Raymon H. Mulford Library
Medical College of Ohio

ANNUAL REPORT

FY 1993-94

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Administrative Summary

ADMINISTRATIVE SUMMARY

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

Two major efforts engaged the library's energies during Fiscal Year 1993-94. The first was the opening of OhioLINK to faculty and student use on a full scale. This began during Fall 1993, and it affected library staffing and service platforms for the remainder of the fiscal year. The second was the initiation of strategic planning, which consumed a great deal of the second half of the year.

While OhioLINK was officially launched at the end of FY 93, it was not until the beginning of the FY 94 academic year that it received its first rigorous test. Students received barcoded library cards and began searching the catalog and checking out books. During the year, a number of new features were added to OhioLINK. These included PCirc (ability to order books directly from another library via computer), Pony Express (36 hour delivery of books from any other library), and centralized medical databases (MEDLINE, CINAHL, CancerLIT, PsychLIT, and others.).

While they greatly enhanced services, each contributed to staff workloads and stress levels. For example, circulation rose an astounding 35%. Borrowing by other OhioLINK libraries from MCO was at a 3:1 ratio. Supervisors and staff members were under heavy pressure to complete training on the new systems, and to revise work flows to accommodate the changes. MCO was selected to beta-test the medical databases for the state, a coup which gave us early access to these crucial resources but which further contributed to the workload.

During the second half of the year, when the OhioLINK system had begun to stabilize, the library began tackling its planning agenda in earnest. Some of the planning impetus was a natural outgrowth of having completed the foundation of an electronic library. Some of it was sparked by the changes in MCO top administration, which initiated dynamic changes of its own.

The largest library planning effort involved beginning a strategic plan for moving the library towards the future. This effort is still underway and is expected to be completed in late Fall 1994. It will take advantage not only of the known and projected changes in information technologies, but of the plans that have been proposed for the College by the president and the "mission statement" formulated by the faculty for the Board of Regents.

It will include moving towards utilization of virtual technologies, and will emphasize the growing educational role that the library is being asked to take as it incorporates information retrieval and network navigation skills into independent learning regimens, knowledge base development, and personal information management.

During the year, the library quickly prepared its definition of a "World Class Medical Library," with estimated cost features, and submitted it for inclusion as a component of the "World Class Medical Center." It also began implementing components of a short range plan for greater involvement in the educational process that was devised in Fall 1993

A number of other important activities were undertaken by the library during the year. The most considerable one involved extending select electronic library services to the three AHEC facilities. In fact, it was library services specifically -- and the personal responsiveness of Mulford librarians

— that made the difference in one AHEC hospital's decision to stay with MCO's network rather than switch to a competing national system.

FY 94 also witnessed the completion of the staff reorganization plan and the merging of the Computer Learning Resource Center with the Library. Integration of both staffs into one effective service unit is still underway. Combined planning and efficient husbanding of resources should result in an even better "customer-oriented" service.

Nursing, Allied Health, Hospital

In May 1994, the library submitted its follow up report to the School of Nursing's 1991 accreditation review. In the review, the library had received negative remarks for it's inadequate collection. Since then, the deficiencies have been corrected and the library now maintains a minimally adequate core of nursing books and journals. It's collection development policy should enable it to keep the collection current, though the lack of proper funding prevents it from becoming significant.

The library collection for the School of Allied Health programs are somewhat stronger that those of nursing, though again the lack of proper funding hampers further development.

The library participated in the successful JCAHO review of the Medical College Hospitals in FY 94. In the Spring, the library director met with the head of administrative nursing to form a plan for the acquisition, evaluation and provision of CD ROM databases to MCH. Implementation should begin in the first half of FY 95 as the hospitals become connected to the MCO network.

Staffing

Support for staffing has been good. In August 1994, the reclassification that had been approved for most employees took effect. During the year, one librarian resigned and two long term staff members retired. All positions were effectively replaced. A seventh and much needed librarian was added in January 1995 with an appointment to Reference and Research Services, and a Circulation Supervisor position was created and filled in September 1993 to manage the increasing number and complexities of circulation services. Funding from the VPAA/Dean of the Medical School was also provided to continue a position in the CLRC that had been threatened.

Finally, keeping the library open until midnight during the academic year instead of closing at 11:00 p.m., a feature begun on a temporary basis in Spring 1994, will be made permanent with a 0.5FTE position that has been promised for FY 95.

Still, the need for one more librarian remains in order to meet the increasing demand for librarians in the classroom, database and computer training in the library, and for services for the AHEC and Introduction to the Generalist Curriculum programs. Also, two part time permanent positions are needed in the Computer Learning Resource Center.

Facilities

A number of repairs and renovations were made to the facility in response to student and library staff requests. These included an effective fix to the roof leaks, new and stable 5th floor lighting, the recovering of study chairs, and sample lighting in the dim Reference area.

In terms of services, four study rooms were converted to audiovisual rooms for individual and small group viewing -- in anticipation of the purchase of new audiovisual learning resources in FY 95. Also, plans were laid and approved to convert a storage room on 6th floor to a small computer classroom where student groups could be taught without interrupting OhioLINK and CLRC computer users in the public areas.

Concerns

In spite of becoming an electronic library, some very serious concerns still plague the library.

- The Collection

  Rather than moving towards the "World Class Library" that is the indisputable corollary to a world class medical center, the Mulford Library is actually regressing in one of the most important of all areas: its collections. Since FY 1989, the journal collection has been cut 34%. The book budget has been anemic for all but one year.

  The library of the Information Age should see a slow decline in the acquisition of physical collections and a steady increase in the access to digitized information resources. However, the opposite is occurring at MCO: a rate of decline in physical collections that exceeds its replacement by digital resources.

  Some evidence of this can be seen in the library's article service. In FY 19991-92, the library provided two articles from its collection to faculty members for every three requested. The third was interlibrary loaned. FY 1993-94 saw a complete reversal. The library provided only one article for every three requested and had to interlibrary loan the remaining two. Interlibrary loans increased 42% during this period.

  The library's strategic plan will include a methodology for adopting electronic access to journals; however, the cost of access must either come from new budget monies or from further cancellations of physical journal subscriptions. Nevertheless, since digitized journals are becoming almost as expensive as physical journals, there is little to be gained in a one-for-one trade-off.

- Computer Learning Resource Center

  The change from Academic Challenge Grant to MCO funding resulted in a reduced and inadequate operational budget which had to be supplemented from the Dean's fund and the Student Equipment Fund. The operational budget allocated for FY 95 is only half of what is needed to provide even the most basic services to a ever growing population of users.

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The result is that many learning software programs are two and three upgrades behind. By the end of the FY 94, a number of computers were unavailable due to obsolescence or breakdown. The imminent connection of the CLRC to the campus network should alleviate the need for upgrading basic application programs (e.g. word processing), but more monies are needed to bring learning software up-to-date. Also, a formula must be created for routine replacement of 20-25 % of the public computers per year. The library will manage replacement of staff computers from other monies.

- Budget

The operational budget continues to remain very weak. While the library received massive infusions of funds to establish an on-line library, funds for maintaining the journal collection and increasing the book collection were not forthcoming. This has induced automatic journal cancellations for almost every year.

- Computer Networking and Education

The library has fallen behind in its plans for extending its services and information databases to the campus. Its CD ROM tower is receiving minimal use, many faculty and staff cannot access the library's databases, and some library computer projects are "on hold." The problem seems to be the crushing workload being carried by Information Services. Their response to library emergencies has been fast and effective, but the implementation of new programs has languished. Meetings with the new Director, however, show much promise for continued advances in FY 95.

Also, projects initiated by the CLRC to computerize some of MCO's classrooms and to plan for computer training in the curriculum were canceled. They are to be integrated with larger MCO plans in these areas. However, no interim plan for the former has yet been formulated. The latter has been subsumed by the Task Force on Technology into the Curriculum, on which the library the library has representation.

Chief Accomplishments - FY 94

A detailed and specific listing of the many accomplishments of the library can be found in the Public Services report, as well as in the various other unit reports. Regarding its most important activities, the library was involved in:

1. Completing the reorganization of the library staff structure; developing new job descriptions for every classified staff member, and reclassifying most .

2. Implementing OhioLINK circulation, direct patron borrowing, Pony Express delivery, on-line reference service, computerized course Reserve materials, and other features of an electronic library.

3. Establishing on-line services to the AHEC centers.

4. Developing and teaching classes on library databases; co-developing and teaching a course on Internet with Information Systems; teaching in the "Medical Decision Making" course.

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5. Creating a laboratory with computer workstations (Mac and PC) for faculty evaluation of CD ROM and other information products.

6. Initiating ARIEL: transmitting journal articles via Internet (a project involving Ohio academic medical libraries).

7. Reviewing and updating the entire Reference collection and shifting it for better access; reviewing and reorganizing the course Reserve collection.

8. Merging the Computer Learning Resource Center with the Library.

9. Working on the creation of, and wide access to, two knowledge bases (M-1 and 2 curriculum and M-4 electives) with the Office of Medical Education and Evaluation.

10. Introducing computer courses in the CLRC for the School of Nursing students

11. Achieving acceptance for the CLRC to be a test site for the National Board's computerized patient case simulations (CBX) in FY 95.

Goals and Objectives for FY 95

All but three of last year's 23 objectives were realized (two are still in progress: documentation of work procedures, facility renovations). Of the three not accomplished, the objective of extending electronic library services to MCO clinics and MCH was held up only by lack of computer networking. Securing grant funds for providing library services to NW Ohio was obviated by immediate funding by MCO through Information Systems. The investigation of an IAIMS plan was suspended while alternate directions were planned by the new administration.

