developed the PDA web site with WAB.

Goal 2 Pursue outreach activities

- Participated in the "Health Information Outreach to Faith Communities Through a Parish Nurse" subcontract.
- Reconfigured labs and provided technical support for Ex Libris testing.
- Installed specialty resources for training in labs
- Supported "Sync or Swim" and "Community of Science" teleconferences

Goal 3 Provide a collection of information resources

- Completed the e-journal licensing database for Robin Klein.
- Developed and completed numerous network installations of the Ex Libris client software.

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

- Developed secure web server for class registration.
- Joined campus email connector in March.
- Enhanced Security Measures:
 - Completed implementation of new backup strategy for production servers.
 - Evaluated and updated disaster recovery system for LAN servers.
 - Established remote access for CATS staff on network servers.
 - Implemented staff computer use policy.
 - Installed Service Patch 2
 - Updated Antigen.
- Provided tech support for ILLiad.
 - Assisted with the evaluation of and selection of the system.
 - Configured the ILLiad server (Bombay) for arrival and installation of ILLiad.
- Website support
 - Provided tech support for redesign
 - Developed backend systems (forms, statistics, databases)
- Participated in HS/HSL PDA/New Technology Committee.
- Investigated and implemented a PDA accessible web site.
- Implemented Clarinet for wireless syncing.

- Fully implemented the proxy.pac.
- Surveyed HS/HSL staff about technology needs and enhancements
 - Windows 2K training needs - an Excel class was provided.
 - StaffSite modifications - Telnet access, a link to My Documents, the Policies Manual, and Tip of the Moment were added.
 - Offsite access to My Documents was added.
- Reconfigured Cheetah (remote access server, production server, Live Stats)
- Upgraded e-reserve.
- Classroom enhancements
 - Participated in the selection of the classroom projectors
 - Configured the classroom server (Ocicat).
 - Set up the classroom domain.
 - Upgraded hard drives, zip drives, processors, and memory in Classroom 1
- Tested and installed PDA software.
- Developed mechanism for "pushing" Aleph updates out to staff.
- Created network account form on StaffSite to facilitate new staff getting computers and accounts, and to more easily delete departing staff.

Goal 5 Maintain a management approach that is responsive to change.

- Filled all vacancies.
- Developed orientations and staff programs for evening and weekend CATS staff.
- Implemented monthly strategic direction meetings.
- Developed HS/HSL staff computer use policy.
- Participated in the Public Service Desks Open House.

Goal 6 Contribute to the knowledge base in health information science.

- Supported professional staff in development of presentations, poster sessions, bulletin boards and databases supporting professional meetings

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

- Completed a current mailing/donor tracking database for Administration.
- Designed bookplates for recognition of donors.

B. Service Unit Summaries

Commons Staff

The work of the Commons Staff has remained unchanged for many years. Their main service areas include: support for users in the Commons Area, support for the graphics lab, and point-of-contact support for UMnet. Next year will see a major shift and change as support for UMnet moves to the CITS/ASC. The Commons Staff have begun discussions on the new service opportunities this presents, including support for PDAs, instant messaging services to remote floors, and laptops.

IT Support Staff

This group who resides in Room 140 are the true multi-taskers of the HS/HSL. In addition to support for staff computing, Commons access, and the web, most of the staff here are involved in special projects within the divisions such as ILLiad, and the development of special applications and resources.

C. Projections

FY 2002-2003 looks especially intriguing for CATS. The biggest impact will be the removal of support for UMnet from CATS to CITS/ASC. This should free staff to pursue projects that have been deferred due to lack of time. Additionally, technology changes, budget constraints, and campus initiatives will drive CATS to be particularly creative during the next year. The biggest challenges include:

1. Campus Exchange mandates. Retaining our own domain may be the greatest challenge as CITS tries to move everyone into one forest.
2. Wireless communications. This needs to be implemented as a supplemental technology in the HS/HSL.
3. Impact of handheld technology. CATS will participate in the PDA Fair in Fall 2002 and will monitor the acceptance of handhelds at UMB.
4. Gearing up for LIMS3. New computers and monitors will need to be ordered and installed.
5. Commons upgrade. A new interface will be designed and new computers with sound cards will be installed.
6. Aging technology. Printers, scanners, and computers will need to be replaced as needed.
7. Budget impact.

Part III

A. **Statistics** – See Attached Table that includes HELP Desk, StaffHelp, and Commons statistics

B. **Statistical summaries**

HelpDesk – In 2001-2002 the HELPDdesk numbers increased, in most categories. However, looking at the 2000-2002 numbers, with the exception of inquiries in the UMMS Remote categories (affiliates of the hospital) and email inquiries, all numbers showed a decrease. Next year, we will only be recording statistics for July, August, September, and part of October due to the opening of the CITS Assistance and Service Center (ASC).

StaffHelp – The StaffHelp model was put into place last fiscal year. After over a year of use, it has proved to be a success, providing documented, efficient access to CATS computing support for the staff. The numbers are up 39% since 2000 (when counts were manual) but it is difficult to extrapolate anything significant from individual department numbers as the size of departments varies so widely. Larger departments ask more questions.

Commons – Looking at the total Commons questions, the number has remained fairly consistent over the last year. In comparing the last two years, overall numbers have decreased. The most notable decrease has been in information and research-based questions. This may be because questions are being more adequately referred to Reference. We should see a significant decrease next year as UMnet support will move away. We will be monitoring the impact of instant messaging support for the remote floors.

Part IV – Divisional Organization

A. **Org chart for the previous fiscal year - attached**

B. **Staff change list**

1. Comings/goings
 - a. Sandy Galvez was hired as an IT Support Specialist
 - b. Raymond Hall was hired as a IT Support Assistant. He initially worked for CATS as a contractual employee in the Commons.
 - c. Chris Hanson was hired as an if and when in the Commons.
 - d. Nick Sabinske moved to half-time and telecommuted.
2. Promotions – None
3. Changes to the divisional structure - We were thrilled to be able to continue to work with Nick Sabinske through telecommuting. Ray's

position was changed from an IT Support Specialist to an IT Support Assistant to enable us to fill the position.

C. Faculty - None

D. Non faculty

Sean Braden

Committees:

Internal LIMS

Staff Senate

Sherry Cassa

Committees – None

Training:

Medline

PowerPoint Advanced

Joe Cleaver

Committees: None

Training:

Medline

Ebsco Host

MDConsult

Blackboard

Intermediate Excel

Kerry Cleaver

Committees: None

Training:

Power Point Introduction

PowerPoint Advanced

Access Introduction

Access Intermediate

Excel Introduction

Excel Intermediate

Medline

Sandy Galvez

Committees:

HS/HSL User Service Committee

UMB Network Forum

Training:

Windows 2000 Infrastructure

Brad Gerhart

Committees:

HS/HSL Web Advisory Board

Parish Nursing

Show Me the Money

PDA Fair Committee

New Tech Committee

Clarinet Sub-Committee

CCITI Liaison Committee

ILLiad

Raymond Hall

Committees:

Staff Recognition Committee from September 2001-present

Training:

Photoshop Intermediate
Website Development Using Dreamweaver
The Conference for Adobe Photoshop Users

Chris Hansen

Committees – None

Training:

Medline

Kay Kazinski

Committees:

All department liaison meetings

Medical Informatics

New Tech

PDA Fair

Web Advisory Board

ILLiad Team

Blackboard Steering Committee

Training:

Optimizing Windows 2000 (2 day seminar)

Saad Patel

Committees – None

Training – None

Lisa Rogers

Committees:

New Tech

PDA Fair

Staff Recognition

Training RFP Committee

CATS Interview Committee

Training:

CWNA Exam Study (Certified Wireless Network Administrator)

Nick Sabinske

Committees – None

Training - None

Jane Sellman

Committees – None

Training:

Introduction to Access

Reference Manager

Medline

Kevin Sulin

Committees

Extending the Commons

User Services Committee

CCITI Liaison Committee

Erik Wescott

Committees – None

Training:

