Medical College of Ohio

Raymon H. Mulford Library
Medical College of Ohio

ANNUAL REPORT

Fiscal Year 1996-97
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Administrative Summary
ADMINISTRATIVE SUMMARY

David W. Boilard, Director of the Library
Dawn F. Durivage, Administrative Assistant

Evolution

The Raymon H. Mulford Library evolved into a much larger organization this year with the addition of three units from other administrative areas. The Media and Classroom Support Services unit was moved under the auspices of the Library in July 1996, while the Photography, and Medical Graphics and Design moved under the Library in February 1997. To effectively manage all units they were formed into two divisions: Library Services, and Educational Technology Services. Barbara McNamee became the Assistant Director of Library Services.

Dr. Jeffrey Jablonski was named Assistant Director of Educational Technology Services (ETS), and proceeded to integrate the Computer Learning Resources Center (CLRC) administratively with the three newest units. Plans were then designed to consolidate the multi-functional aspects of the three units and offer them at a single location in the basement of the Mulford Library. When completed, it will provide a “one stop” service for designing and creating classroom multi-media programs, as well as for instructional support in deploying and using multi-media equipment.

Student Oriented Improvements

This year the Library embarked on a number of improvements aimed at increasing services to students and enhancing the effectiveness of the facility. Chief improvements included:

- Expanding the Library open hours from 108 to 110.5 hours per week.
- Augmenting and upgrading the computers in the CLRC and Library
- Adding 6 more study carrels
- Opening two small group study rooms for use only by students
- Obtaining seven new photocopiers
- Teaching campus electronic mail use to students
- Resurfacing desk tops in the study carrels
- Refurbishing study carrel chairs and relaxation sofas

Improvements budgeted for FY 98 include expanding and renovating the CLRC, creating 3-4 small group study rooms on the 6th floor mezzanine, and expanding the photocopier room to accommodate more copiers and for better noise control for the adjacent study area.

Educational Integration

The Library moved into formal teaching in FY 97. Librarians taught in the Physical Therapy and the Nursing curriculum, while the graduate elective, “Computer Applications in Biomedical Research,” was assumed by Dr. Jablonski upon the retirement of Dr. Jerome Levin, Director of the CLRC. Proposals for elective courses were submitted to the School of Medicine and the Graduate School for Fall 1997. Four professional staff were appointed adjunct faculty during the
year. Barbara McNamee, Jolene Miller, and David W. Boilard in the School of Allied Health, and Dr. Jablonski in the Graduate School.

Trends in Library Use

After two years of dramatic rises, the “entrance count” for the Library decreased by 13% in FY 96/97, while that of the CLRC increased 2%. The data suggests two intertwined reasons for the decrease. One is that the library collection is becoming less relevant with the anemic budget for books and continued cancellation of journal subscriptions. The other is that faculty and others are utilizing the electronic services provided by the library on the campus network.

As evidence, Circulation data shows that book use was down 14%, while borrowing books from OhioLINK libraries increased 20%. The interlibrary loaning of journal articles again rose, though only 5% this year. Faculty also report greater use of the library’s electronic services, such as the Photocopy Request form by which they can order articles without walking to the library. The cost to MCO for interlibrary loans rose 14% to $7233 this year, a total of 100% over three years.

Trends in CLRC Use

In the CLRC, the continued heavy use of computers is straining staffing resources. The retirement of Dr. Levin in August and the diversion of Dr. Jablonski’s energies for managing Educational Technology Services placed a severe strain on the remaining staff members. As student resources are increasingly placed on computers, the ability of the CLRC staff to respond will be challenged. Plans are being made for reorganization of staff, and for possibly a slight increase in their number.

The use of computers has resulted in another strain as well: printing expense. The cost for paper and toner approached nearly $20,000 for the CLRC alone. Nationally, the observable trend has been for students to print out materials faculty have placed on computer for them. We can expect, therefore, that printing costs for the CLRC and Library will continue to climb for some time before behavior is modified. Means are being investigated for instituting a limited pay-per-print fee.

Outreach

A growing commitment to outreach activities has occupied increasing amounts of Library energies and resources. During the year, as part of the outreach plans of the Office of Rural Health and AHEC, several librarians participated in regular training programs for physicians in Northwest Ohio. Greater demands on the Reference/Outreach Librarian, who is supported at 25% by AHEC funds, however, is pushing his commitment higher. Additional time for this activity, however, can only be acquired by a reduction in the Reference services he provides to students and faculty.

Independent outreach efforts by the Library included submission of a proposal to the National Library of Medicine for an “Aids Information Network for Northwest Ohio” for FY 98, and a proposal to the MCO President for a “regional consumer health” program.

Informatics

The Library participated with two medical school departments on informatics projects to link information resources (OhioLINK) to curriculum databases. This was the Library’s first efforts in the field, which is expected to continue growing at MCO.
Directions for FY 1997-98

The Library organization will be focusing its energies in four general directions for Fiscal Year 1997-98. Additionally, each division has its own internal goals, which are included in the summary reports of the respective assistant directors.

• Educational Integration

Both the Library Service and the Educational Technology Services divisions will be working to further integrate their specializations into the curricula of the four schools. Also, the electives that they presently teach will be refined, and possibly an additional one proposed. Close coordination with the medical school curriculum committees will be effected in order to determine where best to integrate the Library into the newly developing curriculum (for Fall 1998).

• Educational Technology Services

The planned “one stop” ETS location, with integrated services and with an instructional component for faculty and students, will be completed. Services will be reviewed for effectiveness and quality. New services, such as distance learning support, will be developed if feasible. Close coordination will take place with those planning what is commonly referred to as the “Classroom of the Future.”

• Outreach and Marketing

A large effort will be expended in these two distinct, yet overlapping areas. Collaboration will continue with the Office of Rural Health and AHEC in extending library services to AHEC sites, and to individual students and preceptors in the AHEC areas. We expect to accomplish similar work with the Department of Family Practice for the “Introduction to Primary Care” program. Additionally, the Library will head the development of a Northwest Ohio AIDS information network if expected external funding is realized, and to propose a grant to the National Library of Medicine for creating a health information network for Northwest Ohio for which the Mulford Library would be the hub. This latter proposal is expected to include the Mercy College of Northwest Ohio and at least one of MCO’s teaching hospitals.