For FY 95, the following objectives are proposed:

1. Extend electronic library services to MCH, the Ruppert Center, the Family Practice Center and other MCO buildings and units.

2. Integrate the library further into the educational activities of the College.

3. Complete the library strategic plan and gain approval by MCO faculty, administrators and the Board of Trustees.

4. Create and utilize a computer classroom for small group teaching/training.

5. Prepare for submission a grant application for the extensive renovation and modernization of the library 5th floor, to include computer connections in small group study rooms.

6. Organize an implement an effective plan for library services to the AHEC and the IGC preceptors.

7. Seek and plan the groundwork for a "library internship" in conjunction with a library science school in the region.

8. Mount a library project on World Wide Web.

Raymon H. Mulford Library

Expenditures for Fiscal Year 1993/94*

	State Account 03100	External User Fees 961310	Foundation Account 774038	GMRMLN Grant 964030	Total Expenditures
Budget/Beginning Balance	$1,340,146	$49,730	$3,090	$11,240	$1,404,206
100 - Salaries	$508,976	$11,559	-0-	-0-	$520,535
200 - Fringe Benefits	$195,820	$1,702	-0-	-0-	$197,522
TOTAL PERSONNEL	$704,796	$13,261			$718,057
300 - Supplies	$14,554	$7,185	$53	$250	$22,042
400 - Travel	$11,648	$6,457	$601	-0-	$18,706
500 - Info & Communication	$565,175	$312	-0-	-0-	$565,487
600 - Outside Services	$30,401	$135	-0-	-0-	$30,536
700 - Miscellaneous	-0-	$84	$621	-0-	$705
900 - Equipment	-0-	$7,770	-0-	$10,994	$18,764
TOTAL OPERATING	$621,778	$21,943	$1,275	$11,244	$656,240
TOTAL EXPENDITURES	$1,326,574	$35,204	$1,275	$11,244	$1,374,297

* Does not include two non-library accounts provided by the VPAA as start up funds for library computerization as listed below:

Account	Total Expenses FY 94
780310	$39,291
969660	$34,981
Total	$74,272

	Revenue
Library Crosscharge Account 031010	$8,402.50

(Dfd arbudg 8/18/94)

Computer Learning Resource Center

Expenditures for Fiscal Year 1993/94

	State Account 33650	CLRC Fund 96185	Total Expenditures
Budget/Beginning Balance	$147,777	$13,426	$161,203
100 - Salaries	$89,711		$89,711
200 - Fringe Benefits	$29,443		$29,443
TOTAL PERSONNEL	$119,154	$-0-	$119,154
300 - Supplies	$13,728	$12,608	$26,336
400 - Travel	$2,171	$892	$3,063
500 - Info & Communication	$1,772	$871	$2,643
600 - Outside Services	$2,159	$1,195	$3,354
700 - Miscellaneous	-0-	-0-	-0-
900 - Equipment	-0-	$3,818	$3,818
TOTAL OPERATING	$19,830	$19,384	$39,214
TOTAL EXPENDITURES	$138,984	$19,384	$158,368

(Dfd budclrc 8/19/94)

The Library Staff

LIBRARY STAFF
Effective June 30, 1994

Name	Service Date
David W. Boilard, A.M.L.S. Director Assistant Professor - Family Medicine	October 8, 1991
James F. Garrett, M.S.L.S. Computer Services Librarian	June 23, 1992
Jonathan Hartmann, M.L.S. Reference Librarian	January 3, 1994
Alexandra Kuby, M.S.L.S. Reference Librarian	March 4, 1985
Jeffrey J. Jablonski, Ph.D. Assistant Director of the CLRC	January 12, 1988
Jerome A. Levin, Ph.D. Director of the CLRC	July 1, 1968
Margaret Moutseous, M.S.L.S. Assistant Director of Public Services	August 15, 1992
Marlene A. Porter, M.L.S. Coordinator of Reference Services	April 29, 1992
Sheryl R. Stevens, M.S.L.S. Head of Bibliographic Control	September 1, 1993
Carrie Bowman (.50 F.T.E.) Lead Circulation Services Facilitator * Library Media Technical Assistant I	June 17, 1992
Anne Bushel, B.Ed. Serials Control Assistant/Reference Assistant * Library Associate I	July 22, 1974

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* Reflects job reclassification effective July 25, 1993.

Susan Champion, A.L.S.
Interlibrary Services Assistant
* Library Media Technical Assistant II

October 2, 1967

Stephen G. Cook, B.A.
Lead Circulation Services Assistant
*Library Media Technical Assistant II

November 16, 1991

Dawn F. Durivage, BBA
Administrative Assistant
** Administrative Assistant II

June 7, 1993

Elizabeth Fabian
Interlibrary Services Assistant
*Library Media Technical Assistant II

December 7, 1986

Mary Houston
Circulation Services Assistant
*Library Media Technical Assistant II

October 5, 1971

Elizabeth Kanous
Supervisor, Circulation Services
Library Associate II

September 13, 1993

Linda Knotts
Acquisitions Assistant
Library Media Technical Assistant I

May 2, 1994

John O'Neill (.50 F.T.E.)
Circulation Services Facilitator
Library Media Technical Assistant I

December 7, 1993

David Remaklus, M.B.A.
Supervisor, Interlibrary Services
Library Associate II

July 18, 1988

Heidi Steyer, B.A.
Cataloging Assistant
Library Media Technical Assistant II

January 3, 1994

Rosemary Tammarine
Lead Circulation Services Assistant
*Library Media Technical Assistant II

June 1, 1970

** Reflects job reclassification effective August 31, 1993

Anne Trinchero   May 18, 1976
Computer Clerk II

Student Assistants 1993 - 94:
David Blank, Christin Chadwick, Roberta Furlong, Tania Hannon, Jacqueline James, Heidi
Munich, Victoria Leslie, Geetha Raj, Julie Vogt, Dana Walters, Brian Wixey, Mubeen
Yamani.

STAFF CHANGES

Tracy Akers served as an LMTA 1 (.50 F.T.E.) for the circulation department from
December 7, 1993 - June 17, 1994.

Ajit Chakraborty, Head of Acquisitions, retired effective February 1, 1994.

Chrindye Finley resigned from her LMTA 1 position with circulation on July 24, 1993.

Jonathan Hartmann was hired as a new reference librarian on January 3, 1994.

Barbara J. Huntley, Cataloging Assistant, retired effective June 30, 1993.

Elizabeth Kanous was hired as Circulation Supervisor on September 13, 1993.

Linda Knotts was hired as the new Acquisitions Assistant on May 2, 1994.

Phi Lam served as an LMTA 1 (.50 F.T.E.) for the circulation department from
August 17, 1993 - October 28, 1993.

John Lucas, Head of Technical Services, resigned from his position effective
August 20, 1993.

P. Scott Mange resigned from his LMTA 1 (.50 F.T.E.) position on November 13, 1993.

Terri Shiffert resigned from her position as Computer Coordinator in the CLRC in April
1994.

Sheryl Stevens was hired as Head of Bibliographic Control on September 1, 1993.

Heidi Steyer was hired as the new Cataloging Assistant on January 3, 1994.

Raymon H. Mulford Library Organizational Chart

David Boilard, A.M.L.S. — Director

- **Dawn Durivage, B.BA.** — Administrative Assistant

- **Jerome A. Levin, Ph.D.** — Director, CLRC
  - **James Garrett, M.S.L.S.** — Computer Services Librarian
  - **Jeff Jablonski, Ph.D.** — Assistant Director, CLRC
    - **(open)** — Computer Lab Technician
    - **Anne Trinchero** — Computer Clerk

- **Sheryl R. Stevens, M.S.L.S.** — Head of Bibliographic Control
  - **Anne Bushel, B.Ed.** — Serials Control/Reference Asst.
  - **Heidi Steyer, B.A.** — Cataloging Assistant

- **Margaret Moutseous, M.S.L.S.** — Assistant Director of Public Services
  - **Marlene Porter, M.S.L.S.** — Head of Reference Services
    - **Jonathan Hartmann, M.L.S.** — Reference Librarian
    - **Alexandra Kuby, M.S.L.S.** — Reference Librarian
  - **Elizabeth Kanous** — Circulation Supervisor
    - **Mary Houston** — Circulation Services Asst.
    - **Rose Tammarine** — Circulation Services Asst.
    - **Stephen Cook, B.A.** — Circulation Services Asst.
    - **Carrie Bowman** — Circulation Services Facilitator
    - **(open)** — Circulation Services Facilitator
    - **John O'Neill** — Circulation Services Facilitator
  - **David Remaklus, M.B.A.** — Interlibrary Services Supervisor
    - **Susan Champion, A.L.S.** — Interlibrary Services Asst.
    - **Elizabeth Fabian** — Interlibrary Services Asst.