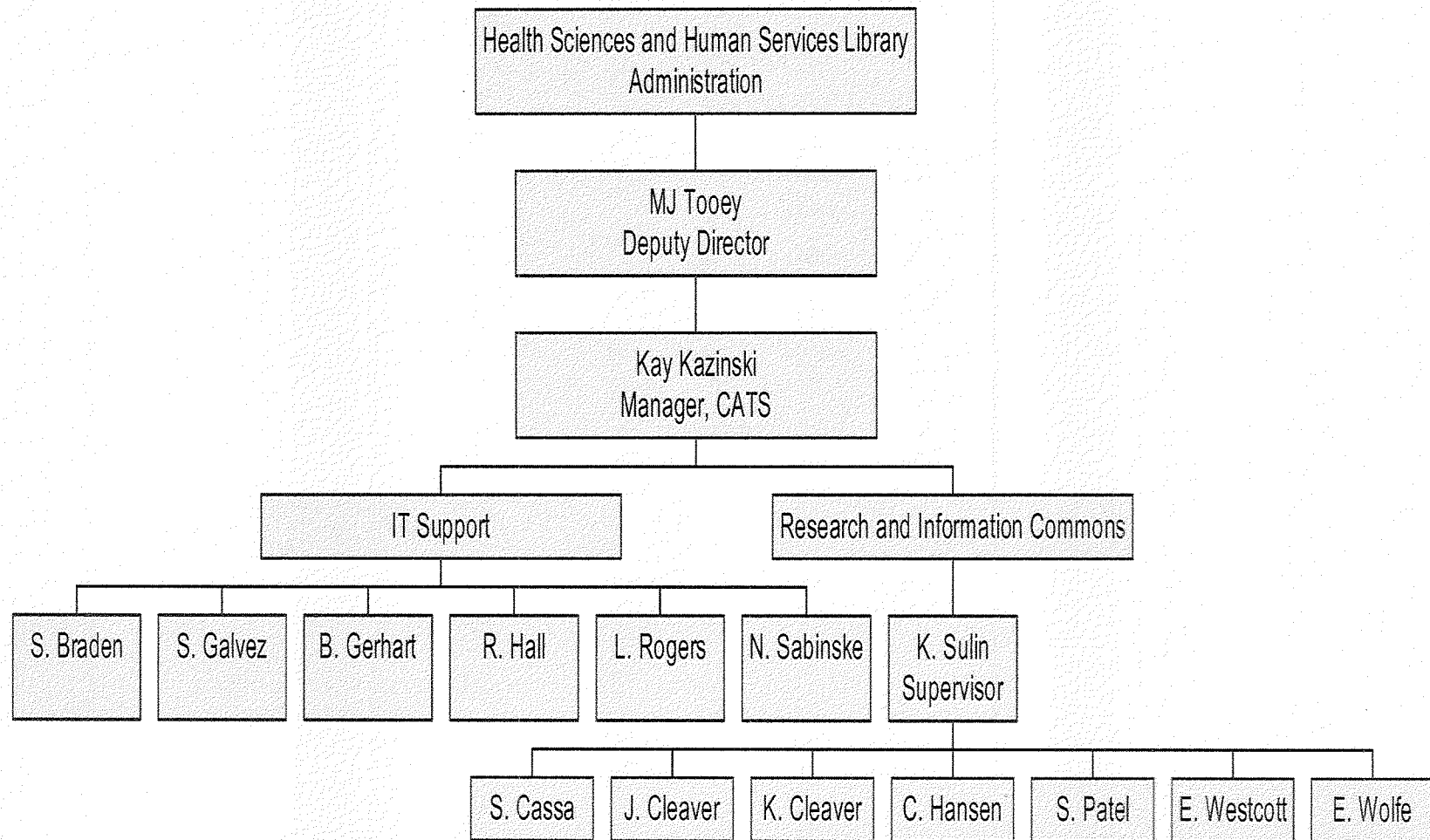
Excel Intermediate

Access Advanced

Medline

Ellen Wolfe – Information unavailable

CATS Organization Chart, 2001-2002



CATS Statistics
YTD

helpdesk																									
School	Jul-00	Jul-01	Aug-00	Aug-01	Sep-00	Sep-01	Oct-00	Oct-01	Nov-00	Nov-01	Dec-00	Dec-01	Jan-01	Jan-02	Feb-01	Feb-02	Mar-01	Mar-02	Apr-01	Apr-02	May-01	May-02	Jun-01	Jun-02	total 01
Administration	2	1	4	4	3	3	9	3	6	1	0	3	5	2	1	1	2	3	3	1	5	6	2	2	42
Dental, School	3	2	10	9	9	4	6	3	3	0	1	0	5	1	1	1	1	3	1	5	2	1	1	1	41
Graduate, School	3	7	5	6	7	3	2	5	1	4	3	3	4	4	6	2	2	5	0	7	2	2	1	1	36
Law, School	12	6	24	34	10	15	4	14	2	5	2	4	6	7	0	9	1	5	20	6	1	1	2	84	
Medicine, School	48	44	76	79	49	59	47	55	32	34	23	14	53	60	14	38	16	25	23	58	25	35	25	19	431
Nursing, School	15	9	26	69	47	77	26	25	16	17	4	4	22	48	16	20	7	18	7	29	3	16	19	20	208
Other	22	8	15	15	7	31	8	3	7	9	3	12	10	6	0	6	10	3	1	7	12	2	1	2	96
Pharmacy, School	5	12	20	18	15	14	5	12	7	8	1	3	7	17	5	15	5	9	8	17	6	11	3	2	87
Preceptor										n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1			3		3
Social Work, School	9	5	7	18	37	32	11	13	7	8	11	1	10	14	7	11	4	7	7	14	3	8		6	113
UMMS Remote	3	0	2	0	3	5		12	4	0	10	0	13	9	0	0	2	9	0	14	5	1	7		50
UMMS, Hospital	10	8	21	10	11	2	11	6	1	8	6	4	2	1	1	10	1	2	6	2	2	7		3	72
UPI	0	0	0	0	1	3	3	4	0	0	1	1	0	0	0	0	0	1	0	1					5
blank														18	0	0	0	4	0	20					42
Total	132	102	210	262	199	248	133	155	86	94	65	48	137	187	51	113	51	94	76	182	64	91	64	56	1268
Email	130	155	125	199	263	216	137	192	125	179	92	109	206	294	277	314	101	111	56	153	78	121	146	127	1734

staffhelp																									
Department	Jul-00	Jul-01	Aug-00	Aug-01	Sep-00	Sep-01	Oct-00	Oct-01	Nov-00	Nov-01	Dec-00	Dec-01	Jan-01	Jan-02	Feb-01	Feb-02	Feb-02	Mar-02	Apr-01	Apr-02	May-01	May-02	Jun-01	Jun-02	
Access Services	0	1	0	1	0	0	0	0	0	0	2	0	1	0	2	0	0	0	1	0	5	0	0	0	2
Admin	4	5	4	7	3	3	12	5	11	8		7	9	9	2	4	7	7	15	8	15	11	10	0	2
CAD	6	10	4	6	4	7	7	7	5	6	0	8	6	10	8	12	17	7	10	19	10	6	2	4	
Catalog	5	19	4	9	8	5	10	10	73	4	11	0	26	3	12	4	37	4	6	12	4	5	14	2	
CATS	1	1	5	1	0	4	1	3	0	4	1	2	0	0	0	0	0	1	3	0	2	1		0	
Circ	7	17	7	17	8	17	13	26	15	25	13	11	15	24	12	21	33	26	21	26	23	27	17	8	
ColDev	4	8	4	6	4	3	3	10	6	8	4	9	4	9	4	3	6	31	7	9	8	5	5	7	
Hist	0	0	1	1	1	0	1	1	0	0	1	0	5	3	1	2	3	0	2	1	2	2	1	0	
IIS	20	19	11	26	18	22	20	27	8	7	11	8	16	22	11	20	28	11	18	6	17	9	20	14	
ILL	5	12	7	16	2	12	6	12	7	8	10	10	11	2	12	3	37	8	16	9	16	5	13	9	
Library Systems	0	2	0	3	0	3	0	0	0	0	5	0	1	0	5	0	2	0	3	0	3	3	0	1	
RefDesk	4	8	4	10	10	14	5	11	7	0	3	0	7	2	9	7	3	7	10	7	8	2	2	8	
ResMan	0	3	0	8	0	3	0	0	0	2	0	1	0	0	0	12	0	6	0	6	0	7	0	8	
RML	3	21	3	12	2	19	4	5	3	7	8	6	2	12	5	2	5	2	12	1	11	1	35	1	
Total	52	125	54	123	60	117	82	110	139	82	66	59	106	98	75	95	201	90	122	111	113	84	121	62	

commons	Jul-00	Jul-01	Aug-00	Aug-01	Sep-00	Sep-01	Oct-00	Oct-01	Nov-00	Nov-01	Dec-00	Dec-01	Jan-01	Jan-02	Feb-01	Feb-02	Mar-01	Mar-02	Apr-01	Apr-02	May-01	May-02	Jun-01	Jun-02	total 01	total 02
Directions	20	74	19	148	51	123	29	28	29	16	8	5	21	12	25	6	64	31	97	19	44	19	55	22	461	503
Directions - telephone	4	26	4	105	3	16	6	7	3	3	0	0	2	5	12	6	12	3	26	3	22	5	28	5	129	185
Totals	24	100	23	253	54	141	34	34	36	19	11	5	23	17	37	12	76	34	123	22	66	24	83	27	590	688
Information	279	313	431	969	334	482	323	235	261	283	131	150	315	280	164	338	147	227	246	259	210	231	295	183	3166	3940
Information - telephone	29	107	60	199	20	50	37	28	34	97	11	39	45	72	23	60	24	65	39	40	80	47	94	37	490	879
Instruction	220	156	378	243	300	177	245	152	258	273	113	160	300	449	202	504	62	318	154	391	110	288	126	236	2499	3347
Instruction - telephone	3	30	19	34	11	36	7	10	8	26	5	16	15	36	13	29	3	27	27	36	17	27	28	31	156	337
Research	22	24	53	40	51	22	24	16	35	50	16	14	63	26	42	50	26	35	70	34	41	36	38	23	481	372
Research - telephone	1	5	5	49	6	10	4	5	1	9	1	3	2	9	11	8	3	4	20	6	1	7	10	10	66	125
Totals	554	635	946	1534	722	796	641	446	597	748	277	382	740	872	485	989	295	676	550	766	459	636	591	520	6857	9000
Grand Total:	578	735	969	1787	776	937	675	480	633	767	288	387	763	889	522	995	371	710	673	788	525	660	674	547	7447	9682

commons	Encounters * 1.5	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	total 01	total 02
Directions	111	222	184.5	42	24	7.5	18	9	46.5	28.5	28.5	33	33	691.5	754.5
Directions - telephone	39	157.5	27	9	4.5	0	7.5	9	4.5	4.5	7.5	7.5	7.5	193.5	277.5
Totals	150	379.5	211.5	51	28.5	7.5	25.5	18	51	51	33	36	40.5	885	1032
Information	469.5	1453.5	333	352.5	439.5	225	420	507	340.5	388.5	346.5	274.5	274.5	4749	5910
Information - telephone	160.5	298.5	135	39	145.5	58.5	108	90	87.5	60	70.5	55.5	55.5	735	1318.5
Instruction	234	364.5	288.5	228	409.5	240	673.5	756	477	586.5	432	354	354	3748.5	5020.5
Instruction - telephone	45	51	52.5	19	39	24	54	43.5	40.5	54	40.5	46.5	46.5	234	505.5
Research	36	90	33	27	75	39	39	75	52.5	51	54	34.5	34.5	721.5	558
Research - telephone	7.5	73.5	18	7.5	13.5	4.5	13.5	12	6	9	10.5	15	15	97.5	187.5
Totals	952.5	2301	1194	669	1122	573	1308	1483.5	1014	1149	954	780	780	10285.5	13500
Grand Total:	1103	2680.5	1405.5	720	1150.5	580.5	1333.5	1492.5	1065	1182	999	820.5	820.5	11170.5	14523

**Health Sciences and Human Services Library
Information and Instructional Services
FY02**

Part 1

A. Introduction:

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.

B. Trends, Changes and Challenges:

An overall challenge within IIS is to define our role as information specialists in an environment in which information-seeking practices are changing. IIS must be able to respond to and anticipate needs in a changing technological environment. We must offer enhanced or new services, while still meeting the expectations of our users to provide traditional reference services and instructor-led classes. IIS continues to investigate how to provide meaningful and appropriate services in a library that is increasingly without walls. In an effort to provide the best service to our users, the HS/HSL, with IIS participation, conducted the libQUAL+ 2002 survey and conducted a usability study of the Library web site.

Another challenge is to redefine our mission, particularly as we reach out to corporate members and consumers to form creative partnerships.

During this past year IIS has provided additional instruction and services online. Faculty, particularly in the School of Nursing, has requested that library course-integrated classes be provided via Blackboard. It is expected that the trend of providing distance education will continue to expand. In January 2002, class registration moved to a fully online system. A related challenge that IIS and other libraries continue to face is determining how to measure the use of online services, such as classes and web collections.

A trend over the past few years has been our users' increased use of web-based resources and a preference for electronic over print. The format in which our resources are offered often drives the research process. This year, IIS, in partnership with others, examined the role of PDAs in providing information to our users. IIS has taken an active role in evaluating products and anticipating what our users need to support research, teaching and clinical care.

Work on the design and functionality of the web-based public catalog, Aleph, continues.

The tight budget situation resulted in IIS' loss of an information specialist position/coliaison to the School of Social Work in FY02. Responsibilities of the position were absorbed by other members of the department.

Part II

A. Highlights

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

- Answered 20,883 reference questions.
- Provided instruction to 6002 students, 3,764 in instructor-led sessions and 2,238 online.
- Implemented class registration online.
- Administered ARL's LibQUAL+ 2002 survey.
- Expanded seminar offerings to include *Introduction to PDAs*, *Blackboard for Instructors*, and *Reference Manager*.

Goal 2: Pursue outreach activities.