• Academic Intranet

The Library and its divisions will work with the Center for Creative Instruction on developing the information and educational resource components for the “Academic Intranet.”
Expenditures
### Raymon H. Mulford Library

**Expenditures for Fiscal Year 1996/97**

<table>
<thead>
<tr>
<th></th>
<th>State Account 03100</th>
<th>External User Fee 961310</th>
<th>Foundation Account 774038</th>
<th>Friends of the Library 774A38</th>
<th>Total Expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Beginning Balance</strong></td>
<td>$1,538,130</td>
<td>$19,150</td>
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<td>100 - Salaries</td>
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<td>$161,773</td>
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<tr>
<td>200 - Fringe Benefits</td>
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<td>$2,822</td>
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<td>0</td>
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<td>Payroll Accrual</td>
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<td>300 - Supplies</td>
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<td>0</td>
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<tr>
<td>400 - Travel &amp; Entertainment</td>
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<tr>
<td>500 - Info &amp; Communication</td>
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<td>$32</td>
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<td><em>Library Crosscharge Account</em></td>
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<td>600 - Outside Services</td>
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<td>900 - Equipment</td>
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<td>$40</td>
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<tr>
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*The library is authorized to charge expenditures to its operating budget equal to the balance in the Crosscharge (031010) account.*
### Computer Learning Resource Center

**Expenditures for Fiscal Year 1996/97**

<table>
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<tr>
<th></th>
<th>State Account 03365</th>
<th>Library Account 961310</th>
<th>Total Expenditures</th>
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</thead>
<tbody>
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<td><strong>Beginning Balance</strong></td>
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<tr>
<td>100 - Salaries</td>
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<td>200 - Fringe Benefits</td>
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<td>Payroll Accrual</td>
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<td>500 - Info &amp; Comm</td>
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<tr>
<td>900 - Equipment</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>990 - Transfer</td>
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<td>0</td>
<td>0</td>
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<tr>
<td><strong>TOTAL OPERATING</strong></td>
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## Media Classroom Support Services

### Expenditures for Fiscal Year 1996/97

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<td><strong>Beginning Balance</strong></td>
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<td>300 - Supplies</td>
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<td>400 - Travel</td>
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<td>($11,634)</td>
</tr>
<tr>
<td>500 - Info &amp; Communication</td>
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<td>600 - Outside Services</td>
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<tr>
<td>700 - Miscellaneous</td>
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<tr>
<td>990 - Transfer</td>
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<tr>
<td><strong>TOTAL OPERATING</strong></td>
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<td>($11,614)</td>
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<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td>$199,267</td>
<td>($11,614)</td>
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## Photography Services

**Expenditures for Fiscal Year 1996/97**

<table>
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<th>State Account 03015</th>
<th>Crosscharge Account 03016</th>
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<td>200 - Fringe Benefits</td>
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<td>Payroll Accrual</td>
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<td></td>
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<tr>
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</tr>
<tr>
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<td><strong>TOTAL OPERATING</strong></td>
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<td><strong>TOTAL EXPENDITURES</strong></td>
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Staff

- Mulford Library
- Educational Technology Services
# RAYMOND H. MULFORD LIBRARY STAFF

Effective June 30, 1997

<table>
<thead>
<tr>
<th>Name</th>
<th>Service Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Administration:</strong></td>
<td></td>
</tr>
<tr>
<td>David W. Boilard, A.M.L.S.</td>
<td>October 8, 1991</td>
</tr>
<tr>
<td>Director</td>
<td></td>
</tr>
<tr>
<td>Assistant Professor - Family Medicine</td>
<td></td>
</tr>
<tr>
<td>Dawn F. Durivage, BBA</td>
<td>June 7, 1993</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td></td>
</tr>
<tr>
<td><strong>Library Services:</strong></td>
<td></td>
</tr>
<tr>
<td>James F. Garrett, M.S.L.S.</td>
<td>June 23, 1992</td>
</tr>
<tr>
<td>Computer Services Librarian</td>
<td></td>
</tr>
<tr>
<td>Jonathan Hartmann, M.L.S.</td>
<td>January 3, 1994</td>
</tr>
<tr>
<td>Outreach/Reference Librarian</td>
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</tr>
<tr>
<td>Barbara A. McNamee, A.M.L.S.</td>
<td>February 12, 1996</td>
</tr>
<tr>
<td>Assistant Director of Library Services</td>
<td></td>
</tr>
<tr>
<td>Jolene Miller, M.L.S.</td>
<td>November 1, 1995</td>
</tr>
<tr>
<td>Education/Reference Librarian</td>
<td></td>
</tr>
<tr>
<td>Marlene A. Porter, M.L.S.</td>
<td>April 29, 1992</td>
</tr>
<tr>
<td>Head of Information Services</td>
<td></td>
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<tr>
<td>David Remaklus, M.B.A.</td>
<td>July 18, 1988</td>
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<tr>
<td>Manager of Access &amp; Business Services</td>
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<tr>
<td>Sheryl R. Stevens, M.S.L.S.</td>
<td>September 1, 1993</td>
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<tr>
<td>Head of Bibliographic Control</td>
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<tr>
<td>Andrew Biddle</td>
<td></td>
</tr>
<tr>
<td>Access Services Assistant (.50 F.T.E.)</td>
<td>August 3, 1996</td>
</tr>
<tr>
<td>Lonnette Buczko</td>
<td>October 11, 1996</td>
</tr>
<tr>
<td>Serials Assistant</td>
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<tr>
<td>Anne Bushel, M.I.L.S.</td>
<td>July 22, 1974</td>
</tr>
<tr>
<td>Reference Associate</td>
<td></td>
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<tr>
<td>Susan Champion, A.L.S.</td>
<td>October 2, 1967</td>
</tr>
<tr>
<td>Billing Assistant</td>
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<tr>
<td>Elizabeth Fabian</td>
<td>December 7, 1986</td>
</tr>
<tr>
<td>Interlibrary Services Assistant</td>
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</table>
Lana Fish
Access Services Assistant (.50 F.T.E.)
February 2, 1995

Mary Houston
Circulation Services Assistant
October 5, 1971

Viviane Kazan
Access Services Assistant (.50 F.T.E.)
August 4, 1996

Geetha Raj
Access Services Assistant (.50 F.T.E.)
June 3, 1996

Cynthia Stroud, M.A.
Interlibrary Services Supervisor
August 19, 1996

Ulonda Sweeney
Acquisitions/Cataloging Assistant
January 13, 1997

Rosemary Tammarine
Circulation Services Assistant
June 1, 1970

*Educational Technology Services:*

Michael Brun, M.S.A.
Graphics Designer
September 6, 1988

Greg Cole
Medical/Television Engineer
May 14, 1975

Rick Gottfried
Electronics Technician
April 22, 1981

Jeffrey J. Jablonski, Ph.D.
Assistant Director of Educational Technology Services
January 12, 1988

Ruth Jacobs, A.E.E.T.
Computer Lab Technician
September 6, 1994

Bruce Kuhman
Audio/Visual Supervisor
September 28, 1978

Patricia Lester
Secretary II
August 9, 1982

Martin Overholt
Manager, Media Classroom Support Services
April 21, 1980

Anne Trincher, M. Ed.
Computer Lab Technician
May 18, 1976
RAYMOND H. MULFORD LIBRARY STAFF CHANGES

Andrew Biddle was hired as Access Services Assistant August 1996
Carrie Bowman resigned as Circulation Nights/Weekend Supervisor June 1997
Lomnette Buczko was hired as Serials Assistant October 1996
Stephen Cook resigned as ILS Supervisor August 1996
Viviane Kazan was hired as Access Services Assistant August 1996
Linda Knotts resigned as Acquisitions Assistant July 1996
Jerome A. Levin, Ph.D. retired as Director of the Computer Learning Resource Center September 1996
Heidi Steyer resigned as Cataloging Assistant September 1996
Cynthia Stroud was hired as Supervisor Interlibrary Services August 1996
Ulonda Sweeney was hired as Acquisitions/Cataloging Assistant January 1997
Zachary Wolff resigned as Circulation Services Assistant July 1996

