

**Raymon H. Mulford Library**

**ANNUAL REPORT**

**FY 1991-92**

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## **Administrative Summary**

## ADMINISTRATIVE SUMMARY

David W. Boilard, Director  
D. Joan Derrick, Administrative Assistant

The 1991-92 fiscal year was spent in self-study, basic problem remediation and planning. Mr. David W. Boilard was appointed as library director in October 1991, relieving Dr. Liberato J.A. DiDio, Professor Emeritus, who had graciously officiated as Acting Director.

The library staff began looking at the main obstacles to carrying out its mission of providing information services. Several concerns were identified for priority attention. These were: the inadequate staff structure and size, the poor state of library "user friendliness," and staff technological naivete.

Immediate efforts were begun for recruiting new staff, all professional librarians, and realigning some of the duties of existing staff. A list of items for creating a "user friendly" library service was developed. This included increased signage and orienting the reference staff towards a more responsive service.

Lastly, microcomputers were secured for nearly all staff. Training plans were formulated for bringing them to a level of expertise that would increase work efficiency and communication, and facilitate the installation of the OhioLINK online library system with its various subsystems.

At the same time, a one year short-range plan was drafted to:

- \* Determine how best to remediate the problems identified in the 1990 consultants' report and their recommendations for moving forward.
- \* Prepare for the installation and implementation of the OhioLINK statewide online library system.
- \* Begin integrating the library into the educational process.

As a result of these deliberations, the library staff determined that it was not only possible but imperative to proceed concurrently with the first two phases suggested by the consultants: the stabilization phase (remediation) and intermediate phase (moving forward).

During the first phase, the library would concentrate on building a foundation by recruiting appropriate staff, developing the collection, doing needed facility renovations, and engendering a team spirit. The second phase would involve creating an electronic environment, raising the library to a level from which it could depart in strategic directions.

An important factor in positioning the library for effectiveness was the inclusion of the director as a member of the Executive Committee of the School of Medicine, and his appointment to the faculty. Both afforded the director opportunities to meet and interact on a professional plane with deans, chairmen, faculty and administrators of the College, and to participate in planning on a level more practical for the library.

The most time consuming effort during the year was recruiting three new librarians to tackle the high priority issues, and to assist in planning for advances in library services. Recruiting began in February and was not completed until the end of June.

Time was also well invested in becoming familiar with the College support infrastructure: information systems, personnel, finance, facilities management, etc.

### Nursing and Allied Health

The Fall 1991 accreditation review of the School of Nursing highlighted the condition of the nursing collection. While the journal portion was fair, the book holdings were abysmally poor in number and in currency. Several meetings with the Dean and the nursing representatives on the Library Advisory Committee resulted in better communication, as well as ideas for maintaining at least a basic comprehensive collection. Priority was given to purchasing nursing books for the academic year.

The collections in physical therapy, occupational therapy and occupational health were found to be inadequate mostly due to the newness of those programs. Immediate attention was focused on acquiring a basic book collection. Several journal subscriptions were entered. More subscriptions were promised for FY 93. The School of Allied Health also relocated its in-house collection to the library in order to centralize these resources.

### Board Presentation

A presentation on the progress and plans of the library was made to the MCO Board of Trustees on March 23, 1992. It compared the activities of the library with the consultant's report, pointing out that the first two suggested phases could be accomplished concurrently.

The director also spoke to the third, or strategic phase. He anticipated the development of a knowledge management center where the library would shift its primary role to training, assisting and consulting faculty and students in navigating the numerous informational pathways which will be available.

## The Staff

The ability to hire part time student assistants this year was critical in enabling the regular staff keep up with the volume of work, particularly in photocopying (for the photocopy service and interlibrary loaning) and in shelving materials after students had used them. They will be needed just as much in FY 93.

Three new librarians were recruited, each bringing a special skill to the library. Until the arrival of the first new librarian in October, the library operations were run by only two librarians, Mr. John Lucas and Ms. Alexandra Kuby. Both very overworked. A fourth librarian is expected to be hired for August, 1992.

**Mr. David W. Boilard** was hired as Director and began work in October, 1991. This position was essential for establishing direction for the library. During the academic year, he directly managed most of the library units, gaining insight into work flow and quality of services.

**Ms. Marlene A. Porter** began as Reference Librarian in April, 1992. This was also an essential position since the library had no full time person dedicated to these services. She immediately began coordinating reference efforts and introducing quality control measures. She was promoted to Coordinator of Reference Services in June.

**Mr. James F. Garrett** joined the library as Computer Services Librarian in late June, 1992. He will coordinate all library computer projects with MCO Information Systems, oversee the implementation of OhioLINK, train staff in computer use, and participate in all information technology planning.

(**Ms. Margaret L. Moutseous** has been recommended to the Board as Assistant Director of Public Services. She should begin work in August).

Circulation received special attention. Ms. Mary Houston was made overall supervisor for the unit in January, 1992. She is responsible for organizing and supervising the work for the whole circulation unit. Ms. Rosemary Tammarine was made night supervisor. She will ensure that work assignments are carried out and that circulation policies are observed during evening open hours.

Staff reclassification is in progress. The effort will include developing practical job descriptions for each position.

Three more librarians, one full and two part time staffers are still needed to bring the library to adequate work week staffing. This does not consider expanding services to evenings or weekends!

## Budget

The \$650,000 budget for operating costs was cut 5% during FY 92 due to the economic recession. Because this occurred after most funds had been expended or committed, the cuts were applied against book purchases and binding. Rather than expending a projected \$78,000 on books, the library was able to spend only \$48,000. Only \$11,725 could be spent on binding, about \$12,000 short of what was needed.

The expected additional 10% budget cut for FY 93 will be onerous to the library. With an expected 9% inflation rate in periodicals, it will mean an effective cut of nearly 19%. Approximately \$75,000 worth of titles will have to be pared, more if the dollar value decreases in the European market. Book purchases will be reduced to a mere \$20,000, just enough for the most essential texts and reference tools.

These cuts do not consider the surge in workload and in related costs that will occur in the interlibrary loan department which will have to cope with heavier borrowing. Further, royalties will have to be paid for the increasing number of "borrows" that exceed the copyright law guideline.

During the year, the director and Ms. Mary Alice Moulton (Assistant to the Vice President for Academic Affairs) worked with the Finance and Accounting departments in helping design more understandable budget reports. A discretionary account will be set up in FY 93 allowing the library to control its external revenue. However, the anemic operating budget for FY 93 will force the library to use that revenue for normal operating expenses. The control of institutional cross-charges is still undetermined.

## Renovations

A number of small but important renovations were undertaken during FY 92. A large number of water leaks in the roof were repaired with about an 80% success rate. The glass panels above the fourth floor offices were caulked in a minor effort towards sound control. The effectiveness is about 20%. Some of the third floor offices were painted in anticipation of staff relocation to those areas. However, the elimination of the walls separating the offices was deemed too expensive to do either this year or next.

## Accomplishments

During the year, the library accomplished the following:

1. Recruited three librarians: director, reference librarian, and a computer services librarian. A fourth librarian has been recruited for August, subject to Board approval.

2. Started rebuilding the collection: efforts concentrated on reference materials, nursing and allied health needs, and important texts in basic science and clinical medical areas.
3. Created two circulation supervisors: an overall supervisor and a night supervisor, both from the classified staff, with appropriate responsibilities.
4. Launched a staff reclassification review.
5. Prepared for OhioLINK: participated in statewide OhioLINK planning and prepared an implementation budget for FY 93.
6. Initiated renovations designed to relocate the technical services to third floor - Mulford, relocate reference services to the reference area, and centralize photocopy services. They will be completed by September, 1992.
7. Began integrating the library into the educational process: participated on a Problem-Base Learning task force; initiated plans for library instruction in Physical Therapy curriculum.
8. Commenced team building among library staff: began regular staff meetings; encouraged independent thinking and input from classified staff into planning efforts.
9. Installed new or upgraded microcomputers for all but one full time staff members, and connected them to the MCO network.
10. Organized the library archives (Mrs. D. Joan Derrick).

