Medical College of Ohio
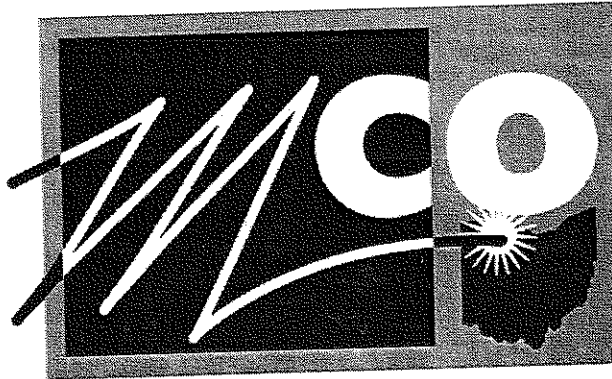
Healing Begins with Knowledge

Raymon H. Mulford Library
Medical College of Ohio

ANNUAL REPORT

Fiscal Year 1996-97

McNamee

TABLE OF CONTENTS

Administrative Summary

ADMINISTRATIVE SUMMARY

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

Evolution

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

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

Student Oriented Improvements

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

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

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

Educational Integration

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

year. Barbara McNamee, Jolene Miller, and David W. Boilard in the School of Allied Health, and Dr. Jablonski in the Graduate School.

Trends in Library Use

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

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

Trends in CLRC Use

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

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

Outreach

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

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

Informatics

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

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Directions for FY 1997-98

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

- *Educational Integration*

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

- *Educational Technology Services*

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

- *Outreach and Marketing*

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

- *Academic Intranet*

  The Library and its divisions will work with the Center for Creative Instruction on developing the information and educational resource components for the "Academic Intranet."

Expenditures

Raymon H. Mulford Library

Expenditures for Fiscal Year 1996/97

	State Account 03100	External User Fee 961310	Foundation Account 774038	Friends of the Library 774A38	Total Expenditures $
Beginning Balance	$1,538,130	$19,150	$2,087	$777	
100 -Salaries	$718,513	$21,773	0	0	$740,286
200 - Fringe Benefits	$158,951	$ 2,822	0	0	$161,773
Payroll Accrual	$ 13,678	$873			$14,551
TOTAL PERSONNEL	$891,142	$25,468			$916,610
300 - Supplies	$23,192	(540)	0	0	$22,652
400 - Travel & Entertainment	$ 5,145	$13,295	$767	0	$19,207
500 - Info & Communication	$546,336	$410	$32	0	$546,778
*Library Crosscharge Account	$(7,268)				$(7,268)
600 - Outside Services	$30,241	$11,108	0	0	$41,349
700 - Miscellaneous	$ 1,229	$542	0	0	$1,771
900 - Equipment	0	$6,842	0	0	$6,842
990 - Transfer	0	0	$40	0	$40
TOTAL OPERATING	$598,875	$31,657	$839	$0	$631,371
TOTAL EXPENDITURES	$1,490,017	$57,125	$839	$0	$1,547,981

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

Computer Learning Resource Center

Expenditures for Fiscal Year 1996/97

	State Account 03365	Library Account 961310	Total Expenditures
Beginning Balance	$174,543	NA	
100 - Salaries	$141,665	0	$141,665
200 - Fringe Benefits	$35,047	0	$35,047
Payroll Accrual	$3,469		$3,469
TOTAL PERSONNEL	**$180,181**	0	**$180,181**
300 - Supplies	$18,110	$1,541	$19,651
400 - Travel	$1,229	$1,343	$2,572
500 - Info & Communication	$1,208	0	$1,208
600 - Outside Services	$738	0	$738
700 - Miscellaneous	$1,125	0	$1,125
900 - Equipment	0	0	0
990 - Transfer	0		
TOTAL OPERATING	**$22,410**	**$2,884**	**$25,294**
TOTAL EXPENDITURES	**$202,591**	**$2,884**	**$205,475**

Media Classroom Support Services

Expenditures for Fiscal Year 1996/97

	State Account 03010	Crosscharge Account 03011
Beginning Balance	$203,194	
100 - Salaries	$140,257	
200 - Fringe Benefits	$33,618	
Payroll Accrual	($607)	
TOTAL PERSONNEL	**$173,268**	**$0.00**
300 - Supplies	$21,595	$20
400 - Travel	$1,594	($11,634)
500 - Info & Communication	$1,148	
600 - Outside Services	$1,321	
700 - Miscellaneous	$341	
900 - Equipment	0	
990 - Transfer	0	
TOTAL OPERATING	**$25,999**	**($11,614)**
TOTAL EXPENDITURES	**$199,267**	**($11,614)**

Photography Services

Expenditures for Fiscal Year 1996/97

	State Account 03015	Crosscharge Account 03016
Beginning Balance	$149,936	
100 - Salaries	$86,397	
200 - Fringe Benefits	$24,710	
Payroll Accrual	($1,119)	
TOTAL PERSONNEL	**$109,988**	**$0.00**
300 - Supplies	$11,963	
400 - Travel	$1,147	
500 - Info & Communication	$37,543	($101,394)
600 - Outside Services	$319	
700 - Miscellaneous	0	
900 - Equipment	0	
990 - Transfer	0	
TOTAL OPERATING	**$50,972**	**($101,394)**
TOTAL EXPENDITURES	**$160,960**	**($101,394)**

Staff

- **Mulford Library**
- **Educational Technology Services**

RAYMON H. MULFORD LIBRARY STAFF
Effective June 30, 1997

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

Lana Fish   February 2, 1995
Access Services Assistant (.50F.T.E.)

Mary Houston   October 5, 1971
Circulation Services Assistant

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

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

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

Ulonda Sweeney   January 13, 1997
Acquisitions/Cataloging Assistant

Rosemary Tammarine   June 1, 1970
Circulation Services Assistant

Educational Technology Services:
Michael Brun, M.S.A.   September 6, 1988
Graphics Designer

Greg Cole   May 14, 1975
Medical/Television Engineer

Rick Gottfried   April 22, 1981
Electronics Technician

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

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

Bruce Kuhman   September 28, 1978
Audio/Visual Supervisor

Patricia Lester   August 9, 1982
Secretary II

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

Anne Trinchero, M. Ed.   May 18, 1976
Computer Lab Technician

RAYMON H. MULFORD LIBRARY STAFF CHANGES

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

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

STAFF ACTIVITIES

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

Memberships and Committees

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

Activities and Continuing Education

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

Presentations, Publications, Grants

      "Online Academic Journal Packages: Decision Points for Health Science Libraries,"
          presented with Sheryl Stevens at Annual Meeting of the Medical Library Association,
          Seattle - May 1997
      Boilard, DW. Programs of the Medical Library Association and OhioLINK.
          (publication of presented paper) *Tudomanyos es Muszaki Tajekoztatas* 44
          Feb 1977:64-66

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

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

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

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

Activities and Continuing Education
    Lima Area/MCO Health Education Center (LAHEC) 3rd Annual Golf Scramble,
      Kalida, OH - July 1996
    Health Sciences Librarians of Northwest Ohio Spring Meeting, Toledo, OH - May 1997
    OhioLINK Regional Meeting, Bowling Green, OH - May 1997
    Medical Library Association Annual Meeting. Seattle, WA - May 1997
    "Customer Service in Libraries: Strategies for Excellence," CE course,
      Seattle, WA - May 1997

Presentations, Publications, Grants
    Nursing/Allied Health/Medical Student Orientations (total: 6), August - October 1996
    Taught OSLER/MEDLINE/CINAHL Classes (total: 3), September 1996 - April 1997
    Taught "Medical Applications of Computers," (Tutorial) Bellevue, OH - October -
      November 1996
    Taught "Medical Applications of Computers," (Tutorial) Bryan, OH - February -
      April 1997