Student Staff:
Marchelle Anderson was hired for Bibliographic Control October 1996 - May 1997
Amy Broaddus resigned from Bibliographic Control March 1997
Alicia Conklin was hired for Access Services February 1997
Kevin Cook was hired for Interlibrary Services September 1996
Matthew Dwenger resigned from Bibliographic Control July 1996
Mark Fajardo was hired for Interlibrary Services June 1997
Jennifer Felix was hired for Bibliographic Control July 1996 - May 1997
Emil Gravelle, III was hired for Interlibrary Services February 1997
Joanne Gray resigned from Bibliographic Control August 1996
Misty Jackson was hired for Bibliographic Control September 1996 - May 1997
Shawn Kass was hired for Interlibrary Services February 1997 - May 1997
Fateh Khairuddin was hired for Interlibrary Services October 1996 and for Bibliographic Control May 1997
Kelly Lashuay was hired for Bibliographic Control June 1997
Chad Maguire was hired for Interlibrary Services January 1997 - May 1997
Jennifer Mangas was hired for Interlibrary Services August 1996 - January 1997
Ali Mohammed resigned from the CLRC August 1996
Bethany Mueller was hired for Interlibrary Services September 1996 - February 1997
Jasmin Oberoi was hired for Interlibrary Services for the month of December 1996
Kevin Odey was hired for Interlibrary Services February 1997
Kimberly Recker resigned from Bibliographic Control October 1996
Nancy Sidhu was hired for Interlibrary Services July 1996 - August 1996
Karen Stocker resigned from Interlibrary Services January 1997
Jennifer Swantek was hired for Interlibrary Services October 1996
Jeffrey Swartz resigned from Interlibrary Services August 1996
Ryan Tesean resigned from Bibliographic Control May 1997
Angie Wilson was hired in the CLRC May 1997
Chad Yoakam moved from Interlibrary Services to the CLRC November 1996 - May 1997
STAFF ACTIVITIES

David W. Boilard, A.M.L.S., Director of the Library
Assistant Professor of Family Medicine and Adjunct Assistant Professor of Allied Health

Memberships and Committees
Medical Library Association (MLA)
   Mentor for three librarians - Academy of Health Information Professionals
Midwest Chapter of the Medical Library Association
   Immediate Past President (officer)
American Medical Informatics Association
Ohio Health Science Library Association
OhioLINK
   Library Advisory Committee
Health Science Librarians of Northwest Ohio
Toledo Area Library Association
Medical College of Ohio
   College
      Institutional Informatics Committee
      President, Faculty Club
Medical School
   Curriculum Committee (ex officio)
   Curriculum Committee for Years 1-2 (ex officio)
   Executive Committee
   Interviewer, Medical Student Applicants

Activities and Continuing Education
Facilitator, Substance Abuse Disorders course (School of Medicine)
Lecturer: Interdepartmental Seminar Series (1 hr - SOM).
Reviewer/Editorial Board Member, Bulletin of the Medical Library Association
Attended Annual Meeting of the Midwest Chapter of MLA, Columbus, Ohio
   September 1996
Attended Annual Meeting of AAMC and Association of Academic Health
   Science Library Directors, San Francisco - November 1996
"Medical Concept Representation" (4 hrs.) - MLA CE # 503, Seattle - May 1997
Fellowship in Medical Informatics - Marine Biological Laboratory and the National
   Library of Medicine, Woods Hole, MA - June 1-7, 1997

Presentations, Publications, Grants
"Online Academic Journal Packages: Decision Points for Health Science Libraries,"
   presented with Sheryl Stevens at Annual Meeting of the Medical Library Association,
   Seattle - May 1997
Boilard, DW. Programs of the Medical Library Association and OhioLINK.
   (publication of presented paper) Tudományos és Muszaki Tajekoztatas 44
   Feb 1977:64-66
James F. Garrett, M.S.L.S., Computer Services Librarian

Memberships and Committees
- American Society for Information Science (ASIS)
- OhioLINK
  - Lead Implementors Committee
- OhioLINK
  - Biological Sciences Subcommittee, Imaging Task Force
- Medical College of Ohio
  - Network Operating System Committee, ad hoc member

Jonathan Hartmann, M.L.S., Reference/Outreach Librarian

Memberships and Committees
- Medical Library Association
  - Academy of Health Information Professionals - Provisional Member
- Midwest Chapter of the Medical Library Association
- Ohio Health Sciences Library Association
- Health Sciences Librarians of Northwest Ohio

Activities and Continuing Education
- Lima Area/MCO Health Education Center (LAHEC) 3rd Annual Golf Scramble, Kalida, OH - July 1996
- Health Sciences Librarians of Northwest Ohio Spring Meeting, Toledo, OH - May 1997
- OhioLINK Regional Meeting, Bowling Green, OH - May 1997
- Medical Library Association Annual Meeting, Seattle, WA - May 1997

Presentations, Publications, Grants
- Nursing/Allied Health/Medical Student Orientations (total: 6), August - October 1996
- Taught OSLER/MEDLINE/CINAHL Classes (total: 3), September 1996 - April 1997
Jeffrey J. Jablonski, Ph.D., Assistant Director of the CLRC

Memberships and Committees
  Information Systems Strategic Planning Committee
  Library Advisory Committee
  Information Systems Network Planning Committee
  Classroom Renovation Committee

Activities and Continuing Education
  “Inside Digital Imaging” seminar sponsored by Merge Graphics - October 1996
  “Microsoft Office 97 Preview” sponsored by Microsoft Corp. - November 1996
  “Wireless Connectivity Products” sponsored by Abacus II and Rdc Networks - November 1996
  “The Power Principle” management seminar presented by Blain Lee and sponsored by the Covey Institute for Training and Research management - June 1997
  “Digital Learning Environments” seminar sponsored by Apple Computer - June 1997

Presentations, Publications and Grants
  First year Medical Student Orientations - August 1996
  CLRC orientation for PA and PT students - September 1996
  Teaching with Technology Open House in the Collier Building - September 1996
  Assisted with demonstrations during the Howard L. Collier Building grand opening - October 1996
  Taught the graduate course “Computer Applications in Biomedical Research” - Summer 1996

Barbara A. McNamee, A.M.L.S., Assistant Director of the Library

Memberships and Committees
  Medical College Hospitals Information Management Committee
  Health Sciences Librarians Northwest Ohio (HSNLO)
  Medical Library Association (MLA)
  Mid-Continental MLA (MC/MLA)
Barbara A. McNamee, A.M.L.S., Assistant Director of the Library (continued)

Activities and Continuing Education

IAIMS Symposium “Building Infrastructure for Integrated Health Systems”
Informatics Center and Division of CME, Vanderbilt University Medical Center,
Nashville, Tennessee, September 26-27, 1996

Consortium of College & University Media Centers Teleconference “Fair Use Guidelines for Educational Media,” sponsored by Media/Classroom Support Services, Medical College of Ohio, Toledo, Ohio, February 20, 1997.

