

Raymon H. Mulford Library
Medical College of Ohio

ANNUAL REPORT

FY 1995-96

MCNAMEE

Administrative Summary

ADMINISTRATIVE SUMMARY

David W. Boilard, Director of the Library

Dawn F. Durivage, Administrative Assistant

The Library

The Library reached a long sought respite from four concentrated years of revitalization and reorganization. Effort during FY 96 was directed towards refinement of the electronic environment that had been originated and developed over this period, and in preparing for more advances, such as electronic journals. The Library also pursued the goals embodied in its Strategic Plan and in the Mission Statement of the Medical College. In particular, a great deal of emphasis was placed on outreach activities, in cooperation with the Office of Rural Health.

On campus, a number of new electronic services were introduced to further assist students and faculty. All of these were available, as well, to preceptors and students at AHEC sites. The most notable were:

- Online tutorials: users are "walked" through a sample MEDLINE search
- Online forms for requesting article photocopies (via the Library's World Wide Web page)
- Online forms for requesting reference assistance and database searches
- Online lists of newly acquired books, and selected Tables of Contents for viewing
- Online links to "Instructions to Authors" for nearly 300 biomedical journals
- Online multi-user subscriptions to two biomedical research journals
- Online access to the CD ROM clinical manuals and a major textbook (*Harrison's Principles of Internal Medicine*)

Patron use of the library seems to have leveled off. The library entrance count showed little change over the previous year. The same for the number of materials circulated. Nevertheless, these figures represent five year increases of 159% and 69% respectively.

Off campus, the Outreach/Reference Librarian and others devoted time to establishing regular communications with the AHEC libraries and the preceptors using the computers located there. Arrangements were made with St. Rita's Hospital to be the local "resource" library for the School of Nursing extension program in Lima. In May-June, several librarians helped plan and implement computer training of a core of physicians in Defiance. Finally, Information Systems loaded library CD ROM's on a server that could be successfully accessed from AHEC sites.

Library Staffing

A major staff restructuring was completed. It included the creation of an Assistant Director position to manage the growing day-to-day operations. Also, a 0.5 FTE "education" librarian position was created by modifying a reference librarian position. However, coupled with the loss of 0.5 FTE in reference to create "outreach services" during the previous year, the result was a total loss of 1.0 FTE for the reference services.

To mitigate this, a Reference Associate position was created by moving a paraprofessional staff member from Bibliographic Control to Reference to assist the professional staff by providing some limited reference service. Reference Desk hours were slightly curtailed, but the library was able initiate Reference service on Sundays for the first time ever.

Library Collection

In preparation for the 1997 LCME site visit, the library analyzed its services and resources. The collection was the only weak area discovered. The constant journal cancellations have depleted that portion of the collection to a point where only 49% of the original size remained as of June 1996. The collection is only 42% of the average number of journals held by American and Canadian medical school libraries.

The book collection is also seriously weak. The library acquires about 3.5% of the publications in the biomedical field compared to approximately 7% acquired by other Ohio medical school libraries. Only 7% of it's collection is current, compared to 17% for the others. It's book acquisition budget is the lowest.

Dependence on other libraries for literature resources increased 135% over the previous five years. The amount of money spent on interlibrary loans increased 300%. The budget, however, is never increased to cover this cost. Fortunately, some of the pressure for books was satisfied by the new OhioLINK "Patron Initiated Circulation" service. Library users can order books from other libraries and get them within about 48 hours. However, MCO is showing a disproportionate use of this system, borrowing 79% more than it lends. Electronically accessed biomedical journals will be introduced via OhioLINK in FY 1997, but their numbers are small and they will be limited to users with Web ready computers.

The use of interlibrary loan to support journal article needs is of limited value in any case. Studies have shown that many faculty and students will do without information when faced with the trouble of interlibrary loaning it. Additionally, it negates the heuristic value of reading full issues from the current literature that faculty and students find valuable.

One, small positive advance did occur, however, with the loading of several important CD ROM's. Among these was *Harrison's Principles of Internal Medicine*. All can be accessed from AHEC's. The deployment of more CD's was impeded by the inability of Information Systems to keep up with demand, the inability of many vendors to supply networkable/multi-user versions, and the lack of money to purchase additional titles.

Library Facilities

The library completed a twenty year upgrade which was begun in 1995. The windows on each end of the 5th floor were replaced. The remainder of the chairs on that floor were restuffed and recovered. Carpets were finally replaced in the side rooms. As part of the fibre optic wiring of the Mulford Library Building, wires were run to study carrels and study rooms so they may be used as "computer docks" in the future. The roof received a recovering that reduced leaks by about 90%. Also, work was done on the skylight, reducing the noise during wind storms by about 33%.

The Interlibrary Services office was renovated, recarpeted, and refurnished (courtesy of the Vice President of Facilities). Some ergonomically correct furniture was purchased for library staff members who use computers heavily, and new desk chairs were bought for all staff who had not received one the previous year. All that remains are modifications to the 4th floor Circulation and Reference areas to make them more efficient for handling the increasing number of new OhioLINK services.

Computer Learning Resource Center

The major changes that were planned the previous year were implemented in FY 96. The changes involved discontinuing specific training sessions for students, discontinuing service to the faculty to make the CLRC a student-only service, and initiating steps to improve staff visibility and service.

The results were positive, as evident from the results of a survey conducted by the joint MCO student body in FY 1996. Where the last student survey had indicated a problem not only with resources but with the helpfulness of the staff, the current one found a high degree of satisfaction with the staff. Concern over the amount of resources (number of computers, software), remained.

Some of the more noteworthy changes were:

- Focusing on service to students rather than to faculty (a VPAA policy decision)
- Renovating the facility and improving staff service
- Terminating required proficiency tests and offering optional training sessions
- Providing World Wide Web and E-mail capabilities on a number of computers
- Restricting CLRC use to the MCO community

Although these changes strengthened student services and made the staff workload more manageable, they did leave faculty with little recourse for assistance with computer and equipment problems. Also, it left medical students with no formal MEDLINE training for the first time in years..

CLRC Budget

The budget was again inadequate to meet demands. Software programs fell woefully behind in currency, with many no longer useful to students who have newer programs at home. This has been vexing to them when they have tried to complete their work in the CLRC. Some equipment also became out-of-date or fell into disrepair.

Finally, the inevitable disaster occurred in fall, 1995 when 50% of the Apple microcomputers failed. No funds were budgeted to replace them. It took an entire academic quarter before they could be replaced (with funds from the Office of the Dean). More computer failures can be anticipated. Even without failure, many have reached the end of their usefulness and must be replaced with more powerful machines if MCO students are expected to keep up with advances in software complexities and information technologies.

CLRC Staffing

CLRC staffing was adequate for providing services, thanks to the above mentioned changes. However, the anticipated retirement and non-replacement of one of its staff in FY 97, the burden of resuming full services to faculty, and the expected increase in general use due to the proximity of the nursing and allied health programs, is likely to again stretch staffing to the limit and perhaps beyond.

Library/Computer Learning Resource Center - Highlights of FY 96

- Reference services was extended to Sundays during the academic year
- Campus-wide subscriptions were entered to two online research journals.
- Several CD ROM multi-user databases, a textbook, and clinical manuals were mounted on MConet for campus and AHEC access.
- Physicians at Defiance Clinic were trained to access and use library databases and Internet resources.
- Electronic forms were created to enable faculty to request library services from their offices, and from AHEC sites.
- Participation in telemedicine development, Classroom of the Future planning, and other informatics type efforts was realized
- CLRC use was restricted to MCO faculty, students and staff only
- CLRC proficiency testing was discontinued; optional training sessions were offered

- The library's World Wide Web pages were redesigned
- A major staff reorganization was completed
- A twenty year library renovation was completed
- Library study rooms and carrels were wired for future access to MConet
- A "resource library" for nursing extension programs was arranged at St. Rita's Hospital, Lima
- An *International Fellow of the Medical Library Association*, Mr. Gamini DeSilva from Sri Lanka, was hosted by the library
- The remaining card catalogs were removed from the library
- Another 135 journals were canceled (13 new ones were added)

Objectives for FY 97

1. Integrating professional staff/librarians into the curriculum as instructors
2. Integrating Media & Classroom Support Services with the CLRC, evaluating and improving its services where possible
3. Further developing outreach services, to include Internet linkage of preceptors to the library system
4. Pursuing entrepreneurial opportunities, e.g. linkage of non-MCO physicians to the library system
5. Seeking external funding for outreach and other services
6. Completion of the *Friends of the Library* organization

ASSISTANT DIRECTOR'S REPORT

Barbara McNamee, Assistant Director

Overview:

Collaboration and coordination between library units are critical to the success of the department. Service activities, information products and resource decisions frequently require input and planning across three or four departmental lines. Teams are formed to quickly complete a task and then disbanded, resulting in a dynamic, flexible organization. For example, moving ahead in the next year to provide WWW access as well as printing and downloading services in the Online Resources Room requires the participation of the Computer Services Librarian, the Access Services Manager, the Computer Learning Resources Assistant Director and the Head of Information Services. Each department will feel the impact of this service, while no department will have total responsibility for it. Once the planning is concluded, each member will complete their respective assignments, knowing that they are moving forward in concert with the other departments.

This coordinating role will continue as the library staff meets the challenges of providing optimum service for MCO staff in the electronic environment. In addition, regular "reality checks" (e.g. needs assessments) with MCO and MCH faculty, staff and students, will allow us to tailor and streamline services. Marketing and integrating library services with the daily research, teaching, clinical care, and administrative needs of both the College and the Hospital will be a priority.

Projects:

Since the inception of the Assistant Director position in February, 1996, the following projects have been coordinated or completed:

- An Information Management Elective proposal was written and submitted to three schools (School of Allied Health, School of Medicine, Graduate School)
- Informational support was provided for two accreditation visits (School of Medicine and the School of Nursing)
- CD-ROM based drug resources available to MCO staff were evaluated and streamlined
- A two week overview and educational experience was planned for a visiting medical librarian from Sri Lanka
- Doctors in Defiance received an overview of the services and resources available through electronic connections to MCO

- A new performance evaluation tool for managers and professionals was devised
- To facilitate the provision of service and access to materials, the Circulation Desk, the Reference Desk and the Watterson Room were analyzed with the assistance of interior design consultants
- The selection and maintenance of Web Resources was reassigned to the Bibliographic Control department

Goals for Fiscal Year 1996-97:

- Prepare the Online Services Room for WWW access and for efficient, cost-effective full-text searching, printing and downloading capabilities
- Reorganize the fifth floor online access and service area
- Develop a strong liaison to Medical College Hospital and develop tailored information services to meet clinical care, educational and administrative needs
- Facilitate the integral involvement of information specialists in workbench consultation and research teams; extend service to include information "house calls"
- Institute a staff development plan and inservices
- Increase awareness of library services and raise the perceptions and expectations of the Library among MCO faculty, staff and students through new service initiatives, marketing, and networking
- Clarify staff responsibilities regarding WWW development and move into the second phase of Web services
- Ensure that all library departments have completed policies and procedures manuals
- Continue to improve user services and the staff's commitment to customer-oriented service
- Diversify professional meeting attendance to gain:
 - the broadest perspective of the information marketplace and new user services
 - ensure that new ideas and techniques are integrated locally
- Participate in local informatics development
- Participate in the development of a consumer health outreach initiative

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	\$1,556,205	\$18,299	\$1,255	\$667	\$1,576,426
100 -Salaries	\$639,604	\$10,490	0	0	\$650,094
200 - Fringe Benefits	<u>\$224,673</u>	<u>\$390</u>	0	0	<u>\$225,063</u>
TOTAL PERSONNEL	\$864,277	\$10,880			\$875,157
300 - Supplies	\$19,550	\$14,380	0	0	\$33,930
400 - Travel & Entertainment	\$1,369	\$16,104	\$832	0	\$18,305
500 - Info & Communication	\$573,979	\$176	0	0	\$574,155
*Library Crosscharge Account	\$(7,568)				\$(7,568)
600 - Outside Services	\$34,851	\$836	0	0	\$35,687
700 - Miscellaneous	\$(23)	\$450	0	0	\$427
900 - Equipment	0	\$5,890	0	0	\$5,890
990 - Transfer	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL OPERATING	\$622,158	\$37,836	\$832	\$0	\$660,826
TOTAL EXPENDITURES	\$1,486,435	\$48,716	\$832	\$0	\$1,535,983

*The library is authorized to charge expenditures to its operating budget equal to the balance in the Crosscharge (031010) account.

