

Raymon H. Mulford Library
Medical College of Ohio

ANNUAL REPORT

FY 1994-95

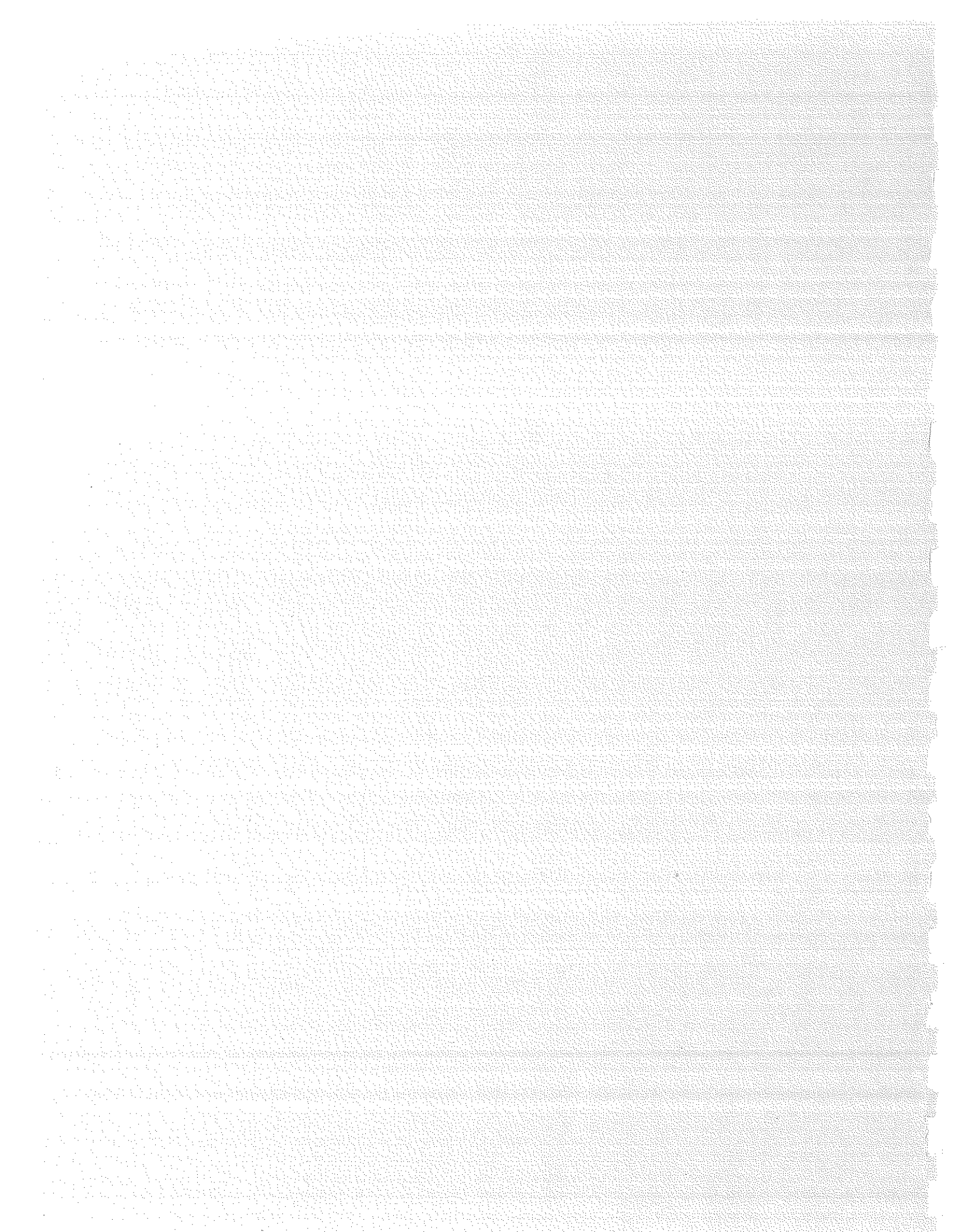


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Special Thanks
to Mrs. Elizabeth Fabian who prepared many of the
charts and graphs for this report

Administrative Summary

ADMINISTRATIVE SUMMARY

David W. Boilard, Director
Dawn A. Durivage, Administrative Assistant
Darcel Harp, Administrative Assistant (temporary)

Greater access and better identification of information resources results in greater demand for those materials. Evidence of this dictum is apparent from the Library's FY 1994-95 statistics.

Despite the growing numbers of digitized information products and the sharing of resources via mega-systems like OhioLINK, the workload of the medical library continued to increase rather than decrease. In FY 1994-95, the number of people entering the Library rose *a whopping 125%*! The amount of materials shelved (journal cancellations notwithstanding) increased 80%, and the circulation of materials exploded by 91%.

Another dictum is that the proliferation of disparate computer systems and databases requires more training and specialized training. In FY 95, Library formal instruction in computer/database use rose 73% and reference desk assistance in computer use grew by an amazing 92%. The CLRC administered 809 proficiency tests for students.

Clearly, until universal software standards are created and their use becomes intuitive, or until the long sought "holy grail" of true artificial intelligence becomes real, librarians will continue to be the most valuable of intelligent agents in the interchange between individuals and the information they are seeking. We expect this trend in library use to continue for some several more years.

Focus of Activities

The Library expanded its involvement into a number of exciting areas during Fiscal Year 1994-95. Increasingly, these activities were collaborative with other MCO units, reflecting a greater integration of the Library into the fiber of the College.

- **Outreach:** A librarian position was modified to provide outreach services. But due to staffing constraints, this outreach must be limited to formalized MCO programs, such as AHEC and the Introduction to the Generalist Curriculum (IGC) project.
- **Telemedicine:** The Library was involved in the initiation of a telemedicine project, and a librarian has been dedicated to developing and providing related electronic services.
- **Classroom of the Future:** The Library continues to participate in the planning and development of virtual and other high technology educational programs and facilities.

- **Teaching:** Several new initiatives were begun this year, including medical student training in electronic mail; and librarian co-teaching of Internet classes with Information Systems.
- **Electronic Environment:**
 - ◇ Electronic reference and information service to the AHECs has been stabilized and improved. Expansion is being planned in conjunction with the new campus network. Library study rooms and carrels are being wired for student laptops.
 - ◇ Work continues on the Library's *World Wide Web* page. Electronic resources are organized into easily recognizable subject areas for fast access and more effective retrieval. They are regularly updated and augmented.
 - ◇ Although campus-wide CD ROM databases has lagged due to network difficulties, "Drug Information Full Text" has been running successfully. Tests on the impending new network indicates that a large number of CD's can be run on it. Several subscriptions are already queued for loading. Testing will then focus on AHEC and IGC access, including access from physician homes.
 - ◇ The Library and CLRC assisted in the development of two MCO knowledge bases with the Office of Medical Education: the Curriculum Database and the Ohio Medical School Electives Database (available on OhioLINK).

Strategic Planning

The Library completed its strategic plan for FY 1996 to 2000. The ostensible purpose of the plan is to establish a foundation that the Library can use to plunge into a more electronically advanced environment. One which may involve radical departures from the traditional means of providing services. Two strategic directions were established: leadership in providing access to information & learning resources, and integration into educational activities. A secondary purpose of the plan was to prepare and organize the library staff for the inevitability of constant change

The plan was reviewed by the Library Advisory Committee, the Executive Administrative Committee, and the Faculty Senate, and was accepted by the Board of Trustees in early 1995. Work on realizing the goals and objectives is underway.

Computer Learning Resource Center

The CLRC had an extremely productive year, especially in terms of students teaching. In addition to their other numerous tasks and services, CLRC staff formally taught 221 students in aspects of computer use, and administered 809 proficiency tests.

Such productivity, however, was not without cost. The CLRC received many troubling comments from students. They focused on inadequate or non-working equipment, and perceived unavailability or unhelpfulness of staff. Meetings with faculty and students, and among CLRC staff in a number of planning retreats, identified the reasons for complaints. Mainly, they were the breakdown of computers, the difficulties associated with the proficiency testing, and inadequate staffing to meet all demands for assistance.

A number of remedial steps were enacted, including plans to eliminate proficiency testing. MCO schools will begin integrating computer skills into coursework, and optional workshops will be offered by the CLRC for students who need to augment computer skills. Other changes included the task reorganization, a way for students to easily identify staff, replacement of workstation furniture to reduce visual barriers, and restriction of CLRC to MCO users only.

Nevertheless, two nagging problems remain to be tackled:

- A funding formula must be developed for the *regular* replacement of heavily used computer equipment
- More staff is needed to meet the increasing demand for services

Budget

The FY 1994-95 Library budget was the same as the previous year, necessitating the cancelation of 89 journals. However, 14 heavily requested or interlibrary loaned journals were added to the collection, including 6 nursing. Still, the journal collection is 43% lower than its high point in FY 89. The budget allocated for FY 1995-96 will necessitate cancellation of another \$50,000 in journals, or 100 - 120 more titles.

The CLRC budget required an augmentation from the VPAA/Dean of the Medical School to get through the year.

Staffing

Staffing needs are almost stabilized. Through reorganization, the classified support staff have been migrating from a shrinking technical services to public services where the action has been growing steadily. This means not only the flexibility to respond to new demands, but career opportunities for those who intend to work a long time for the Library.

Staffing deficits exist in two areas: professional reference services and CLRC services. Campus reference services have had to be cut in order to respond to College outreach initiatives and for more student/faculty training in databases searching. Not only is reference assistance barely adequate during the week, but it does not exist at all at night or on weekends when use of the library is at its heaviest. In the CLRC, demand for assistance with computers continues to grow. At least one more librarian and one more CLRC technician are needed to complete Library staffing.

Space

Space for staff is no longer a problem. Although the library facility is difficult to modify, the introduction of modular furniture has provided enough flexibility to ameliorate crowding conditions. Nevertheless, it would be helpful to have the interior walls on the 3rd floor area removed for even greater flexibility.

Space for the journal collection is essentially non-existent. For a short while, materials could not even fit onto the journal stack shelves and were piled on the floors pending an emergency shift. The Interlibrary Services staff fine tuned the shelving as much as it could in order to make room. However, there is less than one year's space left. Fortunately, the Regional Depository in Perrysburg should be ready to begin receiving journal volumes in February, 1996.

The book stacks were similarly crowded for part of the year. The Head of Bibliographic Control, however, was able to begin a "weeding" of the book collection that provided some measure of relief. Many very old, often duplicate and out-of-scope materials were disposed of. The project is still underway.

Highlights of FY 95

- A *Friends of the Library* fund was created in memory of Ronald M. Watterson
- A five year Strategic Plan was completed and was accepted by the Board of Trustees
- The CLRC was a test site for the new National Board computerized patient case simulation exams (CBX)
- A computerized syllabus for the second year medical student curriculum was developed by Dr. Jerome Levin in the CLRC
- A "Library Page" was created for MCO's World Wide Web Home Page by James F. Garrett and Marlene A. Porter. It organizes medical resources into categories for fast, effective access to subject information
- The Library hosted two international visiting librarians, one from Hungary in October, and one from Malaysia in April
- Internal restructuring created Outreach Services, and integrated two other units for greater efficiency. Additional restructuring is planned for early FY 96
- The Library participated as an integral component in MCO's telemedicine initiative
- A small computer classroom was developed for the CLRC's National Board testing, and for training students in E-mail, database searching and information management
- An inventory module for tracking the use of the library's journals was activated. A limited study was organized and conducted by Margaret Moutseous, Elizabeth Kanous and Sheryl Stevens. The results will be applied to FY 1996 journal cancellations.

Objectives for FY 96

1. Pursuing strategic goals and objectives, with emphasis on a formula for "managed care" of the collection and the library's integration into educational activities.
2. Extending further the library's electronic information resources to campus units and to off-campus affiliates; developing more sophisticated electronic delivery modes..
3. Developing more workshops, and training sessions in accessing information resources, including those in specialized areas like molecular biology or oncology, with an emphasis on personal information management.
4. Further reorganization, to include the recruitment of a Reference/Education Librarian and an Assistant Director (both are modified replacement positions).

Raymon H. Mulford Library

Expenditures for Fiscal Year 1995/96

	State Account 03100	External User Fee 961310	Foundation Account 774038	Friends of the Library 774A38	Total Expenditures
Beginning Balance	\$1,548,796	\$14,531	\$1,945	\$1,355	\$1,566,627
100 -Salaries	\$632,124	\$4,331	0	0	\$636,455
200 - Fringe Benefits	<u>\$237,763</u>	<u>\$219</u>	0	0	<u>\$237,982</u>
TOTAL PERSONNEL	\$869,887	\$4,550			\$874,437
300 - Supplies	\$15,644	\$5,280	0	0	\$20,924
*400 - Travel & Entertainment	\$7,560	\$7,097	\$883	\$348	\$15,888
500 - Info & Communication	\$556,335	\$8,304	0	0	\$564,639
600 - Outside Services	\$43,972	\$585	\$188	0	\$44,745
700 - Miscellaneous	0	\$855	\$805	\$340	\$2,000
900 - Equipment	0	\$4,828	0	0	\$4,828
990 - Transfer	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL OPERATING	\$623,511	\$26,949	\$1,876	\$688	\$653,024
TOTAL EXPENDITURES	\$1,493,398	\$31,499	\$1,876	\$688	\$1,527,461

*Includes consulting librarians and two international visitors

Library Crosscharge Account Revenue
031010 \$9,608

Computer Learning Resource Center
Expenditures for Fiscal Year 1995/96

	State Account 33650	CLRC Fund 96185	Library Account 961310	Total Expenditures
Beginning Balance	\$23,629	\$3,205	NA	\$26,834
100 -Salaries	\$102,340	0	0	\$102,340
200 - Fringe Benefits	\$35,627	\$324	0	\$35,951
TOTAL PERSONNEL	\$137,967	\$324	0	\$138,291
300 - Supplies	\$23,507	\$15,767	\$2,513	\$39,274
400 - Travel	\$2,025	\$1,861	\$269	\$3,886
500 - Info & Communication	\$2,496	\$1,495	0	\$3,991
600 - Outside Services	\$984	\$1,280	0	\$2,264
700 - Miscellaneous	\$6,000	\$7,000	0	\$13,000
900 - Equipment	0	\$3,818	0	\$3,818
TOTAL OPERATING	\$35,012	\$331,221	\$2,782	\$66,233
TOTAL EXPENDITURES	\$172,979	\$31,545		\$204,524

Does Not Include Medical School Dean's Funds

The Library Staff

LIBRARY STAFF
Effective June 30, 1995

<u>Name</u>	<u>Service Date</u>
David W. Boilard, A.M.L.S. Director of the Library 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/Outreach Services Librarian	January 3, 1994
Jeffrey J. Jablonski, Ph.D. Assistant Director of the CLRC	January 12, 1988
Jerome A. Levin, Ph.D. Director of the CLRC Associate Professor-Pharmacology	July 1, 1968
Margaret L. Moutseous, M.S.L.S. Assistant Director of Public Services	August 15, 1992
Marlene A. Porter, M.L.S. Head of Information Services	April 29, 1992
Sheryl R. Stevens, M.S.L.S. Head of Bibliographic Control	September 1, 1993
Carrie Bowman Lead Circulation Services Assistant	June 17, 1992
Anne M. Bushel, M.I.L.S. Serials/Reference Assistant	July 22, 1974
Susan Champion, A.L.S. Interlibrary Services Assistant	October 2, 1967
Stephen G. Cook, B.A. Interlibrary Loan Services Supervisor	November 16, 1991

Dawn F. Durivage, B.B.A. Administrative Assistant	June 7, 1993
Elizabeth Fabian Interlibrary Services Assistant	December 7, 1986
Lana Fish Circulation Services Assistant	February 2, 1995
Mary Houston Circulation Services Assistant	October 5, 1971
Ruth Jacobs, A.E.E.T. Computer Lab Technican	September 6, 1994
Linda D. Knotts Acquisitions/Serials Assistant	May 2, 1994
Stephen Perrine Circulation Services Assistant	June 19, 1995
David Remaklus, M.B.A. Access Services Manager	July 18, 1988
Heidi L. Steyer, B.A. Cataloging Assistant	January 3, 1994
Olga Swartzlander Circulation Services Assistant	March 6, 1995
Rosemary Tammarine Lead Circulation Services Assistant	June 1, 1970
Anne Trincherro, M.Ed. Clerical Assistant	May 18, 1976

STAFF CHANGES

Stephen Cook was promoted to Interlibrary Loan Services Supervisor in June 1995
Dawn Durivage, Administrative Assistant, took temporary leave in June 1995
Lana Fish was hired as a part-time permanent Circulation Assistant in February 1995
Jonathan Hartmann was promoted to Reference/Outreach Librarian in March 1995
Tania Hannon was hired as part-time permanent Circulation Assistant in July 1994 and resigned in April 1995
Darcel Harp was retained from Kelly Services as temporary Administrative Assistant in June 1995
Ruth Jacobs was hired as Computer Lab Technician in the CLRC in September 1994
Cynthia Jones was hired as a temporary Reference Assistant for April - June 1995
Elizabeth Kanous resigned as Circulation Supervisor in April 1995
Alexandra Kuby, Reference Librarian, retired in March 1995
Stephen Perrine was hired as a part-time permanent Circulation Assistant in June 1995
Brandon Quince was hired as a part-time Circulation Assistant in August 1994 and resigned in April 1995
David Remaklus was promoted to Access and Business Services Manager in May 1995
Olga Swartzlander was hired as a part-time permanent Circulation Assistant in March 1995