Medical Library Association Teleconference “The Future for Librarians: Positioning Yourself for Success,” sponsored by Health Sciences Librarians of Northwest Ohio (HSNLO), Medical College of Ohio, Toledo, Ohio, March 20, 1997. (3MLA CE credits)

“ADA Presentation,” Medical College of Ohio Human Resources Department, Medical College of Ohio, Toledo, Ohio, April 14, 1997

“Cooperating Networks-INFOhio, OhioLINK, Ohionet and OPLIN Working Together,” sponsored by Bowling Green State University, Bowling Green, Ohio, April 17, 1997.


“Leadership Roles for Librarians” symposium and workshops sponsored by the Public Services section of the Medical Library Association, Seattle, Washington, May 29, 1997 (8MLA CE credits)

Annual Meeting of the Mid-Continental Chapter of the Medical Library Association, Columbus, Ohio, September 29-October 1, 1996.


Jolene M. Miller, M.L.S., Reference/Education Librarian

Memberships and Committees

Academy of Health Information Professionals - Provisional Member
American Library Association
Association of College and Research Libraries
Health Sciences Librarians of Northwest Ohio
Medical College of Ohio
    Educational/Instructional Informatics Subcommittee
Medical Library Association
    Credentiaing Committee
Midwest Chapter of the Medical Library Association
Jolene M. Miller, M.L.S., Reference/Education Librarian (continued)

Activities and Continuing Education
MCO “Introduction to the World Wide Web” class, Toledo, OH - July 1996
OhioLINK ERIC training, Toledo, OH - August 1996
MCO Personal Safety training - August 1996
UT Graduate Student Convocation, Toledo, OH - September 1996
UT “Group Processes in Education” class, Toledo, OH - September - December 1996
MC/MLA Annual Meeting, Columbus, OH - September 1996
“Health Statistics” CE at MC/MLA, Columbus, OH - September 1996
OhioLINK Compendex training, Toledo, OH - November 1996
UT “Human Resources Development in Health Care” class, Toledo, OH - January - March 1997
“Fair Use in Multimedia Guidelines” teleconference, Toledo, OH - February 1997
Health Sciences Librarians of Northwest Ohio Meeting, Toledo, OH - February 1997
“Cooperating Networks” panel discussion, Bowling Green, OH - April 1997
Health Sciences of Northwest Ohio meeting, Toledo, OH - May 1997
“Making the Most of Your Web Browser” class, Toledo, OH - May 1997
OhioLINK Regional Briefing Meeting, Bowling Green, OH - May 1997
Medical Library Association Annual Conference, Seattle, WA - May 1997
MCO “Managing Priorities” class, Toledo, OH - June 1997

Presentations, Publications, Grants
Library Tour for 1996 Prematriculation Class - July 1996
Presentation for “Computer Applications in Medicine” class - July 1996
New Student Tours (Total: 15) - August through October 1996
Presentations for PT 410, “Research in Physical Therapy,” class - September, November 1996
MCO Internet Class (Total: 5) - November 1996 through May 1997
Training in OSLER/MEDLINE/CINAHL/Biological Abstracts for MCO (Total: 16) - July 1996 through June 1997
Presentation for PM & R Residents on “Computer Skills and Medical Informatics” - April 1997
Resident Training (Total: 6) - July 1996, June 1997
Web-Based Classes (Total: 6) - January - May 1997
Marlene A. Porter, M.L.S., Head of Information Services

Memberships and Committees
- Medical Library Association (MLA)
- Midwest Chapter of the Medical Library Association
- Academic Library Association of Ohio
- Ohio Health Sciences Library Association (OHSLA)
- Communications Committee
- OhioLINK
  - User Services Committee
- Chairperson
  - Databases Search Engine RFI Committee
- Health Sciences Librarians of Northwest Ohio (HSLNO)
  - President
- Medical College of Ohio
  - Faculty Club

Activities and Continuing Education
- Newsletter Editor, Books & Bytes, Mulford Library - 1996-97
- MCO WWW class - July 1997
- Midwest Chapter of MLA Annual Meeting, Columbus, OH - September-October 1996
- “Government Information Resources”, CE course, Columbus, OH - September 1996
- MCO Computer Training meeting - January 1997
- “Fair Use in Multimedia Guidelines”, MCO - February 1997
- HSLNO Winter Meeting, MCO - February 1997
- “Teaching the Internet in 50 Minutes”, CE course, Arlington, VA - March 1997
- MCO ADA Training Seminar - April 1997
- Cooperative State Networks panel discussion, Bowling Green, OH - April 1997
- HSLNO Spring Meeting, MCO - May 1997
- MCO Professional Development Seminar, Managing Priorities - May 1997
- MCO Professional Development Seminar, Interpersonal Dynamics - June 1997
- MCO Professional Development Seminar, Working with Conflict - June 1997
- MCO Safety Awareness presentation - June 1997
Marlene A. Porter, M.L.S., Head of Information Services (continued)

Presentations, Publications, Grants
- Bibliographic Management Software presentation for the Computer Applications in Biomedical Research MCO graduate student course - July 1997
- MCO Internet Classes - July, October 1996, April-May 1997
- Library WWW services presentation - August 1996, April 1997
- OhioLINK ERIC Training - assisted ERIC trainer - August 1996
- Training in OSLER/MEDLINE/CINAHL for MCO - September-October 1996,
- Nursing Student Tours - September-October 1996
- Faculty WWW Searching instruction - October 1996
- New Faculty Orientations - October 1996, March 1997
- Medical Applications of Computers, Bellevue, OH - November 1996
- OhioLINK Regional Briefing at BGSU - User Services Committee Presentation - May 1997

David Remaklus, M.B.A., Manager of Access and Business Services

Memberships and Committee
- OhioLINK Intercampus Services
- Institutional Informatics Committee

Sheryl R. Stevens, M.S.L.S., Head of Bibliographic Control

Memberships and Committees
- Medical Library Association
  - Academy of Health Information Professional, Distinguished Member
- Midwest Chapter/Medical Library Association
  - Executive Board Member
  - Publications Committee Chair
- OhioLINK Database Management and Standards Committee
- OhioLINK Cooperative Information Resources Management Committee
- Ohio Health Sciences Library Association
- Health Sciences OCLC Users Group
Sheryl R. Stevens, M.S.L.S., Head of Bibliographic Control (continued)