Computer Learning Resource Center **Expenditures for Fiscal Year 1995/96**

	State Account 03365	CLRC Fund 96185	Library Account 961310	Total Expenditures
<u>Beginning Balance</u>	<u>\$165,618</u>	<u>\$(438)</u>	<u>NA</u>	<u>\$165,180</u>
100 -Salaries	\$112,901	0	0	\$112,901
200 -Fringe Benefits	<u>\$37,083</u>	<u>\$180</u>	<u>0</u>	<u>\$37,263</u>
TOTAL PERSONNEL	\$149,984	\$180	0	\$150,164
300 - Supplies	\$9,705	\$6,001	\$2,903	\$18,609
400 - Travel	0	0	\$452	\$452
500 - Info & Communication	\$827	\$158	0	\$985
600 - Outside Services	\$240	\$865	0	\$1,105
700 - Miscellaneous	\$	0	0	0
900 - Equipment	0	0	<u>\$7,267*</u>	0
990 - Transfer (to 96185)	<u>\$5,616</u>	<u>\$(5616)</u>		0
TOTAL OPERATING	\$16,388	\$1,408	\$10,622	\$28,418
TOTAL EXPENDITURES	\$166,372	\$1,588	\$10,622	\$178,582

*\$7,597 deposited from Apple Computer for equipment purchase.

The Library Staff

LIBRARY STAFF
Effective June 30, 1996

<u>Name</u>	<u>Service Date</u>
David W. Boilard, A.M.L.S. Director Assistant Professor - Family Medicine	October 8, 1991
James F. Garrett, M.S.L.S. Computer Services Librarian	June 23, 1992
Jonathan Hartmann, M.L.S. Reference Librarian	January 3, 1994
Jeffrey J. Jablonski, Ph.D. Assistant Director of the CLRC	January 12, 1988
Jerome A. Levin, Ph.D. Director of the CLRC	July 1, 1968
Barbara A. McNamee, A.M.L.S. Assistant Director of the Library	February 12, 1996
Jolene Miller, M.L.S. Education/Reference Librarian	November 1, 1995
Marlene A. Porter, M.L.S. Coordinator of Reference Services	April 29, 1992
David Remaklus, M.B.A. Manager of Access & Business Services	July 18, 1988
Sheryl R. Stevens, M.S.L.S. Head of Bibliographic Control	September 1, 1993
Carrie Bowman, B.A. Circulation Night/Weekend Supervisor	June 17, 1992
Anne Bushel, M.I.L.S. Reference Associate	July 22, 1974
Susan Champion, A.L.S. Billing Assistant	October 2, 1967

Stephen G. Cook, BA Interlibrary Loan Services Supervisor	November 16, 1991
Dawn F. Durivage, BBA Administrative Assistant	June 7, 1993
Elizabeth Fabian Interlibrary Services Assistant	December 7, 1986
Lana Fish Circulation Services Assistant (.50F.T.E.)	February 2, 1995
Mary Houston Circulation Services Assistant	October 5, 1971
Ruth Jacobs, A.E.E.T. Computer Lab Technician	September 6, 1994
Linda Knotts Acquisitions Assistant	May 2, 1994
Geetha Raj Circulation Services Assistant (.50F.T.E.)	June 3, 1996
Heidi Steyer, B.A. Cataloging Assistant	January 3, 1994
Rosemary Tammarine Lead Circulation Services Assistant	June 1, 1970
Anne Trincherro, M. Ed. Computer Lab Technician	May 18, 1976
Zachary Wolff, BA Circulation Services Assistant (.50 F.T.E.)	September 5, 1995

STAFF CHANGES

Carrie Bowman was promoted to Circulation Night/Weekend Supervisor in July 1995
Anne Bushel was promoted to Reference Associate February 1996
Shannon Ellis was hired as a part-time Circulation Assistant September 1995 - May 1996
Lana Fish began working between the Interlibrary Loan Office and Circulation
Barbara McNamee was hired as Assistant Director February 1996
Jolene Miller was hired as Education/Reference Librarian November 1995
Margaret Moutseous resigned as Assistant Director for Public Services in August 1995
Stephen Perrine resigned as a part-time Circulation Assistant in August 1995
Geetha Raj was hired as a part-time Circulation Assistant June 1996
Olga Swartzlander resigned as a part-time Circulation Assistant June 1996
Zachary Wolff was hired as a part-time Circulation Assistant September 1995

Student Staff:

Amy Broaddus was hired for Bibliographic Control - Book Depository - February 1996
Matthew Dwenger was hired for Bibliographic Control - Book Depository - February 1996
Greg Hall resigned from the Interlibrary Services staff May 1996
Neeraj Gonela resigned from Access Services August 1995
Joanne Gray was hired for Bibliographic Control - Book Depository - February 1996
Ann Kurtenbach was hired for Bibliographic Control staff September 1995 - May 1996
Michelle Nieport resigned from the Interlibrary Services staff May 1996
Kim Recker was hired for Bibliographic Control in June 1996
Karen Stocker was hired for the Interlibrary Services staff October 1995
Brenda Styblo was hired for Bibliographic Control staff October 1995 - May 1996
Jeff Swartz was hired for the Interlibrary Services staff September 1995
Julie Tellman was hired for Bibliographic Control - Book Depository - February 1996
Christopher Webb resigned from the Interlibrary Services staff April 1996
Chad Yoakam was hired for the Interlibrary Services staff August 1995

ACHIEVEMENTS

Carrie Bowman achieved her Bachelor of Arts degree from the University of Toledo in March 1996

Zachary Wolff achieved his Bachelor of Arts degree from the University of Toledo in December 1995

STAFF ACTIVITIES

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

Memberships and Committeess

- Medical Library Association (MLA)
 - Treasurer, Medical School Libraries Section
 - Mentor for the Academy of Health Information Professionals
- Midwest Chapter of the Medical Library Association
 - President
- 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
 - Computer Oversight Committee
 - Vice President, Faculty Club
- Medical School
 - Curriculum Committee
 - Curriculum Committee for Years 1 & 2
 - Executive Committee
 - Interviewer of Student Applicants
 - LCME subcommittees: Computers in Education; Facilities

Activities and Continuing Education

- Lecturer, Sexually Transmitted Diseases - Jr. High School (Dept. Family Medicine)
- Facilitator, Substance Abuse Disorders - (School of Medicine)
- Editorial Board/Reviewer, *Bulletin of the Medical Library Association*
- Midwest Chapter of MLA Annual Meeting, Fort Wayne, IN - September 1995
- 19th Symposium on Computer Application in Medicine, New Orleans - October 1995
 - "Distributed Health Care Information Systems" CE , New Orleans - October 1995
- Fellowship - Imre Haynal Univ. Faculty of Medicine, Budapest - May 1996

Presentations, Publications, Grants

- "Programs of the Medical Library Association and OhioLINK." Presented at the Annual Meeting of the Medical and Science Librarians, Library Association of Hungary, Budapest, Hungary - May 1996

"Telemedicine." Presented at the physicians's educational seminar, St. Laszlo Hospital, Budapest - May 1996

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

Memberships and Committees

OhioLINK

Lead Implementors Committee

Activities and Continuing Education

Networking Technologies (Novell Netware 50-200), Stautzenberger College, Toledo, May-June 1996

Netware 4.1 Administration (Novell Netware 50-120), Stautzenberger College, Toledo, June-July 1996

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

Health Sciences Librarians of Northwest Ohio

Academic Library Association of Ohio

Medical College of Ohio

Faculty Club

Activities and Continuing Education

Midwest Chapter of MLA Annual Meeting, Fort Wayne, IN - October 1995

"Advanced Internet," CE course, Fort Wayne, IN - October 1995

OhioLINK Regional Meeting, Toledo, OH - December 1995

Health Sciences Librarians of Northwest Ohio Spring Meeting, Toledo, OH - May 1996

Medical Library Association Annual Meeting, Kansas City, MO - June 1996

"Introduction to Telemedicine," CE course, Kansas City, MO - June 1996

Presentations, Publications, Grants

Nursing/Allied Health Student Orientations (total: 11), August - October 1995

Taught OSLE/MEDLINE/CINAHL Classes (total: 9), July 1995 - January 1996

Taught "Medical Applications of Computers," (Tutorial) Defiance, OH - May - June 1996

Hartmann, Jonathan. "Information Needs of Anthropologists." Behavioral and Social Sciences Librarian 1995 Spring;13(2):13-34

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

Memberships and Committees

Medical College of Ohio
Student Computer Advisory Committee
Classroom of the Future Design Committee

Activities and Continuing Education

Internet Seminar and Technology Fair, Toledo - February 1996
"Thriving in a Connected World" seminar on Internet distance learning and
technology teaching tools, Columbus - April 1996
"Masters of Media" seminar on desktop and multimedia publishing, Toledo - May
1996
"Windows 95 Seminar," Toledo - May 1996

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

Memberships and Committees

American Medical Informatics Association
Education Working Group
Internet Working Group
OARnet Faculty Advisory Committee
Medical Education Task Force (statewide)
Board Preparation Working Group
Medical College of Ohio
Library Advisory Committee
Computer Oversight Committee
Student Computer Advisory Committee
Process Management Committee, Information Systems
School of Medicine
Curriculum Committee
Curriculum 2000 Needs Assessment Committee

Activities and Continuing Education

Instructor, "Computer Applications in Biomedical Research"

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

Memberships and Committees

Medical Library Association (MLA)

Activities and Continuing Education

"The Role of the Library in Accreditation," CE Course, Toledo, Ohio. -March, 1996

Take Our Daughters to Work Day, Medical College of Ohio. - April 25, 1996

"Word for Windows Training", Medical College of Ohio. - May 7, 1996

Medical Library Association Annual Meeting, Kansas City, Missouri - May, 1996

"Applying Copyright Law in Libraries," CE Course, Kansas City, Missouri. - May, 1996

