

1993

HSLIC Annual Report FY1993-94

University of New Mexico Health Sciences Library and Informatics Center

Follow this and additional works at: <https://digitalrepository.unm.edu/hslic-annual-reports>

Recommended Citation

University of New Mexico Health Sciences Library and Informatics Center. "HSLIC Annual Report FY1993-94." (1993).
<https://digitalrepository.unm.edu/hslic-annual-reports/24>

This Book is brought to you for free and open access by the Administration at UNM Digital Repository. It has been accepted for inclusion in HSLIC Annual Reports by an authorized administrator of UNM Digital Repository. For more information, please contact disc@unm.edu.

UNM HSCL



3 5023 0024 1086 9

UNIVERSITY OF NEW MEXICO

MEDICAL CENTER LIBRARY

ANNUAL REPORT



1993-94

R

WX
26.5
U58
1993-
1994

UNIVERSITY OF NEW MEXICO

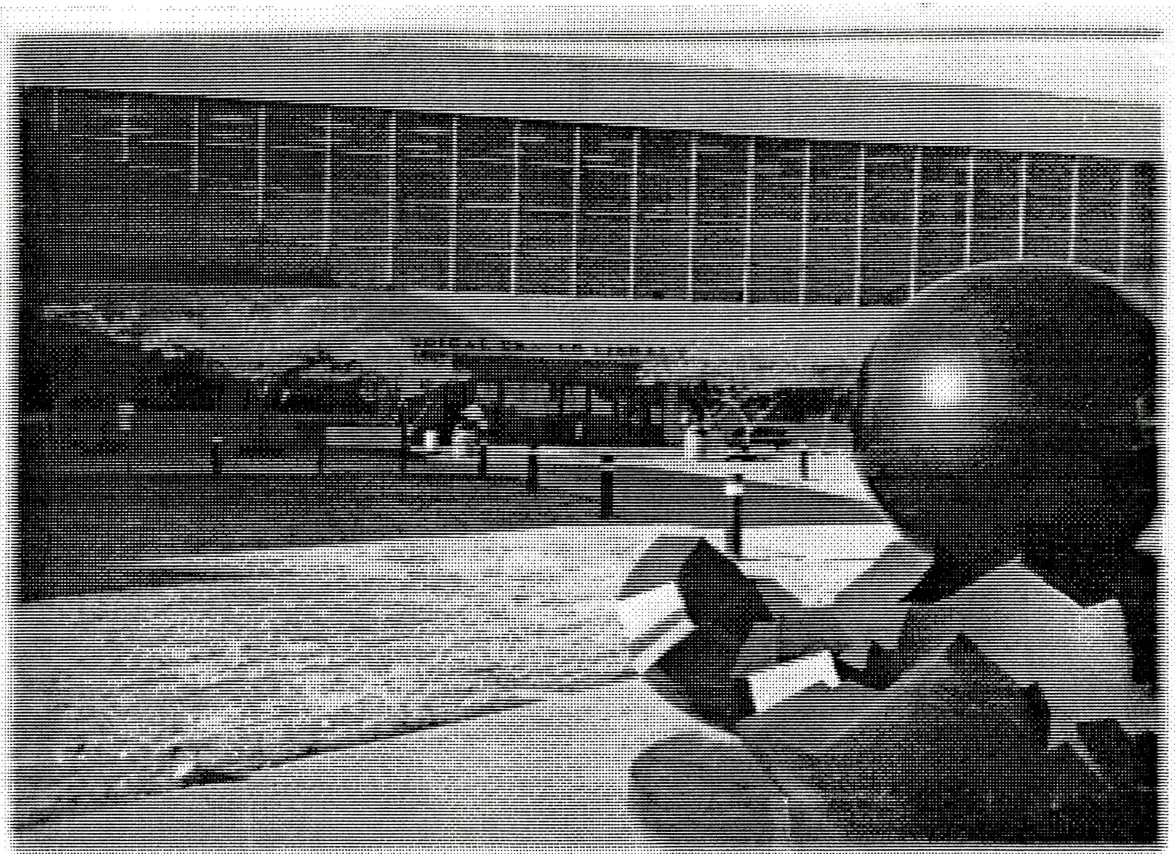
**THE UNIVERSITY OF NEW MEXICO
HEALTH SCIENCES CENTER LIBRARY
ALBUQUERQUE, NEW MEXICO 87131-5686**

WX 26.5 U58
1993- 1994
University of New Mexico.
Medical Center Library
Annual report

UNIVERSITY OF NEW MEXICO

MEDICAL CENTER LIBRARY

ANNUAL REPORT



1993-94

UNIVERSITY OF NEW MEXICO

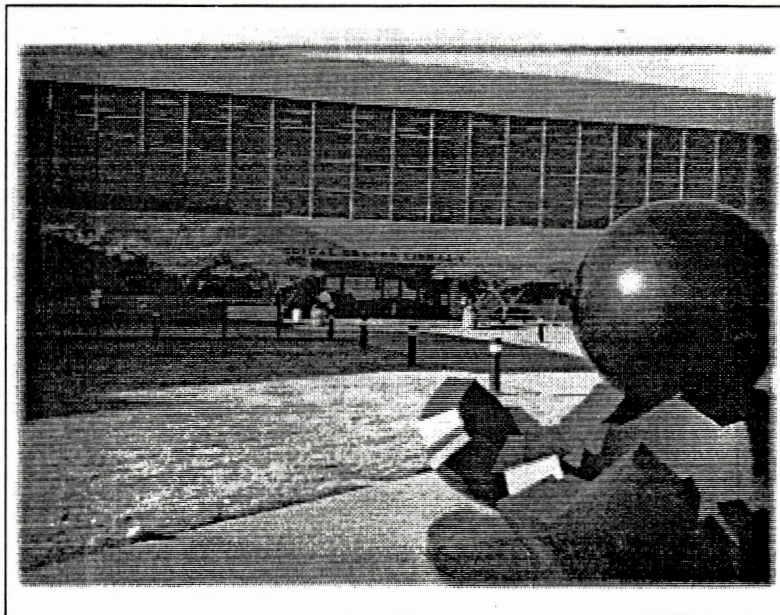
CONTENTS

STATEMENT OF MISSION AND GOALS	3
DIRECTOR'S REPORT	4
ASSOCIATE DIRECTOR'S REPORT	12
LIBRARY SERVICES	
Biomedical Information Services (BIS)	13
Education and Instructional Support	16
Media Center	21
COLLECTIONS AND ACCESS CONTROL	
New Mexico Medical History Program and Medical Center Archives	24
Native American Health Database Project	25
Collection and Information Resources Development (CIRD)	26
Collections and Serials Management	28
Bibliographic Access and Control Services	30
Circulation	32
TECHNICAL AND SYSTEMS APPLICATIONS	33
FACILITIES MANAGEMENT	38
APPENDICES	
Library Committee	39
Library Staff	40
Library Gifts Inventory	41
Staff Enrichment Committee	42
TABLES.	45
KEY WORD INDEX TO TABLES	46

STATEMENT OF MISSION AND GOALS

MISSION

The mission of the Medical Center Library (MCL) is to provide services and resources to meet present and future scholarly and information needs of the UNM Medical Center community, to participate in the educational process and, insofar as possible, to share its resources with the health sciences and health care community of the State of New Mexico in harmony with the overall policy of the University in general and the Medical Center in particular.



GOALS

The basic goal of the Medical Center Library is to facilitate access to information, materials and services for members of the Medical Center, including the School of Medicine (SOM), College of Nursing, College of Pharmacy, the Dental Programs and Allied Health Sciences Programs, as well as a number of affiliated research and patient care institutions on the Medical Center Campus, and the University community at large.

As the only comprehensive health sciences literature collection in New Mexico and the entire southern Rocky Mountain area, the UNM Medical Center Library constitutes a vital state resource. The second major goal, therefore, is to serve the biomedical information needs of the broader New Mexico health care community through an active and varied outreach program.

As the major information resource for health planners and educators, the Medical Center Library strives to coordinate and improve access to health information through promotion of resources and cost-sharing mechanisms among existing agencies at the state and local levels.

As its fourth major goal, the Library documents and preserves the history of medicine and health in the state through its New Mexico Medical History and Archival Program.

DIRECTOR'S REPORT

Overview

A highly efficient and stream-lined operation, strongly dependent on technological and automation support, made this past year one of success and accomplishment for the Medical Center Library. The Library's diminished staff handled an enormous service load, and in the face of a static budget, still met growing user demand. The Library successfully competed for a third three-year automation grant, which will carry the online information system into graphic user interface technology and benefit a wide user audience throughout the state, despite the fact that the University has not provided direct support for automation. In partnership with the UNM Earth Data Analysis Center, the New Mexico Tumor Registry and the Office of the Medical Investigator, a pool of information resources, datasets and graphic images will become accessible over the network, using Geographic Information System capabilities. A ten-year overview attests to the Library's success in adapting to a changing environment, and in re-inventing itself through the formation of functional taskforces instrumental in guiding the affairs of the organization:

LIBRARY OPERATIONS TEN YEAR OVERVIEW

	1983/84	1993/94	Change
Collection			
Items Held	123,431	154,264	+25%
Items Used	201,378	225,925	+12%
Subscriptions	2,276	1,836	-19%
User Impact			
Building Use	212,702	225,925	+6%
Registered Borrowers	2,158	3,819	+77%
Medical Center	1,336	1,517	+14%
Main Campus	822	2,192	+167%
Institutions	N/A	115	--
Information Support			
Reference/Information	51,002	97,621	+91%
ILL/Document Delivery	6,584	14,610	+122%
LATCH	0	495	--
Online Searches/Mediated	1,434	1,774	+24%
Online Searches/End User	0	10,062	--
Online Catalog Searching	0	185,528	--
Education Support			
Number of Students Attending	N/A	1,744	--
Contact Hours	N/A	204	--
Staffing			
Total FTE	41.93	39.52	-6%*
* -2.52 FTE + 2 frozen = 37.92			

Access to the Scholarly Record

The continued expansion of health-related programs requires the augmentation of resources and the past year brought home this fact quite pointedly. The Library was unable to meet the requirements of several new programs, for which no support was available. Massive cancellations for cost containment and new programs without new support are a lethal combination for which there is no viable solution, no matter how much planning and management expertise are brought to bear. A ten-year comparison drastically illustrates the deleterious effect of this dual calamity.

COLLECTION SUPPORT

Books	1983/84	1993/94	Change	Inflation
Budget	\$60,000.00	\$67,944.00	+13%	108%
Number of Books	2,063.00	1,653.00	-20%	
Added (including gifts)				
Books/Capita	0.96	0.43	-55%	
Serials				
Budget	\$233,708.00	\$427,353.00	+83%	213%
Number of				
Subscriptions	2,276.00	1,836.00	-20%	
Subscriptions/Capita	1.05	0.48	-46%	

Fortunately, the University has recognized that Library support is an absolutely essential ingredient of academic excellence. The budget allocation for the General Library bore out this fact: the Collection Development budget was increased by 39.9%; the overall budget was increased by 19.9%.

The Medical Center Library does maintain hope that it, too, will receive similar recognition for this year. The increase for 1994-95 was a modest 5% for Collection Development and an overall increase of 4%, neither adequate in these inflationary times.

Perhaps a recognition of a growing "phantom" user population, i.e., main campus faculty and students, needs to be acknowledged with support more in line with the increase in user population served.

MAIN CAMPUS SUPPORT

	1983/84	1993/94	Change
Population Served (registered users)	822	2,192	+166%
Budget Support	\$357,200	\$482,400	+35%
Per Capita Support	\$ 435	\$ 220	-49%

A third factor is the increased costs of Interlibrary Loans. The Library recorded a 20% increase in Interlibrary Loan requests, clearly a reflection of dwindling resources, and had to increase funds set aside for lending and copyright royalty fees by 60%.

Automation and Online Services

The Library's system functioned 24 hours per day, seven days per week, and provided 8,751 hours of continuous operation, with only one-tenth of one percent unscheduled downtime - indeed, a splendid record of systems management. A growing number of users are taking advantage of the Library's online resources as well as of a varied and ongoing training and education program. About 1,750 students attended various sessions and users logged 185,528 searches in the online catalog system.

Outreach and Extension Services

This aspect of the Library's community service program is assuming an increasingly important role. Under the direction of Tim Greer, the number of outreach members continued to grow, with 117 clinical sites throughout New Mexico participating. The Library also has formal Affiliation Agreements with four New Mexico health care institutions: New Mexico Rehabilitation Center in Roswell; Holy Cross Hospital in Taos; and Memorial Psychiatric Center and Transitional Hospitals Corporation, both in Albuquerque. Services were also provided to Indian Health Services hospitals and programs.

The Library's outreach efforts have been coordinated with other UNM programs, resulting in wider distribution of materials. In November, the Library sponsored a "Train the Trainers" Grateful Med class which was attended by health sciences librarians from around the state. Tim's certification as an official Grateful Med trainer permits him to offer American Medical Association Category I credit for Grateful Med instruction.

Education and Instructional Support

The Library's Education Program was expanded and undertook as its focus a stronger learner-centered approach, stimulated by the School of Medicine's new curriculum, which took on most of the problem-oriented features of the former Primary Care Curriculum track.

The Library Education Core Group (EdCore) revised and refined the Library's education definitions and the four-year "Information Management Curriculum" for Phases I, II and III (formerly years One through Four) of the new School of Medicine curriculum, and developed behavioral objectives for educational activities.

Emphasis was placed on the learner's perspective, and written student evaluations departed from the traditional [how well did I (the instructor) do?] to focus on the students' need for learning. The evaluation instruments were therefore geared toward the levels of instruction, which were categorized as follows.

-
- Awareness: Learner is aware of library resources, services and available staff assistance.
- Basic: Learner will use a range of library and information resources with limited assistance.
- Competence: Learner will independently and effectively use a wide range of library and information resources.

Orientation sessions taught students where key resources and service desks are located, and demonstrated use of the Library's online system. In 1993-94, the EdCore Group created a generic tour outline ensuring that all students on orientation tours would receive the same core information.

Facilities Management

The Library's air quality problems continued to exist. A number of corrective steps were taken to alleviate recognized problems. These were attempts at coping with a badly engineered physical plant which is incapable of delivering constant and regulated temperature and airflow; very low humidity most of the time; and continuing dispersion of black debris, which is suspected to be fibrous glass material, according to an indoor environmental quality (IEQ) Investigation by Environmental Health and Engineering, Inc. (see attached Executive Summary).

The Library's Facility Manager has done an outstanding job in maintaining the Library building, despite significant deficiencies in cleaning contract personnel. She initiated, planned and supervised a number of improvements in the Media Center and the Humanities Seminar room, and oversaw the installation of a security/high density storage area in the Library Annex for the New Mexico Medical History Archives.

