

1995

HSLIC Annual Report FY1994-95

University of New Mexico Health Sciences Library and Informatics Center

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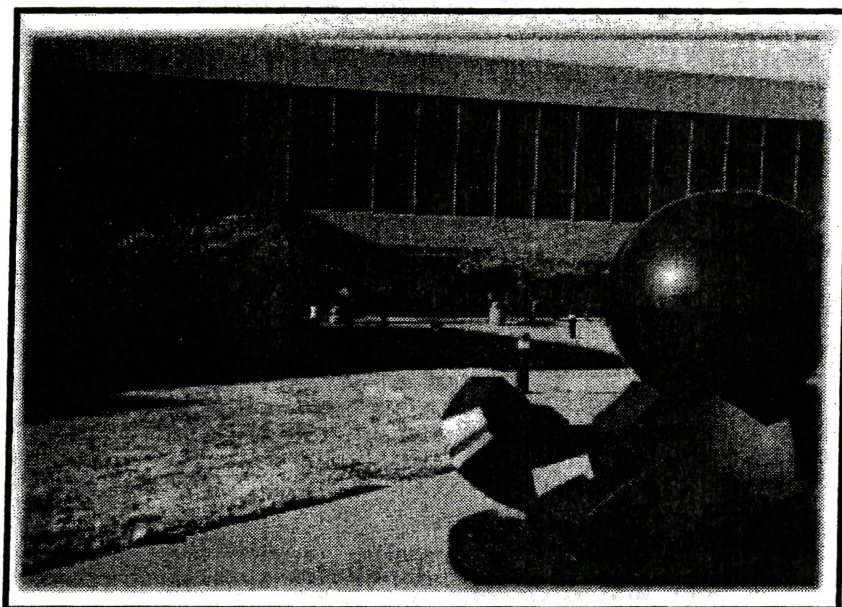
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UNIVERSITY OF NEW MEXICO

Health Sciences Center Library

Annual Report



1994-95

UNIVERSITY OF NEW MEXICO

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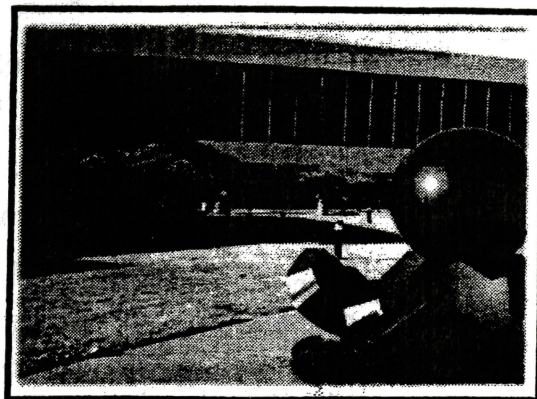
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1994- 1995
University of New Mexico.
Health Sciences Center
Library.
Annual Report

Statement of Mission and Goals

MISSION

The mission of the Health Sciences Center Library (HSCL) is to provide services and resources to meet the present and future scholarly and information needs of the University of New Mexico (UNM) Health Sciences 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 Health Sciences Center in particular.



GOALS

The basic goal of the Health Sciences Center Library is to facilitate access to information, materials and services for members of the Health Sciences 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 Health Sciences 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 Health Sciences 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 Health Sciences 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

It was a year of change.

The newly created Health Sciences Center and our incoming Vice President Jane Henney made a notable difference to the newly named Health Sciences Center Library. Our new name was celebrated with a series of festivities in the fall of 1995. Following a substantive remodel of the main lobby, the circulation and reference areas, the Library was re-dedicated. Vice President Henney presided. The craftsmen who accomplished so much so well in a relatively short time were honored. Official recognition and thanks were also extended to the talented artist, Staci Shane, who designed the tile floor and wall panels. The re-dedication also formally opened a two month art exhibit entitled, "Perez on Medicine." Last on display at the National Library of Medicine in Bethesda, Maryland, the exhibit drew hundreds of visitors, not only from the University, but the community as well. Delighted audiences bought the small volume that depicted these wonderfully whimsical paintings, thereby contributing to a small fundraiser for the Library. A used booksale to entice students also was a rousing success, despite the fact that it had to be moved indoors from the plaza at the last minute because of rain.

It was a good beginning.

Vice President Henney recognized the need for an online information system that was free and accessible to all students, staff and faculty of the Health Sciences Center. After careful planning and preparation by Library staff, three major databases were brought online with a powerful search engine, Ovid at the front end. As anticipated, unrestricted access to Ovid immediately caught on, and users signed up in numbers for orientation or training sessions. Toward the end of the fiscal year, steadily rising traffic was observed. Enthusiastic users very happily switched from Grateful Med to the new, much more versatile and powerful, system.

Access to the Scholarly Record

The impact of this new and unrestricted access to the very popular bibliographic databases, Medline, CINAHL and PsycINFO, made itself felt in the Interlibrary Loan Unit. Increased demand for articles and a continuous cost containment program in the Library's journal subscription budget caused an unprecedented 45% increase in interlibrary loan services, and with this increase, an almost doubling in interlibrary loan and copyright fees since 1993. Toward the end of the year, it became clear that a cost-sharing approach with our users was unavoidable. Effective July 1 of the coming year, a fee for interlibrary loan services will be instituted.

For almost a decade now, the Library's serials/subscription budget has fallen short of actual costs, again incurring a sizable deficit which could not be absorbed completely despite another sizable reduction in journal subscriptions.

Book purchases were carefully monitored, thanks to a new review process which now includes, in addition to the Collection Development Officer, three individuals to assess pre-approval lists

before an actual shipment takes place. The rejection rate declined by 67% in the past two years, thereby reducing staff effort considerably and, with it, acquisitions costs. New programs continue to be initiated without appropriate support for Library materials and services, the Masters in Public Health and Occupational Therapy being the most recent. While staff continues to absorb new and ever increasing service workload, at times beyond reasonable, and often beyond the highest expectations, adequate funds for needed Library resources are yet to be identified for a number of new program initiatives of the Health Sciences Center.

Automation and Online Services

The Health Sciences Center Library's (HSCL) collaborative project with the Office of the Medical Investigator (OMI), the New Mexico Tumor Registry (NMTR), and the Earth Data Analysis Center (EDAC) was funded for a three-year period by the National Library of Medicine and was officially launched with a highly successful retreat in October, 1994. During the month of June, project staff produced a video entitled "GeoMed," which gives viewers an introduction to the use of a Geographic Information System (GIS) in a health care environment, a major focus of this three year project.

Systems management continued to be first rate. The Library's online system operated 8,760 hours with less than five hours down time for the entire year, indeed an enviable track record! The Library also launched its World Wide Web Home Page on June 1, 1995. This already has drawn much attention.

Outreach and Extension Services

Remarkable strides were made in expanding services and establishing new contacts throughout the New Mexico health care community. In addition to the promotion and coordination of established services in support of the state's clinical professionals, a dramatic increase in demands for educational extension services for Health Sciences Center (HSC) programs was noted this past year. Preceptors in HSC programs and students on rural rotations have unrestricted access to the Library's online system through a toll-free number.

Education and Instructional Support

The Library's education programs expanded in both intensity and scope during the past year. Through HSCL liaisons to the various degree programs, the Library proactively prepares for specific course-related student needs. The role of Education Coordinator has been assigned to the Assistant Director of Biomedical Information Services. Part of that role is keeping all service desk staff informed about special curricular issues, so HSCL personnel can respond most effectively to student needs.

The Library's Education Core Group continues to examine issues surrounding the need for today's students to acquire life-long learning and information skills. The identification of core skills and of where in the curriculum these should be addressed is one ongoing project of the group. Special Faculty Fact Sheets were prepared for the Colleges of Nursing and Pharmacy faculty, and for

Allied Health faculty. These information sheets give a short overview of the many educational and support activities available through the Health Sciences Center Library.

The Library presented a total of 153 instructional programs in 1994-95 to 1,148 individuals, compared to 36 instructional programs presented to 825 individuals in 1993-94. In an effort to continually improve our services, the guidelines for general orientation tours were once more revised. A special review for certified tour guides and training for new guides will take place early in the coming year. The Library presented 127 tours in 1994-95 to 2,324 individuals (versus 92 tours to 716 individuals in 1993-94).

