

# **Raymon H. Mulford Library**

**Medical College of Ohio**

Annual Report

2001-2002

The Year in Review...and the Challenges Ahead

## ***From the Director***

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This year officially ended the Library's first strategic plan. Crafted in 1994 and adopted in 1995, it completely re-oriented the library towards a more responsive and effective service. Most importantly, it provided a springboard for the technological leaps the library needed to make, and will continue to make, in a fast-changing information environment.

The success of the library's first plan must be credited to the initiative and courage of the staff in for venturing into uncharted waters, and in no small way to the leadership of the library/CLRC's professional and managerial cadre. Critical too was the support provided by the Dean/Provost.

The next strategic plan, intended to guide the library through FY 2003-08, was devised over this past year. Interestingly, the process of strategic planning turned out to be as valuable as the planning product. Librarians had an opportunity to meet with key MCO leaders, and a cross-section of library users in small groups and one-on-one. As a result, we discovered not only newer technological means of improving delivery of information, but that technology is altering the ways of *how* that information is being used. In turn, this is beginning to change the culture of scholarly research itself, posing serious planning considerations for the library

The new strategic plan is bold and exciting, aiming at an MCO-global library service rather than one mainly of academic support. I am elated over the energy, optimism and creativity that the library/CLRC professionals and managers have invested in this plan in spite of the tough economic times. I believe that we are on the edge of our best years ever.

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David W. Boilard  
Director  
Raymon H. Mulford Library

# ***A New Strategic Plan***

*"To look at something as though one has never seen it before, requires great courage." (Henri Matisse)*

June 30, 2001 marked the end of five years for the Strategic Plan that had carried the Mulford Library into the twenty-first century. Most strategic goals of this plan were completed including: re-organizing and rebuilding staff and services, integrating the library into MCO's education programs, automating the catalog and launching the evolution towards electronic resources, and creating an effective outreach program for Northwest Ohio.

Looking toward the next five years, a new strategic planning process was initiated in FY02. Library professionals and managers worked for many months crafting a new vision and mission statement (see Appendix A) for the Library. They reflect the impact of electronic resources on the academic health center, and address evolving relationships between library users and the library. We are certain as we look ahead that the roles of libraries are most certainly going to change in ways we cannot envision in our wildest dreams. The pace of change will not slow down to wait for us. Despite leaner budgets, we know that we **MUST** move forward to best serve our campus users. We know that we must provide tailored, user-centered, just-in-time services rather than the historic "one-size-fits-all" services of previous times.

In addition to reviewing our recent past and speculating about our future, an important part of the planning process consisted of conversations with selected leaders at MCO. We also conducted interviews with individual faculty members from all schools, and in two instances whole departments. Our challenge was to create a snapshot of information practice on the campus. We surveyed the following: current information use and patterns, what users found troublesome about the current resources and services and the type of "information future" faculty members envisioned and found desirable. An initial presentation to the Library Advisory Committee also generated many helpful perspectives and hopes for what the Mulford Library could become over the next five years.

When completed, the Strategic Plan (FY03-FY08) consisted of six key areas:

- ❖ Achieve and maintain campus leadership in selecting, acquiring and managing knowledge-based information resources including institutional knowledge, history and practice.
- ❖ Enhance customer-centered services by bringing knowledge resources and assistance to the points of patient care, research and learning.
- ❖ Develop a dynamic collection of the most relevant mix of print and electronic resources
- ❖ Advance the information management education provided to the MCO community.
- ❖ Achieve flexibility in the functional use of the library facility to reflect changes in services and delivery.
- ❖ Pursue supplementary funding to support new initiatives

With the support of the Library Advisory Committee and the approval of the Provost, we begin work on the goals and objectives of the new plan in FY03.

# Collections

- ❖ **Immediate Access.** Access to existing electronic journal resources was amplified this year through several projects that brought journal titles to the fore at the points where users need to find them—either in a catalog search, or linked to a citation within a database. By participating in online developments such as PubMed's *LINKOUT* feature and OhioLINK's *OLINKS* feature, we ensured that MCO users quickly found their ways to electronic full-text in the most seamless fashion.
- ❖ **Links to journals** within aggregated resource products such as the Health Wellness Resource Center and EBSCOHost were created and entered within the catalog, bringing unique online nursing, alternative medicine and allied health journals to the campus.
- ❖ In order to enhance users' access to online resources, collection "dummies" or markers in the stacks indicate when a title can be found online. We hope to continue this practice as we shift from print to electronic access.

## Challenges

- ❖ The "buying power" of the Library is declining. The Library must find ways to maintain a core collection of biomedical resources to continue being considered a Resource Library for the region by the National Library of Medicine. While remaining flexible in what we collect, we must at the same time support the information needs of emerging centers of research such as Bioinformatics, patient care centers such as the Cancer Center, and new programs of study on campus such as Gerontology and Public Health. A philosophy such as "the best mix of resources for the direction of the campus at the right time" must come into play. This is different from the philosophy of the past that emphasized both breadth and depth in the collection with dedication to preserving subscriptions over several decades.
- ❖ Understanding how both print and electronic monographs will be used in professional study so the ideal collection for our campus can be maintained.
- ❖ The Library must maintain high quality collections across all campus programs so that accreditation can be supported.
- ❖ Users believe that the information they are accessing is "free on the Web" because that is how they are getting to it. While we have accomplished an important goal of "seamless access" for users, a visible, immediate connection to the Library as provider of content has been lost. Our new challenge is to consistently "brand" the electronic resources that the Library budget supports even when commercial enterprises or OhioLINK produces those products.

# *Serving Library Users*

- ❖ **Improving Delivery.** Recognizing that users prefer to conveniently have information delivered to their desktops electronically, the Library began to deliver interlibrary loan articles via email attachment. Doing so decreased delivery time as well as the manpower needed to print and package these materials. Requestors could then opt to print the article out, or store it digitally for future reference.
- ❖ **User Survey.** The Library was one of 25 academic health sciences libraries to participate in the **LIBQUAL+ survey** (see Appendices) sponsored by the Association of Research Libraries and underwritten by the National Library of Medicine. The survey measures users' perceptions of the campus library regarding collections, staff knowledge and service attitude, functionality, and as a place for study, reflection and research. It was an opportunity to receive campus-wide feedback from MCO faculty, staff and students, and compare our results with other health sciences libraries, OhioLINK libraries and university libraries nationally.
- ❖ **PDA's.** The Library began working toward campus-wide PDA support, partnering with *Clinical Informatics* at Medical College Hospital, and creating an electronic survey to determine the extent of PDA use on campus, current practices, software use and training needs. Chief among the needs for a successful program is a synching server.
- ❖ **Ask Us!** Mulford Library opted to embed an "Ask Us" button in OhioLINK databases. If selected by a library user, the button provided three options for seeking assistance and noted hours of Reference Service at the Library.
- ❖ **Automatic registration.** Maintaining a current Library registration is more crucial than ever before for users since remote access to databases, full-text services and online borrowing cannot take place without current registration. With the cooperation of the Registrar's office and Faculty Affairs, the Access Services Department began to automatically reregister faculty, residents and distance education students.

## *Challenges*

- ❖ **Serving Remote Users.** Increasingly the majority of our users are no longer *in* the Library using and accessing information resources. We know this because our gate count continues to decrease. We must find new ways to conveniently meet the needs of users at the time and place where they choose to do work and in a manner that is fast, convenient, personally interactive and visual.
- ❖ **Incorporating New Technology.** We must continue to find new ways to use technological advances, such as pocket devices, to support users' access to knowledge and information resources and play a leadership role in helping users integrate new techniques into daily information patterns. Collaboration with other units, such as Clinical Informatics and Information Systems will be essential for marshalling resources and sharing expertise.

# Education

- ❖ **Complementing Course content with New Skills.** A major component of information literacy instruction is the important link of practical application of information literacy skills in a content setting. The Library's Education team continued to expand the number of course content connected sessions this year. This requires planning with faculty both the skills to be presented and the assignments that will reinforce the skill, a more complicated process than "tours." Sessions are now presented for the following courses:

BIOC 655	Journal Paper Review in Biochemistry
COMP 702	Personal Information Management for the Health Professions
N301	Introduction to Nursing Agency
N495	Nursing Research
N556	Ethics, Human Diversity & Social Issues
OCCH 602	Environmental & Occupational Health Resources
Med1,2	Integrative Pathophysiology

Additionally, sessions are also taught to students in Physical Therapy, Occupational Therapy, Physician Assistants, the MSN program and distance education students.

- ❖ **EndNote support.** As the chief support for EndNote bibliographic management software on campus, the Library offered several group instruction sessions to teach broad, basic functions as well as private consultations for specific problems.

## Challenges

- ❖ We must continue to promote and achieve instructional buy-in from faculty for the effectiveness of information instruction related to content and specific assignments.
- ❖ **Online anywhere, anytime education** that does not require a learner to move sequentially through content or exercises must be developed so users may learn new skills at the point of need.

## Outreach

- ❖ Through the **AHEC and HIN networks**, the Library's Outreach Librarian continued to provide off-campus presentations to MCO associates this year notably via MCO's "Practice Update: Issues for Office Staff" program and to St. Vincent's hospital nurses. A popular electronic campus resource, *MDConsult*, was demonstrated at MCO Preceptor Day.
- ❖ The **Outreach Librarian** maintains several WebPages including the AIDS InfoAccess page, the Health Information Network (HIN) page, and the resources and calendar portions of the AHEC pages. Site visits and remote troubleshooting for preceptors and students continue.

# *Budget*

- ❖ We received \$11,500 in additional support from the Dean this year to ensure that the electronic resources provided by *MDConsult* could continue. Likewise, \$2,000 in paper/printer supplies were supported through the Dean's office in the Spring FY02. Paper and printing supplies continue to be a serious drain on the Library's supply budget.

## **Challenges**

- ❖ Recognizing that the budget may be flat for the biennium, Library administration must find creative, new ways for managing and providing resources and services.
- ❖ Paper and toner use in public areas must be controlled.

# *Personnel*

- ❖ **Library staffing** remained stable this year. We feel fortunate to have avoided broad personnel cuts and closed only one half-time position, the Billing Clerk, in Access Services. The Evening/Weekend staff exceeded expectations by assuming additional duties in Interlibrary Services pulling, copying, faxing and packaging requests, positively impacting the efficiency of an entire department.
- ❖ **The Mulford librarians have had faculty appointments** in academic departments since 1998. The contributions that each librarian makes to the department varies greatly with the core activities being information liaison work and educational activities including PBL facilitation. Additional unique responsibilities continue to evolve as department chairs ascertain the unique skills each librarian brings to the department. Evolving department work has included web page design, coordinating scholarly projects, serving on admissions and interview committees, and being a Major Advisor. One librarian who is pursuing a Ph.D. at the University of Toledo is in MCO's Teaching Scholars program as well.

## **Challenges**

- ❖ Library support staff roles are changing. Primary duties are no longer repetitive, uncomplicated processes such as checking out materials, or pulling and processing materials. We observe that the digital library now requires a different type of worker with substantial technology skills and a greater understanding of information processes, in effect, knowledge workers.

## **Vision Statement**

The Raymon H. Mulford Library is committed to the mission of the Medical College of Ohio. We envision a Library that is recognized at the Medical College of Ohio and in Northwest Ohio for:

- ◆ acknowledging the scholarship of the past while embracing a digital future
- ◆ commitment to the satisfaction of each user
- ◆ leadership in the selection and management of knowledge-based biomedical resources
- ◆ innovation and education in information management and the effective application of relevant technologies
- ◆ active partnerships and creative contributions in the integration of knowledge-based information at the point of patient care and the point of learning
- ◆ understanding the individualized information needs of our clinicians, researchers, staff and students and effectively collaborating with each in the pursuit of those needs
- ◆ advancing the practice of health sciences librarianship.

## **Mission Statement**

To facilitate learning, research and informed healthcare practice at the Medical College of Ohio and in northwestern Ohio.



## 5.4 Print Version of Health Sciences Library Survey - Page 3, Core Questions

Please rate the following statements by selecting your choices from the pull-down menus to indicate:

- **Minimum** -- the number that represents the *minimum* level of service that you would find acceptable.
- **Desired** -- the number that represents the level of service that *you personally* want.
- **Perceived** -- the number that represents the level of service that *you believe* our library currently provides.

You must EITHER rate all three columns OR Identify the item as N/A.

When it comes to...		My Minimum Service Level Is		My Desired Service Level Is		Perceived Service Performance Is		N/A
		low	high	low	high	low	high	
1)	Willingness to help users	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		N/A
2)	Space that facilitates quiet study	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		N/A
3)	Complete runs of journal titles	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		N/A
4)	Employees who are consistently courteous	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		N/A
5)	Making electronic resources accessible from my home or office	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		N/A
6)	Modern equipment that lets me easily access the information I need	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		N/A
7)	A library website enabling me to locate information on my own	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		N/A
8)	Timely document delivery/interlibrary loan	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		N/A
9)	Interdisciplinary library needs being addressed	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		N/A
10)	A haven for quiet and solitude	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		N/A

Continued...