Erika Love, Professor and Director

NEW SUBSCRIPTIONS FOR 1994

Title	Price
AACN: Clinical Issues in Critical Care Nursing	\$ 90
American Journal of Cardiovascular Pathology	167
American Journal of Critical Care	110
Anaesthesia and Intensive Care	168
Applied Nursing Research	68
Biochemical Society Transactions	240
Brain Injury	267
Cancer and Metastasis Review	171
Cardiology in the Young	110
Clinics in Geriatric Medicine	82
Critical Care Nursing Clinics of North America	67
Diagnostic Microbiology and Infectious Diseases	380
Epidemiology	120
Ethnicity and Disease	90
Gene Expression	130
Human Gene Therapy	180
Immunology and Infectious Diseases	380
Infection	350
Infectious Disease Clinics of North America	99
Journal of Asthma	425
Journal of Diabetes and Its Complications	160
Journal of Health Care for the Poor and Underserved	60
Journal of Nursing Care Quality	78
Lung	194
Molecular Endocrinology	205
Nature Genetics	495
Nursing Diagnosis	82
Public Health Nursing	90
Toxicology and Industrial Health	<u>148</u>
Total	\$5,206

JOURNAL SUBSCRIPTION CANCELLATIONS FOR 1994
--

Title	Price
Anatomy and Embryology	\$1,648
Australian Nurses' Journal	36
California Nurse	30
Cancer Chemotherapy and Pharmacology	1,183
Cell Proliferation	323
Critical Reviews in Biochemistry and Molecular Biology	360
Developmental Pharmacology and Therapeutics	392
General Pharmacology	1,254
Histochemistry	1,654
International Journal of Biochemistry	1,080
Journal of Clinical and Laboratory Immunology	795
Journal of Submicroscopic Cytology and Pathology	150
Maternal-Child Nursing Journal	45
Naunyn-Schmiedeberg's Archives of Pharmacology	1,166
Second Messengers and Phosphoproteins	175
Virchows Archive A: Pathological Anatomy and Histopathology	1,355
Vision Research	<u>1,284</u>
Total	\$12,930

1.0 EXECUTIVE SUMMARY

Environmental Health & Engineering, Inc. (EH&E) has concluded its investigation of indoor environmental quality (IEQ) at the University of New Mexico (UNM) Medical Library (the Library) located in Albuquerque, New Mexico. The purpose of this study was to assess the indoor air and environmental quality in the Library following various occupant health and comfort complaints. EH&E developed a comprehensive program to investigate a potential link between IEQ and occupant complaints, including the following tasks:

- **An initial site walk-through survey** to identify areas of concern throughout the study area;
- **Indoor air measurements** for detection and analysis of concentrations of carbon monoxide (CO), carbon dioxide (CO₂), total hydrocarbons, and formaldehyde (CHOH);
- **Environmental measurements and analyses**, including water vapor and bulk samples for fungi, and dust morphology;
- **An examination of the heating, ventilating, and air conditioning (HVAC) system** servicing the Library, including analysis of the system's design and current operational procedures; and
- **Tracer gas testing and analysis** to further characterize the ventilation characteristics of the Library during various HVAC operational modes.

Section 2 of the Report provides specific Observations and Recommendations based on the findings of this investigation and the corresponding Report Sections provide in-depth explanation of methods, data, and analysis. EH&E's major findings are as follows:

- **Various fungi that have or can have allergenic properties, including *cladosporium*, *penicillium*, and *aspergillus* species, are present** in several areas of the Library, as identified by the bulk biological sampling and analysis. The Report identifies these areas and makes specific recommendations for removal (using asbestos abatement methods) of dust in the mechanical room, regular cleaning of Library ventilation grills, thorough disinfection or removal of carpeted areas found to be damaged by water, and related remedial actions to minimize the presence of fungi. In addition, EH&E recommends that the visual inspection of the air ducts be extended to include the return air system in order to fully determine the extent of duct lining breakdown and potential microbial contamination evidenced by the presence of large amounts of black debris on the return air diffusers, especially on the second floor.
- **Several areas of the Library's HVAC system contain friable or potentially friable fibrous glass materials** as identified in the dust morphology and mechanical investigation portions of this investigation. Recommendations are made for removal of these materials, which may be distributed by the HVAC system and possibly cause irritation to Library occupants. Some of this fibrous glass material has a black surface layer that is breaking down and being resuspended in the HVAC system as well.

- **Pressure imbalances** exist throughout and between specific sections of the Library. Since such imbalances can facilitate migration of potential contaminants that may result in comfort and/or health complaints by building occupants, the report recommends a full analysis and re-balance of the system. For example, under "economizer mode" operation, the Library is greatly over pressurized. A large pressure imbalance for return air within the Library also was identified, which the investigation indicates might be related to the closed status of fire dampers in the return air shaft on the 2nd floor. Finally, total airflow measurements from diffusers in the director's conference room indicate that less than 15% of the designed air flow is currently supplied to this room.
- **The Mechanical Room, which acts as the return air plenum for the Library, is an area of special concern** since any pollutant released in or entering this space will recirculate throughout the entire Library when the HVAC system is not operating at 100% outdoor air. The report makes recommendations to mediate several identified problems, including: (1) the presence of header pipes with eroded fiberglass insulation; (2) an unsealed network of below-grade tunnels for steam pipes that may be a source of odors and contaminants into the room, which is under negative pressure relative to the tunnels; (3) extensive amounts of fungal growth in dust collected in this room; (4) inappropriate storage of garbage adjacent to this room; (5) poorly fitted ventilation filters in the return air mixing chamber; (6) organic debris and water on the floor of the fan section of the room, and (7) the drying out of traps in the area.
- **Water damage throughout the Library is of concern** and the report suggests remedial actions, particularly regarding the sheet rock inside the supply air plenum on the third floor, carpeted areas on the fourth floor, and stained ceiling tiles along the top glass wall on the northeast side.
- **Concentrations of CO, CO₂, total hydrocarbons, and formaldehyde, as well as dew point levels,** were all within applicable standards and guidelines for indoor air at the times and under the conditions tested.
- **Tracer gas tests demonstrate** that in the areas sampled, with the HVAC system operating in its "minimum outdoor air" mode, the Library is supplied with sufficient volumes of outdoor air to satisfy the current standards for IAQ.

Please note that this Report is subject to the Limitations described in Appendix A. Appendix B provides tracer gas procedures used by EH&E in this investigation.

ASSOCIATE DIRECTOR'S REPORT

Fiscal year 1993-94 was a year of growth and accomplishment throughout Library Operations. A number of steps were taken to improve stack management and access to materials and to strengthen service delivery. There was an ever increasing demand for services and a significant portion of service activity during the past fiscal year involved support for the School of Medicine new curriculum. Demand for Media Center materials and interactive computer programs rose significantly. The total number of media items circulated this fiscal year was up 67% and computer program usage was up a whopping 218%. Demand for reserve material increased by 34% and information inquiries were up 15% overall. If these service demands continue to grow, additional staffing will be required at the three service desks. This extraordinary service demand was successfully met by an outstanding staff despite the fact that four library positions were frozen in April 1994 due to a Medical Center-wide budget deficit. Library faculty and senior staff continue to have significant presence in the School of Medicine Organ System Groups and Task Forces and in the educational programs supporting the College of Nursing and College of Pharmacy.

Maintaining and improving access to the bound journals on the fourth floor was one of the major projects undertaken in the Spring. In addition to shifting the bound journals, the Collection Management staff undertook an aggressive binding program in order to transfer loose current issues from the Currently Received Journals to the permanent journal collection on the fourth floor. Over 1,300 volumes were bound during the months of May/June/July, 1994.

The Supervisors Group created a Library Information Services and Computer Assistance Directory to improve lines of communication and cooperation among all units and divisions of the Library. This document is available to the staff both in print form and electronically. This group provides a forum for the exchange of information among the Library's personnel management team, and the development of organizational goals and objectives related to personnel, management, and quality issues.

This year a Student Supervisors Work Group was formed in order to review student job groups and pay rates, student work schedules, job descriptions, and common work assignments and job specifics. All student employees in all Library units are required to allot 25% of their time each week to shelving. The student supervisors group meets once a month throughout the year in order to oversee the Library's student workforce, their development, performance evaluation, salary raises and other rewards including recognition for their successes and outstanding contributions to the Library. For the first time this year a student appreciation day was launched.

The Associate Director served on the Academic Freedom and Tenure Committee and was appointed Chair of the Area Health Education Center (AHEC) Board. She is also a member of the Faculty Senate Budget Committee and continues to serve on the School of Medicine Integrating Group.

The Library is fortunate to have an excellent faculty and staff. The biggest challenge will be to keep abreast of the rapid changes in telecommunications and accessing health data bases and networks over the Internet and educating users to do the same. I would like to thank all of the faculty and staff. It is their hard work and dedication that made fiscal year 1993-94 results possible. The following pages attest to this hard work and dedication in getting the job done.

Reported by Cecile Quintal, Associate Director

LIBRARY SERVICES

BIOMEDICAL INFORMATION SERVICES (BIS)

Overview

The Biomedical Information Services Division includes Reference Services, the Information and Phone Triage desks, Document Delivery/Interlibrary Loan Services, Online Services and Education, and Outreach Services.

During the past fiscal year, staff provided:

- responses to over 41,998 inquiries;
- 1,774 mediated online literature searches, including 476 LATCH (Literature Attached to Chart) requests;
- 3,393 copies of articles or loans of materials from other institutions (Interlibrary Loan);
- 7,400 copies of articles or loans of materials to health professionals or other institutions (Document Delivery);
- 103 hours of training in the use of the PlusNet Medline database for literature searching. 332 Health Sciences Center faculty, staff, and students performed their own literature searches, accounting for over 3,000 logins on the PlusNet Medline system.
- outreach services and consultation to health professionals throughout the state. There are now 117 clinical sites in the Outreach Program, a 34% increase over last year. This year 2,709 articles, books, and media materials were provided to members, an increase of 92% over last year, and 194 mediated literature searches were provided.

Reference

Division members have been active participants in various educational programs described elsewhere in this document. In June of 1994, the coordination of the Library's education activities became the responsibility of the Assistant Director for BIS, providing a closer link between Reference and Online activities, and instructional needs identification and program response.

Christee King, formerly Online Services Coordinator, became Head of Reference and Information Services in July, 1993. During the year, a shelf list audit and extensive weeding of the Reference Collection were completed. Quality assurance audits were done on journal title inquiries received over the phone and resources used for location of physician addresses.

Staff were cross-trained in Document Delivery/Interlibrary Loans and Circulation to assist in supporting those units during short-term staffing problems. Tim Greer joined the Ref/Info team in addition to his outreach activities. Reference staff learned how to adjust a terminal in the area to accommodate visually impaired patrons. An additional terminal with this special software is also available now in the Generic Tutorial Room. In January, the CARL/UnCover article database was added to the public access menu of the Library's Online System. Marie Bolanos and Christee King conducted extensive weeding and evaluation of the Consumer Collection. Marie also completely revised and updated the extensive Pamphlet Files containing consumer-oriented pamphlets, including some in Spanish. The Pamphlet Files and Reference Files, and proactive reference services, continue to receive steady use.

In addition to daily operations, extensive planning was conducted for a remodel of the Reference/Info areas. The new configuration should provide for future changes in services as new technologies become an integral part of the Reference/Information role.

Online Services

A thorough search was made for a new Online Services Coordinator and Janis Teal joined the Library as Online Services Coordinator in April 1994. Tim Greer became a searcher and trainer for PlusNet Medline to assist with the substantial increase in work load due to end-user training. This was the first full year that direct end-user literature searching was available through the Medical Center Library's PlusNet Medline system. While librarian mediated searches declined slightly (1,774 from 1,930 in FY 92-93), Library staff were more active than ever, providing 103 hours of user instruction in searching. A pervasive quality assurance program was begun, with excellent results: all searches are reviewed for quality before going to requesters, and questions arising from reviews are incorporated into staff development and training.

Document Delivery/Interlibrary Loans

Becca Barreda, Head of Document Delivery/ILL Services, exemplified the Division's team spirit and commitment to service in July, 1994. She took urgently needed material on the Hantavirus to the airport so it would arrive in time for a conference in Farmington, New Mexico. Materials had been pulled from a Reference File maintained on the topic in anticipation of users' needs.

A quality assurance study of unfilled Document Delivery requests was completed in September. Issues identified in DD/ILL studies have led to corrections in the national Docline system, potentially improving services to everyone on the network. A large copy project for the Native American database being developed by Henrietta Stockel got underway, in addition to increasing volume in user demands. Cross-training of Info and Triage personnel was begun to help out during peak load periods.

Outreach Services

Under the direction of Tim Greer, the number of outreach members continued to grow, with 117 clinical sites throughout New Mexico participating. The Library also has formal Affiliation Agreements with four New Mexico health care institutions: New Mexico Rehabilitation Center in Roswell; Holy Cross Hospital in Taos; and Memorial Psychiatric Center and Transitional Hospitals Corporation, both in Albuquerque. Services were also provided to Indian Health Services hospitals and programs.

The Library's outreach efforts have been coordinated with other UNM programs, resulting in wider distribution of materials. In November, the Library sponsored a "Train the Trainers" Grateful Med class which was attended by health sciences librarians from around the state. Tim's certification as an official Grateful Med trainer permits him to offer American Medical Association Category I credit for Grateful Med instruction.

Staff Development and Professional Activities

BIS staff were active in a variety of professional groups, and enhanced their skills through continuing education programs. In the area of professional service, BIS members Christee King, Cory Meyer, and Becca Barreda served on the Library's Staff Enrichment Committee. Becca Barreda and Cory Meyer help promote general staff morale by organizing birthday and special event celebrations for MCL staff. Becca Barreda serves on the MCL Staff Bulletin. Debbie Graham served as Faculty Senator for the School of Medicine, and on the UNM Faculty Long Range Planning Committee. She also serves on the advisory board of Silver Platter's Nursing Products Development division, which is producing a new index to the nursing literature. Christee King is on the UNM Faculty Computer Use Committee. Judy DuCharme and Becca Barreda are both on the Medical Library Association South Central Chapter's Awards and Scholarships Committee. Becca Barreda also serves on the National Network of Libraries of Medicine South Central Region committee on Document Delivery (1993-1995 appointment). Tim Greer serves on the Outreach committee of the National Network of Libraries of Medicine, South Central Region, and helped produce a handbook for "marketing" library services.

Staff participated in a wide variety of continuing education activities in addition to routine inservice training. Courses included Docline Training (Becca Barreda, Lisa Romero, and Cory Meyer); Grateful Med Trainer training (Christee King and Tim Greer); attendance at the SCC/MLA meeting (Tim Greer); and MLA (Judy DuCharme); Internet Government Documents Workshop (Christee King); Windows training (Christee King); participation in the Governor's Conference (Cory Meyer and Lisa Romero); UNM Hiring Policies (Christee King); National Library of Medicine MEDLINE Technical Update (Christee King); and Cultural Communication, a special session presented by Ursula Wilson, a Native American healer (Christee King and Tim Greer).

EDUCATION AND INSTRUCTIONAL SUPPORT

Overview

The Library's Education Program was expanded and undertook as its focus a stronger learner-centered approach, stimulated by the School of Medicine's new curriculum, which took on most of the problem-oriented features of the former Primary Care Curriculum track.

The Library Education Core Group revised and refined the Library's education definitions and the four-year "Information Management Curriculum" for Phases I, II and III (formerly years One through Four) of the New School of Medicine curriculum, and developed behavioral objectives for educational activities; based on Robert F. Mager, *Preparing Instructional Objectives*, 1962.

Emphasis was placed on the learner's perspective, and written student evaluations departed from the traditional [how well did I (the instructor) do?] to focus on the students' need for learning. The evaluation instruments were therefore geared toward the levels of instruction, which were categorized as follows.

Awareness: Learner is aware of library resources, services and available staff assistance.

Basic: Learner will use a range of library and information resources with limited assistance.

Competence: Learner will independently and effectively use a wide range of library and information resources.

Thus an "awareness/basic self-evaluation," for the students, such as used in an introductory session for student nurses, had only three basic questions.

Students were asked to rate their level of confidence and comfort on a scale of one to five for three items:

- A. How enthusiastic do you feel about finding materials/articles on your own?
- B. How comfortable are you with the mechanics of finding nursing journal articles on your own?
- C. How comfortable are you with using the online catalog?