- Served on the Institutional Review Board.
- Worked with the Department of Complementary Medicine on NIH funded subcontract, *The Construction of a Comprehensive Bibliometric Analysis of Trials and Reviews Related to the Efficacy of Complementary Therapies for Arthritis and Related Disorders*.
- Delivered health information outreach via the *Health Information Outreach to Faith Communities Through a Parish Nurse Program* project.
- Created five new web pages for consumers: AIDS, Maternal-Child Health, Smoking Cessation/Tobacco, Substance Abuse.

Goal 3: Provide a collection of information resources.

- Created eight new web pages for the discipline/professional: Health Policy, Complementary and Alternative Medicine, Basic Life Sciences, Terrorism, Physical Therapy, Medical and Research Technology, Medical and Health News, Evidence-Based Medicine

Goal 4: Provided high quality information technology infrastructures to support internal library operations and public services.

- Served on the LIMS 3PAC Committee
- Served on the LIMS Screen Design Committee in support of Ex Libris implementation
- Created a database to manage e-resources (with Collection Development and CATS)

Goal 5: Maintained a management approach that is responsive to change.

- Chaired UMB Library Promotions and Permanent Status Committee.
- Chaired Travel and Professional Development Committee.
- Provide monthly classes for HS/HSL staff on library resources.

Goal 6: Contributed to knowledge base in health information science.

- Electronic Poster: *Delivery of Web-based Instruction Using Blackboard: a Collaborative Project*. Developed by Patricia Hinegardner, Virginia Stone, Mary Ann Williams and Brad Gerhart. Presented at the Annual Meeting of the Medical Library Association, Dallas, Texas, 2002.
- CA Romano, PG Hinegardner and CR Phyllaier, revised "Guidelines for browsing the internet" and "Consumer health resources" IN: Fitzpatrick, JJ, Montgomery KS, eds. *Internet Resources for Nurses*, Second Edition. New York, NY:Springer Publishing Company; 2002.
- PG Hinegardner and A Mayo, "Selected bioterrorism web sites for the health care community and consumers" in *Internet Reference Services Quarterly*, 2002.

- D Fuller and PG Hinegardner *Ensuring quality web site redesign: the University of Maryland's experience*. Bulletin of the Medical Library Association. 89(4):339-45, October 2001.

Goal 7: Created awareness of HS/HSL, its resources and services through marketing and fund-raising initiatives.

- Use the web as a publicity mechanism
- Editor, *HS/HSL unplugged*
- Create bulletin boards monthly

B. Service Unit Summaries:

Reference and Service

The reference desk is staffed 70 hours per week. There were 20,883 reference encounters in FY02. Using AAHSL's calculation for converting encounters into questions, IIS answered 31,325 reference questions. This past year some students, particularly undergraduates, arrived with fewer skills in conducting research. As a result, faculty librarians often spent intensive time with a single user to introduce them to the rudiments of library research and databases. Consultations, in which a faculty librarian works directly with a library user rose from 58 in FY01 to 89 in FY02, a 48.28% increase.

In FY01, 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 continues to work well, allowing information specialists to work on projects away from the reference desk, while ensuring a high level of service if the desk becomes busy.

In partnership with the Regional Medical Library, provided a handheld syncing station at the reference desk that enabled users to beam information to their handheld computers.

Mediated Searching

The number of mediated searches continues to fall as more information becomes available on the Internet and the Library adds new self-service databases. A faculty member from the Center for Fluorescent Spectroscopy continues to be the primary user of mediated searching.

Since Ovid turned off the auto-alert feature for end-users, mediated search services instituted the service for all campus faculty, staff or students who wished to have weekly updates on topics of their choice. Currently, there are 30 searches stored and run by OVID for our campus community.

The outgoing Chair of the IRB announced to the committee that a mediated search, performed by IIS' mediated search service, discovered an adverse effect for a particular substance in the literature and related it to a clinical trial already in progress. Although the mediated search service is less used, it continues to contribute to research endeavors on campus.

Instruction

Overall, instruction experienced an 8.28% increase in attendance.

IIS offered instruction through the curriculum; through the seminar schedule; to specific departments on campus; in support of special grant projects; to HS/HSL staff, and to the community. The seminar schedule included classes taught by Computing and Technology Services (CATS) and Gateway Technical Services. Six thousand and two students, faculty and

staff attended instruction in FY02. The most notable change relating to instruction in FY02 was the increase in online instruction, mostly for Blackboard classes through the School of Nursing. There were 26 Blackboard online sessions offered in the School of Nursing, with 719 student "attendees." There were 1579 users who accessed online seminars (page 2 hits were measured).

IIS managed class registration and worked with Gateway Technical Services to deliver additional training to the campus. In FY02, IIS wrote an RFP to subcontract with a new training vendor. AnswerQuest will be the training vendor in FY03.

For the first time, IIS offered regular monthly seminars for HS/HSL staff on library resources; there were 55 attendees in FY02.

Web Development

The HS/HSL web site was reorganized this past fiscal year based on usability testing and suggestions from the HS/HSL Web Advisory Committee. The main sections were reduced from six to four. "Library Exhibits" was moved under "About the Library" and "Consumer Health" became a "Quick Link." The "Information Resources" section was totally reorganized, moving important resources to a higher level of the site. Several web pages were reorganized, making it easier for users to access information. Additional content was added including discipline and subject web pages, databases, e-journals and e-books. An FAQ feature was also added for electronic reserve service. The work on two major projects, 1) streamlining of access to the Libraries e-resources and 2) the creation of an HS/HSL web gateway, have been nearly completed and will be launched in the early part of FY03.

One of the Library's PDA initiatives was the development of a Library slim site, designed for use with PDAs. It is a scaled down version of the Library's main site. The major sections of the site include Library News, Services, Hours, Directions, Contact Us, Floor Plans, Guides and Ask a Librarian.

In FY02, faculty librarians created five new web pages for consumers: AIDS, Maternal-Child Health, Smoking Cessation/Tobacco, and Substance Abuse. Eight new web pages were created for the discipline/professional section of the Web site: Health Policy, Complementary and Alternative Medicine, Basic Life Sciences, Terrorism, Physical Therapy, Medical and Research Technology, Medical and Health News, Evidence-Based Medicine. The IIS staff now maintains 29 Web research collection pages.

The Terrorism Web page was a notable accomplishment. The UMB Center for Health and Homeland Security was impressed with the work done on the page and a partnership with the Center is being explored.

Project Management

There are two subcontracts within IIS: the NIH-funded, *The Construction of a Comprehensive Bibliometric Analysis of Trials and Reviews Related to the Efficacy of Complementary Therapies for Arthritis and Related Disorders*, known as the CAM project, and the NLM-funded, *Health Information Outreach to Faith Communities Through a Parish Nurse Program*.

CAM is a joint research project with the Department of Complementary Medicine and the HS/HSL. Faculty librarians searched databases for systematic reviews on arthritis and different types of therapies, created a database of reviews in Reference Manager and obtained the articles. This project is ongoing.

As part of the Parish Nursing project, a web site, "Parish Nursing Health Information Resources" was created to support parish nurses in Maryland. Faculty librarians attended meetings with parish nurses in Maryland to inform them about the project and to provide training. Seventy-seven nurses were trained through the Parish Nursing project. The project will expand in FY03.

Part III

A. Statistics

Statistical charts for FY02 are attached.

B. Statistical Summaries

Table 1, Reference Statistics:

There were 20,883 reference encounters in FY02. Using AAHSL's calculation for converting encounters into questions, IIS answered 31,325 reference questions. This is nearly the same number of total questions as last year, with only a -.49% change. The downward trend in reference questions that has been occurring within the Library and nation-wide since about 1997 is leveling off.

While total reference questions were slightly down overall, there were interesting shifts in the types of questions that are being asked: there were 1429 directional questions asked in FY01, compared with 868 in FY02, a -39.26% change. Although the number of instructional questions remained about the same, in-person research questions went from 455 in FY01 to 2988 in FY02. Faculty librarians are spending more concentrated time assisting users. Reference statistics confirm faculty librarians' anecdotal reports of Library users requiring more intensive reference assistance.

In FY01 there were 4367 calls to the reference desk and in FY02 there were 3191, a -26.93% change. Faculty librarians report that fewer health care consumers are calling the reference desk for assistance. Users are having an easier time accessing the products, resources and services that the HS/HSL and other institutions provide on the web.

Table 2, Mediated Search Statistics:

One hundred thirty six searches were performed this past fiscal year, a -6.16% change from the previous fiscal year. MEDLINE continues to be the most highly used database requested, with 80 accesses, 52.63% of the total accesses. Chemical Abstracts is second with 14 searches and PsycInfo follows with 13 searches performed.

One hundred twenty searches were subject searches; 16 were verifications for ILL. One hundred fifty-two accesses to databases were accessed to support these search requests. Occasionally, more than one database was searched to support a request.

Table 3, Instruction

IIS divides the education statistics into groups: curriculum-based instruction; non-curriculum-based instruction that would include UMMC and other special groups; consultations, seminars and tours.

Although instruction only experienced 8.28% change from last year (5543 attendees in FY01 compared with 6002 in FY02), there were many changes in the delivery of instruction and who received instruction.

The School of Social Work did not include an orientation for all incoming students in FY02. Only 54 students in the school received an introduction to the Library, compared with 350 students last year, a -84.57 change. However, more students in medicine attended instructional sessions, including students in the new doctorate in physical therapy program. The School of Nursing is offering instruction in Blackboard and the faculty librarians have added a library component to these classes. Twenty-six sessions in support of 5 Blackboard classes resulted in 719 students accessing Library Blackboard classes. Blackboard allows for the collection of statistics by the username of students. Many of these classes also included an audio component. School of Pharmacy students accessed the Introduction to Clinical Writing Blackboard class, which is measured in the Online Seminar section of the instruction statistics. School of Pharmacy students were not separated out.

IIS offered new classes - Reference Manager, Introduction to PDAs and Blackboard for Instructors, which resulted in an increase of 39.66% in attendance for in-person instruction. There were 1579 accesses to online seminars (page 2 hits), a 34.5% increase. Library tours' attendance decreased by 88.28%, primarily due to the Library providing fewer tours to special groups such as area high schools.

Table 4, Electronic Resources/Web Collection

Web collection usage is measured by page views. Comparisons were not made with FY01, since the statistics package was not added until January 01. Launch dates for web pages added in FY02 are noted on the spreadsheet.

The most accessed web research collections are the statistics page with 7,760 accesses, the Terrorism page with 5,696 accesses and the PDA page with 5,586 accesses. The Disciplines/Professions pages often complement school orientations; they are used most by students.

Table 5, Electronic Resources/Commons

Commons resource statistics measure accesses to products on all floors of the Library. "Check Floppy Disk," "Format Floppy Disk" and "Suggestion Box" were added to the commons computers interface late in FY01, so the contrast between the fiscal years would not be meaningful.

Overall accesses in the Commons have remained nearly unchanged from last year, with an increase of 1.99% in the number of times that resources are accessed. Netscape Navigator was the most used resource within the Commons, with 119,937 accesses in FY02, an increase of 31.16% from last year. Databases were the next most accessed resource with 69,388 accesses. However, database accesses decreased by 18.35% from last year.