Facilities Management

Library traffic increases year after year, taking its toll on physical resources. Our Facilities Manager continues to do an outstanding job keeping the building in top condition and assuring a pleasant and functional environment. The Physical Plant Department can only provide the most basic of services, and improving or refurbishing various areas is only possible if the Library can earn the necessary funds, since there is no budget allocation for facilities maintenance and upkeep. As mentioned earlier, a long overdue remodeling project of the Plaza Level floor drastically changed the once rather dark and cramped lobby into a brightly lit, expansive area, flanked by one service counter for Circulation/Reserve and a second for Reference/Information. Plans for the coming year include completion of this project with a bank of carrels housing high-powered public workstations.

Medical History and Archives Program

The Library's New Mexico Oral History Project made continued progress this year. Principal efforts this year were directed toward completion of the several latter stages of processing of oral history transcripts in progress. These efforts resulted in final, corrected transcriptions of 17 interviews being produced; 23 final transcripts bound, together with abstracts, biographical sketches, release forms, and photos of the interviewees; and the bibliographic records of 21 oral histories being added to the Library's online catalog.

By contrast, five new interviews were conducted and a sixth, multi-session interview was begun; five recorded interviews were transcribed from their tapes; and three recent interviewees' biographical summaries were prepared and their transcripts abstracted and indexed.

The Native American Health History Project also contributed to the Oral History Program. An oral history interview was conducted with a Mescalero Apache medicine man, representing the first description on hand of traditional Apache healing philosophy and techniques. A second oral history interview was conducted with Jon Richardson, a social worker stationed on the Navajo Reservation for two separate periods of time totaling 20 years.

The Native American Health History database has grown into a unique national resource. It is the only resource of this kind and size in the US with outside funding support. This project continues to make progress toward its ultimate goal of becoming an online database on the Internet and the World Wide Web within the next two years.

Conclusion

The Library's well-managed high-tech environment not only has extended Library services beyond its walls, but has enabled faculty and staff to function and perform at a high level of competence. The dedication and commitment to excellence from faculty and staff on all fronts deserves the highest praise!

Erika Love, Professor and Director

Ten Year Overview

	1984/85	1994/95	% Change
Collection:			
Items Held	123,295	156,765	27%
Items Used	193,952	272,326	37%
Subscription	2,281	1,820	-20%
User Impact:			
Building Use	213,143	255,966	20%
Registered Borrowers	1,575	5,972	279%
Information Support:			
Reference/Information	45,851	85,733	87%
Interlibrary Loan/Doc Delivery	6,737	11,231	67%
LATCH	not provided	541	
Mediated Online Searches	1,575	1,673	6%
Direct Online Access	not provided	189,818	
Education Support:			
Sessions	not available	153	
Attendance	not available	2,324	
Staff on Board	40.93	37.09	-7%

New Subscriptions for 1995

Title:	Start Volume:
AIDS	v. 9 (1995)-
Archives of Psychiatric Nursing	v. 9 (1995)-
Arthroscopy	v.11 (1995)-
Clinical Nurse Specialist	v. 9 (1995)-
Clinical Nursing Research	v. 9 (1995)-
Clinical Therapeutics: International Journal of Drug Therapy	v.17 (1995)-
Current Opinion in Obstetrics and Gynecology	v. 7 (1995)-
Current Opinion in Rheumatology	v. 6 (1994)- *
Heart Disease and Stroke	v. 4 (1995)-
International Journal of Sports Medicine	v.16 (1995)-
Journal of the American Board of Family Practice	v. 8 (1995)-
Journal of Clinical Ethics	v. 6 (1995)-
Journal of Perinatal and Neonatal Nursing	v. 8 (1994)- *
Modern Pathology	v. 8 (1995)-
Neurosurgery Clinics of North America	v. 6 (1995)-
Surgical Laparoscopy and Endoscopy	v. 5 (1995)-

1995 Cancellations

Title		Library Holdings
Biochimie	v.53- 76	1971-1994
Cell Motility and the Cytoskeleton	v. 6- 29	1986-1994
Child Development Abstracts and Bibliography	v.21- 68	1947-1994
Chromosoma	v. 1-102	1939-1994
Dental Abstracts	v. 1- 39	1956-1994
Dysmorphology and Clinical Genetics	v. 1- 8	1987-1994
Food and Drug Law Journal	v.47- 49	1992-1994
Immunological Investigations	v.13- 23	1984-1994
International Journal of Experimental Pathology	v.71- 75	1990-1994
International Journal of Food Sciences and Nutrition	v.43- 45	1992-1994
Journal of Cancer Research and Clinical Oncology	v.97-121	1980-1994
Progress in Biophysics and Molecular Biology	v.13- 62	1963-1994
Tubercle and Lung Disease	v.73- 75	1992-1994
Ulrich's		with 1994-95 ed.

* Begins 6/94

Administration

Associate Director's Report

The environment of the Health Sciences Center Library has significantly changed during the last five years. Escalating user expectations regarding information retrieval, the addition of new curricula, research centers of excellence, patient care facilities, statewide outreach programs and improvements in the campus-wide network have brought about a library without walls. Two factors have contributed over the years to high impact usage of the Library's resources and services: a user population that has increased dramatically and the Library's highly successful network that makes available a wide variety of resources. Not only do workstations located throughout the Library provide quick links to information resources and communication, they also enable the user to incorporate computing into their activities.

This new environment emphasizing skills for self-directed learning and professional development has resulted in increased demand for resources and services and, more importantly, staff. A human in the loop is still a requirement in this technological age. These workstations that are readily available require a highly trained staff; in essence, the information providers that ensure quality access. Evidence of this usage can be seen in the statistics captured at the various service desks over the last fiscal year: circulation of reserve materials was up 6%; Media Center check-outs increased significantly by 30%; the need for information increased by 10% at the Reference Desk and by 11% at the Circulation Desk.

Journal collection use also increased by 5%, and most likely this increase may be attributable to the Ovid databases, Medline, CINAHL, and PsycINFO, and network access to the Carl UnCover database. Online searching of these databases from the Media Center's Microcomputer Laboratory alone increased 55%.

Index/Abstract (I/A) reshelving statistics appear to confirm the shift to electronic indexes at the expense of the print sources. Most of the reshelving involves Current Contents and the same indexes available online on Ovid. Last year, the student staff reshelved 3,402 Index/Abstract volumes as compared to 2,822 this year, a drop of 17%.

The Library and its network have become a viable center for telecommunications. Workstations have been added to the Plaza Level to run electronic search programs and allow Internet access. The Library hosts access to a large number of Internet sites which offer quick links to online resources via the World Wide Web. End user network logins rose from 3,014 in FY 93-94 to 10,893 in FY 94-95. Ovid was introduced in March, 1995, and 10,000 logins were recorded for March through June, 1995. These logins are climbing at an accelerated rate. For July and August, 1995, there have been 6,575 logins. Users are discovering the ease of access to holdings, electronic indexes and other resources via the Library's network of information.

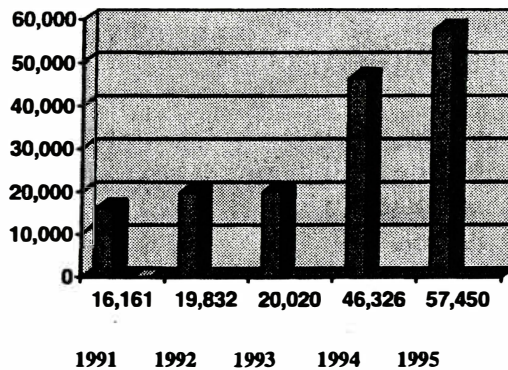
The Library is an outstanding learning environment. It has kept pace with the Health Sciences Center's educational innovations. However, appropriate fiscal support is necessary to maintain what has been established, and service desk personnel need to be increased to achieve the critical

core for sustaining excellent service delivery. There is a high level of professionalism at the HSCL. The institution is very fortunate to have a highly committed and dedicated staff who excel in getting the job done despite organizational downsizing. We look to the future as we explore the possibilities for the Library over the Internet and examine the potential of electronic resources.