#### 5.4 Print Version of Health Sciences Library Survey - Page 3, Core Questions (continued)

When it comes to...		My Minimum Service Level Is		My Desired Service Level Is		Perceived Service Performance Is	N/A
		<i>low</i>	<i>high</i>	<i>low</i>	<i>high</i>	<i>low</i> <i>high</i>	
11)	Dependability in handling users' service problems	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A
12)	Easy-to-use access tools that allow me to find things on my own	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A
13)	A place for reflection and creativity	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A
14)	Giving users individual attention	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A
15)	Employees who deal with users in a caring fashion	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A
16)	Making information easily accessible for independent use	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A
17)	Employees who have the knowledge to answer user questions	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A
18)	Readiness to respond to users' questions	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A
19)	Convenient business hours	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A
20)	Employees who instill confidence in users	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A
21)	A comfortable and inviting location	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A
22)	Comprehensive print collections	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A
23)	A contemplative environment	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A
24)	Employees who understand the needs of their users	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A
25)	Convenient access to library collections	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9	N/A

## 5.5 Print Version of Health Sciences Library Survey - Page 4, Part 1, Local Questions

When it comes to...		My Minimum Service Level Is	My Desired Service Level Is	Perceived Service Performance Is	N/A
		<i>low</i> <i>high</i>	<i>low</i> <i>high</i>	<i>low</i> <i>high</i>	
1)	Providing health information when and where I need it.	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	NA
2)	Employees teaching me how to access or manage information.	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	NA
3)	An environment that facilitates group study and problem solving.	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	NA
4)	Access to information resources that support patient care.	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	NA
5)	Having comprehensive electronic resources.	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	NA

# **Raymon H. Mulford Library** **Expenditures for Fiscal Year 2001/2002**

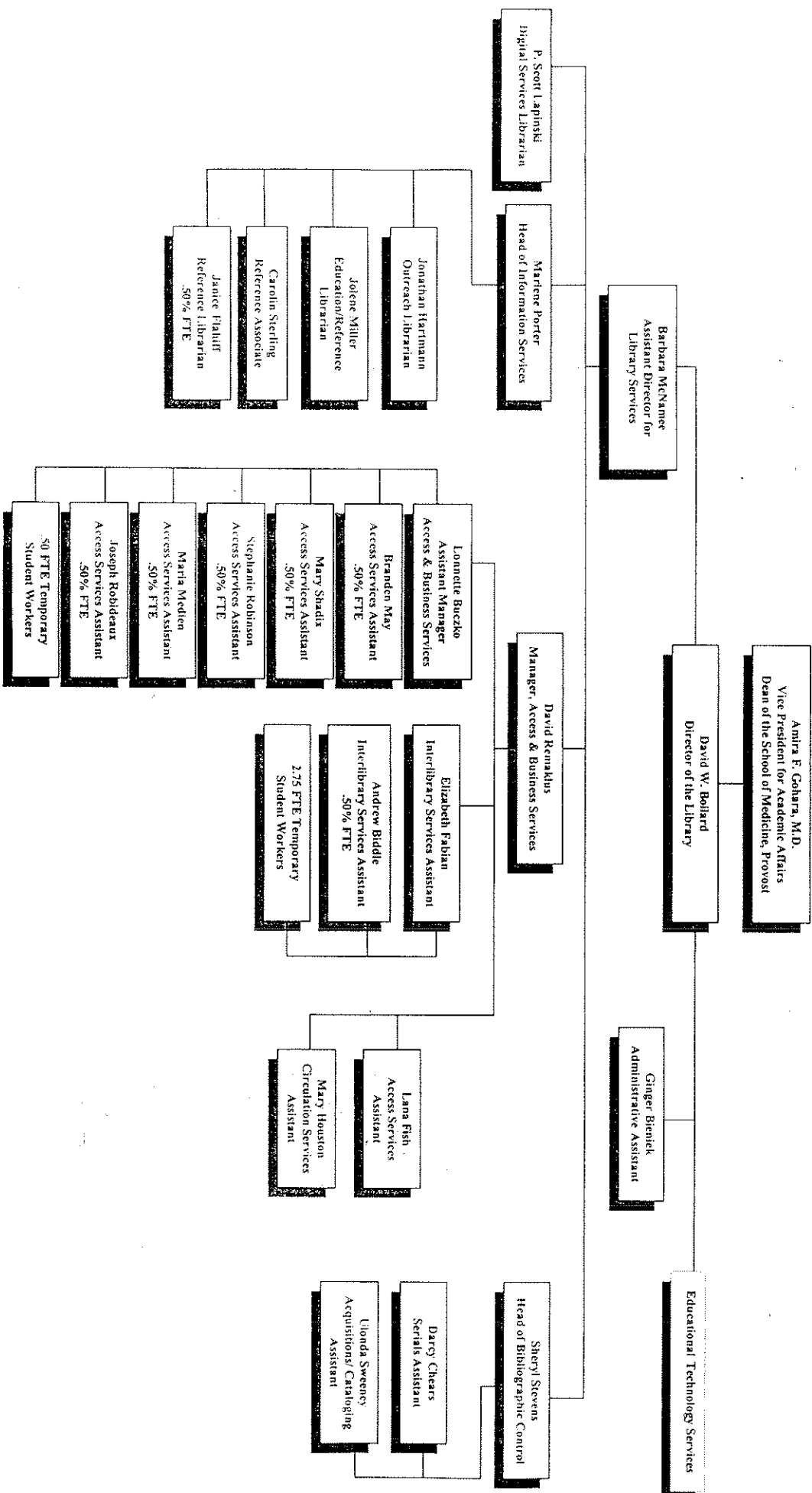
	State Account 3100000	External User Fee 9613100	Foundation Account 174	Total Expenditures
<u>Beginning Balance</u>	<u>\$1,652,789</u>	<u>\$16,446</u>	<u>\$2,877</u>	
100 - Salaries	820,115		0	\$820,115
200 - Fringe Benefits	166,674		0	166,74
Payroll Accrual				
<b>TOTAL PERSONNEL</b>	<b>\$986,789</b>			<b>\$986,789</b>
300 - Supplies	11,600	4,716	490	16,806
400 - Travel & Entertainment	700	7,022		7,722
500 - Info & Communication	640,000	7,063	0	647,063
<i>*Library Crosscharge Account</i>	(3,772)			(3,722)
600 - Outside Services	13,500	5,272	0	18,772
700 - Miscellaneous	200	271	0	471
900 - Equipment	0			
990 - Transfer	0			
<b>TOTAL OPERATING</b>	<b>\$666,000</b>	<b>\$24,344</b>	<b>\$490</b>	<b>\$690,834</b>
<b>TOTAL EXPENDITURES</b>	<b>\$1,652,789</b>	<b>\$24,344</b>	<b>\$490</b>	<b>\$1,677,623</b>

\*The Library is authorized to charge expenditures to its operating budget equal to the balance in the Crosscharge (3101000) account.

# **Raymon H. Mulford Library** **Grants for Fiscal Year 2001/2002**

	Research Incentive 9686700	Special Projects Incentive 9686701	Total
300 - Supplies			
400 - Travel & Entertainment			
500 - Info & Communication	1,052	1,053	2,105
600 - Outside Services			
700 - Miscellaneous			
900 - Equipment			
990 - Transfer			
<b>TOTAL</b>	<b>\$1,052</b>	<b>\$1,053</b>	<b>\$2,105</b>

**Raymon H. Mulford Library  
Library Services Division  
Organization Chart  
June 30, 2002**



# Raymon H. Mulford Library Staff

Effective June 30, 2002

*Name*

*Service Date*

## Administration

David W. Boilard, A.M.L.S.  
Director  
Assistant Professor – Department of Family Medicine  
Adjunct Assistant Professor, School of Allied Health

October 8, 1991

Ginger Bieniek  
Administrative Assistant

May 12, 1980

## Library Services

Jonathan Hartmann, M.L.S.  
Outreach Librarian  
Instructor, Department of Medicine

January 3, 1994

P. Scott Lapinski, M.S.  
Digital Services Librarian  
Instructor, Department of Pediatrics

December 1, 1997

Barbara A. McNamee, A.M.L.S.  
Assistant Director for Library Services  
Instructor, Department of Occupational Therapy

February 12, 1996

Jolene Miller, M.L.S.  
Education/Reference Librarian  
Instructor, Department of Physician Assistant Studies

November 1, 1995

Marlene A. Porter, M.L.S.  
Head of Information Services  
Instructor, Department of Family Medicine

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  
Instructor, School of Nursing

September 1, 1993

Andrew Biddle (.50 F.T.E.)  
Interlibrary Services Assistant

August 3, 1996

Lonnette Buczko Assistant Manager, Business & Access Services	January 29, 1990
Darcy Cheers Serials Assistant	January 19, 1993
Elizabeth Fabian Interlibrary Services Assistant	December 7, 1986
Branden May (.50 F.T.E.) Access Services Assistant	October 2001
Lana Fish (.50 F.T.E.) Access Services Assistant	February 2, 1995
Janice Flahiff Reference Associate	August 23, 1999
Mary Houston Circulation Services Assistant	October 5, 1971
Maria Medlen (.50 F.T.E.) Access Services Assistant	March 14, 1999
Joseph Robideaux (.50 F.T.E.) Access Services Assistant	March 2001
Mary Shadix (.50 F.T.E.) Access Services Assistant	September 24, 1995
Carolyn Sterling Reference Associate	June 7, 1999
Ulonda Sweeney Acquisitions/Cataloging Assistant	January 13, 1997



## **Raymon H. Mulford Library Staff Changes – 2001-2002**

### ***Library Services***

Matthew Farthing resigns as LMTA1 for Circulation Services – October 2001  
Brandon May hired as LMTA1 for Circulation Services – October 2001  
Andrew Biddle resigns as LMTA1 for Interlibrary Services – June 2002

### ***Student Staff***

Jason Otto resigns from Interlibrary Services – July 2001  
Jennifer Quackenbush resigns from Circulation Services – August 2001  
Sutoidem Akpanudo resigns from Circulation Services – August 2001  
Janaki Ram Prasad-Earla hired for Circulation Services – September 2001 thru January 2002  
Nabeel Herial hired for Interlibrary Services – September 2001 thru June 2002  
Katie Humphrey hired for Circulation Services – January 2002  
Farhan Tariq hired for Circulation Services – October 2001 thru December 2001  
Abdul Malik resigned from Circulation Services – December 2001  
Jeremy Bires hired for Circulation Services – January 2002  
Kyle Nagy hired for Circulation Services – April 2002 thru May 2002

## Library Advisory Committee FY 2001-2002

Nicholas Chiaia, Ph.D. (Chairman)

Jihad Abbas, M.D.

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

Ray Brinker, M.D.

Keith Crist, Ph.D.

Aaron Gruver (graduate student)

Elizabeth Halloran, Ph.D.

Jeffrey Jablonski, Ph.D. (ex-officio)

Paul Lehmann, Ph.D.

Barbara McNamee, A.M.L.S. (ex-officio)

John McSweeney, M.D.

Nikolai Modyanov, Ph.D.

Rebecca Pierson (medical student)

Martin Rice, Ph.D.

Tracy Szirony, M.S.N., R.N.

### Meeting Dates:

November 6, 2001

April 11, 2002

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

## **Gifts To The Raymon H. Mulford Library**

The Library would like to thank the following individuals for their generosity in donating cash gifts:

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

David W. Boilard, A.M.L.S.

Jolene M. Miller, M.L.S.

Martin Overholt

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

Paul Lehmann, Ph.D.  
Toledo, Ohio

**David W. Boilard, A.M.L.S.**

**Director of the Library**

**Assistant Professor of Family Medicine; Adjunct Assistant Professor of Allied Health**

Service

Medical Library Association (MLA)

Association of Academic Health Science Libraries/AAMC

Editorial Board, Annual Statistics of Medical School Libraries in the U.S. and Canada

Midwest Chapter of the Medical Library Association

Greater Midwest Chapter of the National Network of Libraries of Medicine

American Medical Informatics Association

Ohio Health Science Library Association

State Library of Ohio

LSTA (Grants) Advisory Council, and grant reviewer

OhioLINK

Library Advisory Committee

Ohio Public Health Association

Health Science Librarians of Northwest Ohio

Toledo Area Library Association

Medical College of Ohio

Library Advisory Committee – ex officio (Standing)

Faculty Senate

Steering Committee

Chair, Academic Committee

Faculty Club Board of Directors

Continuing Education

"Evaluation of Health Programs" (3); "Seminar in Public Health" (3); "Scholarly Project: Community Outreach Primary Care" (3); "Health Promotion Programs" (3); "Grant Writing" (3); "Selection and Use of Instructional Materials" (3)

Interviewing

Medical school applicants (23)

Teaching

"Integrative Pathophysiology" (PBL) Facilitator (32 contact hr.) M-1 (two blocks)

"Integrative Pathophysiology – Informatics" Lecturer (1 contact hr.) M-1

"Personal Information Management" Lecturer (4 contact hr.) M-4 (elective course)

Meetings

Medical Library Association annual meeting, Dallas, TX - May 2000

Community Service

Secretary - Board of Directors, Comprehensive Addiction System Services (COMPASS)

Member – Executive Committee, COMPASS Corporation for Recovery Services

**Janice M. Flahiff, M.L.S.**

**Reference Librarian**

Service

Medical Library Association (MLA)

Academic Library Association of Ohio

Continuing Education

"Keeping up with PubMed" (7.5)

"The History of the Pancreas" (Dr. John Howard)  
"Strength Training: Should Physicians Advocate it for their patients?" ( Ruby Nucklos, M.D.); "Fourth Annual Health Care Missions Symposium: Global Disparities in Health Care"  
Religion in Medicine Panel : Genetic manipulation, stem cell research, and end of life care";  
"Discover Beyond the Desktop: Bioinformatics Resources at Ohio Supercomputer Center"

#### Teaching

"CINAHL" Lecturer	(6 contact hr.)	(three blocks)
"MEDLINE" Lecturer	(4 contact hr)	(two blocks)
"EndNote" Co-lecturer (with J. Miller)	(2 contact hr)	(one block)

**Jonathan Hartmann, M.L.S.,**  
**Outreach Librarian**  
**Instructor, Department of Medicine**

#### Service

Medical Library Association  
Academy of Health Information Professionals  
Medical Library Association Ad Hoc Committee on Achievement Award  
Midwest Chapter of the Medical Library Association  
Ohio Health Science Library Association

#### Activities and Continuing Education

##### Education:

"Keeping up with NLM's PubMed, the NLM Gateway, and *ClinicalTrials.gov*  
(7.5 CEU), Ann Arbor, MI - March 2002  
OLinks Training, Bowling Green, OH - May 2002  
"Measuring the Difference: Strategies for Improving and Evaluating Health  
Information Outreach Programs" (8 CEU), Dallas, TX - May 2002

##### Interviewing

Medical school applicants (26)

##### Teaching:

"Problem-Based Integrative Pathophysiology" Facilitator (2 segments)  
"Medical Applications of Computers" Lecturer (5 sessions), Bryan, OH -  
October/November 2001  
"Personal Information Management" Lecturer  
MEDLINE/EndNote/CINAHL Classes (12)

##### Tours:

Medical Student Orientations - August 2001

#### Presentations, Publications, Grants

##### Presentations:

"Practice Update: Issues for Office Staff - Library Resources" - March 2002  
"Multifocal Medical Information Outreach: Using a Variety of Approaches and Services  
to Deliver Tailored Medical Information Resources to Targeted User-Groups" Medical  
Library Association Annual Meeting, Dallas, TX - May 2002

**P. Scott Lapinski, M.S.,**  
**Digital Services Librarian**  
**Instructor, Department of Pediatrics**

Service

American Society of Information Science & Technology (ASIST)  
- SIG Cabinet Representative to the Presidential Nominations Committee  
- Chair SIG-PUB [Special Interest Group on Publication]  
Michigan Chapter of the American Society of Information Science & Technology  
Chair-Elect MI-ASIST Regional Chapter  
OhioLINK  
Lead Implementors Committee

Publications & Presentations

*Electronic Theses & Dissertations*. American Society of Information Science and Technology  
Annual Meeting. November 2001  
*Privacy and the Public Record: The Right to Know (or say 'no')*. American Society of  
Information Science and Technology Annual Meeting. November 2001.