#### Objectives for FY 93

Four of the seven stated goals for FY 1991-92 were achieved or are being undertaken. A director and three other librarians were hired, the collection update was begun, the staff reorganization and training was also begun, and operating policies and procedures were reviewed and arranged for modification.

The collection inventory, journal shift from 5th floor to 6th, and shelf-reading were not completed due to inadequate staffing.

The following objectives have been identified for FY 93

1. Train all staff members in microcomputer use, to include using electronic mail for internal communication and using coordinated online work calendars.
2. Install and implement OhioLINK, to include training programs for staff, students and faculty; close the card catalog.



3. Establish formal liaison to the schools of nursing and allied health, to include involvement in curriculum activities.
4. Identify and implement at least one new information service, and extend existing ones outside the library.
5. Assist in connecting CD PlusNet MEDLINE to the network; conduct training in system access and search technique throughout the College, to include the hospital.
6. Carry out, where possible, staff realignments to maximize work efficiency and extend service to library users.
7. Effect a "user friendly" library, incorporating both physical facility and personal service changes.
8. Identify, seek and acquire sources of external funding, to include fee for service programs and grants.
9. "Weed" the book collection.
10. Continue with facility renovations and improvements, e.g. centralize photocopying, continue sound proofing, shift the collection to allow for more acquisitions.
11. Begin strategic planning.

# THE BUDGET -- FY 1991-92

BUDGET CATEGORIES	ACCOUNTS			EXPENDITURES
	State Account	Foundation Account	GMRMLN Grant	
	03100	774038	964030	Total Expenditures
Budget	\$1,142,409.00	\$4,742.62	\$35,856.63	\$1,183,008.20
100 -- Salaries	\$380,151.04			\$380,151.04
200 -- Fringe Benefits	\$131,714.37			\$131,714.37
TOTAL PERSONNEL	\$520,594.36	\$0.00	\$0.00	\$520,594.36
300 -- Supplies	\$12,638.50			\$12,638.50
400 -- Travel	\$7,749.62	\$726.57		\$8,476.19
* 500 -- Info & Communication	\$528,993.79			\$528,993.79
600 -- Outside Services	\$34,886.15			\$34,886.15
700 -- Miscellaneous	\$1,963.50	\$1,275.14		\$3,238.64
* 900 -- Equipment	\$29,883.30			\$29,883.30
TOTAL OPERATING	\$616,114.87	\$2001.71	\$0.00	\$618,116.57
TOTAL EXPENDITURES	\$1,136,709.20	\$2001.71	\$0.00	\$1,138,710.90

\* Books were purchased from both the Information/Communication and the Equipment-Capital (Books) budget lines.

# **LIBRARY STAFF**

Effective June 1992

<u>Name</u>	<u>Service Date</u>
<b>David W. Boilard, A.M.L.S.</b> Director Assistant Professor - Family Medicine	October 8, 1991
<b>James F. Garrett, M.S.L.S.</b> Computer Services Librarian	June 23, 1992
<b>Alexandra Kuby, M.S.L.S.</b> Head of Interlibrary Loans/ Reference Librarian	March 4, 1985
<b>John Lucas, M.S.L.S.</b> Head of Technical Services	May 1, 1976
<b>Marlene A. Porter, M.L.S.</b> Coordinator of Reference Services	April 29, 1992
<b>Sarah Salley, M.L.S., R.N.</b> (50% time) Special Projects Assistant	Not Applicable
<b>Carrie Bowman</b> (50% time) Circulation Assistant Library Assistant	June 17, 1992
<b>Anne Bushel, B. Ed.</b> Acquisitions Assistant Library Media Technical Assistant II	July 22, 1974
<b>Ajit Chakraborty, M.S.L.S., Ed. S.</b> Head of Acquisitions Library Associate II	July 31, 1974
<b>Susan Adams Champion, A.L.S.</b> FAX Operator/Billing Assistant Library Media Technical Assistant II	October 2, 1967
<b>Stephen G. Cook, B.A.</b> (50% time) Circulation Assistant Library Assistant	November 16, 1991
<b>James Damas</b> Technical Processing Assistant Library Media Technical Assistant	December 7, 1981
<b>D. Joan Derrick</b> Administrative Assistant	May 16, 1968

<b>Elizabeth Fabian</b> Interlibrary Loan Assistant Library Media Technical Assistant II	December 7, 1986
<b>Barbara Huntley</b> Cataloging Assistant Library Media Technical Assistant II	September 24, 1961
<b>Mary Houston</b> Circulation Supervisor Library Media Technical Assistant II	October 5, 1987
<b>Denise McCoy</b> (50% time) Circulation Assistant	December 12, 1990
<b>Rosemary Tammarine</b> Circulation Night Supervisor Library Media Technical Assistant II	June 1, 1970
<b>David Remaklus, M.B.A.</b> Serials Control Assistant Library Associate I	July 18, 1988

**Student Assistants in FY 1991-92**

Barbara Dagnino, Annette M. Falzetta, Matthew Lombardi, Srinivas Rao Ravanam

**Open Position:** Assistant Director of Public Services

**STAFF CHANGES**

**Robert Babiak** resigned as Circulation Assistant (50% time) effective December 16, 1991 after nearly two years on the staff.