Raymon H. Mulford
Library, June 30,
1994

STAFF ACTIVITIES

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

Memberships and Committees

    Medical Library Association
    Midwest Chapter of the Medical Library Association
        Chair, Task Force on Finance
    OhioLINK
        Library Advisory Committee
    Ohio Health Science Library Association
    Health Science Librarians of Northwest Ohio
    Toledo Area Library Association
    Medical College of Ohio
        School of Medicine
                Curriculum Committee
                Curriculum Subcommittee for Yrs. 1 & 2
                Executive Committee
        College
                Faculty Club
                Task Force on Technology in the Curriculum

Activities and Continuing Education

    Midwest Chapter/MLA Annual Meeting, Louisville, KY - October 1993
    Association of American Medical School/Association of Academic Health Science Library
        Directors Annual Meeting, Washington, D.C. - November 1993
    Computers in Healthcare education Symposium: Development and Management of
        Multimedia, Networks, Information Systems, Philadelphia, PA - April 1994
    Medical Library Association Annual Meeting, San Antonio, TX - May 1994
    "Introduction to Telemedicine" (MLA CE course), San Antonio, TX - May 1994

Presentations, Publications, Grants

    Lecturer, "Clinical Decision Making" M-2 course - October 1993
    "Medical Libraries - cooperation" in: WORLD ENCYCLOPEDIA OF LIBRARY AND
        INFORMATION SERVICES, 3rd ed. Chicago: American Library Association, 1993
    Boilard DW, Dahlen KH. "The Library's Emerging Role: Modeling for Partnership in
        Education," presented at the annual meeting of the Canadian Health Libraries Association
        Annual Meeting, London, Ont. - June 1994

* Indicates education courses in matriculated program supported by the Library.

James F. Garrett, M.S.L.S., Computer Services Librarian

Memberships and Committees

Medical Library Association
OhioLINK
    Lead Implementor's Committee
Regional Library Warehouse Program Committee

Activities and Continuing Education

Internet Class (offered jointly by Mulford Library and information Systems) - backup
instructor

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

Memberships and Committees

Medical Library Association
Midwest Chapter of the Medical Library Association

Activities and Continuing Education

OhioLINK CD Plus Training, Bowling Green, Ohio - March 1994
"Achieving Breakthrough Service in Libraries", Bowling Green, Ohio - May 1994

Jeffrey J. Jablonski, Ph.D., Assistant Director of the CLRC

Activities and Continuing Education

Apple Computer seminar on new Mac operating systems, Detroit, MI - December 1993
Apple Computer seminar on PowerPCs, Detroit, MI - February 1994

* Indicates education courses in matriculated program supported by the Library.

Jerome A. Levin, Ph.D., Director of the CLRC
 Professor of Pharmacology
 Associate Dean for Academic Resources

Memberships and Committees

    OARnet Faculty Advisory Committee
    OhioLINK
        Workstation Advisory Group
    Medical Education Task Force
        Board Preparation Working Group
    American Medical Informatics Association
        Education Working Group
        Internet Working Group
    Medical College of Ohio
        School of Medicine
                Curriculum Committee
        College
            Library Advisory Committee
            Process Management Committee for Information Systems

Activities and Continuing Education

    EDUCOM conference, Cincinnati, Ohio - October 1993
    SCAMC conference, Washington, D.C. - November 1993
    Computers in HealthCare Education Conference, Philadelphia, PA - April 1994

Margaret L. Moutseous, M.S.L.S., Assistant Director of Public Services

Memberships and Committees

    Medical Library Association
    Midwest Chapter of the Medical Library Association
    Ohio Health Sciences Library Association
        President Elect & Program Chair
    OhioLINK
        Intercampus Services Committee
        Patron Initiated Circulation Task Force
    Upstate New York and Ontario Chapter of the Medical Library Association

* Indicates education courses in matriculated program supported by the Library.

Activities and Continuing Education

Franklin Planner Workshop, Toledo, OH - October 1993
MC/MLA Annual Meeting, Lexington, KY - October 1993
OhioLINK CD Plus Training, Bowling Green, OH - March 1994
"How to Deal with employee Attitude Problems", Toledo, OH - April 1994
Medical Library Association Annual Meeting, San Antonio, TX - May 1993
Toledo Health Science Librarians Journal Club (monthly)
*Ethical and Legal Aspects of Counseling, Heidelberg College - Winter 1993
*Introduction to Counseling, Heidelberg College - Winter 1993
*Group Process, Heidelberg College - Spring 1994
*Practicum in Counseling, Heidelberg College - Spring 1994

Presentations, Publications, Grants

MC/MLA 1994 Annual Meeting - abstract submitted, November 1993

Marlene A. Porter, M.L.S., Coordinator of Reference Services

Memberships and Committees

Academic Library Association of Ohio
Health Sciences Librarians of Northwest Ohio
Medical Library Association
Midwest Chapter/Medical Library Association
Ohio Health Information Organization
OhioLINK
    Medical Task Force
    User Services Committee

Activities and Continuing Education

Franklin Planner Workshop, Toledo, OH - October 1993
Ohionet/OhioLINK Internet Workshop, Columbus, OH - November 1993
OhioLINK CD+ Training, Bowling Green, OH - March 1994
Time Management Workshop, Toledo, OH - March 1994
Medical Library Association Annual Meeting, San Antonio, TX - May 1993
"Exploring the Internet: Beyond the Basics", San Antonio, TX - May 1993

* Indicates education courses in matriculated program supported by the Library.

Presentations, Publications, Grants

      Demo of OSLER & Medline Services to Library Committee - October 1993
      Presentation to Toledo Public Librarians about Mulford Library Services - November 1993
      MCO Internet Class - November, December 1993; February - June 1994
      Demo of OSLER & Medline Services to BAHEC in Bryan, OH - February 1994
      Trained BAHEC people on OSLER & Internet - February 1994
      Database Searching presentation to Nursing class - March 1994
      Demo of OSLER & Medline Services to SAHEC in Sandusky, OH - April 1994
      Trained SAHEC people on OSLER & Medline - May 1994
      Demo of OSLER & Medline Services to LAHEC in Lima, OH - May 1994

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

Memberships and Committees

      Medical Library Association
      Academy of Health Information Professionals, Medical Library Association
      Midwest Chapter of the Medical Library Association
          Executive Board Member
      Metropolitan Detroit Medical Library Group
          President, Executive Board Member
      Michigan Health Sciences Libraries Association
      Health Sciences Libraries OCLC Users Group
      North American Serials Interest Group

Activities & Continuing Education

      Newsletter Editor, Midwest Chapter of the Medical Library Association
      Midwest Chapter of the Medical Library Association Annual Meeting, Louisville - October
          1993
      Metropolitan Detroit Medical Library Group Executive Board Meetings & General
          Membership Meetings, Detroit area hospitals - bimonthly, September 1993
      Medical Library Association Annual Meeting, San Antonio, TX - May 1994
      "Biotechnology Information: The NLM Databases" CE Course, San Antonio, TX - May 1994

Carrie Bowman, Circulation Services Facilitator

      *Introduction to Cognitive Psychology, University of Toledo - Fall 1993
      *International Political Economy, University of Toledo - Fall 1993

   * Indicates education courses in matriculated program supported by the Library.

Anne Bushel, B. Ed., Serials Control Assistant/Reference Assistant

*"Statistics for the Information Sciences" -- Fall 1993 Semester, University of Michigan, Master's Program in Library & Information Studies,

*"Seminar on Emerging Technologies -- Winter 1994 Semester, University of Michigan, Master's Program in Library & Information Studies

Stephen Cook, B.A., Circulation Services Assistant

Introduction to Computer Automated Design, Owens Technical College - Summer 1993
Electronic Publishing III, Owens Technical College - Fall 1993

Dawn Durivage, BBA, Administrative Assistant

"Total Time Management", Toledo, OH - March 1994

Elizabeth Kanous, Circulation Supervisor

Memberships and Committees

OhioLINK
Patron Initiated Circulation Task Force

Activities and Continuing Education

"Building Better Supervisory and Management Skills", Toledo, OH - September 1993
Introduction to the Internet, Medical College of Ohio - December 1993
*Personnel Management, University of Toledo - Winter 1994
Innovative User Group Second Annual Meeting, Columbus - March 1994
OhioLink CD+ Training, Bowling Green - March 1994
"How to Deal with Employee Attitude Problems", Toledo - April 1994
*Interpersonal Communication, University of Toledo - Spring 1994
*Administrative Field Experience, University of Toledo & The Toledo Lucas County
     Public Library - Spring 1993 - Spring 1994
Achieving Breakthrough Service in Libraries, ALA Seminar, Bowling Green - May 1994

* Indicates education courses in matriculated program supported by the Library.

John O'Neill, Circulation Services Facilitator

*Anatomy and Physiology, University of Toledo - Winter 1993

Heidi Steyer, B.A., Cataloging Assistant

*"Group Process & Techniques of Counseling" -- Winter 1994 Semester, Heidelberg College, Master's Program in Guidance & Counseling

Rose Tammarine, Circulation Services Assistant

"Building Better Supervisory and Management Skills, Toledo, OH - September 1993

* Indicates education courses in matriculated program supported by the Library.