Teaching

"Personal Information Management" Lecturer (6 contact hr.) M-4 elective course)

Meetings

American Society of Information Science & Technology Annual Meeting:  
*Information in a Networked World*. Washington, DC November 3-8 2001  
Michigan Chapter ASIST: Summer Meeting 2001. September 25, 2001  
Peter Morville: Information Architecture & Business Strategy  
Michigan Chapter ASIST: Fall Meeting - November 15, 2001. Wayne State University  
Ron Day: Modernity, Postmodernity, and the Production of Knowledge  
Michigan Chapter ASIST: Winter Meeting 2002. February 20, 2001. Library of Michigan;  
Lansing, MI Wendy Lougee, Susan M. Kornfield: Digital Libraries and Copyright  
Michigan Chapter ASIST: Spring Meeting 2002. May 24, 2002. Detroit Institute of Art.  
DIA Webmaster, W. Curtis Skewes and DIA Associate Director of Photography,  
Robert "Shell" Hensleigh; DIA Web Interface and Image Database Management:  
How Many Pixels Is Enough and Where Do You Put Them?

Continuing Education

PDA in Health Care and Medical Libraries; MLA CE. UMich. February 2002  
OLINKs training. OhioLINK. BGSU May 2002  
ListServ Administrator for ASIS list on "Information Generation and Publication"

Community Service

Volunteer (from MCO). LPGA/Jamie Farr-Kroger Classic. Sylvania. OH. July 2001.

**Barbara A. McNamee, A.M.L.S.**  
**Assistant Director for Library Operations**  
**Instructor, Occupational Therapy, School of Allied Health**

Service

HealthWeb, Editor, Orthopaedics Page  
OhioLINK  
Cooperative Information Resources Management Committee  
Medical College of Ohio  
Library Advisory Committee – ex officio (Standing)  
Information Management (JCAHO, IM9) Committee

### Continuing Education

- "OhioLINK Reference Conference," sponsored by the OhioLINK User Services Committee;  
December 13, 2001; Columbus, Ohio
- "Copyright & Your Intellectual Property in the Digital Age," sponsored by Case Western  
Reserve University; April 19, 2002; Cleveland, Ohio
- "Mining for Dollars: Grant Writing Basics," sponsored by OhioNET, May 7, 2002;  
Columbus, Ohio

### Teaching

- |   |                  |                    |
|---|------------------|--------------------|
| "Integrative Pathophysiology" (PBL) Facilitator | (32 contact hr.) | M-1 (two blocks)   |
| "Personal Information Management" Lecturer      | (4 contact hr.)  | M-4 (elective)     |
| "Research in Occupational Therapy I" Lecturer   | (1 contact hr.)  | OCCT519 (required) |

**Jolene M. Miller, M.L.S.**

**Reference/Education Librarian**

**Instructor, Department of Physician Assistant Studies**

### Service

- Medical Library Association (MLA)
  - Association of Health Information Professionals, Senior Member
- Midwest Chapter of the Medical Library Association
- Medical College of Ohio, Department of Physician Assistant Studies
  - Admissions Committee
  - Curriculum Committee
  - Scholarly Project Coordinator
- Medical College of Ohio, Graduate School
  - Graduate School Representative for MSN thesis defense

### Continuing Education

- Medical College of Ohio
  - Teaching Scholars Fellowship, 2002-2003 (5 credit hours completed so far)
- University of Toledo
  - Motivation Theory and Application (3 credit hours)
  - Social Research Statistics (3 credit hours)
  - Advanced Topics in Cognition and Learning: Technology and Cognition (3 credit hours)

### Interviewing

- Interviewed applicants to the Physician Assistant Studies Program
- Interviewed applicants for a Physician Assistant Studies faculty position
- Interviewed applicants for the Physician Assistant Studies Clinical Coordinator position

### Teaching

- |  |                  |      |
|--|------------------|------|
| Integrative Pathophysiology, (PBL) Facilitator                 | (16 contact hr.) | M-1  |
| Integrative Pathophysiology, Guest Lecturer                    | (1 contact hr.)  | M-1  |
| Personal Information Management elective, Coordinator/Lecturer | (24 contact hr.) | M-4  |
| Introduction to Nursing Agency, Guest Lecturer                 | (5 contact hr.)  | U N  |
| Journal Paper Review in Biochemistry, Guest Lecturer           | (2 contact hr.)  | Grad |
| Environmental & Occupational Health Research, Guest Lecturer   | (2 contact hr.)  | Grad |
| Orientation for incoming students                              | (3 contact hr.)  |      |
| Literature search training for incoming students               | (10 contact hr.) |      |
| Campus training (MEDLINE, CINAHL, Cite Verif., EndNote)        | (20 contact hr.) |      |

### Advising

- Amy Bunch, Department of Physician Assistant Studies, "Readability of Patient Information on the Internet"

Margaret Schmidt, Department of Physician Assistant Studies, "College Students' Knowledge of Health Risks Induced by Sexually-Transmitted Diseases"  
Sherri Whitcomb, Department of Physician Assistant Studies, "Job Satisfaction of Physician Assistants: Comparative Analysis of a State with Prescriptive Authority and a State without Prescriptive Authority"

Professional Meetings

Academic Library Association of Ohio, Annual Meeting; Ashland, Ohio; November 2001

Community Service

Lecture on health information on the Internet to the Toledo Chapter of the American Association of University Women, February 2002

**Marlene A. Porter, M.L.S.**  
**Head of Information Services**  
**Instructor, Family Medicine Department**

Service

American College and Research Libraries  
American Library Association  
Medical Library Association  
Public Services Section  
Information Management Education Special Interest Group  
(Chairperson – May, 1999 – May, 2002)  
Continuing Education Committee, May, 2002 – Present  
Midwest Chapter of the Medical Library Association  
Academic Library Association of Ohio  
Ohio Health Sciences Library Association  
Communications Committee  
Secretary (June, 2000 – Present)  
OhioLINK  
User Services Committee  
Subcommittee on OhioLINK Web Pages  
Volunteer Trainer for regional OhioLINK Dataware training  
USC volunteer for reviewing Books24x7 and Safari  
USC volunteer (lead) for compiling/presenting enhancements to OhioLINK's OLinks  
Medical College of Ohio  
Faculty Club  
Faculty Club Board  
Faculty Senate Representative (Family Medicine)  
Library Audio Visual and Patient Education Committee (Family Medicine) (chairperson)

Continuing Education

Medical Library Association Teleconference: Sync or Swim: Managing the Flood of PDAs in Health Care (February, 2002)  
Medical Library Association CE: How to Find Medical Information on the Internet for the Healthcare Professional and Consumer (April, 2002)  
Medical Library Association CE: Keeping Up With NLM's PubMed, the NLM Gateway and ClinicalTrials.gov (June, 2002)  
MCO Faculty Development Seminar "Tips on Organizing and Delivering a Lecture" (June, 2002)



### Interviewer

Medical School applicants (20)

### Teaching

Integrative Pathophysiology (PBL) Facilitator	(32 contact hr.)	M-1 (two blocks)
Integrative Pathophysiology, Guest Lecturer	(1 contact hr.)	M-1
Personal Information Management elective, Lecturer	(8 contact hr.)	M-4
BSN Research – CINAHL, Guest Lecturer	(2.5 contact hr.)	U N
CINAHL/Tour, Guest Lecturer	(3 contact hr.)	U N
Family Medicine, Guest Lecturer		
MEDLINE/Electronic Journals	(1 contact hr.)	Residents
Netscape/Online Communications/Web	(1 contact hr.)	Residents, Faculty
Library Fulltext Resources	(1.5 contact hr.)	Residents, Faculty
EndNote	(1.5 contact hr.)	Faculty, Staff
MEDLINE, Science Citation Index, OSLER	(3 contact hr.)	M-2, staff
Orientation for incoming students and new faculty	(2 contact hr.)	M-1, faculty
Campus (CINAHL, Cite Verification, EndNote)	(7 contact hr.)	Various
Library Staff In-Services	(2 contact hr.)	Staff

### Meetings

Ohio Health Sciences Library Association Fall 2001 Meeting, Dayton, OH, October, 2001  
Ohio Health Sciences Library Association Executive Committee Meeting, Delaware, OH,  
November, 2001  
OhioLINK Reference Conference, Columbus, OH, December, 2001  
Ohio Health Sciences Library Association Executive Committee Meeting, Delaware, OH,  
January, 2002  
Ohio Health Sciences Library Association Spring 2001 Meeting, Columbus, OH, April, 2002  
Ohio Health Sciences Library Association Executive Committee Meeting, Akron, OH June,  
2002  
OhioLINK User Services Committee meetings, Columbus, OH, monthly except August, 2001

### Presentations, Publications, Posters

Porter, MA, [Review of Medical Tests Sourcebook]. Medical Reference Services Quarterly v.  
21, no. 1, Spring 2002, p. 96-7.

**David Remaklus, M.B.A.**

**Head, Business and Access Services**

### Services & Continuing Education

OhioLINK

Interlibrary Cooperating Services Committee

**Carolyn Sterling, B.S.**

**Reference Associate**

### Services & Continuing Education

CE: Foundations of Librarianship (3), Organization of Information (3), Access to  
Information (3), Research for Decision Making in Libs and Information Ctrs. (3)  
Participated in School of Medicine Tours & Orientations  
OhioLINK: OLINKS Training  
Training EBSCO Training

**Sheryl R. Stevens, M.S.L.S., Head of Bibliographic Control**  
**Instructor, School of Nursing**

Service

Medical Library Association  
Academy of Health Information Professionals/Medical Library Association  
Nursing and Allied Health Section/Medical Library Association  
Technical Services Section / Medical Library Association  
Midwest Chapter/Medical Library Association  
Membership Secretary (elected office)  
    Chair, Membership Committee Chair  
    Member, Executive Board  
North Atlantic Serials Interest Group  
Health Sciences OCLC Users Group  
Metropolitan Detroit Medical Library Group  
OhioLINK Database Management Standards Committee

Continuing Education

"Building & Managing Your Digital Library," CE course, Milwaukee, WI – October 2001

Meetings

Midwest Chapter/Medical Library Association, Annual Educational Conference, Milwaukee,  
    WI – October 2001  
Midwest Chapter/Medical Library Association, Executive Board Meeting, Chicago, IL – March  
    2002

Presentations

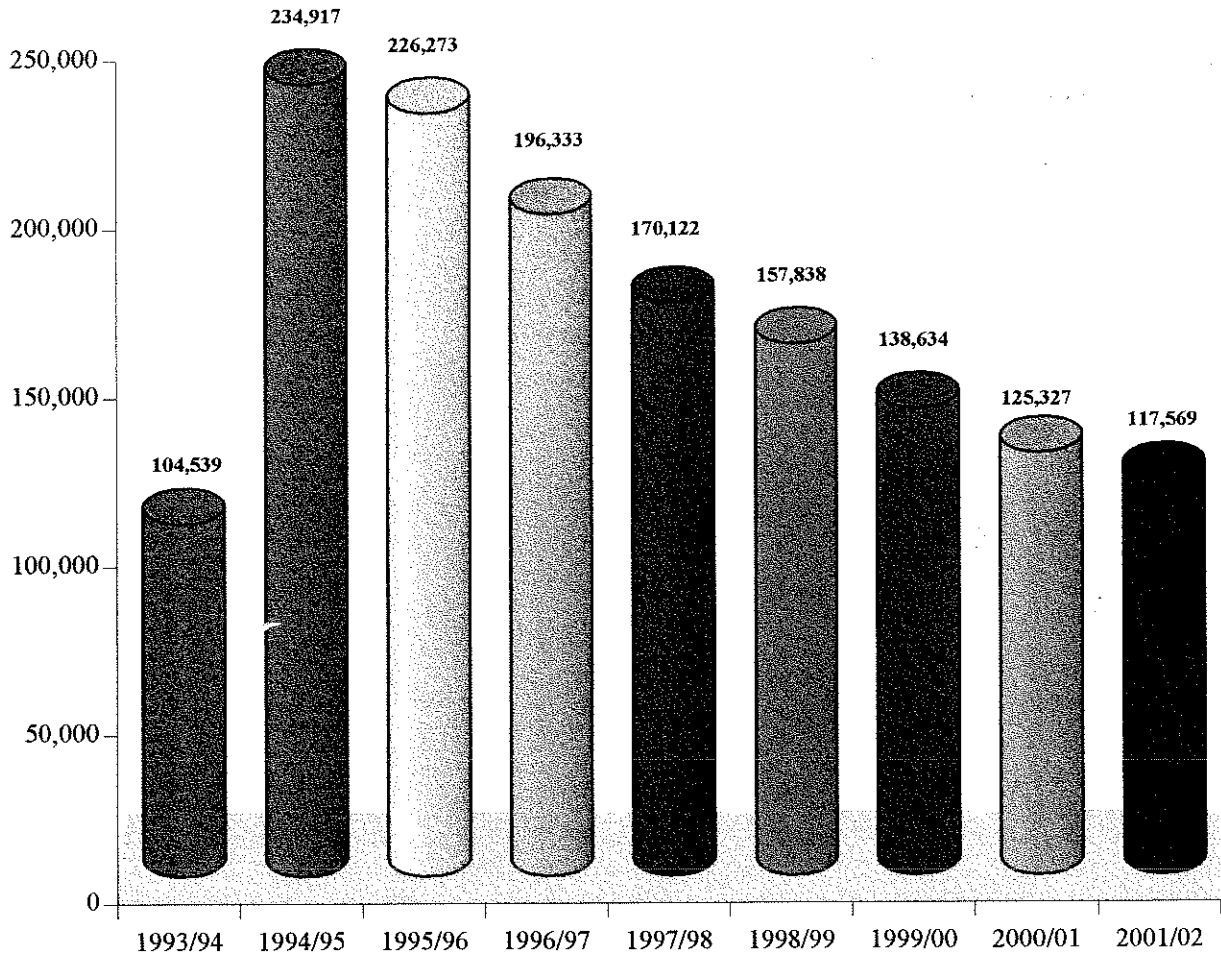
"Frequency & Reliability of Internet Citations in the Medical College of Ohio Literature:  
    Results of a Pilot Study," Poster presentation, Midwest Chapter/Medical Library  
    Association, Annual Educational Conference, Milwaukee, WI – October 2001