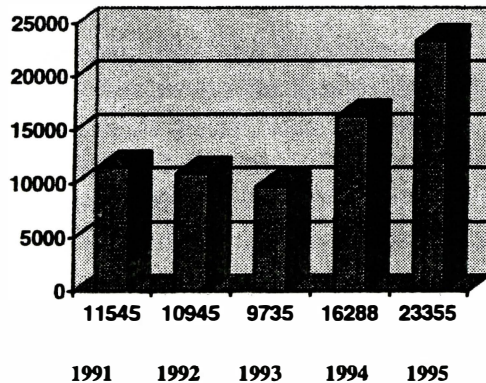
The charts below reflect overall usage throughout the Library since 1991, but the surge in usage during FY 93-94 is of particular concern. If this upswing continues, the Library will not have sufficient staff and faculty to meet the demand. Two vacant positions frozen since March, 1993, combined with the surge in user needs, would indicate that the ability to sustain quality service is in question. Suitable plans cannot be made for meeting high user demand levels with critical staffing shortfalls at service desks, nor can new services or new programs be supported. In an attempt to cover these shortfalls, staff continue to be cross-trained to cover the multiple points of user access shown in these charts.

Cecile Quintal, Associate Director

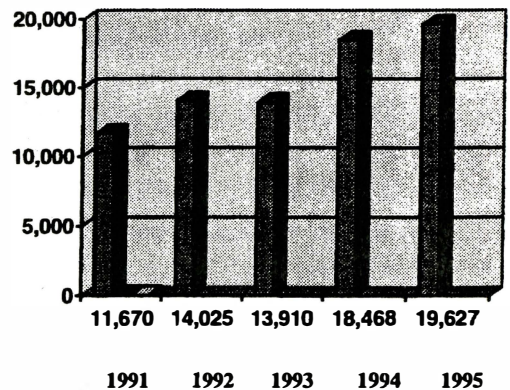
**InnoPac Offsite Logins
(Online Holdings Catalog For HSC)**



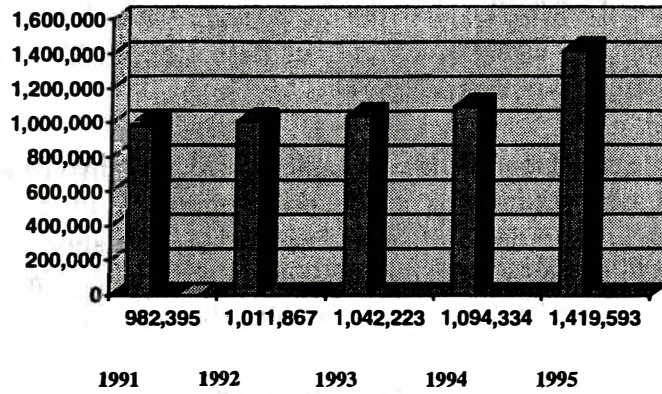
Total Media Center Checkouts



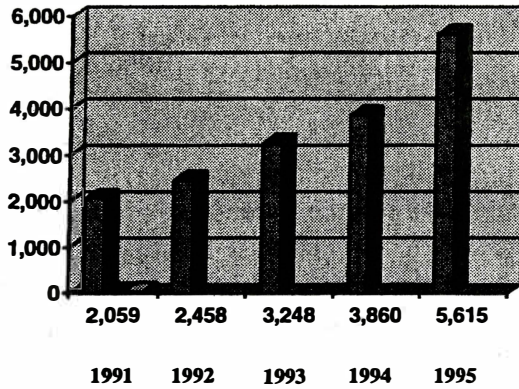
Circulation Desk Reserve Checkouts



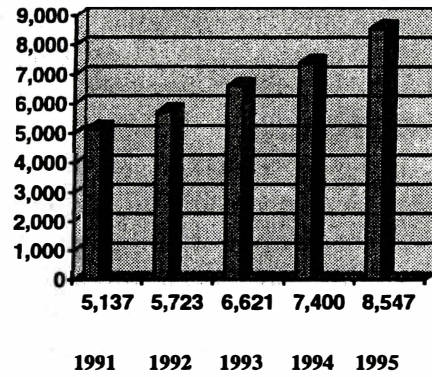
**Photocopies Made
(The Papers Age)**



**Interlibrary Loan Requests Received
from HSC Users**



**Document Delivery Requests Received
from New Mexico Health Professionals**



Accounting/Administrative Coordinator

Oracle Accounting System

Utilizing the Oracle Database software, expansion of the Library's Accounting/Management System continued. Modifications to the existing expenditure program have allowed tracing of current expenditures, listing of current purchase orders with year-to-date total expenditures, and balances on current purchase orders.

July 1, 1994 the revenue module was implemented. All invoicing for services are produced on forms with data entered from internal documentation provided to the Accounting Department from the various service units throughout the Library. The information is then printed by a network printer on three-part invoicing forms and must conform to existing University invoicing policy. This data allows for transaction activity by service unit to be monitored.

In fiscal year 1994-95, the following percentages from revenues reflected the increase in copying activity:

	%
Circulation	2.86
Copying Services	62.29
Document Delivery	4.49
Extension Services	8.98
Online Services	21.39

Personnel

A responsibility of the Administrative Coordinator is the processing of documentation required in the University hiring and termination procedure. Documents processed show 10 incoming and nine terminating Library staff from July 1, 1994 to June 30, 1995. Another feature of the Oracle Library Management System is the Personnel Database. The data that is entered and maintained in this database provides managers personnel and leave information beneficial for performance evaluation purposes. Leave information accessible for each staff member is:

1. Leave Taken
2. Who's Not Here
3. Leave Balance and History

Copying

Utilizing Lotus 1-2-3, the accounting of copy activity is by location of copy equipment and shows the following volume of copying:

Kodak 150	Kodak 150	Kodak 150	Ricoh 6750	Ricoh 6750
Plaza	4 South	4 North	3 South	3 North
312,969	373,120	360,707	218,773	226,024
20.98%	25.01%	24.18%	14.67%	15.15%

Goals

A goal for the Accounting Department for the next fiscal year will be implementation of a cost accounting system to gain information on the true cost of Library operations and various functions.

Toward the end of the fiscal year, as a step toward this goal, a plan was developed to allow the establishment of the total cost of operations. This new cost accounting system will track, for example, computer and printing costs, office supplies and copying costs.

Mary Kerlee, Administrative Coordinator

Technical and Systems Applications

Overview

In the summer of 1994 the HSC Library was fortunate enough to add a Digital AlphaServer 2100 computer system to the automation environment. This system was configured during the year and is currently operating Ovid, an application both popular and resource-intensive. This new software has received continuous use since its introduction last spring. At the end of the 1994-95 fiscal year, the Systems staff had started the migration of Oracle applications from Biblio, our DecSystem 5500 computer, to the new AlphaServer 2100. The AlphaServer platform will support expanded operation of Oracle, including access of image and graphic files as well as links to other applications. The DecSystem 5500 could not have supported these enhancements without adversely affecting the operation of that system.

The addition of the AlphaServer 2100 has allowed the Library to better optimize the hardware resources in the building. Biblio, our primary DecSystem 5500, has been reconfigured as a gatekeeper system. As the initial point of contact for on-line users, Biblio has been optimized to provide effective communications to both users and the publicly-accessible computer systems on the campus. System security is also enhanced because Biblio is the only Library system that supports and maintains public logins. A number of software tools in operation on Biblio monitor system activity, including security, and alert Systems staff to potential problems. In addition, having a single computer as the entry system allows menus to be standardized and readily modified to include new on-line resources.

The installation and configuration of the AlphaServer 2100 computer system, which has the node name Falstaff, was a major activity of the past year. In the summer of 1994 a field test version of the operating system was installed on Falstaff. After this procedure was completed, Systems personnel became acquainted with the hardware and began developing the operating configuration for the machine. We were fortunate that planning allowed ample time for the operation of the hardware before the first on-line application was scheduled to be available. During this initial phase of development, the system could be modified and rebooted without interfering with the on-line environment currently operating in the Library.