Activities and Continuing Education
Midwest Chapter/Medical Library Association
Newsletter, Editor 1996-97
Annual Meeting, Columbus, OH - September 1996
Executive Board Meeting, Chicago, IL - March 1997
OhioLINK Database Management and Standards Committee meetings,
Medical Library Association Annual Meeting, Seattle, WA - May 1997
“NLM Technical Services Databases,” CE course, Seattle, WA - May 1997
“Online Instructions to Authors in the Health Sciences: Creating and Maintaining
a Library Web Resource at the Medical College of Ohio,” Poster
presentation, Medical Library Association Annual Meeting, Seattle, WA - May 1997
“Online Academic Journal Packages: Decision Points for Health Science
Libraries,” Paper presentation (co-author), Medical Library Association
Annual Meeting, Seattle, WA - May 1997
Carrie Bowman, BA, Circulation Night/Weekend Supervisor

Activities and Continuing Education
*University of Toledo
 "AutoCAD"
 "Math 134"

Anne M. Bushel, M.I.L.S., Reference Associate

Memberships and Committees
  American Library Association
  Medical Library Association
  Midwest Chapter/Medical Library Association
  Ohio Health Sciences Library Association
  Ohio Library Association
  Academic Library Association of Ohio
  Health Sciences Librarians of Northwest Ohio
  Friends of the Toledo-Lucas County Public Library

Activities and Continuing Education
  MC/MLA Annual Meeting, Columbus, OH, September/October, 1996
  "Health Statistics Sources" CE at MC/MLA, Columbus, OH, September, 1996
  Netscape class (Introduction to WWW), Toledo, OH, April, 1997
  Ohio Library Council Conference, Northwest Chapter, Seeing Grey, Toledo, OH,
  May, 1997
  Internet Workshop (web browser), Toledo, OH, May, 1997
  OhioLink Regional Briefing Meeting, Bowling Green, OH, May 1997
  "Facilitating Motivation" (MCO Professional Development class), Toledo, OH,
  June, 1997
  "Managing Priorities" (MCO Professional Development class), Toledo, OH, June, 1997

Susan L. Champion, Billing Assistant

Activities and Continuing Education
  MCO Information Systems Classes:
    Windows 95
    Internet Services
    Introduction to the World Wide Web
    Introduction to the MCONet
    Excel 5.0 for Windows, Volumes 1, 2, 3
    Microsoft Word 6.0 for Windows, Volumes 1, 2, 3
    Power Point 4.0 for Windows, Volumes 1, 2, 3

Greg Cole, Television Engineer

Activities and Continuing Education
  Various equipment demonstrations hosted by vendors

*Higher education courses supported by the Raymon H. Mulford Library
Dawn Durivage, Administrative Assistant
*Activities and Continuing Education*
- MCO Information Systems Classes:
  - Introduction to the World Wide Web
  - Power Point 4.0 for Windows, Volumes 1, 2
- MCO ADA Training Seminar - April 1997
- Bright Ideas Award recognition luncheon, February, 1997

Rick Gottfried, Electronics Technician II
*Activities and Continuing Education*
- Presentation Technology Vendor Demonstrations:
  - Presentation Products, Toledo, OH - November 1996
  - Allied Telecommunications, Dayton, OH - May 1997
- “Mac Computer Trouble Shooting”, Mac Academy, Ann Arbor, MI - March 1997
- Various equipment demonstrations hosted by vendors

Mary Houston, Circulation Services Assistant
*Activities and Continuing Education*
- “Facilitation Motivation” (MCO Professional Development class), Toledo, OH
  - June, 1997
- “Interpersonal Dynamics” (MCO Professional Development class), Toledo, OH
  - June, 1997
- Bright Ideas Award recognition luncheon, February, 1997

Ruth Jacobs, A.E.E.T., Computer Laboratory Technician
*Activities and Continuing Education*
- Windows 95/Windows NT seminar sponsored by Microsoft - January 1997
- Troubleshooting the Macintosh seminar - March 1997
- Certified Netware Instructor and Engineer:
  - NetWare 4.11 Design and Implementation - January 1997
  - IntraNetWare NetWare 4.11 System Administration - January 1997
  - IntraNetWare NetWare 4.11 System Advanced Administration - February 1997
  - NetWare 4 Installation and Configuration - March 1997

Bruce Kuhman, Supervisor, Distribution Services
*Activities and Continuing Education*
- MCO Information Systems Classes:
  - MCO Network
  - E-Mail
  - Windows
- Vehicle Operator Training
- Various equipment demonstrations hosted by vendors

*Higher education courses supported by the Raymon H. Mulford Library*
Cynthia Stroud, M.A., Interlibrary Services Supervisor

Activities and Continuing Education

MCO Information Systems Classes:
  MCO Network
  Microsoft Excel
  World Wide Web
  Internet Class

Anne Trinchero, M.Ed., Computer Laboratory Technician

Activities and Continuing Education

FileMaker Pro seminar sponsored by MacAcademy - February 1997
Windows 95 class sponsored by Davis Business College

*Higher education courses supported by the Raymon H. Mulford Library
The Library Advisory Committee
LIBRARY ADVISORY COMMITTEE

FY 1996-97

Keith Crist, Ph.D. (Chairman)
Nasreen Bhumbra, M.D.
David Boilard, A.M.L.S. (ex officio)
Bernadette Butler, Ed.D., R.N.
Daniel Cipriani, P.T., M.S.
Jeffrey Jablonski, Ph.D. (ex officio)
Wun Jung Kim, M.D.
Dennis Metzger, Ph.D.
George Nowacek, Ph.D.
Linda Pierce, R.N.C., M.S.N.
Julia Westerink, M.D.
Diane Younker (graduate student)

Meeting Dates:

September 5, 1996
October 21, 1996
January 6, 1997
March 7, 1997
May 12, 1997

Minutes of the Library Advisory Committee meetings are available upon request in the Raymon H. Mulford Library administrative office.
Gifts To The Library
The Library would like to thank the following individuals for their generosity in donating cash gifts:

David W. Boilard, A.M.L.S.  
Toledo, Ohio

Mr. & Mrs. Martin Davis  
Sylvania, Ohio

Mr. & Mrs. Charles Goddard  
North Canton, Ohio

Dr. Caroline Lee Roberts  
Durham, North Carolina

Marc E. Spuller, M.D.  
Perrysburg, Ohio

The Library thanks the following individuals for their thoughtfulness in donating needed books and periodicals to its collection:

Ronald H. Birkhahn, Ph.D.  
Toledo, Ohio

James G. Ravin, M.D.  
Toledo, Ohio

Charles R. King, M.D.  
Toledo, Ohio

Joyce Shoemaker, Ed.D  
Toledo, Ohio

John T. Martin, M.D.  
Toledo, Ohio

R. Douglas Wilkerson, Ph.D.  
Toledo, Ohio

*****************

The Library would like to especially thank the following individuals for their donation to the Friends of the Library.