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

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

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

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

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

Memberships and Committees
> Medical College Hospitals Information Management Committee
> Health Sciences Librarians Northwest Ohio (HSNLO)
> Medical Library Association (MLA)
> Mid-Continental MLA (MC/MLA)

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

Activities and Continuing Education

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

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

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

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

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

"Empowering the People You Supervise" Medical Library Association Continuing Education, Seattle, Washington, May 28, 1997 (4MLA CE credits)

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

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

Annual Meeting of the Medical Library Association, Seattle, Washington, May 24--29, 1997

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

Memberships and Committees

Academy of Health Information Professionals - Provisional Member
American Library Association
Association of College and Research Libraries
Health Sciences Librarians of Northwest Ohio
Medical College of Ohio
    Educational/Instructional Informatics Subcommittee
Medical Library Association
    Credentialing Committee
Midwest Chapter of the Medical Library Association

Jolene M. Miller, M.L.S., Reference/Education Librarian (continued)

Activities and Continuing Education

        MCO "Introduction to the World Wide Web" class, Toledo, OH - July 1996

        OhioLINK ERIC training, Toledo, OH - August 1996

        MCO Personal Safety training - August 1996

        UT Graduate Student Convocation, Toledo, OH - September 1996

        UT "Group Processes in Education" class, Toledo, OH - September - December 1996

        MC/MLA Annual Meeting, Columbus, OH - September 1996

        "Health Statistics" CE at MC/MLA, Columbus, OH - September 1996

        OhioLINK Compendex training, Toledo, OH - November 1996

        UT "Human Resources Development in Health Care" class, Toledo, OH - January - March 1997

        "Fair Use in Multimedia Guidelines" teleconference, Toledo, OH - February 1997

        Health Sciences Librarians of Northwest Ohio Meeting, Toledo, OH - February 1997

        "Future for Librarians: Positioning Yourself for Success" Teleconference, Toledo, OH - March 1997

        "Cooperating Networks" panel discussion, Bowling Green, OH - April 1997

        Health Sciences of Northwest Ohio meeting, Toledo, OH - May 1997

        "Making the Most of Your Web Browser" class, Toledo, OH - May 1997

        OhioLINK Regional Briefing Meeting, Bowling Green, OH - May 1997

        Medical Library Association Annual Conference, Seattle, WA - May 1997

        MCO "Managing Priorities" class, Toledo, OH - June 1997

Presentations, Publications, Grants

        Library Tour for 1996 Prematriculation Class - July 1996

        Presentation for "Computer Applications in Medicine" class - July 1996

        New Student Tours (Total: 15) - August through October 1996

        Presentations for PT 410, "Research in Physical Therapy," class - September, November 1996

        MCO Internet Class (Total: 5) - November 1996 through May 1997

        Training in OSLER/MEDLINE/CINAHL/Biological Abstracts for MCO (Total: 16) - July 1996 through June 1997

        Presentation for PM & R Residents on "Computer Skills and Medical Informatics" - April 1997

        Resident Training (Total: 6) - July 1996, June 1997

        Web-Based Classes (Total: 6) - January - May 1997

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

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

Activities and Continuing Education
        Newsletter Editor, *Books & Bytes*, Mulford Library - 1996-97
        MCO WWW class - July 1997
        Midwest Chapter of MLA Annual Meeting, Columbus, OH - September-October 1996
        "Government Information Resources", CE course, Columbus, OH - September 1996
        MCO Computer Training meeting - January 1997
        "Fair Use in Multimedia Guidelines", MCO - February 1997
        HSLNO Winter Meeting, MCO - February 1997
        "Teaching the Internet in 50 Minutes", CE course, Arlington, VA - March 1997
        "Advanced Internet Searching with Major Net Finding Aids", CE course, Arlington, VA -
            March 1997
        Computers in Libraries '97 Conference, Arlington, VA - March 1997
        MLA Teleconference, *The Future of Librarians: Positioning Yourself for Success!*, MCO
            March 1997
        MCO ADA Training Seminar - April 1997
        Cooperative State Networks panel discussion, Bowling Green, OH - April 1997
        HSLNO Spring Meeting, MCO - May 1997
        MCO Professional Development Seminar, *Managing Priorities* - May 1997
        MCO Professional Development Seminar, *Interpersonal Dynamics* - June 1997
        MCO Professional Development Seminar, *Working with Conflict* - June 1997
        MCO Safety Awareness presentation - June 1997

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

Presentations, Publications, Grants

        Bibliographic Management Software presentation for the *Computer Applications in Biomedical Research* MCO graduate student course - July 1997

        MCO Internet Classes - July, October 1996, April-May 1997

        Library WWW services presentation - August 1996, April 1997

        OhioLINK ERIC Training - assisted ERIC trainer - August 1996

        Training in OSLER/MEDLINE/CINAHL for MCO - September-October 1996,

        Nursing Student Tours - September-October 1996

        Faculty WWW Searching instruction - October 1996

        New Faculty Orientations - October 1996, March 1997

        Medical Applications of Computers, Bellevue, OH - November 1996

        OhioLINK Regional Briefing at BGSU - User Services Committee Presentation - May 1997

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

Memberships and Committee

        OhioLINK Intercampus Services

        Institutional Informatics Committee

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

Memberships and Committees

        Medical Library Association

            Academy of Health Information Professional, Distinguished Member

        Midwest Chapter/Medical Library Association

            Executive Board Member

            Publications Committee Chair

        OhioLINK Database Management and Standards Committee

        OhioLINK Cooperative Information Resources Management Committee

        Ohio Health Sciences Library Association

        Health Sciences OCLC Users Group

Activities and Continuing Education

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

Carrie Bowman, BA, Circulation Night/Weekend Supervisor
Activities and Continuing Education
> *University of Toledo
>> "AutoCAD"
>> "Math 134"

Anne M. Bushel, M.I.L.S., Reference Associate
Memberships and Committees
> American Library Association
> Medical Library Association
> Midwest Chapter/Medical Library Association
> Ohio Health Sciences Library Association
> Ohio Library Association
> Academic Library Association of Ohio
> Health Sciences Librarians of Northwest Ohio
> Friends of the Toledo-Lucas County Public Library

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

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

Greg Cole, Television Engineer
Activities and Continuing Education
> Various equipment demonstrations hosted by vendors

*Higher education courses supported by the Raymon H. Mulford Library

Dawn Durivage, Administrative Assistant
Activities and Continuing Education
       MCO Information Systems Classes:
           Introduction to the World Wide Web
           Power Point 4.0 for Windows, Volumes 1, 2
       MCO ADA Training Seminar - April 1997
       Bright Ideas Award recognition luncheon, February, 1997

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

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

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

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

Cynthia Stroud, M.A., Interlibrary Services Supervisor
Activities and Continuing Education
>MCO Information Systems Classes:
>>MCO Network
>>Microsoft Excel
>>World Wide Web
>>Internet Class