# **STATISTICS 2001-2002**

# Library Entrance Count

Fiscal Year - 2001/02

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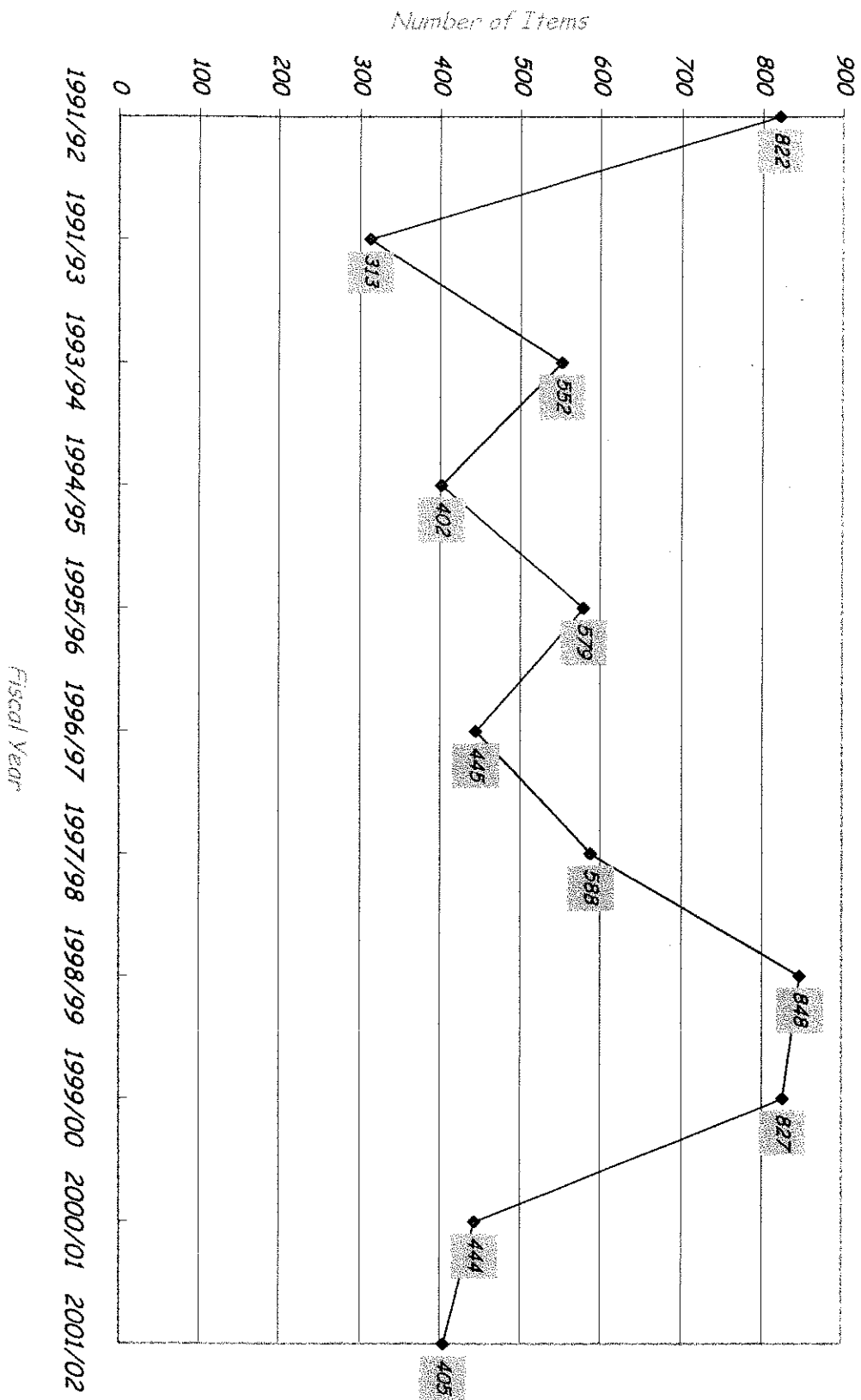


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1993/94	1994/95	1995/96	1996/97	1997/98	1998/99	1999/00	2000/01	2001/02
104,539	234,917	226,273	196,333	170,122	157,838	138, 634	125,327	117,569

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# Books & Non-Print Items Purchased Last 11 Fiscal Years



COLLECTION SIZE		Ac 01/01/00-2000	Ac 01/01/00-2001	Ac 01/01/00-2002
PRINT BOOKS		36,566	37,831	37,883
ELECTRONIC BOOKS		84	712	1,497
OTHER ELECTRONIC RESOURCES *		4	98	119
AUDIOVISUALS		259	304	271
JOURNALS				
Total Current Titles		1,854	2,381	2,506
Total Titles		5,067	5,594	5,918
Total Print Volumes **		112,378	113,649	114,865
TOTAL VOLUMES		149,291	152,594	154,635
* Excludes electronic journals;				
includes reserve electronic items				
** Excludes current loose issues				
COLLECTION MAINTENANCE COSTS				
	FY 1999/00 Totals	FY 2000/01 Totals	FY 2001/02 Totals	
Books	\$ 64,250	\$ 27,126	\$ 37,182	
Audiovisuals	\$ 1,025	\$ 198	\$ 104	
Electronic Resources *	\$ 27,874	\$ 19,186	\$ 18,001	
Journal Subscriptions	\$ 548,925	\$ 583,686	\$ 566,260	
Print	N/A	N/A	\$ 360,170	
Electronic	N/A	N/A	\$ 206,090	
Binding (journals, theses, books)	\$ 11,719	\$ 10,751	\$ 10,586	
Cataloging (books, journals)	\$ 5,238	\$ 4,053	\$ 4,594	
TOTALS	\$ 659,031	\$ 645,000	\$ 636,727	
* Excludes electronic journals				

COST & NUMBER OF JOURNAL SUBSCRIPTIONS												
	FY 1997/98	FY 1998/99	% Change	FY 1999/00	% Change	FY 2000/01	% Change	FY 2001/02	% Change			
EXPENDITURES	\$ 470,197	\$ 493,423	4.9%	\$ 548,925	11.2%	\$ 583,868	6.4%	\$ 566,260	-3.0%			
TOTAL NUMBER OF TITLES	1,299	1,435	2.6%	1,854	29.2%	2,281	28.4%	2,506	5.2%			
PAID TITLES	1,370	1,408	2.8%	1,838	29.8%	2,349	-1.4%	874	-1.4%			
PAID PRINT	901	896	-0.6%	899	0.3%	886	-1.4%	874	-1.4%			
PAID ELECTRONIC *	469	512	9.2%	929	81.4%	1,463	57.5%	1,593	8.9%			
FREE TITLES	29	27	-6.9%	26	-3.7%	32	23.1%	39	21.9%			
FREE PRINT	29	27	-6.9%	26	-3.7%	11	-57.7%	11	0.0%			
FREE ELECTRONIC *	N/A	N/A	N/A	N/A	N/A	21	N/A	28	33.3%			
ADDED *	444	51	-88.5%	419	721.6%	597	25.8%	132	-75.0%			
CANCELLED	75	11	-85.3%	6	-45.5%	9	50.0%	4	-55.6%			
Discontinued by publisher	2	4	100.0%	2	-50.0%	2	0.0%	11				
* Excludes print duplicates, electronic duplicates, selectively available, & delayed full-text titles												
PAID SUBSCRIPTIONS: PRINT VS. ELECTRONIC												
	FY 1996/97	% of Total	FY 1997/98	% of Total	FY 1999/99	% of Total	FY 1999/00	% of Total	FY 2000/01	% of Total	FY 2001/02	% of Total
Number of Titles												
Print	946	91.7%	901	65.8%	896	63.6%	899	49.2%	886	37.7%	874	35.4%
Electronic *	86	8.3%	469	34.2%	512	36.4%	929	50.8%	1,463	62.3%	1,593	64.6%
TOTALS	1,032	100.0%	1,370	100.0%	1,408	100.0%	1,828	100.0%	2,349	100.0%	2,467	100.0%
* Excludes print duplicates, electronic duplicates, selectively available, & delayed full-text titles												
ELECTRONIC SUBSCRIPTIONS: MCO'S OHIOLINK, UNIQUE VS. DUPLICATES												
	FY 1999/00	% of Total	FY 2000/01	% of Total	FY 2001/02	% of Total						
MCO												
Print Duplicates	174	13.9%	322	14.1%	359	12.7%						
Unique	11	0.9%	208	9.1%	175	6.2%						
OHIOLINK												
Print Duplicates	152	12.1%	216	9.5%	217	7.7%						
Unique	918	73.1%	1,235	55.0%	1,418	50.2%						
Total Print Duplicates	326	26.0%	538	23.6%	576	20.4%						
Total Unique	929	74.0%	1,463	64.1%	1,593	56.4%						
Electronic Duplicates	N/A	N/A	N/A	N/A	572	N/A						
Selectively Available	N/A	N/A	280	12.3%	82	2.9%						
TOTALS	1,555		2,281		2,823							
JOURNAL SUBSCRIPTION EXPENDITURES SINCE FY 1991/92												
	FY	Amount	% Change									
	1991/92	\$ 454,381	-1.0%									
	1991/93	\$ 426,852	-6.1%									
	1993/94	\$ 452,101	5.9%									
	1994/95	\$ 454,937	0.6%									
	1995/96	\$ 464,921	2.2%									
	1996/97	\$ 457,466	-1.6%									
	1997/98	\$ 470,197	2.8%									
	1998/99	\$ 493,423	4.9%									
	1999/00	\$ 548,925	11.2%									
	2000/01	\$ 583,868	6.4%									
	2001/02	\$ 566,260	-3.0%									
NET CHANGE	\$ 111,879	24.6%										

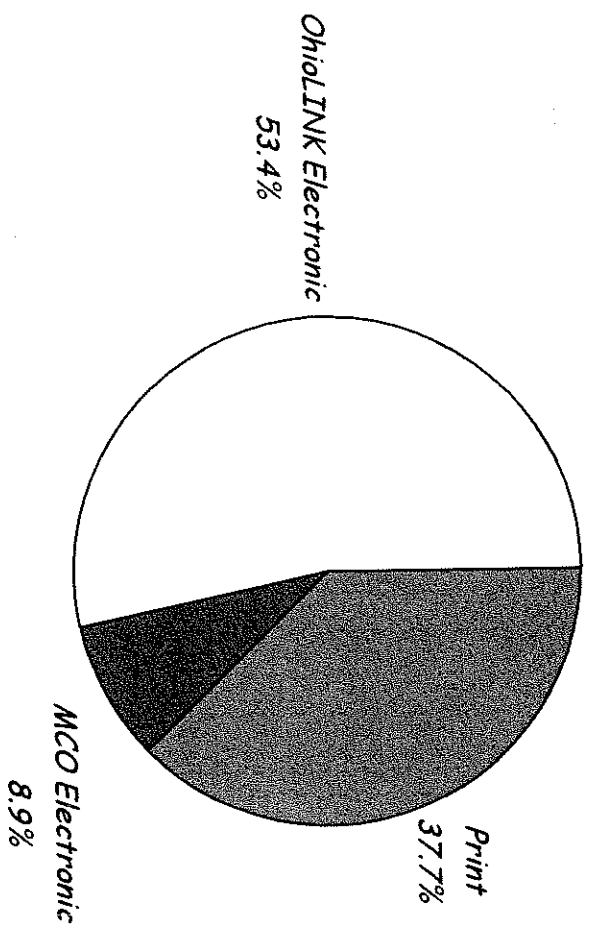
NUMBER OF PAID JOURNAL SUBSCRIPTIONS SINCE FY 1991/92									
FY	No. of Titles	% Change	Excluding EJC titles						
1991/92	1,810	-7.60%							
1991/93	1,258	-30.5%							
1993/94	1,277	1.5%							
1994/95	1,173	-8.1%							
1995/96	1,044	-11.0%							
1996/97	1,032	-1.1%							
1997/98	1,370	32.8%							
1998/99	1,408	2.8%							
1999/00	1,828	29.8%							
2000/01	2,349	28.5%							
2001/02	2,467	5.0%							
NET CHANGE	687	36.3%							
JOURNAL BUDGET VS. INFLATION									
FY	% Change Budget	% Change Average Cost per Title							
1991/92	-1.0%	8.8%							
1991/93	-6.1%	11.4%							
1993/94	5.9%	7.6%							
1994/95	0.6%	10.4%							
1995/96	2.2%	16.5%							
1996/97	-1.7%	12.2%							
1997/98	2.7%	8.7%							
1998/99	4.9%	8.9%							
1999/00	11.2%	8.4%							
2000/01	6.4%	7.7%							
2001/02	-3.0%	6.8%							
PRINT VS. ELECTRONIC JOURNAL EXPENDITURES									
FY	Print	Electronic	Total	% Print	% Electronic				
1998/99			\$ 454,381						
1999/00			\$ 548,925						
2000/01			\$ 583,868						
2001/02	\$ 360,170	\$ 206,090	\$ 566,260	63.6%	36.4%				
OHIOLINK EJC FEES VS. TOTAL SUBSCRIPTION EXPENDITURES									
FY	EJC Fees	Total Journal Expense	% of Total						
1998/99	\$ 16,767	\$ 493,423	3.4%						
1999/00	\$ 17,934	\$ 548,925	3.3%						
2000/01	\$ (6,755)	\$ 583,868	-1.2%						
2001/02	\$ 197,945	\$ 566,260	35.0%						