The Library Advisory Committee

LIBRARY ADVISORY COMMITTEE

FY 1993-94

Keith Crist, Ph.D.
(Chairman)
Nasreen Bhumbra, M.D.
Neilma J. Budd, M.D.
Daniel Cipriani, P.T., M.S.
Roberto Franco-Saenz, M.D.
Diana G. French, Ph.D., R.N.
Cynthia Grapczynski, M.S.
David Lacher, M.D.
George Nowacek, Ph.D.
Rosalind Peters, R.N., M.S.N.
Howard Rosenberg, M.D., Ph.D.
Christine Taylor, Ph.D.
Diane Swensen Miller
(3rd year medical student)
David W. Boilard, A.M.L.S.
(ex officio)
Jerome A. Levin, Ph.D.
(ex officio)

Meeting Dates:
August 25, 1993
October 11, 1993
December 6, 1993
February 21,1994
April 18, 1994
June 20, 1994

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

(Dfd laclist.doc 7/14/94)

Gifts To The Library

Gift file July 1, 94
Foundation

GIFTS TO THE RAYMON H. MULFORD 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, OH

Margaret L. Moutseous, M.S.L.S.
Toledo, OH

Paul F. Lehmann, Ph.D.
Toledo, OH

Dr. Marc Spuller
Woodbury, MN

Mr. James K. Mansfield
Bowling Green, OH

Laurel E. Stroempl
Toledo, OH

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

David A. Carter, M.D.
Toledo, Ohio

Barbarie Hill
Cincinnati, Ohio

Martin M. DeBeukelaer, M.D.
Toledo, Ohio

Paul Lehmann, Ph.D.
Toledo, Ohio

Ned B. Hein, M.D.
Sylvania, Ohio

Edward R. Savolaine, M.D.
Toledo, Ohio

Anjali Goel, M.D.
Minneapolis, MN

Rebecca L. Smith, M.D.
Canton, Ohio

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Public Services

- Public Services Summary
- Circulation
- Interlibrary Services
- Reference

PUBLIC SERVICES

Margaret L. Moutseous, Assistant Director of Public Services

The Mulford Library is in the critical process of transformation. Libraries across the nation are being transformed from collection centered organizations to access organizations; from repositories of the printed format to organizations that are less tied to place, to paper, and to print. Libraries are linking users to information held locally or available remotely, and empowering users to become self-sufficient information finders. The role of the Public Services Department is being defined in this environment of transformation.

The PS's mission has not changed in this process of transformation which is to connect scholars with needed information, teaching information skills, organizing and managing the library, providing a quiet place for study and research; But the means available to increase the success of that mission are changing drastically with the advent of electronic access. The expanded role of librarians and support staff is to be proactive, assertive, and collaborative.

Each member of the Public Services has found a way to build in the ability to continually learn, expand current skill levels, assess the environment, absorb relevant changes important to the PS mission, and to integrate adapting strategies to ensure success.

During this year major accomplishments included:

- Promoting Mrs. Marlene Porter from Coordinator of Reference•Services to Head of Reference and Research Services

- Hiring Mrs. Elizabeth Kanous as Circulation Supervisors

- Hiring Mr. Jonathan Hartmann as Reference Librarian

- Reclassifying the entire classified staff and writing new job descriptions for every staff position in the library

- Expanding Library hours to meet the needs of the students

- Establishing a two month training program for new Circulation staff

- Bringing up the state-wide circulation system (PCIR)

- Creating the library's first Multi-Media rooms

- Revamping with Bibliographic Control the policies and workflow for the Reserve Collection to make it responsive to faculty and student needs

- Renovating the Circulation Area to accommodate new services

- Shifting the entire Reference Collection to ensure better access

- Beginning a major shifting initiative on the fourth floor in the monograph and serial collections to ensure better access

- Providing circulation expertise to the Circulation Departments of the University of Toledo and Owens Community College

- Teaching formal Internet Classes with the Information Systems department

- Solidifying the quality service available at the Reference Desk

- Implementing three electronic databases that are independent of OhioLINK to meet the needs of the MCO community

- Providing documentation and training for these new electronic databases internally and externally

- Beta testing the OhioLINK CD+ MEDLINE for the State of Ohio and initiating local access to it and to related databases

- Training the entire PS staff on OhioLINK CD+ MEDLINE

- Creating an email reference account

- Establishing library linkage at the electronic and management level with three AHECs

- Providing information management consulting services to the Family Practice Center in hiring a new Library Manager

- Establishing a universal work station with Computer Services where new software packages can be evaluated by faculty and library staff

- Participating in an evaluation process for the Professional Staff

- Changing the routing tables in the ILS Department to ensure quicker turn around time for interlibrary loans

- Implementing Pony Express Delivery mechanisms in both Circulation and the ILS department

- Modifying internal statistical records and forms to provide better management information in all departments

- Evaluating and recommending better accounting procedures of internal/external billing procedures in the ILS department and library budgeting process

- Establishing regular PS departmental meetings, regular meetings at a unit level, and monthly reports by unit managers

- Developing a mechanism for meeting with medical students and other student groups to discuss common library issues

- Producing a newsletter for the library

The list of accomplishments is long and a great deal of work was done by all managers and staff. Issues of communication, coordination and dialogue has occurred at all levels. All the of changes could not have happened without the support of everyone in the PS department and related departments (i. e. Computer Service, Technical Service and Administration).

In an electronic environment where everyone has access to a record, the amount of cross-over between individual departments is growing and within the PS department successful interactions are occurring.

Future goals include exploring "access" versus "ownership" issues, evaluating all service points and finishing the shift that is occurring on the fourth floor. Coordination issues with the CLRC have only begun this year and will continue. When it come to the task of teaching information skills to the MCO community much work needs to be done.

The targeted PS action areas for next year will be the Reference and Research Services and Circulation departments .

With the amount of change that is occurring within the library, not all members of the staff have been comfortable with the changes made, the speed of those changes, or the direction of the changes. This was an issue in the Annual Report FY 1992-93 and will continue to be an issue for the years ahead. Structural and organizational changes could occur as a result of the strategic planning process started by the Director of the Library.

Another area of concern is the need to establish closer linkages with the teaching and research community of MCO and to ensure that the information sources (paper or electronic) will be available in the library.

CIRCULATION SERVICES

Carrie Bowman, Circulation Services Facilitator
Steve Cook, Circulation Services Assistant
Mary Houston, Circulation Services Assistant
Elizabeth Kanous, Circulation Supervisor
John O'Neill, Circulation Services Facilitator
Rose Tammarine, Circulation Services Assistant

Introduction:

The Circulation Department has undergone major changes since the automation of the library and circulation statistics have increased significantly. Staffing levels, work flow patterns, polices, procedures and the work area have been forced to adapt to a computerized environment. The staff have successfully undergone extensive computer training and faced many changes to their work area and daily tasks. All of the goals set forth in the 1992-1993 Annual Report have been met and the Circulation Department is now concentrating on improving service to our patrons and formalizing policies and procedures.

The department is staffed by four full-time people and four part-time people (one position unfilled as of June 30, 1994).

Staffing:

- The part-time permanent staff has continued to experience a high rate of turn-over. In the future, special attention will be given to candidates that are interested in a long-term part-time position since the amount of training for these positions has increased significantly due to the automated circulation system.

- Two temporary student workers were hired to assist in special projects.

- A full-time Circulation Supervisor was hired in September 1993 to oversee all departmental activities.

Work Area:

- In February 1994, the staff photocopy and book reserve room behind the circulation desk was renovated into a departmental office. Public service occurs at the circulation desk while all departmental business is handled in the private office area.

- Shelving was placed near the circulation desk to provide an area for the Reserve collection. This move has been successful as it provides visual access to the patrons yet maintains the "closed" system.

Work Flow:

- The work flow has changed dramatically in the last year. The closed Reserve stacks and the *OhioLINK Online Borrowing System* have created additional work for the Circulation Staff. These systems are most likely responsible for the 35% increase in total circulation for 1993-1994.

- Trends in circulation and patron traffic are illustrated below:

Circulation by Institution
1993-1994

Legend:
- ■ MCO
- ▨ University of Toledo
- ⊞ Bowling Green State
- ◹ Lourdes
- ◪ Area Hospitals
- ⊡ Non-MCO Physicians
- ⊠ OhioLink
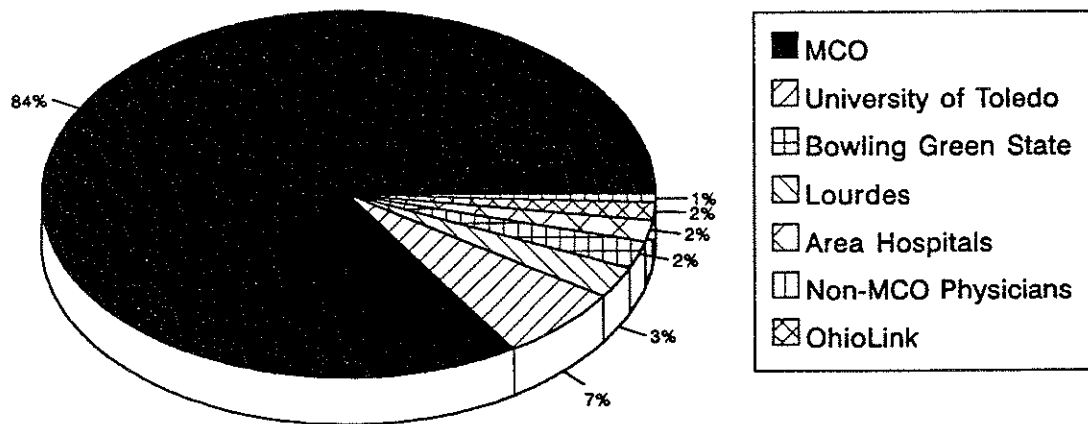
Circulation by Institution

Institution	1990-1991	1991-1992	1992-1993	1993-1994	Trend
MCO	6,773	7,519	5,951	10,619	44%
BGSU	437	481	347	306	-13%
UT	1,539	1,630	1,354	851	-59%
Lourdes	169	271	266	364	27%
Hospitals	628	341	232	227	2%
OhioLINK				192	100%
Other	84	111	82	94	13%
Grand Totals	9,630	10,353	8,232	12,653	35%