Table 6, Electronic Resources/Remote

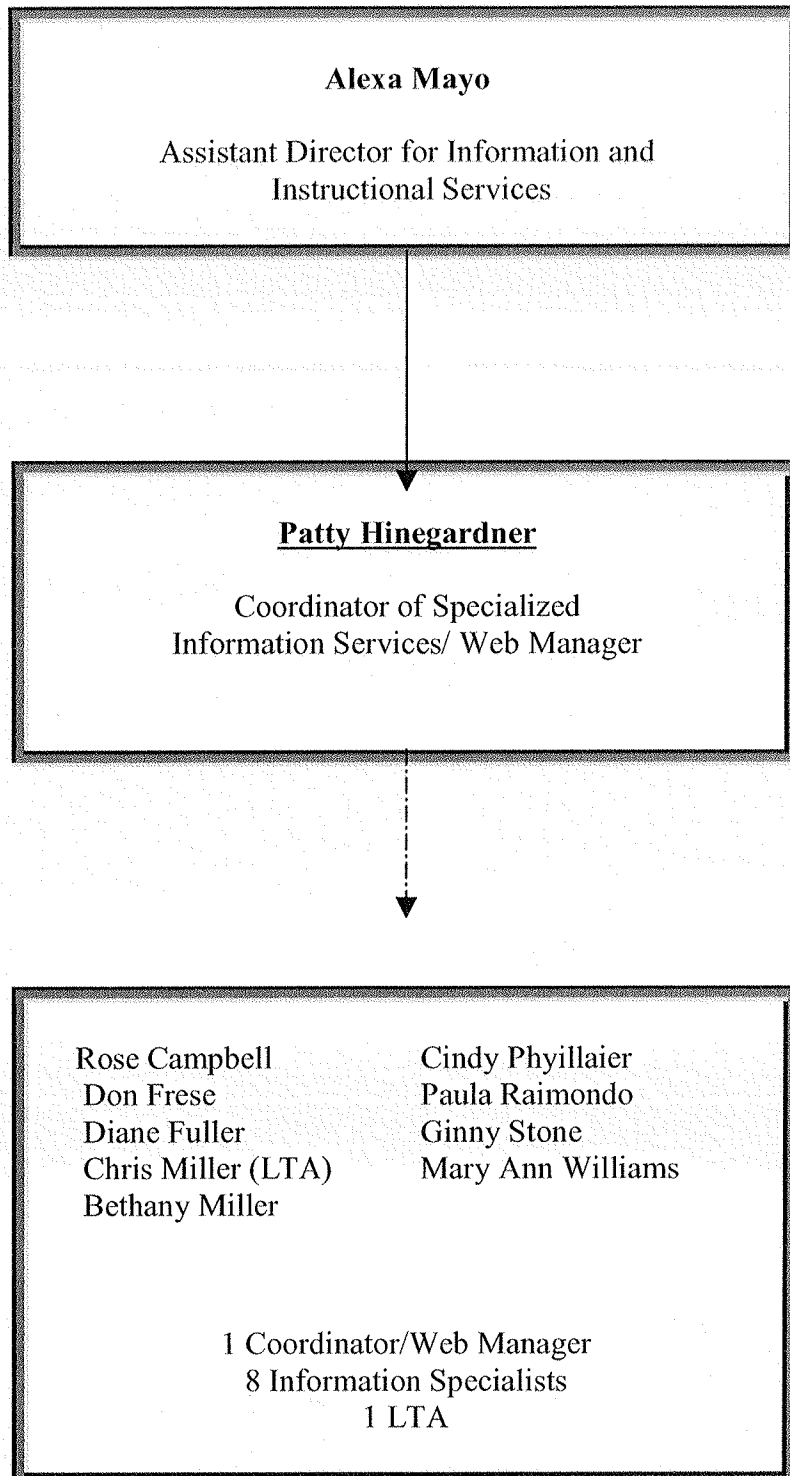
Remote access to electronic resources is reported through Collection Development. Complete statistics, with notes, are found in the Digital Resources Committee folder. Included in Table 6 are monthly reported vendor supplied statistics. Databases with 0 sessions may have no statistics available.

These statistics were reported in this format beginning in January 02. Ovid databases (Journals@Ovid, MEDLINE, CINAHL, and PsycINFO and others) are the most frequently accessed. ScienceDirect, which became available in February 2002, had 5983 accesses.

Part IV Divisional Organization

- A. Organizational Chart (see next page)
- B. Staff change list (see next page)

**Information and Instructional Services
Organizational Chart
Fiscal Year 2002**



Departures: Ina Alterman

C. Faculty Activities

Rose Campbell

External Participation and Service

Memberships

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

Internal Participation and Service

UMB Committees

SOM Medical Informatics Committee

HS/HSL Committees

New Technology Committee
PDA Fair Committee
E-Resources Collection Development Policy Task Force
User Services Committee

Professional Development (CE, workshops, etc.):

JHU School of Nursing International Mobile Informatics Conference in Health
Care
Mid-Atlantic Chapter of the Medical Library Association Annual Meeting
Reference Manager class

Don Frese

External Participation and Service

Memberships

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

Internal Participation and Service

HS/HSL Committees

Journal Review Committee

Professional Development (CE, workshops, etc.)

HTML class

Diane Fuller

External Participation and Service

Memberships

Mid-Atlantic Chapter of the Medical Library Association (MAC)
American Library Association
Special Libraries Association

Committees

Registration Committee, Local Arrangements Committee, MAC Annual Meeting
Program Committee, MAC Annual Meeting

Internal Participation and Service

HS/HSL Committees

User Services Committee (chair)
Web Advisory Board
Staff Recognition Committee

Academic Activity and Participation

Publications

DM Fuller and PG Hinegardner, *Ensuring quality web site redesign: the University of Maryland's experience*. Bulletin of the Medical Library Association. 89(4):339-45, October 2001.

Presentations

Summer Institute in Nursing Informatics

Professional Development (CE, workshops, etc.)

Mid-Atlantic Chapter of the Medical Library Association Annual Meeting

Course Management Day workshop at UMBC

Patricia Hinegardner

External Participation and Service

Memberships

Medical Library Association (MLA)

Mid-Atlantic Chapter of the Medical Library Association (MAC)

Maryland Association of Health Science Librarians (MAHSL)

Elected Position

MAC Nominee to the MLA Nominating Committee

Committees

Co-Chair, Registration Committee, Local Arrangement Committee, MAC Annual Meeting

Co-Editor, MAHSL Newsletter

Honors and Awards

Promoted to Librarian III

AJN Award (2001) in the Consumer Health category (Book of the year awards. (2002) AJN.

102, 53): Fitzpatrick, J.J., Romano, C.A., & Chasek, R., (Eds), The Nurse's Guide to Consumer Health Websites. New York, NY: Springer Publishing Company. (chapter contributor)

Internal Participation and Service

USM Committees

Maryland Digital Library, Public Services Representative

University System of Maryland Electronic Resources Committee (alternate)

UMB Committees

Promotions and Permanent Status Committee, Chair

HS/HSL Committees

E-resources Collection Policy Revision Task Force

New Technology Committee

PDA Fair Committee

Web Advisory Board, Chair

Digital Resources Committee

Academic Activity and Participation

Publications

In conjunction with CA Romano and CR Phyllaier, revised "Guidelines for browsing the internet" and "Consumer health resources" IN: Fitzpatrick, JJ,

Montgomery KS, eds. Internet Resources for Nurses, Second Edition. New York, NY: Springer Publishing Company; 2002.

PG Hinegardner and A Mayo *Selected bioterrorism web sites for the health care community and consumers*. Internet Reference Services Quarterly. 6(3/4):1-15, 2002.

DM Fuller and PG Hinegardner *Ensuring quality web site redesign: the University of Maryland's experience*. Bulletin of the Medical Library Association. 89(4):339-45, October 2001.

Presentations

Electronic Poster: *Delivery of Web-based Instruction Using Blackboard: a Collaborative Project*. Developed with Virginia Stone, Mary Ann Williams and Brad Gerhart. Presented at the Medical Library Association Annual Meeting.

Professional Development (CE, workshops, etc.)

Medical Library Association Annual Meeting
Mid-Atlantic Chapter of the Medical Library Association Annual Meeting
Computers in Libraries conference
Sync or Swim: Managing the Flood of PDAs in Health Care teleconference
Introduction to Access 2000 class
Introduction to Excel 2000 class

Alexa Mayo

External Participation and Service

Memberships

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

Committees

Governmental Relations Committee, Medical Library Association

Internal Participation and Service

USM Committees

LIMS 3 PAC group (alternate)

HS/HSL Committees

New Technology Committee
PDA Fair Committee
Fees and Services Task Force
Travel and Professional Development Committee (Chair)
Internal LIMS3 Working Group
Journal Review Committee
e-Statistics Task Force

Academic Activity and Participation

Publications

PG Hinegardner and A Mayo *Selected bioterrorism web sites for the health care community and consumers*. Internet Reference Services Quarterly. 6(3/4):1-15, 2002.

Presentations

Poster: *Show me the Money: The Reality of Library Costs*. Developed with Rich Behles, Brad Gerhart, Dale Prince, Paula Raimondo and MJ Tooley. Presented at Medical Library Association Annual Meeting.

Professional Development (CE, workshops, etc.)

Keeping up with NLM's PubMed, NLM Gateway and ClinicalTrials.gov class
LibQUAL+: A Total Market Survey, American Library Association Midwinter Meeting workshop
Sync or Swim: Managing the Flood of PDAs in Health Care teleconference
Medical Library Association Annual Meeting

Bethany Miller

External Participation and Service

Memberships

Medical Library Association
Mid-Atlantic Chapter of the Medical Library Association (MAC)

Committees

Registration Committee, Local Arrangements Committee, MAC Annual Meeting

Internal Participation and Service

HS/HSL Committees

User Services Committee

Professional Development (CE, workshops, etc.):

Course Management Day workshop at UMBC
Keeping up with NLM's PubMed, NLM Gateway and ClinicalTrials.gov class

Cindy Phyllaier

External Participation and Service

Memberships

Medical Library Association
Nursing and Allied Health Resources Section, Medical Library Association

Honors and Awards

AJN Award (2001) in the Consumer Health category (Book of the year awards. (2002) AJN. 102, 53): Fitzpatrick, J.J., Romano, C.A., & Chasek, R., (Eds), The Nurse's Guide to Consumer Health Websites. New York, NY: Springer Publishing Company. (chapter contributor)

Internal Participation and Service

UMB Committees

Institutional Review Board

HS/HSL Committees

E-Resources Collection Development Policy Task Force
Journal Use Task Force
Circulation Librarian Interview Panel

Academic Activity and Participation

Publications

In conjunction with CA Romano and PG Hinegardner, revised "Guidelines for browsing the internet" and "Consumer health resources" IN: Fitzpatrick, JJ,

Montgomery KS, eds. Internet Resources for Nurses, Second Edition. New York, NY: Springer Publishing Company; 2002

Presentations

Poster: *Consumer Health Electronic Journal Clubs: A model for multiple simultaneous journal clubs*. Developed with Jana Allcock and Robin Meckley. Presented at the Medical Library Association Annual Meeting.