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

Memberships and Committees

Academy of Health Information Professionals - Provisional Member

American Library Association

Association of College and Research Libraries

Medical Library Association

Midwest Chapter of the Medical Library Association

Activities and Continuing Education

MCO Human Resources Orientation, Toledo, OH - November 1995

MCO Voice Mail Class, Toledo, OH - November 1995

OhioLINK Regional Briefing Meeting, Toledo, OH - December 1995

Finding It on the Internet Class, Toledo, OH - January 1996

MCO Center for Creative Instruction Presentation, Toledo, OH - February 1996

OhioLINK Biological Abstracts Training, Bowling Green, OH - March 1996

Health Sciences Librarians of Northwest Ohio Meeting, Toledo, OH - May 1996

Medical Library Association Annual Conference, Kansas City, MO - June 1996

OhioLINK LEGI-SLATE Training, Toledo, OH - June 1996

OhioLINK PsycINFO Training, Toledo, OH - June 1996

Presentations, Publications, Grants

MCO Internet Class - December 1995 through March 1996

Training in OSLER/MEDLINE/CINAHL for MCO (Total: 11) - November 1995 through June 1996

Training in Harrison's Plus CD-ROM - April 1996

Take Our Daughters to Work Day Library Tours - April 1996

New Resident Training - June 1996

Marlene A. Porter, M.L.S., Head of Information Services

Memberships and Committees

- Medical Library Association (MLA)
- Midwest Chapter of the Medical Library Association
 - Education Committee
- Academic Library Association of Ohio
- Ohio Health Sciences Library Association (OHSLA)
 - Communications Committee
- OhioLINK
 - User Services Committee
 - ISI Evaluation Committee
 - MedTask Force
- Health Sciences Librarians of Northwest Ohio (HSLNO)
 - President
- Medical College of Ohio
 - Faculty Club

Activities and Continuing Education

- Newsletter Editor, *Books & Bytes*, Mulford Library - 1995-96
- Rethinking Reference Meeting, Rootstown, OH - July 1995
- Midwest Chapter of MLA Annual Meeting, Fort Wayne, IN - October 1995
- OhioLINK/Ovid Development Meeting, Columbus, OH - November 1995
- OhioLINK/ISI Development Meeting, Columbus, OH - February 1996
- MLA Teleconference, *The Role of the Library in Accreditation*, Toledo, OH - March 1996
- Biological Abstracts Training (OhioLINK), Bowling Green, OH - March 1996
- OHSLA Spring Meeting, Columbus, OH - April 1996
- HSLNO Spring Meeting, Toledo, OH - May 1996
- MLA Annual Meeting, Kansas City, MO - June 1996
- Joint American Medical Informatics Association/MLA Symposia, Kansas City, MO - June 1996
- LEGISLATE Training (OhioLINK), Toledo, OH - June 1996

Presentations, Publications, Grants

- MCO Internet Classes - July 1995 through June 1996
- Training in OLSER/MEDLINE/CINAHL for MCO - July 1995 through December 1995
- Nursing/Allied Health Student Tours - July through September 1995
- Ovid Training Class for NW Ohio health sciences librarians - August 1995
- Internet/WWW presentation for Family Practice professors - December 1995
- Demonstration of Library CD-ROM's to faculty - March 1996
- Take Our Daughters to Work Day* library tours - April 1996
- Medical Applications of Computers*, Defiance, OH - May-June 1996

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

Memberships and Committees

Medical Library Association
Academy of Health Information Professionals Distinguished Member
Midwest Chapter/Medical Library Association
Executive Board Member
Publications Committee Chair
OhioLINK Database Management and Standards Committee
OhioLINK Cooperative Information Resources Management Committee
Ohio Health Sciences Library Association
Health Sciences OCLC Users Group
Metropolitan Detroit Medical Library Group

Activities and Continuing Education

Newsletter Editor, Midwest Chapter/Medical Library Association -
1995/96 OhioLINK Database Management and Standards Committee Meeting,
Columbus, OH - January 1996
Format Integration Cataloging Workshop, Toledo, OH - February 1996
Seminar for Medical Library Technical Services Managers, Birmingham, AL -
March 1996
Midwest Chapter/Medical Library Association, Executive Board Meeting,
Chicago, IL - March 1996
Medical Library Association Annual Meeting, Kansas City, MO - June 1996
"Internet Resources and How to Find Them" CE Course, Kansas City, MO - June
1996
"Electronic Document Delivery" CE Course, Kansas City, MO - June 1996
Database Management Standards Committee Meeting - January 1996

Carrie Bowman, BA, Circulation Night/Weekend Supervisor

Activities and Continuing Education

"Basic Supervision Seminar - Toledo, Ohio

"Management Skills and Techniques for New Supervisors", Seminar - Toledo, Ohio

*Psychology, University of Toledo - Fall 1995

*Sociology, University of Toledo - Fall 1995

*Independent Research, University of Toledo - Fall 1995

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

Memberships and Committees

American Library Association

Medical Library Association

Midwest Chapter of the Medical Library Association

Ohio Health Sciences Library Association

Ohio Library Association

Academic Library Association of Ohio

Health Sciences Librarians of Northwest Ohio

Friends of the Toledo-Lucas County Public Library

Activities and Continuing Education

Word 6.0 for Windows, Word Processing, Beginner Class, May, 1996

Word 6.0 for Windows, Word Processing, Intermediate Class, May 1996

Stephen Cook, BA, Interlibrary Services Supervisor

Activities and Continuing Education

"Basic Supervision Seminar - Toledo, Ohio

Shannon Ellis, Circulation Services Assistant

Activities and Continuing Education

*History, Lourdes College - Winter 1996

*Biochemistry, Lourdes College - Winter 1996

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

Activities and Continuing Education

"Novell Netware Seminar," Toledo - October 1995

"Netware 4.1 Advanced Administration," Novell Certification course, Toledo - November 1996

"Netware Design and Implementation," Toledo - January 1996

Internet Seminar and Technology Fair, Toledo - February 1996

"Thriving in a Connected World" seminar on Internet distance learning and technology teaching tools, Columbus - April 1996

"Windows 95 Seminar," Toledo - May 1996
Matriculating student in Kennedy-Western University, "Electronics Engineering"
Bachelor's program

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

Activities and Continuing Education

"Mental and Emotional Evaluation," Heidelberg College - Fall 1995
Counseling Practicum, Heidelberg College - Spring 1996
Counseling Internship, Heidelberg College - Summer 1996

Olga Swartzlander, Circulation Services Assistant

Activities and Continuing Education

*Introduction Linguistics Principles, University of Toledo - Fall 1995
*Masters Research, University of Toledo - Fall 1995
*Seminar Study English, University of Toledo - Winter 1996
*Masters Research, University of Toledo - Winter 1996
*History of English Language, University of Toledo - Spring 1996
*Practicum in English, University of Toledo - Spring 1996

Rosemary Tammarine, Circulation Services Assistant

Activities and Continuing Education

MCO Safety Committee
MCO Board of Trustees for the Union

Anne Trinchero, M.Ed., Computer Laboratory Technician

Activities and Continuing Education

Internet Seminar and Technology Fair, Toledo - February 1996
"Thriving in a Connected World," seminar on Internet distance learning and technology
teaching tools, Columbus - April 1996
"Windows 95 Seminar," Toledo - May 1996
"Microsoft PowerPoint," 16 hour course, Davis College, Toledo - 1996
"Masters of Media", Seminar - Toledo, Ohio

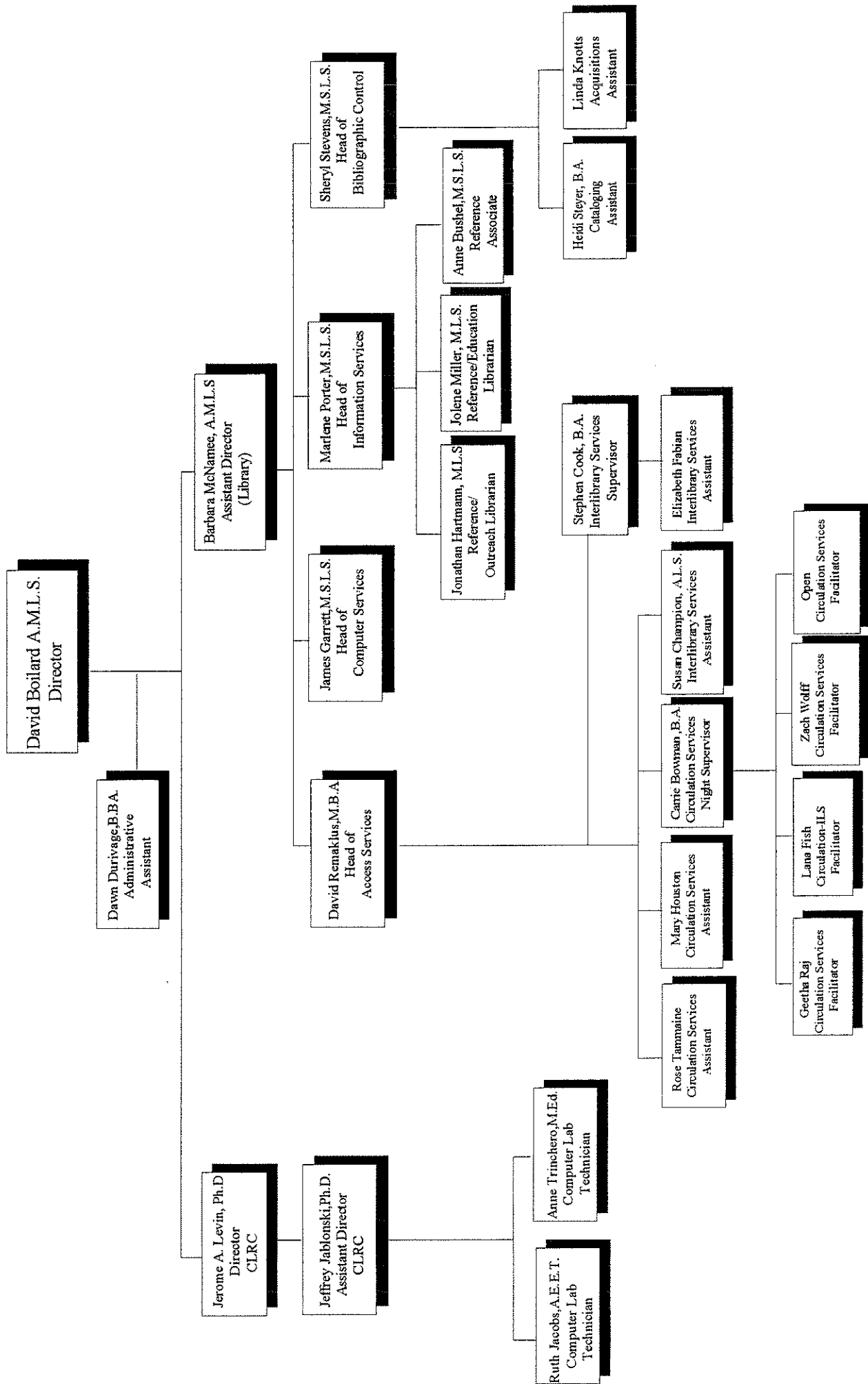
Zachary Wolff, BA, Circulation Services Assistant