School of Medicine Educational Support

Desired skill levels of first-year medical students were in the "advanced basic" range, and fell into five groups:

1. Library Skills
2. Bibliographic and Literature Search Skills
3. Information Organization Skills

4. Information and Evaluation Skills
5. Interactive Learning Systems/Knowledge-based Technology-related Skills

At the end of the first year (Phase I being 18 months) and after extensive exposure to the Library including several sessions for orientation and training, the Phase I students were able to:

1. name and locate key library areas; request basic user services such as interlibrary loan; use the Library catalog to search for specific author, title, subject, or material form; find the location of Library materials retrieved in an online search.
2. construct basic questions and conduct simple Medline or Index Medicus searches to find relevant journal literature.
3. login to the Library system from a remote site; use e-mail to receive and send messages; transfer search results retrieved from a literature search.
4. identify learning issues generated by the curriculum bloc; initiate their own library searches to locate library materials pertinent to the issues; analyze and assess the information located in terms of its applicability to their issues.
5. use the various computers and application programs in Media to supplement and reinforce their learning particularly in the organ bloc systems.

An example of the Problem-Based Learning (PBL) approach was the Biometry component of the Foundations Block. Twelve different clinically-oriented case studies were used during these small-group instructional sessions and another 12 case studies were assigned for students to complete as Biometry projects. These case studies attempted to convey real-life clinical situations. Robert Rhyne and Jon Eldredge collaborated on this project.

Faculty Tutor Meetings

A corollary was meeting with teaching faculty who functioned as facilitators in small case-based tutorial groups of seven to eight students. Learning materials relevant to each case study, ranging from interactive learning systems to anatomical models and books, were exhibited and discussed at weekly faculty tutor meetings. Thus relevant library resources could be assessed by faculty prior to the case study sessions, and faculty could promote their use during the tutorial sessions. Cecile Quintal and Lillian Croghan conducted these briefings, and therefore played a key role in the new curriculum. Before classes started, Lillian Croghan was able to meet most of the incoming Phase I medical students, as she scheduled them for CPR certification using the American Heart Association Cardiopulmonary Resuscitation system in the Media Center. She also attended the general orientation for the incoming students to familiarize herself with what students were told about the new curriculum. The exposure to the students was reinforced when Tim Greer and Lillian Croghan conducted library registration prior to the students' photo ID session.

In order to know what resources were appropriate for the various cases, each tutor case copy was read and studied, and a multi-media resource list was prepared and distributed to the tutors. A logbook was also maintained at the media desk to monitor and document user patterns, problems, and get a feel of how the new curriculum impacted on media services. The documentation was helpful in identifying the resources students needed during the four-day Student Progress Assessment (SPA) in April. As a result of the new curriculum, use of Library materials increased significantly over the previous year as captured by the Library's automated tracking system.

Practical Immersion Experience

At the end of their first year, every Phase I student participated in a one or three-month clinical preceptorship called the Practical Immersion Experience (PIE). Ninety-two practicing physicians from rural and urban clinical sites throughout the state served as PIE preceptors. As it did for the Primary Care Curriculum in years past, the Library provided mediated searching, document delivery service, and toll-free access to its online system via computer and modem to PIE preceptors and students.

As anticipated, the shift of the entire entering School of Medicine class to a problem-based curriculum has put enormous demands on Library faculty and staff, especially EdCore Group members, who also had full responsibility for education support in Nursing, Pharmacy and the Allied Health Sciences.

The trend toward problem-based learning has modified all of the Library's educational activities, and called for close interaction with teaching faculty in the various schools and colleges. All EdCore members continued to serve on various Organ System Groups, Task Forces and Curriculum-related committees. The Library's active participation is reflected in the heavy time commitment of the EdCore group in these activities. The automated tracking system indicates that 62% of time devoted to educational activities was for meetings, planning and administration, 25% preparation for teaching, and only 13% for formal (scheduled or classroom) contact time, excluding, of course, the hundreds of hours spent in informal, on-demand educational support activities.

College of Nursing Educational Support

Reference Librarian Marie Bolanos developed materials for several College of Nursing courses, most notably for Nursing 225 and Nursing 414. These materials, and accompanying tours, included for the first time instruction in the use of CARL/UnCover, a multi-disciplinary online article index. Ms. Bolanos retired in June of 1994, but her success in developing a productive collaborative relationship with the College of Nursing faculty has paved the way for even greater achievements by her successor, Brenda Benik. Ms. Benik joined the Library staff in August and is the liaison to the Colleges of Nursing and Pharmacy, and to the Allied Health Programs of the School of Medicine. Nursing students enrolled in Nursing 343 continue to utilize nursing skills and assessment videotapes in the Media Center. Similarly, students in the Nurse Practitioners Program and Nurse Midwifery Program have found media resources useful in the clinical aspect of their programs. Communication lines between the

course instructor for Nursing 343 and the lab coordinator have greatly improved this year, so that a more timely feedback on the usefulness of existing materials has been received. In addition, several new videotapes recommended by faculty were added to the collection.

College of Pharmacy Educational Support

The Library has experimented with PBL approaches to library instruction for students in College of Pharmacy programs. For example, Jon Eldredge utilized a case study involving the unexpected adverse drug interactions between two over-the-counter medications. This case study attempted to link the professional pharmacist's daily experience with the need to access the relevant literature. Interestingly, this case study exercise took place in a lecture hall of more than 140 students in the Pharmacy 291 course rather than in a small group tutorial session. The results produced from assessments and student evaluations indicated that this approach had been successful. A lecture on newer online technologies and their impact on information generation and access was presented by Debbie Graham and Tim Greer to Pharmacy 333 students, at the request of their professor, Bill Troutman. The new Pharm D Program implemented in Fall, 1993 had its impact on the Media Center. Although there were only five students in this first class, the Pathophysiology videotape Series (composed of over a hundred videotapes) became a basis for the independent learning for this group.

Allied Health and Other Health Sciences Programs

PBL approaches to library instruction also were taken for teaching 35 Medical Imaging Program (Diagnostic Ultrasound, Nuclear Medicine, Radiography, and Radiation Therapy) students. These sessions revolved around a case study on coronary reperfusion. Elsewhere in the Allied Health Sciences Programs, and for a second consecutive year, PBL techniques were employed for 30 Physical Therapy and 22 Occupational Therapy students. These sessions centered upon a case study about the extent of recovery expected from a victim of a grade III coma following a head injury.

More mainstream approaches to library instruction also were employed in other academic health sciences programs again this year. Various classes of advanced students at the Emergency Medical Services Academy were taught how to access relevant journal literature. These students were assessed on their team projects. The Dental Hygiene 400 students learned how to use the Index to Dental Literature, and then completed a grade assignment designed to test their understanding through the retrieval of articles on pre-selected subjects. Students entering the Biomedical Sciences Graduate Program and graduate level Biochemistry students completed similar assignments designed to assess their abilities to access relevant journal literature following their library instruction sessions.

Orientation sessions taught students where key resources and service desks are located, and demonstrated use of the Library's online system. In 1993-94, the EdCore Group asked some of its members to create a generic tour outline that would ensure that all students on orientation tours would receive the same core information. An outline was designed by EdCore members Lisa Kindrick and Christee King to demonstrate the use of the Innopac

online catalog. Table 36 reveals the broad involvement of library personnel from different units in conducting library orientation sessions.

Medical Humanities Program Support

An important new educational resource is the Library's Medical Humanities Collection. It was established with this thought in mind:

"To heal another person we must understand how illness wounds his or her humanity, what values are at stake, what this illness means and how this illness expresses the whole life of this patient. The physician who does not understand his (or her) own humanity can hardly heal another's." -- Edmund D. Pellegrino, "The Humanities in Medical Education," Theoretical Medicine, 5, Spring 1989, p. 256.

The collection initially consisted of books selected from the general monograph and History of Medicine collections. The Friends of the UNM Libraries donated \$1,000 seed money in 1991, and the Library has also added funds acquired from book sales to expand the collection. At the end of this fiscal year the collection included almost 500 volumes emphasizing the humanities as they relate to medicine and the compassionate care of patients. Topics covered by the collection include philosophy, ethics, religion, cross-cultural communication, literature, and art, especially as they relate to the practice of medicine and patient care. There are also a growing number of short stories, poetry, plays, and personal accounts related to health which can be used to promote small group discussion on compassionate caregiving. A special seminar room on the top floor of the building houses this special collection.

The Library has also initiated several other projects to promote the integration of the humanities in the curriculum. A "Poem of the Month" is included on the electronic bulletin board, and bibliographies have been compiled of Library resources on topics discussed in the Perspectives in Medicine groups. Beginning in March, the Library served as a test site for a videodisc program from the National Library of Medicine called "Images from the History of Medicine." The videodisc includes 59,000 prints, photographs, and drawings from all eras of history, and can be used to enhance talks, lectures and slide presentations, as well as for research. The videodisc was promoted in *adobe medicus*, the MCL newsletter, and flyers were sent to faculty in the Art and History departments, as well as the School of Medicine. This program will continue to be available from the Library's Media Center.

Reported by Members of the Education Core Group (EdCore): Lillian Croghan, Head, Media Resources; Jon Eldredge, Chief, Collections and Information Resources Development; Richard Evans, Systems Chief; Debbie Graham, Assistant Director, Biomedical Information Services; Christee King, Head, Reference and Information Services; Lisa Kindrick, Systems Librarian; Janis Teal, Online Services Coordinator; Erika Love, Professor Director, EdCore Chair; Cecile Quintal, Associate Director, Co-Chair, EdCore.

MEDIA CENTER

The 1993-1994 fiscal year proved to be the most stimulating and challenging academic calendar year for Media. It was a period of learning, experiencing, and complete immersion and involvement in the School of Medicine's newly-launched Problem-Based Curriculum for first and third-year undergraduate medical students. Alongside this new role, Media staff closely monitored curricular activities of second-year students under the conventional curriculum and the Primary Care Curriculum, both of which were phased out by the end of the school year 1993-1994.

Educational Activities and Curricular Support

Although initial preparations were made last year for the implementation of the new curriculum by way of assessment of resources, accessibility, space allocations, and some knowledge of the various organ block cases, the new approach to learning needed adjustments in making resources available to users. Paper copies of the cases were obtained and carefully studied. This became the basis of the multi-media resource lists that were prepared for each case and distributed to the tutors. In addition, selected resources, pertinent to the case(s) of the week, were placed on the special reserve book cart for students' use. These included various formats and topics encompassing the basic science aspects and clinical aspects of the case. Resource lists and reserve materials were regularly produced as block cases progressed, creating, at times, a very tight schedule with which to work.

To fully understand the tutorial cases, Cecile Quintal and Lillian Croghan regularly attended the weekly Tutors' meeting held on Fridays from 7:30 a.m. to 9:00 a.m. This group meeting became the forum for tutors to share experiences, concerns, problems, suggestions, and for the clinical faculty to explain the clinical aspects of the case for the benefit of the basic sciences tutors. Valuable handout sheets with information on what to emphasize and what not to spend too much time on were included. The presence of Library representatives in these meetings made the Library's commitment to curricular support and involvement in the educational process evident to all the tutors, most of whom were new tutors learning the new curriculum. During these meetings, the Library's demonstration of selected multi-media programs became a regular feature of the agenda. The self-directed learning nature of the new curriculum showed a marked increase in usage patterns as reflected in Media circulation statistics in Table 31A.

The need to closely monitor the class schedule for first-year students became an important daily routine. While half of the group was in tutorials, the other half was studying in the Library, so that juggling of limited study rooms, reserve materials, double coverage of Media desk during peak times, at the same time accommodating the other users, became a common occurrence.

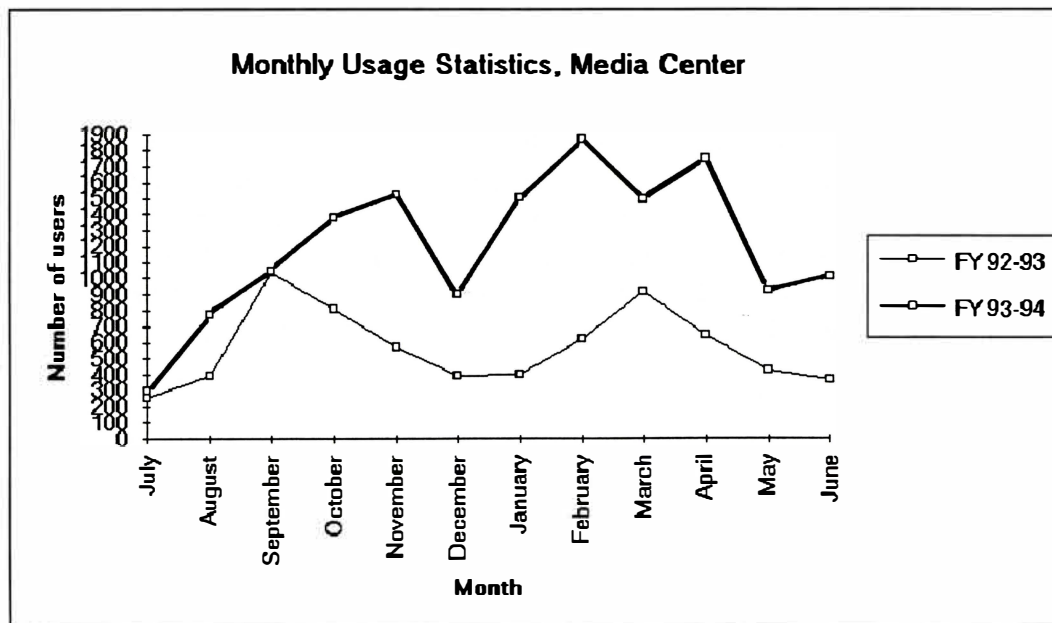
Six microscopes, with accompanying glass slides, were placed in the Media Center for Phase I students. Additional atlases, such as *Netter's Atlas of Human Anatomy*, and histology atlases were placed with Media reserves to "diffuse" students who were heavily using the book reserves at circulation. This arrangement also provided a "one-stop resource location" for

students to go to when studying on the third floor which saved time. To keep track of the new curriculum activities, a logbook was maintained at each service desk to record vital information which might prove useful in the planning process for the next academic year.

Additional changes in the curricular programs of other colleges also occurred during this year. The College of Pharmacy inaugurated its new PharmD Program in the Fall of 1993 with five students. The videotape series on Pharmacokinetics and Pathophysiology, which were acquired the previous year for this program, became the core Media resource. Other programs in the Allied Health division, such as Medical Technology and Occupational Therapy, are gradually moving into problem-based learning as well.

Because of limited Media space and resources for Media's primary users, access to the anatomical models and Media Reserves could no longer be provided to Biology students taking Anatomy and Physiology. In past years, this laboratory class, which is a prerequisite course, would have as many as 400 students, with the majority of these students using anatomical models. The chairperson of the Biology department was informed of the situation Media was facing. As a result, the Centennial Science and Engineering Library acquired core Anatomical models for the Biology course with bond money and the Biology Graduate Student Fund. A 36.7% drop in anatomical model usage for this academic calendar year relieved a most critical situation (see Table 31A).

A comparison of monthly circulation patterns for the past and current years was initiated. The completed full-year's Monthly Usage Statistics graph clearly shows the impact of the new PBL curriculum.



Space Allocation Expansion and Added Computer Stations

The Learning Laboratories were re-configured and re-modeled before the start of the Fall semester. The re-configuration provided space for a wheelchair-accessible Medline searching station on the network, which conforms to ADA requirements. Terminals placed in the two media viewing rooms on the third floor have proven to be useful for orientation sessions on the online catalog, and provide additional access to users in this area.

Computer Upgrades

All IBM-compatible Microcomputer Lab PCs were upgraded or replaced with 486 CPUs. Memory upgrades were also installed and connected through Ethernet to the network; all were programmed for printing on the network printer as well as in the Microcomputer Lab.

During the spring of 1994, four additional Macintosh computers and four additional Gateway 486 computers were acquired. A dedicated station for the Animated Dissection of Anatomy for Medicine (ADAM) was established. Another videodisc player was purchased to provide an extra station for computer programs with site licensing, such as HyperBrain. The American Heart Association's CPR Interactive Learning System was upgraded toward the end of June. The new system runs the program courseware on an IBM Multi-Media PS2 computer with InfoWindow touch screen CD-ROM and Sony videodisc player. Incoming first-year students will be able to use this new system for their required CPR certification.