Summer Institute in Nursing Informatics

Paula Raimondo

External Participation and Service

Memberships

Medical Library Association

Mid-Atlantic Chapter of the Medical Library Association (MAC)

Offices Held

Medical Library Association Chapter Council Alternate

Mid-Atlantic Chapter of the Medical Library Association Executive Board

Committees

Mentoring Program Committee, Medical Library Association Annual Meeting

Co-Chair, Registration Committee, Local Arrangement Committee, MAC Annual

Meeting

Chapter Council Liaison to Medical Library Association Credentialing Committee

Academy of Health Information Professionals (AHIP) Counselor

Honors and Awards:

Promoted to Librarian III

Internal Participation and Service

USM Committees

LIMS 3 PAC group

LIMS 3 Screen Design Group

UMB Committees

SOM Medical Informatics Committee

HS/HSL Committees

Internal LIMS3 Committee

PDA Committee

PDA Fair Committee

Academic Activity and Participation

Presentations

Poster: *Show me the Money: The Reality of Library Costs*. Developed with Rich Behles, Brad Gerhart, Alexa Mayo, Dale Prince and MJ Tooey. Presented at Medical Library Association Annual meeting.

Professional Development (CE, workshops, etc.)

Medical Library Association Annual Meeting

Mid-Atlantic Chapter of the Medical Library Association Annual Meeting

Sync or Swim: Managing the Flood of PDAs in Health Care teleconference

Ginny Stone

External Participation and Service

Memberships

Medical Library Association

Mid-Atlantic Chapter of the Medical Library Association

Internal Participation and Service

UMB Committees

Curriculum Committee, School of Pharmacy (ex-officio member)

Academic Activity and Participation

Presentations

Electronic Poster: *Delivery of Web-based Instruction Using Blackboard: a Collaborative Project*. Developed with Patricia Hinegardner, Mary Ann Williams and Brad Gerhart. Presented at the Medical Library Association Annual Meeting.

Professional Development (CE, workshops, etc.)

Course Management Day workshop at UMBC

Mary Ann Williams

External Participation and Service

Memberships

Mid-Atlantic Chapter of the Medical Library Association (MAC)

Maryland Association of Health Science Librarians (MAHSL)

Committees

Co-Chair, AV Committee, Local Arrangements Committee, MAC Annual Meeting

Co-Editor, MAHSL Newsletter

Academic Activity and Participation

Presentations

Electronic Poster: *Delivery of Web-based Instruction Using Blackboard: a Collaborative Project*. Developed with Patricia Hinegardner, Virginia Stone and Brad Gerhart. Presented at the Medical Library Association Annual Meeting.

D. Non-faculty Activities

Chris Miller

Internal Participation and Service

HS/HSL Committees

Fees and Services Task Force

Professional Development (CE, workshops, etc.)

Library Research Seminar II: Partners and Connections, Research and Practice

Excel 2000: Beyond the Basics

Introduction to PDAs

Completed 15 credits (5 classes) towards MLS

TABLE 1: REFERENCE QUESTIONS

Reference Questions by Contact Type	FY01	FY02	% change
In-person	16473	17487	6.16
Phone	4367	3191	-26.93
E-mail	145	205	41.38
Total	20985	20883	-0.49
Reference Questions by Content Type			
Directional	1429	868	-39.26
Informational	14470	12645	-12.61
Instruction	4470	4287	-4.09
Research	616	3083	400.49
Total	20985	20883	-0.49

TABLE 2: MEDIATED SEARCHING

Mediated Searching	FY01	FY02	% change
Mediated Searching	165	136	-17.58
Mediated Searching Details			
Database	Accesses	% of Total	
MEDLINE	80	52.63	
CA	14	9.21	
PSYCINFO	13	8.55	
SCI	10	6.58	
BIOSIS	9	5.92	
CINAHL	7	4.61	
SSCI	4	2.63	
ERIC	4	2.63	
EMBASE	3	1.97	
ACADEMIC SEARCH	2	1.32	
COCHRANE	2	1.32	
HEALTHSTAR	1	0.66	
HAPI	1	0.66	
ART ABSTRACTS	1	0.66	
ARTS/HUMANITIES	1	0.66	
Total Database Accesses	152		
Total Searches	136		
Total Verification	16		
TOTAL Int. Searches	120		

TABLE 3: INSTRUCTION

Instruction	Attendance				
Curriculum-based Instruction	FY01	FY02	% change	Sessions	Contact Hours
Medicine					
Orientations	25	25	0.00	1	0.25
Curriculum-based classes	356	619	73.88	22	39.25
Law/Grad School					
Orientations	66	110	66.67	2	0.5
Curriculum-based classes	0	9	100+%	1	1
Pharmacy					
Curriculum-based classes	247	235	-4.86	5	6
Nursing					
Curriculum-based classes					
In-person	926	800	-13.61	31	47
Online		719	100+%	26	27.25
Social Work					
Orientations	350	54	-84.57	1	0.25
Curriculum-based classes	343	310	-9.62	19	34.75
Dentistry					
Orientations	100	100	0.00	1	0.25
Curriculum-based classes	164	199	21.34	7	13
TOTAL	2577	3180	23.40	116	169.5
Non-Curriculum-based Instruction					
UMMC					
Orientations	87	336	286.21	7	1.75
Instruction	359	207	-42.34	24	31
Gateway Technical Services					
Instruction	453	382	-15.67	37	222
CATS					
Instruction	187	77	-58.82	8	26
Parish Nursing					
Instruction	0	72	100+%	4	3.5
Staff Training					
Instruction	50	55	10.00	6	7
Other					
Instruction	118	51	-56.78	4	5.75
TOTAL	1254	1180	-5.90	90	297
Consultations	58	86	48.28	1	86
IIS Seminars					
In-person	116	162	39.66	19	31.25
Online					
Searching Medline	380	525	38.16	1	0.75
Searching Micromedex		170		1	0.75
Searching the HSHSL catalog	358	425	18.72	1	0.5
Introduction to Clinical Writing	320	297	-7.19	1	0.5
TOTAL	1174	1579	34.50	23	32.75
Tours					
School related	165	53	-67.88	9	7
Non-school related	373	10	-97.32	1	1
TOTAL	538	63	-88.29	10	8

INSTRUCTION TOTAL	5543	6002	8.28	239	169.5
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TABLE 4: HSHSL ELECTRONIC RESOURCES/WEB COLLECTIONS

Research Web Collection Usage (Page Views)	FY 02
Disciplines/Professions	
Dentistry	1761
Med Tech (launched Jan. 02)	1,069
Medicine	4390
Nursing	4569
Pharmacy	2504
PT (launched Jan.02)	921
Social Work	4603
Total	19817
General Resources	
Dictionaries	832
Directories	863
Encyclopedias	905
Government Sites	873
Historical/Special Collections	1739
Journal Information/Abbreviations	3494
Library Catalogs	5284
Total	13990
Web Sites by Subject	
Aging	1088
Citing Information	1123
Clinical Guidelines	826
Clinical Trials	908
Complementary/Alternative Med (launched Jan. 02)	444
Consumer Health	3015
Environmental Health	844
Evidence-Based Medicine (launched Mar. 02)	473
Health Policy (launched Jan. 02)	376
Human Genome Sequencing	529
Life Sciences (launched May 02)	92
Medical & Health News (launched May 02)	142
PDA's	5586
Research Funding	725
Statistics	7790
Terrorism (launched Nov. 02)	5696
Tests/Measurements	924
Total	30581

Consumer Health Web Pages	
Cancer	587
Children's Health	578
Diabetes	915
Drug Information	868
Health and Social Concerns of Md (removed Apr 02)	681
Top Websites/Consumer Health Info	1273
Smoking Cessation (launched Fall 01)	625
Substance Abuse (launched Fall 01)	333
Total	5860
Web Resources Total	70248

TABLE 5: ELECTRONIC RESOURCES/COMMONS

Electronic Resources	FY01	FY02	% change
Netscape Navigator	91442	119937	31.16
Databases	84983	69388	-18.35
UMnet Webmail	22807	29763	30.50
UMnet (Pine Mail)	41028	25280	-38.38
Microsoft Word	17380	18067	3.95
Microsoft Excel	1045	1063	1.72
Electronic Reserve	6213	5241	-15.64
Telnet (NetTerm)	3122	2765	-11.43
Microsoft Powerpoint	2647	2227	-15.87
Photocopy/ILL Services Request Form	107	1206	1027.10
WS-FTP Lite	398	694	74.37
Microsoft Publisher	649	809	24.65
Microsoft Frontpage	437	434	-0.69
Microsoft Access	538	511	-5.02
SPSS & SAS (via telnet)	235	272	15.74
Check Floppy Disk	31	499	1509.68
Format Floppy Disk	7	179	2457.14
Suggestion Box	25	197	688.00
Total	273094	278532	1.99

**Resources Management Division
Annual Report
FY 2001/2002**

Part I

A. Introduction

The Resources Management Division together acquires, manages, preserves, and presents the Library's intellectual resources. The **Collection Development Department** manages the selection and acquisition of print and digital resources, and preserves printed materials through binding and repair. The management of digital resources additionally includes licensing and arranging for access. The **Cataloging Department** provides the records organization necessary for staff, faculty, and students to retrieve information about and access the Library's materials and resources. The **Historical and Special Collections Department** acquires and organizes materials for the Library's special collections, and provides information services to those seeking information from and about these collections. This department also develops health sciences 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.

B. Trends and Challenges

A major challenge for the HS/HSL and for the technical services operations of Resources Management has been the prolonged introduction of a new, consortial library system (USMAI) with the other University System of Maryland libraries. Several Resources Management librarians assumed leadership roles on USMAI committees and subcommittees. Throughout the year, they were immersed in meetings, planning, training, and in policy and specification development, often spending 50-80% of their time on these critical issues. Extracting the data, evaluating several converted loads, grooming the existing DRA database to provide a better conversion product, and attempting to proactively modify workflow also required a large investment of time. It has been a challenge to manage the implementation process while carrying on other work "as usual." By the end of FY01/02, the vendor had not yet delivered a properly converted database to the HS/HSL, and a proposed August 2002 "switch to production" date loomed large.

Sharing the USMAI database will require staff to function in a larger context, with less control and broader effects, and may require extensive work in adapting our data and practices to meet guidelines and standards set by the consortium. We also anticipate that Aleph's different functionality will bring changes in responsibility and workflow.

Notable trends affecting not only the Division and the Library, but libraries and information services in general, cluster around electronic resources' production, availability, cost, and access. The HS/HSL continued its focus on achieving greater linking capabilities, working with the RML to add Elsevier and Ebsco e-journals to PubMed LinkOut. The exponential increase in the number of online journals offered directly by publishers continued this year. If, as it appears, publishers are taking back their products from the aggregators to be direct providers, then libraries will be the frontline aggregator, and linking software will facilitate and simplify access to the myriad resources available from providers with varying interfaces. Worldwide, the ability to link between citations and journal articles and other e-resources received a major boost with the recent release of the OpenURL standard. SFX, linking software that USMAI purchased from Ex Libris, follows this new standard. When implemented in the consortium, SFX will maximize e-resource access for the HS/HSL and its users.