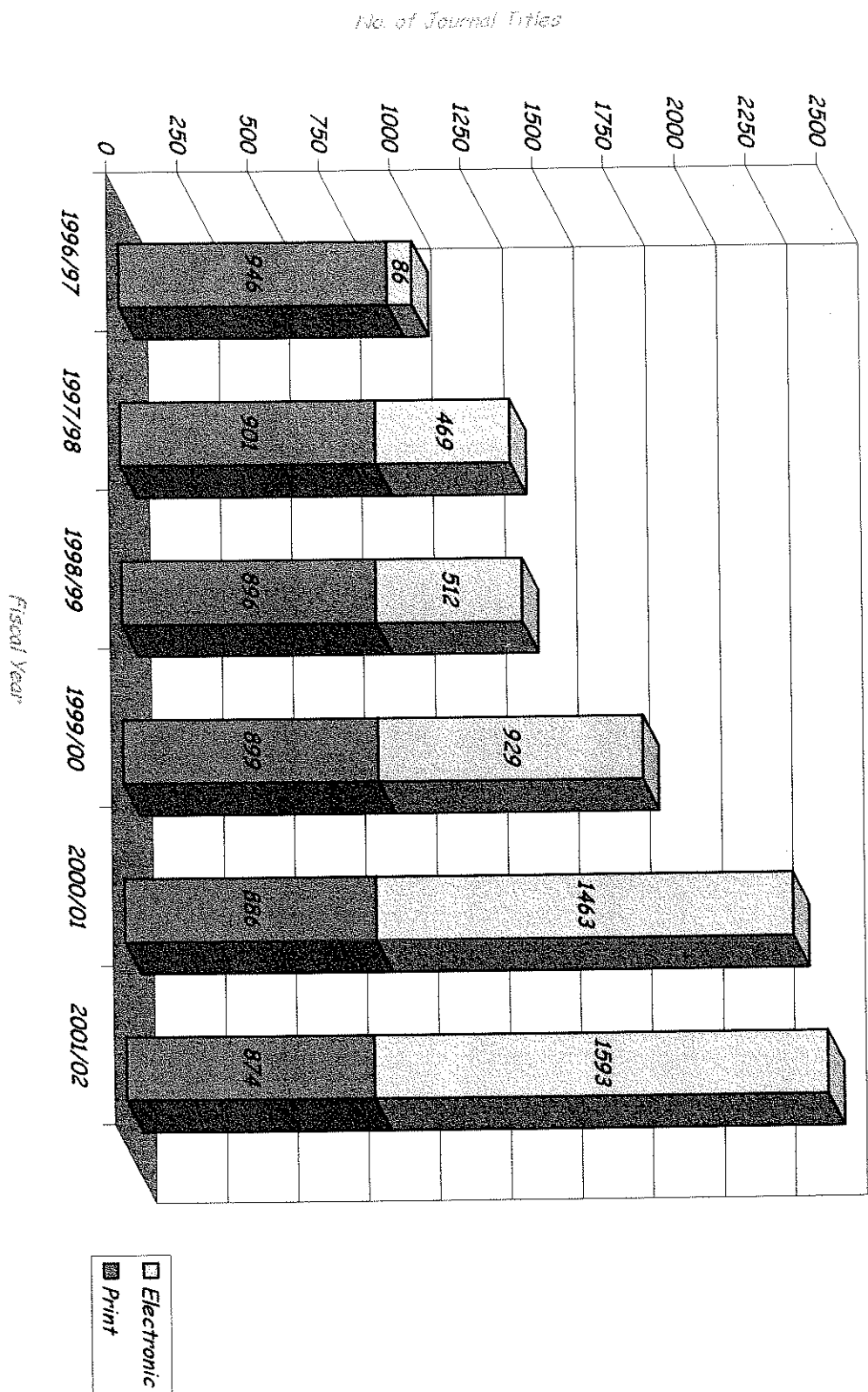
# *Journal Subscriptions: Print vs. Electronic*

*FY 2001-02*

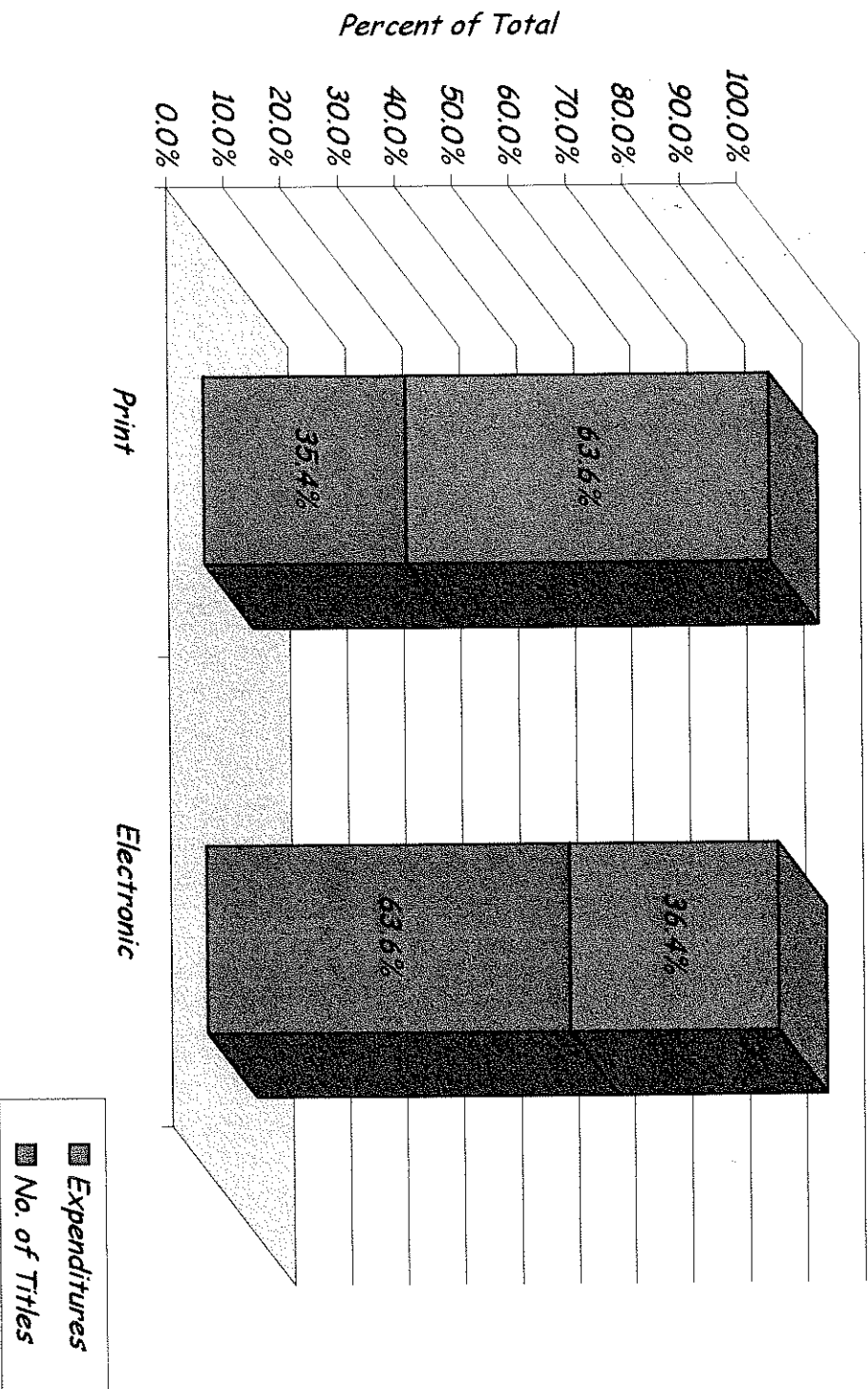
*(excludes print & electronic duplicates)*



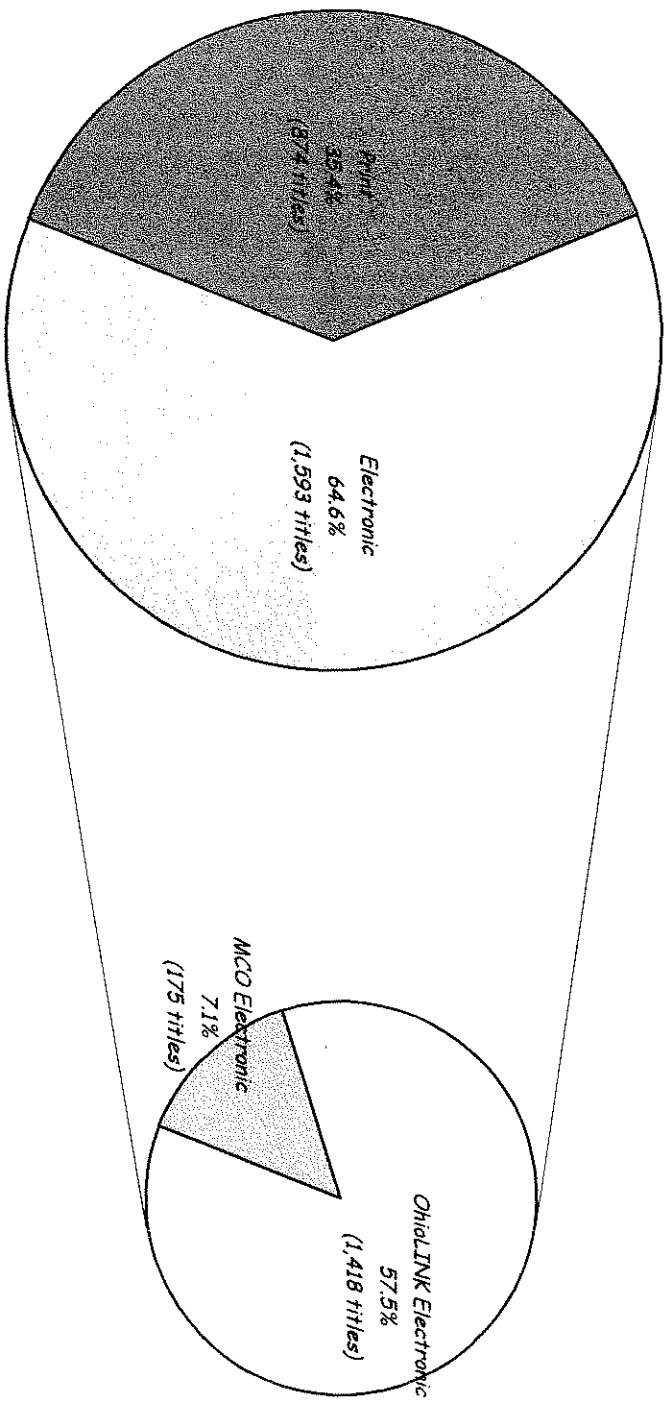
# *Journal Subscriptions: Print vs. Electronic Last 6 Fiscal Years*



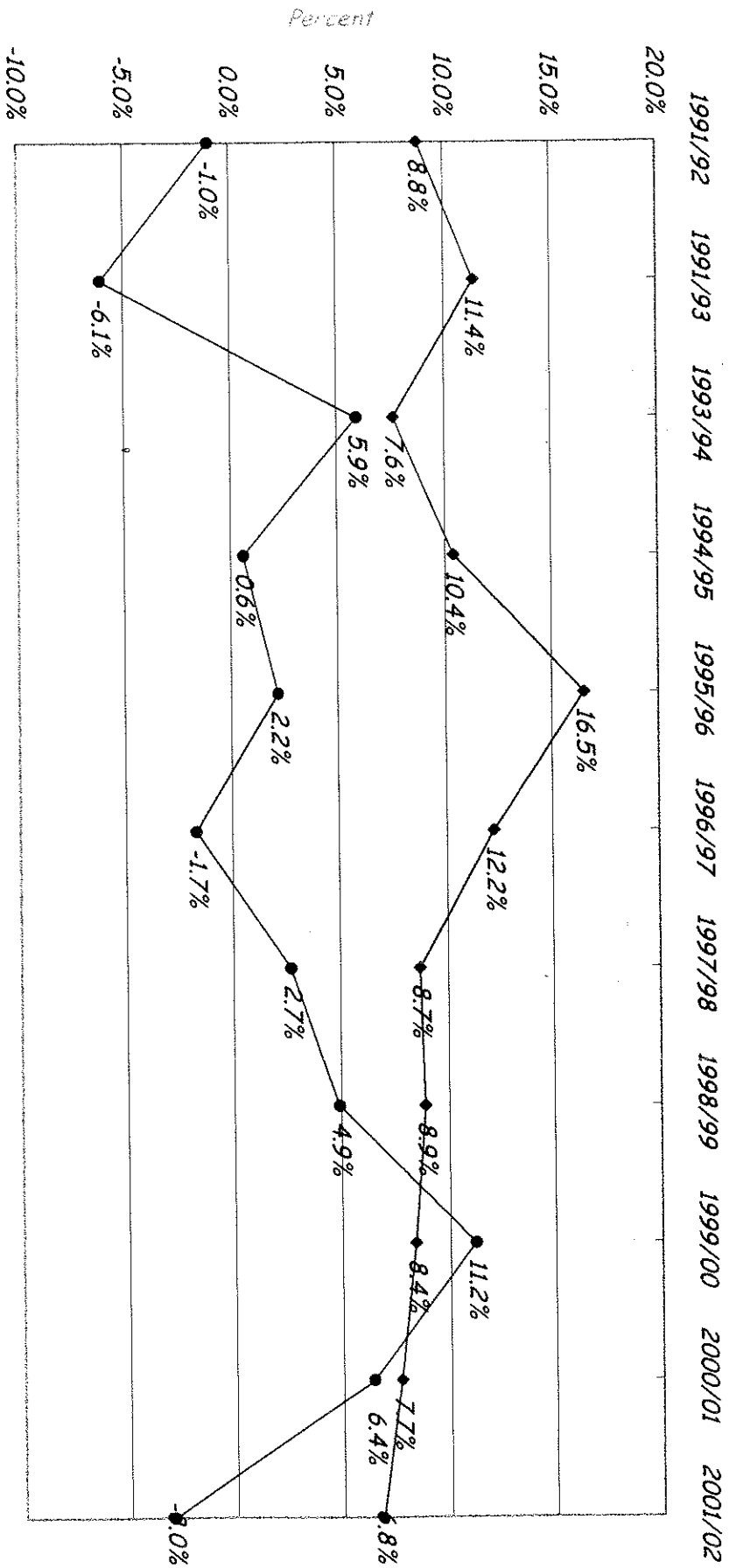
# Print & Electronic Subscriptions: Numbers vs. Cost FY 2001/02