Computer Systems

In January 1995 the Ovid application was acquired for Falstaff. This application provides authorized users with access to bibliographic citations and abstracts, including Medline. Although the storage amount increases monthly, at the end of the fiscal year more than seven billion characters of on-line information were available through the Ovid interface.

Careful planning has allowed this information to be distributed on multiple drives and via multiple I/O channels. This data distribution has assisted in the prevention of both data bottlenecks and slow response times. The system was configured to provide very acceptable performance even when the maximum user limit is reached.

After closing the building on Friday, January 6, the Biblio and Falstaff computer systems were powered down so that the hardware could be moved to new locations within the computer room. The new arrangement offered better access to the computers and also provided an opportunity for the electrical requirements of the hardware to be balanced among the computer room's three Uninterruptable Power Supply (UPS) systems. These systems filter and balance the electrical current and can also operate the hardware in the computer room for approximately twenty minutes during an electrical blackout. During the hardware rearrangement procedure, networking components were also connected to a UPS system.

As planned, on the morning of Wednesday, March 1 the Ovid application was placed on-line. Since its introduction, Ovid has been in continuous use. Monitoring has revealed that 15% of Ovid activity takes place between 7:00 p.m. and 7:00 a.m. On average, 450 Ovid accesses a month occur during this after-hours period. This amount, which is higher than anticipated, demonstrates the need to have a systems operation that is reliable 24 hours a day.

Downtime

Several power sags occurred during the past year. An unscheduled electrical blackout also occurred. The flawless operation of the UPS systems enabled the computer systems in use at the Library to incur no downtime during the electrical failures.

Total system downtime was minimal during the past year. The Library's gatekeeper system, Biblio, had a total downtime of less than five hours for the 12-month period. This time represented a 40% reduction in total downtime compared to the previous year. The on-line catalog system, Hestia, was down only once for a 90-minute period: On the morning of December 30, the water supply to the building was shut off for scheduled maintenance. Because the lack of water restricted the use of the air conditioning unit in the computer room, the computer systems had to be shut down for 90 minutes until water pressure was restored. This was the only downtime for Hestia.

Networking

The Library achieved a significant milestone this year with the acquisition, installation, and full-scale deployment of the UNIX-based fully networked version of the Ovid database software. This software was funded by the Office of the Vice President and allows up to 30 simultaneous users

to access the Medline, CINAHL, PsycINFO, and (when available) IPA databases. This addition represents a significant enhancement of our previous system, which offered only Medline in a Novell environment.

Ease of use (especially with printing and downloading) and system response time have improved dramatically. Access to these databases for faculty, staff, and students in Nursing, Pharmacy and Allied Health, as well as the traditional clientele in the School of Medicine, is now being provided. Software was developed by the Library systems staff to provide user access from a single login account while maintaining full statistical accounting and user profiles and strategies. This application has since been adopted by the database vendor (CDPlus) and made available to its other clients.

A major advance for the Library networking unit occurred when funds were authorized for a full-time network technician. The position was approved because of increased need: the new Ovid databases result in a significant increase in the volume of traffic on the network and the number of requests for help in using the databases. The new position was authorized in November of 1994 and a full-time employee (Gordon Lederman) was hired in February of 1995.

World Wide Web

In June of 1995 the Library's home page on the World Wide Web (WWW) was officially unveiled. The home page features easy access to all Library on-line resources (i.e., OVID, the on-line catalog, RAPID, etc.). It also provides a hypertext version of the Library Guide, which fully details the Library's location, hours, services, collections, etc. A unique component of the home page is its exhibit on tuberculosis among Native Americans in the 19th century, which was created with materials from the Native American Health History Database (NAHHD) Project.

Future Plans

Designs are being developed to enhance the WWW page to include additional exhibits. These plans include an exhibit from the photographic archive collection describing the history of Valmora, a tuberculosis sanitarium in New Mexico. This addition will dovetail nicely with the NAHHD exhibit. Other appropriate materials will be added as they become available. In an effort to improve high-speed communications within the building, the Chipcom concentrator on the third floor will be upgraded with a network hub identical to the unit in the computer room. Both hubs will be connected by a high-speed (100 Mb) FDDI fiber loop, which will allow the Library to fully support high-speed, high-bandwidth graphic and image-based applications. The addition of switched ethernet modules to both the hubs will result in a state-of-the-art distributed network in the Library, a network that will support us well into the future.

Oracle Database Management System

Library Management Information System

During fiscal year 1994-95 the revenue module of the in-house-developed Oracle application was completed. Applications designed to collect the necessary information for billing purposes for UNM departments, organizations that have POs with the Library, such as Indian Health Services,

pre-paid accounts, such as deposit accounts and affiliation agreements, are now available. In addition, invoicing of the departments on distinct, preprinted invoices was begun. (In the past they had been printed on plain paper.) The practice of sending statements to clients with pre-paid accounts was initiated, whereas in the past statements were sent only when they were requested.

Research Registry Application

This in-house-developed Oracle application was officially renamed RAPID, an acronym for Research And Professional Interests Database. Because the Library serves the entire UNM Health Sciences Center, all Health Sciences Center contract faculty members were added (such as College of Nursing, College of Pharmacy, etc.) to the database during the past fiscal year. In addition, another module of information, Research Project Support, was also added. This module is designed to help Health Sciences Center students find research project supporters or research projects to work on.

Medical Library Association Research Section Database

This database was developed as a pilot project for RAPID. It is designed for the members of the Research Section of the Medical Library Association. The database allows a user to locate members in various chapters to find individuals who are interested in mentoring in Library Research, etc. The database is designed to be updated by the members themselves and was quite successful in this task. The outcome of this pilot project will be applied to the RAPID database fiscal year 1995-96 for the Health Sciences Center.

Ovid Databases

During the spring of 1995 a password front-end to the Ovid database that searches Medline, CINAHL, and PsycINFO was created. This work required a database transfer from the Innopac catalog because the requirements for accessing Ovid were twofold: users must be faculty, staff, or students in the Health Sciences Center and they must be registered Library borrowers. A method was devised to obtain daily updates from the Innopac database so that individuals could have their accounts activated in three days or less. Oracle also stores the usage information from the Ovid database and generates monthly status reports (by department, status, time slices, etc.)

Richard Evans, Chief, Electronic Communications

Tom Peterson, System Coordinator

Gordon Lederman, Network Operations Technician

Sean Shaw, Oracle Data and Automation Manager

Facilities Management

The most significant responsibility of the Facilities Manager this year was oversight of an extensive remodeling project. A ceremony commemorating the extensive remodeling was held on November 11, 1994.

A new cleaning contractor, Environmental Services, a division of the Marriott Corporation, was obtained during this fiscal year. In conjunction with the Accounting Department, the Facilities Manager assisted in developing plans for a new supplies inventory control system to be

implemented in 1995-96. Other projects accomplished included reinforcement of the fourth floor stacks, shelving support struts, expansion of high density shelving; reupholstering and refurbishment of 192 study chairs, and the remodeling of the Administrative Suite to update it and make it more functional.

Routine activities included safety training for all Library staff, copier key operator training, management of telephone services, oversight of the Annex, and supplies and inventory control.

The Facilities Manager was also involved in planning for a new cost control system for supplies and copying activities.

Dianne Zincke, Facilities Manager

History and Archives

New Mexico Medical History Program and Health Sciences Center Archives

Oral History Project

Principal efforts this year were directed toward completion of the several latter stages of processing of oral history transcripts in progress. These efforts resulted in final, corrected transcriptions of 17 interviews being produced; 23 final transcripts bound, together with abstracts, biographical sketches, release forms, and photos of the interviewees; and the bibliographic records of 21 oral histories being added to the Library's online catalog.

By contrast, five new interviews were conducted and a sixth, multi-session interview was begun; five recorded interviews were transcribed from their tapes; and three recent interviewees' biographical summaries were prepared and their transcripts abstracted and indexed.

A related project was begun, with the assistance of Media Center staff, to "exercise" the oral history master audiocassette tapes as a conservation measure. This involves running each tape at normal playback speed to restore even tension in the tape and insure long-term sound quality. The first 125 master tapes have been "exercised," and the treatment continues with the remaining masters.