Activities and Continuing Education

*Latin/Medical Terminology, University of Toledo - Fall 1995

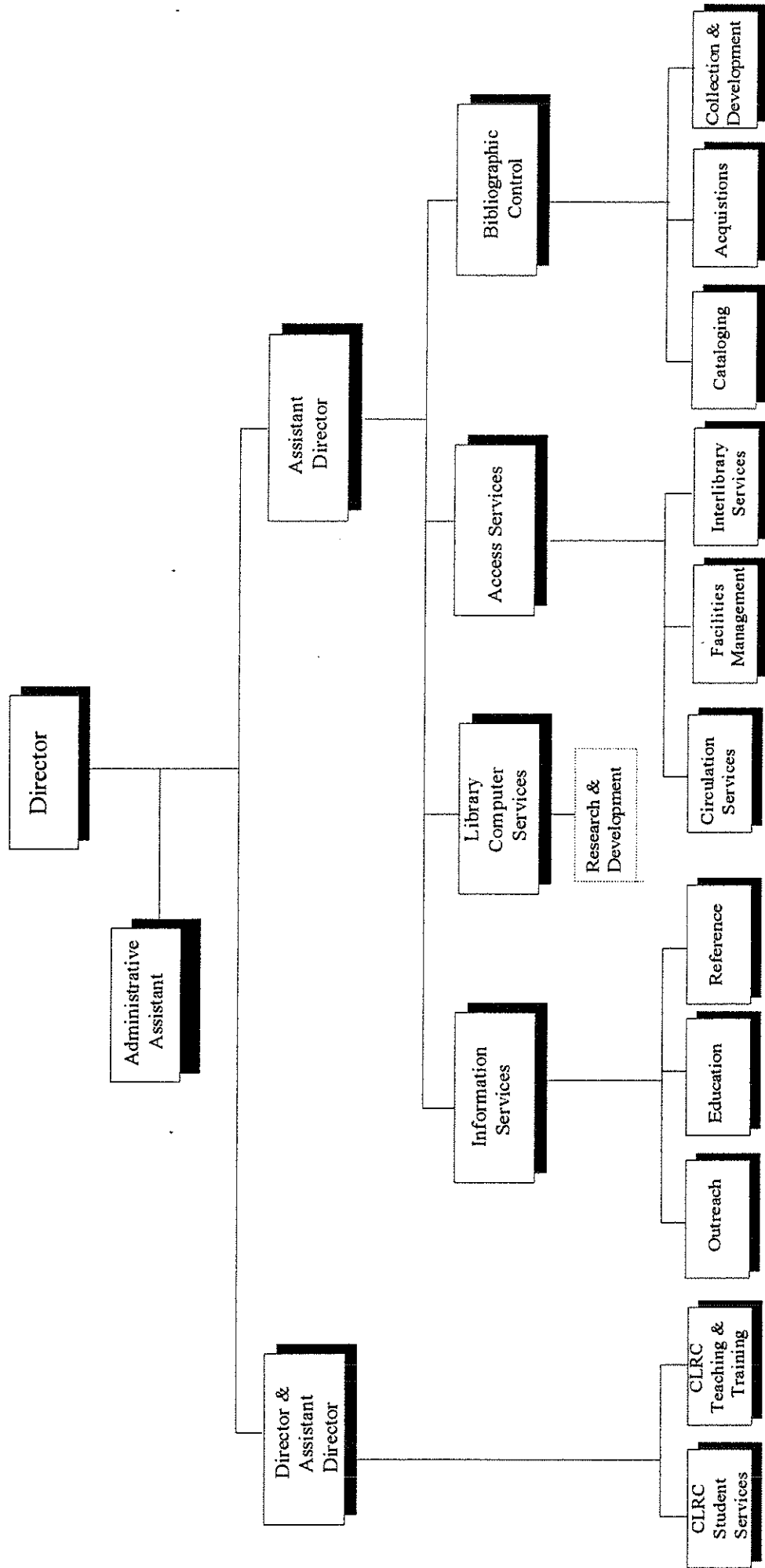
Staff Organization Chart

June 1996



FUNCTIONAL ORGANIZATIONAL CHART

JUNE 1996



The Library Advisory Committee

LIBRARY ADVISORY COMMITTEE

FY 1995-96

Keith Crist, Ph.D. (Chairman)

Nasreen Bhumbra, M.D.

David Boilard, A.M.L.S. (ex officio)

Bernadette Butler, Ed.D., R.N.

Daniel Cipriani, P.T., M.S.

Wun Jung Kim, M.D.

George Nowacek, Ph.D.

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

Jerome Levin, Ph.D. (ex officio)

Julia Westerink, M.D.

Manda Rice (graduate student)

David Hamrock (2nd year medical student)

Jeffrey Jablonski, Ph.D. (ex officio)

Meeting Dates:

July 27, 1995

October 11, 1995

November 29, 1995

January 8, 1996

March 11, 1996

May 6, 1996

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, Ohio

Paul Lehmann, Ph.D.
Toledo, Ohio

Mr. & Mrs. Charles Goddard
North Canton, Ohio

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

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

Christopher E. Bork, Ph.D.
Toledo, Ohio

Betsy Lopuszynski
Toledo, Ohio

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

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

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

Richard Sipp, M.B.A.
Toledo, Ohio

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

Thomas G. Skeldon
Toledo, Ohio

Access Services

- **Circulation**
- **Interlibrary Services**

ACCESS SERVICES

David Remaklus, Access Services Manager
Stephen Cook, Interlibrary Services Supervisor
Carrie Bowman, Night/Weekend Circulation Supervisor
Rose Tammarine, Circulation Assistant
Mary Houston, Circulation Assistant
Elizabeth Fabian, Interlibrary Loan Assistant
Lana Fish, Circulation Assistant
Shannon Ellis, Circulation Assistant
Olga Swartzlander, Circulation Assistant
Zachary Wolff, Circulation Assistant
Stephen Perrine, Circulation Assistant
Geetha Raj, Access Services Assistant
Karen Stocker, student worker
Michelle Nieport, student worker
Jeff Swartz, student worker
Chad Yoakam, student worker
Greg Hall, student worker
Chris Webb, student worker

Staffing

- Carrie Bowman was hired into the newly created position of Night/Weekend Circulation Supervisor. Carrie had worked as a part time circulation assistant for three years prior to stepping into her new position.
- Geetha Raj moved into a permanent part time position within Access Services after being employed as a temporary staff member for the previous two years.
- Shannon Ellis was hired as a part-time circulation assistant and worked throughout the school year. She has been accepted to medical school at MCO and plans to begin in September.
- Olga Swartzlander left her position as a part-time circulation assistant in June. She is continuing her graduate studies in Chicago.
- Steve Perinne left his position as a part-time circulation assistant to take a new position.

Cross Training

With the merging of the ILS and Circulation departments into Access Services, staff have had the opportunity to cross train and experience different positions within the newly created department. This has allowed our staff more challenges and opportunities and has allowed management to better utilize its staff. At this time all cross training has been purely voluntary.

Lana Fish had expressed interest in filling a niche in the Interlibrary Services Office which was desperately needed. With minor scheduling adjustments we were able to accommodate this transition. It's proven to be beneficial to all parties involved.

Towards the end of the last fiscal year, Susan Champion was forced to leave the ILS office due to construction of a fiber optics closet which required office space. Sue's primary job was ILS billing, although she did perform other ILS duties as needed. Her new office on the 3rd floor made it prohibitive to continue ILS duties other than billing. With the additional time, Susan took over the badly needed function of collecting money from patrons who have lost books or neglected paying their fines. She has developed processes for blocking these patrons from registering or graduating at MCO as well as many of the other OhioLINK institutions. As a result we have been very successful in collecting monies which may have been written off in the past. Susan reports enjoying her new job function which has made her an even more valued employee.

Student Help

Student help was used throughout the year to help with shelving materials and photocopying articles for interlibrary loan. Hired were Greg Hall, Chris Webb, Shelly Nieport, Chad Yoakam, Jeff Swartz, and Karen Stocker. Greg, Chris, and Shelly graduated with degrees in Physical Therapy. The others will continue to work until graduation in the spring.

Services Implemented

- Power Pages, a product developed in a joint venture between Innovative and UMI, was implemented in November. The service allows patrons to request articles directly through certain OhioLINK databases. It is currently only available through ABI Inform and Periodical Abstracts, and only selected articles. Once a search has been completed those articles available to be requested electronically are flagged. Those articles requested are faxed to the circulation desk usually within minutes. The charge is ten cents per page. Faculty are not charged.

Demand for this service has been low. The aforementioned databases are not medically or scientifically related. Universities and community colleges are reporting a huge demand with thousands of pages being transferred per week. When the medical databases become available we can expect the same. This however, is not expected in the near future.

- A "Fee for Service" product has been put in place which allows patrons who are not affiliated with MCO to benefit from our services. It is now possible for these patrons to purchase a library card which will allow them to check out materials. They also receive discount rates for services such as interlibrary loans and literature searches.

- Article and book requests can now be sent electronically to our interlibrary loan department via the Web. Jim Garrett, Computer Services Librarian, has attached a Library Services Page to our Web Page which includes the web form for interlibrary requests as well as forms developed by other departments within the library.

The service has been well received with many faculty members using this method exclusively to request items. It is believed many more would utilize this service if they had access to the web. At this time many of the machines on campus cannot access the web due to a lack of memory. Over the next few years as the machines are upgraded we expect to see more patrons requesting items using this method.

- The No Food/No Drink policy was changed during fall quarter to allow drinks into the library which are in a special no spill cups. The cups were tested by the library staff and found to be quite effective. The library and the book store have been selling the cups with all profits being donated to the Children's Miracle Network.

- With the major increase in patronage over the past two years, coupled with library materials and work stations being located on two levels, we have begun to plan a help desk on the 5th floor. Currently reference or circulation staff must leave their desk to help a patron locate materials or fix photocopy equipment. Patron service may suffer due to desks being temporarily unstaffed or the inability to spend the necessary amount of time with a patron away from the desk. We hope that the staffing of a 5th floor help desk will relieve these problems. If staffing requirements can be met, we hope to have the desk in service this fall.

Facilities

- The window frames surrounding the large windows on the east and west sides of the 5th floor had corroded over the years and needed to be replaced. Rudolph/Libbe, Inc., was contracted to perform the service. New framing along with a highly insulated glass were installed. Because the job was noisy and required glass panes to be removed for long periods of time, temporary walls were constructed twenty feet in from the east and west sides of the building. These walls helped our patrons remain comfortable during the project. The project took about a month and was completed around the end of November. The crew did an excellent job and remained conscientious of our patrons needs.

- The interlibrary services office has seen major changes over the past year and a half. Part of the office was commandeered and made into a fiber optics closet. The offices location was ideal for the fiber optics nerve center which operates the entire building.

With the loss of space and the ever increasing work load the remaining ILS office needed to be remodeled in order to handle the work load. New desks, storage equipment, counter tops, and files were added. New paint and carpet were also added to make the office look as nice as it now functions.