Staff

The Media Center was fortunate to keep all three staff members during this academic year. This was a critical time, since staff were learning a new curriculum while supporting the existing ones. The past experience, stability, and team effort of the staff helped to meet the increased demands placed on staff by the new curriculum.

More responsibilities, relating to the technical components of the Media Center and Systems, were assumed by Gordon Lederman. Countless hours during the year were spent in the entire Library stringing cables for network capabilities, configuring and re-configuring computers, testing computer applications, setting up new computers, relocating computers, and troubleshooting problems pertaining to computers.

Anne McKee became very proficient in using the InnoPac online catalog system, WordPerfect, and Windows to generate the multi-media resource lists provided to the tutors and students for each case in the various organ blocks of Phase I. She played a key role in the final production of these lists. However, at the end of May, she decided to go back to school to pursue her dream of becoming an astrophysicist. All told, it was a very busy, exciting year.

Reported by Lillian Croghan, Head, Media Resources and Gordon Lederman, Library Information Specialist

COLLECTIONS AND ACCESS CONTROL

NEW MEXICO MEDICAL HISTORY PROGRAM AND MEDICAL CENTER ARCHIVES

Four additional interviews with New Mexico physicians were taped during this year, making a total of 172 interviews to date. Of those, 167 have been transcribed and bibliographic records for 142 oral histories appear in the Library's online catalog.

The Program Historian prepared biographical summaries of nine interviewees, and abstracted and assigned subject headings for their interview transcripts.

Thirty transcripts completed and bound earlier were enhanced by the insertion of a photograph of each interviewee; another 38 bound transcripts, the earliest completed in this Project, had signed releases, biographical summaries, abstracts and photographs tipped in to bring them into conformity with transcripts bound more recently.

One interview was conducted with a physician who was associated with the Indian Health Service in the mid-1950s as a "circuit rider," visiting the Pueblo, Navajo, and Apache tribes as a consultant to the physicians in the villages and on the reservations. Plans are to expand this dimension of the New Mexico Oral History Project through personal and professional referrals, announcements in medical newsletters, and word of mouth among New Mexico's indigenous peoples.

The project in FY 1993-1994, which retrospectively cataloged the photographs acquired over a decade, was followed this year by the addition of another 70 images. Bibliographic records for these new acquisitions were created and added to the Library's online catalog, providing increased breadth to the graphic depictions of the state's historical health sector. Preliminary policies were drafted which govern the duplication and use of items in the photographic archives, and set forth the fees to be charged for use of the images in various media.

History of Medicine Committee

This standing committee of the New Mexico Medical Society held two meetings this year to advise the Medical History Program staff regarding ongoing projects. Chairman Fred H. Hanold, M.D., F.A.C.P., drafted, and is circulating to colleagues for comments, a history of Cardiology as a specialty in the state. He also accepted for the Archives a "History of Urology in New Mexico....," compiled by Edward Lee Johnson, M.D., F.A.C.S. Dr. Johnson's gift comprises two large ring binders containing the records of the New Mexico Urological Society from its founding in 1963 through 1992.

Selected Acquisitions

Some notable additions to the Library's New Mexico historical materials are:

- Records, 1947-1984, of the New Mexico Chapter, American Physical Therapy Association;
- Seven binders (approximately 2,000 pages) of biographical notes on physicians in New Mexico from the 1880's to 1945. These data were noted during genealogical research over 10-12 years by Mrs. Ann Mossman and Mrs. Louise Shields of Albuquerque;
- Color photographs of 42 oral history interview subjects, taken by Program Historian Jake W. Spidle, Ph.D., at the time of his interview with each;
- Field notes by John C. Cobb, M.D., dictated in 1956-1960, of facilities, staffing, etc. at 22 Indian Health Service sites around the state;
- News coverage of the still-unfolding Hantavirus story.

Native American Health Database Project

The Native American Health Database Project expanded to comprise more than 3,000 unduplicated citations reflecting the medical, anthropological and sociological circumstances of Indian health care. While the earliest date within the bibliographic records is now 1725, emphasis on 19th century continues. Bibliographic resources are still being examined; hardcopies of the articles are being acquired through interlibrary loan and direct contact with the National Archives. Access points are being assigned to the articles. Future plans include placing the database online through Internet, thus providing worldwide scholars and researchers the opportunity to retrieve the information. After a series of discussions and one general meeting, an agreement regarding the database was reached with IndianNet, a national computer network dedicated to establishing and developing free public access to electronic information and communication services for Native Americans. When appropriate, the database will be mounted on IndianNet, and will give Indian tribes the ability to acquire written portions of their medical history.

Secretary of the Interior, Bruce Babbitt and Ada Deer, Director of the Bureau of Indian Affairs, were personally made aware of the Native American Health Database by the Special Projects Bibliographer. Both government officials offered their support; further communication with Mrs. Deer about the bibliography has occurred.

A \$10,000 legislative appropriation was received and is being used to acquire written materials. Other grant applications through the National Library of Medicine and the U.S. Department of Education are pending.

Reported by Janet Johnson, Archives Manager and H. Henrietta Stockel, Special Projects Bibliographer

COLLECTION AND INFORMATION RESOURCES DEVELOPMENT (CIRD)

The challenges of reconciling three seemingly intractable collection development variables continued this year: rising user demand for resources, inflationary price increases, and modest budgets for library resources.

Journals

Rising journal prices proceeded unabated again this fiscal year. U.S. medical journal prices rose 11.4%, more than double the inflation rate for journals the year before. The average price for a U.S. medical journal in 1994 rose to \$321, representing a 212% price increase over 1982 prices. Foreign medical journals subscribed to by the Library cost an average of \$601 per title. The journals budget deficit grew larger as a reflection of this upward price trend. Journal vendors predict an eight to ten percent average price increase for 1995.

Quantitative and qualitative evaluations help ensure that the Library's journal collection achieves the best possible cost-benefit ratio under present financial circumstances. Journal subscriptions that experienced high rates of inflation for prices over the past two to three years were singled out for extra scrutiny. Any of these titles exhibiting high cost per title combined with relatively low usage were evaluated further as candidates for cancellation. A list of journal cancellations appears elsewhere in the Library's annual report. Faculty members were contacted to evaluate new journal subscriptions and were also asked to formally evaluate specific prospective journal subscriptions. These two forms of evaluation produced frank assessments of the journals in question.

President Peck's "University of the Americas" initiative prompted the Library to evaluate its Latin American journals subscriptions. This process, in turn, led the Library to contact eight Latin American journals about receiving gift subscriptions. These journals were selected for their status as national medical association publications or for their emphasis upon primary care medicine. All new journal titles from Latin America are indexed by the National Library of Medicine.

The Head of the Serials Unit and the CIRD Chief drafted procedures that reflect current practices involving their two units. These procedures cover areas such as sample copies of prospective journals, gift subscriptions, bibliographic and price information on journals, cancellations, and procedures for establishing new subscriptions.

Monographs

Book prices also rose again this year. The average price of a medical monograph has risen to \$80, representing an increase since 1982 of 108%. The Library's book budget for the same period has increased by only 13%. As described in past years' reports, this loss of purchasing power has resulted in the purchase of fewer and fewer monographs to serve existing programs.

For the third consecutive year the CIRD Chief collaborated with the public services librarians to fortify the reference collection. Statistical sources that are useful to Library users but not necessarily easy to obtain, were identified and selected for the 1995 edition of the *Guide to Health Statistics*.

Programmatic Support

Data collected for the Association for Research Libraries (ARL) on faculty and student populations served by the Library illustrates the growing demand for information resources. In 1986, the Library served 407 faculty and 1,556 students in the health sciences programs. By 1993, the Library served 510 faculty and 2,279 students in the health sciences academic programs, respective increases in potential user demand of 25% and 47%.

Consequently, new programs and requests for new courses were reviewed with intense scrutiny. For the first time, a request for a new course from another new program was not approved due to a lack of funds. This issue was resolved temporarily but only after involvement by the Faculty Senate President and the UNM Faculty Curriculum Committee. Serious questions have been raised about these new programs as they relate to Library support.

New Curriculum

The new curriculum in the School of Medicine generated increased demand for library resources. The CIRD Chief worked closely with the Foundations Block faculty to select a core list of textbooks for students to access in the Reserve Collection and also collaborated with the Reproductive Biology Block faculty to identify resources relevant to the five case studies included in this Phase I Year 2 block launched in August-September 1994.

Collection Development Policies

Developing policies for the Library's various collections constituted a major focus for individuals writing the collection development policy manual. Erika Love, Cecile Quintal, Lisa Kindrick, Anne Schultz, Henrietta Stockel, Christee King, Marie Bolanos, Janet Johnson, and Lillian Croghan made substantial contributions to articulating these policies. Their efforts are appreciated.

Looking Ahead

The challenges outlined promise to become more formidable as budgets grow at modest rates and are compromised by inflationary price increases. Meanwhile, more users are competing for diminished library resources. As a result, the CIRD Chief decreased his teaching load by 36% from last year. In the coming year he plans to restrict his teaching load to School of Medicine Foundations Block instruction and only a few other select assignments to devote his energies toward tackling these challenges.

Reported by Jon Eldredge, Chief, Collection and Information Resources Development

COLLECTIONS AND SERIALS MANAGEMENT

Collection Management

Although Collection Management had a number of personnel changes and remained without a binding technician, the unit was able to complete collection shifts in Current Journals, Bound Journals, Index/abstract, and the Annex. Additionally, the unit typed and placed new stack labels for the fourth floor, Current Journals, Index/Abstracts, and Reference.

The Annex has undergone a number of changes this year. The Military Medicine Collection was moved from the Annex to the History Collection. New shelving and construction were completed within the Annex under the oversight of the Facilities Manager, who took over the general management of the Library Annex from Collection Management.

A freeze of open positions created a significant problem for the binding unit when the Head of Collection Management resigned. A temporary reorganization and oversight by the Associate Director enabled Library Operations to successfully complete the year with a record number of journals processed for binding, with the invaluable assistance of a group of hardworking and enthusiastic work study-students. The average binding shipment increased by 505 during the last four months of the fiscal year, partially due to a more streamlined process that transferred collating issues to the Bindery, and partially because of significant streamlining of internal processes.

BINDING STATISTICS 1993-94 Journals

<u>Journals Sent</u>		<u>Journals Received</u>	
July	271	July	94
August	266	August	125
September	195	September	371
October	123	October	112
November	232	November	223
December	100	December	116
January	123	January	102
February	121	February	127
March	187	March	300
April	278	April	191
May	208	May	128
June	<u>719</u>	June	<u>385</u>
Totals	2,769	Totals	2,274

Serials

During fiscal year 1993-94, serials staff were able to complete the transfer of check-in information from Microlinx, a stand-alone, PC based system, to InnoPac. Over 1,800 check-in records now exist to track the receipt of the Library's active subscriptions, standing orders,

serial government publications, and gifts. The binding subsystem is also fully operational, containing instructions for both library and bindery staff on collation as well as buckram and foil colors for each title. This system is also designed to notify staff which titles are ready to be pulled for binding. The information in the check-in records is then adjusted, indicating, through the public catalog display, which issues have been sent out to the bindery. Order records were also created for the Library's standing orders, and have been used successfully for the past fiscal year to record payments and produce financial reports.

While coordinating the transfer of check-in information, the Unit specialist initiated a review of standing order titles which had shown little activity during the previous three years. A list of these titles was circulated to the Library's Collections Task Force Group for review, and 26 titles were then canceled. The group also reviewed some of the gift subscriptions received by the Library, and decided to withdraw 19 titles which received little or no use. The Collections Task Force also requested that the Library attempt to obtain national medical journals from Latin American countries, in an effort to uphold UNM President Richard Peck's vision of UNM as a "University of the Americas." Serials staff worked with the Associate Director and the Collection Development Chief on this project.

Contracts with subscription and standing order/approval plan vendors expired at the end of the 1993-94 fiscal year. Late last fall, Library staff began the significant task of preparing Requests for Proposals for both subscriptions vendors and approval/continuations vendors. The Unit specialist, in consultation with senior staff members, drafted the proposal for subscriptions vendors. All staff involved with the writing of the RFPs also participated in the review process. After several meetings and extensive discussions, the group awarded the contract for the Library's North and South American subscriptions to Readmore; Harrassowitz will continue to handle all European and other foreign subscriptions. Approvals and standing orders will remain with Majors Scientific Books.

The Library Technical Assistant position in Serials has now been vacant for more than a year, due to a lack of qualified applicants and a temporary hiring freeze. The daily responsibilities of the Unit have been carried out by Carol Claycomb and Karen Brey, a student employee. Carol spends approximately ten hours every week in Serials, and she has efficiently coped with the daily check-in of new periodicals and the processing of government documents. She is responsible for tallying the Unit's statistics. Karen provides additional assistance with check-in and processing of Library material, and has completed several important projects, including the creation of order records for all standing orders. Many thanks are extended to both for all their hard work!

Reported by Lisa Kindrick, Systems Librarian; Head, Bibliographic Access and Control Services and Anne Schultz, Serials Specialist

BIBLIOGRAPHIC ACCESS AND CONTROL SERVICES (BACS)

The BACS unit is responsible for ordering and receiving all monographic materials and providing access to the Library's collections and the cataloged collections of ten health

science department and special program libraries. In 1993-94, BACS staff cataloged 2,593 titles and received 1,952 items.

Cataloging Activities

Catalog records for two new libraries were added to the online catalog: the Radiology Department, and the New Mexico Prenatal Care Network. Ten department and special program libraries now have their records in the online catalog, a total of 3,775 titles, including 1,808 unique titles held only by an individual library. 506 unique titles were cataloged for department libraries during the year. Related to these projects was an increase in the number of original records added to OCLC this year. One hundred twenty six (126) new records were added to OCLC, the highest number since the initial recording of this statistic in 1985.

Several projects were completed to improve the quality of the database, including resolving records without call numbers, incorrectly indexed 780 and 785 fields, and bibliographic records without attached item records. 207 records were added to the catalog with contents notes this year; table of contents information is now available for 1,338 records in the database.

Acquisitions Activities

Acquisitions staff placed 742 direct orders last year, an increase of 52% over the previous year. Fewer materials were received on approval: 823 as compared to 1,019 the previous year. This trend may reflect the online review of approval books before they are shipped, as well as an increased surveillance by several Library staff members of publisher notices, catalogs, and book reviews.

The Library solicited proposals for a book vendor in March. The current book vendor, Majors Scientific Books, was selected to continue this service.

InnoPac

InnoPac, the Library's online catalog, contains records for all materials owned by the Library, as well as records for ten health science department and special program libraries. This software is also used for circulating materials, ordering materials, tracking the receipt of journal issues, and generating reports. In 1993-94, the database grew 5% from the previous year to 57,929 records for titles and 161,160 records for volumes. A "Guide to Searching the Online Catalog" was developed and became available to Library users.

Although the number of searches in InnoPac has remained constant, use of the online catalog is gradually shifting from internal to external use. More people are taking advantage of the ability to search the catalog from a workstation at their home, office, or from another library. In 1990-91, 9% of the searches executed in InnoPac were done outside of the Library. In 1993-94, the number of searches over the network increased to 33%, and the slight majority of these searches (17%) were done by users connecting to the online catalog from one of the UNM General Libraries.

In December, the Library began testing an option to display images in the online catalog. This new software allows images, such as photographs or table of contents, to be attached to records in the online catalog. Using an appropriately configured workstation, a user can view the images along with the record for the image. Sixty images were scanned and linked to bibliographic records to test this new software. After several months of testing, Library staff met with representatives of the software developer to discuss improvements.

After the software test is complete, the option to view images linked to records in the InnoPac online catalog will be available for the public from workstations or terminals with the appropriate graphic display capabilities.