History of Medicine Committee

This standing committee of the New Mexico Medical Society met in October, 1994 and March, 1995, and recommended a number of additions to the roster of New Mexico health professionals to be interviewed. Principal among those mentioned was Jonathan Mann, MD, M.P.H., Chairman, Fred H. Hanold, MD, M.A.C.P., and other committee members continue individual efforts to encourage their colleagues to undertake historical works on their medical specialties.

Selected Acquisitions

Important additions to the Library's New Mexico historical materials have included:

- The Health City Sun, 1919-1975. Forty-two bound volumes of this newspaper chronicle more than a half century's experience of tuberculosis patients and treatments in Albuquerque and elsewhere;
- The practice records and political memorabilia of Jack Curry Redman, MD, 1924- 1994;
- President Tom Popejoy's correspondence, dated 1952-1960, about the need for a medical school in the state;
- UNM School of Medicine/Health Sciences Center annual reports to the University for fiscal years 1976-1980;
- UNM School of Medicine annual reports of 15 departments for fiscal years 1968-1980;
- UNM School of Medicine Executive Committee Minutes from December 1963 to June 1967 (incomplete); and
- UNM School of Medicine Faculty Meeting Minutes for 1967-69 and 1971-73.

Collection Development Policy

Statements of the purposes and scope of the several collections included in this Unit were prepared as part of the Library-wide effort to clarify its directions in writing for the benefit of staff, users, and potential donors. Individual statements of this Unit addressed rare books, archival records of the Health Sciences Center; and such components of New Mexico medical history as manuscripts and personal papers, organizational records, oral histories, New Mexico/Southwest topics and publications, photographs, ephemera and artifacts.

In the case of the Health Sciences Center's archival records included in a retention schedule, the types of materials listed represent an ideal documentation of the Center's many parts if staff and other resources were abundant.

Serials in the Archives

An inventory was taken of the serial publications, both current and older titles, which are a part of the historical collections. Those titles no longer published are being transferred to low-use shelving at the Annex to allow more flexibility of the many current newsletters reflecting the activities of health professionals' groups, citizen advocacy groups, state agencies, and HSC departments and programs. Of the total 194 titles inventoried, approximately 76 titles are currently received.

Outreach/Continuing Education

The Archives Manager was an exhibitor at the Annual Balloon Symposium of the New Mexico Osteopathic Medical Association, moderated a panel presentation at the annual meeting of the Oral History Association (national), and attended the meetings of the Archivists and Librarians in the

History of the Health Sciences and the American Association for the History of Medicine. A course in Time Management, available on campus, was also attended.

Janet Johnson, Archives Manager

Native American Health History Database

Oral History

An oral history interview was conducted with a Mescalero Apache medicine man, representing the first description on hand of traditional Apache healing philosophy and techniques. A second oral history interview was conducted with Jon Richardson, a social worker stationed on the Navajo Reservation for two separate periods of time totaling 20 years.

Annex

Archival materials continued to be reviewed and sorted. Major accomplishments: Kugel Papers, Navajo Health Authority and New Mexico Office of the Medical Investigator.

Native American Health History Database

Articles continued to be acquired from bibliographic resources, including those located through LIBROS, Interlibrary Loan, and from a private vendor. Along with expanding the bibliography through discovering additional citations, descriptors continue to be assigned to the articles already in the Oracle database. A sample exhibit of four articles from the 1800s about tuberculosis among Native Americans was placed as a link on the Health Sciences Center Library's World Wide Web home page.

The Special Projects Bibliographer met with Library administration and personnel from the American Indian Institute at the University of Oklahoma in Norman to present and describe the database, including the research techniques necessary to create the document. She also reviewed the Western History Collections at the University to determine whether those citations about Indian health matters could be incorporated into the database.

A research and demonstration grant was received from the US Department of Education to:

- establish a scholarly, computer-based historical record of pre-1966 English-language literature concerning issues related to Native American health and to make this resource available to educators, researchers, tribal members and others via Internet and IndianNet, and;
- demonstrate the value and feasibility of creating databases of education, research, and historical interest and significance in a networked environment.

H. Henrietta Stockel, Special Projects Bibliographer

Technical Services and Library Automation

Overview

The Technical Services Division includes Serials, Acquisitions, Cataloging, Innopac Systems Administration, Collection and Information Resources Development, and Circulation.

Staffing

Staff changes punctuated the year. On August 1, 1994, Robert de Lancey joined the Library as the new Acquisitions librarian, six months after the departure of David Wagner. In Circulation, Ray Arnijo joined the staff on January 3. Barbara Wardlaw, Cataloging librarian, elected to retire on April 29 after 14 years of service. On March 1, 1995, Anne Schultz resigned as Head of Serials to accept another job; fortunately, the position was filled quickly when Cory Meyer moved to the Serials position on May 1. Also on May 1 (a big day for changes) Ruth C. T. Morris came on board as Assistant Director, Library Systems and Technical Services, a new position for the Library. James Perea, formerly a student in Media, began his position in Circulation on May 22. In June, Lisa Kindrick notified us that the lure of motherhood was too strong and that after completing her part-time work for the Library in June, she would not return.

With new or no staff in most areas, all Technical Services employees were affected. Cory Meyer not only had to learn the Serials procedures, but she also became the de facto Government Documents librarian and worked closely with the Bindery function. Robert de Lancey not only had to master Acquisitions procedures, but was also pressed into service as the Cataloging librarian with responsibility for cataloging and processing all received items. Ruth Morris took on some original cataloging, analytics, and non-NLM cataloging, as well as Innopac responsibility for entering changes and corrections to the database records. Tim Greer spent approximately 10 hours a week providing supervisory assistance during Circulation staff transitions. Ceil Quintal continued her oversight and coordination of the Bindery function and Collection Management, and Christee King helped with assigning call numbers and subject headings to analytics and Departmental Collection items. Carol Claycomb assisted by doing OCLC and Innopac searching for Departmental Collection items, location changes and Serials check-in. Both Tim Greer and Kathy Mondragon intervened periodically to help with various specialized Innopac functions and provided some much needed history of past decisions. This was an amazing team effort.

As usual, such challenges also provided opportunities.

Highlights

Despite extensive turnover, a relatively stable level of productivity and continuity was maintained in Technical Services, and in some areas activity even increased.

- A Work Improvement Process was begun in Technical Services to identify workflow improvements and overlap in activities. Activities formerly supported by students are being shifted to line staff, and job responsibilities are being redefined.

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- Increasing access to existing items became a dominant theme in cataloging. Several items containing important statistical information were indexed in detail for the on-line catalog record, and more will be input as progress continues.
 - A major weeding (2,165 volumes withdrawn) of older monographs was completed between July and September, 1994.
 - Our Government Documents program was reviewed and realigned to reflect more closely the Library's status as a Selective Federal Depository, and current subject needs were analyzed for a more streamlined selection of materials.
 - Support for Departmental Collections included the addition of two new participating collections: the New Mexico Grief Intervention Program and the Sudden Infant Death Syndrome collection (now integrated into the NMGIP collection).
 - Circulation became part of the Technical Services Division, a move which promises to better integrate circulation activities and staff with the Library's Collection Management operations.
 - Completion of the draft version for the Collection Development Policy Manual.

Serials Unit

The Serials staff processed 13,776 journal issues and 201 audio/video cassettes. Over 1,500 items were received on Depository from the Government Printing Office and processed for the collection. While the Library was able to add 80 titles to the collection, 62 titles that were considered to be of either lower value to users or easily obtainable elsewhere in the region were also canceled. Thanks go out to all the staff and students who worked hard and helped bridge the staff turnover gap.

Since May 2, the Unit has been defining roles and functions as well as assessing the usefulness of the current Serials records in Innopac. A preliminary look at the on-line catalog showed that while the Serials records were helpful, they could be made cleaner and more useful to the users. Emphasis has been placed on increasing access to the collection by making sure the records in Innopac are current and accurate. The staff in the Unit continue to process new issues and place them on the shelves within a 24-hour period (and frequently within four hours of receipt).