- Al's Upholstery was contracted to recover library furniture. This has been the first time the furniture has been recovered since it was bought in the mid 1970's. Because the framework was still in excellent condition it was found to be more cost effective to have it recovered than to purchase new. We can now expect it to give many more years of service. Colors and patterns were carefully chosen taking into consideration the current decor as well as changes which may occur in the future.
- New carpet has been laid in all the fifth floor side rooms. The carpet which was replaced was the original green. It not only clashed with the current decor but posed safety hazards due to ripped seams which could cause patrons to trip.
- The 5th floor arboretum has been completely redesigned. Some of the original plantings were becoming overgrown and threatening to break through the skylight. The MCO grounds crew redesigned the area and created a visually appealing woodland scene. Part of the project required the soil to be redistributed which caused large amounts of dust to collect in the stacks. Hundreds of volumes needed to be removed and cleaned. Housekeeping was unable to accept the increased work load placing the burden on the library staff.

Special Projects

In order to better evaluate journal usage Access Services has been keeping track of all current journals pulled from the shelves. Each item has a barcode identifying the title which is scanned before reshelving. The data collected makes it easier to justify which journal titles should be kept and which could be dropped if necessary.

Access Services acted as a training partner for Owens Community College during its OhioLINK setup. Carrie Bowman worked with Owens Librarian Tom Sink in making sure all their Pcirc functions were working properly before they were brought up on the OhioLINK system.

Interlibrary Services

Workload

Nearly 22,000 requests were processed through ILS over the past year. This number closely matches that of the previous year. However, due to increased fill rates and a greater number of articles requiring royalty payments, processing time has increased. Over the past five years the library has seen an astonishing 127 percent increase in the

number of materials borrowed. As journal cuts continue we can expect this trend to continue.

Fill Rates

For the first time in five years fill rates have increased. The fill rate is the percentage of requests, received from other libraries, which we are able to fill. The previous fiscal year we were only able to fill approximately 65 percent of those requests received. Being unable to fill a request reflects poorly on us as a resource library and requires the borrowing library to wait longer to receive their item since the request was needlessly routed through our institution.

This fiscal year we were able to fill nearly 70 percent, which is the average for resource libraries. The increase can be attributed to the binding effort, which has been emphasized by Technical Services over the past year. Materials are much easier to locate when bound and are not as apt to become lost.

Copyright

The library paid over 300 percent more for royalty fees this year. The reasons for the increase include: journal cuts, heavy demand for certain titles, an increase in royalty fees charged by UMI, and better monitoring by departmental staff.

Circulation

The number of items circulated has remained virtually unchanged over the previous year. However, the types of items being circulated and to whom has changed dramatically. Circulation to students in the occupational health and occupational therapy programs is up well over previous years. Please see the chart titled "Circulation Checkout Statistics" for more information regarding what patron types are checking out the most items.

Patron Initiated Circulation

Patron Initiated Circulation (Pcirc) is fast becoming the preferred method for borrowing books. This system allows patrons to request materials directly from other OhioLINK institutions electronically. Patrons borrowed over 2,100 books using this method last year. It is a 71 percent increase over the previous year. We loaned 870 books, a 48 percent increase over the previous year. These numbers can be expected to grow as users become aware, and more comfortable, with the service.

Raymon H. Mulford Library

ACCESS SERVICES

REVENUE REPORT

	1994/95		1995/96	
ACCESS SERVICE REVENUE				
CIRCULATION				
EXTERNAL	5,169.52		7,224.48	
CROSSCHARGE	0		0	
TOTAL CIRCULATION		5,169.52		7,224.48
LIBRARY SERVICES				
EXTERNAL	33,241.06		33,633.00	
CROSSCHARGE	9,768.18		6,873.50	
TOTAL INTERLIBRARY LOAN SERVICES		443,009.24		40,506.80
TOTAL ACCESS SERVICES		48,178.76		47,731.28

INTERLIBRARY ARTICLE RETRIEVAL EXPENSE

	1994/95	1995/96
VENDER EXPENSE		
UMI	494.00	1,281.35
ISI	357.30	1,369.53
TOTAL VENDER EXPENSE	851.30	3,697.77
LIBRARIES	2,762.37	3,697.77
TOTAL ARTICLE RETRIEVAL EXPENSE	3,613.67	6,348.65

2666.8
2077.4
258.65

FISCAL YEARS 1991/92 to 1995/96

INTERLIBRARY AND PHOTOCOPY SERVICES

	1991/92	1992/93	1993/94	1994/95	1995/96	TREND 1 YEAR	TREND 5 YEARS
--	---------	---------	---------	---------	---------	-----------------	------------------

LENDING

REQUESTS FILLED	10,402	9,609	9,704	8,182	8,967	+10%	-14%
REQUESTS UNFILLED	3,681	4,190	4,008	4,324	3,905	-10%	+6%
REQUESTS REFERRED	195	147	152	142	85	-40%	-56%
TOTAL REQUESTS RECEIVED	14,278	13,946	13,864	12,648	12,957	+24%	-9%

BORROWING

MATERIAL BORROWED	2,629	2,818	4,022	6,027	6,008	-3%	+127%
-------------------	-------	-------	-------	-------	-------	-----	-------

INTERLIBRARY LOAN REQUESTS PROCESSED

TOTAL INTERLIBRARY LOAN REQUESTS PROCESSED	16,907	16,764	17,886	18,675	18,965	+1.5%	+12%
--	--------	--------	--------	--------	--------	-------	------

PHOTOCOPY SERVICE

IN-HOUSE REQUESTS PHOTOCOPIED	4,991	3,372	2,787	3,184	2,492	-22%	-50%
-------------------------------	-------	-------	-------	-------	-------	------	------

TOTAL REQUESTS PROCESSED	21,898	20,126	20,673	21,859	21,457	-2%	-2%
--------------------------	--------	--------	--------	--------	--------	-----	-----

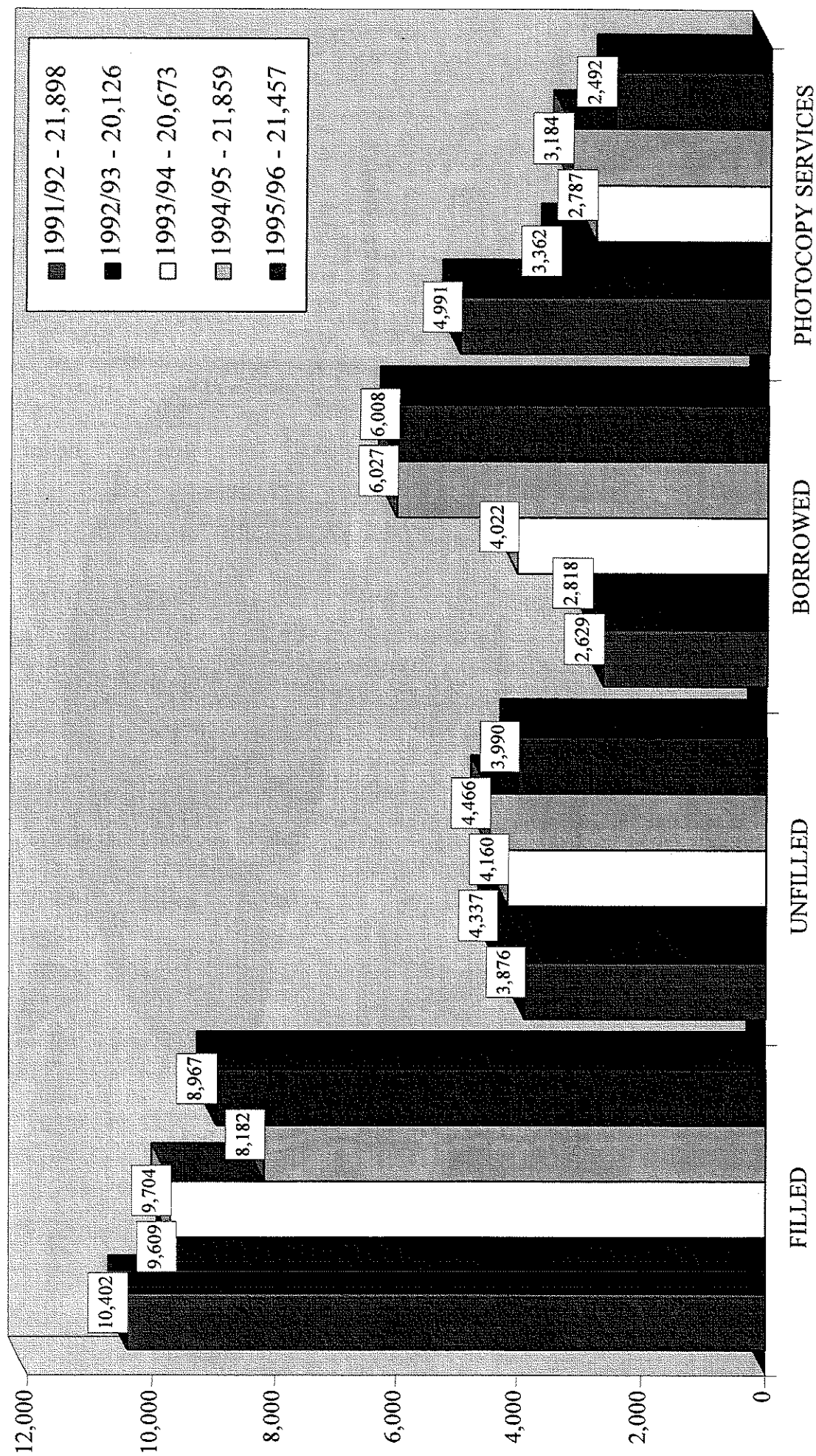
FY 1995/96

INTERLIBRARY LOANS SERVICES

		FILLED	UNFILLED	REFERRED	TOTAL RECEIVED	BORROWED	GRAND TOTAL
PHOTOCOPY STATISTICS							
	OhioLINK	4,065	1,492	14	5,571	4,026	9,597
	OTHER OHIO ACAD./PUBLIC LIBRARIES	230	188	7	425	23	448
	OTHER OHIO HOSPITAL LIBRARIES	1,373	418	19	1,810	13	1,823
	REGION 3 LIBRARIES	2,278	920	- 0 -	3,198	1,002	4,200
	NLM	- 0 -	- 0 -	- 0 -	- 0 -	279	279
	UMI	- 0 -	- 0 -	- 0 -	- 0 -	135	135
	TGA	- 0 -	- 0 -	- 0 -	- 0 -	102	102
	OTHER U.S. LIBRARIES	124	344	- 0 -	468	79	547
	INTERNATIONAL LIBRARIES	9	19	- 0 -	28	6	34
	INDEPENDENT PATRONS	382	98	2	482	- 0 -	482
	AHEC	343	19	43	405	- 0 -	405
	subtotal	8,804	3,498	85	12,387	5,665	18,052
BOOK STATISTICS							
	OhioLINK	32	65	- 0 -	97	226	323
	OTHER OHIO ACADEMIC LIBRARIES	30	48	- 0 -	78	11	89
	OTHER OHIO HOSPITAL LIBRARIES	59	153	- 0 -	212	4	216
	REGION 3 LIBRARIES	23	56	- 0 -	79	48	127
	OTHER U.S. LIBRARIES	15	62	- 0 -	77	36	113
	INTERNATIONAL LIBRARIES	1	2	- 0 -	3	- 0 -	3
	INDEPENDENT PATRONS/CORP.	- 0 -	9	- 0 -	9	1	10
	AHEC	3	12	- 0 -	15	- 0 -	15
	subtotal	163	407	- 0 -	570	326	896
AUDIO VISUAL STATISTICS							
	OhioLINK	- 0 -	- 0 -	- 0 -	- 0 -	6	6
	OTHER OHIO ACADEMIC LIBRARIES	- 0 -	- 0 -	- 0 -	- 0 -	2	2
	OTHER OHIO HOSPITAL LIBRARIES	- 0 -	- 0 -	- 0 -	- 0 -	- 0 -	- 0 -
	REGION 3	- 0 -	- 0 -	- 0 -	- 0 -	5	5
	NLM	- 0 -	- 0 -	- 0 -	- 0 -	- 0 -	- 0 -
	OTHER U.S. LIBRARIES	- 0 -	- 0 -	- 0 -	- 0 -	4	4
	INTERNATIONAL LIBRARIES	- 0 -	- 0 -	- 0 -	- 0 -	- 0 -	- 0 -
	INDEPENDENT PATRON/CORP.	- 0 -	- 0 -	- 0 -	- 0 -	- 0 -	- 0 -
	subtotal	- 0 -	- 0 -	- 0 -	0	17	17
TOTAL/GRAND TOTAL		8,967	3,905	85	12,957	6,008	18,965