Circulation Trends
1993-1994

Circulation	
July 1993	550
August 1993	551
September 1993	1,119
October 1993	1,143
November 1993	1,117
December 1993	925
January 1994	1,745
February 1994	1,258
March 1994	1,239
April 1994	1,389
May 1994	1,273
June 1994	789
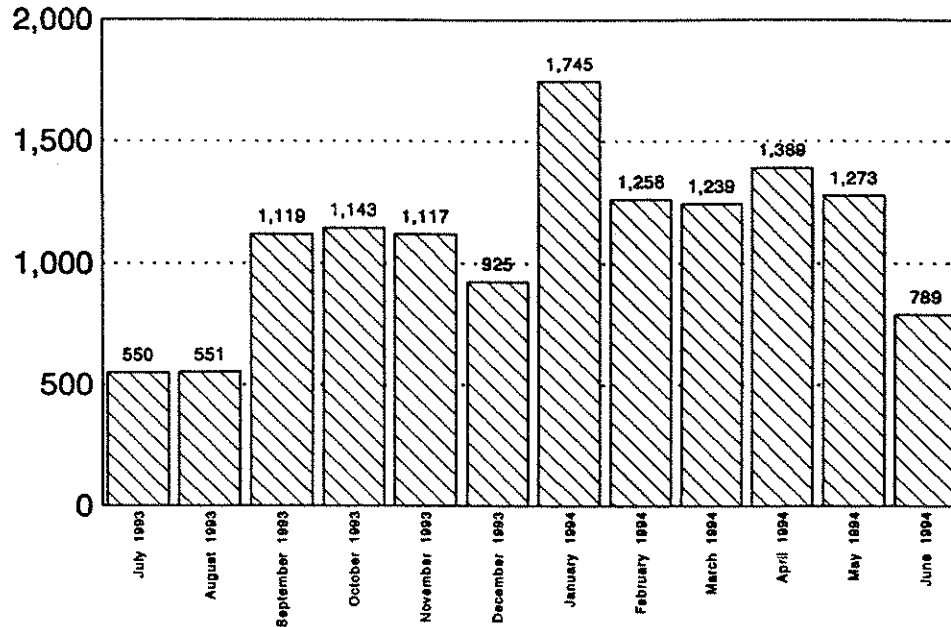
Library Entrance Counts			
1990-1991	1991-1992	1992-1993	** 1994
97,934	87,202	statistics unavailable	104,539

** Accuracounter statistics for January 1994 - June 1994

Reserve Collection:

- The reserve collection was inventoried in January 1994. During the Winter and Spring, it was weeded of old, unused materials dating back to 1985.

- The faculty was sent an information packet in January detailing our newly revised policies and procedures. A list of items on reserve for each course was included in the packet and the instructor was asked to respond concerning the accuracy of our records. To date only 21% have answered our query.

- The reserve collection has been divided into two types. Course Reserves are those items that are placed on reserve by an instructor for a particular course. Permanent Reserves are titles that are in high demand. This collection is being developed by the Head of Bibliographic control to ensure that all subject areas are included.

OhioLINK Online Borrowing:

- *OhioLINK Online Borrowing* allows patrons of the Medical College Library to borrow materials from any of the participating OhioLINK libraries.

- The library began testing the system in November of 1993. Our test partner was Bowling Green State University for the first month. In December, testing was opened to all participating libraries. During these test phases, many of the "bugs" were discovered and eliminated.

- In early January, the entire Circulation Staff was trained on the use of the system.

- On January 15th, the system was introduced statewide at all of the institutions that were on the system at that time. To date, 28,255 items have been circulated statewide.

- Our library's circulation has only been a small percentage of this figure due to our modest collection size. However, out patrons have benefited greatly from the expanded access to collections at other institutions as demonstrated by the figure below which details our lending and borrowing history.

OhioLink Online Borrowing Trends
Circulation Statistics for 1994
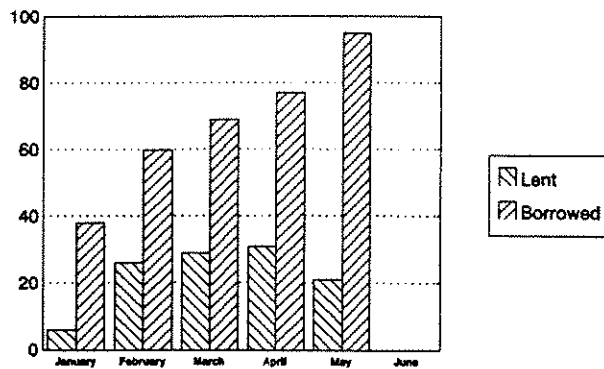
Policies & Procedures:

- A written manual of the Circulation Departments policies and procedures has been an ongoing project for the last fiscal year.

- A formal outline of contents was completed in November 1993.

- Approximately 25% of the policies and procedures have been drafted.

Stack Maintenance:

- Journals published prior to 1970 were shifted to the sixth floor for permanent storage during the 1992-1993 fiscal year. This project was completed in February 1994.

- The reference section was shifted in May 1994. The shelves were adjusted, individual volumes were arrange to allow for growth, and many of the indexes were moved either from or to the sixth floor.

- The journal stacks on the fifth floor needed special attention after the initial shift of pre-1970 volumes. Beginning in June of 1994, student workers were hired to shift the collection to allow for five years growth and to ensure that titles were shelved in the correct area. This project is 20% completed and will likely be completed by January 1995.

- The monograph collection is currently being "weeded" by the Head of Bibliographic Control. When a section is completed, she notifies the Circulation Supervisor who then directs a work team to adjust the shelving, interfile books from the oversize collection, shift the shelves to allow for growth, and "shelf read" to ensure that the items are shelved properly. This project is approximately 5% complete and will likely continue throughout the next fiscal year.

Audio-Visuals and Multi-Media Rooms:

- Eight of the private study rooms on the south side of the fifth floor were converted to multi-media rooms. Four of the rooms are equipped with slide projectors and tape players while the other four are equipped with VCRs and television monitors.

- These rooms have been well received by the students who find it more convenient to check out a key to a room rather than carry the equipment and the audiovisuals up to the fifth floor.

CIRCULATION STATISTICS -- July 1993 - June 1994		
Items	General Stacks	6248
	Oversize	124
	Reserves (includes 950 handcharges)	5181
	Rare	22
	Audio-Visuals	234
	Audio-Visuals (handcharge)	477
	OhioLink	367
35% INCREASE OVER July 1992 - June 1993		**TOTAL 12,653**
Patrons	Medical Students	4183
	Nursing Students, MCO (M.S.)	309
	Allied Health Students	768
	Graduate Students	1316
	Faculty, Medicine & Allied Health	700
	Faculty, Nursing	128
	Nurses, MCO	142
	Residents, MCO	604
	Staff, MCO	1043
	Faculty-Staff, UT	48
	Students, UT	801
	Nursing Students, UT	2
	Faculty-Staff, BGSU	44
	Students, BGSU	3
	Nursing Students, BGSU	259
	Physicians, Not Affiliated with MCO	94
	NW Regional Hospitals	227
	Lourdes	364
	OhioLink	38
	OhioLink Undergraduate	58
	OhioLink Faculty	29
	OhioLink Graduate	50
	OhioLink Staff	13
	OhioLink Affiliated	1
	OhioLink Courtesy	3
		TOTAL 11,229
Patron Initiated Circulation	Requests from Other Libraries (January - June 1994)	137
	Requests to Other Libraries (January - June 1994)	409
		TOTAL 546

Patron Traffic	Monday - Friday (January - June 1994)	Average 582	89,574
	Weekends (January - June 1994)	Average 293	14,965
Income	Fines (January - June 1994)		$1,475.23
	Book Sale (January - June 1994)		$21.90
		TOTAL	$1,477.13

INTERLIBRARY SERVICES

David Remaklus, Supervisor, Interlibrary Services
Elizabeth Fabian, Interlibrary Loan Assistant
Susan Champion, Interlibrary Loan Assistant

Workload

This fiscal year proved to be busier than any previous year with nearly 21,000 requests being processed. It is also worthy to note that of the requests received, a higher percentage were filled than over the previous year. This can probably be explained by the heightened awareness and increased effort by library staff to keep the stacks neat and binding up to date. The biggest surprise and major reason for the increased workload was due to a dramatic 42% increase in material we were required to borrow from other libraries. This is the most material borrowed for any year in recent history. Journal cuts have certainly been a contributor to the increase but the diversity of journal titles requested and the fact that most were never owned by MCO credits the demand with increased research efforts by our faculty.

The photocopy service we offer to our faculty, staff and students has shown a dramatic decrease for the second year in a row. We photocopied 17% fewer articles than last year and 44% fewer than five years ago. Either patrons are finding it more cost effective to do their own copying or it is the effect of the continued cancellation of journal subscriptions.

OhioLINK:

OhioLINK has proved to be a great asset to our department. The increased number of free Ohio resource libraries and the implementation of Pony Express has allowed transaction time to be cut in half. The majority of books and articles requested now can be expected to be received in three days or less. An unexpected result of OhioLINK has been a 16% increase in books requested by MCO personnel through the ILS department. It was expected that the Patron Initiated Circulation subsystem, which allows patrons to order their own books, would reduce the borrowing effort of the ILS department. Apparently patrons use the OhioLINK system to search for books but prefer to use ILS to obtain the material.

Copyright:

Copyright compliance has become a major concern for the library. Accurate records have been kept on borrowed materials and royalty fees were paid when necessary. The policy set at the beginning of the year was to allow MCO affiliated personnel 10 free interlibrary loans per month with additional requests incurring a seven dollar charge which is used to help pay for royalty fees. This policy proved to be very effective and earned us enough revenue to cover all royalty fees.