Government Documents

With the arrival of Cory Meyer in Serials, the Government Documents program received a fresh look:

- A zero-based inventory review of the Government Documents currently on order was completed. Items of less interest were deleted and new items added.
- Government Document storage and retention procedures were brought up to Federal Depository standards.

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- A review of procedures for handling, cataloging and storing microfiche was begun.
 - The HSC Library will be providing Gopher and World Wide Web access to the Government Printing Office documents (GPO ACCESS on-line).

Acquisitions

Due in part to budget restrictions, materials ordered (-4.3%) and materials received (-25.6%) were down over the previous year. On the brighter side, approvals received were up slightly (+3.9%), approval returns were fewer (-21%), and direct orders received increased (+22%). Not reflected by the statistics, however, is the reality that the tracking of orders and the speed of ordering have been affected by staff turnover and learning curves.

Cataloging

Barbara Wardlaw put on an accelerated push to catalog the backlog prior to her retirement, which kept the cataloging workflow moving. Beginning in March, Robert de Lancey began cataloging materials with copy and priority items, making for a smooth transitional period.

The Cataloging Unit added 2,592 title records to Innopac (one less than the previous year!) and 3,273 volumes (an increase of 474 items). The distribution of cataloging activity, however, is different this year. Rather than an increase in materials cataloged for the HSCL, the most notable change has been the increase in Departmental Libraries' holdings. This year, HSCL added 674 unique titles for Departmental collections (a 38% increase) and 1,262 items to records already in Innopac (an increase of 128%). A large part of this increase is due to the addition of the New Mexico Grief Intervention Program materials, which contributed 369 unique titles and 531 added items.

InnoPac

InnoPac, the Library's online catalog, contains records for all materials owned by the Library, as well as records for ten Health Science Center departmental and special program libraries. This software is also used for circulating materials, ordering materials, tracking the receipt of journal issues, and generating reports. In 1993-95, the database grew 5% from the previous year to 60,885 records for titles and 168,809 records for volumes.

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 1994-95, off-site traffic increased 19% over the previous year. An accompanying 14% decrease in onsite use occurred, indicating an overall growth rate in use of 5%.

Ruth C.T. Morris, Assistant Director, Library Systems and Technical Services

Collection and Information Resources Development

The challenges of rising costs of information resources, expanding user demands for diverse information resources, and modest budgets continued to define much of this Unit's activities and accomplishments this year. Closer examination of existing resources and policies also were concerns.

Collection Development Policy Manual

Completing a draft version of the Collection Development Policy Manual became the highest priority project from December 1994 to May 1995. The CIRD Chief presented a copy of the 109-page draft of the Manual at the May 1995 meeting of the Collections Task Force. This draft represents the efforts of a number of HSCL employees, particularly in the articulating of specific policies governing separate collections. The principal contributors to these separate collections statements included Erika Love, Cecile Quintal, Christee King, Janet Johnson, Lisa Kindrick, Lillian Croghan, and Anne Schultz, whose efforts were appreciated.

During the six-month "push" to complete the draft version of the Collection Development Policy Manual the CIRD Chief researched, drafted, and then cycled for comments to other CTF members a number of new sections. These draft documents included: history of the collection; programs and populations served; medium, language, and format considerations; general patterns in the biomedical literature; principles and criteria for selection; cooperative and resource sharing arrangements; coverage outlines for basic and clinical sciences; times of hardship; new programs and curricular changes; security; and, preservation.

Resource Evaluation

Tight shelving space in sections of the stacks provided the initial impetus for evaluation and weeding activities. More than half of the 80,000-volume Bound Journals collection on the fourth floor was evaluated to identify titles for transfer to the Annex or possible removal (i.e., weeding) from the collection. Journal titles were evaluated in terms of use recorded in the online catalog, continued relevance to HSC programs, indexing access, enduring value of the information contained within the volumes, and regional accessibility to the same titles. This process identified 55 bound journal titles for transfer to the Annex and 24 titles for removal from the collection. In addition, 10 dated indexes and abstracts were removed from the collection. All titles removed from the HSCL Bound Journals collection were offered to the UNM General Library or other libraries in New Mexico.

The HSC Library's collections are regularly compared with authoritative lists of recommended books and journals. This year the journals on the Brandon-Hill lists for nursing and the small medical library were compared to HSCL holdings. This assessment revealed that 97% of the small medical library journal titles were owned by the HSCL. Unowned titles were analyzed as potential HSCL subscriptions. With the gracious assistance of Robert de Lancey, "A Library for Internists VIII" from the *Annals of Internal Medicine* 15 April 1994 was compared to HSCL holdings, and purchases made to strengthen the monographs collection.

Resources Selection

In recent years the volume of monograph direct orders has nearly doubled, reflecting increased user demands in diverse subjects. Direct orders supplement the mainstream monographic literature received on the HSCL's approval program. Out of 99 subscription possibilities a total of 15 new subscriptions were selected to begin in 1995. Faculty members outside the HSCL were asked to evaluate many of these potential subscriptions. To offset rising subscription costs of existing subscriptions and to finance its new subscriptions, the HSCL had to cancel a number of its present subscriptions. These new and cancelled subscriptions are listed elsewhere in this annual report. Sean Shaw formatted both the potential subscriptions and possible cancellations evaluation forms using Powerpoint software. In the fall of 1994 a working group consisting of Cecile Quintal, Christee King, Jon Eldredge, Anne Schultz, and Gordon Lederman developed a form for evaluating CD ROMs and other electronic resources made available from the Government Printing Office.

The new Masters of Public Health Program (MPH) provided funds for building the monographs collection in subjects to support its emerging curriculum. The CIRD Chief worked closely with MPH faculty to identify and select relevant monographs and journal subscriptions. He also continued to attend MPH Curriculum Committee meetings to help the HSCL collections anticipate new directions in the MPH curriculum.

The new curriculum in the School of Medicine also required resources support for learning issues identified in tutorials and other educational settings. As the HSCL liaison to the Foundations and to the Reproductive Biology Blocks, the CIRD Chief attempted to ensure that relevant resources were identified and held in the collection to support the demands of the curriculum. The Gastrointestinal/Nutrition Block made similar requests of him. Other HSCL liaisons to block committees made recommendations for purchases of materials to support their particular blocks. In the spring 1995 semester the Physical Therapy faculty contacted the CIRD Chief about ensuring that monograph resources appropriate for supporting the evolving PT 342 case studies in this problem-based setting were available in the collection.

Resources Price Inflation

Journal prices rose again this year as part of the now all-too-familiar trend of library resources price inflation. The average price of a US medical journal increased to \$363, which represents a 252% increase over 1982 baseline price levels. The average price of our foreign subscriptions was \$677. Monograph prices have been easier to contain on a unit price level since more expensive titles of marginal value may be bypassed to stay within budget guidelines. Through a selective purchasing strategy the HSC Library actually paid a lower average unit cost of \$76.81 per title for its monographs.

Accreditation

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) conducted its triannual review of the Health Sciences Center, which included aspects related to the HSC Library. The CIRD Chief attended meetings intended to prepare the HSC for the accreditation beginning in August 1994. As the site visit approached, the HSC Library Director and the Assistant Director for Biomedical Information Services became involved in preparing the Library.

Other accreditation processes involving the CIRD Unit this year related to the College of Nursing, the College of Pharmacy, Radiography, Radiation Therapy, Dental Hygiene, Occupational Therapy, and the Department of Anesthesiology.

Looking Ahead

The wise management of limited resources through activities such as weeding, making cost-effective selections, and evaluating existing information resources will be major areas of emphasis. The three challenges of rising user demand, price inflation for resources, and modest budgets (which were described in greater detail in last year's report) also will continue to be the focus of collection development efforts.

Jonathan D. Eldredge, Chief, Collections and Information Resources Development

Circulation

The remodel of the Library's Plaza level, completed in October, provided the Circulation Unit with a more attractive, efficient, and spacious work area designed to accommodate the continuing automation of operations and expansion of the reserve collection. During the construction process, Circulation staff demonstrated their adaptability as they moved and continued to conduct daily operations from three different, temporary locations on the Plaza level. Circulation staff also participated in the subsequent rededication of the Library and accompanying art exhibit "Perez on Medicine" by selling 100 gift copies of Jose Perez's book of prints at the public desk; proceeds were directed toward acquisitions for the Library's Humanities Collection.