**Carrie Bowman** was hired as a Circulation Assistant (50% time) on June 17, 1992.

**James F. Garrett** was hired as Computer Services Librarian effective June 23, 1992

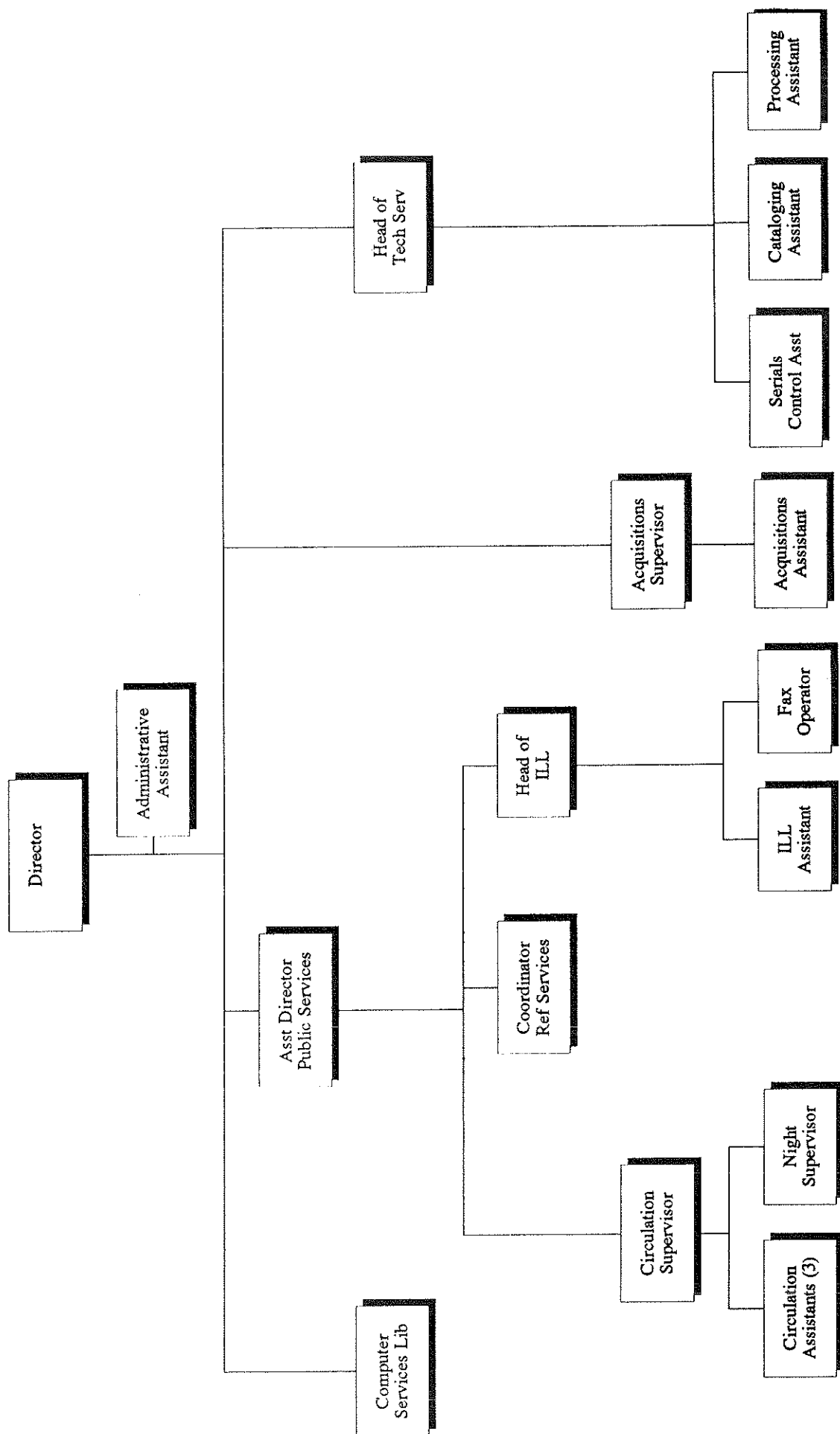
**Marlene Porter** joined the library as Reference Librarian on April 29, 1992. She was promoted to Coordinator of Reference Services on June 1, 1992

**Linda Potter** resigned as Circulation Assistant (50% time) effective September, 1991 after nearly four years on the staff.

**Robert Smith** was hired as Circulation Assistant (50% time) on January 1, 1992 and resigned on May 8, 1992.

9 Special Thanks to Sally

# Staff Organization Chart



## PROFESSIONAL ACTIVITIES

**David W. Boilard, Director**  
**Assistant Professor of Family Medicine**

### *Memberships and Committees*

Medical Library Association  
Member, Gottlieb Prize Jury Committee  
Member, National Program Committee for 1992  
Midwest Chapter of the Medical Library Association  
Treasurer  
Greater Midwest Region/National Network of Libraries  
Ohio-Kentucky Representative  
Member, Executive Committee  
OhioLINK  
Library Advisory Committee  
Northwest Ohio Health Sciences Librarians  
Toledo Area Library Association  
Medical College of Ohio  
Ad Hoc Task Force on Problem-Based Learning

### *Activities and Continuing Education*

Midwest Chapter/MLA Annual Meeting, Cuyahoga Falls, OH - October 1991  
Association of American Medical Schools/Association of Academic Health Science Library Directors Annual Meeting, Washington, D.C. - November 1991  
"Planning, Service Roles, Performance Measures, and MIS for Academic Health Science Libraries (AAHSLD) - Washington, D.C. November 1991  
"National Research and Education Network (OCLC) - Columbus, OH March 1982  
Medical Library Association Annual Meeting, Washington, D.C. May 1992  
"Electronic Imaging & Interactive Video Technologies Symposium" (National Library of Medicine/MLA), Bethesda, MD - May 1992

### *Presentations, Publications, Grants*

"Thor - Son of ODIN: Creation of a Statewide Health Science Database. Co-presented at Midwest Chapter/MLA Annual Meeting, Cuyahoga, Oh - October 1991  
Moderator: "The Librarian as Leader - Ethical Issues." Medical Library Association Annual Meeting, Washington, D.C. - May 1992  
Co-moderator: Late Breaking News Session. MLA - May 1992  
"The Electronic Networking of Information Resources." Presented at the Rural Health Information Day, Medical College of Ohio (AHEC), Toledo, OH - June 1992

**James F. Garrett, Computer Services Librarian**

(Not applicable due to employment at end of fiscal year)

**Alexandra Kuby, Head of Interlibrary Loan and Reference Librarian**

*Memberships and Committees*

Midwest Chapter of the Medical Library Association  
International Institute of Greater Toledo

**John Lucas, Head of Technical Services**

*Memberships and Committees*

Medical Library Association  
North American Serials Interest Group  
OhioLINK  
Member, Acquisitions/Serials Implementation Committee  
Northwest Ohio Health Sciences Librarians

*Activities and Continuing Education*

Midwest Chapter of the Medical Library Association Annual Meeting, Cuyahoga Falls, OH - October 1991  
Health Sciences OCLC Users Group Annual Meeting, San Antonio, TX - April 1992  
North American Serials Interest Group Annual Meeting, Chicago, IL - June 1992

**Marlene A. Porter, Coordinator of Reference Services**

*Memberships and Committees*

Medical Library Association  
Midwest Chapter of the Medical Library Association  
Academic Library Association of Ohio  
Ohio Health Information Organization

## **Library Advisory Committee**



LIBRARY ADVISORY COMMITTEE

FY 1991-92

Howard Rosenberg, M.D., Ph.D.  
(Chairman)

Roberto Franco-Saenz, M.D.

Diana G. French, Ph.D., R.N.

Jeanne Funk, Ph.D.

Michael McNamara, M.D.

A. John McSweeney, Ph.D.

Rosalind Peters, R.N., M.S.N.

Melvin Soloff, Ph.D.

Anne Noriega

Jerome Levin, Ph.D. (ex officio)

Liberato J.A. DiDio, M.D. Ph.D. (ex officio)

Minutes of the Library Advisory Committee meetings are available upon request in the Raymon H. Mulford Library administrative office.

## **Gifts to the Library**

## GIFTS TO THE LIBRARY

The Raymon H. Mulford would like to thank the following for their generosity in donating cash gifts.

Mrs. Susan C. Cook  
Toledo, OH

Mr. James K. Mansfield  
Bowling Green, OH

Drs. Ruth and Richard E. Myers  
Toledo, OH

Dr. Marc Spuller  
St. Paul, MN

Ms. Laurel E. Stroempl  
Toledo, OH

Mrs. Robert T. Tidrick  
Toledo, OH

Mr. & Mrs. William L. Wagner  
Maumee, OH

The library thanks the following for their thoughtfulness in donating needed books and periodicals to its collections.

Mrs. C.S. Ballard  
Sylvania, OH

Dr. Carl E. Hunt  
MCO

Dr. Paul Lehmann  
MCO

Dr. Ronald F. Kloc  
Maumee, OH

Dr. Kitai Kim  
MCO

Dr. & Mrs. Charles Perrill  
Penney Farms, FL

Mrs. Hollis Royer  
St. Cloud, FL

Drs. Walter and Dorinda Shelley  
MCO

Dr. Douglas R. Smucker  
MCO

Dr. John B. Webster  
Toledo, OH

## **Interlibrary Loans**

## INTERLIBRARY LOAN DEPARTMENT

Alexandra Kuby, Head  
Susan Champion, FAX Operator/Billing Assistant  
Elizabeth Fabian, Interlibrary Loan Assistant

Student staffers who worked during the year were: Annette M. Falzetta and Anthony Lombardi.