Student Staff

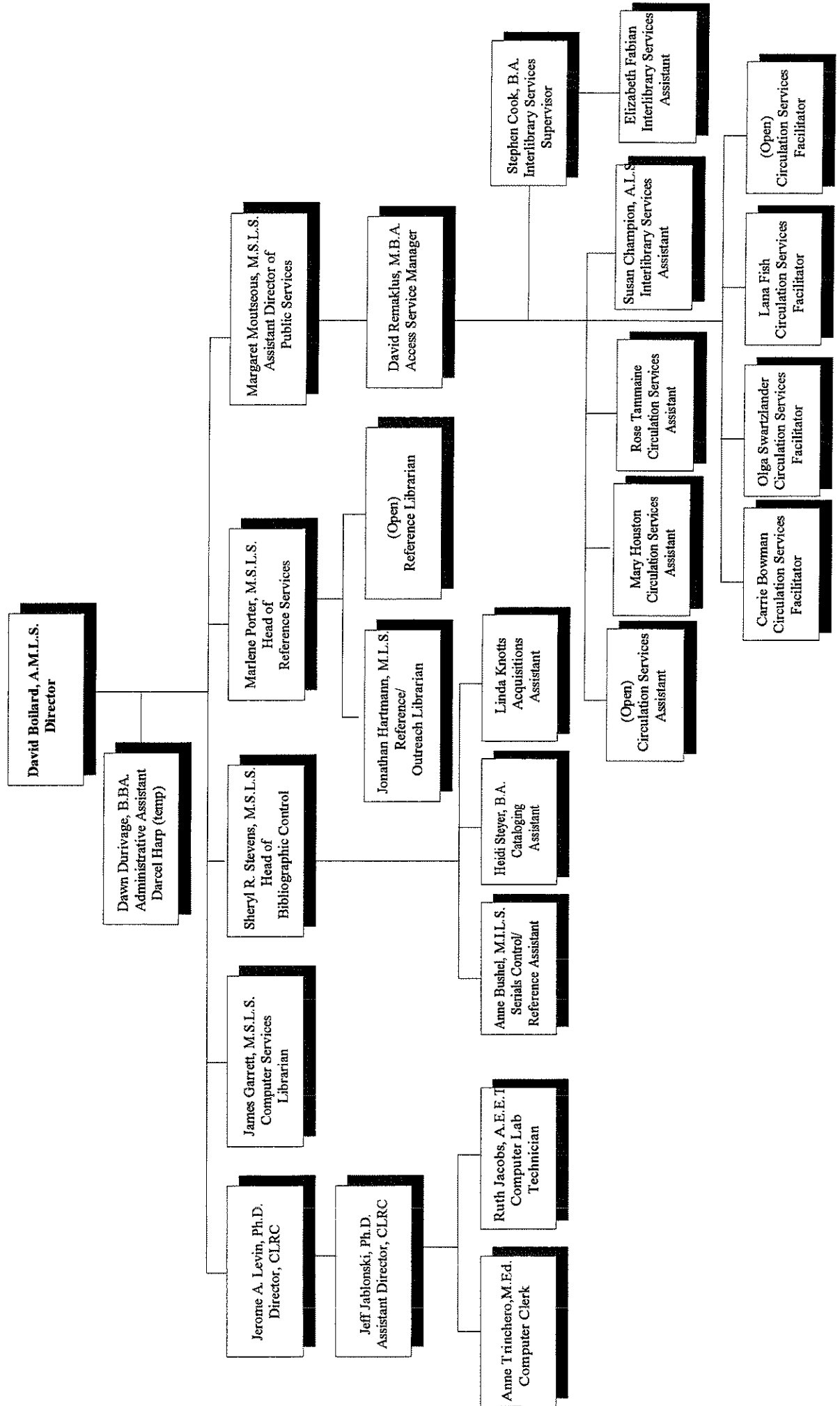
Jennifer Fulmer resigned from the Circulation staff in March 1995
Gregg Hall was hired for the Interlibrary Services staff in May 1995
Mahmoud Mohamed was hired for the CLRC staff in December 1995
Heidi Munich resigned from the Interlibrary Services staff in May 1995
Michelle Nieport was hired for the Interlibrary Services staff in May 1995
Chris Webb was hired for the Interlibrary Services staff in May 1995
Brian Wixey resigned from the Bibliographic Control staff in May 1995

ACHIEVEMENTS

Anne Bushel achieved her Masters in Information and Library Science from the University of Michigan - Ann Arbor in December 1994

Anne Trincherro achieved her Masters in Education at the University of Toledo in December 1994

June 30, 1995



STAFF ACTIVITIES

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

Memberships and Committees

Medical Library Association (MLA)
Treasurer, Medical School Libraries Section
Midwest Chapter of the Medical Library Association
Committee on Chapter Award
Task Force on Finance
Ohio Health Science Library Association
OhioLINK
Library Advisory Committee
Medical Education Task Force (statewide)
Curriculum Database Committee
Health Science Librarians of Northwest Ohio
Toledo Area Library Association
Medical College of Ohio
College
Task Force on Technology in the Curriculum
Classroom of the Future Committee
School of Medicine
Curriculum Committee
Curriculum Subcommittee for Yrs. 1 and 2
Executive Committee

Activities and Continuing Education

Lecturer, "Medical Decision Making" M-2 course, September 1994
Editorial Board, *Bulletin of the Medical Library Association*
Midwest Chapter of MLA Annual Meeting, Rockford, IL - October 1994
Association of American Medical Schools/Association of Academic Health Science
Library Directors Annual Meeting, Boston, MA - November 1994
Medical Library Association Annual Meeting, Washington, D.C. - May 1995
"Information Technology Leadership Skills for Medical Librarians: An Advanced Course," CE course, Washington, D.C. - May 1995

Presentations, Publications, Grants

Boilard, DW. "Library Without Walls: Plug In and Go." Susan B. Ardis, ed. In: Bull Med Libr Assoc 1995 Jan;83:106-7 (book review)
Boilard DW. "Mastering Information in the New Century." Marvin J. Cetron and Owen Davies. In: Bull Med Libr Assoc 1995 Jan;83:107 (book review)
Boilard DW, Porter MA, Scheuer P, Linzmaier A. "Integrated electronic services to AHECs." Annual Meeting of MLA, Washington, D.C. - May 1995 (Poster)

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

Memberships and Committees

OhioLINK

Lead Implementors Committee

Regional Library Warehouse Program Committee

Activities and Continuing Education

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

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

Memberships and Committees

Medical Library Association

Midwest Chapter of the Medical Library Association

Ohio Health Sciences Library Association

Academic Library Association of Ohio

Medical College of Ohio

Faculty Club

Activities and Continuing Education

Midwest Chapter of MLA Annual Meeting, Rockford, IL - October 1994

"Teaching Adults in Individual and Small Group Settings," CE course, Rockford, IL - October 1994

Ohio Health Sciences Library Association Fall Meeting, Columbus, OH - October 1994;
Spring Meeting, Columbus, OH - April 1995

Distance Learning Demonstration, Bowling Green, OH - April 1995

Medical Library Association Annual Meeting, Washington, D.C. - May 1995

"Using What We Know About Learning to Improve Teaching and Training," CE course, Washington, D.C. - May 1995

Presentations, Publications, Grants

Taught OSLER/MEDLINE/CINAHL classes (total: 19), September 1994 - March 1995

Nursing Student Orientations (total: 5), September - October 1994

Awarded "Annual Meeting Scholarship" grant \$400 by Midwest Chapter of MLA 1994

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

Memberships and Committees

Association for Supervision and Curriculum Development

Activities and Continuing Education

"Dealing with Difficult People" Seminar, Toledo, OH - January 1995

“Lessons in Leadership” Seminar, Toledo, OH - April 1995

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

Memberships and Committees

OARnet Faculty Advisory Committee
OhioLINK
Workstation Advisory Group
Medical Education Task Force (statewide)
Board Preparation Working Group
American Medical Informatics Association
Education Working Group
Internet Working Group
Medical College of Ohio
College
Library Advisory Committee
Process Management Committee for Information Systems
Task Force on Technology in the Curriculum
Classroom of the Future Committee
School of Medicine
Curriculum Committee

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
Chair, Scholarship Committee
Ohio Health Science Library Association
President
OhioLINK
Intercampus Services Committee
Patron Initiated Circulation task Force
Health Science Librarians of Northwest Ohio
Coordinator, Journal Club
Toledo Area Library Association

Activities and Continuing Education

Midwest Chapter of MLA Annual Meeting, Rockford, IL - October 1994
Ohio Health Science Library Association Fall Meeting, Columbus, OH - October 1994;
Medical Library Association Annual Meeting, Washington, D.C. - May 1995

Upstate New York and Ontario Chapter of MLA Annual Meeting - 1994
"Bench Marking Tools," CE course, Washington, D.C. - May 1995

Presentations, Publications, Grants

Moutseous ML. "Managing Time." Presented at the Midwest Chapter of MLA Annual Meeting, Rockford, IL - October 1994
Moutseous ML, Cook S. *Books and Bytes*, Library newsletter, 1994-95

Marlene A. Porter, M.L.S., Head of Reference and Research Services

Memberships and Committees

Medical Library Association
Midwest Chapter of the Medical Library Association
Academic Library Association of Ohio
Ohio Health Sciences Library Association
Communications Committee
OhioLINK
User Services Committee
Health Science Librarians of Northwest Ohio
Medical Collage of Ohio
Faculty Club

Activities and Continuing Education

Information Canada 94, Toronto, Ontario, Canada - September 1994
MCO Word6 Class, Toledo, OH - November 1994
MCO "Presentations Skills" Workshop, Toledo, OH - December 1994
"How to Handle Conflict and Manage Anger." Seminar, Toledo, OH - April 1995
CD ROM New Publications Demonstration by Login Bros., Detroit, MI - April 1995
Distance Learning Demonstration, Bowling Green, OH - April 1995
Medical Library Association Annual Conference, Washington, D.C. - May 1995
"Information technology Leadership Skills for Medical Librarians: An Advanced Course," CE course, Washington, D.C., 1995

Presentations, Publications, Grant

Regular MCO Internet Classes - July through June 1995
Training in OSLER/MEDLINE for MCO and BAHEC - July through June 1995
Demonstrations of new software (e.g. Physicians GenRx, MAXX) to faculty
Demonstration of Internet for "Medical Decision Making" M-2 course, September 1994
Nursing/Allied Health student orientations (total 15) - July - December 1994
Porter MA, Torok K. "Campus Internet Class: Cooperative Alliance Between the Medical Library and Information Systems Department." Annual Meeting of the Medical Library Association, Washington, D.C. - May 1995 (poster)
Boilard DW, Porter MA, Scheuer P, Linzmaier A. "Integrated electronic services to AHECs." Annual Meeting of the MLA, Washington, D.C. - May 1995 (poster)

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

Memberships and Committees

Medical Library Association
Distinguished Member - Academic of Health Information Professionals
Midwest Chapter of the Medical Library Association
Executive Board member
Publications Committee Chair
Ohio Health Sciences Library association
Michigan health Sciences Libraries Association
Metropolitan Detroit Medical Library Group
Health Sciences OCLC Users Group[
North American Serials interest Group

Activities and Contenting Education

Newsletter Editor, *MIDLINE*, Midwest Chapter of MLA - 1994-95
OhioLINK Conspectus Workshop, Akron, OH - January 1995
Midwest Chapter of MLA Executive Board Meeting, Chicago, IL - March 1995
"Health Statistics Sources," CE course, West Bloomfield, MI - April 1995
CD ROM New Publications Demonstration by Login Bros., Detroit, MI - April 1995
Health Sciences OCLC Users Group Annual Meeting, Boulder, CO - April 1995

Anne M. Bushel, A.M.L.S., Serials Control/Reference Assistant

Activities and Contenting Education

* "History of Books & Printing," University of Michigan, Ann Arbor, MI - Summer 94
* "Publishing," University of Michigan - Fall 1994

Carrie Bowman, Lead Circulation Services Assistant

Activities and Continuing Education

"Psychobiology," University of Toledo, Toledo, OH
* "Introduction to Classical Music," University of Toledo
* "Statistical Methods," University of Toledo
"Abnormal Psychiatry," University of Toledo
"Drug Awareness," University of Toledo
* "Experimental Psychology," University of Toledo
"History of Psychology," University of Toledo
* "Research Practicum," University of Toledo
"American Indian History," University of Toledo
* "Social Psychology," University of Toledo

Stephen Cook, B.A., Interlibrary Services Supervisor

Activities and Continuing Education

"Desk Top Publishing " Seminar, Toledo, OH

Ruth Jacobs, A.E.E.T., Computer Lab Technician

Activities and Continuing Education

"Dealing with Difficult People" Seminar, Toledo, OH - January 1995

Stephen Perrine, B.A., Circulation Services Assistant

Activities and Continuing Education

"Introduction to Linguistics," University of Toledo, Toledo, OH - Fall 1994

"Calculus I," University of Toledo - Winter 1995

"Biochemistry I," University of Toledo - Fall 1994

"Biochemistry II," University of Toledo - Winter 1995

* "Cytogenetics," University of Toledo - Spring 1995

Heidi L. Steyer, B.A., Cataloging Assistant

Activities and Continuing Education

* "Assessment & Appraisal," Heidelberg College, Toledo, OH - Fall 1994

* "Social Foundations in cross-cultural Counseling," - Heidelberg College - Winter 1995

* "Marital & Family Counseling," Heidelberg College - Winter 1995

"Focus on Reality Therapy & Control Therapy" Heidelberg College - Winter 1995

* "Diagnosis of Mental & Emotional Disorders," Heidelberg College - May/June 1995

* "Psychopathology, Personality & Abnormal Behavior," Heidelberg - May/June 95

Rosemary Tammarine, Lead Circulation Services Assistant

Activities and Continuing Education

MCO Safety Meetings

MCO Board of Trustees for the Union

Anne Trincherro, M.Ed. Computer Clerk

Activities and Continuing Education

"Dealing with Difficult People" Seminar, Toledo, OH - January 1995

* Courses for which tuition was supported by the Library

The Library Advisory Committee

LIBRARY ADVISORY COMMITTEE

FY 1995-96

Keith Crist, Ph.D.
(Chairman)
Nasreen Bhumbra, M.D.
Bernadette Butler, Ed.D., R.N.
Daniel Cipriani, P.T., M.S.
Wun Jung Kim, M.D.
George Nowacek, Ph.D.
Rosalind Peters, R.M., M.S.N.
Julia Westerink, M.D.
3rd year medical student
Manda Rice (graduate student)
David W. Boilard
(ex officio)
Jerome Levin, Ph.D.
(ex officio)

Meeting Dates:

September 13, 1994
September 28, 1994
October 26, 1994
November 22, 1994
January 24, 1995
March 28, 1995
July 27, 1995

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 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

James. K. Mansfield
Bowling Green, OH

Mr. & Mrs. Charles W. Goddard
N. Canton, OH

Drs. Ralph Rosenberg & Hilda Slivka
Avon, CT

Lois Hupp
Toledo, OH

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

Dr. & Mrs. Douglas W. Johnson
St. Marys, OH

Mr. James R. Winkler, J.D.
Toledo, OH

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

Michael S. Bisesi Ph.D.
Toledo, OH

Sanford R. Kimmel, M.D.
Toledo, OH

Michael D. P. Boyle, Ph.D.
Toledo, OH

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

Jane Distad, M.D.
Denver, CO

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

Jane C. Evans, Ph.D., R.N.
Toledo, OH

Jerome Z. Litt, M.D.
Beachwood, OH

Dr. S. Amjad Hussain
Maumee, OH

W. B. Shelley, M.D.
Toledo, OH

The Library would like to especially thank the following individuals for being the first donors to the Friends of the Library.

Amir Askari, Ph.D.
Toledo, OH

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

Melinda Ropar Birdsall, M.D.
Danvers, MA

Maurice Manning, Ph.D.
Toledo, OH

Dr. & Mrs. Allen E. Kuhn, Jr.
Fairfield, OH

Dr. & Mrs. Vladmir Nigrovic
Toledo, OH

Public Services

- **Public Services Summary**
- **Circulation**
- **Interlibrary Services**
- **Reference**

ACCESS SERVICES

Margaret L. Moutseous, Assistant Director of Public Services

David Remaklus, Access Services and Business Manager

Carrie Bowman, Circulation Assistant - Lead Worker

Rose Tammarine, Circulation Assistant - Lead Worker

Mary Houston, Circulation Assistant

Lana Fish, Circulation Assistant

Olga Swartzlander, Circulation Assistant

Stephen Perrin, Circulation Assistant

Shelly Nieport, Student worker

Neeraj Gonela, Student worker

Christopher Webb, Student worker

Gregg Hall, Student worker

In May, 1995 the department of Public Services began its transformation into Access Services. The change was distinguished by the extraction of Reference and Research Services, and the consolidation of Circulation Services and Interlibrary Services into one administrative unit for the handling of physical access to library resources and facilities. This report reflects the changes and includes the Circulation report.

