

Mission

The mission of the Health Sciences and Human Services Library organization is to meet the health and human services information needs of our diverse constituents through the provision of services, resources, and products in the best format, when needed. We support discovery, learning, and service, as well as preserve the historical record of the campus.

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Regional Medical Library Travels the Mid-Atlantic and Southeast

Headquartered at the Health Sciences and Human Services Library (HS/HSL) since 1983, the National Network of Libraries of Medicine's Southeastern/Atlantic Regional Medical Library creates partnerships across the entire southeastern United States. The HS/HSL's five-year, \$11.5 million competitive contract with the National Library of Medicine (NLM) at the National Institutes of Health (NIH) employs 10 staff members who go into the field to promote the NLM's mission of providing health information to professionals and the public. The NLM administers this mission through eight Regional Medical Libraries (RMLs) across the U.S.

The staff of the HS/HSL RML, under the leadership of Executive Director Janice Kelly, travel extensively throughout the region supporting and promoting NLM products and services through consultations, classes, exhibits at association meetings, referral networks, and competitive awards. "We work with large and small groups, doctors in rural

areas, parish nurses, and health care providers in areas far from resources to provide accurate health information," says Kelly.

The HS/HSL competes with other libraries in the region for outreach awards. "We're very pleased that awards from the RML have benefited health information outreach right here in Maryland through projects such as the partnership with the School of Social Work's Social Work Community Outreach Service (SWCOS) program," says M.J. Tooley, MLS, AHIP, executive director of the HS/HSL. "We were also able to develop Maryland Health→Go Local with funding from the RML." (See related stories on SWCOS and Maryland Health→Go Local.) Through resources such as Maryland Health→Go Local, the HS/HSL also directly provides reference and resource support to library users in the region.

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HEALTH SCIENCES & HUMAN SERVICES LIBRARY UNIVERSITY OF MARYLAND, BALTIMORE



DIRECTOR'S MESSAGE

Remaining relevant in a digital world, where misconceptions regarding information access and ownership abound, is one of the biggest challenges facing libraries. At the Health Sciences and Human Services Library (HS/HSL), our resources are primarily digital, so in addition to our wonderful physical space, we have added the connected world as a place in which to use those resources.

However, at the HS/HSL it has never been only about the resources. We pride ourselves on our tradition of service and concern for the health information needs of our users.

We don't operate in a vacuum, and it is clear that our future lies in our interconnectedness with our users and in the strength of our partnerships. We are neither defined by our space nor confined to our building. We seek partnerships in teaching and learning, discovery, clinical decision-making, and community outreach.

This, our first annual report, contains stories about our partnerships—on campus, in the community, throughout the state, and across the region and the United States. We hope you enjoy and learn from them. And if you have any ideas about strengthening or expanding our partnerships, let us know. We're interested in hearing from you.

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*Partnering Throughout the
Campus and Beyond*

ANNUAL REPORT 2006-2007

Creative Thinking Leads to Model Partnerships

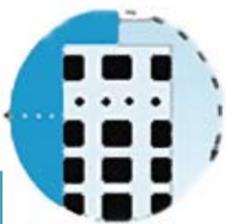
Partnering with the University's schools, the Health Sciences and Human Services Library (HS/HSL) has made resources available that benefit the entire campus community.

The HS/HSL licenses RefWorks, a Web-based personal citation manager that allows researchers to create databases and share them with others. The cost of the resource is shared among the University's schools and the library. "It's been a huge success," says Alexa Mayo, MLS, AHIP, associate director for services at the HS/HSL. "Our faculty, staff, and students benefit from this unique collaboration."

In another joint project, the library has worked with the School of Pharmacy to extend access to a drug information database, Lexi-Comp ONLINE, for all University faculty, students, and staff.

The library has also worked with schools to test the usefulness of several online resources—such as Primal Pictures, an interactive anatomy tool—through pilot programs, says Mayo. The library funded Primal Pictures for one year to assess its use, with the understanding that schools would pay a portion of the cost if the subscription were continued.