### ILL Workload

Interlibrary loaning has remained virtually the same over the last five years. In FY 92, loaning to other libraries decreased 0.76% while borrowing rose only 2.30%. This may indicate that most of the 142 journals dropped in 1992 were not missed. **FAX Services** rose 15% after dropping 83% the previous year. **Article Photocopy Service** workload, however, rose 8.5%. Two part time students were hired to help with the massive load. The overall workload for the Interlibrary Loan unit rose 1.58% in FY 92, exclusive of billing.

### ILL Concerns

With the prospect of dropping more journals for 1993, the joining to OhioLINK, the emphasis on research in the allied health and nursing programs, and the increase in database search services, interlibrary loaning and article photocopying will become one of the largest, if not the largest, library service offered.

This will mean an increase in both full time and part time staff to handle the workload. An evaluation of the work flow and staffing pattern in the ILL department will be carried out in FY 93. But there is no doubt that students assistants will again prove critical to the department's ability to provide timely and effective service.

### Billing

Cost-recovery billing to MCO and external users continued to be provided by this department. Ms. Susan Champion installed a software program, Peachtree, to facilitate this process. Internal billing (e.g. MCO faculty, students) dropped 7% in FY 92, and external billing (e.g., other libraries) dropped more than 9%.

The Finance Department imposed process of bill accounting is designed to put payments into an interest bearing account more quickly, but is inefficient and ineffective for managing them in terms of clearing bills for customers or ensuring that the library receives proper reimbursement. Work on this will continue.

# INTERLIBRARY LOAN ACTIVITY

## LENDING

	YR.1987-88	YR.1988-89	YR.1989-90	YR.1990-91	YR.1991-92	TREND-1 YR.	TREND-5 YR.
REQUESTS FILLED	9,674	10,022	9,990	10,956	10,402	-5.06%	7.53%
REQUESTS UNFILLED	3,891	3,833	3,650	3,228	3,681	14.03%	-5.40%
REQUESTS REFERRED	405	443	354	203	195	-3.94%	-51.85%
TOTAL REQUESTS RECEIVED	13,970	14,298	13,994	14,387	14,278	-0.76%	2.20%

## BORROWING

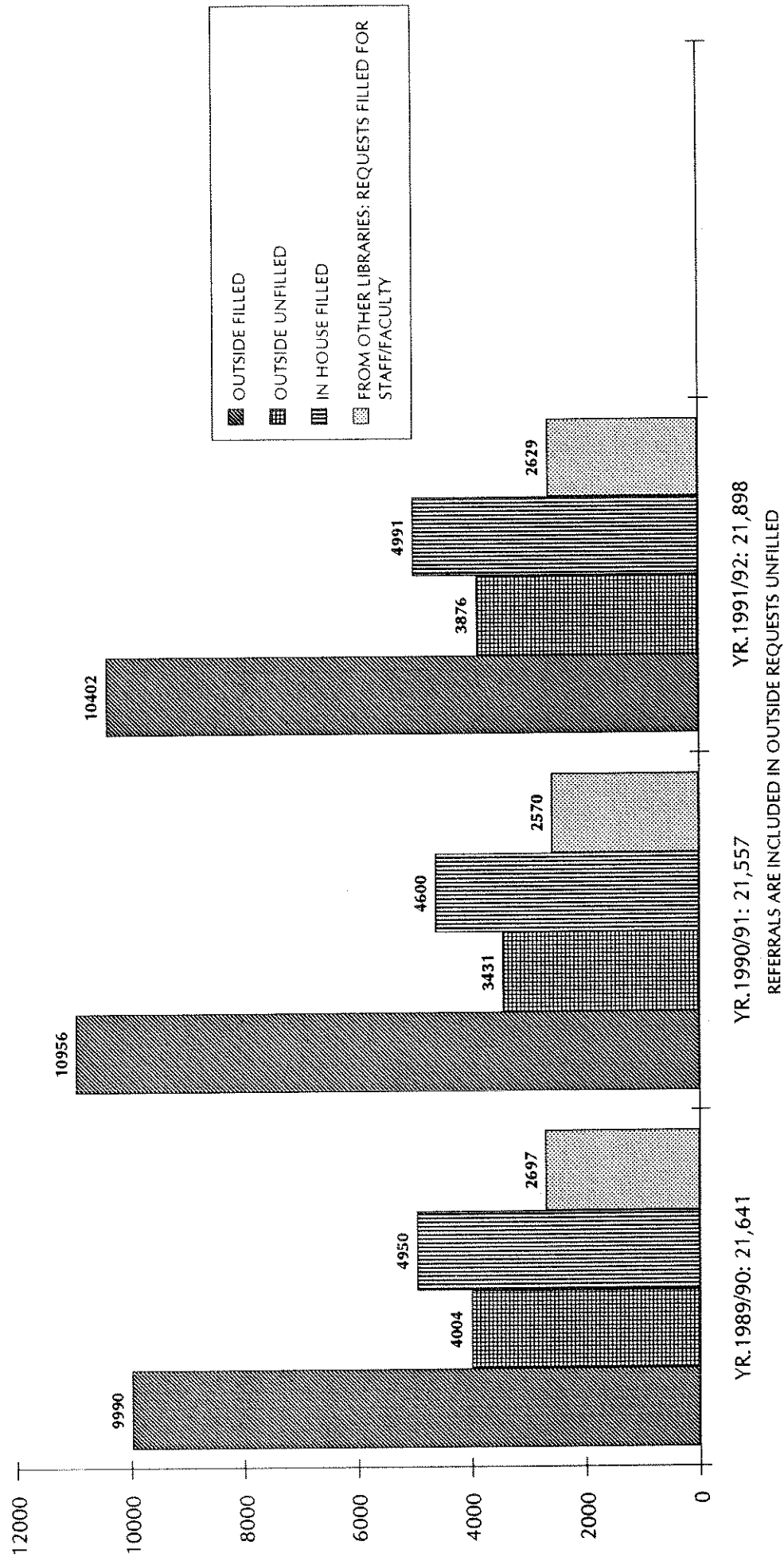
MATERIAL BORROWED	2,258	2,313	2,697	2,570	2,629	2.30%	16.43%
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## PHOTOCOPY SERVICE

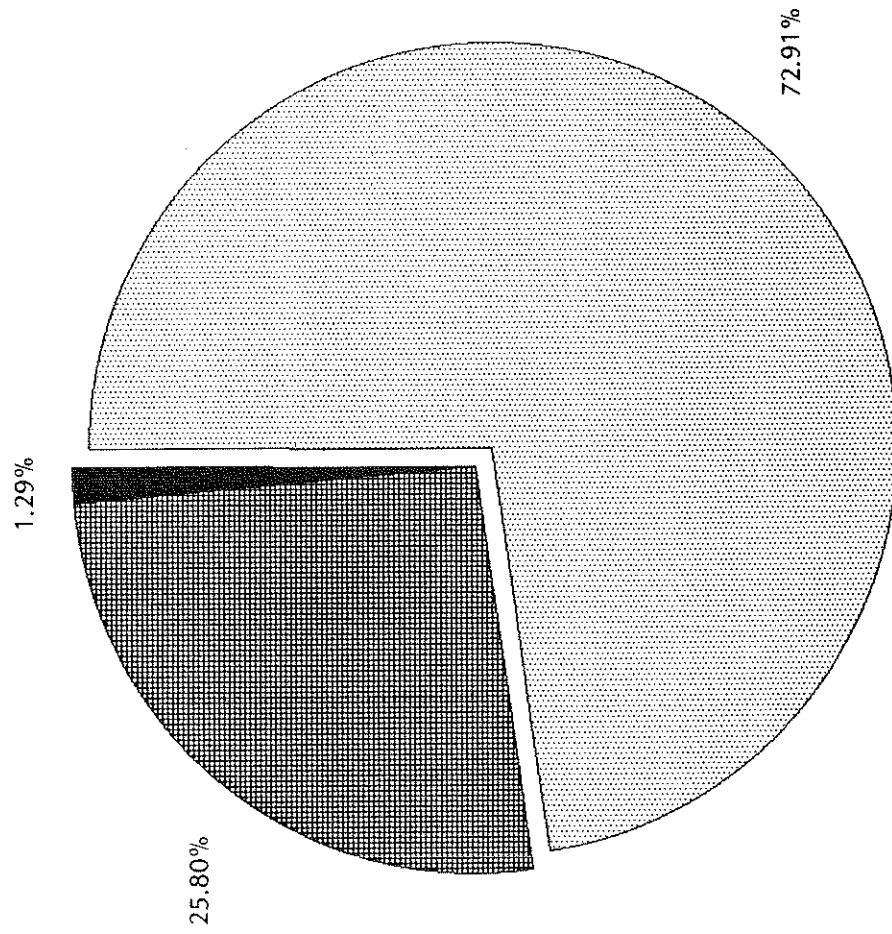
REQUESTS FILLED IN LIBRARY	5,876	6,639	4,950	4,600	4,991	8.50%	-15.06%
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GRAND TOTAL	22,104	23,250	21,641	21,557	21,898	1.58%	-0.93%
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# TOTAL REQUESTS PROCESSED