Significant change and progress characterized the Department of Access Service's Fiscal Year 1994/1995. At the end of June 1994, the Department's staff, organization, work flow and orientation were markedly different than a year earlier.

Staff Changes & Reorganization

During this Fiscal year, the library saw the total re-design of Public Services into two major departments: Reference and Research Services, and Access Services. This modification was prompted by significant changes in the application of technology and the use of that technology by the MCO community.

In order to better define service roles, Reference and Research Services was separated from Public Services in January 1996. This unit began reporting directly to the Director. This allowed Mrs. Porter, Head of Reference and Research Services to plan further expansion and definition this department with the direct support of the Director.

In January and February Mrs. Kanous, Circulation Supervisor, Mr. Remaklus and Ms. Moutseous began discussing combining Interlibrary Loan Services with Circulation. Due to the impact of OhioLINK, the distinction between borrowing directly via computer and

the traditional method of interlibrary loaning were becoming blurred and difficult for the user to understand. Consolidating similar procedures and maximizing the talents of the current staff was the only hope of meeting the growing workload.

Adding to the pressures to consolidate departments was the proposed implementation of the next phase of OhioLINK, which is Power Pages. This will allow an individual to order a full-text document from a computer screen and have that document print locally with a pick-up location at the Circulation Desk. Again this kind of task has traditionally been labeled an Interlibrary Loan Transaction.

Three plans were presented to the Director for handling the dramatic increases in workload along with adding more Supervisory personnel to handle the problem of insufficient supervisory personnel on night and weekend staffs. The option chosen by the Director was to re-structure the departments creating a single division called Access Service where the focus would be about Access.

This plan involved creating a new position of Access Services and Business Manager, which would include the direct supervision of both the Interlibrary Loan Services and the Circulation units. An expanded role for the Interlibrary Loan Supervisor would include stack maintenance, supervision of a shelving crew, and management of materials transported to and from an off-site Depository location. The third position to be defined was that of a Night/Weekend Supervisor. This individual would be responsible for scheduling coverage at the Circulation Desk, selection and management of the night and weekend individuals along with the expectation of being able to assume the duties of the Access Services Manager in case of his absence. The latter position will be filled in July.

The urgency in combining these two departments became apparent with the resignation of Mrs. Kanous in April, 1995. Ms. Moutseous and the Director worked with Human Resources and the office of the Vice President of Academic Affairs to take this plan a reality.

Mr. Remaklus was promoted into the newly created position of Access Services and Business Manager in June. The summer was spent in selecting individuals, cleaning up problems, re-designing the reserve system, and preparing to fill the two supervisory positions.

During the year, Public Services saw increases in almost all areas: Online Resources Room assistance, reference desk assistance (31%), library entrance count (125%), materials shelving (80%), circulation to the MCO community, and circulation to the OhioLINK community (percentage increases ranging from 48% to 376%). Only the interlibrary services activity remained the same.

The increases highlighted some weak areas in service coverage for which there are no easy solutions, short of extra staffing.

- The use of computers in the Online Resources Room created an entirely new workload by demanding assistance from the circulation and reference staffs.
- The use of the library at night and on weekends has increased *fourfold* over daytime use, but is a time when no professional reference assistance is available. The onus for providing help falls on Circulation staff, who are already busy with their own duties.
- There is barely any effective room remaining in the journal stacks, making the shelving of new materials a time consuming task.

The latter problem was exacerbated by the catch-up binding performed by the Bibliographic Control department. Crisis management of the limited space occurred in May with shelveers working round the clock to keep up with the workload. Steve Cook, Carrie Bowman along with Lana Fish, Olga Swartzlander and Neeraj Gondela worked extra hard to maintain the fifth floor in working order. A complete shift of the entire journal collection began in February and will be completed in the summer. Development of a plan to move a major portion of the collection to the Regional Depository in Perrysburg in spring 1996 is a goal for this next fiscal year.

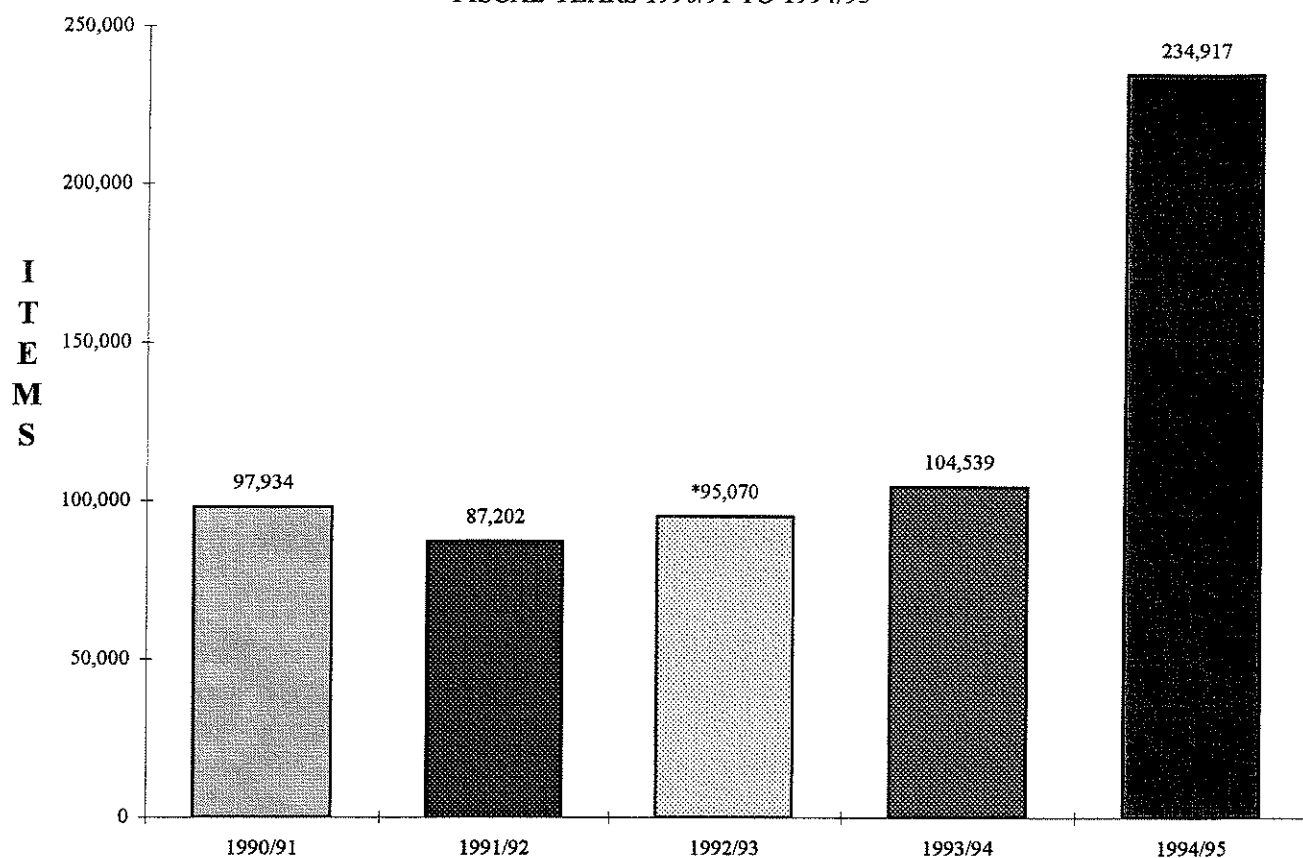
Mrs. Fabian from the Interlibrary Loan Services Department deserves to be singled out for her outstanding job of "filling in at the Circulation Desk" when there were holes in the schedule. Ms. Houston, Mrs. Tammarine and Ms. Champion also played key roles in defining the problem areas, and solutions that would "fix" the department. The new workers who were added in April and the following months also played a key role in developing the department - Lana Fish, Olga Swartzlander, and Stephen Perrin. Without the complete support of all Access Services members this year would not have ended so successfully.

Goals for FY 1995/96

- Consolidating Billing functions
- Creating a Circulation Desk schedule that reflects three staffing shifts
- Completing a Policy and Procedure Manual for both units
- Implementing Power Pages
- Developing a 5 year plan for the maintenance of the Collection on the fifth floor
- Developing electronic interlibrary loan forms for use from AHEC/telemedicine sites

LIBRARY ENTRANCE COUNT

FISCAL YEARS 1990/91 TO 1994/95



LIBRARY ENTRANCE COUNT

1990/91	1991/92	1992/93	1993/94	1994/95
97,934	87,202	*95,070	104,539	234,917

Patron usage of the library is measured by accuracounter statistics. The entrance count over the past year has increased significantly. One factor responsible for the increase is the extension of the library's hours during the school year.

*FISCAL YEAR 1992/93 IS ESTIMATED

FISCAL YEAR 1994/95

CIRCULATION CHECKOUT STATISTICS

PATRON TYPE	PERCENTAGE	NO. OF ITEMS
MEDICAL STUDENTS, MCO	42.4%	9,111
NURSING STUDENTS (MS), MCO	3.5%	757
ALLIED HEALTH STUDENTS, MCO (old)	1.5%	312
GRADUATE STUDENTS, MCO	15.4%	3,299
FACULTY, MEDICINE, MCO	3.5%	748
FACULTY, NURSING, MCO	1.1%	243
NURSES, MCO	0.7%	157
RESIDENTS, MCO	4.2%	894
STAFF, MCO	5.3%	1,134
ILS	0.6%	126
FACULTY-STAFF, UT	0.3%	56
NURSING STUDENTS, UT	3.3%	701
STUDENTS, UT	4.6%	985
FACULTY-STAFF, BGSU	0.1%	18
NURSING STUDENT, BGSU	0.9%	190
STUDENTS, BGSU	0.6%	135
PHYSICIANS, NOT MCO	1.1%	245
NW REGIONAL HOSPITALS	1.6%	337
LOURDES	2.5%	539
OhioLINK (old)	0.1%	18
FEE FOR SERVICE	0.0%	6
OhioLINK FACULTY/STAFF (walk in)	0.0%	3
OhioLINK STUDENT (walk in)	0.2%	35
OCCUPATIONAL HEALTH, MCO	0.6%	130
OCCUPATIONAL THERAPY, MCO	0.7%	145
FACULTY, ALLIED HEALTH, MCO	0.2%	33
AHEC	0.1%	11
PT STUDENTS, UT	1.7%	357
PT STUDENTS, BGSU	0.8%	174
COURTESY	0.0%	3
OhioLINK PATRONS	2.7%	588
TOTAL	100.0%	21,490

TRENDS IN CIRCULATION

FISCAL YEARS 1990/91 TO 1994/95

CIRCULATION BY INSTITUTION

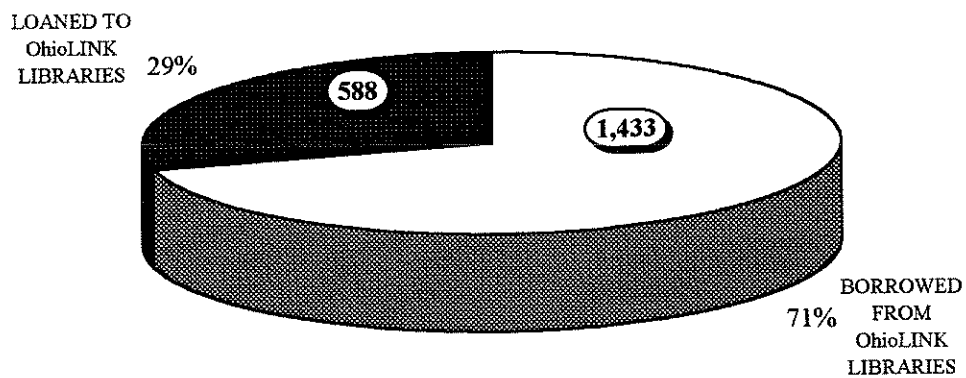
PATRONS HOME INSTITUTION	1990/91	1991/92	1992/93	1993/94	1994/95	1 YEAR TREND
MCO	6,773	7,519	5,951	9,191	16,963	85%
BGSU/ NURSING	---	---	---	259	190	N/A
BGSU/ PT	---	---	---	---	174	N/A
BGSU/ OTHER	437	481	347	47	153	N/A
UT/ NURSING	---	---	---	2	701	N/A
UT/ PT	---	---	---	---	357	N/A
UT/ OTHER	1,539	1,630	1,354	849	1,041	N/A
LOURDES	169	271	266	364	539	48%
AREA HOSPITALS	628	341	232	227	337	48%
OhioLINK	N/A	N/A	N/A	192	588	206%
OTHER	84	111	82	98	447	356%
TOTAL	9,630	10,353	8,232	11,229	21,490	91%

ITEMS CIRCULATED

MATERIAL TYPE	1994/95	1993/94
AUDIOVISUALS	607	711
OVERSIZE	159	124
RESERVED	10,903	5,181
BOOK STATS	8,384	6,248
OhioLINK	1,433	367
RARE	4	22
TOTAL	21,490	12,653

PATRON INITIATED CIRCULATION

FY 1994/95



Interlibrary Services

Interlibrary Services

INTERLIBRARY SERVICES

Stephen Cook, Supervisor, Interlibrary Services

Elizabeth Fabian, Interlibrary Loan Assistant

Susan Champion, Interlibrary Loan Assistant

Geetha Raj, temporary worker

Julie Vogt, student worker

Heidi Munich, student worker

In May, 1995 Interlibrary Services became part of Access Services. **David Remaklus**, who had been ILS supervisor for the fiscal year, was promoted to Access and Business Services Manager. **Stephen Cook** became ILS supervisor. Next year's report will be part of Access Service's.

Workload

This fiscal year has once again proved to be busier than any previous year with nearly 22,000 requests being processed. Over the last few years we have seen the number of items requested from us drop slightly while our borrowing activity has increased dramatically, fifty percent more than last year. As noted last year, journal cuts are a major contributor to this increase but the diversity of journal titles requested and the fact that many were never owned by MCO credits much of the demand with increased research efforts by our faculty and students. Nursing and Allied Health students in particular have demanded more materials than in years past. This is undoubtedly due to a greater awareness of materials available resulting from an increased use of MEDLINE and CINAHL databases.

Fill Rates

A trend of concern has been developing over the last few years. The percentage of material we have been able to fill in relation to what has been requested from us has shown a steady decrease. This results in libraries having to wait longer to receive their items, since they needlessly route through us, and it reflects poorly on us as a resource library. Over the past five years we have gone from filling seventy one percent of the requests received to filling sixty five percent. There are three major contributors to this decline:

1. Journal cuts over the years have left us with records of owning particular titles to which we no longer subscribe. These records do not indicate that we have stopped subscribing to these journals; hence, requests for them are still being sent.

2. Area hospitals are increasingly using our library. Because they do not have the time or the ability to check our holdings before placing an order, a high percentage of these go unfilled.
3. Poor condition of the stacks due to over crowding. In the last few years space has become a major issue with the shelves nearly reaching their maximum capacity. This makes it very difficult to keep the shelves neat and results in difficulty locating materials. With the opening of the new central storage building later next year this problem should be alleviated.

OhioLINK

OhioLINK continues to be a valuable asset to this department. The increasing number of free libraries and the quick delivery time of Pony Express (statewide delivery system) has made it possible to receive materials in half the time of that just two years ago. OhioLINK continues to result in an increased number of book loans being processed through ILS. It was originally thought that the Patron Initiated Circulation System (ordering books from other libraries online) would make the older method of interlibrary loaning of books obsolete but this has not been the case. There were forty two percent more books borrowed this year than last. With an increasing number of patrons searching OSLE for materials it is expected that even more materials will be borrowed through ILS next year.

Space Reallocation

The fiber optic wiring of the Mulford Library building necessitated taking one of the work areas in the ILS office for a wiring closet. Because of this, Mrs. Champion was relocated to an office on the 3rd floor, somewhat fracturing the work organization. However, the tasks were reorganized to make the most effective use of this change, with Mrs. Champion's new focus being mainly on fee-for-service billing and payments to interlibrary loan creditors.

Until the wiring is completed, the remaining members of the ILS team will be working in some temporarily vacated work areas in the Reference and Research Services office.