Ariel:

Ariel has proved to be less dramatic than was once expected. It was designed to transmit articles on the Internet. But it is very labor intensive and fraught with technical problems. This, coupled with the speed of Pony Express, makes Ariel less desirable than the other methods. Ariel is used in the instances where high quality reproductions are necessary such as for pictures. As it stands now only Ohio State University uses Ariel regularly.
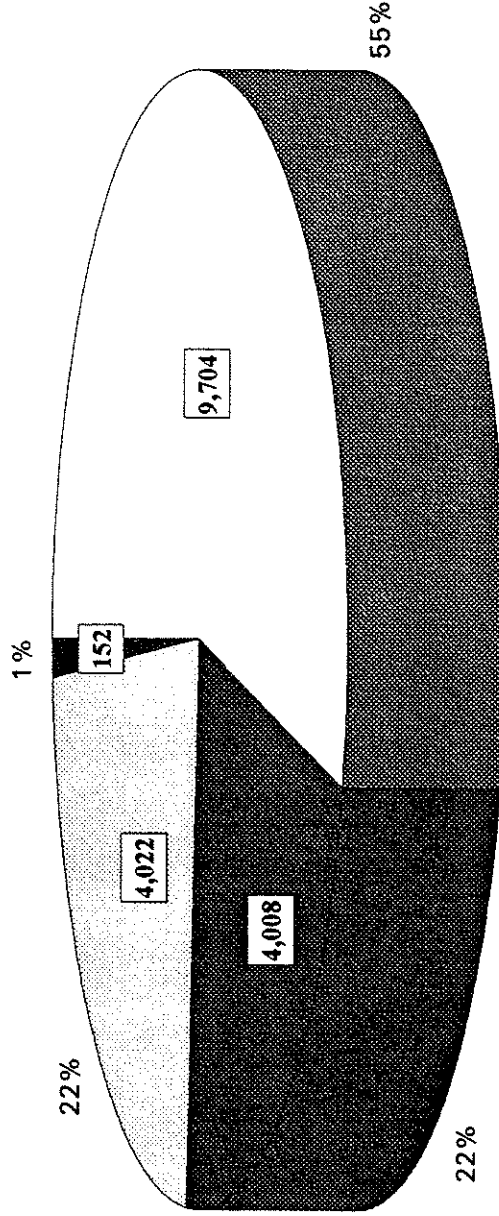
FISCAL YEARS 1990-94

INTERLIBRARY AND PHOTOCOPY SERVICES

	1989-1990	1990-1991	1991-1992	1992-1993	1993-1994	TREND 1 YEAR	TREND 5 YEARS
LENDING							
REQUESTS FILLED	9,990	10,956	10,402	9,609	9,704	.99%	-2.86%
REQUESTS UNFILLED	3,650	3,228	3,681	4,190	4,008	-4.34%	9.80%
REQUESTS REFERRED	354	203	195	147	152	3.40%	57.06%
TOTAL REQUESTS RECEIVED	13,994	14,387	14,278	13,946	13,864	-.59%	-.93%
BORROWING							
MATERIAL BORROWED	2,697	2,570	2,629	2,818	4,022	42.70%	49.00%
TOTAL INTERLIBRARY REQUESTS PROCESSED	16,691	16,957	16,907	16,764	17,886	6.69%	7.16%
PHOTOCOPY SERVICE							
IN-HOUSE REQUESTS PHOTOCOPIED	4,950	4,600	4,991	3,362	2,787	-17%	-43.70%
TOTAL REQUESTS PROCESSED	21,641	21,557	21,898	21,126	20,673	2.14%	-4.47%

FY 1993-1994

FILLED REQUESTS
UNFILLED REQUEST
BORROWED
REFERRED REQUESTS

55%
9,704
1%
152
4,022
4,008
22%
22%

TOTAL REQUESTS RECEIVED - 17,886

FISCAL YEARS 1990-94 – TOTAL REQUESTS PROCESSED

Legend:
- 1989/90 - 21,614
- 1990/91 - 21,557
- 1991/92 - 21,898
- 1992/93 - 20,126
- 1993/94 - 20,673

FILLED
- 9,990
- 10,956
- 10,402
- 9,609
- 9,704

UNFILLED
- 4,004
- 3,431
- 3,876
- 4,337
- 4,160

BORROWED
- 2,629
- 2,570
- 2,629
- 2,818
- 4,022

PHOTOCOPY SERVICES
- 4,950
- 4,600
- 4,991
- 3,362
- 2,787

Axis: 0 – 2,000 – 4,000 – 6,000 – 8,000 – 10,000 – 12,000
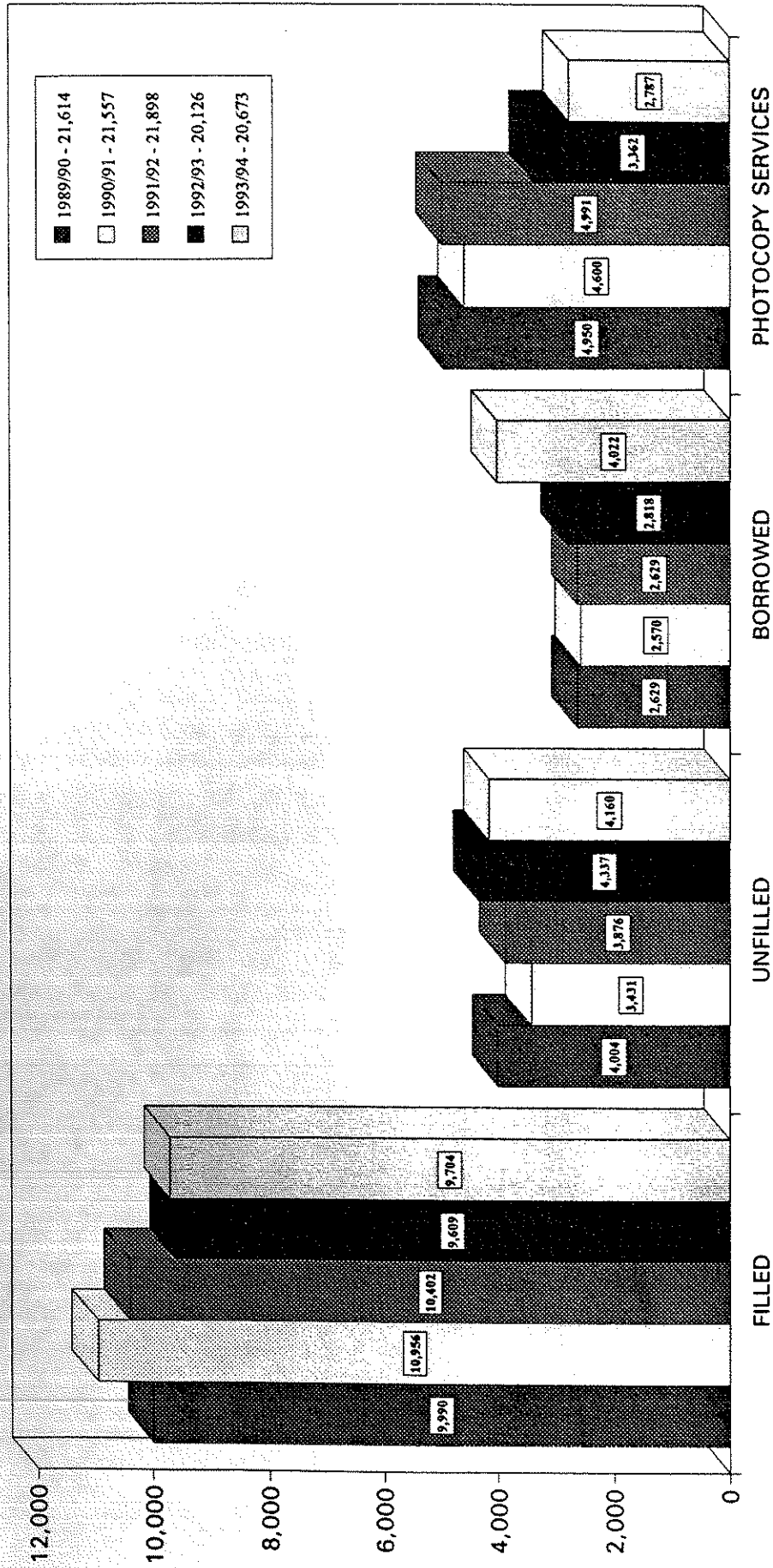
JOURNAL TITLES	REQUESTED 5 TIMES or MORE				
	1994/93	1993/92	1992/91	1991/90	1990/89
AACN Clinical Issues in Critical Care Nursing	6				
ACTA Paediatrica Scandinavica	6				
Advances in Peritoneal Dialysis	6				
Aids	5				
Aids Care	6				
American Journal of Health Promotion	5				
American Journal of Hospital Pharmacy	9				
American Journal of Surgical Pathology	5		5		5
Archives of Disease in Childhood	5				
Athroscopy	5		10		7
Bio/Technology	6				
Biological Trace Element Research	7				
Bone Marrow Transplantation	6				
Breast Cancer Research and Treatment	8	6			
British Heart Journal	6				
British Journal of Occupational Therapy	5				
British Medical Bulletin	14				
Cancer Immunology, Immunotherapy	11				13
Cardiovascular Drugs and Therapy	14				
Cell Growth and Differentiation	8	13			
Cell Regulation	6				
Cerebral Cortex	5				
Childrens Health Care	5				
Childs Nervous System	10	9	5		
Clinical and Experimental Metastisis	7	9			
Controlled Clinical Trials	9				
Critical Care Nursing Clinics of North America	16		5		
Current Opinion in Cell Biology	6	7			
Dysphagia	8		10		
Early Human Development	9				