The following five year timeline for implementation of InnoPac demonstrates the many steps that occurred before the system became a success and represents dedicated work and acceptance of change on the part of the entire library staff.

July/August 1988	Book collection barcoded.
December 1988	Database of 40,500 OCLC records processed by Blackwell North America loaded and item records created; serial records from Marcive loaded; began using database maintenance options.
January 1989	Interim OCLC tapes loaded.
February 1989	Began downloading records from OCLC into InnoPac.; online catalog available to public.
February-May 1989	Bound journals barcoded and item records created.
June 1989	Began using circulation module.
February 1990	Release 5.0 installed.
July 1990	Began recording in-house use of materials using portable scanner.
September 1990	Release 6.0 installed.
August 1991	Began loading NLM Medical Subject Heading authority records on an annual basis beginning with 1991 MESH.
December 1991	Replaced Vax 8350 with DecSystem 5500.
January 1992	Release 7.0 installed.
March 1992	Added ability for public to export records to a file.
July 1992	Began using acquisitions module.
September 1992	Began using serials control module.
February 1993	Increased simultaneous users from 20 to 25.
June 1993	Release 8.0 installed.
December 1993	Began beta test of InnoPac imaging module.

Staff Development

Barbara Wardlaw attended an AMIGOS workshop on Advanced Prism Searching. Lisa Kindrick attended the Health Sciences OCLC Users Group meeting where she served as recording secretary. She also attended the annual meetings of the Medical Library Association, where she presented a paper and served on the Research Task Force for the Technical Services Section, and the New Mexico Library Association, where she served on the Exhibits Committee.

Future Plans

The National Library of Medicine plans to publish a revised edition of the NLM classification schedule in 1994-95. BACS staff will re-classify Library materials to reflect the changes made in this schedule.

Reported by Lisa Kindrick, Systems Librarian and Head, Bibliographic Access and Control Services

CIRCULATION

This year the total number of active library borrowers remained at the same level as last year with 3,819 users checking out materials. 399 of these users were students in the School of Medicine; 218 were House Officers; 503 were students in the College of Nursing; 350 were students in the College of Pharmacy; 164 were students in the Allied Health Sciences Programs; 24 were Dental Program students; and 2,284 were students from the UNM Main Campus.

The most remarkable area of user activity for the Circulation Unit this year has been in the increased use of the reserve collection. The total number of reserve checkouts increased 34% from 13,810 in FY 1992-1993 to 18,468 in FY 1993-1994. This increase is largely attributable to the heavy use of the collection by Phase I students of the new, problem-based School of Medicine curriculum. Among the factors which have made the Reserve Collection a particularly valuable resource for these students are the purchase of multiple copies of core medical texts, the efforts of the Library Associate Director and Media Center Head to identify materials pertinent to tutorial case studies, and the addition of materials that supplement student learning in the behavioral/population dimensions of medicine.

Two other areas of Circulation statistics also demonstrate increases in user activity this fiscal year. The Library gatecount increased 6% from 243,655 in FY 1992-1993 to 258,651 in FY 1993-1994. Reservations for group study rooms increased 42% from 621 in 1992-1993, to 881 in 1993-1994. Both of these figures point to the popularity of the Library as a place for individual and group study by all students of the UNM Medical Center.

Over the past two years, the Library has made plans to accommodate increased user demand at the Circulation desk and growth of the Reserve collection by renovation of the Circulation service desk area along with a remodel of the Plaza level of the Library. The unit worked closely with the Library Facility Manager during the year to help re-design the area into a more spacious and efficient work area. As of June 1994, construction on the Plaza renovation project had begun.

In January, Gregg Bailey, a student employee with the Circulation unit since 1989, accepted the vacant position of Library Technical Assistant III for Circulation working Sunday through Thursday evenings. Coverage of the Circulation desk has been managed principally by three full-time staff members of the unit; however, as in years past, three FTEs proved inadequate

to staff the desk the full 93 hours per week that the unit provides service. The Library Technical Assistant III for Phone Triage and the Library Technical Assistant III for Interlibrary Loan/Document Delivery volunteered, and both were cross-trained to staff the Circulation desk during coverage gaps. The Outreach and Extension Services Coordinator continues to spend a minimum of 10 hours weekly acting as the Circulation Day Supervisor and helps staff the desk as necessary. In February, the Evening Supervisor suffered a broken leg and took an extended period of sick leave. To cover for her absence, the Circulation Technician for the evenings shifted his work schedule to close the Library; also, a student assistant was hired and trained to help cover the Circulation desk during resulting gaps in staff coverage.

Reported by Tim Greer, Circulation Day Supervisor

TECHNICAL AND SYSTEMS APPLICATIONS

SYSTEMS OVERVIEW

The continuous monitoring of both system activity and response time has justified balancing online applications on the two DecSystem 5500 minicomputers. The steady growth in the number of users, higher than initial projections, confirmed that the two systems can manage significant activity and still provide excellent response time to online users.

The primary DecSystem, node name Biblio, continues to support staff and public logins, electronic mail, an online bulletin board, and the Oracle database system. The installation of additional physical memory, which occurred during the summer of 1993, has allowed this system to manage the continued growth. In addition, disk operation has been balanced on multiple drives to respond to changes in user activity. Monitoring disk response and application activity, and adjusting system parameters as necessary, has enabled this computer to maintain exceptional response times during periods of active growth.

The operation of the online catalog continued as the primary function of the second DecSystem, node name Hestia. As was anticipated, new networking connections on the Health Sciences Center campus have resulted in a proportional increase in the number of catalog users. The initial projection of the disk space requirements for the catalog, completed nearly four years ago, was correct in projecting the continued growth of this application. The catalog holdings of the various departments in the School of Medicine, and the addition of the Materials Ordering and Serials Control software, were successfully added to the original disk drive configuration. This activity allowed for application growth without the lengthy downtime required of a new disk drive configuration.

Staff continue to strive for minimal downtime on both DecSystems, and attentive system planning has helped in achieving this goal. During the past year, downtime for each DecSystem 5500 amounted to less than ten hours. Total operating time for each system was more than 8,750 hours. The Library strives to have all publicly accessible computer systems

available 24 hours a day and seven days a week. The accessibility and popularity of the campus data communications network also require that online systems maintain a high degree of availability. System monitoring confirms that offsite users expect to have access at any hour of the day or night.

The downtime periods from two events totaled six and one-half hours. The first was a campus electrical outage which was scheduled during a holiday break period when the building was closed and usage was slight. The other downtime was due to necessary remodeling in the Library's computer room. This activity was scheduled for a Friday morning during lower usage of a summer semester intercession period.

During the first week of January this computer system experienced an erratic pattern of slow-downs and process locking. In each instance the situation was corrected by executing a shutdown/reboot procedure, a process which required approximately ten minutes. In attempting to determine the problem, systems staff made continuous contact with the developers of the catalog system and were able to identify the problem after several days of system monitoring. Recent revisions to the online catalog were, under certain circumstances, unable to function with a remote file-access utility. After appropriate steps were taken to avoid this conflict, the problem did not reoccur. This problem occurred during the holiday vacation period, and had minimal impact on staff and public online catalog users. Total downtime for both systems totaled 18 hours and 40 minutes. This amount is a 75% reduction in down time from the previous fiscal year.

The installation of a higher speed fiber data network on the campus has allowed the Library to continue with automation planning. During the next years the Library will investigate remote data acquisition, data sharing, and image transfer. This project is being planned and initiated with the cooperation of other units within the University. To accommodate both the network activity and the large data storage requirements, the Library recently acquired a DEC 2100 Server AXP. This system is based on the 64 bit DEC Alpha processor and can be upgraded to support up to four processor boards. It is anticipated that this unit will be upgraded as necessary during the next several years. In addition to the new computer hardware, the Library also added an optical jukebox storage system with the capacity to store thirty-two billion characters of data. This storage subsystem will support online image storage and image transfer.

Although the Library uses Digital-based hardware for all online applications, the user community relies heavily on personal computer systems based on the Intel series of processors. Additionally, many offsite users are connected to department or unit networks based on the Novell networking system. During the past year the Library has worked to integrate Novell-based networks, allowing these users transparent access to the Library's online applications. Novell networks, based exclusively on systems operating the Intel processor, will see significant changes with the new series of Intel CPUs. Each generation of CPU performance offers more options to users; and in response, users make more demands to those providing online resources. There has been a steady increase in a user community looking for graphic-based as well as text-based information.

Medical Center Library staff continue to support the ongoing automation efforts of the Health Sciences Center Campus. Systems staff in the Library work closely with the Health Sciences Center Computing Services in providing assistance to the various departments and units. Library staff are also active on committees which develop automation planning for the Campus. The automation experiences of the Library, and the ability to provide an active and available online environment, have allowed the Library to make a positive contribution in the networking and automation growth of the campus.

NETWORKING

The library recently completed an important milestone in its continuing efforts to implement the five-year networking plan. The entire three floors of the library were rewired for data communications. Old data cables were replaced with Category 5 cable, and office face plates were installed. The installation of the new cable will allow the Library to deploy high-speed network-based applications which require image and video display. Due to the rewiring, these applications can be offered and made available throughout the building.

At the same time the new higher speed cable was being installed, the Library replaced older technology terminal servers with a new network hub arrangement. This network hub provides the ability to setup the network in a variety of configurations. For example, a separate ethernet channel could be set up to support imaging applications. It also allows the move to CDDI or switched ethernet technology whenever it is determined that this move is appropriate.

Software to manage the hubs and to allow monitoring and control of network traffic has been installed and is in use. The software also allows network traffic to be monitored, and warns systems staff of potential communication problems.

A final step in the effort to upgrade the network infrastructure was taken when the Library was connected to the new campus-wide FDDI backbone. Although the connection to the Campus Data Communications Network (CDCN) is presently at 10mbps (standard Ethernet speed), the ability to upgrade that connection to a full 100mbps (FDDI speed) exists.

Plusnet 2 Medline

The research and development effort described in last year's annual report has benefitted Plusnet Medline users this year. As anticipated, the NFS software was added to the Novell server and greatly simplified data downloading processes. After this was completed, the number of calls asking for help with downloading files decreased significantly. Adding NFS also increased the general robustness of the system and the Library is no longer dependent on a somewhat limited solution involving networked PCs that previously were used to move files between the Novell server and the Ultrix host.

800 Number Access

The 800 number was upgraded to support modem connections speeds of up to 14,400 baud. This significantly reduces total online connecting times, and should result in cost savings. Based on experience during the last year, the Medical Center Computer Systems chief was asked again to deny access to the phone or chat utility, which had been over-used last year.

A training class was held for the first year students prior to leaving Albuquerque for their Practical Immersion Experience. They were provided software which connected them to the system via the 800 number. Demonstrations on how to install and configure the software, use the menu system to access Medline, and get to Medusa and/or First Class for their email were given. Christee King and Richard Evans from the Library and David Goldstein from the School of Medicine Office of Undergraduate Education planned and conducted the class. Toni Hart from the Library's Computer Services branch provided email training.

X-Terminals/X-Windows Software

X-window emulation software was installed on three PC's on the network. These PC's are used in Oracle database administration, and to help test the InnoPac imaging application. The process of installing NFS client software is underway on these machines to allow them to share files and applications. This will be particularly valuable when scanning images for the InnoPac and other image-based projects is initiated. Staff can scan directly to an Optical Disk on the Alpha 2100 directly from the scanner attached to a PC. The use of NFS to share printers will also be investigated.

Miscellaneous

The Library's network coordinator is the primary designer and one of the principal developers of MC-Kermit, a user-friendly interface that fully automates the process of connecting to a variety of Health Sciences Center resources (the Library, the Laboratory, patient scheduling, etc). An article describing the MC-Kermit application was recently accepted for publication by *MD Computing*. All of the PC's in the Microcomputer Lab now support direct ethernet connections (via the Chipcom Concentrator) to Plusnet Medline, the menu system, the CDCN, and the Internet.

Future Plans

The Library continues with plans to implement a full featured X-window version of the network interface and bulletin board. This new interface will also include access to Mosaic, a versatile Internet navigation tool that will allow users to explore the Internet and access Gopher menus, stored images and other Internet resources. This X-window interface will allow users to access and display photographic images contained in the online catalog application.

Planning to integrate a Geographical Information System with online data available at the Library and at other locations on the campus has begun. Once this is available, investigators

will be able to analyze the geographical distribution of their data and its correlation with other data with a geographical component (i.e., climatic, socio-economic, etc.).

ORACLE DATABASE MANAGEMENT SYSTEM

Library Management System

This in-house Oracle application became the valuable tool that was anticipated. In fiscal year 1992-93, the expenditure portion of this application was developed to allow the capture, through normal day-to-day functions, of accounting information for all sources of expenditures. In the 1993-1994 fiscal year, the reporting capabilities and functionality of the expenditure portion of the system was refined, and the backbone for the revenue side of the Library Management System (LMS) was developed. With the expenditure and the basic framework of the revenue modules, the financial reporting capabilities of the Library are significantly improved over previous systems. Reports that would take days to manually pull together from different data sources, now are done in minutes through the selection of a menu choice with more detailed information than was previously available.

Research Registry

This in-house Oracle application needed little attention during fiscal year 1993-94, however, some important direction was established. The application was originally designed to store the research interests of the School of Medicine faculty members. However, over the years, other information such as awards, community liaisons, and languages has been added to the database. Since this application is no longer geared solely to the research interests, the Research Registry was renamed the Research and Professional Interests Database (RAPID). The Library will serve all of the newly created UNM Health Sciences Center (July 1, 1994), and all Health Sciences Center contract faculty members, such as College of Nursing, College of Pharmacy, etc. and these users will be added to the database in the coming fiscal year. Due to faculty demands, faculty publications from the last five years will also be added to this database. This will be completed during the coming fiscal year.

Reported by Richard Evans, Chief, Electronic Communications; Lisa Kindrick, Systems Librarian; Gordon Lederman, Library Information Specialist; Tom Peterson, System Coordinator; and Sean Shaw, Oracle Data and Automation Manager

FACILITIES MANAGEMENT

In August of 1993, a partitioned area in the Media Center was reconfigured into a bright, wide-open work space which allows employees to better assist users and spot security problems. Also during this period, there was significant moving activity in order to accomplish re-assignment of four offices. In the first quarter of 1994, classroom improvements were made in the Generic Tutorial Room, CPR Instruction Room and Microcomputer Lab on the third and fourth floors and in the Administrative Conference Room.

Digital Equipment Corporation began to rewire the entire Library building in May so that it would be more compatible with the fiber optic system installed throughout the campus by UNM. Finishing touches were concluded in the Humanities Room including artwork, furniture, shelving and carpet which provides a friendly atmosphere for students.

The Archives section in the Library Annex was completed in 1994 with the installation of additional mobile shelving and a security system. In addition, a lobby remodeling project was initiated and included a raised ceiling, special lighting, custom designed service desks, and new flooring.

The most important issue for the Library in terms of operations and maintenance was the environmental study conducted by Environmental Health and Engineering. Several steps were taken to improve the Library's air quality and sick building syndrome such as pricing the costs of duct inspection, opening fire dampers, and installation of proper safety hardware.

With regard to capital outlay for equipment, several purchases were made including two new copiers for customer use, transcription machines, service desk seating, and industrial shelving. Circulation experienced several problems with its security gate, but replacement costs were prohibitive. Other purchases were made in the Systems area which are mentioned elsewhere in this report. In July, several classes on general emergency preparedness and fire safety were conducted for staff and faculty and funding for a new fire system was made available. Staff also received inservice training on the MCL's budget, particularly building and maintenance expenses.