FISCAL YEARS 1990/1991 to 1994/95

INTERLIBRARY AND PHOTOCOPY SERVICES

	1990-1991	1991-1992	1992-1993	1993-1994	1994-1995	TREND 1 YEAR	TREND 5 YEARS
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LENDING

REQUESTS FILLED	10,956	10,402	9,609	9,704	8,182	-16%	-25%
REQUESTS UNFILLED	3,228	3,681	4,190	4,008	4,324	8%	34%
REQUESTS REFERRED	<u>203</u>	<u>195</u>	<u>147</u>	<u>152</u>	<u>142</u>	-7%	-30%
TOTAL REQUESTS RECEIVED	14,387	14,278	13,946	13,864	12,648	-9%	-12%

BORROWING

MATERIAL BORROWED	<u>2,570</u>	<u>2,629</u>	<u>2,818</u>	<u>4,022</u>	<u>6,027</u>	50%	135%
TOTAL INTERLIBRARY REQUESTS PROCESSED	16,957	16,907	16,764	17,886	18,675	4%	10%

PHOTOCOPY SERVICE

IN-HOUSE REQUESTS PHOTOCOPIED	<u>4,600</u>	<u>4,991</u>	<u>3,362</u>	<u>2,787</u>	<u>3,184</u>	14%	-31%
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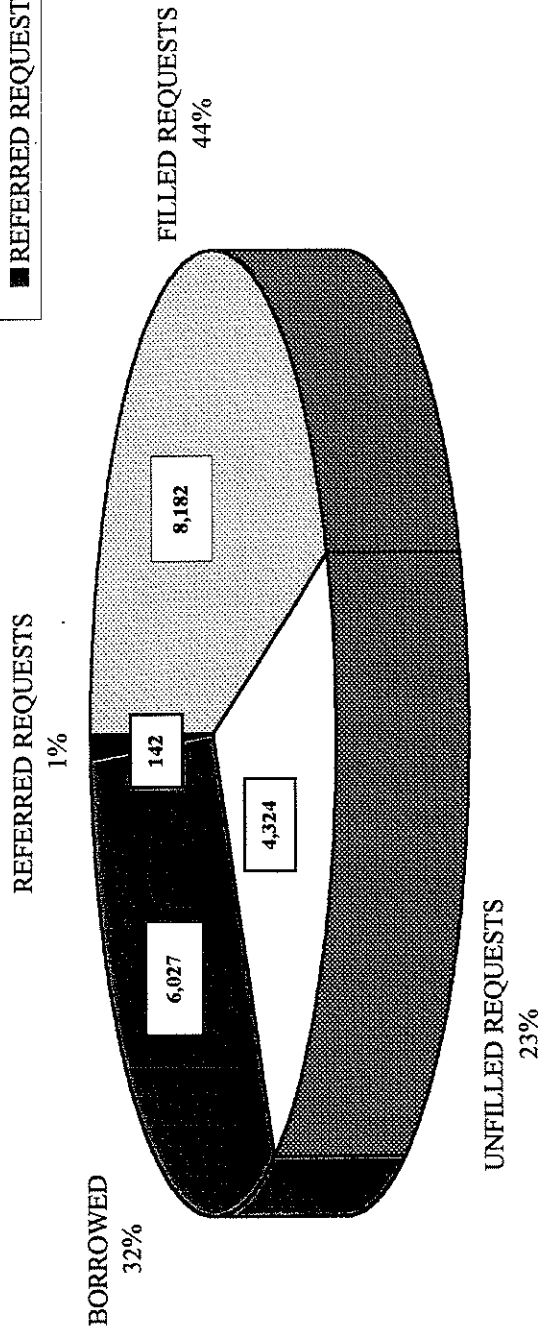
TOTAL REQUESTS PROCESSED	21,557	21,898	20,126	20,673	21,859	6%	1%
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FY 1994/95
INTERLIBRARY LOAN SERVICES

REQUESTS	FILLED	UNFILLED	REFERRED	TOTAL RECEIVED	BORROWED	GRAND TOTAL
PHOTOCOPY STATISTICS						
OhioLINK	3,505	1,731	15	5,251	3,927	9,178
OTHER OHIO ACAD./PUBLIC LIBRARIES	250	279	-0-	529	38	567
OTHER OHIO HOSPITAL LIBRARIES	1,348	594	26	1,968	36	2,004
REGION 3 LIBRARIES	2,068	1,047	2	3,117	976	4,093
NLM	-0-	-0-	-0-	-0-	359	359
UMI	-0-	-0-	-0-	-0-	39	39
TGA	-0-	-0-	-0-	-0-	23	23
OTHER U.S. LIBRARIES	189	339	-0-	528	58	586
INTERNATIONAL LIBRARIES	10	13	2	25	1	26
INDEPENDENT PATRONS	359	139	9	507	-0-	507
AHEC	221	35	88	344	-0-	344
<i>subtotal</i>	7,950	4,177	142	12,269	5,457	17,726
BOOK STATISTICS						
OhioLINK	75	33	-0-	108	417	525
OTHER OHIO ACADEMIC LIBRARIES	20	4	-0-	24	12	36
OTHER OHIO HOSPITAL LIBRARIES	66	87	-0-	153	1	154
REGION 3 LIBRARIES	26	4	-0-	30	69	99
NLM	-0-	-0-	-0-	-0-	-0-	-0-
OTHER U.S. LIBRARIES	26	6	-0-	32	46	78
INTERNATIONAL LIBRARIES	4	-0-	-0-	4	-0-	4
INDEPENDENT PATRONS/CORP.	14	5	-0-	19	1	20
AHEC	1	6	-0-	7	0	7
<i>subtotal</i>	232	145	-0-	377	546	923
AUDIO VISUAL STATISTICS						
OhioLINK	-0-	-0-	-0-	-0-	5	5
OTHER OHIO ACADEMIC LIBRARIES	-0-	-0-	-0-	-0-	-0-	-0-
OTHER OHIO HOSPITAL LIBRARIES	-0-	-2-	-0-	2	-0-	2
REGION 3	-0-	-0-	-0-	-0-	4	4
NLM	-0-	-0-	-0-	-0-	-0-	-0-
OTHER U.S. LIBRARIES	-0-	-0-	-0-	-0-	13	13
INTERNATIONAL LIBRARIES	-0-	-0-	-0-	-0-	-0-	-0-
INDEPENDENT PATRON/CORP.	-0-	-0-	-0-	-0-	2	2
<i>subtotal</i>	-0-	2	-0-	2	24	26
TOTAL/GRAND TOTAL	8,182	4,324	142	12,648	6,027	18,675

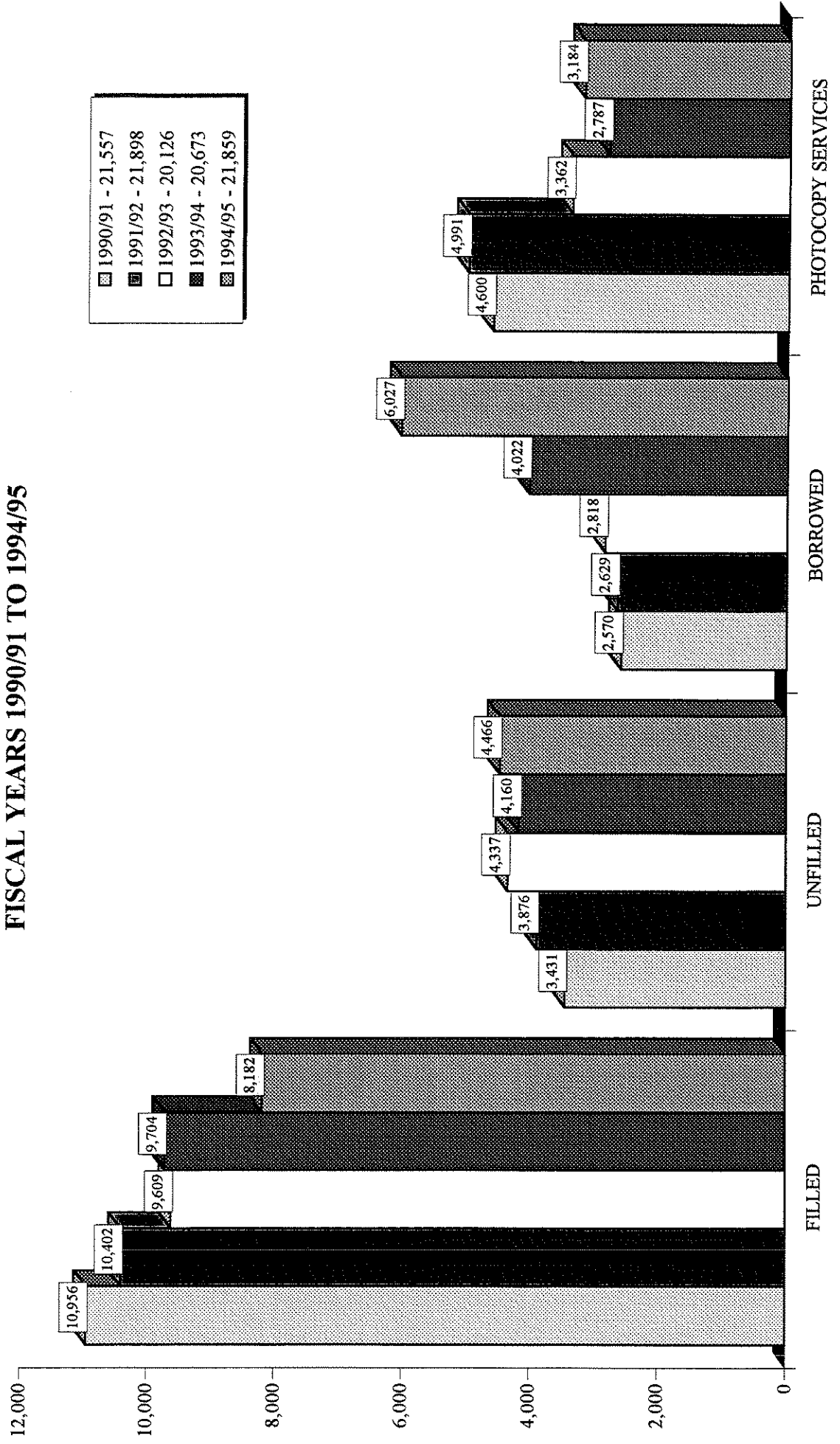
FY 1994/95

- FILLED REQUESTS
- UNFILLED REQUESTS
- BORROWED
- REFERRED REQUESTS



TOTAL REQUESTS RECEIVED - 18,675

FISCAL YEARS 1990/91 TO 1994/95



FAX STATISTICS

	<u>1990-91</u>	<u>1991-92</u>	<u>1992-93</u>	<u>1993-94</u>	<u>1994-95</u>
Sent	1,051	1,361	1,488	2,288	2,168
Received	1,696	1,804	1,705	2,084	2,213
Total	2,747	3,165	3,193	4,372	4,381

LIBRARY BILLING

	<u>1990-91</u>	<u>1991-92</u>	<u>1992-93</u>	<u>1993-94</u>	<u>1994-95</u>
MCO Crosscharge	\$24,994	\$22,629	\$8,321	\$8,388	\$9,765
External	\$53,498	\$49,685	\$43,787	\$34,824	\$33,308
Total	\$78,492	\$72,314	\$52,108	\$43,212	\$43,073

PHOTOCOPIES MADE ON LIBRARY COPIERS

	<u>1990-91</u>	<u>1991-92</u>	<u>1992-93</u>	<u>1993-94</u>	<u>1994-95</u>
ILS	119,554	117,979	93,268	87,437	101,900
Other	737,249	839,337	886,239	759,001	995,504
Total	856,803	957,316	979,507	846,438	1,097,404

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.

JOURNAL TITLES	1994/95	1993/94	1992/93	1991/92	1990/91
Journal of Orthopaedic Trauma	17	8	7	6	6
Journal of Pain and Symptom Management	13	15			5
*Journal of Pediatric Health Care	14	16	8		
Journal of Pediatric Nursing	17	8	5		5
Journal of Steroid Biochemistry and Molecular Biology	13	7			
Journal of the American Academy of Physician Assistants	11				
Lupus	10				
Molecular Carcinogenesis	31				
*Molecular Endocrinology	20	14	12	5	6
*Nature Genetics	17	14			
Neonatal Network	22				
Neuroreport	18	6	5		
Nurse Educator	16	10	26	6	
Nurse Practitioner Forum	12				
*Nursing Standard	36	13			
*Oncogene	20	51	10	6	
Orthopedics	10	15	5		
Patient Care	13				
Pediatric Exercise Science	11				
Professional Nurse	14	6			
*Public Health Nursing	13				

High Reoccurring Fiscal Year Activity Level



*Recently added to collection

Reference and Research Services

REFERENCE AND RESEARCH SERVICES

Marlene A. Porter, Head of Reference and Research Services

Jonathan Hartmann, Reference/Outreach Services Librarian

Cynthia Jones, Reference Assistant (temporary)

In January, Reference and Research Services was broken out of Public Services to become its own library department. Further restructuring is planned for FY 96

The Reference and Research Services department shifted from providing only reference services to include teaching and outreach services. This is reflected in the increase in educational as well as reference desk statistics. The role of this department is changing within the Medical College of Ohio community as well as the medical community in Northwestern Ohio.

Staff Changes & Scheduling

After 10 years of service to the Mulford Library, Alexandra. Kuby retired on Friday, March 31, 1995. To accommodate the changing role of the Department, J. Hartmann was promoted to Reference/Outreach Services Librarian on Monday, May 1, 1995 and the vacant reference librarian position was upgraded to Reference/Education Librarian with hopes of filling it by October 1995. Future plans are to add another basic reference librarian to fill the 40 hours vacated by the upgraded positions.

Continuing from the previous fiscal year, Anne Bushel, Serials Control/Reference Assistant, assisted at the Reference Desk 6-10 hours per week while Elizabeth Kanous, Circulation Supervisor, assisted 3-5 hours per week until her resignation in April 1995. C. Jones was hired temporarily as a reference assistant to fill the staffing gap created by the resignation and retirement and was able to work about 10 hours per week, April through June 1995.

The temporary staff shortage, caused a decrease in Reference Desk hours during the last 3 months of the fiscal year. The first morning hour (9 a.m. to 10 a.m.) was temporarily eliminated. Starting in July 1995, the lunch hour (12 noon to 1 p.m.) and the last afternoon hour (4 p.m. to 5 p.m.) were eliminated. Normal desk hours (9 a.m. to 5 p.m., Monday through Friday) will resume when a Reference/Education Librarian is hired.

Reference Desk & Resources

Plans to install a new Reference Desk came to a halt when Library funds dried up. The new installation may occur in the next fiscal year but only if extra funds are available.

However, the current desk did not deter patrons. Reference Desk statistics were up 31%. All types of desk interactions showed an increase except search requests which declined 22%. This decline was caused by the available medical databases on which patrons can do free searches themselves. OhioLINK added 17 new databases this fiscal year which may also have added to the decline in search requests. They are:

Anthropological Literature	Biography Index
Avery Index to Architectural Literature	Biological & Agricultural Index
Handbook of Latin American Studies	Book Review Digest
Hispanic American Periodicals Index	Cumulative Book Index
History of Science & Technology	Education Index
WorldCat	Essay & General Literature
Dissertation Abstracts	Index to Legal Periodicals
Applied Science & Technology	Library Literature
Art Index	

Only a few of them may have had any impact on library use. Most in-house database use was generated by the medically oriented databases added last year.

Two CD-ROM reference resources (MAXX and Physicians GenRx/Merck Manual) were purchased but were unable to be mounted on the network because of technical problems. We also have received a couple of free CD-ROMs which would be helpful to patrons but again technical problems have prevented progress in mounting them on the network. It is hoped that the new network being installed next fiscal year will allow for easier mounting and access. More and more useful and important resources are being issued on CD-ROM and the Library needs to keep up with the demand for access to these resources.

To aid patrons in the use of the old and new online resources, numerous colorful handouts were produced by both OhioLINK and reference staff. Some handouts were placed in help notebooks created by Dawn Durivage, Administrative Assistant. They were placed at most of the public access PCs and terminals and at the Circulation and Reference Desks. Many of the handouts will need revised and updated in the next fiscal year.

Three additional PCs were installed in the Library for public access to OSLEER, the Library online catalog, and the databases. One was installed in the Online Resources Room and two were installed on the fifth floor near the current journals area. Five additional dumb terminals were also installed. One in the round desk by the Reference collection, one in a custom built stand at the east end of the journal stacks and three were placed by the old card catalog.

The shelving units in the Reference area are sometimes physically dangerous. The shelves are not anchored down and tend to fall off the supports. To alleviate this problem, the shelves had grooves carved in the rear to prevent slipping. Replacing the old units with the fixed units will be a project for next fiscal year. When the new shelves are in place, the old shelves will then be fixed as well.

It was decided not to create a *ready reference* collection. Three reasons prompted this decision. One, the current collection was weeded down to a useful size, two, a shelf reading project occurred in January to insure proper order of the collection and three, all new and updated reference items are now placed at the Reference Desk for approximately one week before they are shelved, allowing those who staff the Reference Desk to become familiar with items in the collection. With the departure of A. Kuby, annotations of the new reference books ended.

It has been a very disappointing year for the email reference desk account. Only a handful of requests were received. However, the voice mail account for the reference desk has been helpful. With the advent of the World Wide Web (WWW) and the installation of a new campus network, a forms feature might be an easier tool for patrons to use and one that the Department might institute.

M. Porter and Jim Garrett, Computer Services Librarian, compiled and designed the Library WWW page (URL: <http://www.mco.edu/lib/libmain.html>). Upon completion of the page and added resources, Information Systems requested that the Library page be toned down. Keeping the resource connections on the Library pages up-to-date is a time consuming process. A goal for next fiscal year will be to review and edit any www connections leading and emanating to and from the Library pages.