Another trend was the increase in the number of publishers "unbundling" costs for online journals from print, thereby reducing the number of free-with-print e-journals. Although this development has given libraries more acquisition options, it also has clarified the fact that online journals are not cheaper, and in many cases are much more expensive, than their print counterparts. Even when libraries are comfortable making the switch from print to online, the high prices of online journals combined with

annual inflation will continue to force libraries to make difficult decisions on how to use their limited budgets.

The increasing popularity of online resources among faculty and students, coupled with high prices and a flat budget, has prompted the Library to undertake additional measures to gauge the adequacy of our print and digital collections. A cross-divisional effort was begun to improve the measurement of resource use. Procedures for collecting usage statistics for e-resources were developed and refined. The existing instrument used in measuring the use of our print journals—a database of 7500 titles—was overhauled significantly during the last six months of the fiscal year. These new models should improve our data collection and render better use statistics with which to make cancellation decisions. A broad effort to evaluate print and digital collections and chart a direction for the future will get underway in FY02/03.

Part II

A. Highlights

In addition to conducting its daily operations, the Resources Management Division contributed to the Library's mission and goals through the following activities:

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

- Began development of database to publicize e-resource license restrictions to staff and users
- Contributed to the investigation of practical and policy issues surrounding PDA and wireless device use in an academic setting
- Completed participation in Theft and Mutilation Policy updating

Goal 2 Pursue outreach activities.

- Facilitated the development of a MAHSL/OVID consortial proposal
- Assisted various organizations by donating unwanted titles to them

Goal 3 Provide a collection of information resources.

- In cooperation with other USMAI libraries, began developing policies and procedures for the LIMS3 consortial library system
- Developed a bid for MeSH authorities processing, selected a vendor, extracted and reloaded data, and ensured a successful outcome
- Managed the transition from Rittenhouse to Matthews book vendor for approval books and relevant standing orders
- In collaboration with IIS and CATS, evaluated and refined our statistics-gathering measures for digital resources
- Reviewed and revised collection development policy for digital resources and served as chair of the Task Force
- Contributed to the evaluation and re-definition of Journal Use Study (JUS) procedures and its database and served as chair of the Task Force (2002-)
- In cooperation and consultation with UMMC and other Library divisions, participated in moving Micromedex to web interface

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

- Prepared and extracted data from DRA for Ex Libris and for LSSI
- Tested Ex Libris' converted data loads and functionality
- Served on LIMS3 committees and subcommittees

- Provided training, documentation, and support for staff using the new consortial library system
- Began developing local policies and procedures for implementing the new library system

Goal 5 Maintain a management approach that is responsive to change.

- Developed position descriptions for, hired, and trained a Head of Cataloging, a bindery/serials control clerk, a cataloging paraprofessional, and a journal holdings compiler.
- Completed contract with temporary cataloger
- Employed a student from the Baltimore Youth Works Program during summer '01

Goal 6 Contribute to the knowledge base in health information science.

- Submitted an article to Journal of the Medical Library Association
- Contributed to MAC/MLA and MLA poster sessions
- Contributed short articles in newsletters (eg, The Watermark)
- Provided editorial assistance to Dr. Philip Mackowiak for a book based on subjects discussed in his Historical Clinico-Pathological Conferences

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

- Created exhibit on historical medical illustration, using material from the HS/HSL historical and special collections
- Developed mechanism for acknowledging certain categories of donors via bookplates and citation in the online catalog
- Updated Collection Development Dept. page on HS/HSL web site, added more links to book/Journal/Digital Resource recommendation form, and developed a web page for thesis/dissertation binding information

B. Department Summaries

Collection Development Department

Noteworthy among the year's activities were the continuing implementation of Aleph and the Department's increasing role in the management of the Library's electronic resources.

A consortial arrangement that was brokered this year, largely due to the participation of HS/HSL, was the OVID license agreement via the Maryland Association of Health Sciences Librarians (MAHSL). When the agreement is completed, the HS/HSL will have access to an additional 16 Lippincott, Williams, and Wilkins e-journals, will reinstate access to the OVID *Evidence Based Medicine Reviews* database, and will be able to take advantage of OpenLinks, a software product that will give users access to external full-text titles through the Ovid interface. Implementation is anticipated for Fall 2002.

Online full-text titles added this year include:

- 5 Cell Press titles (February 2002)
- 8 *Nature* titles and 293 *Ebsco Health Source* titles (March 2002)
- 399 *ScienceDirect* titles were added to the HS/HSL web e-journal list between January and March 2002 (of the 811 full-text Elsevier journals available through the USMAI consortium)

The USMAI consortium decided during FY02 to upgrade its Ebsco full-text aggregator subscription from *Academic Search Elite* to *Academic Search Premier*. Following an extensive review of the title list by IIS librarians, an additional 600 titles will be posted on the HS/HSL web page in July 2002.

A cross-divisional effort to review lost/missing books was another labor-intensive effort. Almost 900 "lost and missing" volumes were reviewed for replacement decisions. Fewer than 5% were replaced and the remainder withdrawn from the catalog when possible.

As in the Cataloging Department, Collection Development staff made use of DRA and Ex Libris conversion reports to normalize data practices and improve extracts.

When the part-time bindery technician resigned in August, the position was redefined to include serials control duties and made full-time. Consequently, the number of volumes bound increased and binding of journals was brought up to date.

In addition to highlights recorded earlier, the Collection Development Department accomplished the following:

- Book fund allocations were derived by school and distributed to liaisons for first time ever
- Campus Procurement conducted the first-ever "compliance review" for Collection Development to ensure compliance with all Corporate Purchasing Card regulations
- Conducted extensive analysis and comparison of HS/HSL e-journals to JHU Welch Library e-journals
- Worked with the RML to add Elsevier and Ebsco e-journals to PubMed LinkOut
- Usage statistics for e-resources were centralized in Collection Development and simplified as much as possible. A shared folder containing e-resource usage statistics was set up
- Revised the access setup for databases, including a move from user group logins for Ovid and Silver Platter to IP recognition
- Participated in the implementation of a new gateway and development of a new database list with IIS and CATS

Cataloging Department

The Cataloging Dept. completed its first year with a full-time, permanent department head since FY98/99. The Department has not had a complete year of fully-staffed library technician positions since FY97/98. Our contract with Lynn Fremd, a temporary cataloger from Costabile Associates, was completed in August 2001.

The cataloging backlog that began accumulating in 2000 finally was dispatched. Production activity shows a decrease in everyday work, partially due to the Department's involvement in special projects relating to the pending Aleph migration. Staff members in this department, as in others, were absorbed by LIMS3 commitments.

The MFHD Project, an effort begun in 1996 to compile and code the HS/HSL's journal holdings, was completed this year. The Department moved on from that to a Journal Inventory Project, which continues to yield titles in the collection that were previously uncataloged.

A great deal of time was devoted to adapting the database used in the JUS (Journal Use Study), whose procedures are being overhauled. The list contains 7,508 ceased, cancelled and current titles.

In addition to highlights recorded earlier, the Cataloging Department accomplished the following:

- Evaluated and implemented OCLC's CatME software as mechanism for importing bibliographic and authority records
- Contributed to and implemented procedures for book plating gift materials
- Trained departmental staff in application of Medical Subject Headings (MeSH)

Historical and Special Collections Department

A change of major significance for the Department involved moving the collections into compact storage,

and the temporary location of Librarian Rich Behles in the IIS area, in conjunction with the air control system renovation in the Historical Collections suite. The move occurred in October 2001. Due to a setback involving equipment selection and the resultant re-pricing of the job, the actual work was suspended until these remaining issues are resolved.

In addition to highlights recorded earlier, the Historical and Special Collections Librarian accomplished the following:

- Coordinated with the Web manager to include exhibit highlights on Library Web page
- Began writing correspondence to donors in conjunction with Library fund-raising program
- Reviewed applications and recommended selection of a new editor of ALHHS newsletter, *The Watermark*
- Arranged for the acceptance of, and subsequently cataloged, a gift of an historical collection of ophthalmology books
- With Frieda Weise, met with Physical Therapy Department Chair Mary Rodgers to begin exploring the Florence Kendall archives project

Systems Applications

The pending migration to a new library system occupied Systems Librarian Janet Andrews almost exclusively. A great deal of the work done in preparation for migration actually improved the performance and utility of the DRA system. Numerous reports for Access Services and Resources Management were generated from DRA for use on an ongoing basis as well as for pre-migration data normalization efforts, and allowed several departments to significantly improve their existing data.

Working in cooperation with other Resources Management and Access Services librarians, Janet developed data definitions and created extract programs for Ex Libris conversion. Three full data extracts and two partial data extracts were prepared and sent to Ex Libris between January and June.

In addition to highlights recorded earlier, the Systems Librarian accomplished the following:

- Prepared the DRA bibliographic database for the conversion extractions and authority processing planned for Spring 02. The database was purged of all deleted records and all indexes were rebuilt completely
- Extracted bibliographic records and sent them to LSSI for authorities processing; the records were reloaded into the DRA database after processing was completed
- Worked with ITD and CATS to develop a mechanism for deploying Aleph software updates
- Worked with CATS to identify and deploy screen capture software for system testing and training
- Began developing a mechanism to archive historic circulation and acquisitions data that will not be migrated
- Offered introductory sessions to staff on the structure of the Aleph system
- Answered 64 DRA "help" questions and 9 Aleph "help" questions

Part III

A. Statistics

Statistical charts follow.

B. Statistical Summaries

Table 1, Total Funds Expended

Digital resources' expenditures are lower than they would have been otherwise due to a change in OVID billing from fiscal to calendar year, which means that we paid for only six months of CINAHL, HAPI, and IPA rather than 12 months.

Table 2, Print Resources

Although the journals budget reflects an apparent 12% increase over FY00/01, 10% was the real increase in our expenditures. (The average rate of price inflation for scientific, technical, and medical periodicals is 10% annually.) The discrepancy is due to the inclusion of approximately \$5800 in the total amount paid to our print serials vendor, SwetsBlackwell, for Wiley online journals. Correcting for that discrepancy, our average subscription price shows a 14% increase.

Recognizing that the FY01/02 journal budget would be flat again, the Journal Review Committee and IIS liaisons reviewed current print journal subscriptions in summer 2001 to identify journals to cancel to stay within budget. Based on low usage (defined as fewer than five uses over a three year period, as recorded in our Journal Use Statistics data), 98 titles (101 subscriptions) were cancelled effective December 2001. The total amount saved by canceling these journals was \$24,370.

Table 3, Electronic Resources

Access to digital resources increased significantly again this year.

NOTE: The number of online journals without print equivalents is 741 in FY2001/02 (352 in FY00/01, a change of 52%).

Table 4, Cataloging statistics

Although cataloging statistics for "Total print material" added show only a slight (-3%) decrease, the actual decrease in the cataloging of newly-purchased titles was -18 percent. The difference is due to the processing of previously-uncataloged material in the historical collections, which amounted to more than 600 titles and almost 700 volumes. (See Table 5.)

