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Health Sciences + Human Services Library
University of Maryland, Baltimore

2008-2009 Annual Report



601 W. Lombard Street
Baltimore, Maryland 21201

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LIBRARY ACQUIRES 19TH CENTURY MEDICAL STUDENT NOTEBOOK

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.

SURVIVAL OF THE FITTEST:

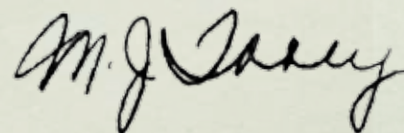
The Evolution of the Library

You say you want an evolution? Mixing the Beatles and Charles Darwin could be dangerous. With apologies to the Beatles, this year's annual report from the Health Sciences and Human Services Library is more reflective of Charles Darwin than the Fab Four. In 2009, the bicentenary of Charles Darwin's birth and the 150th anniversary of the publication of "The Origin of the Species," it was hard not to think about evolution. In a world where everything from communications to education to technology is evolving at breakneck speeds, we can apply those evolutionary thoughts to the Health Sciences and Human Services Library as well.

Our information resources infrastructure continued to change and grow to meet the diverse needs of our users. E-journals now comprise more than 95% of our journal collection. We added thousands of e-books to our collection. Staff supporting the infrastructure are changing the way they work, and developing this infrastructure, regardless of format, into an information resource utility similar to the power and plumbing...an infrastructure that works seamlessly and consistently, every time it is "turned on." We are changing job descriptions, developing new skills and evolving into the knowledge workforce needed to maintain and advance our information resource foundations.

Our services build on the successes of the past. Library faculty applied their old skills in new ways – on the campus Institutional Review Boards, supporting focus groups for Human Resources, developing new tools on YouTube and iTunes University, and creating new information resources such as our acclaimed HINI web page. Our liaison program grew and thrived as we reached out to UMB's faculty and students to enrich their teaching and learning experiences. We supported collaboration by evolving our spaces as well. Seven study rooms on our second floor became collaborative spaces with the addition of flat paneled screens and special tables to support collaborative learning.

Even during a fiscal year where we began to feel the full force of the recession, we managed to keep moving forward, positioning the library for continued success and alignment with campus, community, regional, and national health and human services priorities. In our annual report we have tried to tell stories, not only with our statistics but with articles exploring the ways we are remaining vital and evolving to meet the challenges and potential of the years ahead. Yes, we want an evolution!



M.J. Tooley, MLS, AHIP, FMLA
Executive Director
mjtooley@hshsl.umaryland.edu



EVOLVING RESOURCES:

E-Books Purchase Expands Online Collection

Publishers and users have embraced the technology and exciting tools developed to enhance searching and accessing journals. It was inevitable that the next steps in this publication revolution would be to offer books in electronic format, available anytime, anywhere.

This year the HS/HSL added a significant collection of titles from Springer, one of the world's most prestigious publishers of scientific, technical and medical literature. More than 3500 eBooks published in the last four years from the biomedical and life sciences, behavioral sciences and medicine were added. These titles, like those in print, belong to the HS/HSL in perpetuity.

Cash-Strapped Students Helped by Free Resources

In January, 2009, the HS/HSL began providing all interlibrary loan and document delivery

requests free for UMB students. This change not only brought students some financial relief, but streamlined services as well.

Now, free electronically delivered articles and free book loans from library collections across the nation are obtained with ease to enhance UMB student education.

The response has been overwhelmingly enthusiastic. UMB students are delighted with their free research materials. Since the introduction of these free services, student requests for books and articles borrowed from outside libraries went up by 450% and student requests for book-chapters and articles held by the HS/HSL went up by an astounding 1700%!

"Of all of the resources available to students at UMB, the one that I will miss the most upon my graduation will be the free resource sharing opportunities. I find the wide access to journal articles highly useful and am especially grateful for the privilege to borrow books from other institutions... Also, thank you for pairing this wide range of resources with knowledgeable, friendly staff members! They have helped me sort out a few glitches, especially when I was attempting to access resources while attending class at a satellite campus."

*Sailor Holobaugh
Intern, School of Social Work*

LAST YEAR AT THE HS/HSL

ALMOST **35,000** BOOKS & ARTICLES

WERE LOANED TO OR BORROWED BY OUR USERS.