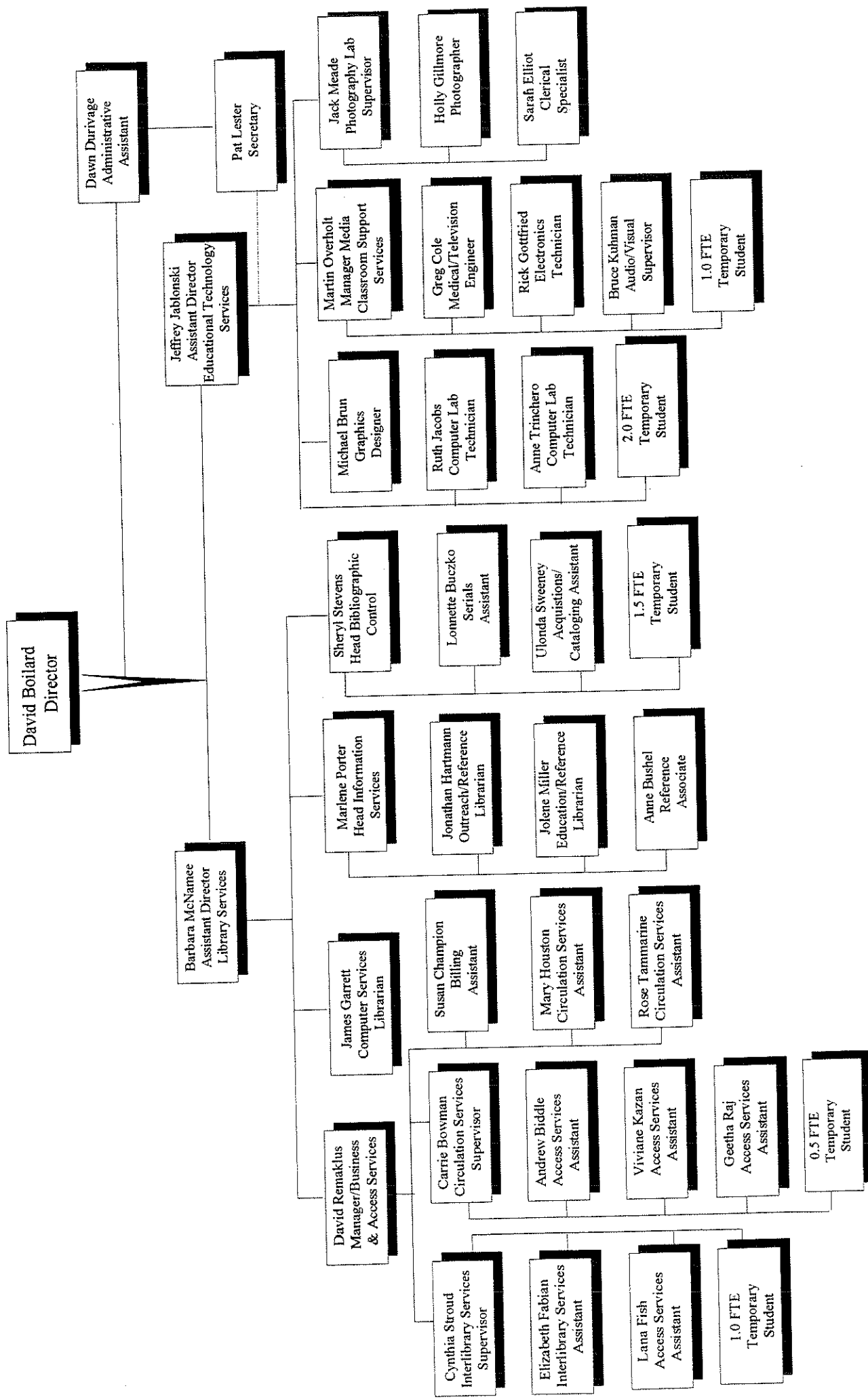**Anne Trinchero, M.Ed., Computer Laboratory Technician**
Activities and Continuing Education
>FileMaker Pro seminar sponsored by MacAcademy - February 1997
>Windows 95 class sponsored by Davis Business College

Staff Organization Chart
June 30, 1997

David Boilard — Director

- **Dawn Durivage** — Administrative Assistant
- **Pat Lester** — Secretary

Jeffrey Jablonski — Assistant Director Educational Technology Services

- **Jack Meade** — Photography Lab Supervisor
  - **Holly Gillmore** — Photographer
  - **Sarah Elliot** — Clerical Specialist
- **Martin Overholt** — Manager Media Classroom Support Services
  - **Greg Cole** — Medical/Television Engineer
  - **Rick Gottfried** — Electronics Technician
  - **Bruce Kuhman** — Audio/Visual Supervisor
  - 1.0 FTE Temporary Student
- **Michael Brun** — Graphics Designer
  - **Ruth Jacobs** — Computer Lab Technician
  - **Anne Trinchero** — Computer Lab Technician
  - 2.0 FTE Temporary Student

Barbara McNamee — Assistant Director Library Services

- **Sheryl Stevens** — Head Bibliographic Control
  - **Lonnette Buczko** — Serials Assistant
  - **Ulonda Sweeney** — Acquisitions/Cataloging Assistant
  - 1.5 FTE Temporary Student
- **Marlene Porter** — Head Information Services
  - **Jonathan Hartmann** — Outreach/Reference Librarian
  - **Jolene Miller** — Education/Reference Librarian
  - **Anne Bushel** — Reference Associate
- **James Garrett** — Computer Services Librarian
- **David Renaklus** — Manager/Business & Access Services
  - **Susan Champion** — Billing Assistant
  - **Mary Houston** — Circulation Services Assistant
  - **Rose Tammarine** — Circulation Services Assistant
  - **Carrie Bowman** — Circulation Services Supervisor
  - **Andrew Biddle** — Access Services Assistant
  - **Viviane Kazan** — Access Services Assistant
  - **Geetha Raj** — Access Services Assistant
  - 0.5 FTE Temporary Student
  - **Cynthia Stroud** — Interlibrary Services Supervisor
  - **Elizabeth Fabian** — Interlibrary Services Assistant
  - **Lana Fish** — Access Services Assistant
  - 1.0 FTE Temporary Student

The Library Advisory Committee

LIBRARY ADVISORY COMMITTEE

FY 1996-97

Keith Crist, Ph.D. (Chairman)

Nasreen Bhumbra, M.D.

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

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

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

Jeffrey Jablonski, Ph.D. (ex officio)

Wun Jung Kim, M.D.

Dennis Metzger, Ph.D.

George Nowacek, Ph.D.

Linda Pierce, R.N.C., M.S.N.

Julia Westerink, M.D.

Diane Younker (graduate student)

Meeting Dates:

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

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

Gifts To The Library

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

Mr. & Mrs. Martin Davis
Sylvania, Ohio

Mr. & Mrs. Charles Goddard
North Canton, Ohio

Dr. Caroline Lee Roberts
Durham, North Carolina

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

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

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

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

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

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

Joyce Shoemaker, Ed.D
Toledo, Ohio

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

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

Mr. & Mrs. John Bognar
Toledo, Ohio

Paul Lehmann, Ph.D.
Toledo, Ohio

Annual Report 1996-97

LIBRARY SERVICES DIVISION

LIBRARY SERVICES

Barbara McNamee, Assistant Director of Library Services

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

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

Enhanced User Services

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

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

- **added a new opening routine.** A staff member was scheduled to come in at 7AM before the Library opened at 7:30 A.M. This individual checked and restocked all photocopy machines, printers and computers. Calls for needed machine service were made. As a result, the Library was ready to serve users at opening time.
- **reexamined the Oversize Book Collection** and moved many titles to the general book collection which were not truly oversized. These items had created confusion for users over the past several years.
- **added a series of discipline oriented Web instructional sessions** for faculty students and staff.
- **added two student study rooms** which are available for students to reserve on a week long basis.
- **added a service form display unit** to facilitate users' access to interlibrary loan forms, book and journal requests and search requests forms.
- **piloted course integrated information management instruction** which included the availability of a designated librarian during classes and at the library for student consultation and to facilitate information oriented assignments for both the instructor and the students (Physical Therapy).
- **developed and submitted proposals for elective courses** in the medical and graduate schools for Fall 1997.