The decrease in cataloging activities this year can be attributed to the -21% decrease in titles purchased, coupled with the fact that the Cataloging Dept. was heavily involved in Aleph implementation and has focused on cleaning up the existing database. At year's end, a very small backlog of original/edit cataloging existed. "Enhance" statistics are nil because the new Head of Cataloging does not have OCLC "enhance" authorization and is unable to catalog at this level.

Table 5, Historical and Special Collections statistics

As noted above, cataloging statistics for Historical Collections are included in the statistics for the Cataloging Department. Of particular note this year is Rich's significant effort to complete the cataloging of the Cordell Collection. By the end of June, the cataloging of the Cordell Collection was nearly finished, and should be completed early in FY02-03.

Part IV Divisional Organization

B. Staff change list

Arrivals

Wilma Bass, Head of Cataloging (July 2001)

Lisa Kleinschmidt, Catalog and Authorities Maintenance Technician, Cataloging Dept. (Apr. 2002)

Nick Clulow, if-and-when employee, Cataloging Dept. (Sept. 2001)

Departures

Laurie Anderson, Cataloging Dept. (Aug. 2001)

Raquel Arbaiza, Collection Development Dept. (Aug. 2001)

Lynn Fremd, contract employee, Cataloging Dept. (Aug. 2001)

LaToya Murphy, Baltimore "Youth Works" intern, Collection Development Dept. (Aug. 2001)

Promotions

Steven Douglas, promoted to Bindery Technician, Collection Development Dept. (Sept. 2001), from if-and-when position in the Cataloging Dept.

C. Faculty Activities

Janet Andrews, Systems Librarian

1. Professional participation and service

a. External

American Library Association

Maryland Association of Health Sciences Librarians

Maryland Library Association

Medical Library Association

Mid-Atlantic Chapter of the Medical Library Association

Institute of Electrical and Electronics Engineers (IEEE) Computer Society

b. Internal

University System of Maryland

 LIMS3 Technical Functional Group (3Tech)

 LIMS3 Circulation Functional Group (3Circ) (alternate, Nov. 2001-Feb. 2002;
 observer, March 2002-)

HS/HSL

 LIMS3 Internal Implementation Committee

 Fire marshal

2. Professional Development

- Enrolled in Database Management Certificate program, University of Maryland University College (Sept. 2002-)
- DRA UDMS (Report Writer) Training, St. Louis, MO (July-Aug. 2001)

- "Sync or Swim: Managing the Flood of PDAs in Health Care," teleconference sponsored by the Medical Library Association (Feb. 2002)
- "Excel 2000: Beyond the Basics," CATS Dept., HS/HSL (Feb. 2002)
- MAC/MLA Journal Club (online) on Project Management (Feb.-June 2002)
- Ovid/Medline Training, IIS Division, HS/HSL (May 2002)

Wilma Bass, Head, Cataloging Dept.

1. Professional participation and service

a. External

Health Sciences OCLC Users Group
 Maryland Association of Health Sciences Libraries
 Medical Library Association
 Mid-Atlantic Chapter of the Medical Library Association
 North American Serials Interest Group

b. Internal

University System of Maryland
 LIMS3 Database Management and Loading (DLM) Functional Group (alternate)
 DLM Cataloging Policy Committee (Co-chair)
 DLM Special Loaders Subgroup
 DLM Bound-with Subgroup

HS/HSL

LIMS3 Internal Implementation Committee
 Library Holiday Party Committee
 Fire marshal

2. Professional Development

- ALCTS Metadata and AACR2 Institute, Natick, MA (Aug. 2001)
- Ovid/Medline Training, IIS Division, HS/HSL (Oct. 2001)
- "Introduction to the HS/HSL," IIS Division, HS/HSL (Oct. 2001)
- "Excel Training," HS/HSL (Oct. 2001)
- "Sync or Swim: Managing the Flood of PDAs in Health Care," teleconference sponsored by the Medical Library Association (Feb. 2002)
- "Excel 2000: Beyond the Basics," CATS Dept., HS/HSL (Feb. 2002)
- "Planning for Life Without Passport," OCLC Webcast (Feb. 2002)
- North American Serials Interest Group (NASIG) Annual Meeting, Williamsburg, VA (June 2002)

Richard Behles, Historical Librarian/Preservation Officer

1. Professional participation and service

a. External

Archivists and Librarians in the History of the Health Sciences

Offices held: Archivists and Librarians in the History of Health Sciences Steering Committee

b. Internal

University of Maryland, Baltimore Safety Awareness Committee
Medical Alumni Association Davidge Hall Committee

HS/HSL

Cost of Resources Exhibit Task Force, aka Show Me the Money Task Force
Theft and Mutilation Policy Revision Task Force
Fire marshal

2. Academic Activity

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

"Show Me the Money: the Reality of Library Costs." Co-creators: M.J. Tooley, J. Dale Prince, Richard Behles, Beth Jacoby, Alexa Mayo, Jane Murray, Paula Raimondo, Poster session, presented at the annual meeting of the Mid-Atlantic Chapter of the Medical Library Association, Oct. 2001, and at the annual meeting of the Medical Library Association, May 2002.

Wrote article for the ALHHS publication, *The Watermark* (v.25:1 (winter 2001-02), describing the HS/HSL's experience with the environmental control system in the Historical suite

Provided editorial consultation for a faculty member writing book chapters on individual subjects featured in the Historical Clinico-Pathological Conferences

Meg Del Baglivo, Electronic/Continuations Cataloger

1. Professional participation and service

a. External

American Library Association
Maryland Library Association
North American Serials Interest Group

b. Internal

University of Maryland, Baltimore Safety Awareness Committee (alternate)

HS/HSL

Digital Resources Committee
Fire marshal

c. Honors/Awards

Honorable mention, HS/HSL Staff Recognition Program (June 2002)

2. Professional Development

- Ovid/Medline Training, IIS Division, HS/HSL (Oct. 2001)
- "Advanced Serials Cataloging," SCCTP Workshop, Philadelphia, PA (Nov. 2001)
- "Sync or Swim: Managing the Flood of PDAs in Health Care," teleconference sponsored by the Medical Library Association (Feb. 2002)
- "Planning for Life Without Passport," OCLC Webcast (Feb. 2002)
- "Serial Holdings for MARC21 Format," SCCTP Workshop, Essex, MD (Apr. 2002)

- "Electronic Serials Cataloging," SCCTP Workshop, Pennsylvania Library Association, Harrisburg, PA (May 2002)
- North American Serials Interest Group (NASIG) Annual Meeting, Williamsburg, VA (June 2002)

Beth Jacoby, Head, Collection Development Dept.

1. Professional participation and service

a. External

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

Offices held: SwetsBlackwell Customer Advisory Board

b. Internal

University System of Maryland
 LIMS3 Serials/Acquisitions (SRQ) Functional Group (Co-Chair, Nov. 2000- Apr. 2002; member, Apr. 2002-)
 SRQ Tables Subcommittee (Chair, March 2001-Apr. 2002)
 LIMS3 Cross-Functional Group on Item Processing Status

HS/HSL

LIMS3 Internal Implementation Committee
 Journal Review Committee (Chair)
 Digital Resources Committee
 Cost of Resources Exhibit Task Force, aka Show Me the Money Task Force
 Theft and Mutilation Policy Revision Task Force
HS/HSL Unplugged Editorial Board
 Travel Policy Committee
 E-statistics Task Force
 Journal Use Study Task Force
 Electronic Resources Collection Development Policy Review Task Force (Chair)

c. Honors/Awards

Individual Award, HS/HSL Staff Recognition Program (June 2002)

2. Academic Activity

Jacoby B, Murray J, Alterman I, Welbourne P. Resource selection for an interdisciplinary field : a methodology. Paper accepted for publication in Journal of the Medical Library Association 2002 Oct; 90(4).

"Show Me the Money: the Reality of Library Costs." Co-creators: M.J. Tooey, J. Dale Prince, Richard Behles, Beth Jacoby, Alexa Mayo, Jane Murray, Paula Raimondo, Poster session, presented at the annual meeting of the Mid-Atlantic Chapter of the Medical Library Association, Oct. 2001, and at the annual meeting of the Medical Library Association, May 2002.

3. Professional Development

- Internet class on "Virtual Collection Development" through University of Wisconsin (July-Aug. 2001)
- Potomac Technical Processing Librarians annual conference, Richmond, Va. (Oct. 2001)
- Wert Bookbinding tour, Grantville, PA (Nov. 2001)
- "Sync or Swim: Managing the Flood of PDAs in Health Care," teleconference sponsored by the Medical Library Association ((Feb. 2002)
- PDA class, IIS Division, HS/HSL

Robin Klein, Digital Resources Librarian

1. Professional participation and service

a. External

Maryland Association of Health Sciences Librarians

b. Internal

University System of Maryland

University System of Maryland Electronic Resources Committee (USMERC)

LIMS3 Serials/Acquisitions Functional Group (alternate member)

HS/HSL

Digital Resources Committee (Chair)

LIMS3 Internal Implementation Committee

Web Advisory Board

E-statistics Task Force (Chair)

PDA/New Technology Committee

Electronic Resources Collection Development Policy Review Task Force

2. Professional Development

- "Sync or Swim: Managing the Flood of PDAs in Health Care," teleconference sponsored by the Medical Library Association (Feb. 2002)
- "Signing on the Dotted Line: Licensing Essentials for Library Professionals," American Library Association online tutorial (Feb.-May 2002)
- "Excel 2000: Beyond the Basics," CATS Dept., HS/HSL (Feb. 2002)
- PDA class, IIS, HS/HSL
- Ovid/Medline Training, IIS Division, HS/HSL (May 2002)
- Introductory Blackboard class (June 2002)

Jane Murray, Assistant Director for Resources Management

1. Professional participation and service

a. External

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

b. Internal

University System of Maryland

LIMS3 Database Management and Loading (DLM) Functional Group

DLM Authorities Subcommittee

DLM Overlay Rules Subcommittee

DLM XPT Subcommittee

DLM OPAC Field Suppression Subgroup

DLM SuperHoldings Subcommittee

PAC/DLM Joint Committee on Indexing

LIMS3 Cross-Functional Group on Item Processing Status

HS/HSL

LIMS3 Internal Implementation Committee

Library Advisory Committee

Web Advisory Board

HS/HSL Unplugged Editorial Board

Promotion and Permanent Status Committee (2001/02)

Journal Review Committee

Digital Resources Committee

Signage Committee

Social Work Collection Evaluation Committee

Fees and Services Task Force

Journal Use Study Task Force (chair)

Electronic Resources Collection Development Policy Review Task Force

Cost of Resources Exhibit Task Force, aka Show Me the Money Task Force

c. Honors/Awards

Individual Award, HS/HSL Staff Recognition Program (July 2001)

2. Academic Activity

Jacoby B, Murray J, Alterman I, Welbourne P. Resource selection for an interdisciplinary field : a methodology. Paper accepted for publication in Journal of the Medical Library Association 2002 Oct; 90(4).