EVOLVING SERVICES:

HS/HSL Meets Pandemic Challenge

Instruction to Go

It's late at night and a student begins to work on an article. The student decides to use Write-n-Cite for creating references, but hasn't used it in awhile and needs a refresher. There is no time to attend a workshop or to stop by the library for a consultation with a reference librarian. What to do? No panic here; the student simply visits the library's website and views the HS/HSL tutorial RefWorks:Using Write-n-Cite.¹ No time to sit in front of the computer and watch it? View it on a mobile device for on-the-go instruction!

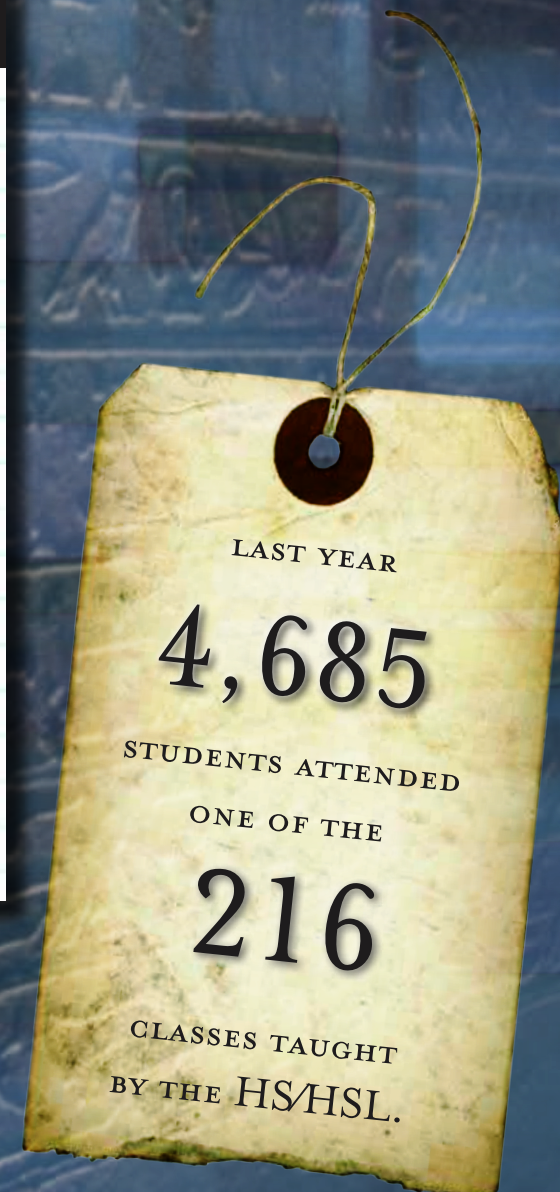
Tutorials are now available on both YouTube² and the University of Maryland's iTunes U site.³ Tutorials are also accessible through the library's web site on the Library Savvy page.⁴

During spring 2009, while others worried about H1N1 Swine Flu, HS/HSL staff responded. Staff developed and launched an online guide

to provide the campus community and the public with the most up-to-date information about the flu and its development. This guide was one of the first online information resources in the state and the country. Content included links to information from the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). It also provided links to RSS feeds so users could stay up to date with late breaking news about the H1N1 flu. The H1N1 Swine Flu guide has been linked to by several other institutions as an authoritative guide. The guide can be found at <http://guides.hshsl.umaryland.edu/swineflu>.⁵

RELEVANT LINKS:

1. <http://www.youtube.com/watch?v=uTIQwYChvno>
2. <http://www.youtube.com/user/HSHSL>
3. <http://deimos3.apple.com/WebObjects/Core.woa/Browse/maryland.edu.2186836847>
4. <http://www.hshsl.umaryland.edu/assistance/savvy/>
5. <http://guides.hshsl.umaryland.edu/swineflu>



EVOLVING SERVICES:

Creating Teachable Moments through Morning Report

Regular attendance at the University of Maryland Medical Center's morning report for the Departments of Medicine and Pediatrics has allowed the HS/HSL to create teachable moments. During morning report, the health care team, including house staff and attending physicians, discuss patients' cases as a teaching and learning tool. HS/HSL faculty librarians search for answers in the medical literature to questions that arise during the case presentations. They prepare evidence-based literature search strategies from the case and create a blog (Morning Report) that can be easily accessed by residents and medical students. Using the Morning Report blog, residents and students learn how to derive an answerable, clinical question from the case report and how to search the medical literature for an evidence-based answer to guide their practice.