INTERLIBRARY LOAN ACTIVITY: DOCUMENT DELIVERY TO OUTSIDE LIBRARIES/INSTITUTIONS: JULY 1, 1991 TO JUNE 30, 1992



TOTAL: 14,278

	FILLED: 10,402
	UNFILLED: 3,681
	REFERRED: 184



REQUESTS FILLED BY MCO FOR LIBRARIES  
OUTSIDE THE REGION & IN FOREIGN COUNTRIES  
JULY 1, TO JUNE 30, 1992

	UNITED STATES OUTSIDE REGION 3	AUSTRALIA	CANADA	EUROPE	COUNTRIES	TOTAL
JULY	20	0	0	0	0	20
AUGUST	32	0	1	1 DENMARK	0	34
SEPTEMBER	13	0	0	0	0	13
OCTOBER	26	0	2	0	0	28
NOVEMBER	24	0	1	0	0	25
DECEMBER	12	0	1	1 DENMARK	0	14
JANUARY	24	0	1	0	2 QATAR	27
FEBRUARY	36	0	2	0	0	38
MARCH	45	0	0	0	0	45
APRIL	26	0	4	0	0	30
MAY	17	0	2	0	0	19
JUNE	15	0	3	0	0	18
TOTAL	290	0	17	2	2	311

AK/ef

**INTERLIBRARY LOAN FILLED REQUESTS**  
JULY 1, 1991 TO JUNE 30, 1992

	DOCLINE	OCLC	ALA/MAIL	PHONE	FAX	BOOKS	TOTAL
JULY	506	153	90	2	64	29	844
AUGUST	496	173	48	9	66	28	820
SEPTEMBER	464	162	76	5	76	23	806
OCTOBER	549	210	102	1	77	19	958
NOVEMBER	544	173	111	2	67	26	923
DECEMBER	416	164	51	4	49	21	705
JANUARY	531	154	115	1	57	24	882
FEBRUARY	553	237	72	3	68	27	960
MARCH	570	215	58	0	124	34	1001
APRIL	583	233	112	2	84	26	1040
MAY	398	115	80	0	62	16	671
JUNE	509	122	82	0	63	16	792
TOTAL	6119	2111	997	29	857	289	10402

AK/ef

# FAX STATISTICS

	<u>1988-89</u>	<u>1989-90</u>	<u>1990-91</u>	<u>1991-92</u>	<u>Trend</u>
Sent	8,452	8,589	1,051	<b>1,361</b>	+ 29%
Received	6,590	7,577	1,696	<b>1,804</b>	+ 6%
<b>GRAND TOTAL</b>	<b>15,042</b>	<b>16,166</b>	<b>2,747</b>	<b>3,165</b>	<b>+ 15%</b>

## *FEE FOR SERVICE BILLING* LIBRARY BILLING

	<u>1987-88</u>	<u>1988-89</u>	<u>1989-90</u>	<u>1990-91</u>	<u>1991-91</u>	<u>Trend</u>
<i>MCO</i> <del>Internal</del>	\$21,991	\$28,603	\$31,877	\$24,994	<b>\$22,629</b>	- 9%
External	\$51,357	\$52,730	\$50,879	\$53,498	<b>\$49,685</b>	- 7%
<b>GRAND TOTAL</b>	<b>\$73,348</b>	<b>\$81,333</b>	<b>\$82,756</b>	<b>\$78,492</b>	<b>\$72,314</b>	<b>- 8%</b>