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3. Professional Development

- "Excel 2000: Beyond the Basics," CATS Dept., HS/HSL (Feb. 2002)
- "Sync or Swim: Managing the Flood of PDAs in Health Care," teleconference sponsored by the Medical Library Association (Feb. 2002)
- "Signing on the Dotted Line: Licensing Essentials for Library Professionals," American Library Association online tutorial (Feb.-May 2002)
- Council of Library Directors annual meeting, Towson, MD (May 2002)
- American Library Association annual meeting, Atlanta, Ga. (June 2002)

Non-faculty Activities

Laurie Anderson, Catalog and Authorities Maintenance Technician

1. Professional participation and service
 - a. External
Maryland Library Association
 - b. Internal
HS/HSL Staff Recognition Program Committee

Steven Douglas, Bindery Technician

1. Continuing Education/Training
 - Wert Bookbinding tour, Grantville, PA (Nov. 2001)
 - Book Repair class, Columbia, MD (Apr. 2002)
 - Palinet Book Repair Workshop, Philadelphia, PA (June 2002)

Carol Harling-Henry, Serials Technician

1. Professional participation and service
 - a. Internal
HS/HSL Fire marshal
HS/HSL Staff Recognition Award Committee
2. Continuing Education/Training
 - Wert Bookbinding tour, Grantville, PA (Nov. 2001)

Lisa Kleinschmidt, Catalog and Authorities Maintenance Technician

1. Professional participation and service
 - a. External
Maryland Library Association
Potomac Technical Processing Librarians
2. Continuing Education/Training
 - "Serial Holdings for MARC21 Format," SCCTP Workshop, Essex, MD (Apr. 2002)
 - Ovid/Medline Training, IIS Division, HS/HSL (May 2002)

Theresa McLaurin, Accounting Technician

1. Continuing Education/Training
 - "Interview Skills and Negotiation Strategies," UMB Human Resources (Feb. 2002)

- IIS Information Resources Overview (Apr. 2002)
- Ovid/Medline Training, IIS Division, HS/HSL (May 2002)

2. Honors/Awards

UMB award for 20 years of service

Joy Phillips, Copy Cataloging Technician

1. Professional participation and service

a. External

Maryland Library Association
Online Audiovisual Catalogers
Potomac Technical Processing Librarians

b. Internal

HS/HSL Travel Policy Task Force

2. Continuing Education/Training

- "Cataloging Internet Resources Using MARC 21 and AACR2," OCLC Institute (online) (July-Aug. 2001)
- "Excel 2000: Beyond the Basics," CATS Dept., HS/HSL (Feb. 2002)
- Ovid/Medline Training, IIS Division, HS/HSL (May 2002)

3. Honors/Awards

UMB award for 5 years of service

Sandra Williams, Ordering Technician

1. Continuing Education/Training

- Introduction to Excel class (Oct. 2001)
- "Interview Skills and Negotiation Strategies," UMB Human Resources (Feb. 2002)
- IIS Information Resources Overview (Apr. 2002)
- Ovid/Medline Training, IIS Division, HS/HSL (May 2002)

Part IV. Divisional Organization
A. Resources Management Organizational Chart
Rev. June 2002

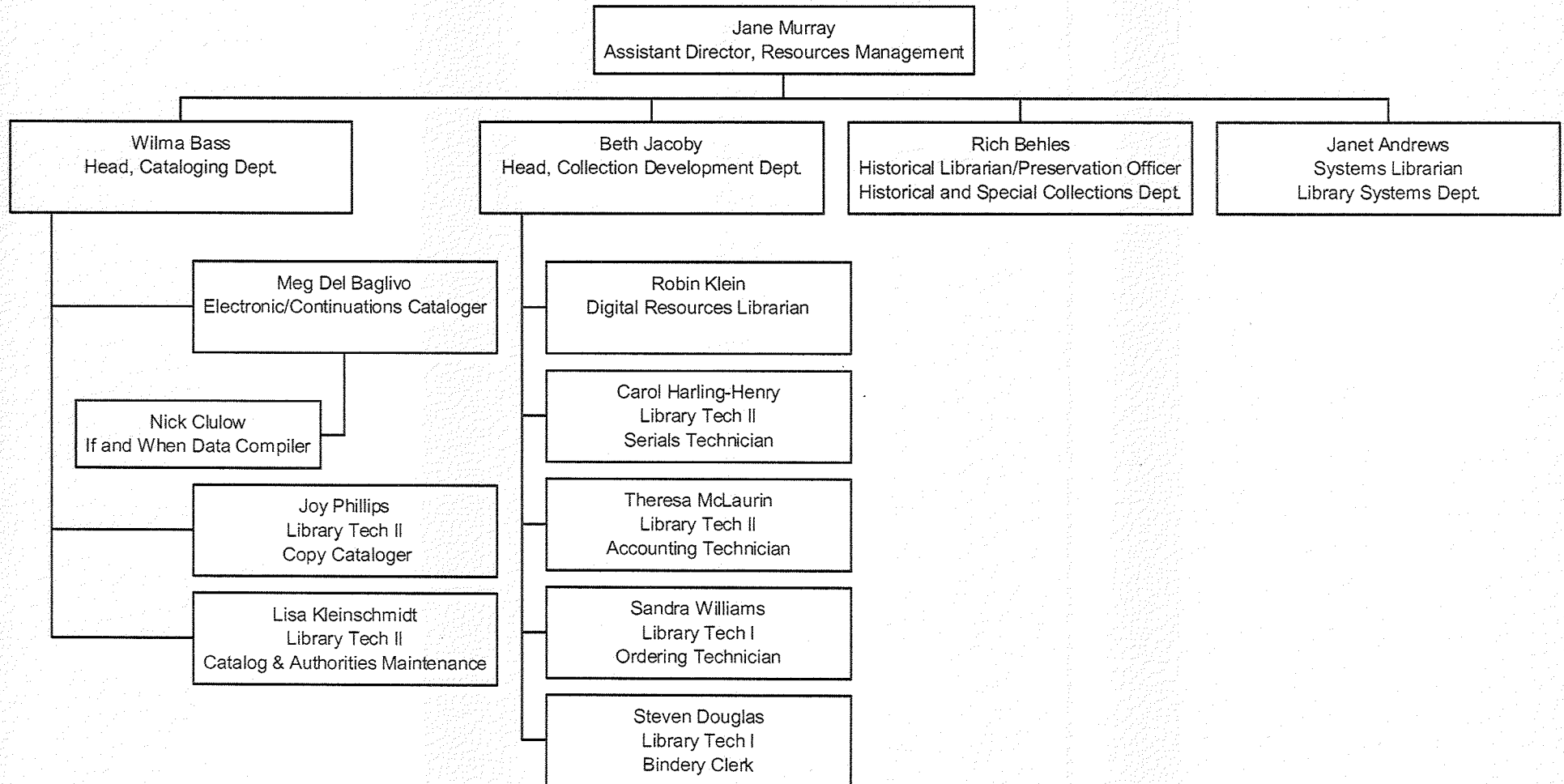


Table 1.
Total funds expended

	97/98	98/99	99/00	00/01	01/02	%Change
Books	\$146,591	\$181,706	\$236,965	\$270,943	\$235,513	-13%
Journals (print)	941,059	1,011,352	1,100,532	1,079,702	1,211,594	12%
Electronic resources	164,644	237,016	247,289	298,281	313,474	5%
Bindery	33,160	33,600	34,897	39,997	34,927	-13%
Total funds expended	\$1,285,454	\$1,463,674	\$1,619,683	\$1,688,923	\$1,795,508	6%

Table 2.
Print resources

	97/98	98/99	99/00	00/01	01/02	%Change
Books						
Purchases	1923	2580	3228	3679	2913	-21%
Gifts	354	135	199	458	446	-3%
Theses	147	105	125	175	180	3%
Total books added	2424	2820	3552	4312	3539	-18%
Journals						
Bound volumes added	5005	3700	3686	3480	4345	25%
New subscriptions	114	0	65	31	3	-90%
Titles cancelled/ceased	22	27	13	20	109	445%
Total print subscriptions	2399	2372	2426	2437	2331	-4%
Average subscription cost	\$392	\$426	\$454	\$443	\$517	14%

Table 3.
Electronic resources

	97/98	98/99	99/00	00/01	01/02	%Change
Electronic subscriptions	86	134	632	978	1577	61%
Databases	18	19	21	50	63	26%
Electronic books	0	0	40	178	188	6%

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Total funds expended

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Table 4.
Cataloging Statistics

A. NEW ITEMS ADDED			97/98	98/99	99/00	00/01	01/02	% change
1	Print Material							
	a. DLC/CIP Cataloging	Titles	1,293	2,205	2,040	2,149	1,645	-23%
		Volumes	1,369	2,304	2,115	2,237	1,701	
						1,890		
	b. Edited (non-DLC) Cataloging	Titles	336	820	536		2,228	18%
		Volumes	396	857	564	1,809	1,821	
	c. Original Cataloging	Titles	64	202	76	107	161	50%
		Volumes	97	212	117	170	239	41%
	d. Enhanced Cataloging	Titles	3	12	6	1	0	-100%
		Volumes	3	12	6	1	0	
	e. Minimal Level Upgrades	Titles	0	4	0	6	0	-100%
		Volumes	0	4	0	12	0	
	f. Added Copies / Volumes	Volumes	2,250	1,018	560	564	540	-4%
	Total Print Material	Titles	1,696	3,243	2,658	4,153	4,034	-3%
		Volumes	4,115	3,389	3,362	4,793	4,301	-10%
2	Non-Print Material	Titles	30	7	67	427	399	-7%
		Volumes	32	7	94	95	62	-35%
3	Total New Items Added	Titles	1,726	3,250	2,725	4,580	4,433	-3%
		Volumes	4,147	3,396	3,456	4,888	4,363	-11%
4	Total Withdrawn	Titles	8,549	138	184	70	232	231%
		Volumes	10,726	214	282	378	528	40%
5	Net added to catalog	Titles	-6,823	3,112	2,541	4,510	4,201	-7%
		Volumes	-6,579	3,182	3,174	4,510	3,835	-15%

Note 1: Non-print volume counts lower than title counts because online resources lack physical pieces.

Note 2: Prior to 1998/99, statistics included cataloging for the SSW LRC

Note 3: Prior to 2001/2002, statistics included cataloging for the SOM, SOD, and SON LRC's.

Table 4.
Cataloging Statistics continued

B. <u>REVISION ACTIVITIES</u>			97/98	98/99	99/00	00/01	01/02	% change
1	Recataloging	Titles	440	2,012	550	482	389	-19%
		Volumes	615	2,089	615	351	194	
2	Transfers to other	Titles	559	206	276	144	88	-33%
		Volumes	796	228	341	368	248	

Table 5
Historical and Special Collections Statistics

Historical reference questions by type:

	97/98	98/99	99/00	00/01	01/02	%Change
In person	54	55	32	50	47	-6%
By telephone	39	42	43	36	17	-53%
Letter/fax/email	31	46	60	67	77	15%
Total	124	143	135	153	141	-8%

Note: All Historical Collections cataloging statistics are cumulated with Cataloging Dept. statistics.