Online/Database Searching

We continued our OVID (formerly BRS) and Dialog accounts with Ohionet so that we have access to databases not freely available from OhioLINK.

Unlike last year, there was a 10% decrease in the number of requested searches which may be attributed to the database classes offered by the Library throughout the year. The percentages for types of patrons requesting searches remained about the same even though information gathered was slightly different due to a redesigned search request form. The form was redesigned to obtain information more reflective of the types of patrons the library encounters and databases searched.

There was a great increase in patron performed searches which was prompted by the library classes offered in MEDLINE and CINAHL (Cumulative Index to Nursing and Allied Health). This trend will probably continue as classes are offered in other databases available either via OhioLINK or directly from the Library.

Tours/Teaching

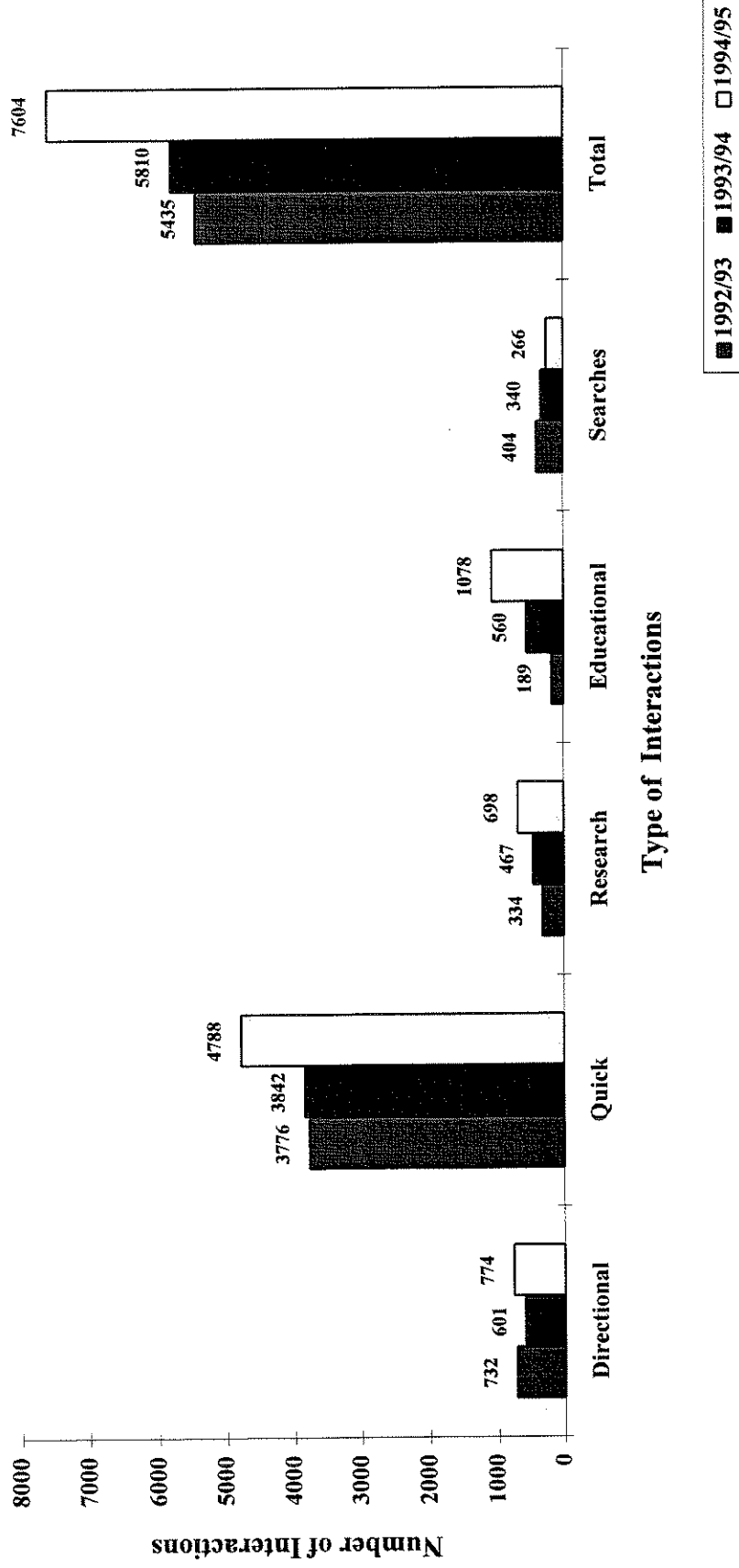
Regular education statistics increased 73% and Reference Desk educational statistics increased 93%. This is a reflection of the Library's increasing role in education in the College. A goal for next fiscal year is to include more database specific instruction as well as subject specific instruction concerning information resources available not only within the Library but also via the Internet and WWW.

**Medical College of Ohio
Mulford Library
Literature Search Statistics
Fiscal Year 1994-1995**

Purpose of Search

Patron Type	Grant/ Research	Patient Care	Personal Use	Sem/Conf Teaching	Other	Total	Percent
MCO							
<i>Administration/Staff</i>	29	19	5	2	7	62	15%
<i>Faculty</i>	102	60	5	14	7	188	47%
<i>Allied Health Student</i>	2				1	3	1%
<i>Graduate Student</i>	12	1	3	2	5	23	6%
<i>Medical Student</i>	4		1	1	1	7	2%
<i>Nursing Student</i>	7	1	1	1	3	13	3%
<i>Resident</i>	28	7		15	2	52	13%
Non-MCO							
<i>Health Care Practitioner</i>	6	9	2	1	1	19	5%
<i>Law-related Practitioner</i>	7		3		6	16	4%
<i>Student</i>	2		1		1	4	1%
<i>Other</i>	4	4	8		1	17	4%
Total	203	101	29	36	35	404	100%
Percent	50%	25%	7%	9%	9%	100%	

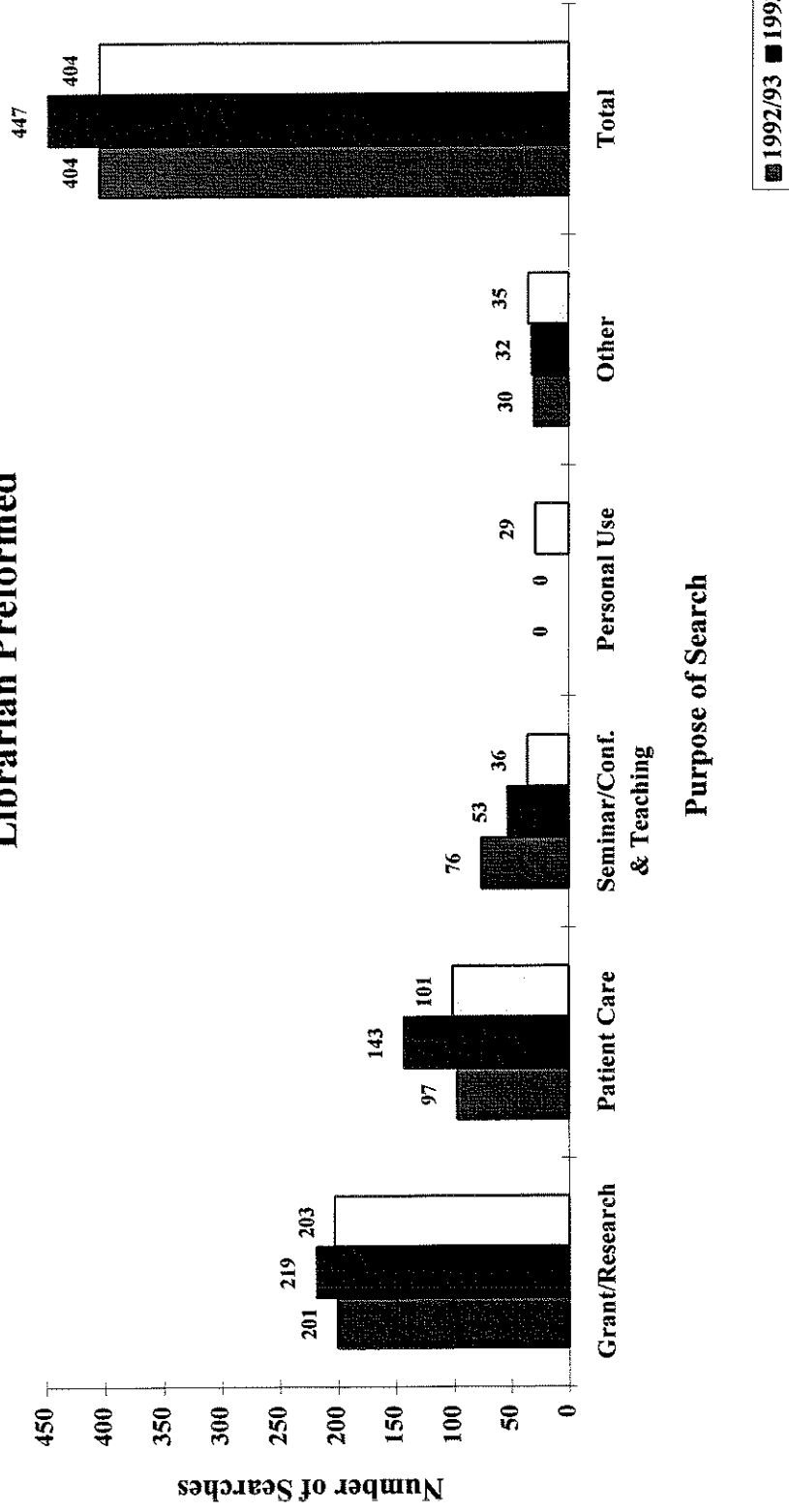
REFERENCE DESK STATISTICS



Types of Interactions

FY	Directional	Quick	Research	Educational	Searches	Total
1992/93	732	3776	334	189	404	5435
1993/94	601	3842	467	560	340	5810
1994/95	774	4788	698	1078	266	7604

Database Search Statistics Librarian Preformed



Purpose of Search

FY	Grant/Research	Patient Care	Seminar/Conf. & Teaching	Personal Use	Other	Total
1992/93	201	97	76	NA	30	404
1993/94	219	143	53	NA	32	447
1994/95	203	101	36	29	35	404

Bibliographic Control

- **Collection Development**
- **Cataloging**
- **Serials Control**

BIBLIOGRAPHIC CONTROL

Sheryl R. Stevens, Head of Bibliographic Control
Anne M. Bushel, Serials Control/Reference Assistant
Linda D. Knotts, Acquisitions Assistant
Heidi L. Steyer, Cataloging Assistant
Brian Wixey, Student Worker

The Department of Bibliographic Control, responsible for acquisitions, collection maintenance, cataloging, serials management, and quality control of the bibliographic record, continued to successfully incorporate automation into its daily workflow during FY 1994/95, which served to greatly enhance user and staff access to the Library's catalog and collection. In addition, significant progress was made in improving the overall quality of OSLEP (the Library's computerized catalog) as well as the relevance, usefulness, and organization of the Library's collection.

Staff / Workspace

The size and composition of the Department's full-time staff remained the same as the previous fiscal year, but duties and tasks assigned to support staff members were somewhat altered and redistributed. The Department's physical workspace continued to undergo modification in the interests of ergonomics and efficiency.

- **Staff**

In July 1994, the Acquisitions Assistant took over all serials check-in and claiming responsibilities from the Serials Control/Reference Assistant, who went on part-time hours for the summer in order to facilitate completion of her Library Science master's degree (which she received from the University of Michigan in December 1994). After returning to work full-time, Ms. Bushel expressed interest in a proposal to develop her professional skills with Reference Desk experience, and she was subsequently assigned regular desk shifts, thus reducing the number of hours she had available for serials work.

The Acquisitions Assistant was then permanently assigned serials check-in and claiming duties, and the Cataloging Assistant was trained as backup. The Acquisitions Assistant also assumed most bindery-related computer tasks several months later when serials binding information began being incorporated into OSLEP records on a regular basis.

The Department's part-time student assistant, hired last fiscal year to assist with bindery work, was terminated in May 1995.

- **Workspace**

The work areas of the Acquisitions and Cataloging Assistants were redesigned and combined by the end of FY 1994/95 as part of an overall initiative intended to make Library office areas and workstations more ergonomically effective. The Acquisitions Assistant's workstation was moved into the same room as the Cataloging Assistant's following purchase and installation of new furniture specifically designed to accommodate computer-based workflow. The vacated area became a shared workspace for access and use of OCLC, a national online database of bibliographic and holdings records utilized daily by various members of the Department.

Acquisitions / Collection Development

The total amount of funds available for new books, audiovisuals, and other non-journal materials was significantly less than the previous fiscal year; however, for the first time in many years, the Library made substantial additions to its non-print collection. Another acquisitions "first" in FY 1994/95: the workflow became computer-based, with successful implementation of the Innovative acquisitions module, which streamlined order processing expense tracking, and statistical compilations.

- **Expenses**

The Library spent \$42,853 on new books, audiovisuals, and full-text CD-ROM databases in FY 1994/95, 19.1% less than in the previous fiscal year. (See table directly below for breakdowns and comparisons.) Nearly \$7,000 (16%) came out of the Library's special income account, which was deemed necessary to "dip into" so that essential non-print materials could be purchased while still maintaining at least a marginally acceptable level of print collection development.

BOOK & NON-PRINT EXPENDITURES

	FY 1994/95	FY 1993/94	% Change
Books	\$33,099	\$51,500	-35.7%
CD-ROMs*	\$4,553	\$1,500	+203.5%
Audiovisuals	\$5,201	\$0	NA
TOTALS	\$42,853	\$53,000	-19.1%

*Excludes bibliographic database subscriptions

- **Total Items Acquired**

The Library added 842 items to its book and non-print collections in FY 1994/95, of which 402 (47.7%) were purchased and 440 (52.3%) were donated or acquired free of charge. The total number of new purchases decreased 27.2% from the previous fiscal year. (See table directly below for breakdowns and comparisons.) Nearly 30% of all purchases were requested or recommended by faculty members. About 80% of all donated items came from the College's now-closed Study Management Center.

NUMBER OF BOOK & NON-PRINT ACQUISITIONS

	FY 1994/95	FY 1993/94	% Change
PURCHASES			
Books	301	551	-45.8%
Audiovisuals	97	0	NA
CD-ROMs*	4	1	+300.0%
Totals	402	552	-27.2%
DONATIONS			
Books	437	85	+414.1%
Audiovisuals	3	0	NA
Totals	440	85	+417.6%
TOTALS	842	637	32.2%

*Excludes bibliographic database subscriptions

Since FY 1988/89, the Library has added an average of 403 book and non-print items to the collection each year, although the yearly totals have varied widely. See table directly below for comparisons and the **Books & Audiovisuals** graph.

BOOK & NON-PRINT PURCHASES, 1988-1995	
FISCAL YEAR	NO. OF ITEMS
1988/89	330
1989/90	188
1990/91	216
1991/92	822
1991/93	313
1993/94	552
1994/95	402
TOTAL	2,823

- **Subject Overview**

The general subject percentage breakdowns of FY 1994/95 purchases were almost identical to those from FY 1993/94 in the Basic Sciences and Nursing. However, the Clinical Sciences percentage decreased from 51.4% to 42.6%, and the Allied Health and All Other categories each increased by 4-5 percentage points each. (See table directly below for subject percentage breakdowns of all FY 1994/95 acquisitions.) The Study Management Center donations, which mainly consisted of exam review books in the basic and clinical sciences, are reflected in the totals for those areas.

**BOOK & NON-PRINT ACQUISITIONS
BY GENERAL SUBJECT, FY 1994/95**

	Items Purchased	% of Total Purchases	Total Items Acquired	% of Total Acquired
Clinical Sciences	171	42.6%	343	40.7%
Basic Sciences	79	19.6%	254	30.2%
Nursing	72	17.9%	84	10.0%
Allied Health	42	10.4%	76	9.0%
All Other	38	9.5%	85	10.1%
TOTALS	402	100.0%	842	100.0%

- **Noteworthy Purchases**

Books. Some noteworthy book purchases in FY 1994/95 included: the *Scientific American Medicine* 3-volume loose-leaf series; the latest editions of each of the volumes in the *Ciba Collection of Medical Illustrations* series; the new edition of the American College of Physicians review series, *Medical Knowledge and Self-Assessment*; all available volumes in the *Springer Series on Medical Education*; and the newest edition of the *Encyclopaedia Britannica*. In addition, a special effort was made to enhance and update the Library's reference collection and to purchase books of practical interest to students, such as clinical handbooks, question-and-answer review books, and care plan books.

Audiovisuals. For the first time in several years, the Library made some significant additions to its non-print collection. One major purchase was a two-year \$1900 subscription to the bi-monthly series of clinically-oriented videotapes distributed by the Network for Continuing Medical Education. Another major purchase was the complete \$3,200 *Guides to Dissection* series consisting of 43 videotapes demonstrating dissection of all major areas of the human body. Funds for the latter came out of the Library's special income account.