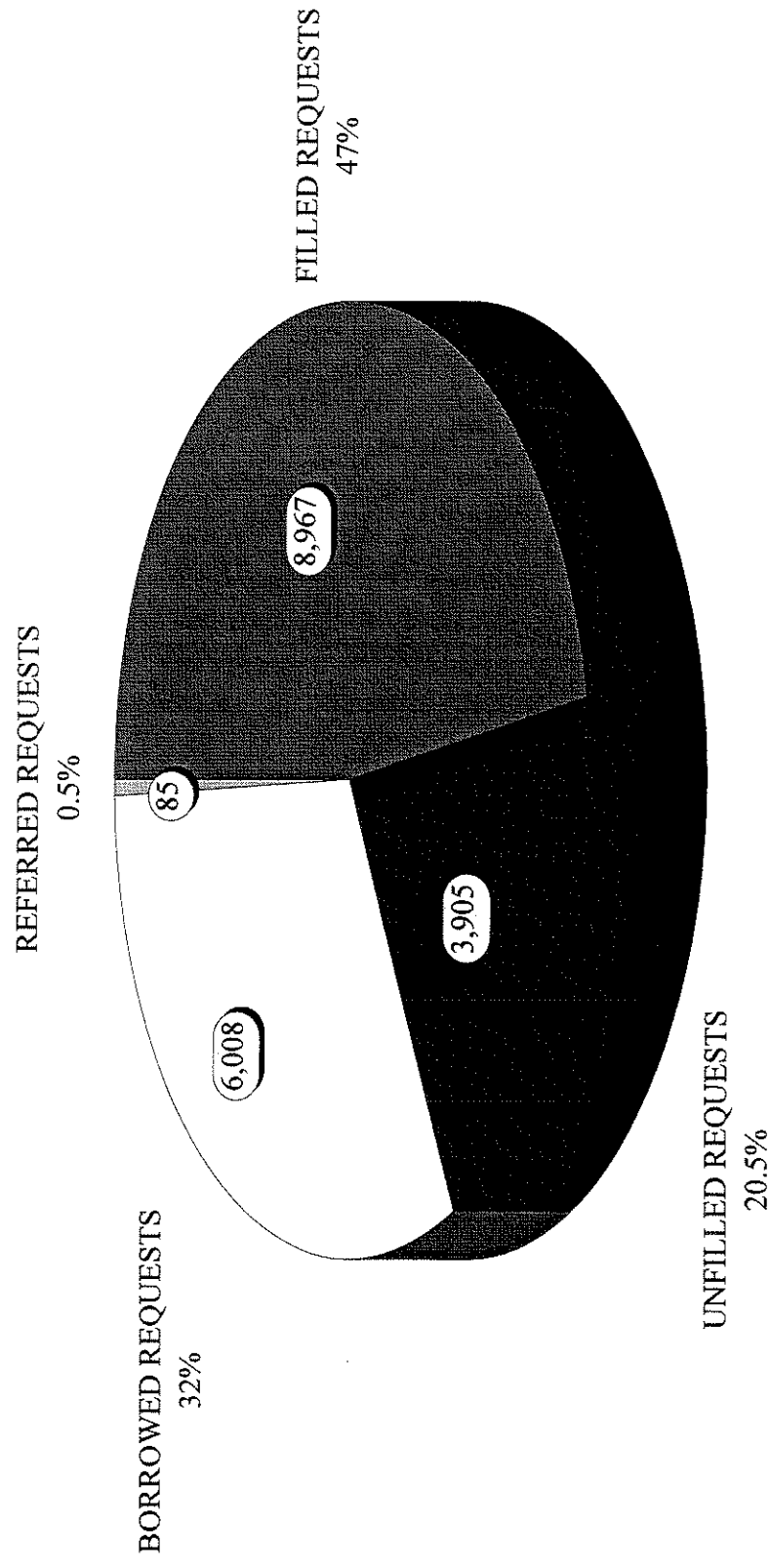
Interlibrary Services

Requests Processed - FY's 1991/92 to 1995/96



Interlibrary Services

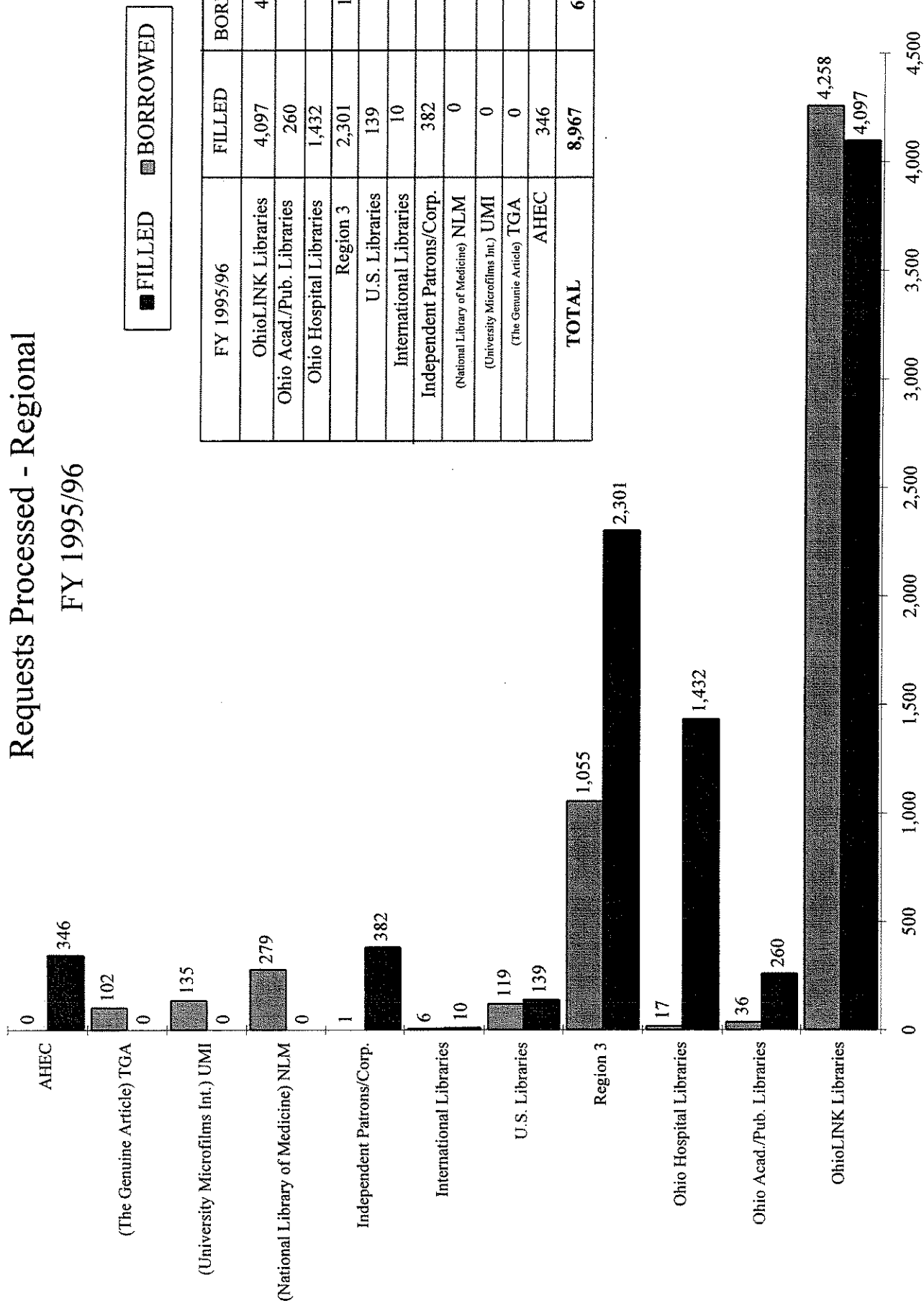
Requests Processed - FY 1995/96



Total Requests Received - 18,965

Requests Processed - Regional

FY 1995/96



FY 1995/96	FILLED	BORROWED
OhioLINK Libraries	4,097	4,258
Ohio Acad./Pub. Libraries	260	36
Ohio Hospital Libraries	1,432	17
Region 3	2,301	1,055
U.S. Libraries	139	119
International Libraries	10	6
Independent Patrons/Corp.	382	1
(National Library of Medicine) NLM	0	279
(University Microfilms Int.) UMI	0	135
(The Genuine Article) TGA	0	102
AHEC	346	0
TOTAL	8,967	6,008

1995/96 FREQUENTLY REQUESTED JOURNALS WITH HISTORY OF DEMAND

JOURNAL TITLES	REQUESTED 10 TIMES or MORE				
	1995/96	1994/95	1993/94	1992/93	1991/92
**Acta Oto-Laryngologica. Supplement	12				
American Journal of Critical Care	19				
American Journal of Industrial Medicine	37				
American Journal of Respiratory Cell & Molecular Biology	18				
Applied Nursing Research	10	13			
Bioelectromagnetics	11				
Bioessays	16				
Biotechniques	11	12			
Breast Cancer Research and Treatment	14	10	8	6	
**British Heart Journal	17		6		
British Journal of Nursing	14	17			
Cell Growth and Differentiation	25		8	13	
Current Opinion in Cell Biology	22	13	6	7	
Current Opinion in Genetics and Development	19				
Current Opinion in Neurobiology	10				
**Early Human Development	18	23	9		
Electrophoresis	11				
*European J of Clinical Microbiology & Infectious Diseases	10				
**European Journal of Pediatrics	21	11	19	16	
**Febs Letters	23				
Foot and Ankle	13	16		10	
Genes, Chromosomes and Cancer	10	10			
Genetics	14				
**Gynecologic Oncology	12				
Health Visitor	11				
Human Molecular Genetics	15				
Journal of the American Academy of Nurse Practitioners	12				
Journal of Cerebral Blood Flow and Metabolism	38				
**Journal of Child Neurology	15	13	7	6	
*Journal of Community Health Nursing	12	12	5		
Journal of Hepatology	11		13		5