Reported by Dianne Zincke, Facilities Manager

APPENDICES

LIBRARY COMMITTEE, FY 1993/94

William C. Buss	Acting Chair and Professor, Department of Pharmacology
Fred A. Mettler, Jr., MD	Professor and Chair, Department of Radiology
William A. Tandberg, MD	Associate Professor, Department of Family, Community & Emergency Medicine
David L. VanderJagt, Ph.D.	Professor, Department of Biochemistry
Joann Weiss, Ph.D.	Associate Professor, Associate Dean, College of Nursing
Robert E. Waterman, Ph.D., Chair	Professor, Department of Anatomy
Ex-Officio:	Erika Love, Professor and Director, Medical Center Library
	Cecile C. Quintal, Assistant Professor, Associate Director, Medical Center Library
	Jon Eldredge, Chief, Coll. & Info. Resource Development, Medical Center Library

Primary Functions of the Medical Center Library Committee:

- To advise the Library Director and the Director of the Medical Center on Library programs and policies;
- To recommend Library policies and to determine the degree (or success) of implementation;
- To serve as a channel of communication between the Library and its users by helping to interpret Library policies and the needs of its user groups;
- To assist in obtaining fiscal and other support by communicating the Library's resource requirements to the Provost, Dean, and other budgeting officials, and by assisting in seeking outside funding for community outreach services;
- To provide support and guidance in the development of guidelines for the Library as a component of the academic community.

Medical Center Library Committee Appointments:

Members are appointed by the Director of the Medical Center with advice from the Library Committee, Library Director, Deans and Department Chairs of Colleges and Schools on the North Campus. The Committee shall be small enough to accomplish its job and large enough to be representative of the health professions served on North Campus. There shall be a fair representation of different points of view, but members shall be selected primarily for their interest in and support of the Medical Center Library.

Appointments to the Committee shall be staggered to provide continuity. Definite terms of service are set, but re-appointment of those members who are especially effective on the Committee is deemed desirable.

LIBRARY STAFF 1993-94

NAME	TITLE	Through June, 1994	
		START DATE	ON JOB
Bailey, Gregg	Circulation Technician	01-03-94	12-16-94
Barreda, Rebecca	Head, Doc. Del. & ILL	01-30-79	15yr 5mo
Bolanos, Marie	Reference Librarian	03-01-90	06-30-94
Claycomb, Carol	Data Entry Technician	12-04-89	5yr 8mo
Conant, Connie	Administrative Assistant	05-24-93	10-31-94
Croghan, Lillian	Head, Media Center	05-22-78	16yr 3mo
DuCharme, Judith	Senior Reference Librarian	10-18-82	11yr 10mo
Eldredge, Jonathan	Chief, Coll. & Info. Resources Dev	01-01-86	8yr 7mo
Evans, Richard	Chief, Electronic Communications	04-01-88	6yr 4mo
Fullilove-McKee, A.	Media Center Specialist, Evenings	11-11-91	05-31-94
Graham, Deborah	Asst. Dir., Biomed. Info. Svcs.	04-23-90	4yr 4mo
Green, Leona	Serials Technician	07-01-65	05-01-93
Greer, Tim	Outreach/Extension Svcs. Coord.	03-28-88	6yr 5mo
Gutierrez, Hazel	Accounting Technician	11-20-89	03-31-94
Johnson, Janet	Archives Manager	02-06-84	10yr 6mo
Kindrick, Lisa	Systems Librarian & Head, BACS	09-16-85	8yr 11mo
King, Christee	Head of Reference/Info. Svcs.	09-15-90	3yr 11mo
Lange, Joan	Administrative Assistant	09-24-90	08-01-93
Lederman, Gordon	Media Information Specialist	08-13-90	4yr
Love, Erika	Director	03-01-77	17yr 5mo
Lujan-Kerlee, Mary	Administrative Coordinator	07-28-86	8yr 1mo
Meyer, Cory	Biomed Info Services Technician	09-05-91	2yr 11mo
Mondragon, Kathy	Biomed Info Specialist	07-10-75	19yr
Peterson, Thomas	Systems Coordinator	11-21-83	10yr 9mo
Quintal, Cecile	Associate Director	03-14-77	17yr 5mo
Romero, Lisa	Document Delivery Technician	02-24-86	8yr 6mo
Schultz, Anne	Serials Specialist	09-24-91	2yr 11mo
Shaw, Sean	Oracle Data Automation Manager	10-21-91	2yr 10mo
Sims, Heidi	Oracle Documentation Specialist	02-20-86	02-25-94
Stockel, Henrietta	Special Projects Bibliographer	07-15-92	2yr 2mo
Tapia, James	Circulation Specialist	03-18-91	3yr 4mo
Wagner, David	Acquisitions/Cataloging Spec.	10-01-91	02-28-94
Wardlaw, Barbara	Cataloging Specialist	04-28-81	13yr 4mo
Young, Maria	Circulation Evening Supervisor	07-31-78	16yr 1mo
Zincke, Dianne	Facilities Manager	09-19-88	5yr 11mo

Student Assistants:

Archuleta, Alicia	Cagliostro, D.	Duran, Julie	Martinez, Max
Burke, Lisa	Delilla, John	Hagler, Trace	Shriver, Rachel
Brey, Karen	Dudley, Otha	Larrichio, Kim	Trevin, Pinto
			Varner, Patty

Consultants:

Haynes, Theresa	N.M. Medical History Program	10-01-90	3yr 10mo
Spidle, Jake PhD	N.M. Medical History Program	05-01-82	12yr 3mo

GIFTS RECEIVED ROSTER OF DONORS

Jonathan Abrams, MD
 Karen Ailsworth, MD
 Judy Allen, R.N.
 Patricia Andrews, MD
 Robert Barela
 Richard F. Bicknell, MD
 Zella Bray, Ph.D.
 Walter Burgdorf, MD
 Alicia Rhen Busch
 Hope Curtis
 Pat DuPhorne, R.N., Ph.D.
 Mrs. Charles F. Fishback
 Donald E. Fry, MD
 John Galt, MD
 M. Norman Hogue
 Lester M. Libo, Ph.D.
 Paul A. Mackel, MD
 Michele de Maio, MD
 Albert Mason

Deborah McFarlane, Ph.D.
 Linda McGuffee, Ph.D.
 Leonard M. Napolitano, Ph.D.
 R. Steven Padilla, MD
 Norman E. Pond, MD
 Richard R. Pyle, MD
 Research Institute of Pharmaceutical Sciences,
 University of Mississippi
 Amy Sanchez
 Larry D. Sanchez
 Gustavo Selva
 Dianna Shomaker, Ph.D.
 Mark A. Stratton, Pharm. D.
 Greg S. Terrasas, MD
 Frank G. Trinosky, MD
 John Tyson, MD
 UNM School of Medicine, Class of 1993
 William H. Wiese, MD
 Timothy Willoughby, MD

IN MEMORIAM DONATIONS

GREATER ALBUQUERQUE MEDICAL ASSOCIATION

Colbert Bollinger, M.D.
Thomas Downing, M.D.
Samuel Jelso, M.D.
William L. Minear, M.D.
David Post, M.D.
Jose M. Sala, M.D.
Frank Trinosky, M.D.

STAFF ENRICHMENT COMMITTEE

The Staff Enrichment committee consists of six members (three elected, two appointed, and one Ex-Officio). Its tasks include promoting educational and professional activities for all levels of Library employees and supporting these activities with a limited staff travel budget (\$4,649 for FY 1993-1994). Over 70% of the Library's faculty and staff members used professional leave during FY 1993-1994; 55% received funding for some activities (many activities are workshops and seminars held by the University that are free to employees).

Committee members as of July 1, 1994:

Elected Members Length of Term Exp. Date

Carol Claycomb	18 months	12/95
Janis Teal	18 months	12/95

Appointed Members:

Rebecca Barreda ¹	10 months	12/94
Lillian Croghan ²	14 months	06/95
Sean Shaw (Chairman)	12 months	06/95

Ex-Officio Member:

Mary Lujan-Kerlee	Ad-Hoc	Permanent
-------------------	--------	-----------

¹ Replaced previously elected David Wagner in March, 1994 when he resigned.

² Replaced previously elected Anne Fullilove-McKee in May, 1994 when she resigned.

Name	Date	Courses/Meetings Attended	\$ Paid by Staff Enr.	Admin. Leave (hrs)	Total
Barreda, R.	09/93	Amigos NM Meeting		2	
	10/93	SCC/MLA	315.	16	
	06/94	Professional Dev. For Women	59.	8	26
Busch, A.	09/93	Intro. to Preservation Issues and Practices	85.	10	
	09/93	Amigos Member Meeting		4	
	02/94	Stress Management		3	17
Claycomb, C.	02/94	WordPerfect Shortcuts	110.	8	8
DuCharme, J.	05/94	Medical Library Association, Annual Meeting	300.	32	32

Name	Date	Activity Attended	\$ Pd. by Staff Enr.	Admin. Leave (hrs)	Total
Eldredge, J.	07/93	Case Development Workshop		4	
	11/93	Joint MLA/AAHSLD Legislative Task Force Meeting & Lobbying		16	
	02/94	ALA Midwinter Business Mtg.	350.	16	
	02/94	SCC Executive Board and Advisory Committee		12	
	05/94	Medical Library Association, Annual Meeting	150.	16	
	06/94	Reproductive Biology Block Committee Retreat		4	68
Evans, R.	09/93	IAIMS Conference		16	16
Graham, D.	10/93	Voluntary Advisory Board Mtg., Silver Platter New Prod. Dev.		16	
	06/94	Phase 1 Retreat		7	23
Greer, T.	10/93	SCC/MLA	315.	4	4
Johnson, J.	05/94	Society of Southwest Archivists, Annual Meeting	350.	24	24
Kindrick, L.	08/93	Dialogue: Beyond The Basics, workshop		8	
	09/93	Amigos Member Meeting		5	
	04/94	Health sciences OCLC Users Group, Annual Mtg.	250.	24	
	04/94	NMLA, Annual Meeting		24	
	05/94	MLA, Annual Meeting	250.	24	85
King, C.	09/93	Amigos Member Meeting		4	
	11/93	Grateful Med: Train the Trainer		5	
	02/94	Microsoft Windows		12	
	01/94	Cultural Communication		3	
	01/94	NLM Technical Update, Satellite Broadcast		4	
	02/94	InterNet Workshop	30.	3	
	04/94	UNM Hiring Policies/Procedures		4	35
Lujan-Kerlee, Mary	08/93	Coaching Skills for Managers & Supervisors	103.95	8	
	10/93	Developing & Delivering Effective Training		8	
	11/93	Governor's Career Conference	25.	16	
	02/94	Stress Management		8	
Meyer, C.	11/93	Governor's Career Conference	25.	16	
	11/93	Docline Training		8	
	04/94	NMLA Conference	35.	16	40

Name	Date	Activity Attended	\$ Pd. by Staff Enr.	Admin. Leave (hrs)	Total
Mondragon, K.	09/93	Telephone techniques UNM Staff Dev. Prog.		4	4
Peterson, T.	09/93	IAIMS Conference		16	16
Quintal, C.	10/93	SCC Annual Meeting	500.	24	
	05/94	1994 MLA Meeting	250.	24	48
Romero, L.	11/93	Governor's Career Conference	25.	16	16
Schultz, A.	08/93	Tapping Your Creativity		8	
	09/93	Serials Overview		1.5	
	10/93	Assertiveness Training		4	
	10/93	Federal Government Info.		1.5	
	11/93	Coaching For Success		4	
	04/94	OCLC-MARC Format for Serials Workshops	85.	7	26
Shaw, S.	07/93	New Mexico Oracle Users Group, Albuquerque		4	
	09/93	Client/Server Architecture Sem.		4	
	09/93	IAIMS Conference		16	
	10/93	New Mexico Oracle Users Group, Albuquerque		4	
	04/94	UNM Hiring Policies/Procedures		4	
	04/94	New Mexico Oracle Users Group, Albuquerque		4	36
Tapia, J.	09/93	Business Grammar & Usage for Professionals	75.	8	8
Wardlaw, B.	09/93	Advanced Prism Searching	85.	8	8
Zincke, D.	08/93	Project Planning & Control	N/A	4	
	09/93	Bargaining With Vendors & Suppliers	139.	8	
	09/93	Legal Concepts for UNM Admin.	<u>—</u>	<u>4</u>	<u>16</u>
TOTAL			3,911.95	568	568
Amount Budgeted FY 1993-94 \$4,649.25					
Amount Expended FY 1993-94 3,911.95					
Balance Forward FY 1994-95 737.30					

TABLES

Table	Page
1A Online Searches by User Status, FY 1992-93	47
1B Mediated Online Searches by Funding Source	48
2 Total Information Inquiries	48
3 Reference/Circulation/Media - Service Desk Transactions	48
4 Periodicals and Serial Services - I & G Materials Budget Comparison	49
5 Acquisitions Activities	49
6 Acquisitions Comparison	50
7 InnoPac Statistics	50
8 Cataloging Activities	51
9 Circulation: Gate Count Comparisons	51
10 Total Active MCL Borrowers Compared to Funding Sources	52
11 Circulation: Reserves Processed	52
12 User Population, FY 1992-3	53
13 Circulation: Checkouts and Overdues	54
14 Circulation of Library Materials	54
15 Collection Management: Repair of Library Materials	55
16 Collection Management: Work Load	55
17 Collection Management: In-House Use of Library Materials	56
18 Collection Management: Shelving Statistics	56
19 Document Delivery: Other Services	57
20A Document Delivery: Community Outreach Services	57
20B Document Delivery: Community Outreach Services Comparison	57
21 Interlibrary Loan	58
22 Interlibrary Loan Requests Received	58
23 Education Services Activity - Staff Impact Factor	59
24 Education Services Activity - User Impact Factor	60
25 Collection Inventory: Library Holdings	61
26 Bound Journal Holdings	61
27 Serials Statistics: Active Titles	62
28 Serials Unit: Work Load Statistics	62
29 U.S. Medical Monographs Prices, 1983-1993	63
30 U.S. Medical Journal Subscription Prices, 1983-1993	63
31A Media Statistics	64
31B Media Orientations/Visitor Tours, 1992-93	64
32A LATCH Requests by Fiscal Year and User Status	65
32B LATCH Requests by Department	65
33 End-User Online Search Training 1992-93	66
34A adobe medicus Hot Topics	66
34B Search of the Month Topics	66
35 System Performance	67
36 Orientation Tours: Student Participation	68

KEY WORD INDEX TO TABLES

Table	Page
Acquisitions Activities	5 49
Acquisitions Comparison	6 50
<i>adobe medicus</i> Hot Topics	34 A 66
Bound Journal Holdings	26 61
Cataloging Activities	8 51
Checkouts and Overdues	13 54
Circulation - Service Desk Transactions	3 48
Circulation of Library Materials	14 54
Collection Inventory: Library Holdings	25 61
Collection Management: Work Load	16 55
Document Delivery Statistics; Services; and	
Outreach Volume Comparison	19-20 A&B 57
Education Services Activity - Staff and User Impact Factor	23-24 59-60
End-User Online Search Training 1992-93	33 66
Gate Count Comparisons	9 51
Funding Sources Compared to Total Active MCL Borrowers	10 52
In-House Use of Library Materials: Collection Management	17 56
Information Inquiries: Total	2 48
InnoPac Statistics	7 50
Interlibrary Loan	21 58
Interlibrary Loan Requests Received	22 58
LATCH Requests by Fiscal Year and by Department	32 A&B 65
Materials Budget Comparison: Periodicals and Serial Services - I & G	4 49
Media Orientations/Visitor Tours, 1992-93	31 B 64
Media - Service Desk Transactions	3 48
Media Statistics	31 A 64
Monograph Prices: U.S. Medical, 1983-1993	29 63
Online Searches by Funding Source - Mediated	1 B 48
Online Searches by User Status, FY 1992-93	1 A 47
Orientation Tours: Student Participation	36 68
Reference - Service Desk Transactions	3 48
Repair of Library Materials	15 55
Reserves Processed	11 52
Search of the Month Topics	34 B 66
Serials Statistics: Active Titles	27 62
Serials Unit: Work Load Statistics	28 62
Shelving Statistics: Collection Management	18 56
Subscription Prices, U.S. Medical Journal, 1983-1993	30 63
System Performance	35 67
User Population, FY 1992-93	12 53

Table 1A
Mediated Online Searches by User Status, FY 1993/94

User Status	1992/93 Number	1993/94 Number
Faculty		
Medical Center (including PCC Preceptors)	538	455
Main Campus	102	75
Clinical Faculty	*	37
Physician Outreach Program	<u>241</u>	<u>162</u>
Total	881	729
Staff		
Medical Center	101	198
Main Campus	<u>19</u>	<u>10</u>
Total	120	208
Students North Campus		
Medical Students	0	0
Graduate Biomedical	19	13
Undergraduate Biomedical	<u>34</u>	<u>19</u>
Total	53	32
Students Main Campus		
Undergraduate	29	25
Graduate	<u>94</u>	<u>113</u>
Total	123	138
Other Students		
Branch Campus(s)	0	0
Other Colleges	<u>0</u>	<u>0</u>
Total	0	0
House Staff	547	525
Affiliation Agreement	54	32
Non-UNM:		
Government Agencies (includes NAIHS)	33	24
Business & Industry (includes Lawyers)	64	40
Health Professionals & Hospitals	18	17
General Public	<u>37</u>	<u>29</u>
Total	152	110
TOTAL	<u>1,930</u>	<u>1,774</u>
End-User PlusNet Logins	N/A	3,014

* Clinical faculty are included in Medical Center faculty figure.