JOURNAL TITLES	1994/93	1993/92	1992/91	1991/90	1990/89
Environmental Pollution	6				
Ergonomics	8				
European Journal of Nuclear Medicine	7				
European Journal of Pediatrics	19	16			
European Journal of Pharmacology	5				
European Respiratory Journal	9	13	8	5	
EXS	5				
Family Practice	5	5			
Family Practice	6				
Foreign Affairs	7				
Gastroenterology Nursing	10				
Genomics	14	6	17	14	
Growth Factors	16				
Health Care Forum Journal	7				
Human Gene Therapy	5	5			
Infants and Young Children	5				
Infection Control and Hospital Epidemiology	9		7		
Information Technology and Libraries	5				
International Conference on Aids	7				
International Journal of Geriatric Psychiatry	6				
International Journal of Technology Assessment in Health Care	5				
International Psychogeriatrics	5				
Invasion and Metastisis	18				
Japanese Journal of Cancer Research	5				
Journal of Acquired Immune Deficiency Syndromes	5				
Journal of Adolescence	5				
Journal of Child Neurology	7	6			
Journal of Clinical Neuro-Ophthalmology	5				
Journal of Community Health Nursing	5				
Journal of Digital Imaging	5				
Journal of Environmental Quality	5				
Journal of Hepatology	13		5		

JOURNAL TITLES	1994/93	1993/92	1992/91	1991/90	1990/89
Journal of Neuroimmunology	5				
Journal of Neuropsychiatry and Clinical Neurosciences	8	5			
Journal of Nursing Staff Development	5				
Journal of Orthopaedic Trauma	8	7	6	6	
Journal of Pain and Symptom Management	15			5	
Journal of Pediatric Health Care	16	8			
Journal of Pediatric Nursing	8	5		5	
Journal of Post Anesthesia Nursing	6				
Journal of Psychosocial Oncology	6				
Journal of Steroid Biochemistry and Molecular Biology	7				
Journal of the American Society of Nephrology	6				
Journal of Virological Methods	5				
Leukemia	10		5		
Library Trends	11				
Magnetic Resonance Imaging	5		5		6
Molecular Biology of the Cell	7				
Molecular Endocrinology	14	12	5	6	
Nature Genetics	14				
Neurology	6				
Neuron	11	7	19	11	7
Neuroreport	6	5			
Nuclear Medicine Communications	7				
Nurse Education Today	5				
Nurse Educator	10	26	6		
Nursing Standard	13				
Oncogene	51	10	6		
Orthopaedic Nursing	6				5
Orthopedics	15	5			
Pediatric Neurology	5				
Professional Nurse	6				
Psychopharmacology	6				
Quality Management Journal	6				

JOURNAL TITLES	1994/93	1993/92	1992/91	1991/90	1990/89
Research in Immunology	8				
Seminars in Cancer Biology	5	6			
Social Science and Medicine	13				
Theoretical and Applied Genetics	10	16			
World Journal of Surgery	8				

High Reoccurring Fiscal Year Activity Level

FAX STATISTICS

	1989-90	1990-91	1991-92	1992-93	1993-94
Sent	8,589	1,051	1,361	1,488	2,288
Received	7,577	1,696	1,804	1,705	2,084
Total	16,166	2,747	3,165	3,193	4,372

LIBRARY BILLING

	1989-90	1990-91	1991-92	1992-93	1993-94
Internal	$31,877	$24,994	$22,629	$8,321	$8,388
External	$50,879	$53,498	$49,685	$43,787	$34,824
Total	$82,756	$78,492	$72,314	$52,108	$43,212

PHOTOCOPIES MADE ON LIBRARY COPIERS

	1989-90	1990-91	1991-92	1992-93	1993-94
ILS	112,027	119,554	117,979	93,268	87,437
Other	797,734	737,249	839,337	886,239	759,001
Total	909,761	856,803	957,316	979,507	846,438

ILS: Copies made by Interlibrary Services staff for article loans to other libraries and for the article photocopy service.

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

REFERENCE SERVICES

Marlene A. Porter, Head of Reference and Research Services
Jonathan Hartmann, Reference Librarian
Alexandra Kuby, Reference Librarian

This was another year of change for the Reference Department. The name changed to Reference & Research Services Department to better reflect the mission of the department. More weeding and shifting occurred in the Reference Collection to better serve the needs of the Library's clientele. And increased staffing allowed for more complete Reference Desk hours.

Staffing & Scheduling

Marlene Porter received a promotion to Head of Reference & Research Services July 1, 1994. Jonathan Hartmann, hired January 3, 1994, joined Alexandra Kuby as the second Reference Librarian, bringing to 3, the number of full-time librarians in the Reference & Research Services Department.

A two week Reference Desk rotation schedule became the standard after J. Hartmann joined the staff. He and A. Kuby cover most of the hours with M. Porter filling in for vacations and those who call in sick. It has been nice having a "permanent" schedule and stable hours which are now Monday through Friday 9:00 a.m. to 5:00 p.m. On Fridays, the desk closes at 4:30 p.m. with the person being "on-call" the last half hour.

Reference Desk & Resources

The Reference Desk remained on the fourth floor in front of the On-line Resources room. A permanent sign was not posted by the desk until May 1994, however, this did not deter people from finding the desk. In fact there was an increase in the reference statistics of almost 400 inquiries. Much of this increase was due to the addition of databases in the On-line Resources room.

Along with OSLER (On-line System for Library & Education Resources), four additional databases became accessible for patron use. **MEDLINE** from the Computer Learning Resource Center (September 1993) and three SilverPlatter databases (November 1993), **Cumulative Index to Nursing and Allied Health (CINAHL), Health Planning & Administration Index (HEALTH) and Drug Information Full-text.** In March 1994, OhioLINK's medically oriented databases slowly superseded the in-house databases. The OhioLINK databases went live with a few problems that only OhioLINK could remedy. As of June 1994, OhioLINK provided access to **MEDLINE, AIDSLINE, CancerLIT, CINAHL, HEALTH and PsycINFO (Psychological Abstracts)**. During this time, Reference staff not only had to learn several new systems but they also had to teach patrons how to use them.

Several IBM-compatible computers were set up on temporary furniture in the On-line Resources Room. A front end menu (Direct Access) was installed on the PC's giving patrons easier access to the Library systems. In late October 1993, new custom build furniture was installed for the PC's as well as for four stand-up use only dumb terminals. By June 1994 the On-line Resources room had four terminals and six PCs. Because the PC's have printers attached and patrons can sit down while using them, they are used more often than the terminals. Two additional terminals were installed on the fifth floor next to the subject card catalog.

Shifting of the whole Reference Collection occurred this year. Indexes were moved at two different times, July 1993 and April-May 1994 by Circulation and Reference staff. In July, **Science Citation Index** was moved to the upright index stacks and **Psychological Abstracts and Nutrition Abstracts:Part A** were moved to the index tables where SCI had been. The **Current Contents** series were then shifted and spread out for easier use. It was also decided to keep two years of CC. The rest of the index shift occurred starting in April 1994. This shift was done only by Circulation staff. **Dissertation Abstracts** along with a several other indexes were moved to the sixth floor placing dummy volumes in the fourth floor indexes alerting patrons that the indexes are shelved in another location. **Biological Abstracts** was brought down from the sixth floor and placed in the index collection. Numerous other indexes were discarded because of their date of content. The National League of Nursing publications were taken out of the index stacks, cataloged and placed in the circulating collection.

The Reference book collection was shifted again to give space on each shelf for growth and ease of book shelving. The phone books were moved to the index tables for easier access and the college catalogs were organized and labeled. This was all done thanks to the Circulation staff.

A. Kuby finished bar-coding the Reference book collection. Weeding occurred at the same time. All the weeded items were either discarded or placed in the circulating collection. More weeding of the collection may occur in the future. Because of the weeding and updating this collection is now a valuable reference source.

One project still remains from last fiscal year. Creation of the *ready reference* collection. This collection will be shelved on index tables beside the Reference Desk. Hopefully, this project will be finished by June 1995.

The E-mail account established for the Reference Desk did not receive much use. More marketing needs to be done to have this account used by the College faculty, staff and students. J. Hartmann was assigned to check the mail two times daily and answer any questions that may appear.

A. Kuby annotated all the new Reference volumes, compiled questions from all the volumes and in March the questions were given to all the people who staff the Reference desk. This not only helped people become familiar with new reference sources but educated them in questions that might be answered by the books.

On-line Searching

We continued our BRS & Dialog accounts with Ohionet. We also continued our free searches for MCO faculty, staff and students on MEDLINE and those databases which the Library has free access. It was decided in early 1994 to drop the $10 service charge for searches done in external databases, billing only for what the database broker charges the Library. For non-MCO patrons, searches continued at $25.00 but now included any additional database charges the Library might incur.

A. Kuby and J. Hartmann do most of the searches with M. Porter, Margaret Moutseous and Sheryl Stevens doing searches when needed. Even though medical databases were made available for patrons to use, there was a 10% increase in search requests this year. Much of the searching is done in MEDLINE which was accessible in the CLRC and is now accessible via OhioLINK.

Tours/Teaching

Regular educational statistics were almost equivalent to last year however, reference educational statistics increased 66% over the previous year. This was mainly due to the installation of OSLER and increased access to medical databases. An attempt was made to offer instructional sessions on OSLER and MEDLINE in November 1993 but lack of interest discontinued the sessions.

Tours were about the same this year however there was better coordination and organization concerning the junior nursing classes. This coordination went so well that it is continuing for next fiscal year. Several advanced nursing classes also requested instruction in the use of OSLER and CINAHL.