Web Enhancements

- In July 1996, existing links were re-evaluated and others added according to new selection criteria; all were re-organized.
- The Library's **Instructions to Authors** service begun in May, 1996, achieved international fame. Creators of the page, Sheryl Stevens and James Garrett received requests from a number of institutions asking for permission to link to this valuable site. The site itself grew by over 1,000 journal titles. Ms. Stevens began actively encouraging publishers to make their instructions Web accessible.
- A new service, **Health News,** was added to the Library homepage. Each day, Ms. Stevens and Mr. Garrett scanned major news sources and selected 3-5 stories for their importance or impact on health care. The headlines, with hot links to the full-text or news source, are posted by 10 AM each morning for daily review of MCO faculty, students, staff and preceptors.
- In March, 1997, the "New Books" feature was replaced with **"Book of the Week,"** which spotlighted one recent Library acquisition and provided users with a continuously updated list of all new titles, each linked to the appropriate record in the OSLER Web catalog.
- The Library's newsletter, **Books & Bytes,** became available via the Web and included hot links to any Web sites that were mentioned in stories.

As the year closed, the Library had began to pursue new approaches with faculty and students to continue to improve service and understand needs, changing usage patterns and styles for the years to come. An added benefit of these contacts has been the ability to actively extend the role of librarians beyond the confines of the library. Due to electronic access, information users are less likely to come to the library but the need for expert advice on sources of information and assistance continues. Librarians must pursue other ways, including actively leaving the library, to provide assistance. In addition to course integrated information management instruction, some examples of these FY1996-97 activities include:

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

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

Goals for FY 97/98:

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

ACCESS SERVICES

David Remaklus, Manager of Access & Business Services

Cynthia Stroud, Interlibrary Services Supervisor
Elizabeth Fabian, Interlibrary Services Assistant
Susan Champion, Library Billing Assistant
Lonnette Buczko, Night/Weekend Circulation Supervisor
Rose Tammarine, Circulation Assistant
Mary Houston, Circulation Assistant
Lana Fish, Access Services Assistant

Geetha Raj, Access Services Assistant
Andrew Biddle, Access Services Assistant
Viviane Kazan, Access Services Assistant
Kevin Cook, Student Worker
Fateh Khairuddin, Student Worker
Emil Gravelle, III, Student Worker
Kevin Odey, Student Worker

Staffing

- Since Access Services depends heavily on part-time student workers, staffing is always a challenge. Due to students busy schedules and commitments they are rarely able to work more than one year. As such, hiring and training is an ongoing project. Student staffers who resigned prior to June 30 are: Alicia Conklin, Mark Fajardo, Shawn Kass, Chad Maguire, Bethany Mueller, Jasmin Oberoi, Kevin Odey, Nancy Sidhu, Karen Stocker, Jennifer Swantek, Jeffrey Swartz, and Chad Yoakam.
- Cynthia Stroud was hired in August to replace Steven Cook as our Interlibrary Loan Supervisor. Ms. Stroud has a Master of Arts degree and several years interlibrary loan experience. Mr. Cook had decided to continue his education at Miami University. He is working towards a Masters in Computer Science.
- Lonnette Buczko was hired in June to replace Carrie Bowman as our Night/Weekend Circulation Supervisor. Ms Buczko is a long time MCO employee who was previously working in our Technical Services Department. Ms. Bowman has taken a part-time position with the Admitting Department to afford more time for studies.

Interlibrary Services

Workload

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

Fill Rates

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

Depository

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

Circulation

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

Patron Initiated Circulation

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

Power Pages

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

Additional Equipment

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

A new Sanyo cash register was purchased for the Circulation Desk.

Library Entrance Count
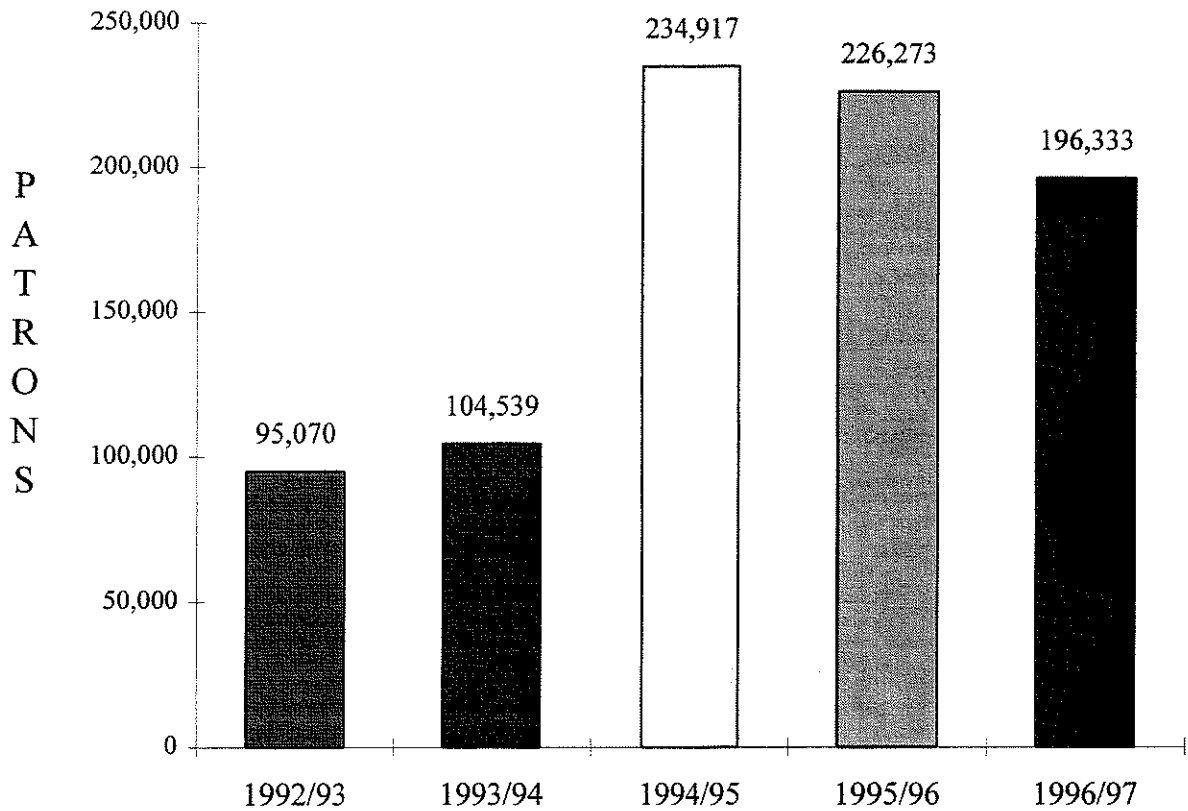
	1992/93	1993/94	1994/95	1995/96	1996/97	TREND 1 YR.	TREND 5 YR.
	95,070	104,539	234,917	226,273	196,333	-13.00%	119%