"This is ABSOLUTELY OUTSTANDING!!!! I love that the search methodology is also included. I'm sure the residents will benefit from the process and your search results. The summary about the key points of MR is a great way to reinforce what they learned." —

Neda Frayha, M.D.
Chief Resident

Department of Internal Medicine
University of Maryland Medical Center
Baltimore VA Medical Center

RELEVANT LINKS:

Medicine: <http://www.hshsl.umaryland.edu/morningreport/med/>
Pediatrics: <http://www.hshsl.umaryland.edu/morningreport/peds/>



EVOLVING OUTREACH:

Maryland Health → Go Local Continues "Great Service"

Maryland Health → Go Local, a web-based statewide resource for finding local health services and programs, recently turned three years old. The addition of many services and the redesigned colorful web site enhanced the resource. The Alert feature on the site provided the ability to quickly upload links to time sensitive information including resources about H1N1 Flu and Hurricane Preparedness. With the development of Maryland Health → Go Local eUpdate (<http://www.hshsl.umaryland.edu/golocal/eupdate/>) users can track usage statistics and stay up-to-date with the project by learning about system enhancements and finding out "Where in Maryland is Meredith," the HS/HSL's Outreach Librarian.

What makes all the work worthwhile? Receiving comments like the one from Elizabeth Duvall, Greater Baltimore Cleft Lip and Palate, "Thank you for including our Greater Baltimore Cleft Lip and Palate Team on your Go Local listing.. It [the web site] provides a great service to anyone seeking medical care in their geographical and medical area."

RELEVANT LINKS:

<http://www.medlineplus.gov/maryland>

<http://www.hshsl.umaryland.edu/golocal/eupdate/>

COMMUNITY OUTREACH
SESSIONS LAST YEAR
REACHED **6,348**
INDIVIDUALS.

HS/HSL Helps the Hungry — Year Two

Who doesn't love a win-win situation? The Library continued its popular Food for Fines program with great success. For each donation of a can of food, \$1.00 in fines was waived. The program gathered 700 lbs of canned goods that were donated to the Maryland Food Bank, an increase of the prior year's donation of 500 lbs.



EVOLVING OUTREACH:

Project SEARCH Offers Library Interns Positive Experience

Project SEARCH, a collaborative project between the ARC of Baltimore, UMB, Baltimore City Public Schools, and the Maryland State Department of Rehabilitation Services, offers special needs students training, education and mentoring through real-life work assignments. The internships are designed to help students successfully transition from school to employment. The HS/HSL worked with interns this past year, in both the cataloging and mail departments. The project's inaugural year was a success, as evidenced by the interns' dedication and hard work. Describing the experience as an honor, the interns' supervisors acknowledged the invaluable lessons the students can carry forward into the future. The HS/HSL looks forward to continued participation with the Project SEARCH program.

Six o'Clock Already?

Bright and early on the morning of Monday, March 9th, the singers of the HS/HSL made their way to Fells Point to participate in a time-honored Baltimore tradition: singing Manic Monday on WJZ-TV at 6:15 AM. What better way to spread the word about Maryland Health → Go Local, a free resource of Maryland programs and services, to WJZ-TV viewers? Staff had several rehearsals to make sure we had the lyrics down pat, had our swaying in sync, and had assigned the coveted backup singer "Whoa, Whoas." With M.J. Tooeey giving our introduction and local news anchors Don Scott and Marty Bass watching from the news desk (complete with Go Local caps on and mugs in hand), we sang our little hearts out with the verve that only employees of the HS/HSL can muster.

SMUG-ly Bringing UMB Together

On the heels of the successful and popular one-day symposium on social media "Are you Connect-ed?" the HS/HSL launched the Social Media Users Group (SMUG). The SMUG engages members of the campus community interested in continuing to explore the latest web-based communication tools. SMUG meets quarterly as a casual brown bag discussion group where faculty members, IT staff, and others share successful projects. Topics covered have included creation of a Facebook fan page to reach alumni, formatting videos for YouTube, and novel uses of blogs to help connect students with one another. SMUG brings together over 70 people interested in working together to keep UMB connected to emerging technologies in order to promote the educational and research goals of the campus. To learn more, please visit the SMUG Facebook page.