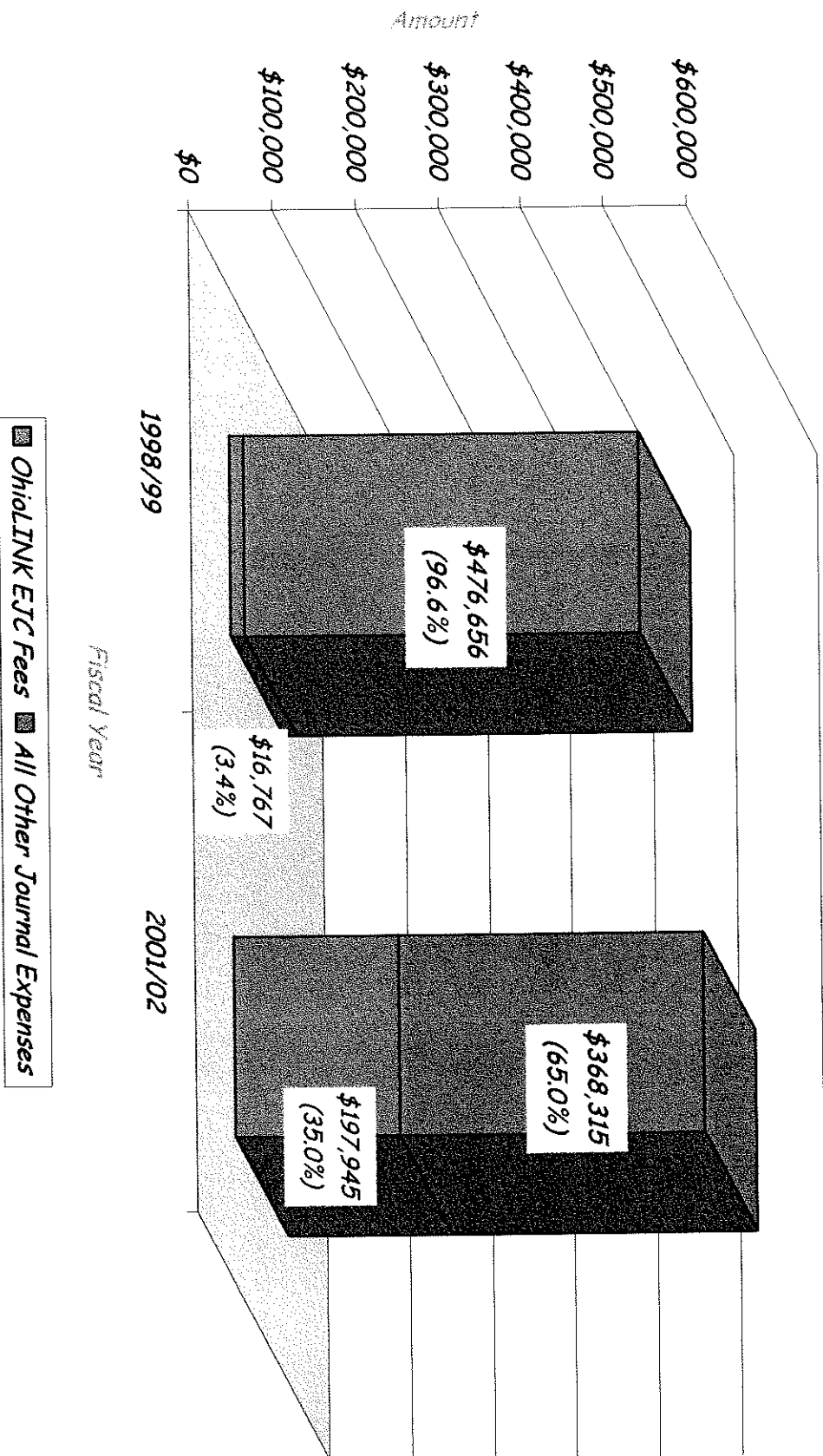
*Journal Subscriptions: Print vs. Electronic*  
*FY 2001/02*  
*(excludes print & electronic duplicates)*



# Journal Budget vs. Journal Inflation Last 11 Fiscal Years

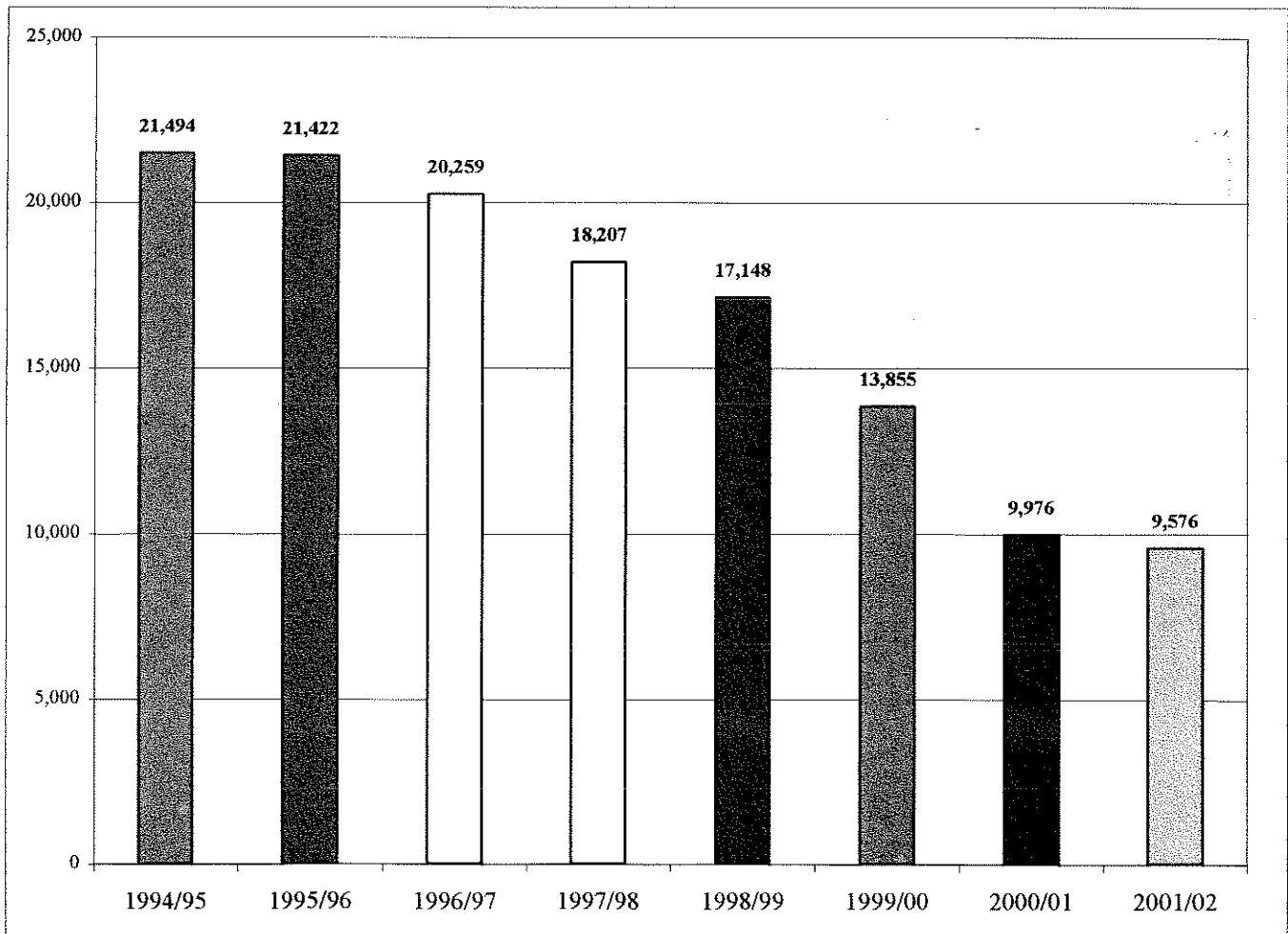


# *OhioLINK Electronic Journal Center Fees: First Year vs. Current Year*



## Items Circulated - Fy 2001/02

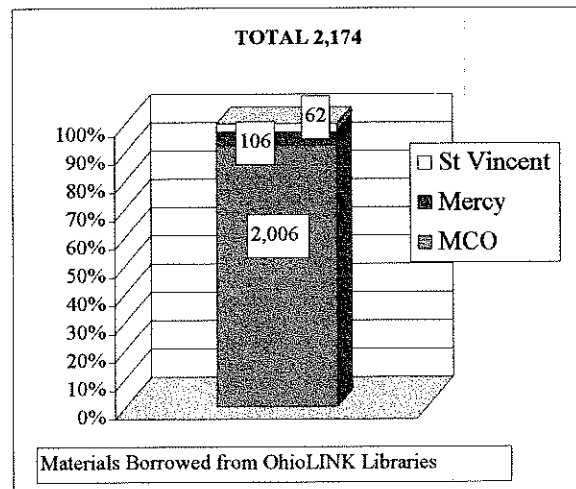
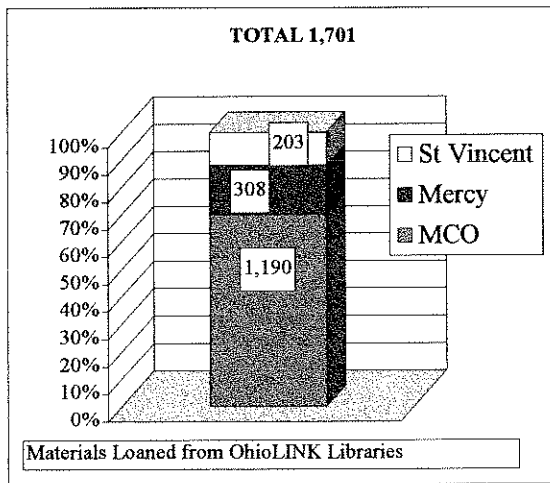
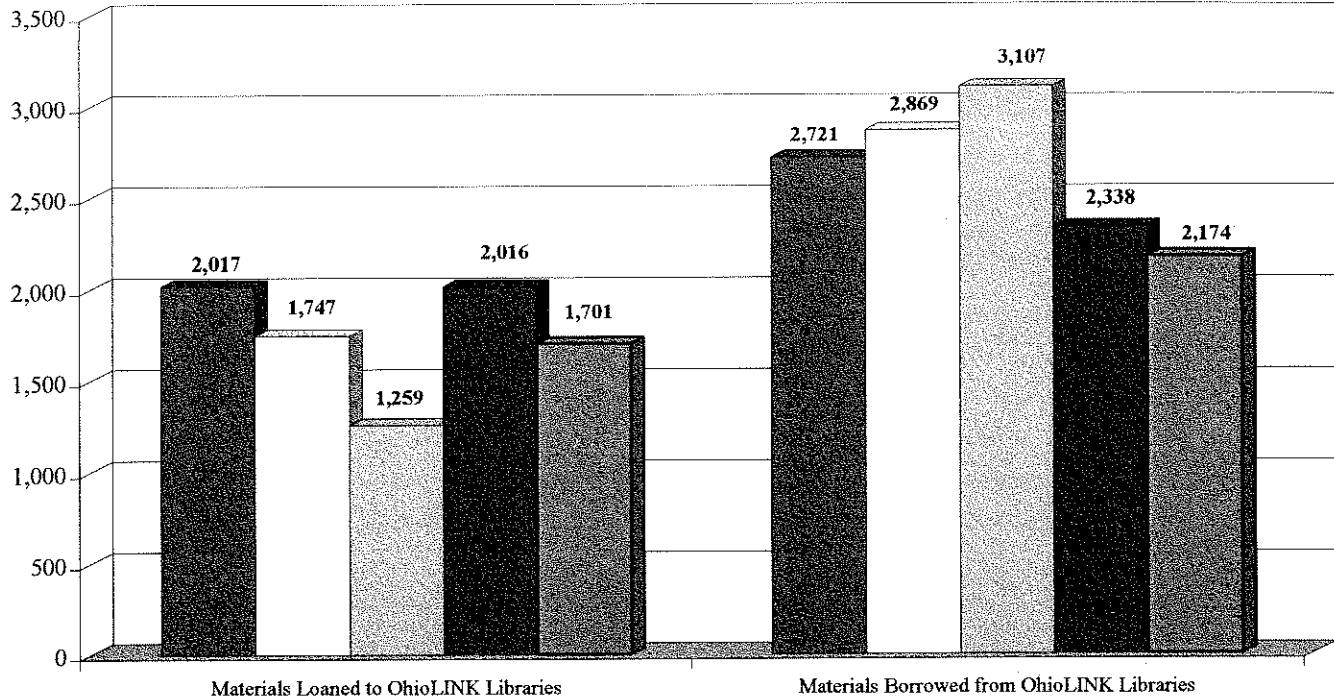
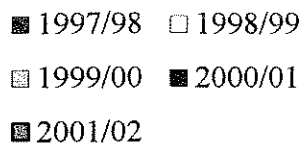
Material Type	
Monographs	5,202
Serials	15
AV	162
Reserve	2,062
Electronic Material	129
Ohio-LINK Items	2,006
<b>Total</b>	<b>9,576</b>



# Patron Initiated Circulation

## HIN Resource Libraries

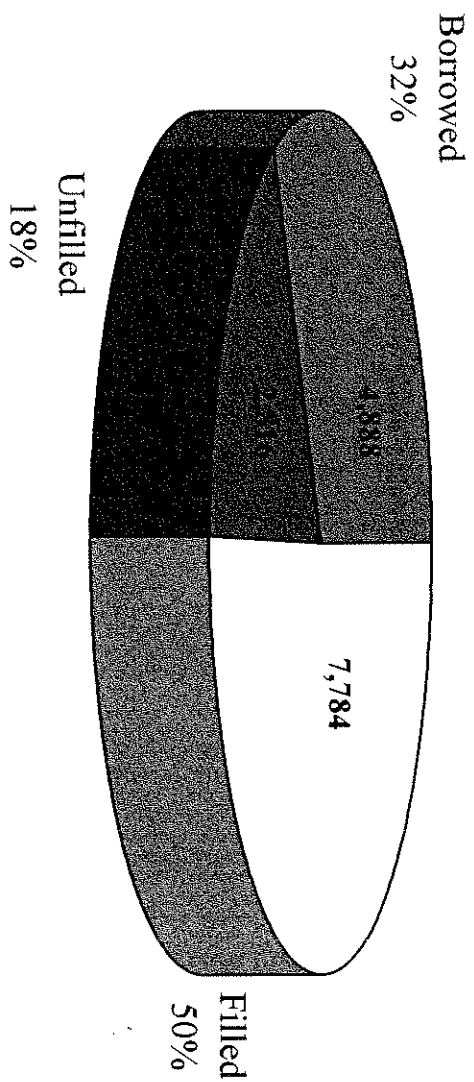
FY 2001/02



	1997/98		1998/99		1999/00		2000/01		2001/02	
Loaned	29%	2,017	43%	1,747	38%	1,259	41%	1,611	44%	1,701
Borrowed	71%	2,721	57%	2,869	62%	3,107	59%	2,276	56%	2,174
Total	100%	4,738	100%	4,616	100%	4,366	100%	3,887	100%	3,875