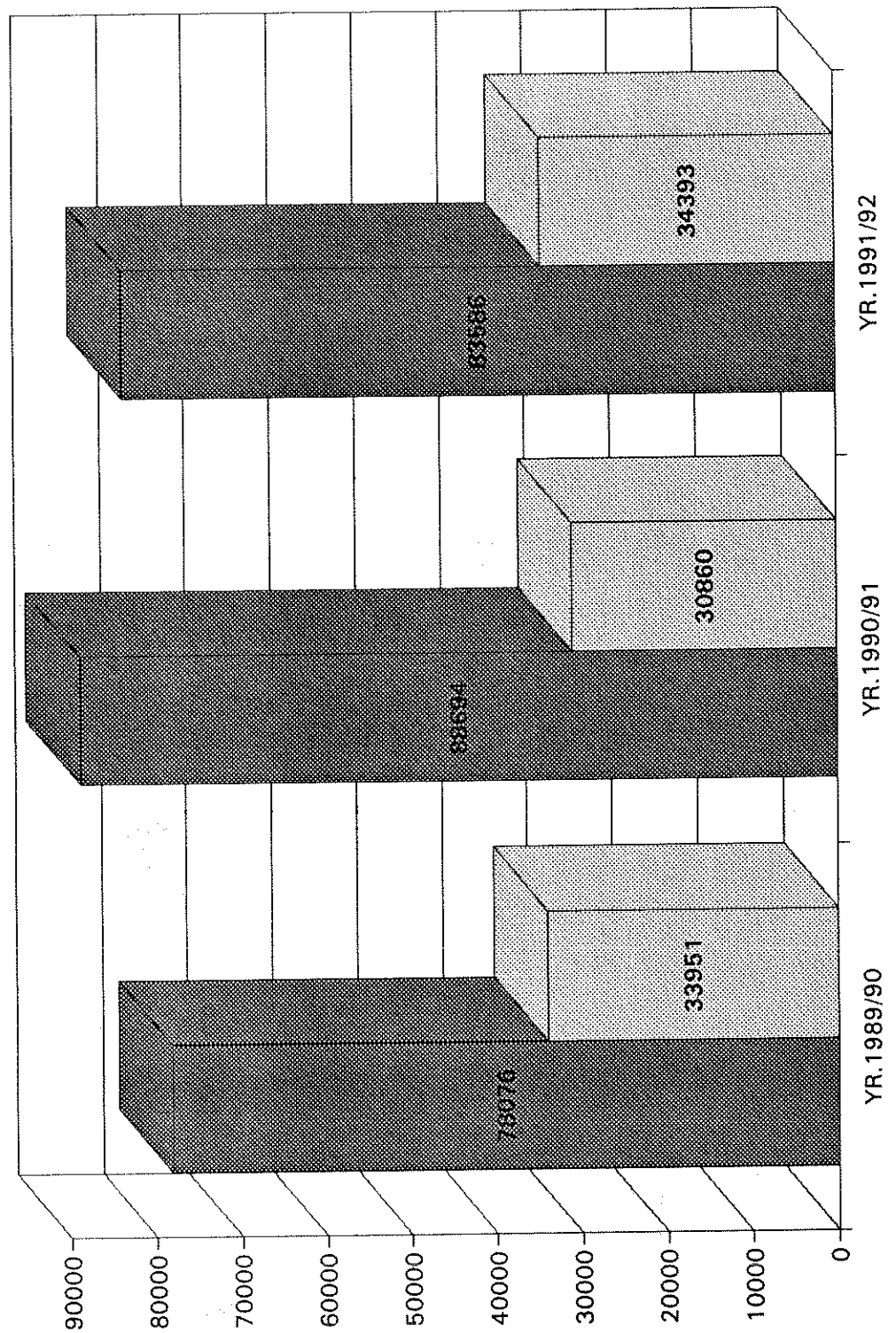
# PHOTOCOPIES MADE ON LIBRARY COPIERS

	<u>1987-88</u>	<u>1988-89</u>	<u>1989-90</u>	<u>1990-91</u>	<u>1991-92</u>	<u>Trend</u>
ILL na	na	na	112,027	119,554	<b>117,979</b>	- 1%
Other na	na	na	797,734	737,249	<b>839,337</b>	14%
<b>TOTAL</b>	<b>813,846</b>	<b>1,320,000</b>	<b>909,761</b>	<b>856,803</b>	<b>957,316</b>	<b>12%</b>

ILL: Copies made by Interlibrary Loan staff for article loans to other libraries or for the article photocopy service

Other: Copies made by everyone else, e.g. other library units, MCO users, external library users

NUMBER OF COPIES MADE BY THE MCO INTERLIBRARY LOAN DEPARTMENT



## Reference

## REFERENCE SERVICES

Marlene Porter, Coordinator

Reference Staff: Ajit Chakraborty, James F. Garrett, Alexandra Kuby, John Lucas

Reference service during the academic year were first coordinated by John Lucas, Head of Technical Services. David W. Boilard assumed this responsibility in October 1991. In April 1992, Marlene Porter accepted this job on joining the library. Additionally, she became the primary database search analyst, dividing the workload between Mr. Lucas and Ms. Kuby.

### Reference Desk

Four people regularly staff the reference desk for approximately 35-40 hours per week. Previous staffing was irregular due to inadequate personnel. The desk location is a problem since it is located on the fifth floor with the card catalog, while the reference collection and literature indexes are on the fourth. This necessitates numerous trips up and down the staircase. A plan has been formulated to relocate the desk to the fourth floor.

### Reference Collection

Lacking a reference librarian to monitor the reference book collection has resulted in an out dated collection. Ms. Porter started updating the collection to increase currency while decreasing size. The effort will require time and money and will continue into the next fiscal year.

Signs directing library users to the reference collection and to the indexes are sorely lacking. This will be corrected in the next year as well.

### Database Searching

In early FY 92, the library co-funded MEDLINE on the CD PlusNet system with the Computer Learning Resource Center. It was installed in the CLRC where staff was available to implement and manage it. The initiative for obtaining it emanated from the CLRC.

In June 1992, Ms. Kuby and Ms. Porter were given boot disks to use in their computers for searching MEDLINE back to 1966 on the CD PlusNet system. It should result in a marked decrease in online search costs, which had been running nearly \$13,000 per year on the BRS and National Library of Medicine databases.

In another cost saving effort, Ms. Porter changed the library's BRS subscription from an individual to a group account through Ohionet. In addition to this, an account with Dialog was set up, adding greatly to the number of databases accessible to the library.

*Database Search Analysis:* The number of database searches performed by librarians has decreased by 39%. Several reasons are suggested in order of importance: (1) Lack of enough skilled searchers (2) Presence of GRATEFUL MED stations in the hospital (3) Implementation of self-search MEDLINE on CD PlusNet in the Computer Learning Resource Center.

The lack of skilled searchers is most probably the largest factor since only two librarians remained in the library for some time. GRATEFUL MED and CD PlusNet probably had less of an impact since faculty were reluctant to walk to the CLRC. However, student use on the CD rose rapidly due to CLRC programs. We anticipate this to become the database system of first choice for faculty and students once it is on the MCO network.

#### DATABASE SEARCHES

<u>MCO Searches</u>	<u>FY 90</u>	<u>FY 91</u>	<u>FY 92</u>	<u>Trend</u>
Academic Programs	666	660	350	-47%
Clinical Service	28	14	11	-21%
Support Services	10	6	4	-33%
Administration	3	3	7	+133%
 <u>Non-MCO</u>				
Non-MCO	187	172	145	-15%
<hr/>				
<b>GRAND TOTAL:</b>	<b>894</b>	<b>856</b>	<b>517</b>	<b>-39%</b>

Academic: programs/departments in academic schools  
 Clinical: service units/departments in the hospital  
 Support: animal research, cost accounting, etc.  
 Administration: MCO college/hospital administrative offices

## **Technical Services**



## TECHNICAL SERVICES DEPARTMENT

John Lucas, Head  
James Damas, Processing Assistant  
Barbara Huntley, Cataloging Assistant  
David Remaklus, Serials Control Assistant  
Sarah Salley, Special Projects Assistant

During the early part of the year, Mr. Lucas spent considerable time coordinating reference and circulation services, and performing database searches, in addition to managing technical services. This slowly diminished as the new director began assuming some of these tasks, allowing increasing focus on the impending OhioLINK installation.

### Cataloging and Processing

The shelf reading portion of the monographic clean-up project, on which Mrs. Salley worked, was completed during the year. For those titles having been identified as missing or long overdue and unrecoverable, she has begun removing the cards from the card catalog and the record from OCLC. A total of 794 titles and 1569 volumes, including duplicates, were withdrawn from the collection.

Another project involved placing overlays onto certain catalog cards to identify them as being in the "oversize" collection. Planning also began for relocating Technical Services to the third floor. The actual move will be made in early August 1992.

Planning for OhioLINK continued during the year, with a schedule for implementation at MCO being released which shows installation planned for August 1992. Much preparatory work was done on initial screen overlays, SCAT tables, and record processing coordination.

### Serials Control

The library dropped 142 journal subscriptions for calendar year 1992, reducing its number of titles it received from 1,958 to 1,810. The anticipated rate of inflation for journals in 1993 is 14-19%. The budget for FY 93, however will not support current subscriptions and cancellations of at least \$75,000 are expected.

The condition of the journal stacks has become a serious problem with not enough room to shelve all bound volumes. A shift to the sixth floor mezzanine is planned for August 1992. This, however, will accommodate only four to five years growth before the stacks in all parts of the library are filled.

Binding is another problem, with a budget insufficient to keep up. The result is loose and floppy journal issues being damaged, or

taken out of the library since security devices are not placed in bound volumes. The library is at least \$12,000 behind in binding.

### Volumes in Collection

	<u>Added</u>	<u>Total</u>
TOTAL MICROFORM TITLES IN COLLECTION		3,439
Book titles added	423	
Book titles withdrawn	- 794	
TOTAL BOOK TITLES IN COLLECTION	37,278	
Book volumes added	591	
Book volumes withdrawn	- 1,569	
TOTAL BOOK VOLUMES IN COLLECTION		42,440
Journal volumes bound, added to collection	1,685	
TOTAL JOURNAL VOLUMES IN COLLECTION		75,231
GRAND TOTAL VOLUMES IN LIBRARY COLLECTION		121,110

### Journal Subscriptions

Journal titles in calendar year 1991	1,958	
Paid	1,865	
Gift	93	
Journal titles added	+ 3	
Journal titles canceled or ceased	- 142	
Journal titles in calendar year 1992		
Paid	1,712	
Gift	91	
GRAND TOTAL JOURNAL SUBSCRIPTIONS 1992		1,810

### Miscellaneous

Journal issues checked-in	14,491
Books processed, add to's, no counts	1,071
Books received from acquisitions	303
Books covered	100
Books repaired	51

### Costs

Journal subscriptions FY 1991-92		\$454,381
Average cost per title:	\$265.14	
Binding		\$11,725
Average cost per volume:	\$6.95	

## ACQUISITIONS

Ajit Chakraborty, Head of Acquisitions  
Anne Bushel, Acquisitions Assistant

The FY 92 budget for buying books was \$78,000. However, during the last half of the year the library operating budget sustained a 5% reduction. With most of the budget already expended or encumbered, the reduction had to be fully applied against book acquisitions. As a result, only an estimated \$48,680 was spent.