CD-ROMs. All four of the CD-ROM databases purchased by the Library in FY 1994/95 were the full-text counterparts to printed books: *Drug Information Fulltext*

contains the complete contents of two pharmaceutical reference books published by the American Hospital Formulary Service; *Physicians GenRx* contains the complete contents of the drug information text of the same name as well as the Merck Manual; *MAXX: Maximum Access to Diagnosis and Therapy* contains the full text of over 20 "Spiral Manuals" and handbooks published by Little, Brown, & Company, in addition to volume 1 of the U.S. Pharmacopeial Convention Dispensing Information (USP-DI); and *Britannica CD* contains the entire text of the 1994 edition of the *Encyclopaedia Britannica* (excluding graphics). Funds for *Physicians GenRx* and *MAXX* (\$1,900) came out of the Library's special income account. While three of the four titles purchased were network versions, only one (*DIF*) was actually accessible to patrons by the end of FY 1994/95 due to unexplainable delays on the part of the Department of Information Systems in loading the databases on the campus network.

- **Workflow**

Two developments in particular served to streamline and improve the order-processing workflow in FY 1994/95: 1) new types of standing orders were established with the Library's major book (and journal) vendors which eliminated the need to submit separate purchase requests for each order and subsequent invoices; and 2) the acquisitions module of Library's integrated automated system was implemented, which simplified order placement, expense-tracking, and collection development statistical compilations. Implementation of the module also proved beneficial to Library users as well since information about on-order and in-process materials now displays in OSLER.

- **Conspectus Project**

Preparatory work was begun on the OHIOLINK Conspectus Project, a major collection analysis project which will eventually result in the compilation of qualitative evaluative data on the subject strengths of all libraries in the OHIOLINK system. Data on the first three areas under review (music, business, and physics) are due in October 1995. Intense work on the project will not commence until the basic and health sciences areas are slated for review.

Collection Maintenance

At the end of FY 1994/95, about a third of the book collection had been reviewed as part of the major weeding/reorganization project which had begun in the last quarter of the previous fiscal year. About 2,900 books deemed out-of-scope or outdated and of no inherent or historical value were removed from the collection. In addition, as sections of the stacks were weeded, the shelves were adjusted to accommodate interfiling of the "oversize" collection, which had become unnecessarily large (i.e., voluminous) due to previous non-standard cataloging and shelving practices.

Cataloging

Cataloging productivity (but not costs!) increased dramatically in FY 1994/95 due to a stabilized workflow, an efficient and experienced staff, and a "push" to get priority projects completed. Resulting benefits to Library users included improved access to the collection and a better quality catalog.

- **Statistics**

A total of 3, 221 book, non-print items, and course reserve reprints were cataloged or recataloged in FY 1994/95, an increase almost 100% from the previous fiscal year. A total of 2,964 items were "un-cataloged" (i.e., removed from the collection and discarded), an increase of almost 150% from the previous fiscal year. The cost for OCLC access and services related to cataloging (actually acquisitions/ cataloging) remained the same as the previous year -- approximately \$10,000 -- despite the increase in cataloging activities. Elimination of catalog card orders, elimination of terminal maintenance agreements, and more efficient use of the database by the Bibliographic Control staff helped keep costs stable. Overall, the total amount spent on all OCLC-related services, including acquisitions/ cataloging, serials control, and interlibrary loan, decreased from \$19,300 in FY 1993/94 to \$17,100 in FY 1994/95.

- **Projects**

Work on a number of major projects was (somehow!) fitted in between the new cataloging activities during FY 1994/95, including "clean-up" of many problems leftover from the original book collection barcoding project and the following recataloging projects:

MCO Theses & Dissertations. Work on recataloging the nearly 300 MCO theses and dissertations in the Library's collection was about three-quarters complete by the end of FY 1994/95. The call numbers of each are being changed so that the items will appear together in the book stacks in order by type of degree and year written. Previously, they were assigned classification numbers based on subject (not form) and were thus scattered throughout the collection. The new call numbering scheme will enable current graduate students to quickly locate "samples" of their predecessors' works. The individual bibliographic records for each item are being retained in the catalog, but all are being enhanced, improved, and/or corrected.

AIDS Books, Nursing Books. Release of the new edition of the National Library of Medicine's classification scheme in January 1995 prompted reclassification of about 150 books in two heavily utilized areas of the collection, acquired immunodeficiency syndrome and nursing diagnosis. Thus, materials in these areas which were acquired before revision of the call numbering scheme will appear together on the shelves with items added to the collection after the revision. In another project involving nursing books, the OSLE records of about 125 National League for Nursing publications

were reviewed and edited for consistency. In addition, about 50 previously uncataloged NLN items were cataloged and added to the book collection.

Other Series. A total of about 150 items in the following series were also pulled from the shelves and recataloged in FY 1995/95 to facilitate access and use: **Atlas of Tumor Pathology**; **Handbook of Clinical Neurology**; and the **Ciba Collection of Medical Illustrations** slide sets.

Serials

The Library's serials budget remained the same in FY 1994/95 as in the previous fiscal year, which translated into a decreased number of current titles due to inflation. Serials holdings, status, usage, and order data became more accessible and consolidated as serials control became more-computer based. Steady bindery shipments continued to help improve the condition of the journal stacks.

- **Cost & Number of Subscriptions**

The Library spent \$454,937 on journal subscriptions, just slightly more (+0.06%) than the previous fiscal year. While the budget remained static, the cost of journals did not: the average cost per title for academic medical libraries increased 7.0% in 1994 and 10.5% in 1995. (Between 1991 and 1995, the average cost per title increased a total of 43.5%!) Thus, to offset inflation, the Library was forced to cut the number of its current subscriptions, which fell from 1,277 in FY 1993/94 to 1,188 in FY 1994/95. See table directly below for totals and comparisons, and charts at the end of this section.

COST & NUMBER OF JOURNAL SUBSCRIPTIONS

	FY 1994/95	FY 1993/94	% Change
EXPENDITURES	\$454,937	\$452,101	+0.6%
NO. OF TITLES	1,191	1,278	-6.8%
Free	3	1	+200.0%
Added	14	11	+9.1%
Cancelled	89	0	NA
Discontinued*	15	4	+275.0%
Total Paid Titles	1,188	1,277	-7.0%

* No longer published

Between FY 1988/89 and FY 1994/95, the total amount spent by the Library on serials increased \$83,362 (22.4%). However, the average cost per title increased by about 10% a year; thus, the total number of subscriptions that the Library could afford in FY 1994/95 decreased by 897 (-42.9%). See tables directly below for annual totals and changes. Also, see graphs in the **Journal Budget vs. Inflation** chart..

JOURNAL EXPENDITURES, 1989-1995		
FISCAL YEAR	AMOUNT SPENT	PERCENT CHANGE
1988/89	\$371,575	
1989/90	\$408,060	+9.8%
1990/91	\$458,839	+12.4%
1991/92	\$454,381	-1.0%
1991/93	\$426,852	-6.1%
1993/94	\$452,101	+5.9%
1994/95	\$454,937	+0.6%
NET CHANGE	+\$83,362	+22.4%

NUMBER OF PAID JOURNAL SUBSCRIPTIONS, 1989-1995		
FISCAL YEAR	NO. OF TITLES	PERCENT CHANGE
1988/89	2,082	
1989/90	1,787	-14.2%
1990/91	1,958	+9.6%
1991/92	1,810	-7.6%
1991/93	1,258	-30.5%
1993/94	1,277	+1.5%
1994/95	1,188	-7.0%
NET CHANGE	-894	-42.9%

- **Titles Cancelled**

The Library cancelled 89 serial titles, effective with the calendar year 1995. Subscriptions to its two bibliographic CD-ROM databases -- *Healthplan* and *Nursing & Allied Health* -- were not renewed because versions of both had become available via OHIOLINK. In addition, the following titles were selected for cancellation after consulting citation analysis data, faculty members, and the Library Advisory Committee:

Accident Analysis & Prevention
Acta Anatomica
Acta Chirurgica Belgica
Acta Cytologica
Acta Neurochirurgica
Acta Veterinaria Scandinavica
Advances in Enzyme Regulation
Advances in Oto-Rhino-Laryngology
Advances in X-Ray Analysis
AIDS Bibliography
American Journal of Chinese Medicine
American Journal of Clinical Hypnosis
American Journal of Orthodontics and Dentofacial Orthopedics
American Journal of Tropical Medicine & Hygiene
Annales Espanoles de Pediatria
Andrologia
Annals of the Entomological Society of America
Archives Internationales de Physiologie de Biochimie et de Biophysique
Australian Health Review
Bibliography of Reproduction
Biosystems
British Journal for the History of Science
Canadian Veterinary Journal
Clef Palate-Craniofacial Journal
Clinical Linguistics & Phonetics
Clinical Neurology & Neurosurgery
Clinics in Developmental Medicine
Collection Management
Current Bibliographies in Medicine
Current Topics in Bioenergetics
Current Topics in Developmental Biology
Ecotoxicology & Environmental Safety
European Archives of Biology
European Surgical Research

Experimental & Molecular Pathology
FEBS Letters
Forensic Science International
Forthcoming Books in Print
Generations
Health Sciences Serials
Health PAC Bulletin
Immunology & Allergy Clinics of North America
Investigative Radiology
Japanese Journal of Psychiatry & Neurology
Journal of Audiovisual Media in Medicine
Journal of Biosocial Science
Journal of Experimental Child Psychology
Journal of Experimental Social Psychology
Journal of Mammalogy
Journal of Morphology
Journal of Musculoskeletal Medicine
Journal of Sex & Marital Therapy
Journal of the Acoustical Society of American
Journal of the American College of Dentists
Journal of the American Society for Psychical Research
Journal of Wildlife Diseases
Kansas Nurse
Kidney
Linguistics & Language Behavior Abstracts
Medical Economics
Medical Hypotheses
Microbial Ecology
Military Medicine
National Library of Medicine Audiovisuals Catalog
Neoplasma
Optometry & Visual Science
P & T / Pharmacy & Therapeutics
Pharmacologist
Pharmatherapeutica
Preparative Biochemistry
Progress in Psychobiology & Physiological Psychology
Psychotherapy & Psychosomatics
Rheumatology / The Interdisciplinary Concept
Russian Journal of Developmental Biology
Scottish Medical Journal
Separation Science & Technology
Social Security Bulletin
Sociological Spectrum

Surgical & Radiological Anatomy
Surgical Rounds
Topics in Clinical Nutrition
Veterinary Parasitology
World Medical Journal

- **Titles Added**

The following new journal titles were added after analysis of interlibrary loan data, collection weaknesses, and faculty recommendations:

Archives of Family Medicine
Birth
Child's Nervous System
Critical Care Nursing Clinics of North America
Current Opinion in Critical Care
Journal of Community Health Nursing
Journal of Pediatric Health Care
Journal of Peptide Science
Journal of Transcultural Nursing
Molecular Endocrinology
Nature Genetics
Nursing Standard
Orthopaedic Nursing
Public Health Nursing

- **Serials Control & Processing**

Barcoding. Beginning in July 1994, all journal issues were barcoded upon check-in to facilitate future computer-based usage studies of the journal collection. The first such study (of current issues only) was conducted by the Circulation Department in early 1995. Although limited, the results of the study will be considered when deciding which journals to renew and cancel in FY 1995/96.

Data Enhancement & Consolidation. The OSLER bibliographic records for all 1,200 currently received journals titles were replaced with updated, more complete versions in early 1995. Staff also began keying retrospective holdings statements onto check-in records for all currently received titles which (when completed for all titles owned) will eventually eliminate the need to consult printed holdings lists. Unfortunately, this project proceeded slower than anticipated due to incomplete and/or inaccurate information in the printed holding list sources. Order records for all currently received serials were also created in preparation for the next fiscal year when serial orders and expenditures will be incorporated into the acquisitions module. In addition, vendor title number were scanned onto all appropriate check-in and order records to facilitate claiming and future electronic invoice posting.

- **Bindery**

The Library spent \$16,384 binding 2,560 journal volumes in FY 1994/95, over twice what was spent in the previous fiscal year. The increase was due to more volumes bound, not an increased price per volume. While progress was clearly made "plowing through" the backlog of unbound journals which had accumulated during the severe budget crunch years of the early 1990's, eliminating the backlog remained problematic, particularly since those loose issues just keep coming! In addition, the decision to barcode newly bound volumes and utilization of the automated system's bindery-processing functions in 1995 slowed down the workflow down because each added more steps to the binding process. However, use of the system's bindery function made bindery status information available to all catalog users.

- **Retraction Project**

During the last half of FY 1994/95, work was completed on a project which involved retrieving the original copy of nearly 500 articles published in MEDLINE-indexed journals dating back to 1966 in the Library's collection, stamping the first page with a retraction notice, and supplying the retraction citation. Monthly updates to the MEDLINE database will be checked for any subsequent retractions.

Goals for FY 1995/96

- Incorporate serial orders and expenditures into the online acquisitions module.
- Coordinate barcoding of pre-1970 journals in preparation for removal to off-site storage.
- Continue to enhance and consolidate data on OSLER serials records and input holdings for at least half of all titles in the Library's collection.
- Complete weeding and reorganization of book collection.
- Draft a collection development policy.
- Continue to monitor and improve the quality of the cataloging records in OSLER.
- Continue to enhance the relevance and usefulness of the print and non-print collections through appropriate additions.

COLLECTION DATA

COLLECTION COSTS

	FY 1994/95 TOTALS	FY 1993/94 TOTALS	FY 1994/95 AVERAGES	FY1993/94 AVERAGES
Books*	\$33,099	\$51,500	\$109.96	\$93.46
Audiovisuals*	\$5,201	\$0	\$52.61	NA
CD-ROMs*	\$4,553	\$1,500	\$1,138.25	\$1,500.00
Journal Subscriptions	\$454,937	\$452,101	\$366.11	\$354.03
Binding	\$16,384	\$8,000	\$6.40	\$6.39
TOTALS:	\$514,174	\$513,101		

* Does not include cataloging costs

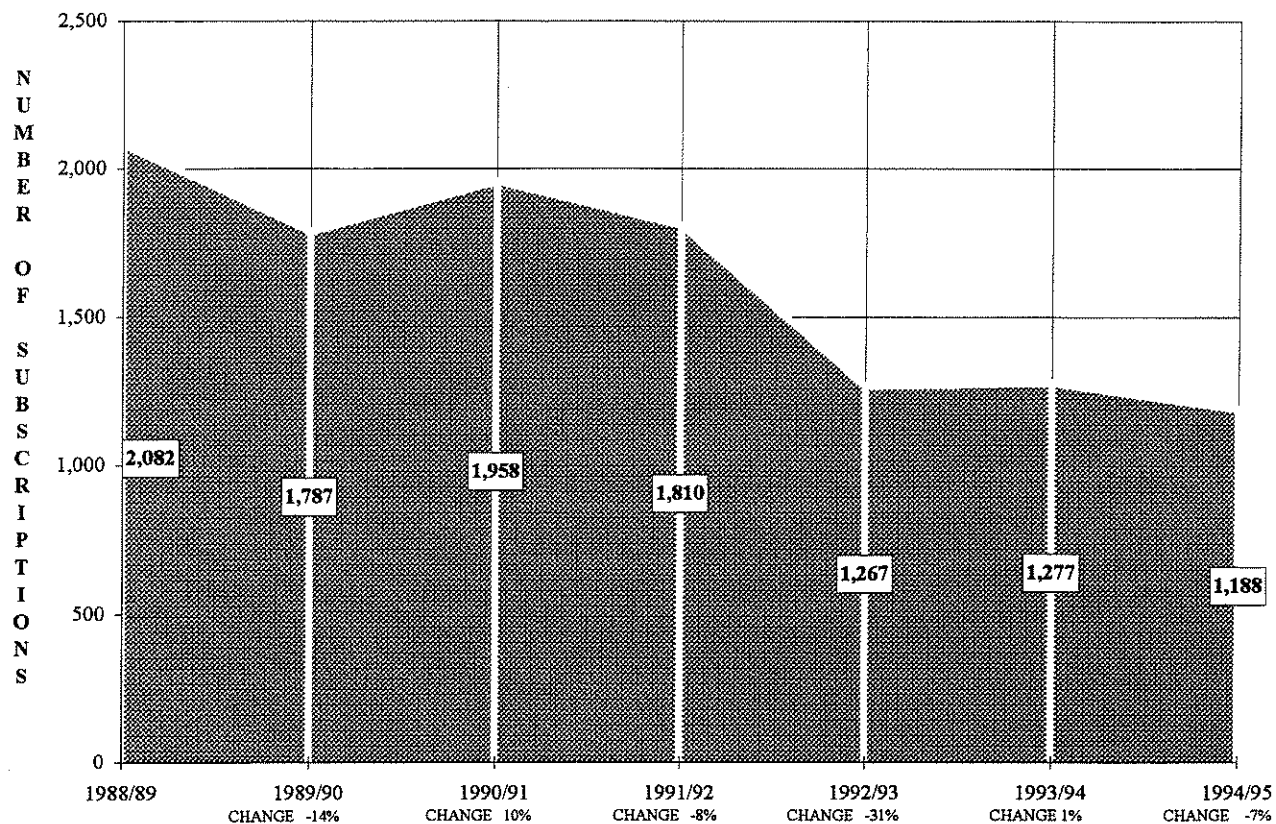
COLLECTION SIZE

	FY 1994/95	FY 1993/94	% CHANGE
BOOKS	33,397	34,721	-3.8%
AUDIOVISUALS	137	21	+552.8%
CD-ROMS	4	3	+33.3%
JOURNALS			
<i>Total Subscriptions</i>	<i>1,191</i>	<i>1,278</i>	<i>-6.8%</i>
Total Volumes*	79,810	77,250	+3.3%
TOTAL VOLUMES:	113,348	111,995	-1.2%