Table 1B
Mediated Online Searches by Funding Source

	1992/93 Number	1993/94 Number	% Total Searches	% Change
Medical Center *	1,236	1,242	70%	> 1%
Main Campus (includes Nursing, Pharmacy, Dental)	247	228	13%	- 8%
Community/Institutions	<u>447</u>	<u>304</u>	<u>17%</u>	<u>-32%</u>
TOTAL	1,930	1,774	100%	- 8%

* Faculty, staff, and students.

Table 2
Total Information Inquiries

Service Desk	1992/93	1993/94	% Change
Information Desk	23,043 *	24,761	+ 07%
Circulation Desk	23,088 *	25,476	+ 10%
Media Center	22,571 *	30,147	+ 34%
Reference Desk	<u>16,314 *</u>	<u>17,237</u>	<u>+ 06%</u>
TOTAL	85,016 *	97,621	+ 15%

* Correction of figures from 1992/93 report

Table 3
Reference/Circulation/Media - Service Desk Transactions

Transaction Type	Information	Circulation	Media Center	Reference	Total 1992/93	Total 1993/94
Directional/Referral	11,149	6,086	10,171	2,042	25,011 *	29,448
Information	5,618	11,877	12,686	1,821	28,077 *	32,002
Source Assistance	4,162	1,582	29	4,803	9,427 *	10,576
Equipment Assistance	66	1,359	2,685	520	4,460 *	4,630
Subject Reference	839	30	28	4,043	4,490 *	4,940
User Education	1,177	96	1,346	1,039	2,780 *	3,658
ILL/FAX	1,029	1,337	0	707	2,406 *	3,073
Innopac	<u>721</u>	<u>3,109</u>	<u>3,202</u>	<u>2,262</u>	<u>8,365 *</u>	<u>9,294</u>
TOTAL	24,761	25,476	30,147	17,237	85,016 *	97,621
Last Year	23,176	23,176	22,619	16,316	---	---

* Correction of figures in 1992/93 report

Table 4
Periodicals and Serial Services - I & G Materials Budget Comparison

Fiscal Year	Dollar Devaluation	I & G Appropriations \$ Amount Change	Purchasing Power \$ Amount Change	Cost Increase of U.S. Library Materials
1984	.321	233,708 0.0%	75,020 - 4.0%	+ 9.4%
1985 ***	.928	248,018 + 6.0%	230,161 --,--	+ 9.8%
1986	.913	248,018 0.0%	226,440 1.6%	+ 10.0%
1987	.880	248,018 0.0%	218,256 3.6%	+ 11.6%
1988	.846	248,018 0.0%	209,823 - 3.9%	+ 6.7%
1989	.807	318,018 + 28.0%	256,641 + 22.3%	+ 10.3%
1990	.766	324,378 + 2.0%	248,474 - 3.2%	+ 9.4%
1991	.734	377,353 + 6.0%	276,977 + 11.5%	+ 14.7%
1992	.713	390,353 + 3.5%	299,010 + 8.0%	+ 10.4%
1993	.806	390,353 0.0%	314,625 + 5.2%	+ 4.5%
1994	.801*	390,353 0.0%	312,673 - 0.6%	+ 11.4% **

* Survey of Current Business, March 1994, 5-6, Table 2: Commodity Prices, Producer Prices/Purchasing Power of U.S. Dollar. Source: Producer Price and Producer Price Indexes for all commodities. Bureau of Labor Statistics. Division of Prices and Price Indexes.

** American Libraries, May 1994, p.450 (US publishers only).

*** Effective with the release of the January 1985 index, all consumer price indexes previously expressed with a base of 1967 = 100, have been rebased to 1982-84 = 100.

Table 5
Acquisitions Activities

	1989/90	1990/91	1991/92	1992/93	1993/94
Order Records Created	----	----	----	1,263	1,495
Materials Received	3,736	4,820	5,113	2,090	1,952
Materials Paid	1,077	1,335	1,015	1,079	1,348

Table 6
Acquisitions Comparison *

	1989/90	1990/91	1991/92	1992/93	1993/94
Monographs:					
Approvals Received	813	888	967	1,019	823
Approvals Returned	68	183	272	251	124
Direct Orders Received	504	397	357	421	600
Direct Orders Returned	9	4	3	0	17
Gifts Received	431	437	336	297	101
Gifts Retained	194	177	158	236	93
Pamphlets	47	3	22	23	15
Technical Reports	6	2	1	0	0
Non-Print:					
Videocassettes	36	50	86	49	39
Slides (sets)	2	31	1	2	2
8/16mm. reels	0	0	0	0	0
Filmstrips	0	0	3	0	0
Other (workbooks)	45	57	44	26	1
Models	0	0	6	0	0
Software	6	38	69	2	10

* Figures reported represent work load statistics and not bibliographic inventory figures.

Table 7
InnoPac Statistics

	1991/92	1992/93	1993/94
Database Composition:			
Bibliographic Records *	52,687	55,316	57,929
Item Records *	148,309	154,166	161,160
Authority Records	26,829	27,861	28,106
Check-in Records	----	1,469	1,750
Public Searches:			
Onsite	173,473	163,162	139,202
Offsite	<u>19,832</u>	<u>20,020</u>	<u>46,326</u>
TOTAL	193,305	183,182	185,528

* Includes database records for department libraries, materials on order, and personal copies on reserve.

Table 8
Cataloging Activities

	1992/93		1993/94	
	Titles	Volumes	Titles	Volumes
Monographs	1,452	1,514	1,550	1,653
Media	223	325	201	236
Serials/4th Floor Journals	164	167	198	205
Government Documents	<u>80</u>	<u>84</u>	<u>138</u>	<u>142</u>
Total Items Cataloged for MCL	1,919	2,090	2,087	2,236
Items for Departments	<u>510</u>	<u>513</u>	<u>506</u>	<u>563</u>
Total Items Cataloged	2,429	2,603	2,593	2,799
Original Cataloging	82	143	126	142
Location Change	127	127	162	164
Replacement	7	7	22	22
Withdrawn	182	184	114	138

Table 9
Circulation: Gate Count Comparisons

Month	1992/93	1993/94	% Change
July	13,408	13,136	
August	16,395	18,889	
September	26,533	27,981	
October	26,103	28,032	
November	23,544	26,199	
December	16,476	18,274	
January	14,710	16,965	
February	24,323	24,922	
March	24,843	26,338	
April	24,653	25,741	
May	18,482	17,783	
June	<u>14,185</u>	<u>14,391</u>	
TOTAL	243,655	258,651	+ 6%

Table 10
Total Active MCL Borrowers Compared to Funding Sources *

	Number	% Total Active Users	Number Last FY	% Change	% Contributed to MCL Budget
Medical Center	1,517	40%	1,517	0%	72.5%
Main Campus **	2,192	57%	2,168	+ 1%	27.5%
Community/Institutions	<u>110</u>	<u>3%</u>	<u>115</u>	<u>- 4%</u>	<u>Fee for Service</u>
TOTAL	3,819	100%	3,800	+0.5%	100%

* Faculty, staff and students.

** Includes Nursing, Pharmacy, and Dental

Table 11
Circulation: Reserves Processed

Month	1992/93	1993/94	% Change
July	63	92	
August	235	155	
September	100	98	
October	50	89	
November	53	34	
December	130	132	
January	304	288	
February	142	117	
March	250	252	
April	57	93	
May	252	216	
June	<u>47</u>	<u>20</u>	
TOTAL	1,683	1,586	-6%

Table 12
User Population, FY 1993/94

User Population	Eligible User Group	Active Borrowers	% Eligible User Group	% Total Active Borrowers
Faculty:				
Medicine	451	231	51%	6.0%
Nursing	50	39	78%	1.0%
Pharmacy	27	16	59%	.4%
Allied Health	19	15	79%	.4%
Dental	8	2	25%	.1%
Main Campus	----	<u>56</u>	---	<u>1.5%</u>
Total Faculty (active borrowers)	N/A	359	N/A	9.4%
House Officers:	415	218	53%	5.7%
Students:				
Medicine	451	399	88%	10.4%
Nursing	824	503	61%	13.2%
Pharmacy	421	350	83%	9.2%
Allied Health	211	164	78%	4.3%
Dental	77	24	31%	.6%
MC Undergraduate	----	874	----	22.9%
MC Graduate	----	<u>310</u>	----	<u>8.1%</u>
Total Students (active borrowers)	N/A	2,642	N/A	68.7%
Other:				
Medical Center Staff	----	354	----	9.3%
Medical Center Nurse	----	63	----	1.7%
Clinical Associates	----	73	----	1.9%
Outreach Members	----	27	----	.7%
Law Firms	----	5	----	.1%
Individuals	----	46	----	1.2%
Institutions	----	32	----	.8%
Main Campus Staff	----	<u>18</u>	----	<u>.5%</u>
Total Other	<u>N/A</u>	<u>618</u>	<u>N/A</u>	<u>16.2%</u>
TOTAL (all active borrowers)	N/A	3,819	N/A	100 %

Table 13
Circulation: Checkouts and Overdues

Month	Number of Checkouts	Renewals	Total Checkouts	Overdues	Overdue Rate 1993/94	Overdue Rate 1992/93	Delinquent Items	Individ.
July	1,217	193	1,410	373	26%	28%	2	2
August	1,323	198	1,521	440	29%	19%	2	2
September	1,700	204	1,904	446	23%	20%	4	3
October	2,210	321	2,531	661	26%	27%	4	2
November	2,497	360	2,857	961	34%	31%	8	5
December	1,181	208	1,389	631	45%	42%	11	4
January	1,499	164	1,663	342	21%	17%	15	6
February	1,925	309	2,234	601	27%	27%	2	1
March	2,099	300	2,399	804	34%	32%	6	2
April	2,215	359	2,574	716	28%	30%	14	9
May	1,188	149	1,337	677	51%	39%	3	2
June	<u>1,122</u>	<u>192</u>	<u>1,314</u>	<u>385</u>	<u>29%</u>	<u>22%</u>	<u>2</u>	<u>2</u>
TOTAL	20,176	2,957	23,133	7,037	30%	28%	73	40

Table 14
Circulation of Library Materials

	1992/93	1993/94	% Change
Circulation	24,226	23,130	- 5%
Reserve	<u>13,810</u>	<u>18,468</u>	<u>+ 34%</u>
TOTAL	38,036	41,598	+ 9%

Table 15
Collection Management: Repair of Library Materials

Type of Repair	1993/94	% Total
Spine Repairs	140	22%
Labels	113	18%
Label Protectors	65	10%
Tattletape Added	---	---
Loose Pages (single & multipage tip-ins)	161	26%
Other Repairs	47	8%
Hinge Repairs	39	6%
Recase	38	6%
Torn Pages	<u>27</u>	<u>4%</u>
TOTAL Repairs	630	100%

* Not Available

Table 16
Collection Management: Work load

	1992/93	1993/94	% Change
Journals Commercially Bound	1,682	2,698	+ 60%
Books Commercially Bound	79	43	- 46%
Total Books, Journals Bound In-house	269	481	+ 79%
Easy Cover	766	969	+ 27%
Repairs	767	630	- 18%
Books, Journals Processed	6,732	6,440	- 4%
Issues Secured with Tattletape:			
Single	1,841	3,882	+ 110%
Double	5,449	5,617	+ 3%

Table 17
Collection Management: In-House Use of Library Materials

Type of Material	No. Vols. 1992/93	% of Total	No. Vols. 1993/94	% of Total
Monographs	25,827	14%	27,342	14%
Reference/Index Abstracts	11,766	6%	13,773	7%
Current Journals	46,211	24%	40,649	22%
Bound Journals	<u>105,871</u>	<u>56%</u>	<u>106,270</u>	<u>57%</u>
TOTAL In-House Use	189,675	100%	188,043	100%

Table 18
Collection Management: Shelving Statistics

Category	1992/93	1993/94	% Change
Reference:			
Picked Up	8,801	10,411	+ 18%
Shelved	8,801	10,411	+ 18%
Index Abstracts:			
Picked Up	2,965	3,362	+ 13%
Shelved	3,049	3,402	+ 12%
Current Journals:			
Picked Up	46,211	40,649	- 12%
Shelved	50,999	41,926	- 18%
3rd Floor Monographs:			
Picked Up	25,827	27,342	+ 6%
Shelved	43,317	42,961	- 1%
4th Floor Bound Journals:			
Picked Up	102,147	106,270	+ 4%
Shelved	<u>105,871</u>	<u>109,864</u>	<u>+ 4%</u>
TOTAL:			
Picked Up	185,951	188,034	+ 1%
Shelved	212,037	208,564	- 2%

Table 19
Document Delivery: Other Services

Service Category	1992/93 Received	1993/94 Received	% Change
MCL Staff Photocopying	205	696	+ 239.5% *
Disabled Photocopying	53	28	- 47.2%
LATCH Services	696	528	- 24.1%
FAX (includes MCL staff)	<u>1,719</u>	<u>2,098</u>	<u>+ 22.0%</u>
TOTAL All Services	2,673	3,350	+ 25.3%

* Increase due to new duplicating service for MCL staff

Table 20A
Document Delivery:
NM Community Outreach Services/Libraries Outside NM (NN/LM *)

	MCL Received	MCL Filled	Referred & Filled
NM Outreach Program	2,823	2,262	538
SOM Preceptors and Students	264	217	48
NM Health Professionals and Institutions **	969	627	197
Libraries Outside New Mexico (NN/LM)	<u>3,344</u>	<u>1,761</u>	<u>N/A</u>
TOTAL	7,400	4,867	783

(Total MCL Filled or Referred = 5,650; 76% of total received)

* NN/LM: National Network/Libraries of Medicine

** Includes Affiliation Agreements

Table 20B
Document Delivery: Volume Comparison
NM Community Outreach Services/Libraries Outside NM (NN/LM)

	1992/93 Received	1993/94 Received	% Change
NM Outreach Program	1,836	2,823	+ 54%
SOM Preceptors and Students	312	264	- 15%
NM Health Professionals and Institutions *	1,461	969	- 34%
Libraries Outside New Mexico (NN/LM)	<u>3,012</u>	<u>3,344</u>	<u>+ 11%</u>
TOTAL	6,621	7,400	+ 12%

* Includes Affiliation Agreements

Table 21
Interlibrary Loan

Total Requests	3,860	
Total Filled	3,393	88% of Total
Total Unfilled	467*	
Total over copyright, royalty fees paid	106	

* This number reflects items that were not filled because of incorrect citations, unavailability (such as items in use or non-circulating), rejected due to cost or copyright, or items that were available at another UNM Library.