Mr. & Mrs. John Bognar  
Toledo, Ohio

Paul Lehmann, Ph.D.  
Toledo, Ohio
Annual Report 1996-97

LIBRARY SERVICES DIVISION

- Summary of User Service Initiatives

- Access Services
  - Circulation
  - Interlibrary Services

- Bibliographic Control
  - Acquisitions
  - Cataloging
  - Collection Development
  - Serials

- Computer Services

- Information Services
  - AHEC & Outreach
  - Education
  - Reference
LIBRARY SERVICES

Barbara McNamee, Assistant Director of Library Services

The Library Services Division supports the Mission of the Raymon H. Mulford Library by providing collections and services to users who are on campus in the library, offices, labs, classrooms and patient care settings. The Division also provides outreach and information support services to MCO students and preceptors who are off campus. Through the combined talents and efforts of the departments of Access Services, Bibliographic Control, Computer Services and Information Services, the Library has continued the job of connecting MCO faculty, students, researchers and staff with the information they need to excel in medical education, biomedical research and patient care.

The last few years have been rebuilding years for the Library - adding technology, reorganizing staff to serve our users to the best advantage, building a strong cadre of professionals, bringing needed databases to the desktops of users, expanding the selection of full-text resources and creating the beginnings of library Web services. Fiscal year 1996-97 could best be described by four areas of focus: (1) services, added technology and operational improvements that met the real needs of users (2) intensified Web development (3) extending contact with library constituents beyond the confines of the library facility, and (4) beginning the integration of librarians in formal teaching.

Enhanced User Services

This year, to better serve our users, the Library:

- added a Help Desk on the Fifth Floor. Help Desk staff provide directions, help with photocopier problems, assist in finding elusive titles, provide computer assistance and referral to the Reference Desk when necessary. While on duty these Access Services staff members also maintain the orderliness of the current and bound journals and the book stacks. This Desk provides over 30 hours of additional point-of-need assistance to library users weekly. During this academic year the Help Desk staff answered 1,185 inquiries.
- upgraded six terminals in the Online Resources Room for Web access and added three laser printers to support graphics rich printing from the Web.
- extended service hours on Friday, Saturday and Sunday for a total of 110.5 service hours weekly.
- devoted the audiovisual budget for purchasing The Visual Guide to Physical Examination a 12-set videocassette series based on the Barbara Bates classic.
- made improvements to the facility. Many ideas for improvements were brought forward by users through the Suggestion Box. These included: seven new photocopy machines; resurfaced study carrels; removal of light boxes and overhead shelves from study carrels to improve lighting and create more study space; the addition of six study carrels on the sixth floor; additional lights added to the individual side study rooms; and the removal of the Library lights from the institutional timer system to insure adequate study lighting on the fifth floor throughout the morning and the afternoon.
• added a new opening routine. A staff member was scheduled to come in at 7AM before the Library opened at 7:30 A.M. This individual checked and restocked all photocopy machines, printers and computers. Calls for needed machine service were made. As a result, the Library was ready to serve users at opening time.

• reexamined the Oversize Book Collection and moved many titles to the general book collection which were not truly oversized. These items had created confusion for users over the past several years.

• added a series of discipline oriented Web instructional sessions for faculty students and staff.

• added two student study rooms which are available for students to reserve on a week long basis.

• added a service form display unit to facilitate users’ access to interlibrary loan forms, book and journal requests and search requests forms.

• piloted course integrated information management instruction which included the availability of a designated librarian during classes and at the library for student consultation and to facilitate information oriented assignments for both the instructor and the students (Physical Therapy).

• developed and submitted proposals for elective courses in the medical and graduate schools for Fall 1997.

Web Enhancements

• In July 1996, existing links were re-evaluated and others added according to new selection criteria; all were re-organized.

• The Library’s Instructions to Authors service begun in May, 1996, achieved international fame. Creators of the page, Sheryl Stevens and James Garrett received requests from a number of institutions asking for permission to link to this valuable site. The site itself grew by over 1,000 journal titles. Ms. Stevens began actively encouraging publishers to make their instructions Web accessible.

• A new service, Health News, was added to the Library homepage. Each day, Ms. Stevens and Mr. Garrett scanned major news sources and selected 3-5 stories for their importance or impact on health care. The headlines, with hot links to the full-text or news source, are posted by 10 AM each morning for daily review of MCO faculty, students, staff and preceptors.

• In March, 1997, the “New Books” feature was replaced with “Book of the Week,” which spotlighted one recent Library acquisition and provided users with a continuously updated list of all new titles, each linked to the appropriate record in the OSLER Web catalog.

• The Library’s newsletter, Books & Bytes, became available via the Web and included hot links to any Web sites that were mentioned in stories.
As the year closed, the Library had began to pursue new approaches with faculty and students to continue to improve service and understand needs, changing usage patterns and styles for the years to come. An added benefit of these contacts has been the ability to actively extend the role of librarians beyond the confines of the library. Due to electronic access, information users are less likely to come to the library but the need for expert advice on sources of information and assistance continues. Librarians must pursue other ways, including actively leaving the library, to provide assistance. In addition to course integrated information management instruction, some examples of these FY1996-97 activities include:

- meetings with faculty in specific academic departments to discuss information issues particular to the department’s current use of print and electronic resources.
- department faculty in-services to expand and update knowledge of information tools and techniques in support of research and teaching tailored to the expressed needs of faculty members
- planning for a student focus group in conjunction with Medical Student Council and others to provide an avenue for dialogue regarding student oriented library issues and concerns. A medical student was also reappointed as a member of the Library Advisory Committee.

Individually, each department within the Library Services Division supported the mission of the library through maintenance of daily work priorities, new services and special projects. These reports, including fiscal year statistics comparative statistics from previous years follow.

Goals for FY 97/98:

- Expand and enhance curriculum integrated information management instruction
- Provide office or laboratory workbench consultation for faculty and researchers
- Actively market library services to hospital staff
- Create web-based tutorials of current classroom based information classes
- Renovation of the fifth floor photocopy rooms and sixth floor south
- Determining the feasibility and mechanism for cost recovery printing in the Online Resources Room
- Establishing a staff and professional development program
- Integrating faculty participation in the regular updating of the Faculty Publications Database
- Continue Web service expansion and development
- Pursue the Library’s strategic planning goal of becoming the preeminent health information provider in Northwest Ohio by initiating and leading a 20 county information network.
ACCESS SERVICES

David Remaklus, Manager of Access & Business Services

Cynthia Stroud, Interlibrary Services Supervisor
Elizabeth Fabian, Interlibrary Services Assistant
Susan Champion, Library Billing Assistant
Lonnette Buczko, Night/Weekend Circulation Supervisor
Rose Tammarine, Circulation Assistant
Mary Houston, Circulation Assistant
Lana Fish, Access Services Assistant
Geetha Raj, Access Services Assistant
Andrew Biddle, Access Services Assistant
Viviane Kazan, Access Services Assistant
Kevin Cook, Student Worker
Fateh Khairuddin, Student Worker
Emil Gravelle, III, Student Worker
Kevin Odey, Student Worker

Staffing

• Since Access Services depends heavily on part-time student workers, staffing is always a challenge. Due to students busy schedules and commitments they are rarely able to work more than one year. As such, hiring and training is an ongoing project. Student staffers who resigned prior to June 30 are: Alicia Conklin, Mark Fajardo, Shawn Kass, Chad Maguire, Bethany Mueller, Jasmin Oberoi, Kevin Odey, Nancy Sidhu, Karen Stocker, Jennifer Swantek, Jeffrey Swartz, and Chad Yoakam.