*Estimated

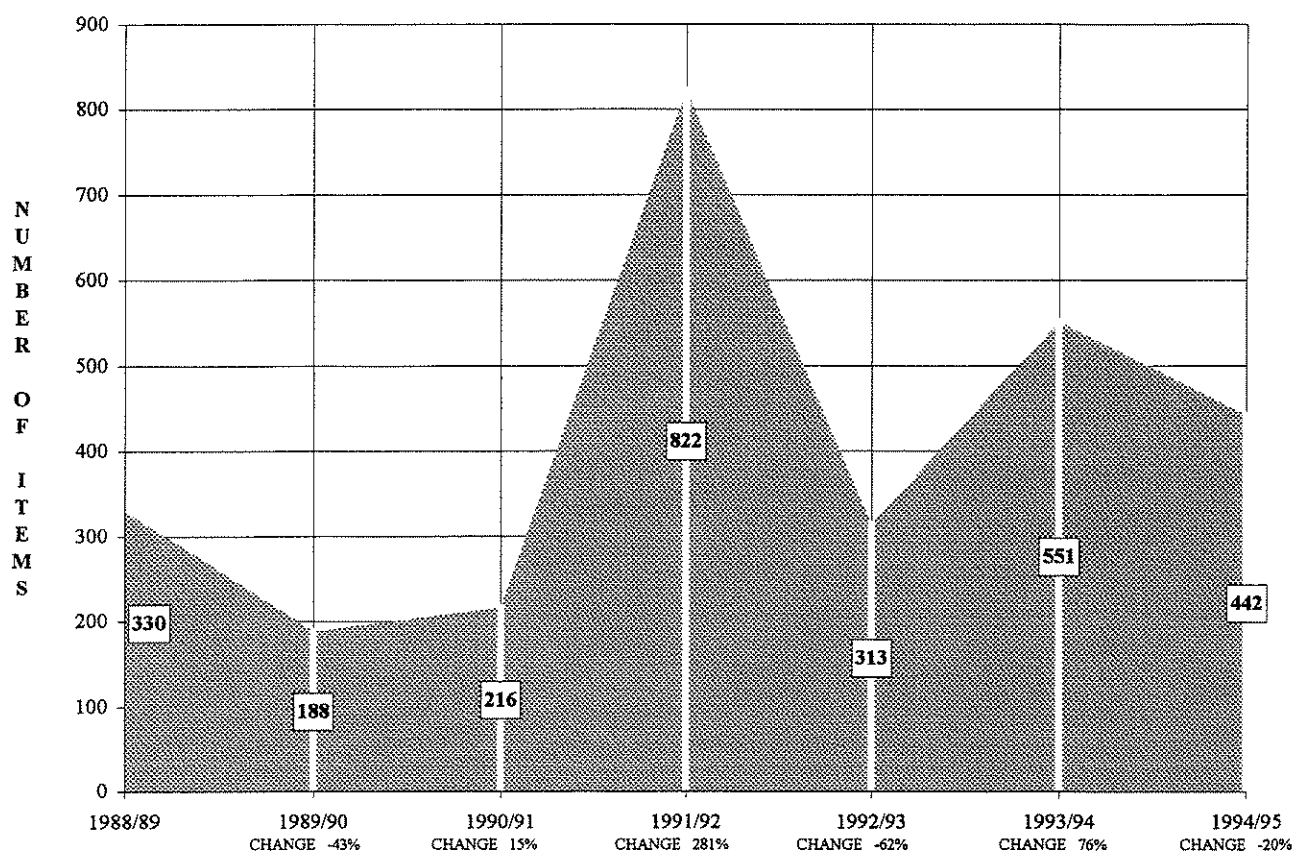
JOURNAL SUBSCRIPTIONS (PAID)

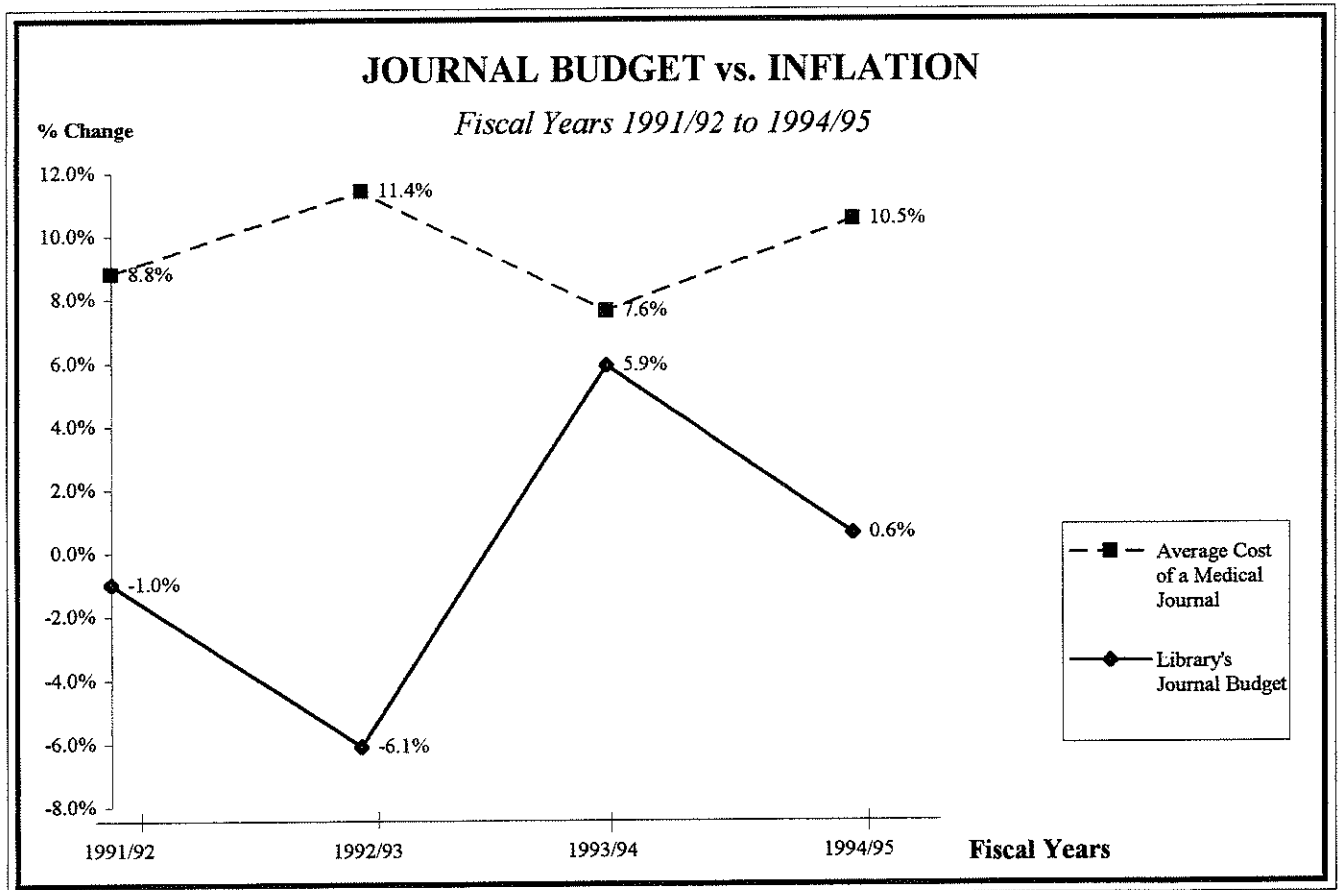
LAST 7 FISCAL YEARS



BOOKS & AUDIOVISUALS (PURCHASED)

LAST 7 FISCAL YEARS





JOURNAL BUDGET vs. INFLATION				
FISCAL YEARS 1991/92 TO 1994/95				
	1991/92	1992/93	1993/94	1994/95
% Change - Average Cost per Title	8.8%	11.4%	7.6%	10.5%
% Change - Library's Journal Budget	-1.0%	-6.1%	5.9%	0.6%

Computer Services

COMPUTER SERVICES

James F. Garrett, Computer Services Librarian

Fiscal year 1994/95 continued the trend toward providing more computer resources to library users, despite another sharp decline in computer purchases. OhioLINK still dominates the electronic vista, but the library is making visible (if not always successful) efforts toward providing a varied selection of local offerings.

OSLER

Security became a statewide concern this past year when hackers succeeded in breaking into an OhioLINK library computer. Mulford Library undertook an immediate review of existing safeguards and identified several vulnerable areas. The challenge was to find a way to plug any holes in security without unduly inconveniencing our users.

The solution came in changing how our patrons connect to OSLER. The library system is designed to take advantage of standard Internet conventions, but most campus users were connecting through LAT, another networking protocol. The LAT approach required an open prompt on OSLER, which is also an open invitation to would-be computer vandals. By asking our campus patrons to connect through a simple telnet procedure, the open prompt was eliminated, along with many of our security problems.

As an added bonus, this change allowed the library to offer modem access once again for MCO patrons. Stringent licensing agreements with database vendors had required the library to restrict access to affiliated patrons only. Because there had been no effective way to monitor dialup usage, modem access to OSLER was discontinued. By switching to an Internet approach, it became possible to stop unaffiliated users from connecting to OSLER while still providing a complete range of services to MCO patrons.

This fiscal year also included the introduction of six health sciences databases to OhioLINK patrons. Central Site statistics show that these databases, and Medline in particular, continue to be among the most used of all available OhioLINK resources. Use of the health sciences databases was at first compromised by frustrating software problems that defied all remedies, but the problems have finally been resolved and the system appears to be stable.

In addition, OhioLINK has added numerous other databases and library catalogs, bringing the total to 26 citation databases and 20 member-library catalogs. The databases will probably become even more popular at MCO this next year as we begin participation in the PowerPages project, which will allow patrons to order hardcopy articles directly from selected citation databases.

Computer Equipment

Only a few pieces of computer equipment were added for public use this year.

- On the fourth floor, a DEC terminal was placed in the reference area by the back elevators and at the circulation desk.
- Three DEC terminals were added to the work area by the old card catalog on the fifth floor, and another was placed near the arboretum.
- Two additional PCs were put at the top of the stairs on the fifth floor near the current journals.

As of FY 94/95 there are 12 terminals, nine microcomputers and four dot-matrix printers available to library patrons. In addition, two microcomputers and a laserjet printer are set aside for patrons with computer needs not related to library resources.

Four microcomputers were purchased for staff use last year: three 486 PCs and a Macintosh PowerPC. Another networked laserjet printer was also added to the fourth floor because of the concentration of desktop computers. Staff computer equipment now includes 22 microcomputers, four networked laserjets, and an assortment of dot-matrix and inkjet printers.

Computer purchases dropped 58 percent over the previous year and more than 75 percent from FY 92/93. With the continued decline in computer purchases, much of the existing equipment is more than three years old and as a result is increasingly vulnerable to breakdowns and obsolescence. The largest concentration of older equipment is found in the equipment used by library patrons, where virtually every machine is three to five years old. It is imperative that replacement costs be built in to the FY 95/96 budget to prevent the inevitable crisis that occurs when mission-critical equipment fails.

Ongoing Projects

World-Wide Web -- The library added its presence to the World-Wide Web this past fiscal year. Computer Services was primarily responsible for design and implementation of the Web pages, while the library's Reference and Research Services took primary responsibility for deciding which external links to include. In addition to an extensive listing of health sciences-related sites, the library's pages include images of medical devices taken from the library's realia collection and an online version of the library newsletter. The pages will be redesigned this year to take advantage of the increasing sophistication of Web browsers (and to meet the increasing expectations of Web users).

Medical Electives Database -- Preliminary work on the medical electives database project has been completed. Computer Services provided technical support and acted as

liaison with Innovative Interfaces, Inc., in the design of the database structure, menus, indexes and supporting files. MCO and participating OhioLINK institutions are now entering the data that will provide information on all medical course electives throughout Ohio. The project is being coordinated by George Nowacek, director of Educational Research and Development, Office of Medical Education.

CD-ROM Databases -- On a less positive note, the library has been largely unsuccessful in working with Information Systems in providing local databases to the MCO community. A seven-drive CD-ROM tower sits nearly idle two years after being purchased. Only one CD-ROM database is currently available on MConet, and until recently that database could only be accessed in the library. Because the library has been unable to penetrate IS's list of priorities, alternative methods of presenting CD-ROM databases are being considered.

Regional Cooperative Library Warehouse -- Computer Services represented Mulford Library on the design committee for the Regional Cooperative Library Warehouse, a state-funded project to benefit Bowling Green State University, University of Toledo and MCO. The committee was dissolved with the conclusion of the design phase, but Computer Services continued as an ad hoc member of the screening committee for the newly created position of warehouse manager. Groundbreaking took place December 9, 1994, and completion is scheduled for spring of 1996.

Internet Classes -- Computer Services acted as backup instructor for all Internet classes, offered as a joint project by the library and Information Systems.

Online Tutorials -- The library has purchased software to assist in the design of online tutorials. These tutorials will be available for patrons who prefer to learn independently or who need assistance in using online resources after normal business hours. A prototype has been developed to test for suitability, and the tutorials are expected to be developed and made available throughout this fiscal year.

Computer Software/Equipment Purchased FY 1994/95

ITEM	QTY	UNIT PRICE	EXTENDED PRICE
Software			
IBM AV	5	59.95	299.75
Demoit!	1	199.00	199.00
QuickBooks	3	59.95	179.85
Symantic AV for Mac	2	39.95	79.90
Subtotal			758.50
Computers			
PowerPC Mac 7100/66	1	3251.30	3,251.30
Gateway 4DX-33	2	1520.00	3,040.00
DEC 6-pack	1	2070.00	2,070.00
Gateway 4DX2-66	1	1915.00	1,915.00
Subtotal			10,276.30
Printers			
HP Laserjet 4M Plus	1	1849.00	1,849.00
StyleWriter II	2	278.74	557.48
Epson dot-matrix	2	235.00	470.00
Subtotal			2,876.48
Miscellaneous			
SIMM, 4MB	14	174.90	2,448.60
SIMM, 8MB	4	375.00	1500.00
Barcode reader	2	532.00	1064.00
Anti-glare filters	18	29.60	532.80
Surge suppressors	3	95.00	285.00
Laptop Ethernet connector	1	260.00	260.00
2400 modem	2	69.00	138.00
Epson serial interface board	2	61.60	123.20
Video card	1	107.43	107.43
OCLC cable	1	45.00	45.00
OCLC adapter	1	25.00	25.00
Subtotal			6,529.03
Total			20,440.31

Computer Learning Resource Center

COMPUTER LEARNING RESOURCE CENTER

Jerome A. Levin, Ph.D., Director
Jeffrey A. Jablonski, Ph.D., Assistant Director
Ruth Jacobs, Computer Lab Technician
Ann Trinchero, M.Ed., Clerical Assistant

This is a report for the eighth year that the Computer Learning Resource Center (CLRC) has been in operation. This was a very challenging and difficult year for the staff of the CLRC. There were several significant changes in the operation of the CLRC during this year and some major renovations and equipment problems.

During this year, the CLRC staff met with the Library Director on several occasions to plan the further integration of the CLRC into the Library. This has resulted in a major change in our approach to teaching our students about information technology. These changes will be implemented in the coming academic year.