In March, the Library expanded its online services by making Ovid's version of Medline, CINAHL, and PsycINFO available, without charge, to all students, faculty, staff and preceptors of the Health Sciences Center. Eligible users of the databases are required to be currently registered in the Library's Userfile. This has resulted in an increased registration of users who may never borrow materials from the Library; consequently, the Library's Userfile has begun to more adequately reflect a user population which takes advantage of Library services other than the lending of materials. Table 12 which depicts the Library's User Population has been revised this year to report more accurately those registered users who are now able to connect to services from remote locations. Also, both User Population Tables 10 and 12 have been revised to reflect the reorganization of the Medical Center into the Health Sciences Center.

Circulation staff have, in addition, strengthened measures undertaken to quality control records which are entered into the Userfile in order to assure that registered borrowers with access to the Ovid databases do not experience connecting problems due to data entry errors.

In anticipation of the implementation of a new University ID system (which reads a magnetic strip rather than a barcode), the Circulation Unit also received new equipment which will read the magnetic strips on the new ID cards. Some changes to circulation procedures for user registration are expected as a consequence of the new ID system.

Though the total number of active borrowers this year has remained the same as last year, reserve usage and informational transactions have increased sharply, reserve checkouts increased by 6%, and classroom reserves by 17%. Continued Library involvement in the curricular support of HSC programs, particularly in School of Medicine tutorials, and expanding educational programs at the

HSC, such as Public Health and Occupational Therapy, are certainly factors in the increase in Reserve use. Informational contacts provided to users at the Circulation Desk increased 11% from 25,519 total contacts in FY 1993-94 to 28,379 contacts this year. The large number of informational contacts at the Circulation Desk is only indicative of the Unit's essential role in meeting the various needs of the HSC Library's users.

Ruth C.T. Morris, Assistant Director, Library Services and Technical Systems

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 (DD/ILL), Online Services and Education, and Outreach and Extension Services.

During the past fiscal year, staff provided:

- Responses to over 37,000 inquiries;
- 1,673 mediated online literature searches, including 541 LATCH (Literature Attached To CHart) requests;
- 5,616 copies of articles or loans of materials from other institutions (Interlibrary Loan);
- 8,547 copies of articles or loans of materials to health professionals or other institutions (Document Delivery);
- 109 hours of training in the use of the online databases for literature searching. There were 902 Health Sciences Center faculty, staff, and students who performed their own literature searches, accounting for 11,477 logins on the database system.
- Expanded Outreach and Extension Services to health professionals throughout the state. There are now 135 clinical sites in the Outreach Program, compared to 117 last year; four health care facilities maintain formal affiliation agreements with HSCL for library support. This year 4,741 articles, books, and media materials were provided to members, an increase of 55% over last year, and 369 mediated literature searches were provided, a 22% increase over last year. Services in support of HSC educational programs have growth substantially.

Reference/Education

In June 1994 the Assistant Director of the Division assumed responsibility for coordinating all educational activities at the Health Sciences Center Library. This has resulted in an almost seamless integration of educational program needs into Reference/Information Services daily

activities. Reference/Information staff are kept informed by program liaisons on actual curriculum topics from the various programs in the School of Medicine, College of Nursing, and College of Pharmacy, and the Allied Health Division, and can anticipate and prepare for specific types of inquiries.

In addition to educational support activities, the BIS service staff are actively exploring the new options becoming available through the Internet and World Wide Web that will be of value to all HSC clients. New equipment that will be installed this fall will allow the staff to implement some innovations they have developed in anticipation of this equipment upgrade.

A variety of service quality assurance activities were conducted and procedures put in place, involving issues from the quality of "phone answering" services to identification of preferred resource tools for specific types of inquiries. A major remodel of the work area has improved lighting and visibility for both staff and users.

An existing vacancy, due to the retirement of Reference Librarian Marie Bolanos, liaison to Nursing, Pharmacy and Allied Health Programs, was filled by Brenda Benik, who joined the HSCL team in August of 1994.

In May of 1995, Cory Meyer, Phone Triage, accepted the Head of Serials position at the HSCL. Her vacancy was filled by Joaquin Baca, a recent graduate of St. John's College in Santa Fe. There were severe staffing shortages during the past year, and BIS staff were called upon to assist with services in other divisions of the Library. As a result, the Reference and Information services area often would staff only one desk instead of two. This may be the cause of the drop in reported statistics for reference inquiries. When only one desk is staffed, additional queries are often picked up by other staff and do not get recorded.

Christee King, Head of Reference, initiated the regular scheduling of monthly inservices. These are presented by various HSCL staff on a wide range of topics, from the handling of government documents to changes in current programs or fee structures. They have proved invaluable in responding to the need for continual updating of staff working in a rapidly changing environment.

Online Services

The unquestionable highlight of the past year was the major expansion of end-user access to the Library's online literature searching services. Thanks to funding from the HSC Vice President's office, the Library now provides all HSC faculty, students, and staff with unlimited access to the Ovid system of databases. These presently include Medline, CINAHL (Cumulated Index to Nursing & Allied Health Literature), and PsycINFO.

Access to IPA (International Pharmaceutical Abstracts) is planned for the near future. Operating on a UNIX platform, the Ovid system makes these databases available to users via the campus network and modems, including toll-free access for students and preceptors at rural sites. Implemented in March, 1995, the system received over 5,492 logins in its first 100 days of operation. In 1993-94, 332 end-users searched the Library's bibliographic databases, with over 3,000 logins; in 1994-95 those figures have risen dramatically to 902 end-users with 11,477 logins.

Impact of the new system on professional search staff has been twofold. They now have an increased responsibility for end-user training, and are finding a new role as "search consultants." While the demand for mediated searches has declined slightly (1,673 in FY 94-95 vs. 1,774 in FY 93-94), LATCH requests, involving direct patient care, have increased (591 FY 94-95 vs. 496 in FY 93-94). Online search staff have also seen an increase in the complexity of mediated search requests. A rigorous quality assurance process was initiated to assure the continued quality of searches in light of these changes. In addition to meeting that goal, the process has resulted in an unanticipated collegiality and educational camaraderie among searchers.

Document Delivery/Interlibrary Loans

There was a 45% increase in Interlibrary Loan requests compared to FY 93-94. Copyright royalty fees increased by over 207%, reaching an all time high of \$9,165 compared with \$6,132 for FY 93-94, and \$4,140 FY 92-93. The HSCL has not charged HSC faculty or staff for ILL requests since September 1991, but has covered these costs. These escalating prices no longer make that feasible, and the Library will move to a \$5.00 per item charge on July 1, 1995, a partial cost recovery.

The demand for Document Delivery services has also increased. Most notable is the increase in use by HSC preceptors, and students on rural rotations from the School of Medicine, Allied Health Programs, and the College of Nursing. In support of these programs, an experimental electronic document delivery form was developed and will be perfected in the coming year. Another major Document Delivery project is the oversight of two grant-supported student workers who are gathering materials for the Native American Health History Database Project. The head of DD/ILL arranged a discount with the supplier for those items not available at UNM libraries (558), while the students retrieved and copied 530 items from UNM sources.

The Health Sciences Center Library hosted a regional workshop on Document Delivery for the South Central Chapter of the National Network of Libraries of Medicine. Becca Barreda, Head of DD/ILL, serves on the regional Document Delivery Committee, and helped develop a survey on Document Delivery services that will be used in the coming year. Two quality assurance audits were conducted during the year, resulting in recommendations which improved services. Becca Barreda, Head of DD/ILL received a 15 year service award from UNM.

Outreach and Extension Services

Under the direction of Tim Greer, Outreach and Extension Services Coordinator, the Library's outreach programs continue to expand in volume of users served, total services provided, and scope of activities. Tim serves on the HSC Rural Outreach Committee, coordinating the Library's efforts with other HSC programs. Tim provided exhibits on Library services at local and regional meetings, and was an invited speaker at the New Mexico Osteopathic Medical Association convention in Santa Fe. He also participated in the HSC Town Hall meetings throughout the state that were conducted by the Vice President for Health Sciences.