Efforts to elicit faculty recommendations for book purchases was very successful, showing an increase of 297%.

Acquisitions also negotiated an arrangement with a new book vendor for FY 93, ending a long time relationship with Login Brothers. The new vendor, Matthews Medical & Scientific Books, will provide better and more specialized reports for the same price. Negotiations also yielded a new microfiche reader for the unit.

Plans were made for moving the Acquisitions office to the third floor - Mulford. That should take place in July 1992. One microcomputer was installed in the department, and one more is planned for FY 93. Once the OhioLINK acquisitions subsystem has been activated, Acquisitions staff will visit another OhioLINK library to see how best to utilize it.

### Book Acquisitions

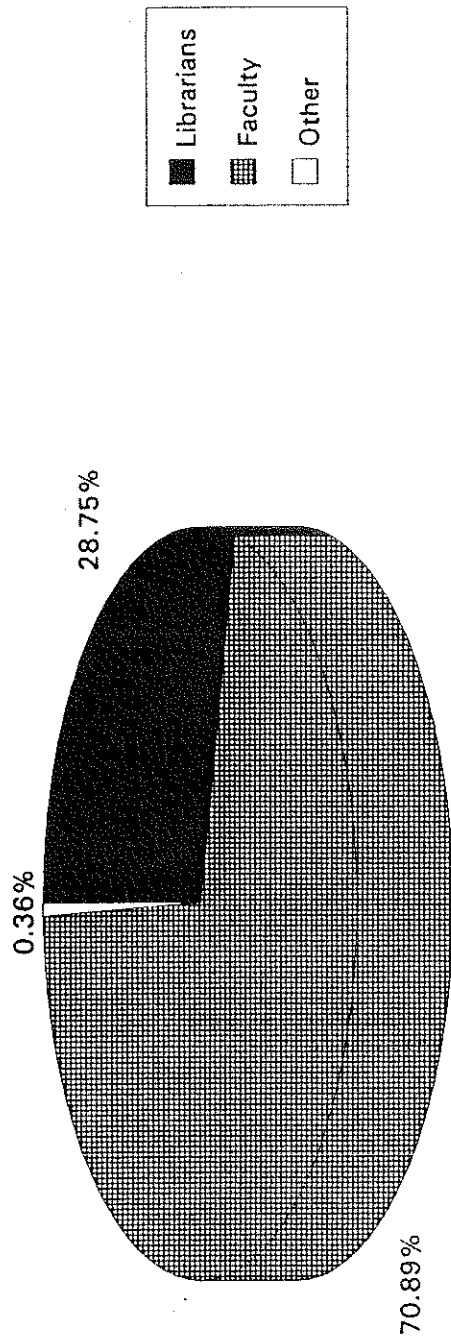
	<u>1987-88</u>	<u>1988-89</u>	<u>1989-90</u>	<u>1990-91</u>	<u>1991-92</u>	<u>Trend</u>
Books ordered	751	330	188	216	822	280%
Books rec'd	843	344	554	359	749	150%
Book gifts rec'd	451	554	324	102	132	29%
Book recommendations						
Faculty	130	112	105	95	392	297%
Students	na	na	na	na	0	
Librarians	na	na	na	na	159	
Other	na	na	na	na	2	

### Costs

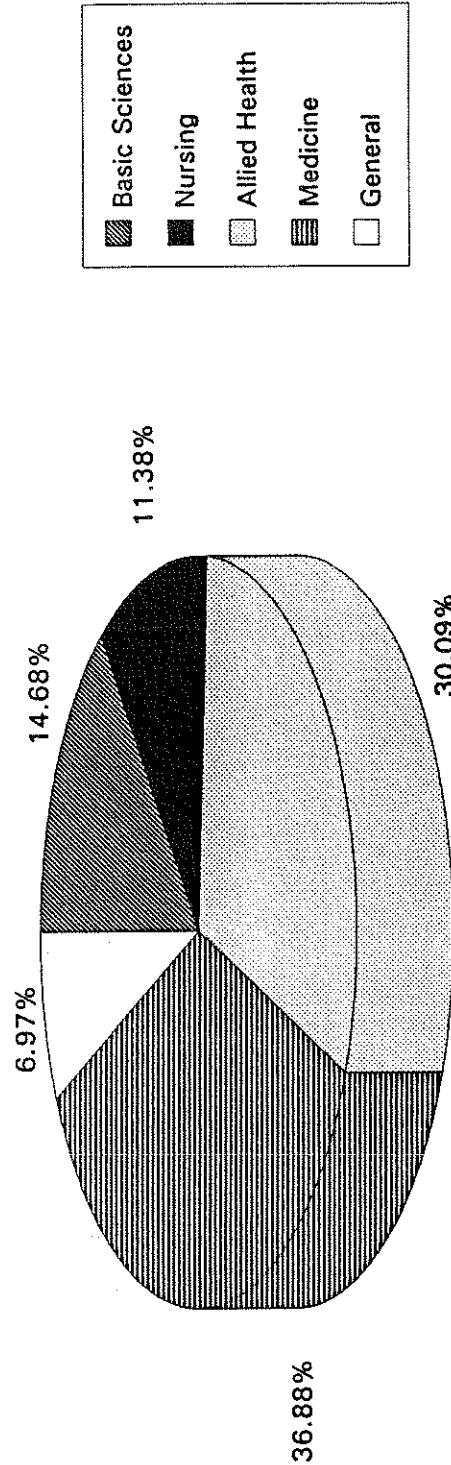
	<u>1987-88</u>	<u>1988-89</u>	<u>1989-90</u>	<u>1990-91</u>	<u>1991-92</u>	<u>Trend</u>
Expenditures	\$54,817	\$16,441	\$41,359	\$19,951	\$48,680	+144%
Avg. Price					\$70	

## ACQUISITIONS

Book Purchase Recommendations



Books Received by Classification  
(does not consider interdisciplinary)



## **Circulation**

## CIRCULATION

Mary Houston, Circulation Supervisor  
Rosemary Tammarine, Evening Supervisor

Circulation Assistants: Carrie Bowman, Steve Cook, Denise McCoy

Student staffers who worked during the year were: Barbara Dagnino, Matthew Grothius, and Srinivas Rao Ravanam.

### Workload

The total number of items circulated this year rose 8%, with increases in every category of library user except for local hospitals. The rise is probably due to the large number of new books added to the collection, and to the encouragement of students to use the library by the MCO nursing and allied health faculties.

Curiously, the number of people entering the library went down 11% in spite of the increase in circulation. There is no speculation as to why the numbers decreased. But they parallel the decrease in number of librarians, perhaps offering a relationship.

### Changes

A number of important changes occurred this year. Reporting was changed to the director, Ms. Houston was raised to Circulation Supervisor and Ms. Tammarine to Night Supervisor, each with corresponding levels of responsibilities.