Formal Educational Programs in the CLRC

The formal courses taught this year in the CLRC were managed as they have been in the past. The students received a classroom demonstration of the software for each lesson and then they are assigned to practice working with the software in the CLRC. When the students feel competent with the basic operation of the software, they take a proficiency test which requires them to perform some basic operations with the software and turn in a completed assignment. These tests were administered on demand and the students had to pass the test within three tries.

a. Computer Applications in Medicine - First Year Medical Students

This was the seventh medical student class that was required to pass proficiency tests in: 1) word processing, 2) searching the MEDLINE database and 3) either illustration graphics or a spreadsheet with its graphics capabilities. Students participating in the Prematriculation program were able to complete this requirement during the summer. However, most of the students take these tests during Winter quarter because that is when their deadlines occur. For this year's entering class of medical students, the CLRC staff administered 513 proficiency tests to 144 students over the period of time from July, 1993 until present.

b. Introduction to Medical Decision Making - Second Year Medical Students

This year the course director of the Medical Decision Making course decided to eliminate any requirement for the students to work with any computer software.

c. Computers in Medicine - Fourth Year Medical Students

This course is a two to four week elective clerkship for fourth year medical students. This course was taken by two students this year. The students create their own specific learning

objectives when they begin the course and then work in the CLRC to learn to use computer applications for specific health-care-related purposes which serve their educational needs and their career goals.

d. Medical Informatics - Fourth Year Medical Students

This is a four week elective for fourth year medical students who have considerable experience in computer programming or application development. The students design their own project and work on it at MCO or at an off-campus site with MCO approval. This past year, there were no students enrolled in this elective.

e. Computer Applications in Biomedical Research - Doctoral Students

During the summer of 1994, we had 32 Ph.D. students enrolled in this course. Over the 10 weeks of this course, the students work with different applications and their use in support of biomedical research. They also view the ways that different faculty use special computer applications in their research. For this course this year, the CLRC staff administered 198 proficiency tests. At the end of the course, the students are required to use what they have learned to prepare a poster presentation on a previously published research paper.

f. Physical Therapy Students

During their Junior year, the physical therapy students are required to pass a proficiency test on word processing and another test on searching the MEDLINE database. During this academic year, 95 proficiency tests were administered to 40 students.

g. Nursing Students

In the spring quarter, Rosemary Kahle (School of Nursing) and Dr. Levin offer a ten week elective for senior nursing students entitled "Computer Trends in Nursing and Health Care." The students learn to use several different types of programs on both Macintosh and IBM-compatible computers. They also visit St. Luke's Hospital for a demonstration of their bedside computer system for nursing data. The students prepare a poster presentation on a published paper using the computer skills they had learned and present these posters for the Nursing faculty. There were 12 students enrolled in this course this year.

In addition, the Junior Nursing students are required to pass a proficiency test on word processing during the Fall quarter as part of a required course "Nursing Technology." The CLRC staff administers these proficiency tests and Rosemary Kahle is responsible for grading them.

h. Statistics Courses for Graduate School

The CLRC staff provides support for faculty who are teaching statistics courses using software in the CLRC. This involves considerable technical support for the faculty who are teaching the course to make sure that everything is set up properly for the classes and providing classroom demonstrations of the software. Furthermore, our staff must provide user support for the students taking the classes since the students come to the CLRC to

work on the exercises whenever it is convenient for them and the faculty teaching the classes can not be present at all times. Cheryl Bourginon (School of Nursing) teaches an introductory statistics class for about 40 students in the fall quarter and an advanced class for about 15 students in the spring.

i. Summary

In summary, the CLRC staff taught a series of courses and required exercises within other courses which provide basic training in the use of computer applications for all MCO students. In the past year, the CLRC staff provided this training for 221 students. For these four courses, we administered 809 proficiency tests during the past year.

The following table summarizes these course offerings:

Student Class	No. of Applic. ^a	No. of Students ^b	No. of Tests ^c	Fall Qtr	Win. Qtr	Spr. Qtr	Sum. Qtr
First Year Med.	3	144	513	↔	↔		↔
Fourth Year Med.	variable	2		↔	↔	↔	↔
Ph.D. students	6 +	32	198				↔
P.T. Students	2	43	102	↔			
BSN Students	1	150		↔			
BSN elective	6 +	12				↔	
Intro. Statistics ^d	1	40		↔			
Adv. Statistics ^d	1	15				↔	

^a The number of different types of computer programs that the students are required to learn to use.

^b The number of students participating in the class during 1994-95.

^c The total number of proficiency tests administered during 1994-95.

^d These courses are taught by Cheryl Bourginon (School of Nursing) and supported by the CLRC staff.

This represents a tremendous teaching load and substantial contribution to the academic community at MCO and it is all accomplished (along with a lot of other functions described below) by four full-time people. Providing support for all of these classes is the most important activity that we do in the CLRC and takes up the greatest proportion of our time.

Other Activities in the CLRC

a. Strategic Planning for the CLRC

During this year, the CLRC staff met with the librarian on four occasions to review what we were doing with our educational programs and to determine whether there might not be a better way to accomplish the same educational goals. This review was initiated because we had come to question the value of the proficiency testing because on occasion a student would pass one of the tests and then come in the next week and be unable to do some of the things that were part of the test. It appeared as if they were memorizing a set of steps without gaining any understanding of what they were doing and without really learning anything.

We began our review by identifying the amount of time devoted to various tasks. We were somewhat surprised to discover that over half of our staff time was spent in basic tasks that well over half of our staff time was spent in activities which could not be eliminated or cut back if we are to keep the CLRC open, e.g., staffing the help desk, maintaining the computers and software, etc. The item which consumed the greatest amount of our staff time and which could be decreased was the administration, grading and reporting results for the student proficiency tests. This further supported examination of whether this was the best way to accomplish our educational goals.

After several hours of discussion and consideration of several alternatives, we decided that the best option was to eliminate the proficiency testing for all students except graduate students. This would mean that Computer Applications in Medicine course for medical students would be eliminated and dropped as a required course for these students. The proficiency testing which was currently included as part of the courses for Nursing and Physical Therapy students would be dropped.

In place of this proficiency testing, we planned to offer these students a series of regularly scheduled, voluntary participation hands-on workshops dealing with various types of software and their specific uses. These workshops will be scheduled at a time that is convenient for the intended students and repeated on a regular monthly basis. At the current time, we are planning to offer 10 different workshops on various topics and the schedule will be modified according to the needs of the student body as reflected by their attendance at these workshops and their comments. We felt that this strategy would make it easier and less pressured for students who *wanted* to learn about information technology. This approach would not create any learning for students who did not want to learn, but it appeared that these students were not learning very much anyway even if they did pass a proficiency test.

This plan was presented to the School of Medicine Dean's Staff and approved. The plan was then presented at the medical school Curriculum Committee and, after much discussion, was disapproved. This Committee voted to retain the present courses with proficiency testing. When this report was submitted back to the VPAA, he decided that he

could not support the staffing required to maintain the proficiency testing and so it was eliminated.

b. Conversion to OhioLINK MEDLINE

This is the first year that all of our classes were taught using the new OhioLINK version of the MEDLINE database. Although there have been some technical problems from time to time, the system has been well accepted by most patrons.

Dr. Levin developed a self-instructional workbook so that the students could work through a series of guided exercises to learn the basic features of this system. The workbook was used by most of the first year medical students and was well received.

c. Software/Hardware Updates

During the past year, the CLRC staff had an extremely difficult time because of a large number of equipment failures. We began this report year with eleven Macintosh computers (out of a total of 20) that were at least eight years old. That is very old for computer equipment, especially when it is used for over 12 hours a day in a laboratory environment. We have been trying, unsuccessfully, to obtain new replacements for these computers for several years. During the first few months of this year, most of these computers stopped working. Dr. Jablonski spent most of his time trying to do basic repairs on these computers to keep them working. By taking some major components from two computers which are not working, he was often able to get one computer which did work, for a while any way.

The students became *very* frustrated with this situation and complained excessively to the CLRC staff when they were repeatedly unable to find a working computer available in the CLRC. Some students became verbally abusive of the staff when they were unable to complete class assignments because they couldn't get to use the computers. During this time, Dr. Levin made several unsuccessful appeals to the administration to provide funds to replace the broken computers. Finally, the students complained to the administration. When 150 first year medical students signed a petition regarding the equipment needs in the CLRC, money was provided to purchase 11 new Macintosh computers for student use. They were installed in the CLRC as quickly as they arrived and have, temporarily, averted the serious problem that had developed. It should be noted that the CLRC is now operating with 11 Mac computers that are at least five years old and unless MCO adopts a new policy which guarantees an annual budget for replacement of outdated computers, this problem will continue to occur every few years, creating much stress and frustration.

The new version of Microsoft Office, which includes the new versions of Microsoft Word, Excel and PowerPoint, was obtained this year. This software was installed on all computers in the CLRC with the exception of the oldest Macintoshes which will not run this newest version of the software. All of the Macintosh and IBM computers in the CLRC have now been setup to access the OhioLINK system for searching library card catalogs, literature databases and other resources. In addition, all the CLRC computers now have full access to the Internet.

d. Space Renovations

The space in the northeast corner of the sixth floor mezzanine was renovated to provide a classroom for computer training workshops and a space for additional patrons to use IBM computers. Previously, it was used as storage space for library materials. During the year, the space was renovated by the addition of a drop ceiling, new lighting, additional electric outlets and full network connectivity. New carpeting and simple tables and chairs were installed. A dozen new IBM computers were purchased and installed in this lab.

This space was renovated for the National Board CBX trial (details below). It has also been used for various classes as part of the Nursing elective course and Computer Applications in Biomedical Research for Graduate Students. Additional isolated training workshops have been held in this room and this will be the location for the student workshops that will given next academic year.

e. Exam Grading Support

The CLRC continues to provide faculty and staff with access to the hardware, software and scanning forms used for grading all multiple choice examinations generated on campus. Late in the Spring, several faculty and staff indicated that they needed to be trained to use this exam grading software so Dr. Levin made arrangements to conduct a training workshop this Summer.

f. Loaning Equipment

The CLRC is continuing to loan portable notebook computers to faculty who need them for working off campus. They also loan our computer projection equipment for faculty who need to make a group demonstration of a software product or present a seminar with computer generated slides. The all-in-one projector is only available for use on campus.

g. Support for Users in the CLRC

One of the most important functions that the CLRC staff provides is the regular one-on-one support for users who come to the CLRC. Some of these users have never used a computer before and they may have some fairly sophisticated needs. We also have some special equipment such as a color printer, a film printer and a graphics scanner and most of our patrons require considerable assistance to learn to use these properly.

There are some special needs or certain faculty and staff that have taken a fair amount of our time for support. For example for the last five years, Dr. Levin has provided support to the Department of Nursing Resources for developing and maintaining a database of nursing staff in MCH and records of the trainings that they are required to attend on a regular basis. Dr. Jablonski has helped Jim Markland in preparing tests and teaching materials for the BLS and ACLS trainings and has helped many faculty and students with statistical consultation services.

h. Maintaining the Hardware and Software in the CLRC

Some of our time is spent repairing equipment. Many of our computers are over five years old and are showing the effects of heavy usage. Budget constraints have prevented us

from replacing this equipment or sending it out for repair until we are sure that we can not fix it ourselves.

Maintaining our software is another timely, but necessary activity. It takes a considerable amount of time to keep up with the constant advances of microcomputer software. We regularly pay attention to articles in trade journals, magazines, and Internet discussions about microcomputer software and especially software for educational purposes. This information allows us to make more intelligent decisions about what we should purchase and what can aid us in achieving our goals. Although our patrons are frequently frustrated by having to learn the features of a new piece of software, the constant upgrading of both hardware and software make it essential for us to keep up with the latest technologies.

i. Obtaining and Maintaining Educational Software for Other Courses

The CLRC staff obtains educational software and makes it available to help our students learn material for various courses. This requires collaboration between the CLRC staff and faculty in other departments to assess the content of these programs. This past year, we sponsored a two-day workshop by Keyboard Publishing, the major publisher of commercial medical education software. Twenty-seven faculty attended these sessions and many were very interested in the availability of this software. However, recent budget constraints have prevented us from purchasing any additional educational software.

j. Administering the Higher Education Purchase Plan

MCO has a contract with Apple Computer which provides a substantial discount for institutional and personal purchases of Macintosh computers. This plan supports the long term goal of having all students own a computer and using this technology as the primary form of information exchange and teaching. Supervising this plan requires a considerable amount of time from the CLRC staff for counseling potential purchasers, preparing and updating price lists and keeping current on the features of the available equipment. This plan allows us to purchase single units of new computers at drastically reduced prices which has decreased the cost purchasing hardware for the CLRC.

k. Support for Dean's Letters

Dr. Levin worked with 10 fourth year medical students to assist them in writing their Dean's letters and the CLRC staff was heavily involved in helping the students with the word processing software and showing them how to use the FREIDA database to select their list of residency programs they are interested in.

l. Computerized Syllabus Project

During the summer of 1994, Dr. Levin worked with two MCO students to develop a computerized version of the course syllabi for the major courses in the second year of medical school. This software was developed from all of the official departmental handouts for courses and presented the text and figures in a book-like form on the computer screen. It provided any students who would use the software the ability to search through the entire document for any particular word or phrase. The students would also be able to take the software into the lecture hall in a notebook computer and take

notes into their copy of the syllabus during lectures. There are many other advantages to this software which could be useful for the students

The software was demonstrated to an interested group of second year medical students. They were told that MCO would contribute \$500 towards the purchase of their Macintosh notebook computer. They would have to invest an additional \$1500 to purchase the computer. We further indicated that we would provide them with all of the software at no charge and that we would train them to use it and to meet with them regularly to support their needs. The response was that none of them could afford to participate based on the level of their investment. After some discussion with Dr. Leighton, we decided that we could offer \$1000 towards the computer purchase for a smaller number of students. At this point only one student was able to participate. The remaining students felt that they were only able to contribute \$500 towards the computer purchase. At this point, the project was postponed until the next year.

m. National Board CBX Trial

During February and March, we participated in a trial examination with the National Boards computerized patient case simulation software (CBX). The NBME is planning to make this software an integral part of their Step II and Step III examinations within the next few years. They were looking for a small group of medical schools to participate with them in administering 19 case simulations to the majority of their fourth year medical students. This testing was administered over a two day period on a weekend.

Dr. Levin went to several groups of students in various clerkships and mailed an invitation to participate to all fourth year students. They were offered a free meal on each testing day. A total of 23 students participate in this CBX trial on three different weekends. On a Saturday morning in April, the students were invited to meet with Dr. Basil Akpunonu to discuss each case and the proper management of these cases so that this could be as much of an educational experience as possible for the students. The students who participated in this trial indicated that it was a worthwhile and valuable experience for them.

Other Activities Outside of the CLRC

In addition to all of these activities in the CLRC, Dr. Levin has some responsibilities outside of the CLRC. Along with the rest of the Dean's Staff, Dr. Levin attended Dean's Staff meetings and the Dean's meetings with the Student Council. Throughout the school year, he met with first year student support groups and is responsible for helping a group students prepare their Dean's letters.

Dr. Levin also serves as a member of the Library Advisory Committee, the Curriculum Committee, the Committee on Center for Classrooms of the Future, an OhioLINK committee, the OARnet Advisory Committee. As a member of the teaching faculty in the Department of Pharmacology, Dr. Levin gives five hours of lecture in the Medical Pharmacology course and two hours in the Infectious Disease course.

Staff Changes

Ms. Ruth Jacobs was hired in September as a Computer Lab Technician this year to replace Ms. Terri Shiffert who assumed a new position at MCO in the Spring of 1994. Her primary job responsibility is to maintain the IBM network. Ms. Jacobs is a Certified Netware Instructor. This makes her an extremely valuable addition to our staff since MCO has just committed to switching their network operating system to Novell's Netware.

Staff Activities

a. Jerome A. Levin, Ph.D., Director of the CLRC

April, 1995: Attended the Computers in HealthCare Education Conference in Philadelphia. Also, Dr. Levin was accepted to attend a week long seminar on Medical Informatics at Woods Hole sponsored by the National Library of Medicine. Unfortunately, he had to cancel his plans to attend at the last minute because of personal problems at home.

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

Dr. Jablonski attended two all day management training seminars. One was presented by Dunn & Bradstreet entitled "Dealing with Difficult People" and the other was presented by Stephen Covey and was entitled "Personal Leadership".

c. Ruth Jacobs, Computer Lab Technician

Ms. Jacobs also attended the all day management training seminar presented by Dunn & Bradstreet entitled "Dealing with Difficult People". She also was recertified in Service and Support and Networking Technologies with the new version 4.1 of Novell's Netware.

d. Anne Trincherro, Clerk

Ms. Trincherro completed her Masters Degree at the University of Toledo this year. She attended a one day management training seminar presented by Dunn & Bradstreet entitled "Dealing with Difficult People".

Plans for the Coming Year

During the coming year, we will be instituting some very low cost renovations to improve our service to our patrons and decrease operating costs at the same time. In addition, we will be presenting, for the first time, a series of regularly scheduled hands-on workshops for students. Most important, we will be attempting to establish a mechanism for obtaining guaranteed support every year to maintain and upgrade the hardware and software in the CLRC on an on-going basis. Our preferred method for achieving this is through a revised student fee schedule that would generate support for this need and for other similar instructional equipment needs in other areas.

Finally, Dr. Levin is planning to begin development, in conjunction with the Information Services librarians, of teaching/research resources for medical students using the World Wide Web.

Appendices

APPENDIX A

COMBINED ACQUISITIONS EXPENDITURES

<u>FISCAL YEAR</u>	<u>PRINT MONOGRAPHS</u>	<u>PRINT JOURNAL SUBSCRIPTIONS</u>	<u>ELECTRONIC RESOURCES</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	
1992-93	\$26,721	\$426,252	
1993-94	\$51,500	\$452,000	\$1,500
1994-95	\$33,099	\$454,937	\$4,553

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.

<u>Date</u>	<u>Name</u>	<u>No.</u>
1972	Archival original and mock-up	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 Hershel Glassman, M.D.	10
1980	Mark Lowrence 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	Kymberly Anne Gyure, M.D.	23
1993	William E. Hopkins, M.D.	24
1994	Kevin R. Murray, M.D.	25
1995	Francis Mah, M.D.	26