Miscellaneous

M. Porter moved her office from 410 to 409 in November 1993. Room 409 then became the Universal PC and Mac room. New ergonomic desks were ordered and received in January 1994. These computers are used by Library staff members and also scheduled by MCO faculty members for testing and viewing software dealing with databases or database management.

M. Porter designed a floor plan for the Reference Office. Privacy panels, shelving and file cabinets were then purchased and installed in November 1993. Work areas were created for 2 Reference Librarians and 2 staff positions. The panels worked out very well.

New equipment and software was ordered and received for the Reference & Research Services Department. One new PC was ordered for the new Reference Librarian and two existing PCs were replaced with faster models. A PC with a CD-ROM player and a Macintosh computer were placed in the office vacated by M. Porter. New Panasonic pin feed printers replaced two old IBM Proprinters and a new Canon BubbleJet printer was placed at the Reference Desk. ProComm Plus for Windows was chosen as the Library's communications software. Copies were ordered and placed on the Reference Desk PC and A. Kuby's and J. Hartmann's PCs. Jim Garrett, Computer Services Librarian, installed the software and M. Porter customized it for use.

REFERENCE STATISTICS
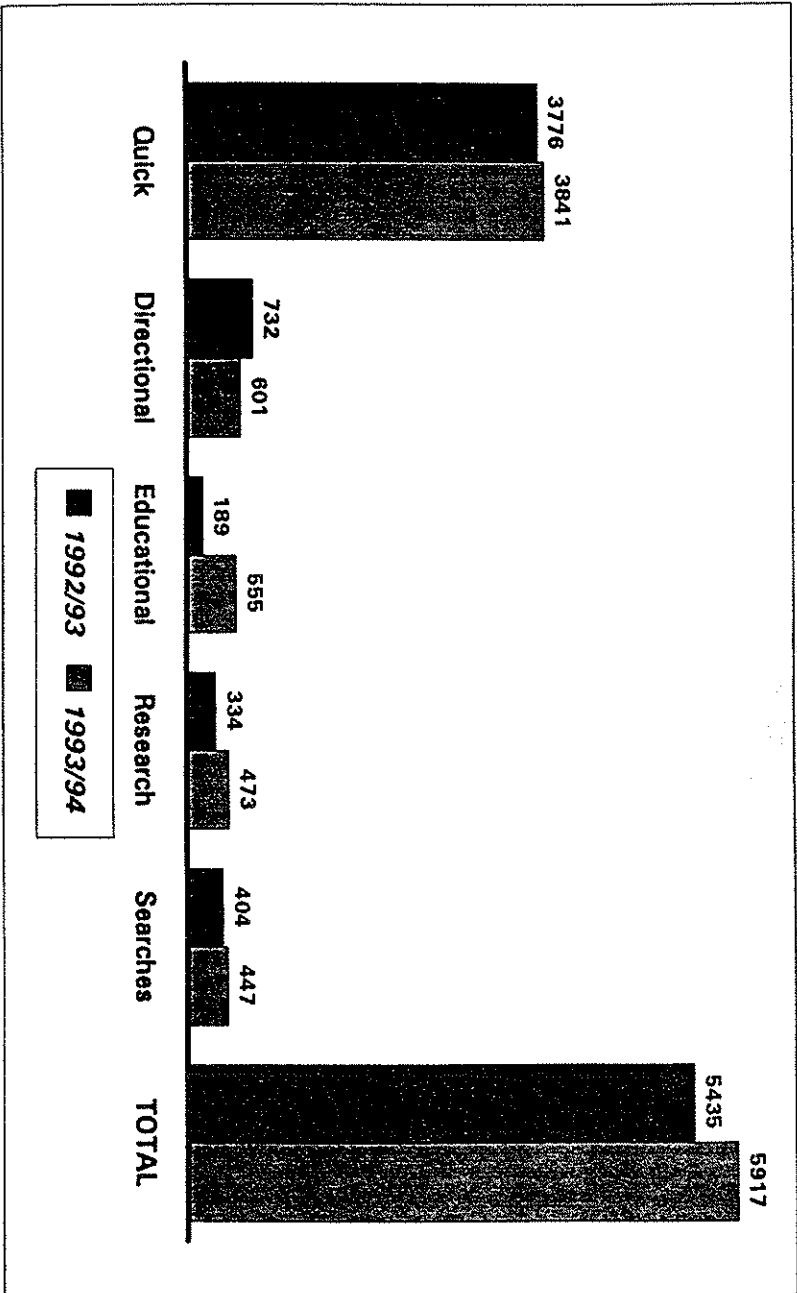
	Quick	Directional	Educational	Research	Searches	TOTAL
1992/93	3776	732	189	334	404	5435
1993/94	3841	601	555	473	447	5917

Medical College of Ohio
Mulford Library
Reference Statistics Fiscal Year 1993/1994

Reference Statistics

Directional	Quick	Research	Educational	Searches	TOTAL
601	3841	473	555	447	5809

Librarian Performed Database Searches

Patron Type	Purpose of Search						
	Research	Patient Care	Seminar/ Conference	Teaching	Other	TOTAL	Percentage
Faculty	108	86	12	11	5	222	49.8
Resident/Intern	29	12	11	2	2	56	12.5
Admin./Staff	28	25	7	2	11	73	16.4
Grad. Students	15	2	2	2	3	24	5.3
Med. Students	7	1	1	0	1	10	2.2
Others	32	17	2	1	10	62	13.8
TOTAL	219	143	35	18	32	447	100
Percentage	49.2	32	7.8	3.9	7.1	100	

Educational Statistics

Tours	Instructional Sessions	Number of People	Number of Hours
15	33	442	102.25

Compiled by
Marlene Porter, Head of Reference & Research Services
&
Alexandra Kuby, Reference Librarian

Submitted by
Marlene Porter, Head of Reference & Research Services
July 1994

DATABASE SEARCH STATISTICS

Librarian Performed
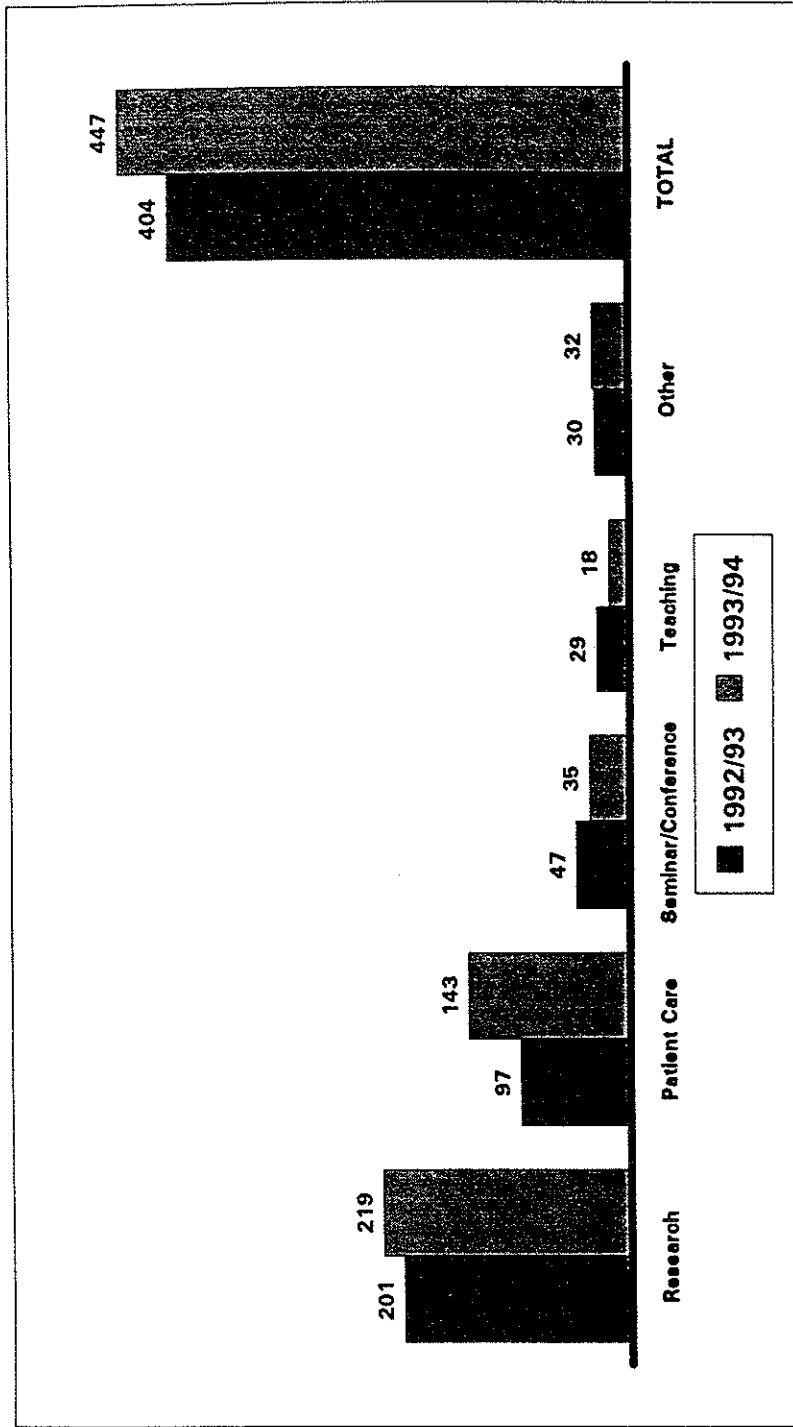
	Research	Patient Care	Seminar/Conference	Teaching	Other	TOTAL
1992/93	201	97	47	29	30	404
1993/94	219	143	35	18	32	447