FISCAL YEAR 1992/93 IS ESTIMATED

Interlibrary Services

Requests Processed - FY 1996/97

Referred
0.23%

45

Filled
49.55%

9,805

Borrowed
31.97%

6,462

3,613
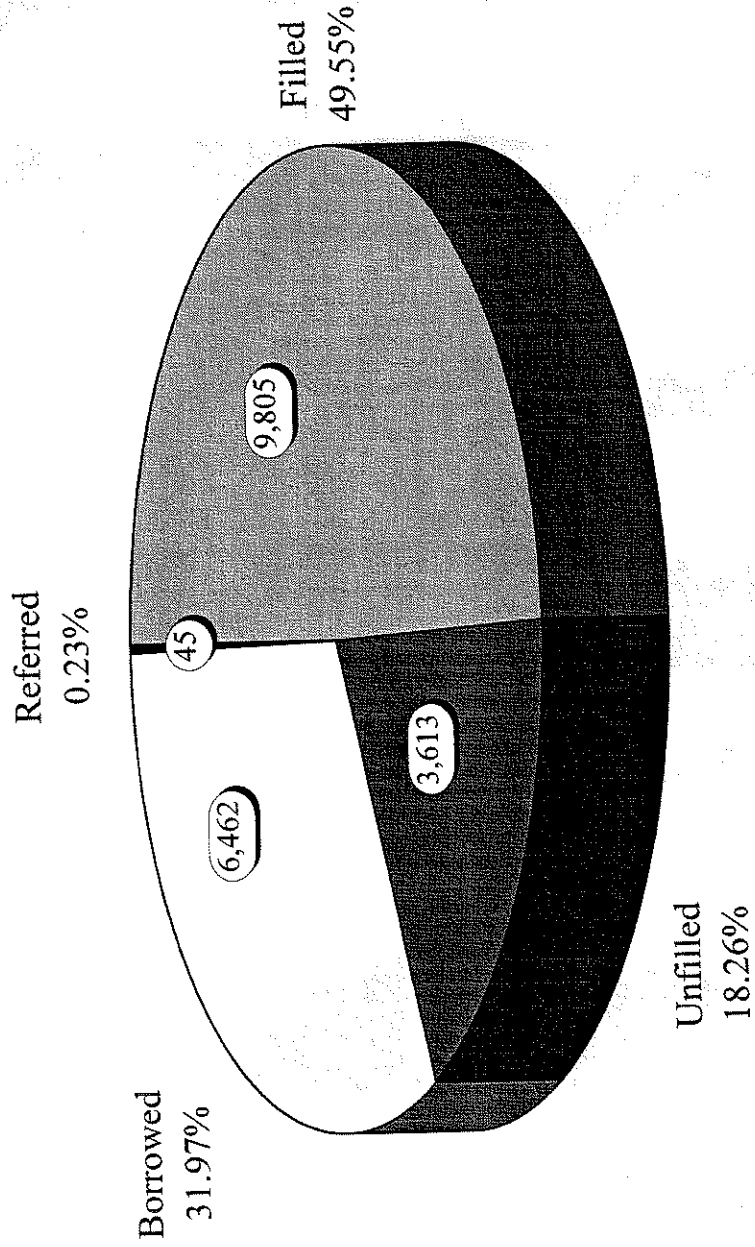
Unfilled
18.26%

Total Requests Received - 19,925

Interlibrary Services

Requests Processed - FY's 1992/93 to 1996/97

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

FILLED
- 9,609
- 9,704
- 8,182
- 8,967
- 9,805

UNFILLED
- 4,337
- 4,160
- 4,466
- 3,990
- 3,658

BORROWED
- 2,818
- 4,022
- 6,027
- 6,008
- 6,462

PHOTOCOPY SERVICES
- 3,362
- 2,787
- 3,184
- 2,492
- 2,595
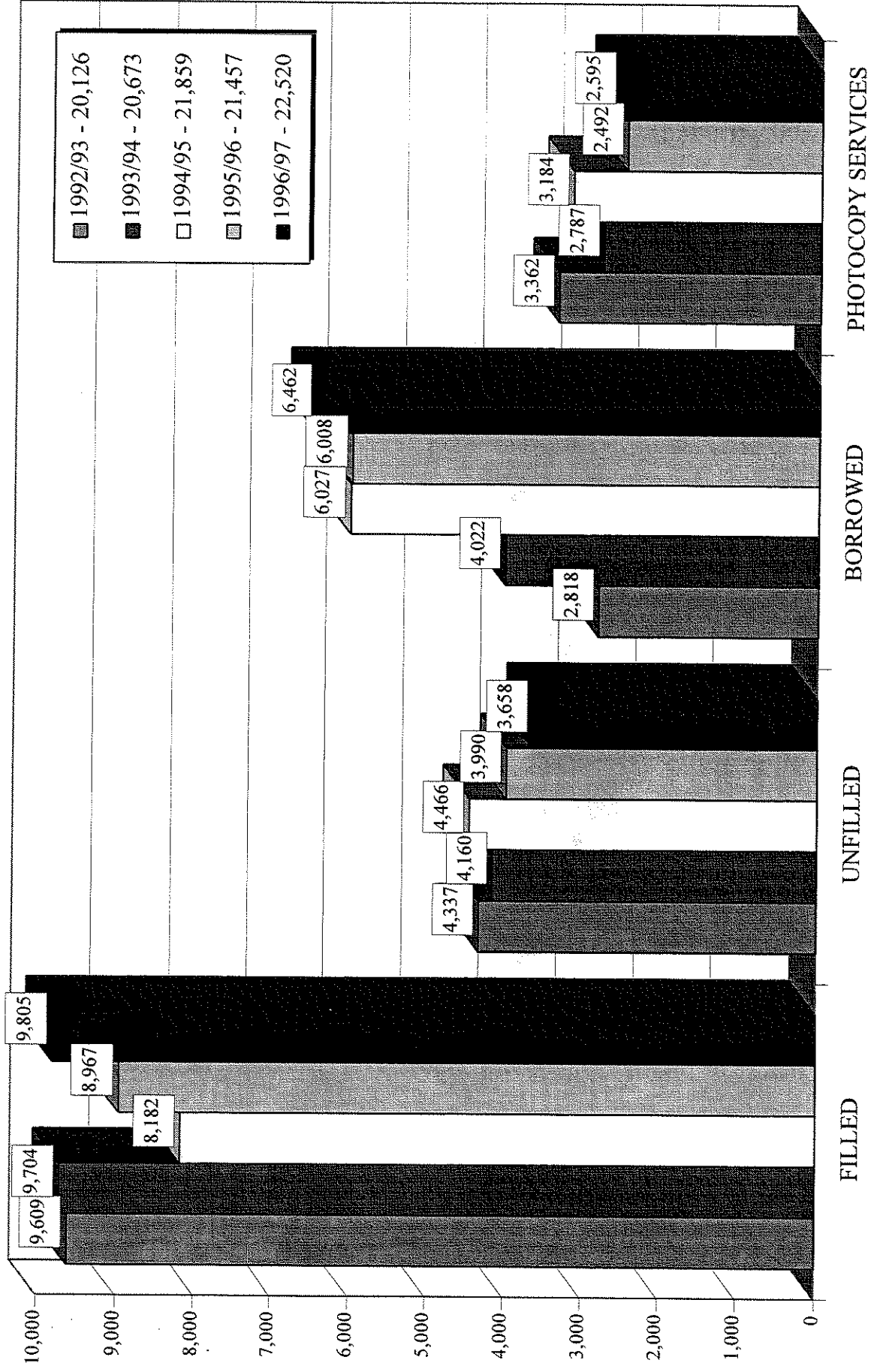
Referred Requests are Considered Unfilled

Y-axis: 0, 1,000, 2,000, 3,000, 4,000, 5,000, 6,000, 7,000, 8,000, 9,000, 10,000

Fiscal Years – 1992/93 To 1996/97

Interlibrary and Photocopy Services

LENDING

	1992/93	1993/94	1994/95	1995/96	1996/97	TREND 1 YEAR	TREND 5 YEARS
REQUESTS FILLED	9,609	9,704	8,182	8,967	9,805	9%	2%
REQUESTS UNFILLED	4,190	4,008	4,324	3,905	3,613	-7.5%	-14%
REQUESTS REFERRED	147	152	142	85	45	-47%	-69%
TOTAL REQUESTS RECEIVED	13,946	13,864	12,648	12,957	13,463	4%	-3.5%

BORROWING

	1992/93	1993/94	1994/95	1995/96	1996/97	TREND 1 YEAR	TREND 5 YEARS
MATERIAL BORROWED	2,818	4,022	6,027	6,008	6,462	7.5%	129%