A microcomputer was placed at the Circulation Desk to prepare staff for the implementation of the circulation subsystem on OhioLINK, scheduled for the Fall of 1992. Student workers were hired to assist with the daunting task of shelving photocopied volumes on the fifth floor. They also covered the circulation area when the regular staff were busy elsewhere, and sometimes assisted the interlibrary loan department with photocopying.

Circulation Services experience a high turnover in Assistants during the year. Linda Potter resigned in September, and Robert Babiak in December. They were replaced by Robert Smith and Stephen Cook. Mr. Smith resign in May and was replaced by Carrie Bowman.

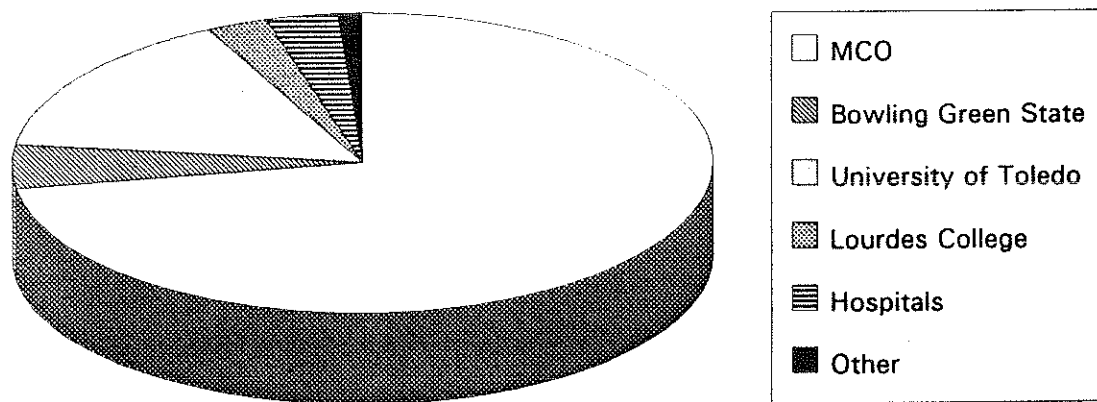
### Library Entrance Count

<u>1988-89</u>	<u>1989-90</u>	<u>1990-91</u>	<u>1991-92</u>	<u>Trend</u>
101,889	117,285	97,934	87,202	- 11%

### Circulation by Institution

<u>Institution</u>	<u>1989-90</u>	<u>1990-91</u>	<u>1991-92</u>	<u>Trend</u>
MCO	7,273	6,773	7,519	11%
BG	368	437	481	10%
UT	759	1,539	1,630	5%
LC	246	169	271	60%
Hosps	427	628	341	-45%
Other	127	84	111	32%
<b>GRAND TOTALS</b>	<b>9,200</b>	<b>9,630</b>	<b>10,353</b>	<b>8%</b>

**CIRCULATION BY INSTITUTION**



### Circulation by Category of User

	MCO	BG	UT	LC	Hosps	Other	Total
Faculty	1,727	7	40	--	--	--	1,774
MCO students	3,229	--	--	--	--	--	3,229
Nursing students	--	346	530	--	33	--	909
Other students	--	127	1,030	271	--	--	1,428
Residents	904	--	--	--	--	--	904
Administration	23	--	--	--	--	--	23
Physicians	--	--	--	--	36	--	36
Physicians - private	--	--	--	--	--	49	49
Nurses	357	--	--	--	122	--	479
Staff	985	1	30	--	150	--	1,166
Interlibrary loans	294	--	--	--	--	--	294
Health-care workers	--	--	--	--	--	33	33
Other Ohio colleges	--	--	--	--	--	29	29
<b>GRAND TOTALS</b>	<b>7,519</b>	<b>481</b>	<b>1,630</b>	<b>271</b>	<b>341</b>	<b>111</b>	<b>10,353</b>

### Circulation by Student Group

<u>Students</u>	<u>1989-90</u>	<u>1990-91</u>	<u>1991-92</u>	<u>Trend</u>
<b>* MCO</b>				
Medical	1,802	1,605	1,578	-2%
Nsg grad	1,024	689	741	6%
Grad	364	283	910	221%
<b>BG</b>				
Nursing	240	272	346	27%
Other	118	162	127	-21%
<b>UT</b>				
Nursing	474	372	530	
General	128	1,069	1,030	-4%
<b>LC</b>				
General	244	167	271	62%
<b>Hospitals</b>				
Nursing	45	55	33	-40%

- \* There was no means of identifying allied health students by institution. MCO graduate students are included under "Grad." Undergraduates are counted in the BG and UT "General students." MCO undergraduate nursing students are included under BG and UT.

MCO	Medical College of Ohio
BG	Bowling Green State University
UT	University of Toledo
LC	Lourdes College
Hosps	Local hospitals



## **Computer Services**

## COMPUTER SERVICES

**James F. Garrett**, Computer Services Librarian

The position of Computer Services Librarian was created effective with the recruitment of Mr. Garrett, who joined the Mulford Library staff on June 23, 1992. It will be a key position for the success of the library in attaining an electronic environment and then reaching beyond.

The Computer Services Librarian is primarily responsible for managing the microcomputer environment in the library. This includes linking library computers to internal and external networks, extending library databases to faculty and students outside the library facility, and playing a major role in the planning for further implementation of information technologies.

The issues requiring Mr. Garrett's attention in the next year are numerous. The chief ones involve:

1. Training of the staff in basic computer use, and on using utility and communication software
2. Installing and implementing OhioLINK
3. Planning for future hardware and software needs, and their networking inside and outside of the library

The Computer Services Librarian also participates in providing reference service and related activities.

## Appendices

APPENDIX A

COMBINED ACQUISITIONS EXPENDITURES

<u>FISCAL YEAR</u>	<u>MONOGRAPHS</u>	<u>JOURNAL SUBSCRIPTIONS</u>
1984-85	\$52,272	\$312,156
1985-86	\$94,969	\$336,943
1986-87	\$84,512	\$384,813
1987-88	\$54,817	\$407,960
1988-89	\$16,441	\$371,575
1989-90	\$41,359	\$408,060
1990-91	\$19,551	\$458,839
1991-92	\$48,000	\$454,381

115,720

2,721

426,202

## APPENDIX B

### GLIDDEN L. BROOKS AWARD

The Glidden L. Brooks Award is presented annually to the student who is distinguished by superiority in all phases of the curriculum as selected by the Promotions Committee.

The medal is named in honor of the first president of the Medical College of Ohio. Each one is constructed of gold and numbered. The medal was designed by Alan Melis of the Toledo Museum of Art.

1972	Archival original and mock-up	No. 1
1972	Glidden L. Brooks, M.D., President	2
1972	Paul Garrett, M.D. (first student recipient)	3
1973	Michael McIntosh, M.D.	4
1974	Michael B. Shannon, M.D.	5
1975	Craig T. Hopple, M.D.	6
1976	David Warrick, M.D.	7
1977	Jerrold Lemoine Smith, M.D.	8
1978	Thomas O. Milbrodt, M.D.	9
1979	Andrew Herschel Glassman, M.D.	10
1980	Mark Lawrence Lloyd, M.D.	11
1981	Richard Thomas Schlinkert, M.D.	12
1982	Jeffrey Stuart Ross, M.D.	13
1984	John Patrick Pigott, M.D.	15
1985	(stolen from Alan Melis)	16
1986	Christopher Lee Blanton, M.D.	17
1987	Frederick Arnold Bunge, M.D.	18A
	Matthew Phillip Bunyard, M.D.	18B
1988	David Eugene Custodio, M.D.	19A
	Thomas Gerard McAlear, M.D.	19B
1989	Janette Collins	20
1990	Kelly Schibler	21
1991	Brian Scott Miller	22A
	Todd Andres Scott	22B
1992	Kymerly Anne Gyure, M.D.	23