# Fiscal Year 2001/02 Interlibrary Services



Total Requests Received - 15,488

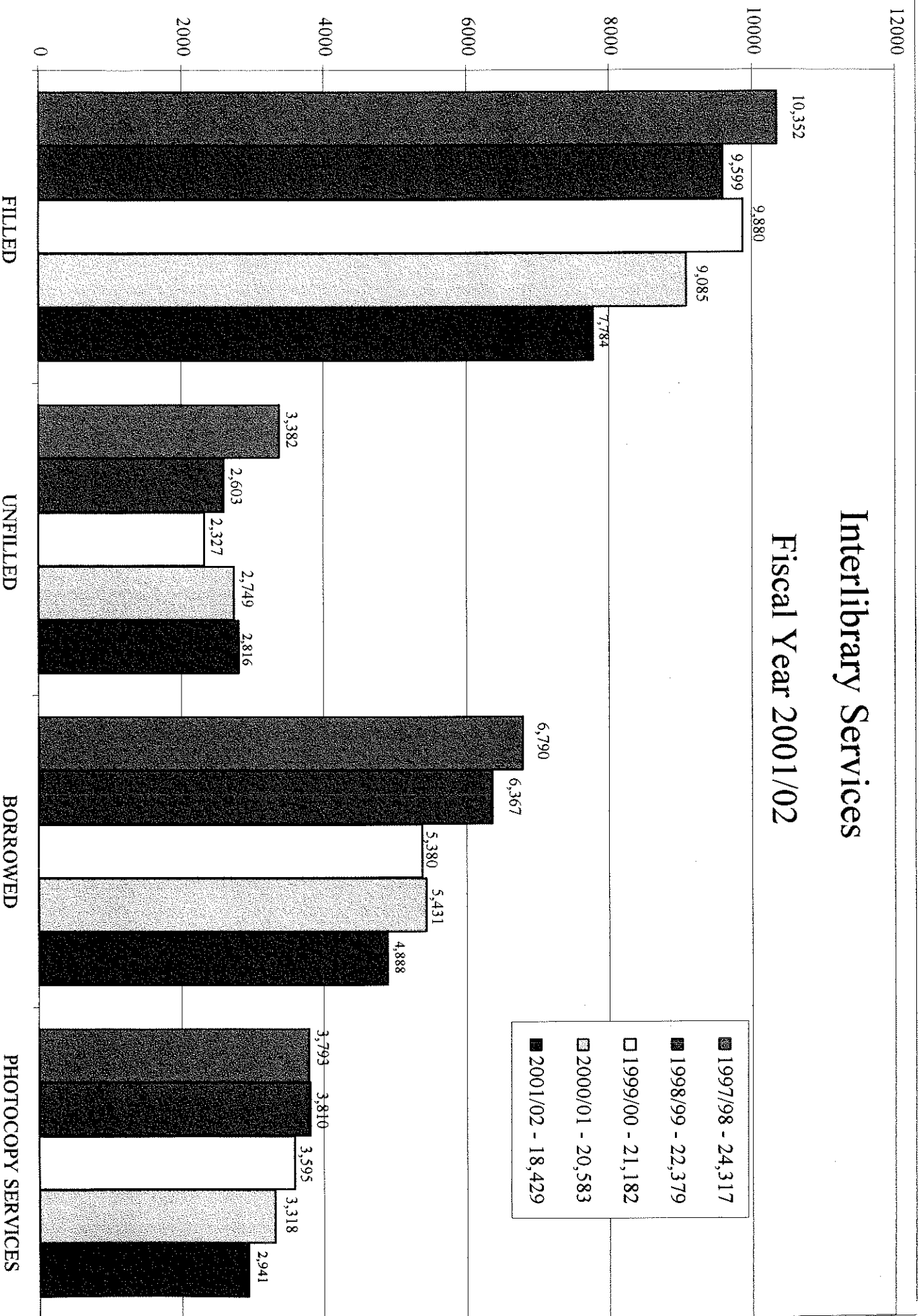
# Fiscal Year 2001/2002

## Interlibrary Services

	Filled	Unfilled	Total Received	Borrowed	Grand Total
<b>Photocopy Statistics</b>					
OhioLINK Libraries	3,653	1,033	4,686	3,021	7,707
HIN/AHEC	953	45	998	85	1,083
Other Ohio Libraries	40	43	83	38	121
Other Ohio Hospitals	417	206	623	1	624
Region 3 Libraries	1,924	715	2,639	719	3,358
National Library of Medicine	0	0	0	298	298
Cinahl	0	0	0	95	95
The Genuine Article	0	0	0	20	20
Canada Institute for Scientific & Technical Info.	0	0	0	15	15
Other U.S. Libraries	553	509	1,062	398	1,460
International Libraries	45	39	84	0	84
Independent Patrons	96	12	108	0	108
British Library	0	0	0	19	19
UnCover	0	0	0	1	1
<b>Subtotal</b>	<b>7,681</b>	<b>2,602</b>	<b>10,283</b>	<b>4,710</b>	<b>14,993</b>
<b>Book Statistics</b>					
OhioLINK Libraries	16	19	35	38	73
HIN/AHEC	10	5	15	88	103
Other Ohio Libraries	20	27	47	2	49
Other Ohio Hospitals	19	67	86	0	86
Region 3 Libraries	21	34	55	25	80
Other U.S. Libraries	14	60	74	27	101
International Libraries	3	0	3	0	3
Independent Patrons	0	0	0	0	0
<b>Subtotal</b>	<b>103</b>	<b>212</b>	<b>315</b>	<b>180</b>	<b>495</b>
<b>Audio Visual Statistics</b>					
OhioLINK Libraries	0	0	0	0	0
HIN/AHEC	0	0	0	0	0
Other Ohio Libraries	0	1	1	0	1
Other Ohio Hospitals	0	1	1	1	2
Region 3 Libraries	0	0	0	4	4
Other U.S. Libraries	0	0	0	0	0
International Libraries	0	0	0	0	0
Independent Patrons	0	0	0	0	0
<b>Subtotal</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>7</b>
<b>Total/Grand Total</b>	<b>7,784</b>	<b>2,816</b>	<b>10,600</b>	<b>4,888</b>	<b>15,488</b>

# Interlibrary Services

Fiscal Year 2001/02



## Fiscal Years - 1995/96 to 2001/02

### Interlibrary and Photocopy Services

	1995/96	1996/97	1997/98	1998/99	1999/00	2000/01	2001/02
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#### Lending

Requests Filled	8,967	9,805	10,352	9,599	9,880	9,085	7,784
Requests Unfilled	3,905	3,613	3,355	2,577	2,320	2,747	2,816
Requests Referred	85	45	27	26	7	2	0

Total Requests Received	12,957	13,463	13,734	12,202	12,207	11,834	10,600
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#### Borrowing

Material Borrowed	6,008	6,462	6,790	6,367	5,380	5,431	4,888
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### Interlibrary Loan Requests Processed

ILS Requests Processed	18,965	19,925	20,524	18,569	17,587	17,265	15,488
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#### Photocopy Service

Library Photocopied	2,492	2,464	3,138	2,717	2,792	2,458	1,869
Depository Filled	N/A	131	655	1,093	803	860	1,072

Total Photocopy Service	2,492	2,595	3,793	3,810	3,595	3,318	2,941
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<b>Total Requests Processed</b>	<b>21,457</b>	<b>22,520</b>	<b>24,317</b>	<b>22,379</b>	<b>21,182</b>	<b>20,583</b>	<b>18,429</b>
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# RAYMON H. MULFORD LIBRARY

## ACCESS SERVICES

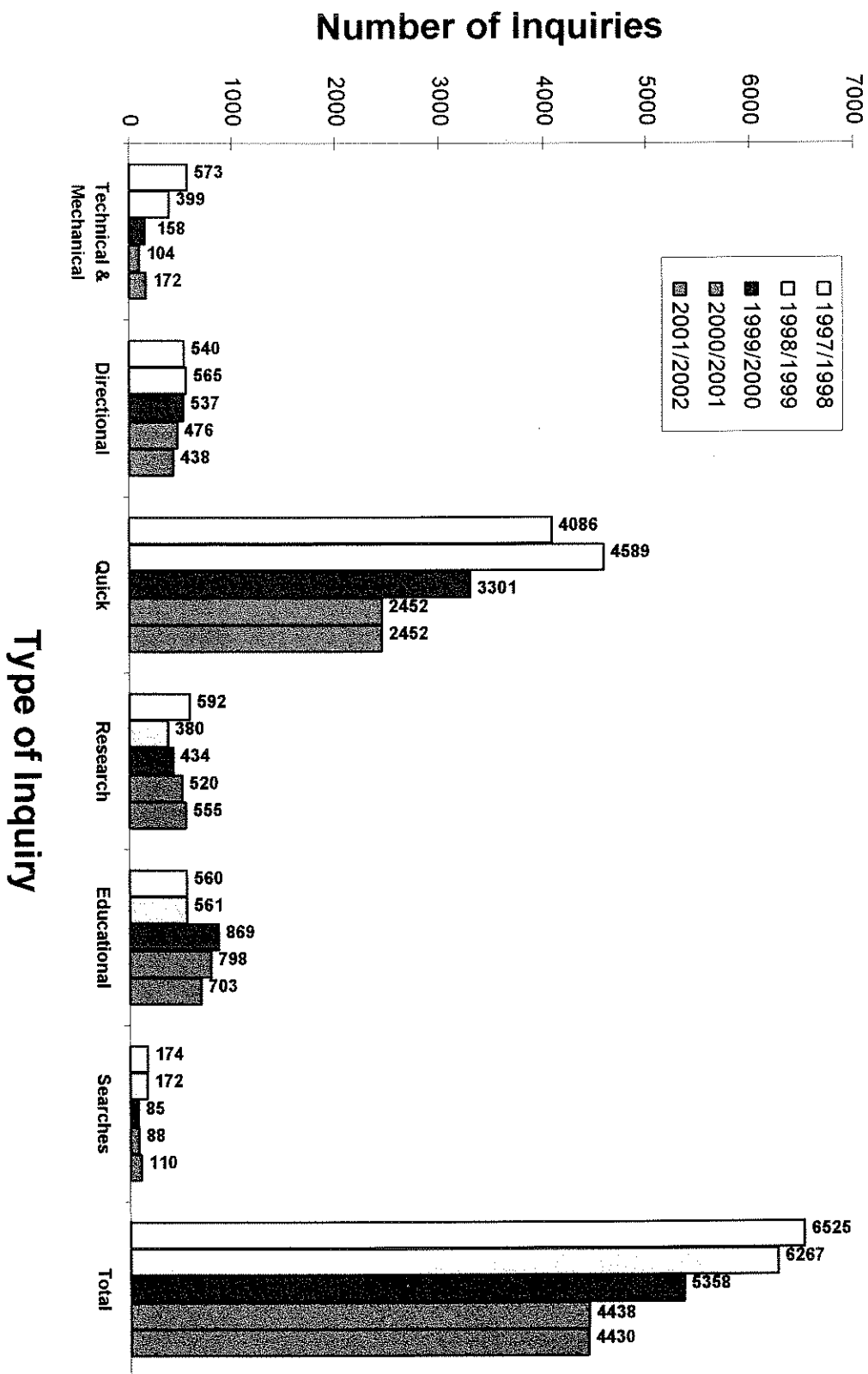
### REVENUE REPORT

	1996/97	1997/98	1998/99	1999/00	2000/01	2001/02
<b>CIRCULATION</b>						
EXTERNAL	7,682.64	7,806.00	6,429.00	6,330.00	3,396.50	2,116.70
CROSSCHARGE	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>7,682.64</b>	<b>7,806.00</b>	<b>6,429.00</b>	<b>6,330.00</b>	<b>3,396.50</b>	<b>2,116.70</b>
<b>INTERLIBRARY SERVICES</b>						
EXTERNAL	37,875.19	35,029.00	29,739.00	28,700.00	25,412.15	22,442.56
CROSSCHARGE	7,453.50	5,080.00	3,688.00	4,732.00	3,170.50	3,222.75
<b>TOTAL</b>	<b>45,328.69</b>	<b>40,109.00</b>	<b>33,427.00</b>	<b>33,432.00</b>	<b>28,582.65</b>	<b>25,665.31</b>
<b>TOTAL ACCESS SERVICES</b>	<b>53,011.33</b>	<b>47,996.00</b>	<b>39,856.00</b>	<b>39,762.00</b>	<b>31,979.15</b>	<b>27,782.01</b>

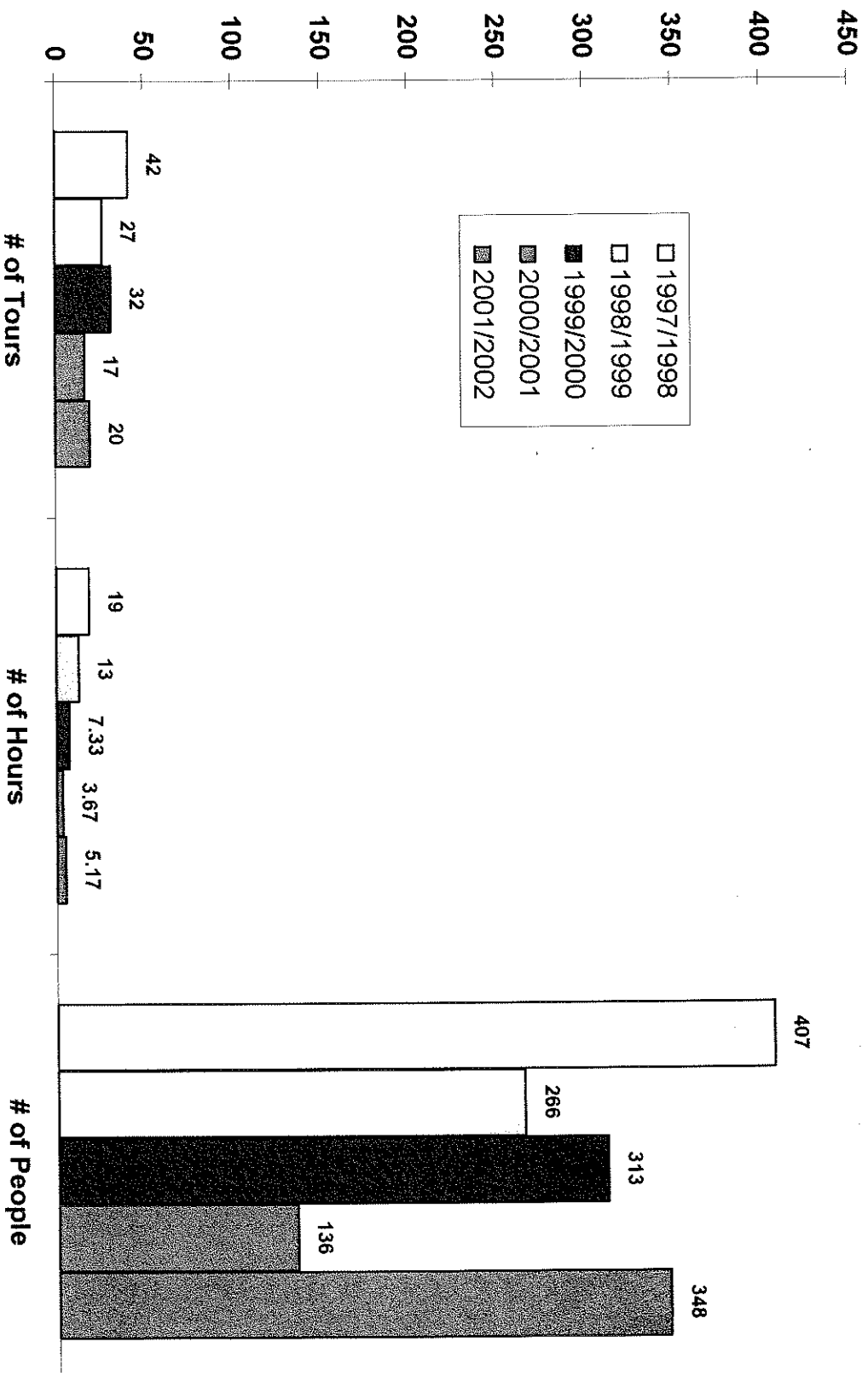
### INTERLIBRARY ARTICLE RETRIEVAL EXPENSE