INTERLIBRARY LOAN REQUESTS PROCESSED

	1992/93	1993/94	1994/95	1995/96	1996/97	TREND 1 YEAR	TREND 5 YEARS
TOTAL INTERLIBRARY LOAN REQUESTS PROCESSED	16,764	17,886	18,675	18,965	19,925	5%	19%

PHOTOCOPY SERVICE

	1992/93	1993/94	1994/95	1995/96	1996/97	TREND 1 YEAR	TREND 5 YEARS
LIBRARY PHOTOCOPIED	3,362	2,787	3,184	2,492	2,464	-1%	-30%
DEPOSITORY FILLED	N/A	N/A	N/A	N/A	131	N/A	N/A
TOTAL REQUESTS PROCESSED	**20,126**	**20,673**	**21,859**	**21,457**	**22,520**	**5%**	**12%**

FY 1996/97
Interlibrary Services

	FILLED	UNFILLED	REFERRED	TOTAL RECEIVED	BORROWED	GRAND TOTAL
PHOTOCOPY STATISTICS						
OhioLINK	4,520	1,449	10	5,979	4,401	10,380
OTHER OHIO ACAD./PUBLIC LIBRARIES	238	158	1	397	27	424
OTHER OHIO HOSPITAL LIBRARIES	1,095	433	29	1,557	17	1,574
REGION 3 LIBRARIES	2,543	861	1	3,405	963	4,368
(National Library of Medicine) NLM	0	0	0	0	355	355
(University Microfilms Int.) UMI	0	0	0	0	118	118
(The Genuine Article) TGA	0	0	0	0	105	105
OTHER U.S. LIBRARIES	205	320	1	526	115	641
INTERNATIONAL LIBRARIES	9	14	0	23	4	27
INDEPENDENT PATRONS	300	52	0	352	0	352
(Area Health Education Center) AHEC	321	9	3	333	0	333
(Nursing) OUTREACH	424	0	0	424	0	424
subtotal	9,655	3,296	45	12,996	6,105	19,101
BOOK STATISTICS						
OhioLINK	44	61	0	105	201	306
OTHER OHIO ACADEMIC LIBRARIES	18	27	0	45	11	56
OTHER OHIO HOSPITAL LIBRARIES	32	135	0	167	2	169
REGION 3 LIBRARIES	22	34	0	56	81	137
OTHER U.S. LIBRARIES	27	48	0	75	45	120
INTERNATIONAL LIBRARIES	2	4	0	6	2	8
INDEPENDENT PATRONS	1	7	0	8	0	8
(Area Health Education Center) AHEC	4	1	0	5	0	5
subtotal	150	317	0	467	342	809
AUDIO VISUAL STATISTICS						
OhioLINK	0	0	0	0	0	0
OTHER OHIO ACADEMIC LIBRARIES	0	0	0	0	0	0
OTHER OHIO HOSPITAL LIBRARIES	0	0	0	0	0	0
REGION 3	0	0	0	0	2	2
(National Library of Medicine) NLM	0	0	0	0	0	0
OTHER U.S. LIBRARIES	0	0	0	0	13	13
INTERNATIONAL LIBRARIES	0	0	0	0	0	0
INDEPENDENT PATRONS	0	0	0	0	0	0
subtotal	0	0	0	0	15	15
TOTAL/GRAND TOTAL	9,805	3,613	45	13,463	6,462	19,925

Fax Statistics

Legend: 1992/93, 1993/94, 1994/95, 1995/96, 1996/97

Sent:
- 1992/93: 1,488
- 1993/94: 2,288
- 1994/95: 2,168
- 1995/96: 2,009
- 1996/97: 2,226

Received:
- 1992/93: 1,705
- 1993/94: 2,084
- 1994/95: 2,213
- 1995/96: 2,186
- 1996/97: 2,229
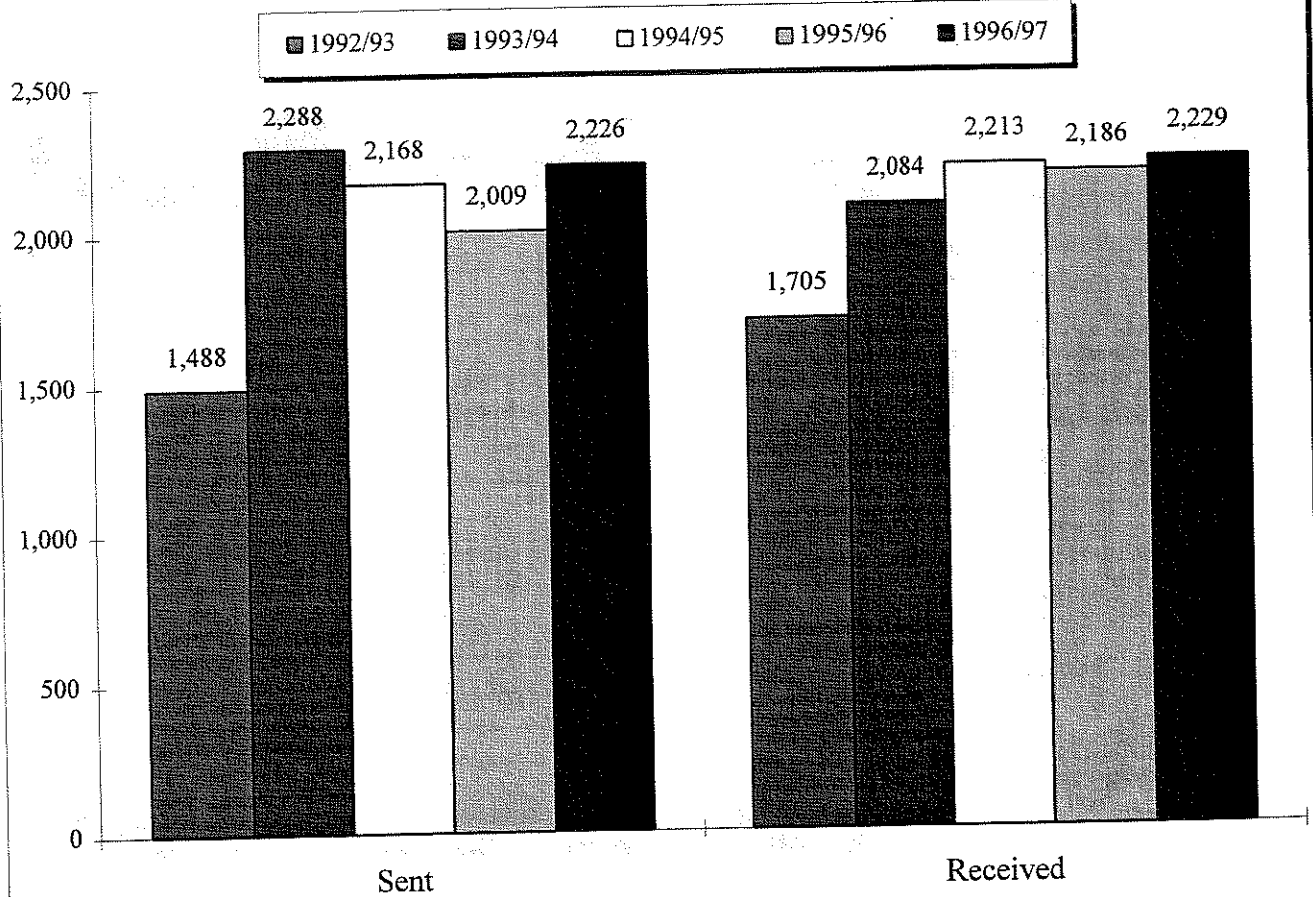
Photocopies Made on Library Copiers