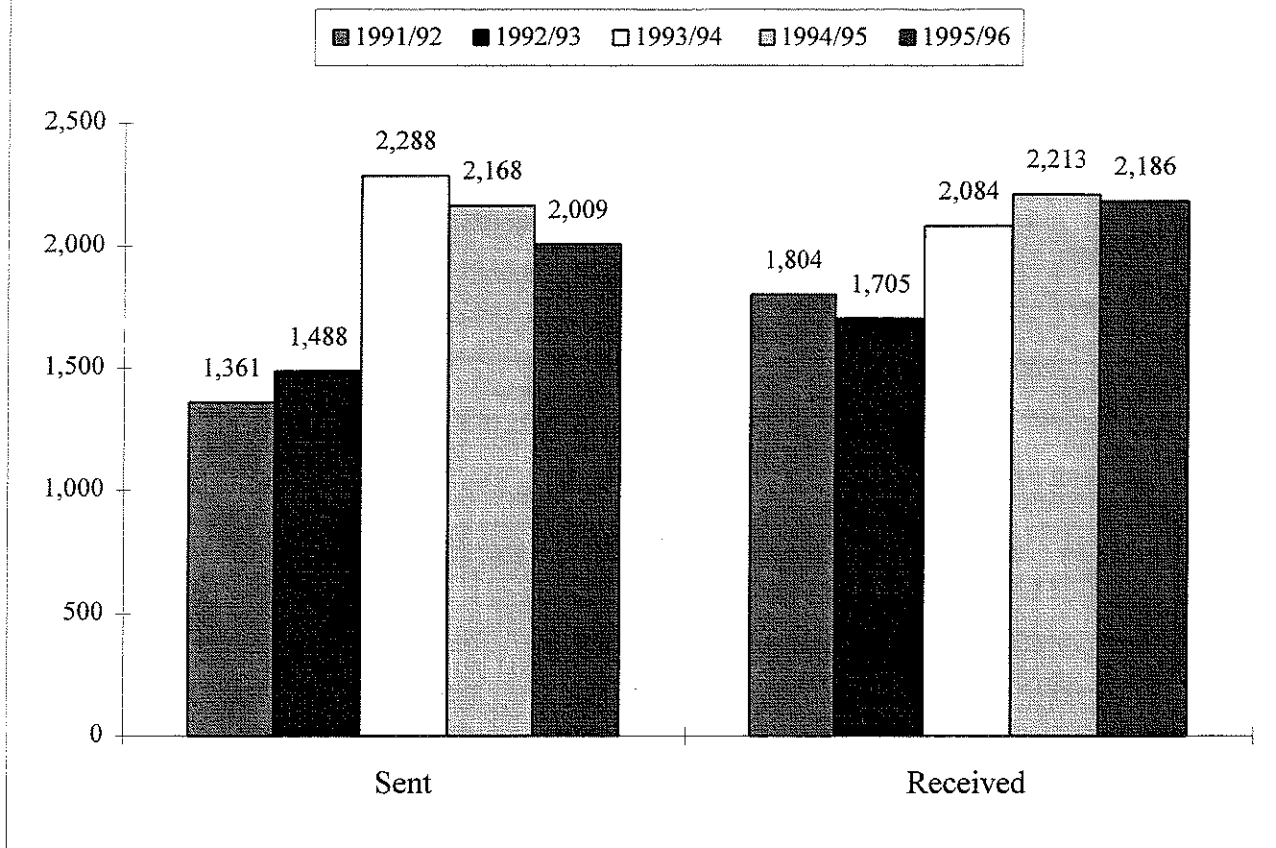
JOURNAL TITLES	REQUESTED 10 TIMES or MORE				
	1995/96	1994/95	1993/94	1992/93	1991/92
Journal of Intravenous Nursing	10				
**Journal of Molecular and Cellular Cardiology	20				
Journal of Molecular Evolution	13				
Journal of Near-Death Studies	12	15			
Journal of Orthopaedic and Sports Physical Therapy	15	15			
*Journal of Orthopaedic Trauma	11	17	8	7	6
Journal of Pain and Symptom Management	24	13			
Journal of Palliative Care	14			9	
*Journal of Pediatric Health Care	14	14	16	8	
*Journal of Pediatric Nursing	26	17	8	5	
Journal of Steroid Biochemistry and Molecular Biology	12	13	7		
Molecular Carcinogenesis	14	31			5
*Molecular Endocrinology	11	20	14	12	5
**Mutation Research	12				
NAACOGS Clinical Issues in Perinatal and Women's Health	11				
*Neuron	10		11	7	19
Neuroreport	28	18	6	5	
*Nursing Standard	19	36	13		
*Oncogene	21	20	51	10	6
Orthopedics	10	10	15	5	
Professional Nurse	14	14	6		
Protein Expression and Purification	12				
*Public Health Nursing	33	13			
**Social Science and Medicine	13		13		
Toxicology	11				5
**Toxicology Letters	21				
Trends in Genetics	20			7	

High Reoccurring Fiscal Year Activity Level

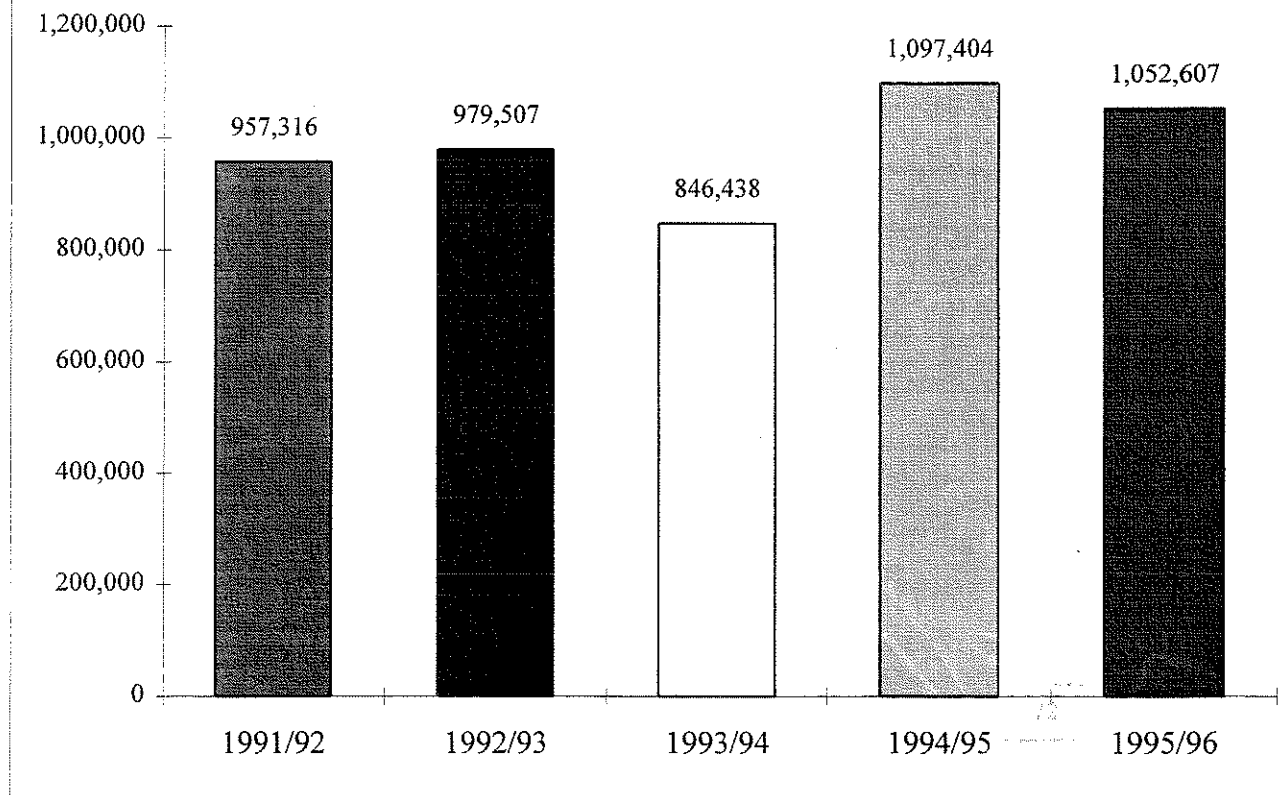
*Recently added to collection

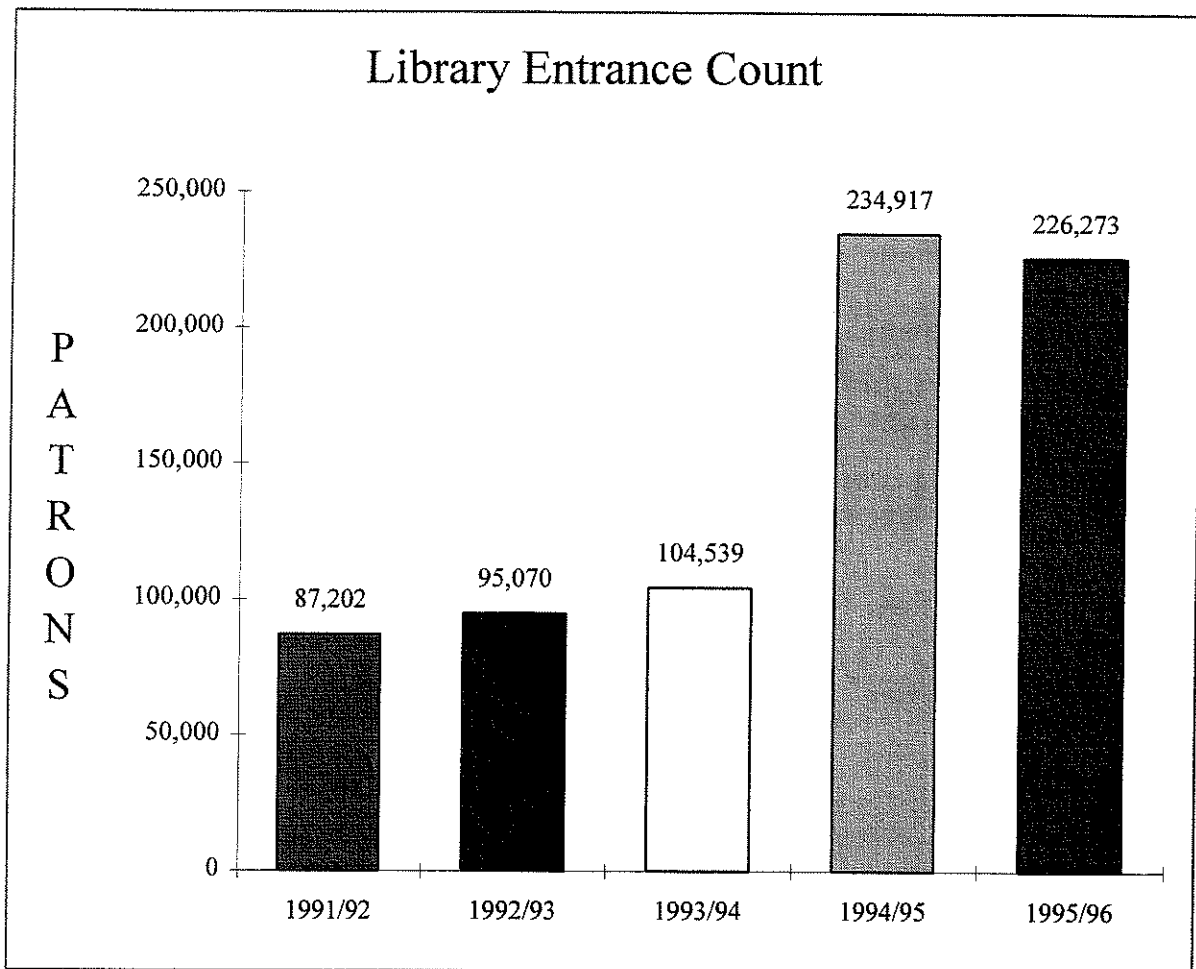
**Dropped from collection

Fax Statistics



Photocopies Made on Library Copiers





<u>1991/92</u>	<u>1992/93</u>	<u>1993/94</u>	<u>1994/95</u>	<u>1995/96</u>	TREND <u>1 YR.</u>	TREND <u>5 YR.</u>
87,202	95,070	104,539	234,917	226,273	-3.70%	159%

Patron usage of the library is measured by accuracounter statistics. The entrance count over the past 5 years has increased significantly. Factors responsible for the increase include the library's extended evening hours, more organized services, and increased electronic resources.