Table 22
Interlibrary Loan Requests Received

Requestor	FY 1992/93	%	FY 1993/94	%	% Change
Faculty	1,722	53%	2,097	54%	+ 21.8%
Staff	522	16%	668	17%	+ 28.0%
Students	753	23%	855	22%	+ 13.5%
Housestaff	225	7%	238	6%	+ 5.8%
Main Campus Faculty	<u>26</u>	<u>1%</u>	<u>2</u>	<u>1%</u>	<u>- 92.3%</u>
TOTAL	3,248	100%	3,860	100%	+ 18.8%

Table 23
Education Services Activity - Staff Impact Factor *

	Number **	Contact	Contact	Number	Impact
	Staff	Attendance	Hours	Sessions	Factor *
Library Instruction:					
Conducted By:					
Reference	3	391	15.00	23	8.688
Collection Resources Dev.	<u>1</u>	<u>434</u>	<u>24.50</u>	<u>13</u>	17.714
Total	4	825	39.50	36	
Online Curriculum:					
Demo	2	32	1.00	2	16.000
PlusNet Training ***	<u>4</u>	<u>171</u>	<u>105.75</u>	<u>94</u>	0.404
Total	6	203	106.75	96	
Orientation Tours:					
Reference	6	510	41.50	64	2.048
Circulation	2	37	3.00	6	6.166
Collection Resources Development	1	56	4.00	8	14.000
Acquisitions	1	37	3.50	6	10.571
Collection Management	1	40	2.00	3	20.000
Systems	<u>1</u>	<u>36</u>	<u>3.50</u>	<u>5</u>	10.286
Total	12	716	57.50	92	

* Staff Impact Factor = Number in Attendance ÷ (Number Staff x Contact Hours) = Outreach Effectiveness Per Staff Member Per Unit

** Does not include Media Center activities.

*** Includes two of the same staff involved in Demo.

Table 24
Education Services Activity - User Impact Factor *

Sessions Conducted By	Average Session Length (Hours)	User Impact Factor (Hours) *	Total Outreach Hours
Library Instruction:			
Reference	0.65	255	
Collection Resources Dev.	1.89	818	1,073
Online Curriculum:			
Demo	.50	16	
Plusnet Medline	1.13	192	208
Orientation Tours:			
Reference	0.65	331	
Circulation	0.50	19	
Collection Resources Dev.	0.50	28	
Acquisitions	0.58	22	
Collection Management	0.67	27	
Systems	0.70	25	453

* User Impact Factor = [Contact Hours ÷ Number of Sessions] x Contact Attendance

Table 25
Collection Inventory: Library Holdings

<u>Location</u>	<u>1992/93</u>		<u>1993/94</u>	
	<u>Titles</u>	<u>Volumes</u>	<u>Titles</u>	<u>Volumes</u>
Annex (bound journals & monographs)	670	13,040	655	13,502
Archives	537	599	637	699
Atlas Collection (in Media)	1,192	1,320	1,246	1,380
Book Stacks (3rd floor)	40,045	44,130	41,443	45,813
Consumer Information (main floor)	314	320	265	266
Cardiovascular Learning Center (3rd floor)	185	268	---	*
Current Journals (never bound)	80	80	78	78
History Collection (3rd floor)	1,690	1,905	1,758	2,032
Index/Abstracts (main floor)	70	900	70	656
Journals (4th floor)	3,637	77,524	3,761	80,660
Media Center (3rd floor)	2,228	4,650	2,549	4,299
New Mexico/Southwest (main floor)	286	568	329	638
Oversize (Media)	28	34	28	33
Reference (main floor)	1,292	1,846	1,324	1,907
Reserve (main floor)	584	897	536	688
Staff Library	448	1,032	476	1,115
Humanities Room (4th floor)	<u>405</u>	<u>405</u>	<u>477</u>	<u>498</u>
TOTAL	53,691	149,518	55,632	154,264

* Added to Media Center location

Table 26
Bound Journal Holdings

<u>Location</u>	<u>FY 1992/93</u> <u>Volumes</u>	<u>FY 1993/94</u> <u>Volumes</u>
Annex	12,548	13,015
Index/Abstracts	900	656
4th Floor Journals	77,524	80,660
Staff Library	<u>503</u>	<u>541</u>
TOTAL	91,475	94,872

These statistics reflect records for bound journals in the Library's automated catalog.

Table 27
Serials Statistics: Active Titles

Category	1990/91	1991/92	1992/93	1993/94
Vendor Subscriptions	1,215	1,100	1,107	1,171
Vendor Standing Orders	426	355	339	290
Direct Subscriptions	15	7	7	5
Direct Standing Orders	14	21	45	39
Government Depository - Serials	175	183	191	185
Gift Subscriptions	166	179	171	146
Total Active Titles	2,011	1,845	1,860	1,836
Titles Added	65	64	58	98
Titles Cancelled	76	169	23	63
Titles Ceased Publication	41	20	13	16
Bound Volumes Withdrawn	317	144	389	19
Titles Withdrawn	----	----	6	19

Table 28
Serials Unit: Work Load Statistics

Category	1990/91	1991/92	1992/93	1993/94
Journals Received	13,802	13,192	13,145	13,452
Audio/Video Cassettes Received	116	115	172	197
CDs and Diskettes Received	14	235	195	145
Bound Volumes Received	988	971	883	785
Volumes to Cataloging	463	385	490	416
Claims Sent	701	750	573	500
Claims Received/Acknowledged	367	397	702	463
Titles Changed	32	27	25	25
Location/Retention Change	----	----	6	1
Invoices Cleared	55	126	148	113
Government Documents:				
Processed for Collection *	2,917	3,310	3,058	2,632
Sent to Cataloging	122	124	181	175
Sent to Serials *	578	580	594	799
Sent to Pamphlet File	514	483	375	394
Staff Tools	87	85	30	35
Sent to Hearings Collection	126	108	65	60

* Statistics kept in Serials. Other GPO statistics tracked by Acquisitions.

Table 29
U.S. Medical Monographs Prices, 1984/1994

Year	Average Price	% Increase Over Baseline Per Year *	MCL Monographs Budget	% Increase Over Baseline
1984	40.65	4.6%	60,000	0.0 %
1985	44.36	14.1%	64,050	6.8%
1986	49.99	28.6%	64,050	6.8%
1987	56.56	45.5%	64,050	6.8%
1988	70.74	81.9%	64,050	6.8%
1989	73.95	90.2%	64,050	6.8%
1990	75.49	94.2%	65,311	8.9%
1991	79.95	105.6%	67,944	13.2%
1992	77.81	100.0%	67,944	13.2%
1993	80.51	107.0%	67,944	13.2%
1994	81.01	108.4%	67,944	13.2%

Average Price Source: Invoices or statistical reports from monograph vendor and Publishers Weekly

* Baseline year = 1982. The MCL budget was \$60,000 and the average price per monograph was \$38.88

Table 30
U.S. Medical Journal Subscription Prices, 1984/1994

Year	Average Price	Over Baseline * Per Year	% Increase MCL Serials Budget	% Increase Over Baseline	Current Paid Subscriptions
1984	125.57	22.1%	233,708	11.4%	1,210
1985	137.92	34.1%	233,708	11.4%	1,234
1986	151.77	47.5%	248,018	18.2%	1,246
1987	169.36	64.1%	248,018	18.2%	1,229
1988	180.67	75.1%	248,018	18.2%	1,217
1989	199.22	93.7%	318,018	51.5%	1,193
1990	217.87	111.8%	324,378	54.6%	1,278
1991	249.94	143.0%	377,353	79.8%	1,253
1992	276.01	168.3%	390,353	86.0%	1,100
1993	288.38	180.3%	390,353	86.0%	1,107
1994	321.39	212.4%	422,353	101.3%	1,171

Average Price Source: American Libraries, May, 1994, p. 450

Note: These average prices do not reflect the impact of foreign journal price inflation. UNM Health Sciences Center Library invoices reveal larger overall costs per title due to foreign journal subscription costs.

* Baseline year = 1982. The MCL budget equaled \$209,848 and the average price per journal was \$102.87

Table 31A
Media Statistics

	Total Number of Media Items Circulated	% Change
FY 92/93	9,735	
FY 93/94	16,288	+ 67.3%
Computer Program Usage		
FY 92/93	1,758	
FY 93/94	5,598	+218.4%
Anatomical Model Usage		
FY 92/93	2,813	
FY 93/94	1,779	- 36.7%
Number of Medline Searches done from the Microcomputer Lab, FY 93/94 (statistics started on October, 1993)		
	2,476	

Table 31B
Media Orientations/Visitor Tours, 1993/94

Date	No. of Staff	Group/Description	Time Spent	No. of Sessions	No. of Students
August	2	SOM, Phase I Students	6 Hr	12	80
	2	Diagnostic Ultrasonography Students	30 Min	1	9
	1	PharmD Students	30 Min	1	5
September	2	EMS Media Orientation	1 Hr	2	32
	1	Shannon Dirksen, Ph.D. CON faculty	30 Min	1	1
	2	Pedro Armendia - visitor from Argentina	30 Min	1	1
	1	Anatomy Professor from a Japanese Medical School	30 Min	1	1
November	1	Centennial Library Director and two Librarians	1 Hr	1	3
March	1	Director of the University of Iowa Medical Library	45 Min	1	1
April	1	(Plus two first-year Medical Students) Pre-Med Day, Library Tour	2 Hr	5	106
May	1	PT Gross Anatomy Instructor	30 Min	1	1
June	2	Physical Therapy and Occupational Therapy	3 Hr	6	<u>54</u>
TOTAL					294

Table 32A
LATCH Requests by Fiscal Year and User Status

	1991/92		1992/93		1993/94	
July	42		60		46	
August	47		45		46	
September	42		45		40	
October	26		53		30	
November	23		44		40	
December	23		36		33	
January	61		42		38	
February	53		40		53	
March	57		37		46	
April	43		26		56	
May	26		37		29	
June	52		34		30	
TOTAL	495		499		487	
Faculty	51	10%	42	9%	47	10%
Housestaff	439	89%	450	90%	430	88%
Student	2	>1%	0	----	0	----
Staff	3	>1%	7	1%	10	2%
	<u>100%</u>		<u>100%</u>		<u>100%</u>	

Table 32B
LATCH Requests by Department

	1991/92		1992/93		1993/94	
Anesthesiology	4		18		11	
Cancer Center/Radiation Therapy	3		1		1	
Dermatology	1		1		0	
Emergency Medicine	29		41		27	
Family Practice	30		51		26	
Health of the Public Program	8		----		----	
Medicine	114		142		160	
Neurology	15		5		22	
Nursing	----		----		----	
OB/GYN	75		64		55	
Orthopaedics	9		9		5	
Pathology	9		6		1	
Pediatrics	79		67		75	
Physiology	----		----		----	
Psychiatry	70		76		88	
Radiology	----		----		1	
Student Health Services	1		----		----	
Surgery	<u>48</u>		<u>18</u>		<u>15</u>	
TOTAL	495		499		487	

Table 33
End-User Online Search Training 1993/94

Status	Initial Training	Refresher Training	Advanced Training
PlusNet Medline			
Medical Students	68	4	----
Housestaff	20	----	----
Faculty	26	----	----
All Others *	<u>49</u>	<u>----</u>	<u>----</u>
Total	163	4	N/A
Grateful Med			
Medical Students	----	2	----
Housestaff	1	2	----
Faculty	----	----	----
All Others *	<u>5</u>	<u>----</u>	<u>----</u>
Total	6	4	N/A

Total Sessions 91

Total Instructor Hours . . . 108.75

* Includes graduate biomedical students, research staff, etc.

Table 34A
***adobe medicus* Hot Topics**

Month	Topic	Year
July/August	Hantavirus	1993
September/October	Ibogaine	1993
November/December	Therapeutic Chicken	1993
January/February	Dietary Antioxidants & AIDS	1994
March/April	Academic Medical centers & Health Care Reform	1994
May/June	Native American Health Care Issues: The "Non-Medical" Literature	1994

Table 34B
Search of the Month Topics

Month	Topic	Year
July	Occupational Exposure to Ribavirin	1993
August	Boredom	1993
September	Ibogaine	1993
October	Artificial Sweeteners - Effects on Appetite	1993
November	Antioxidants, Free Radicals, Aging & Diet	1993
December	Silicone Breast Implants - 1993 Update	1993
January	Tacrine for Treatment of Alzheimer's Disease	1994
February	Sleep Disorders in the Elderly	1994
March	Nicotine - An Addictive Substance?	1994
April	Effect of Soy Products on Blood Lipids	1994
May	Foreign Accent Syndrome	1994
June	A Viral Etiology for Diabetes?	1994

Table 35
System Performance

<u>Date</u>	<u>System</u>	<u>Activity *</u>	<u>Downtime</u>	
07-23-93	Biblio	Maintenance reboot	20	Min
10-20-93	Biblio	Load new kernel	20	Min
12-31-93	Biblio	Campus electrical outage, electrical maintenance	165	Min
02-03-94	Biblio	Maintenance reboot	15	Min
05-19-94	Biblio	Switch to Campus fiber	20	Min
		Unscheduled, network, two-system reboot required	10	Min
05-26-94	Biblio	Unscheduled, transceiver disconnect, required system reboot	15	Min
06-13-94	Biblio	Interruption switch to new terminal server	10	Min
06-24-94	Biblio	System down due to computer room remodeling	<u>225</u>	<u>Min</u>

Total Biblio Downtime: 500 Min

Unscheduled downtime accounted for 25 minutes. Whenever possible, scheduled downtime was completed prior to the morning opening of the building. During the 1993/1994 fiscal year, Biblio was available for a total of 8,750 hours and 45 minutes out of a total of 8,760 hours.

10-14-93	Hestia	Reboot to initialize new tape drive	15	Min
12-31-93	Hestia	Campus electrical outage, electrical maintenance	165	Min
01-03-94 to 01-06-94	Hestia	Unscheduled system slowdown process locking, required multiple rebooting. Caused by incompatibility with a third-party application	110	Min
05-19-94	Hestia	Switched to campus fiber	20	Min
05-19-94	Hestia	Unscheduled network changes required rebooting	20	Min
06-16-94	Hestia	Unscheduled, reboot to establish correct connection to printers, due to upgrade to terminal servers	20	Min
06-24-94	Hestia	Computer room remodeling	<u>225</u>	<u>Min</u>

Total Hestia Downtime 575 Min

Unscheduled downtime accounted for 150 minutes. During the fiscal year 1993/1994, Hestia was available for a total of 8,750 hours and 35 minutes out of a total of 8,760 hours.

	<u>Biblio</u>	<u>Hestia</u>
TOTAL Hours of Operation	8,750.75	8750.58
Total Hours of Scheduled Downtime	7.92	7.08
Total Hours of Unscheduled Downtime42	2.50
Combined Downtimes, portion of TOTAL hours of Operation10	.11

* Downtime activity is scheduled unless otherwise noted.

Table 36
Orientation Tours: Student Participation *

Name	Unit	Students
Becca Barreda	Reference	111
Marie Bolanos	Reference	270
Rhen Busch	Collection Management	40
Judy Ducharme	Reference	4
Jon Eldredge	Collection Development	56
Deborah Graham	Reference	70
Tim Greer	Circulation	24
Lisa Kindrick	Systems	36
Christee King	Reference	20
Kathy Mondragon	Reference	35
James Tapia	Circulation	13
David Wagner	Acquisitions	<u>37</u>
TOTAL		716

* Does not include tours of Media Center

**THE UNIVERSITY OF NEW MEXICO
HEALTH SCIENCES CENTER LIBRARY
ALBUQUERQUE, NEW MEXICO 87131-5686**