- 1992/93: 979,507
- 1993/94: 846,438
- 1994/95: 1,097,404
- 1995/96: 1,052,607
- 1996/97: 1,005,972
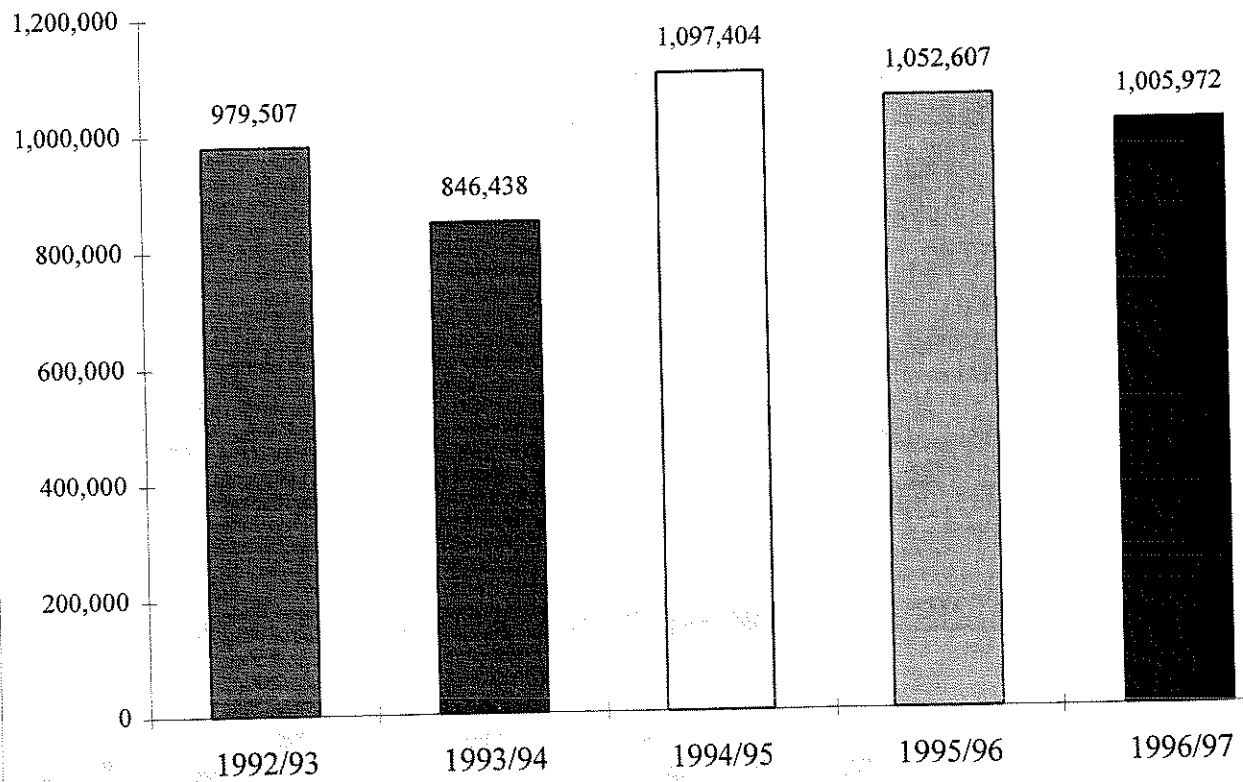
CIRCULATION (checkout) STATISTICS

PATRON TYPES

INTERNAL	1994/95		1995/96		1996/97		Change
	Percent	Number	Percent	Number	Percent	Number	Percent
Medical Student	42.40%	9,111	42.50%	9,115	42%	8,476	-7%
Nursing Graduate Student	3.50%	757	3.90%	829	3%	582	-30%
Nursing Undergraduate Student	4.20%	891	2.90%	631	4%	718	14%
Occupational Health	0.60%	130	1.60%	330	1%	252	-24%
Occupational Therapy	0.70%	145	1.90%	412	4%	787	91%
Graduate Student	16.90%	3,611	15.70%	3,355	11%	2,273	-32%
Faculty (Medicine)	3.50%	748	4.30%	921	4%	897	-3%
Faculty (Allied Health)	0.20%	33	0.30%	59	1%	114	93%
Faculty (Nursing)	1.10%	243	1%	207	1%	179	-14%
Resident/Intern	4.20%	894	3.50%	746	6%	1,131	52%
Staff	6%	1,291	8.20%	1,747	9%	1,798	3%
AHEC/Preceptor	0.10%	11	0	9	0%	0	-100%
ILS	0.60%	126	0.50%	101	1%	121	20%
Physical Therapy	2.50%	531	1.70%	371	2%	440	19%
Volunteers	0	0	0	6	1%	100	1567%
Alumni	0	0	0	3	1%	113	3667%
Friends of the Library	0	0	0	0	0%	0	0%
TOTAL	86.50%	18,522	88.00%	18,842	88.80%	17,981	-4.57%

FEE FOR SERVICE

	1994/95		1995/96		1996/97		Change
Courtesy	1.60%	346	0.30%	73	1.00%	18	-75.34%
Non OhioLINK Students	2.50%	539	0.70%	150	0.60%	116	-22.67%
Non MCO Health Professional	1.10%	245	0.60%	123	0.10%	27	-78.05%
Citizens	0	0	0.10%	17	0.20%	41	141.18%
Hospital Librarian (Northwest Ohio)	0	0	1%	207	0.20%	39	-81.16%
TOTAL	5.20%	1,130	2.70%	570	1.20%	241	-57.72%

OhioLINK (Walk-In)

	1994/95		1995/96		1996/97		Change
OhioLINK University (Faculty/Staff)	0.40%	77	0.30%	53	0.20%	37	-30.19%
OhioLINK University (Students)	5.50%	1,173	4.50%	951	4.10%	827	-13.04%
OhioLINK Community College (Fac/Staff)	0	0	0.10%	14	0.10%	14	0.00%
OhioLINK Community College (Students)	0	0	0.50%	113	0.60%	112	-0.88%
TOTAL	5.80%	1,250	5.40%	1,131	5.00%	990	-12.47%

OhioLINK (PCIRC)

	1994/95		1995/96		1996/97		Change
OhioLINK Patrons	2.70%	588	4.20%	870	5.20%	1,047	20.34%

	1994/95		1995/96		1996/97		Change
GRAND TOTAL	100%	21,490	100%	21,422	100%	20,259	-5.43%