	1996/97	1997/98	1998/99	1999/00	2000/01	2001/02
<b>VENDOR EXPENSE</b>						
CINAHL	N/A	N/A	N/A	799.00	954.00	1,440.00
BRITISH LENDING LIBRARY	N/A	N/A	N/A	888.00	780.00	447.00
CHEMICAL ABSTRACTS	N/A	N/A	N/A	N/A	N/A	53.00
CISTI	N/A	1,615.00	2,153.00	1,170.00	194.00	467.00
ISI	1,145.00	978.00	324.00	393.00	1,278.00	408.00
INGENTA	N/A	N/A	N/A	914.00	510.00	155.00
<b>TOTAL VENDOR EXPENSE</b>	<b>2,525.00</b>	<b>4,758.00</b>	<b>2,778.00</b>	<b>3,365.00</b>	<b>2,762.00</b>	<b>2,970.00</b>
LIBRARIES	5,093.00	5,397.00	5,597.00	4,393.00	4,837.00	2,921.00
NLM	N/A	4,022.00	4,800.00	2,856.00	1,830.00	2,718.00
<b>TOTAL ARTICLE RETRIEVAL EXPENSE</b>	<b>7,618.00</b>	<b>14,177.00</b>	<b>13,175.00</b>	<b>10,614.00</b>	<b>9,429.00</b>	<b>8,609.00</b>

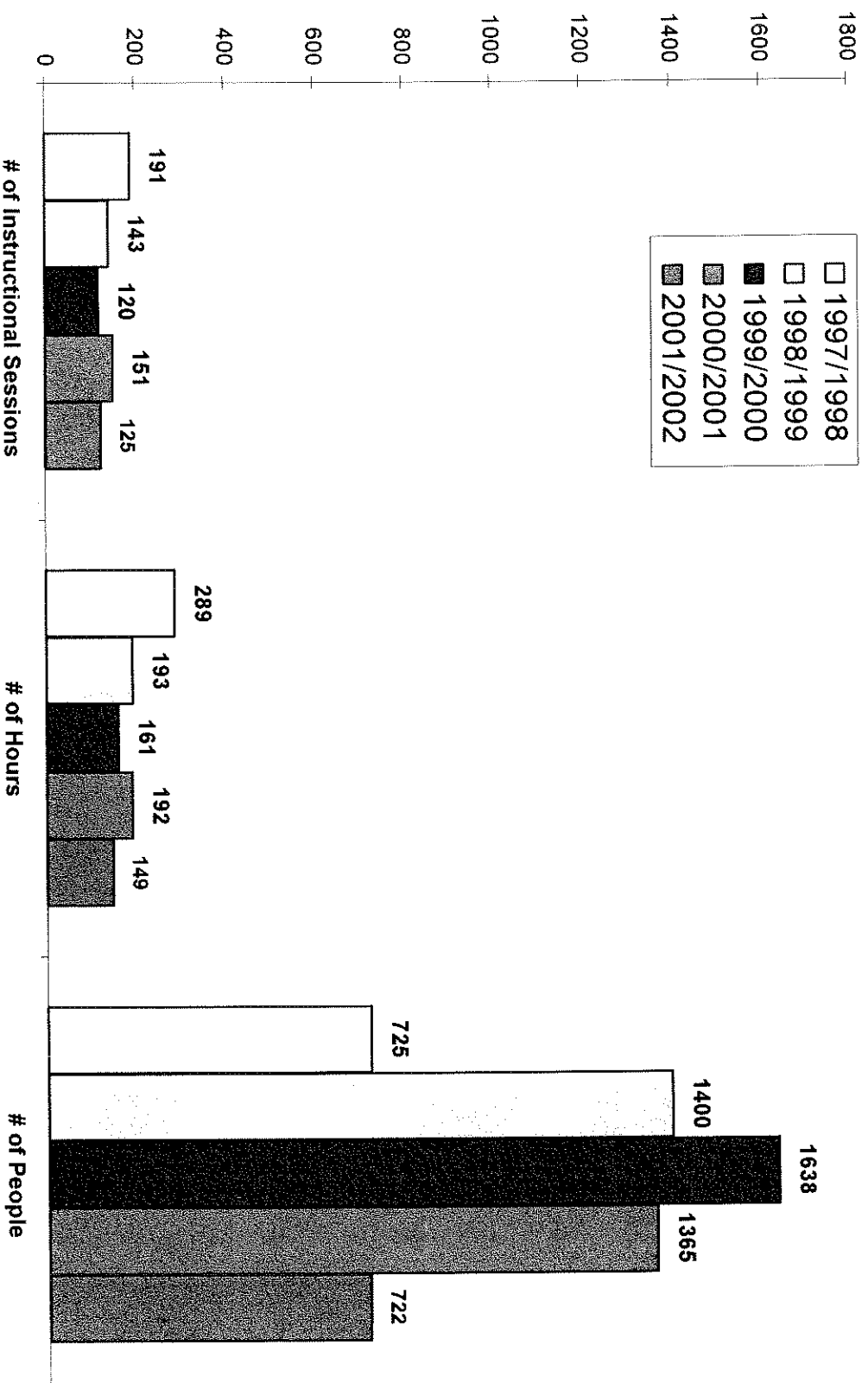
# Reference Desk Transactions



# Tour/Orientation Sessions

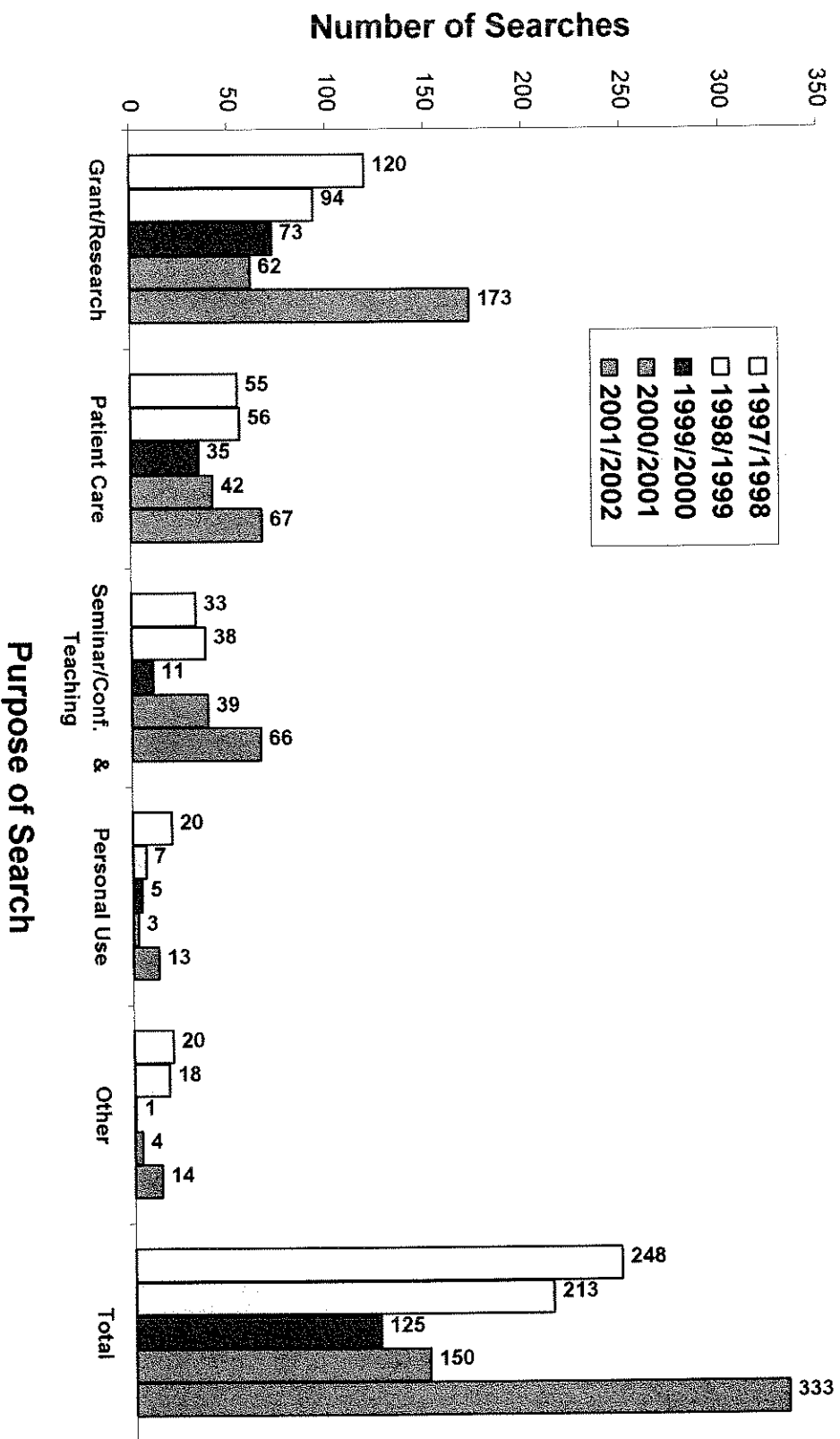


# Instructional Sessions

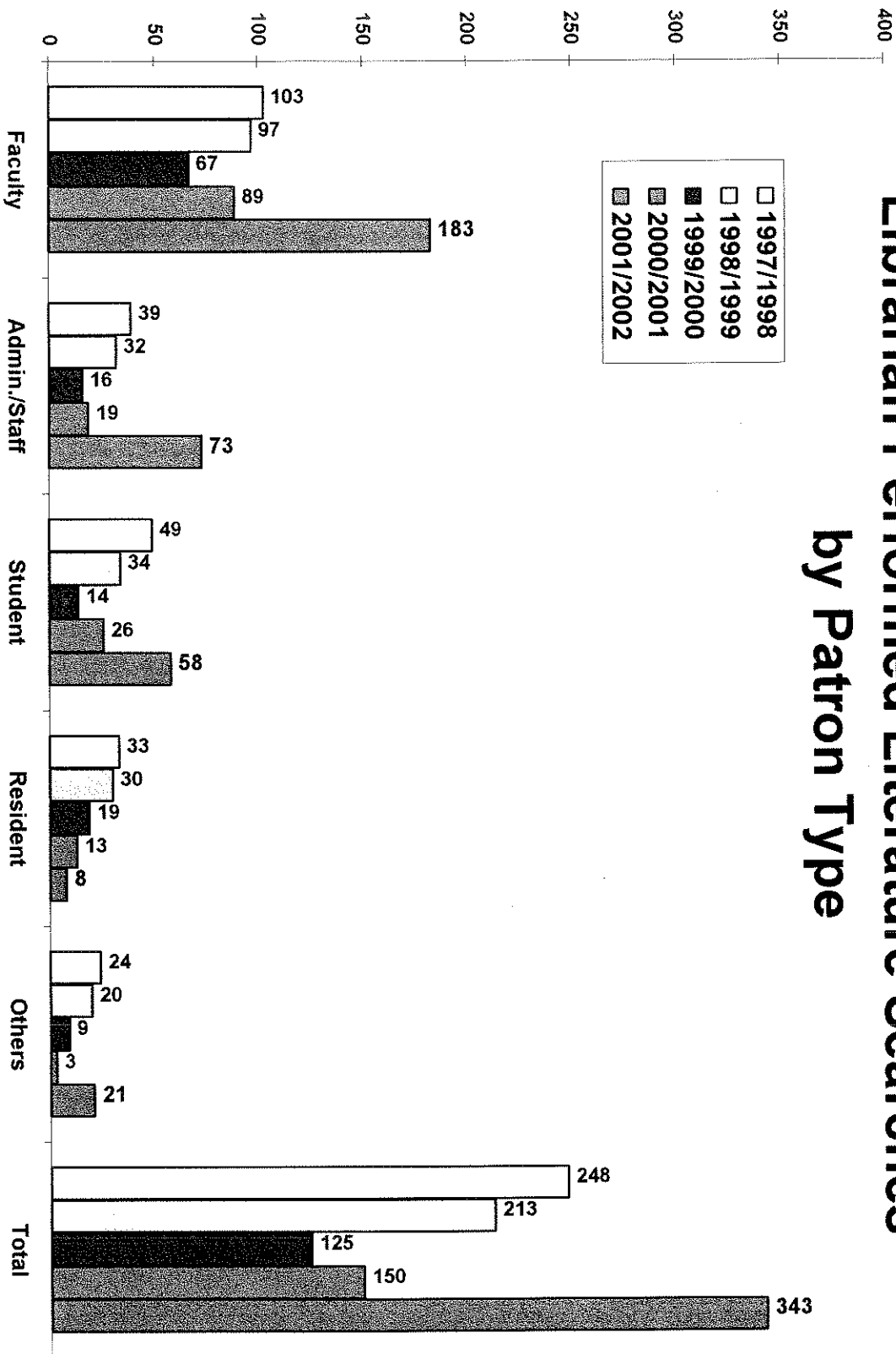




# Librarian Performed Literature Searches by Purpose



# Librarian Performed Literature Searches by Patron Type



# Online Searching Dialog Expenditures