FISCAL YEAR 1992/93 IS ESTIMATED

226,273

CIRCULATION (checkout) STATISTICS

PATRON TYPES

<i>INTERNAL</i>	1994-1995		1995-1996		Change
	Percent	Number	Percent	Number	Percent
Medical Student	42.40%	9,111	42.50%	9115	0%
Nursing Graduate Student	3.50%	757	3.90%	829	9.50%
Nursing Undergraduate Student	4.20%	891	2.90%	631	-29%
Occupational Health	0.60%	130	1.60%	330	154%
Occupational Therapy	0.70%	145	1.90%	412	184%
Graduate Student	16.90%	3,611	15.70%	3,355	-7%
Faculty (Medicine)	3.50%	748	4.30%	921	23%
Faculty (Allied Health)	0.20%	33	0.30%	59	79%
Faculty (Nursing)	1.10%	243	1%	207	-15%
Resident/Intern	4.20%	894	3.50%	746	-17%
Staff	6%	1,291	8.20%	1,747	35%
AHEC/Preceptor	0.10%	11	0	9	-18%
ILS	0.60%	126	0.50%	101	-20%
Physical Therapy	2.50%	531	1.70%	371	-30%
Volunteers	0	0	0	6	N/A
Alumni	0	0	0	3	N/A
Friends of the Library	0	0	0	0	N/A
TOTAL	86.50%	18,522	88%	18,851	1.60%

FEE FOR SERVICE

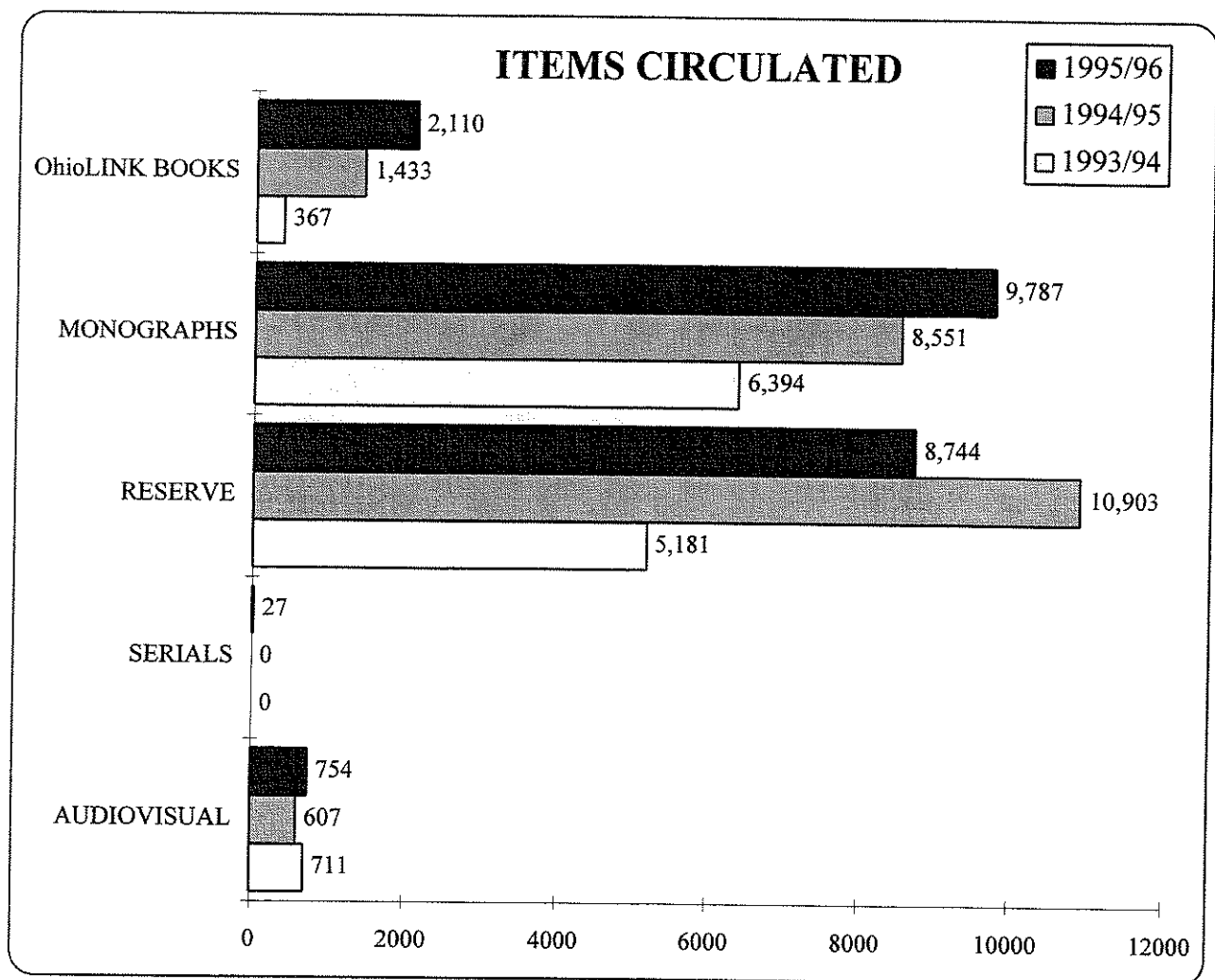
Courtesy	1.60%	346	0.30%	73	-79%
Non OhioLINK Students	2.50%	539	0.70%	150	-72%
Non MCO Health Professional	1.10%	245	0.60%	123	-50%
Citizens	0	0	0.10%	17	N/A
Hospital Librarians (Northwest Ohio)	0	0	1%	207	N/A
TOTAL	5.20%	1,130	2.70%	570	-50%

OhioLINK (Walk-In)

OhioLINK University (Faculty/Staff)	0.40%	77	0.30%	53	-31%
OhioLINK University (Students)	5.50%	1,173	4.50%	951	-19%
OhioLINK Community College (Fac/Staff)	0	0	0.10%	14	N/A
OhioLINK Community College (Students)	0	0	0.50%	113	N/A
TOTAL	5.80%	1,232	5.40%	1,131	8%

OhioLINK (PCIRC)

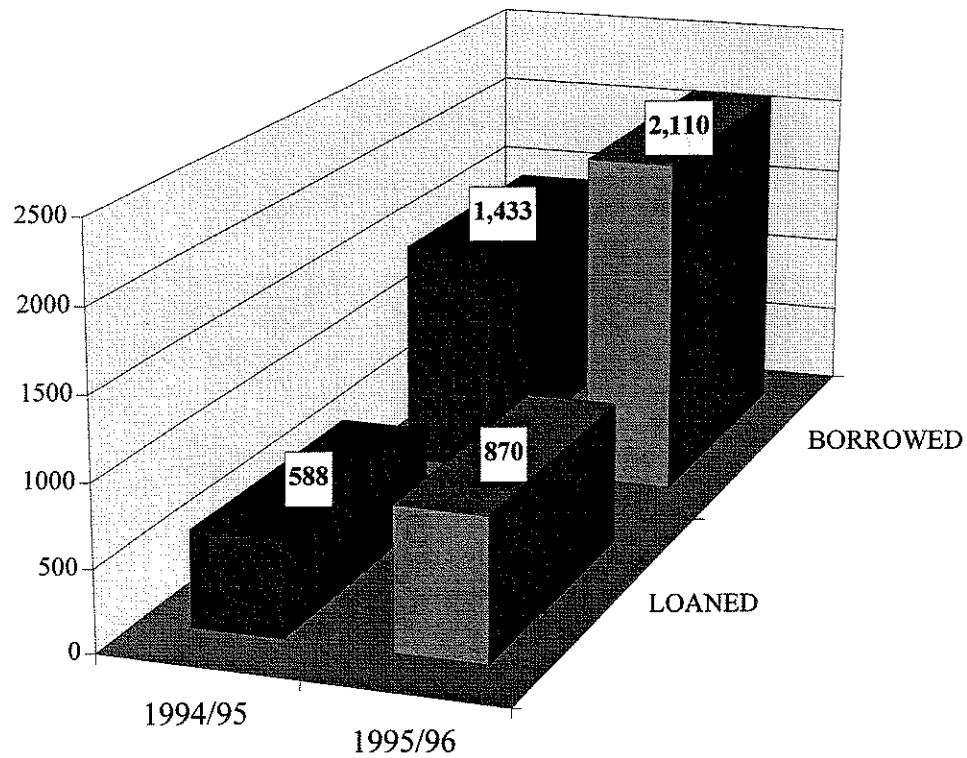
OhioLINK Patrons	2.70%	588	4.20%	870	48%
GRAND TOTAL	100%	21,490	100%	21,422	-0.003



MANUAL TYPE	1993/94	1994/95	1995/96	TREND 1 YR.	TREND 5 YR.
AUDIOVISUAL	711	607	754	24%	6%
SERIALS	0	0	27	N/A	N/A
RESERVE	5,181	10,903	8,744	-20%	69%
MONOGRAPHS	6,394	8,551	9,787	14%	53%
OhioLINK BOOKS	367	1,433	2,110	47%	475%
TOTAL	12,653	21,494	21,422	-.003%	69%

Significant increases in circulated items can be seen in all categories. Contributing factors include increased user awareness due to electronic resources and the large increase in patrons using the facility. The massive increase in books being borrowed through OhioLINK can be attributed to increased patron awareness.

Patron Initiated Circulation



	1994/95		1995/96		TREND 1 YR.
BORROWED	1,433	71%	2,110	71%	47%
LOANED	588	29%	870	29%	48%
TOTAL	2,021	100%	2,980	100%	47%

PCIRC - Patron Initiated Circulation allows patrons to request items from any of the OhioLINK participating universities in Ohio. All transactions are able to be performed electronically by the patron themselves with materials being delivered to their institution by courier service.