"Only through creative partnerships would these resources be available for our campus," Mayo says. "The library is proud both of our role as leader and in the wonderful response we've received from the campus community."



CONNECTIVE ISSUES E-NEWSLETTER

Launched in October 2006, *Connective Issues*, the e-newsletter of the Health Sciences and Human Services Library (HS/HSL), is published monthly for faculty, students, and staff of the University of Maryland, Baltimore and other interested individuals. The newsletter informs readers about events, classes, exhibits, and resources available at the HS/HSL, and provides updates on HS/HSL collaborations and outreach to our community. *Connective Issues* is available through e-mail or RSS feed, or by visiting www.hshsl.umaryland.edu/information/newsletter.



Web Site Navigates Through Sea of Health Care Services

Maryland Health→Go Local (www.medlineplus.gov/maryland), a Web-based statewide resource for finding local health services and programs, recently turned 1 year old. But there has been little time to celebrate—there is more work to do. With links to more than 5,000 Maryland programs and services, keeping it up-to-date is an enormous commitment of time and energy.

"It's a challenge," says Patricia Hinegardner, MLS, AHIP, Web services librarian. "If a health organization, for instance, redesigns its Web site, it may require us to change all our links to them. It's an ongoing process."

Developed by the Health Sciences and Human Services Library (HS/HSL) in partnership with the National Institutes of Health's National Library of Medicine, Maryland Health→Go Local—used by people seeking care, by health care and human service providers, and others—offers information about medical facilities as well as health screenings, support groups, and more. It also links to quality health information through MedlinePlus, the National Library of Medicine's consumer health Web site. The response has been overwhelmingly positive.

"Everyone who sees the site and uses it, loves it," says M.J. Tooe, MLS, AHIP, executive director of the HS/HSL. "Our challenge is in promotion and ongoing support for this statewide resource. Currently, we are supporting it out of our funds. Ultimately, I would like to see the campus and/or the state provide support."

During the site's rollout at the HS/HSL in the fall of 2006, Joshua Sharfstein, MD, commissioner of the Baltimore City Health Department, lauded the program. "I thank you on behalf of all the Maryland citizens you will never meet that your Maryland Health→Go Local site will help," Sharfstein said. Today, the former pediatrician remains a big supporter. "Medical Web sites are essential to doctors who need to navigate an ocean of information to find help for their patients," he says.

"We're hearing a lot of enthusiasm from those who are using the information for referrals," says Alexa Mayo, MLS, AHIP, associate director for services at the HS/HSL. "It could be a care provider, a social worker, a parish nurse. The program is one of the most valuable projects I've been a part of in more than 20 years of being a librarian."

With Health→Go Local sites in many other states as well, the program has a national scope. "Say you have aging parents in Massachusetts," Mayo says. "You can locate health care services for them in their community."

The National Library of Medicine updates MedlinePlus, and HS/HSL staff members keep information on local programs and services current in Maryland Health→Go Local. It's a big job—and an important one.

"When someone with a serious illness is looking for help, it's critical that they get a contact that will work," Mayo says of Maryland Health→Go Local referrals. "We have to get it right."

HS/HSL *by the numbers*

\$2 million in resource expenditures • **10 million** Web page hits
311,000 visitors • **526,000** volumes • **8,800** reference questions
5,000+ journal subscriptions (**86 percent** electronic)
264 classes with **4,161** attendees • **32** community outreach programs
20,500 items/articles loaned to other institutions

2006-2007

Researchers Tap Library's Historical Collections

Researchers throughout the campus and beyond rely on the vast historical and archival collections of the Health Sciences and Human Services Library (HS/HSL) as valuable resources.

"The University's bicentennial year of 2007 afforded an excellent opportunity for agencies on campus to contact us for historical information," says Richard Behles, MLS, historical librarian/preservation officer. "Similarly, we receive requests from extramural scholars in search of information relevant to us and our history."