• Cynthia Stroud was hired in August to replace Steven Cook as our Interlibrary Loan Supervisor. Ms. Stroud has a Master of Arts degree and several years interlibrary loan experience. Mr. Cook had decided to continue his education at Miami University. He is working towards a Masters in Computer Science.

• Lonnette Buczko was hired in June to replace Carrie Bowman as our Night/Weekend Circulation Supervisor. Ms Buczko is a long time MCO employee who was previously working in our Technical Services Department. Ms. Bowman has taken a part-time position with the Admitting Department to afford more time for studies.

Interlibrary Services

Workload

ILS processed 22,520 requests over the year. This is a 5% increase over the previous year and the most in ILS history. With journal subscriptions being cut yearly, demand for borrowing can be expected to continue.

Fill Rates

Fill rates are a common way to judge the performance of a lending library. It is the percentage of requests, received from other libraries, which we were able to fill. The national average for net lending libraries is 70 percent. We were able to fill 73 percent this fiscal year, the highest in recent history. Over the past few years a greater emphasis has been placed on keeping the stacks in order, reshelving quickly, and getting materials bound as soon as possible. This has aided ILS staff in locating materials when needed.
Depository

Pre-1970 journals have begun to be placed in the depository. This is a joint venture between The University of Toledo, Bowling Green University, and MCO to house items which are infrequently used. Patrons needing these pre 1970 items must submit a request to ILS. They in turn contact the depository and have the item faxed over. The item is usually received within 24 hours. In the past these items were always readily available to the patron and could be accessed without staff help. The new process has added to the ILS workload.

Circulation

The circulation of MCO owned items has dropped eight percent over that of last year. This percentage drop is primarily the result of a large drop in demand for our monographs. Monograph checkouts have shown an increase in demand each of the previous years on record. This year checkouts dropped 14%, from 9,787 to 8,460.

Patron Initiated Circulation

Patron initiated Circulation (Peirc) has become the preferred method for borrowing books that MCO does not own. This system allows patrons to electronically request materials from other OhioLINK institutions. As in previous years we have shown substantial growth in both the items lent and borrowed. This year we borrowed 2,532 items and loaned 1,047. This is a 20% increase in total Peirc activity.

Power Pages

Power Pages is a product that was developed in a joint venture between Innovative Interfaces and University Microfilms International. The service allows patrons to request articles directly from some OhioLINK databases. The articles are transferred electronically and printed out at the local circulation desk, usually within minutes of the request. Although this is a wonderful tool that is heavily used in many institutions, it has little demand at MCO due to the limited databases available (currently it is only available within ABI Inform, a business database, and Periodical Abstracts, a general interest database). This year 174 articles were transferred.

Additional Equipment

A new Konica fax machine has been purchased to replace the aging Cannon located in the Interlibrary Loan Department. Service on the ten year old Canon was becoming prohibitively expensive. The new machine was purchased under the United Health Consortium and is supported by the MCO Technical Support Services Department.

A new Sanyo cash register was purchased for the Circulation Desk.
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<tr>
<td>PATRONS</td>
<td>95,070</td>
<td>104,539</td>
<td>234,917</td>
<td>226,273</td>
<td>196,333</td>
<td>-13.00%</td>
<td>119%</td>
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</table>

FISCAL YEAR 1992/93 IS ESTIMATED
Interlibrary Services

Requests Processed - FY 1996/97

- Filled: 49.55% (9,805 requests)
- Borrowed: 31.97% (6,462 requests)
- Unfilled: 18.26% (3,613 requests)
- Referred: 0.23% (45 requests)

Total Requests Received - 19,925
Interlibrary Services
Requests Processed - FY's 1992/93 to 1996/97

- 1992/93 - 20,126
- 1993/94 - 20,673
- 1994/95 - 21,859
- 1995/96 - 21,457
- 1996/97 - 22,520

FILLED
UNFILLED
BORROWED
PHOTOCOPY SERVICES

Referred Requests are Considered Unfilled
## Fiscal Years - 1992/93 To 1996/97

### Interlibrary and Photocopy Services

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<td><strong>LENDING</strong></td>
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<tr>
<td>Requests Filled</td>
<td>9,609</td>
<td>9,704</td>
<td>8,182</td>
<td>8,967</td>
<td>9,805</td>
<td>9%</td>
<td>2%</td>
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<td>Requests Unfilled</td>
<td>4,190</td>
<td>4,008</td>
<td>4,324</td>
<td>3,905</td>
<td>3,613</td>
<td>-7.5%</td>
<td>-14%</td>
</tr>
<tr>
<td>Requests Referred</td>
<td>142</td>
<td>152</td>
<td>142</td>
<td>85</td>
<td>45</td>
<td>-47%</td>
<td>-69%</td>
</tr>
<tr>
<td>Total Requests Received</td>
<td>13,946</td>
<td>13,864</td>
<td>12,648</td>
<td>12,957</td>
<td>13,463</td>
<td>4%</td>
<td>-3.5%</td>
</tr>
<tr>
<td><strong>BORROWING</strong></td>
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<tr>
<td>Material Borrowed</td>
<td>2,818</td>
<td>4,022</td>
<td>6,027</td>
<td>6,008</td>
<td>6,462</td>
<td>7.5%</td>
<td>129%</td>
</tr>
<tr>
<td><strong>INTERLIBRARY LOAN REQUESTS PROCESSED</strong></td>
<td></td>
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<tr>
<td>Total Interlibrary Loan Requests Processed</td>
<td>16,764</td>
<td>17,886</td>
<td>18,675</td>
<td>18,965</td>
<td>19,925</td>
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<td>2,492</td>
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<td>-30%</td>
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<td>N/A</td>
<td>N/A</td>
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<td>131</td>
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<tr>
<td><strong>Total Requests Processed</strong></td>
<td>20,126</td>
<td>20,673</td>
<td>21,859</td>
<td>21,457</td>
<td>22,520</td>
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<td>12%</td>
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## FY 1996/97
### Interlibrary Services