Items Circulated

Legend:
- 1996/97
- 1995/96
- 1994/95
- 1993/94

OhioLINK BOOKS:
- 2,532
- 2,110
- 1,433
- 367

MONOGRAPHS:
- 8,460
- 9,787
- 8,551
- 6,394

RESERVE:
- 8,782
- 8,744
- 10,903
- 5,181

SERIALS:
- 36
- 27
- 0
- 0

AUDIOVISUAL:
- 449
- 754
- 607
- 711
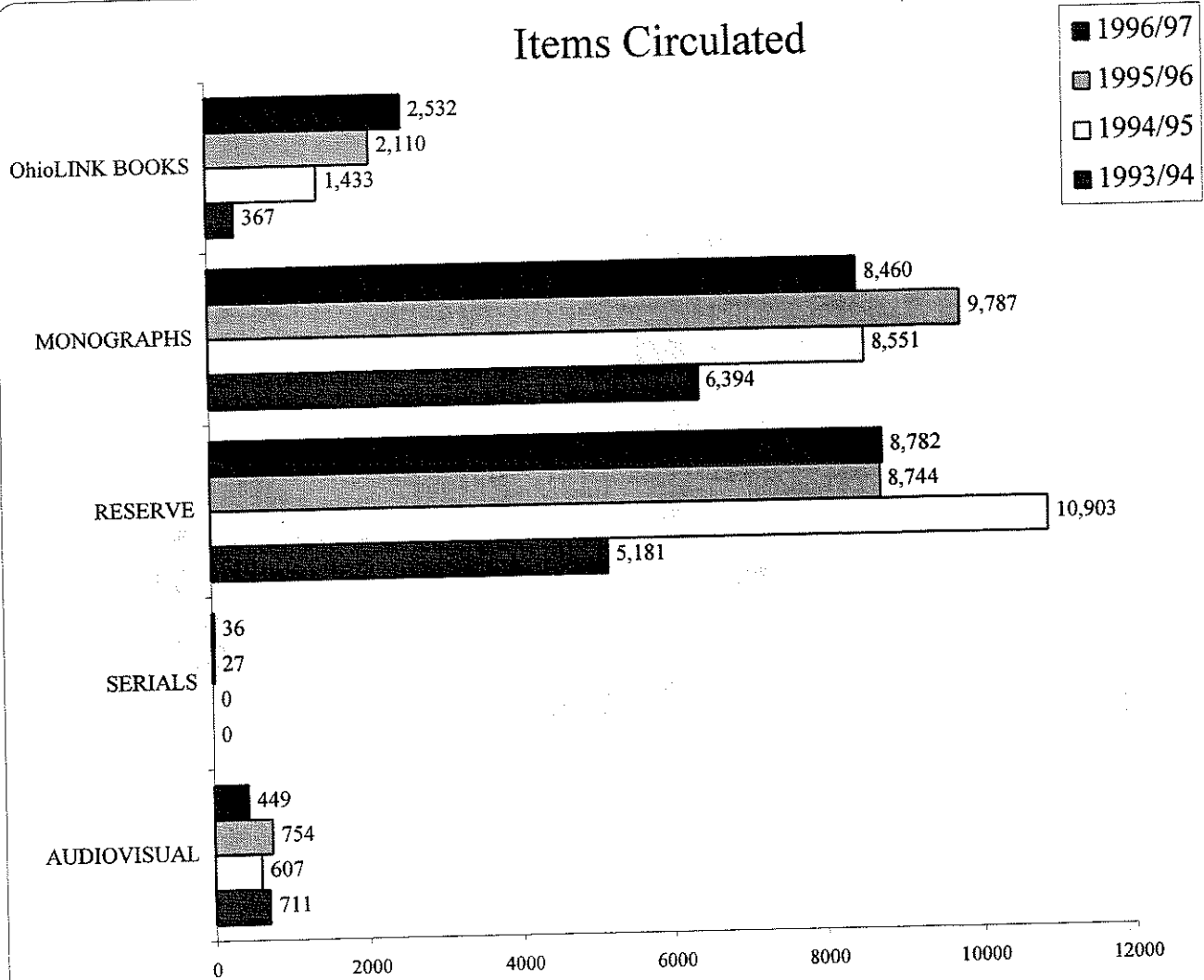
MATERIAL TYPE	1993/94	1994/95	1995/96	1996/97	TREND 1 YR.	TREND 4 YR.
AUDIOVISUAL	711	607	754	449	-40%	-37%
SERIALS	0	0	27	36	33%	N/A
RESERVE	5,181	10,903	8,744	8,782	0%	70%
MONOGRAPHS	6,394	8,551	9,787	8,460	-14%	32%
OhioLINK BOOKS	367	1,433	2,110	2,532	20%	589%
TOTAL	12,653	21,494	21,422	20,259	-5%	60%

Note the decreased borrowing of MCO materials along with the increased demand of OhioLINK.

Patron Initiated Circulation
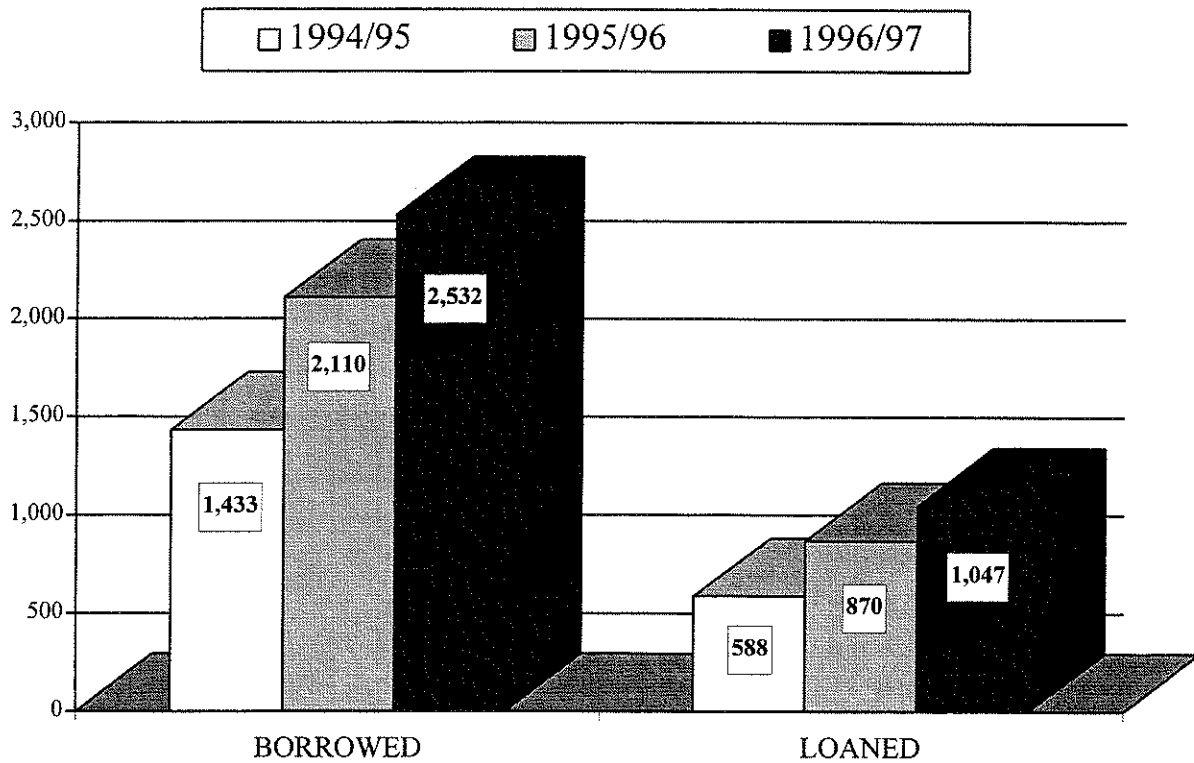
	1994/95		1995/96		1996/97		TREND 1 YEAR
BORROWED	1,433	71%	2,110	71%	2,532	71%	20%
LOANED	588	29%	870	29%	1,047	29%	20%
TOTAL	2,021	100%	2,980	100%	3,579	100%	20%

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

Raymon H. Mulford Library

ACCESS SERVICES

REVENUE REPORT

	1994/95	1995/96	1996/97
CIRCULATION			
EXTERNAL	5,169.52	7,224.48	7,682.64
CROSSCHARGE	0	0	0
TOTAL	5,169.52	7,224.48	7,682.64
INTERLIBRARY SERVICES			
EXTERNAL	33,241.06	33,633.00	37,875.19
CROSSCHARGE	9,768.18	6,873.50	7,453.50
TOTAL	43,009.24	40,506.50	45,328.69
TOTAL ACCESS SERVICES	48,178.76	47,730.98	53,011.33

INTERLIBRARY ARTICLE RETRIEVAL EXPENSE

	1994/95	1995/96	1996/97
VENDOR EXPENSE			
UMI	494.00	1,281.35	1,380.75
ISI	357.30	1,369.53	1,145.91
TOTAL VENDOR EXPENSE	851.30	2,650.88	2,526.66
LIBRARIES	2,762.37	3,697.77	4,706.91
TOTAL ARTICLE RETRIEVAL EXPENSE	3,613.67	6,348.65	7,233.57