In 2006 and 2007, the library worked with Philip Mackowiak, MD, on his book *Post Mortem—Solving History's Great Medical Mysteries*. Three recent books on the University's history were written with the help of the HS/HSL: *University of Maryland School of Medicine—The First Two Centuries*, by Larry Pitrof; *Baltimore's Own: The World's First Dental School*, by John M. Hynson Jr., DDS, MS, MA; and *The*



History of Dermatology at the University of Maryland, by Ronald Goldner, MD, FACP.

"The depth of the library's collections was invaluable in conducting research for the School of Medicine's bicentennial book," says Pitrof, executive director of the School's Medical Alumni Association.

Research Partnerships Expand Role of Library



From left: Jaime Friel Blanck, Stefanie Warlick, Paula Raimondo, and Tierney Lyons

When the School of Medicine determined that it would be a good idea to have nonscientists on the institutional review boards (IRBs) that monitor the welfare of medical research subjects, it recruited librarians at the Health Sciences and Human Services Library (HS/HSL).

"Nonscientists focus on the informed consent document and assess whether it conveys the appropriate information in a manner that would be understood by a potential participant," says Susan Buskirk, MS, RN, BSN, executive director of the University's Human Research Protections Office (HRPO).

To be sure, librarians Jaime Friel Blanck, MLS, AHIP, liaison to the School of Medicine; Tierney Lyons, MLS, head of reference and research services; Paula Raimondo, MLS, AHIP, head of outreach/

liaison services; and Stefanie Warlick, MLS, liaison to the School of Nursing, are dedicated to making the language of consent forms understandable to research subjects.

Robert Edelman, MD, a professor at the School of Medicine who conducts vaccine clinical trials and chairs the University's IRB, agrees. "The librarians take their responsibilities very seriously," he says. "They are valuable members of the panels."

Through the librarians' work with IRBs, fellow board members "see that librarians are capable and knowledgeable" about research topics, says Raimondo. As a result, the library has been asked to play other roles in research projects.

Debra Berlanstein, MLS, liaison to the School of Medicine, partners with the School's Office of Policy and Planning to look at health care disparities and cancer survivorship. HS/HSL librarians also provide research training and education to, among others, the HRPO, the School of Social Work's Social Work Community Outreach Service, and—through Miriam Blitzer, PhD, and her colleagues in the medical school's Division of Human Genetics—the Genetic Alliance, a national coalition of advocacy groups for people with genetic conditions.

Through partnerships on campus and beyond, HS/HSL librarians have taken on important roles in advocacy for research participants, and in the conducting of research itself.



Intern Ramona Harrison demonstrates Maryland Health→Go Local to School of Social Work graduate Krista Mahler, '07.

Library and SWCOS Help People Help Themselves to Better Health

The Health Sciences and Human Services Library (HS/HSL) has joined forces with the Social Work Community Outreach Service (SWCOS) at the School of Social Work to help educate the public about health information that is available online.

Armed with a \$40,000 award from the Regional Medical Library for the National Network of Libraries of Medicine, Southeastern/Atlantic Region, the partnership is a vehicle to train community-service providers—and community members themselves—how to use Maryland Health→Go Local, a Web-based statewide resource for finding local health services and programs (see related article), and MedlinePlus, the National Library of Medicine's consumer health Web site. Hundreds of HS/HSL and SWCOS staff have provided training at public events such as festivals and health fairs. They have also provided instruction for agencies and organizations such as Head Start, the Baltimore City Public School System, and the Latino Providers Network in Baltimore.

"We have further expanded the impact of Maryland Health→Go Local to the people who need it," says Ramona Harrison, an advanced-placement graduate student at the School of Social Work who coordinated the training program. "We provided basic instruction on how to find the site, how to log in, and how to use it to access health resource information. The site is easy to use."

The training has paid off. At one Baltimore event, Harrison instructed a woman with an autistic son how to find local treatment options. At the Baltimore African-American Heritage Festival, a woman who had suffered a heart attack found a cardiac rehabilitation program close to her home, and someone who recently lost her sight located services for the newly blind.

For more information about the training, call 410-706-1880. Training materials are available at www.hshsl.umaryland.edu/golocal.