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<td>1,449</td>
<td>10</td>
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<td>105</td>
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<td>641</td>
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<td>23</td>
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<td>27</td>
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<td>352</td>
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<tr>
<td>(Area Health Education Center) AHEC</td>
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<td>3</td>
<td>333</td>
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<td>333</td>
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<td>(Nursing) OUTREACH</td>
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<td>424</td>
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<td>424</td>
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<td><strong>subtotal</strong></td>
<td>9,655</td>
<td>3,296</td>
<td>45</td>
<td>12,996</td>
<td>5,105</td>
<td>19,101</td>
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</table>

| **BOOK STATISTICS**     |        |          |          |                |          |             |
| OhioLINK               | 44     | 61       | 0        | 105            | 201      | 306         |
| OTHER OHIO ACADEMIC LIBRARIES | 18    | 27       | 0        | 45             | 11       | 56          |
| OTHER OHIO HOSPITAL LIBRARIES | 32    | 135      | 0        | 167            | 2        | 169         |
| REGION 3 LIBRARIES     | 22     | 34       | 0        | 56             | 81       | 137         |
| OTHER U.S. LIBRARIES   | 27     | 48       | 0        | 75             | 45       | 120         |
| INTERNATIONAL LIBRARIES| 2      | 4        | 0        | 6              | 2        | 8           |
| INDEPENDENT PATRONS    | 1      | 7        | 0        | 8              | 0        | 8           |
| (Area Health Education Center) AHEC | 4    | 1        | 0        | 5              | 0        | 5           |
| **subtotal**           | 150    | 317      | 0        | 467            | 342      | 809         |

| **AUDIO VISUAL STATISTICS** |        |          |          |                |          |             |
| OhioLINK               | 0      | 0        | 0        | 0              | 0        | 0           |
| OTHER OHIO ACADEMIC LIBRARIES | 0   | 0        | 0        | 0              | 0        | 0           |
| OTHER OHIO HOSPITAL LIBRARIES | 0   | 0        | 0        | 0              | 0        | 0           |
| REGION 3                | 0      | 0        | 0        | 0              | 2        | 2           |
| (National Library of Medicine) NLM | 0 | 0        | 0        | 0              | 0        | 0           |
| OTHER U.S. LIBRARIES    | 0      | 0        | 0        | 0              | 13       | 13          |
| INTERNATIONAL LIBRARIES| 0      | 0        | 0        | 0              | 0        | 0           |
| INDEPENDENT PATRONS     | 0      | 0        | 0        | 0              | 0        | 0           |
| **subtotal**           | 2       | 0        | 0        | 0              | 15       | 15          |

| **TOTAL/GRAND TOTAL**   | 9,805   | 3,613    | 45       | 13,463         | 6,462    | 19,925      |
## CIRCULATION (checkout) STATISTICS

### PATRON TYPES

<table>
<thead>
<tr>
<th></th>
<th>1994/95</th>
<th>1995/96</th>
<th>1996/97</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Percent</td>
<td>Number</td>
<td>Percent</td>
<td>Number</td>
</tr>
<tr>
<td><strong>INTERNAL</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Student</td>
<td>42.40%</td>
<td>9,111</td>
<td>42.50%</td>
<td>9,115</td>
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<tr>
<td>Nursing Graduate Student</td>
<td>3.50%</td>
<td>757</td>
<td>3.90%</td>
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<td>Nursing Undergraduate Student</td>
<td>4.20%</td>
<td>891</td>
<td>2.90%</td>
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<tr>
<td>Occupational Health</td>
<td>0.60%</td>
<td>130</td>
<td>1.60%</td>
<td>330</td>
</tr>
<tr>
<td>Occupational Therapy</td>
<td>0.70%</td>
<td>145</td>
<td>1.90%</td>
<td>412</td>
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<tr>
<td>Graduate Student</td>
<td>16.90%</td>
<td>3,611</td>
<td>15.70%</td>
<td>3,355</td>
</tr>
<tr>
<td>Faculty (Medicine)</td>
<td>3.50%</td>
<td>748</td>
<td>4.30%</td>
<td>921</td>
</tr>
<tr>
<td>Faculty (Allied Health)</td>
<td>0.20%</td>
<td>33</td>
<td>0.30%</td>
<td>59</td>
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<tr>
<td>Faculty (Nursing)</td>
<td>1.10%</td>
<td>243</td>
<td>1%</td>
<td>207</td>
</tr>
<tr>
<td>Resident/Intern</td>
<td>4.20%</td>
<td>894</td>
<td>3.50%</td>
<td>746</td>
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<td>Staff</td>
<td>6%</td>
<td>1,291</td>
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<td>AHEC/Preceptor</td>
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<td>11</td>
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<tr>
<td>ILS</td>
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<td>Physical Therapy</td>
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<tr>
<td>Volunteers</td>
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<tr>
<td>Alumni</td>
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<tr>
<td>Friends of the Library</td>
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<td><strong>TOTAL</strong></td>
<td>86.50%</td>
<td>18,822</td>
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### FEE FOR SERVICE

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<th>1996/97</th>
<th>Change</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Percent</td>
<td>Number</td>
<td>Percent</td>
<td>Number</td>
</tr>
<tr>
<td>Courtesy</td>
<td>1.60%</td>
<td>346</td>
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<tr>
<td>Non OhioLINK Students</td>
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<td>539</td>
<td>0.70%</td>
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<tr>
<td>Non MCO Health Professional</td>
<td>1.10%</td>
<td>245</td>
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<td>123</td>
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<tr>
<td>Citizens</td>
<td>1.10%</td>
<td>245</td>
<td>0.60%</td>
<td>123</td>
</tr>
<tr>
<td>Hospital Librarian (Northwest Ohio)</td>
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</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>5.20%</td>
<td>1,130</td>
<td>2.70%</td>
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### OhioLINK (Walk-In)

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<th>1996/97</th>
<th>Change</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Percent</td>
<td>Number</td>
<td>Percent</td>
<td>Number</td>
</tr>
<tr>
<td>OhioLINK University (Faculty/Staff)</td>
<td>0.40%</td>
<td>77</td>
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</tr>
<tr>
<td>OhioLINK University (Students)</td>
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<tr>
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<td>14</td>
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<tr>
<td>OhioLINK Community College (Students)</td>
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<td>0.50%</td>
<td>113</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>5.80%</td>
<td>1,250</td>
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### OhioLINK (PCIRC)

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<th>1996/97</th>
<th>Change</th>
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<tbody>
<tr>
<td></td>
<td>Percent</td>
<td>Number</td>
<td>Percent</td>
<td>Number</td>
</tr>
<tr>
<td>OhioLINK Patrons</td>
<td>2.70%</td>
<td>588</td>
<td>4.20%</td>
<td>870</td>
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</table>

<table>
<thead>
<tr>
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<th>1996/97</th>
<th>Change</th>
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<tbody>
<tr>
<td></td>
<td>Percent</td>
<td>Number</td>
<td>Percent</td>
<td>Number</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td>100%</td>
<td>21,490</td>
<td>100%</td>
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Items Circulated


Trend 1 YR. Trend 4 YR.

- AUDIOVISUAL: -40% -37%
- SERIALS: 33% N/A
- RESERVE: 0% 70%
- MONOGRAPHS: -14% 32%
- OhioLINK BOOKS: 20% 589%
- TOTAL: -5% 60%

Note the decreased borrowing of MCO materials along with the increased demand of OhioLINK.
PCIRC - Patron Initiated Circulation allows patrons to request items from any of the OhioLINK participating universities in Ohio. All transactions are able to be performed electronically by the patron with materials being delivered to their institution by courier service.
Raymon H. Mulford Library
ACCESS SERVICES

REVENUE REPORT

<table>
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<th>1996/97</th>
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<tr>
<td>TOTAL</td>
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<td>7,682.64</td>
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INTERLIBRARY ARTICLE RETRIEVAL EXPENSE

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