RELEVANT LINKS:

<http://www.facebook.com/pages/Social-Media-Users-Group-UMB/211663440373?>

EVOLVING OUTREACH:

Library Faculty "Focus" on Work/Life Balance

Support for Going Green

As the public face of the university's Sustainability Committee, the subgroup on Education and Awareness works to disseminate information to the campus community through various projects and programs. With vast experience in campus-wide promotion, HS/HSL staff were ideally suited to spread the word about going green. Members informed the campus about efforts in reducing the university's carbon footprint as well as ways in which individuals can make a difference. Through participation in events such as "Turn in Your Trashcan" and the UMB Go Green fan page on Facebook (<http://www.facebook.com/pages/Baltimore-MD/UMB-Go-Green/51588774293>), the HS/HSL has made great strides in embracing sustainability. In the coming year, the Sustainability Committee plans to increase promotion of the university's recycling program and continue its initiatives through regular features within the VOICE.

Service on campus committees often leads to new and exciting opportunities. The UMB Work/Life Strategies Advisory Board needed information about programs that would be most important to campus faculty and staff to improve their "lives" at the university. Was it benefits information? Wellness activities? Information about child care or adult day care? No one knew, but the Advisory Board was determined to find out. One of the most effective methods for gathering information is the structured focus group. Four HS/HSL faculty members were trained focus group facilitators and had successfully used focus groups to determine internal and external service improvements and to query participants around the state regarding access to health services. The Library's Executive Director, who serves on the Work/Life Strategies Advisory Board, volunteered these faculty librarians to work with Human Resources to design relevant questions and to lead the focus groups. In all, ten focus groups with 80 participants were facilitated. By using faculty librarians' research expertise, Human Resources Services and the Library became partners in advancing the campus goal of understanding the work/life priorities of UMB faculty and staff to improve employee satisfaction.

RELEVANT LINKS:

<http://www.facebook.com/pages/Baltimore-MD/UMB-Go-Green/51588774293>

LAST YEAR
THERE WERE
16,595
REFERENCE
QUESTIONS
ANSWERED


EVOLVING IN THE REGION:

NN/LM Southeastern/Atlantic Region: Home to Blues, Booze & BBQ

On December 2, 2008 Dr. David J. Ramsay, president of UMB, welcomed an eight-member site visit team to the HS/HSL, home of the National Network of Libraries of Medicine, Southeastern/Atlantic Region (NN/LM SE/A) for a mid-contract review. In addition to an overview of contract accomplishments, the SE/A staff provided an introduction to the region entitled "Blues, Booze and BBQ," showcasing regional diversity of music, cultures and industry, highlighting the challenges of serving such a large and complex region. The NN/LM SE/A serves 10 southeastern states, Puerto Rico, the U.S. Virgin Islands, and the District of Columbia encompassing 25% of the population of the United States.

In their report, the team lauded UMB for its "strong institutional commitment to the library and its outreach function through the NN/LM." M.J. Tooley was recognized for her leadership and participation in SE/A programs. Additionally, the site team cited the "creative and energetic" SE/A staff for building the capacity of its Network members to provide outreach and services to health professionals and the public through its many and varied programs. In particular the team applauded SE/A's commitment to outreach, responsiveness to member needs, strong community and network partnerships, and leadership in emergency preparedness. Also mentioned were the varied funding programs, and dedication to meeting the educational needs of the SE/A members and the difficulties faced in working in such a large, ethnically and racially diverse region.

The NN/LM SE/A contract runs through April 30, 2011 with competition for a new five-year contract to begin in February 2010.



VALUE OF NN/LM SE/A
CONTRACT IN 2008-2009
\$1,898,811

EVOLVING THE BUILDING:

Physical Evolution: Renovation, Redesign and Relocation!

For three years the HS/HSL was a construction zone as books were shifted, areas were renovated, and new tenants moved into the building.

The entire first floor underwent redesign and renovation, including a new layout for the first floor, relocation of the reference desk, new carpeting and workstation chairs and another wall for the Frieda O. Weise Gallery. This renovation created a more comfortable and relaxing environment, better service flow, and increased available study space. Additionally, we welcomed our new tenants: International Student Services, Financial Aid, Student Accounting, and the Counseling Center. New directories throughout the building made it easier to find these new departments. Finally, there was a major technology infrastructure overhaul which upgraded the wireless network and added Voice Over IP (VOIP) telephony. Through it all, not a single study space was lost!

From Study Space to Collaboration Space

When the Health Sciences and Human Services Library opened in April of 1998, the building had 45 small group study rooms, more than any other health sciences library in the United States. These rooms were added in response to curricular changes in our schools focusing on collaborative, problem-based learning. Then as now, these study rooms are easily the most popular rooms in the HS/HSL. As time and technology have marched on, the need to enhance these spaces has grown.

In October 2008, thanks to a gift from a donor, the library was able to upgrade seven study rooms on the second floor, turning them into collaborative learning spaces. The Library mounted 37" and 42" LCD panels, added window shades, and replaced the tables to accommodate power and a VGA cable to connect laptops to the wall-mounted LCD panel. Viewing work on the larger screen makes it easier and more effective for groups to collaborate on presentations and projects.

THE HS/HSL'S WEISE
GALLERY WAS HOME TO
SIX EXHIBITIONS
THIS YEAR:

Wolfgang Ritschel
Seema Modi
Diggs Johnson Middle School
"A Line In The Sand"
Rick Guidotti
Dr. Adam Puche

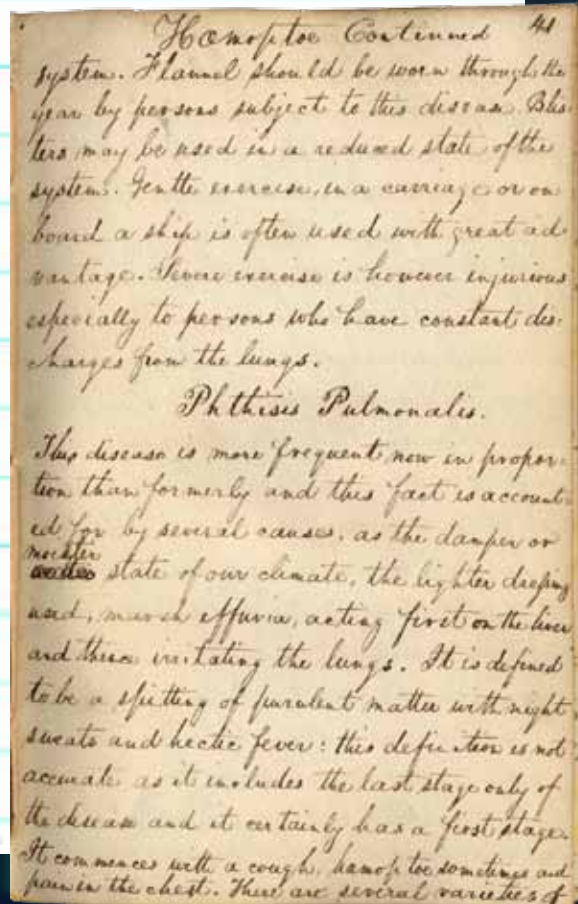
LAST YEAR THE ENTIRE COLLECTION
AVAILABLE AT HS/HSL
WAS APPRAISED AT

\$33,770,800

EVOLVING HISTORICAL AND SPECIAL COLLECTIONS:

Library Acquires 19th Century Medical Student Notebook

Between the years 1827 and 1829, Thomas Munroe painstakingly inscribed the notes of several class lectures delivered by his teacher, Dr. Nathaniel Potter, founder of the University of Maryland, School of Medicine. Munroe's notebook records discussions of many disorders such as fever, dysentery, cholera, hepatitis, and *phthisis pulmonalis* – the condition we now know as tuberculosis. The notebook surfaced during the recent settlement of Dr. Ian R. Anderson's (School of Medicine, '62) estate, when his representative astutely thought to donate the piece to the Library. Having endured the passage of time, and now part of the Cordell Historical Collection, this artifact provides an interesting and informative glimpse into the University's medical heritage.



A Gift to the Library is a Gift to Everyone...

If you believe in the work the Health Science and Human Services Library is doing, please consider making a donation.

Name _____

Address _____

City _____ State _____ ZIP Code _____

Telephone Number _____

Email Address _____

I have enclosed a check for \$ _____ made payable to the University of Maryland Baltimore Foundation, Inc.

I would like to make a gift by credit card:

Visa MasterCard American Express Discover

Card # _____ Expires: _____

Name as it appears on the card _____

Signature _____

Gifts can also be made via a secure online transaction at
www.giving.umaryland.edu

Please check all that apply:

I already support a UMB program but would like to make an additional gift to the HS/HSL

I have never made a gift to UMB and I would like to support the HS/HSL with this, my inaugural gift.

I wish to be an annual contributor to the HS/HSL. Please contact me again next year.

Please mail this form to:

HS/HSL Administration
University of Maryland, Baltimore
601 W. Lombard Street
Baltimore, MD 21201

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