In addition to the promotion and coordination of established services in support of the state's clinical professionals, there has been a dramatic increase in demands for educational extension services for Health Sciences Center programs this past year. Preceptors in HSC programs, and students on rural rotations, can now access the Library's online system through a number. Tim provided training sessions in various locations throughout the state on use of the toll-free access,

and on Grateful Med. Continued expansion of educational support, particularly for College of Nursing programs, is expected this coming year. The HSC Library is truly becoming the Health Sciences Center Library for the state of New Mexico.

Professional Activities

The following list does not include specific curricular or internal operational committees on which many staff serve.

Becca Barreda - Member of Document Delivery Committee, National Network of Libraries of Medicine, South Central Region; member of the Awards and Scholarship Committee, South Central Chapter of the Medical Library Association.

Judy DuCharme - Member of Bylaws Committee, South Central Chapter of the Medical Library Association.

Debbie Graham - UNM Faculty Senator, School of Medicine, and Chair of Faculty Senate Long Range Planning Committee; South Central Academic Medical Libraries, Information Resources Committee.

Tim Greer - Member of Outreach Committee, National Network of Libraries of Medicine, South Central Region.

Christee King - UNM Faculty Senate Committee on Computer Use.

BIS COMPARATIVE STATISTICS

	Document Delivery	Interlibrary Loan	Ref/Info Inquiries	Outreach	Mediated Searches
FY 94/95	8,547	5,616	> 37,000	135	1,673
FY 93/94	7,400	3,393	41,998	117	1,774

Deborah Graham, Assistant Director, Biomedical Information Services

Educational and Instruction Activities

Overview

The Library's education programs expanded in both intensity and scope during the past year. Through HSCL liaisons to the various degree programs on the North Campus, the Library proactively prepares for specific course-related student needs. The role of Education Coordinator has been assigned to the Assistant Director of Biomedical Information Services. Part of that role is keeping all service desk staff informed about special curricular issues, so HSCL personnel can respond most effectively to student needs. A special internal newsletter, "Hot News" addresses that need. In addition, a series of short one- or two-page summaries, "Current Clues to Using the Library Collection" has been initiated. These are published as needed, and posted and distributed at service desks, targeting specific subject-related information skills linked to cases in the problem-based curriculum. Nearly all HSCL faculty and staff have played some role in educational orientations and presentations.

The Library's Education Core Group continues to examine the issues surrounding the need for today's students to acquire life-long learning and information skills. The identification of core skills and of where in the curriculum these should be addressed is one ongoing project of the group. Special Faculty Fact Sheets, similar to a School of Medicine faculty handbook item, were prepared for the Colleges of Nursing and Pharmacy faculty, and for Allied Health faculty. These information sheets give a short overview of the many educational support activities available through the Health Sciences Center Library.

The expanded availability of unlimited Medline/CINAHL/PsycINFO access via the Ovid database system to both faculty and students (March 1995) has offered new opportunities and created new demands for instruction. In accordance with the changes in the database searching system, educational information sheets and the basic online curriculum have been extensively revised. Unrestricted access to such a powerful online tool as the Ovid database system has encouraged more faculty to inquire about updating their skills in computerized literature access. In order to meet the increased demands, a regular monthly schedule of classes has been implemented. These classes are supplemented by special programs or presentations as requested. (See Table 33 for statistical information on scheduled end-user online training. Data on special presentations has been included in Table 23 - Instructional Programs.) Access to Internet services, and World Wide Web in the coming year, will create additional demands for instruction on how to best use electronic information resources.

Reference/Information Services has initiated a regularly-scheduled class on the use of Science Citation Index. This is anticipated to be the first in what will become a select group of specialized courses available for Library users on specific information tools and resources.

The Library presented a total of 153 (36 in FY 93-94) instructional programs in 1994-95 to 1,148 (825 in FY 93-94) individuals. In an effort to continually improve our services, the guidelines for general orientation tours were once more revised. A special review for certified tour guides and training for new guides will take place early in the coming year. The Library presented 127 tours in 1994-95 (92 in FY 93-94) to 2,324 individuals (716 in FY 1993-94).

Most exciting is the expansion of educational activities into the New Mexico health care community through Outreach and Extension Services, and the support of HSC programs with

rural rotations and preceptors. These situations provide an opportunity for the Library to demonstrate to New Mexico practitioners the usefulness of new information technologies in actual patient care.

School of Medicine Undergraduate Education Programs:

HSCL support for the School of Medicine's problem-based curriculum is now almost seamless. HSCL liaisons serve on curriculum committees and attend the weekly tutor briefings as courses progress. The Media Center provides specific lists of relevant materials for each case. Special programs offered in the past year included two presentations for the Pre-Practical Immersion Experience (PIE) mini-course. The Pre-PIE course was offered to Phase I students before their rural and community rotations. Jon Eldredge presented a 40-minute lecture on "Purposes of the Literature Review in the Research Process," and Janis Teal and Debbie Graham presented "Outward Bound," a two-hour review of information-seeking skills and online search techniques especially useful in the clinical setting, and for required SOM research projects. A survey of students about the usefulness of the Pre-PIE workshop rated the Outward Bound presentation as particularly useful. Jon Eldredge reports that "first year medical students participated in Biometry Information Management labs in August, 1994. These labs were designed and conducted by Family and Community Medicine Professor Robert Rhyne and HSCL librarian Jon Eldredge. Students were presented with 12 realistic clinical case studies and asked to locate statistical data relevant to understanding the population issues in the case by using A Guide to Health Statistics."

Of special note was a Library Survey conducted by the Infectious Disease Block, which addressed issues of textbook availability and quality of reference assistance. The survey was valuable in identifying the need for additional copies of specific materials and gave high ratings to the Library staff's service. Janis Teal, Online Services Coordinator, serves as liaison to the Medical Students' Research Project Task Force. She identified an online database, Health & Psychological Instruments, that may be exceptionally useful to students. Other HSCL liaisons routinely provide ongoing support in the identification of materials and resources for their specific committees.

School of Medicine Graduate Medical Education:

This year, for the first time, all Internal Medicine residency candidates were brought to the Library for a tour. Feedback revealed that candidates were most impressed with staff attitude and the LATCH (Literature Attached To CHart) program. Another first was a special training session for Infectious Disease and Neonatology housestaff in using Medline, conducted at their request.

Special Note: For the first time last fall, a group of School of Medicine faculty requested a special class on the capabilities of the Library's online system, geared to their particular subject area and interests. Several other subject-oriented online classes specifically for faculty and housestaff have been requested since. The Library also provided special orientations for two programs in the School of Medicine, the Motivational Workshop sponsored by the Office of Cultural and Ethnic Programs in May 1995, and the Basic Science Enrichment Program in July, 1994.

Allied Health Programs:

Brenda Benik came on board as the new liaison to SOM Allied Health Programs, as Marie Bolanos, the former liaison, retired in May, 1994. Allied Health Programs are moving toward

case-based instruction, and Library orientation exercises have been modified to incorporate that approach. Most critical was a new emphasis on the special approach needed by students in searching the radiography, imaging and nuclear medicine literature, because of the way journal literature is indexed in these fields. Unlike other subject areas, identification of materials in these subject areas is mainly through subheadings, not major subject headings.

Library staff participated in the Occupational Therapy Program accreditation site visit. Though it was acknowledged that the HSC Library needs more book and journal materials specific to the Program's needs, the Library staff's interest and support was mentioned as a program strength. The accreditation team was also particularly impressed with the Library's Media Center, under the direction of Lillian Croghan. The availability of the CARL/UnCover article database via the Library's online system provides Allied Health students with expanded article searching access, as UnCover contains many relevant non-Medline journal titles. The third year Occupational Therapy students requested a special class on using CARL/UnCover, which incoming students had seen at orientation. Brenda prepared a "customized" session for them, complete with specific case studies.

Emergency Medical Services:

The Library provides extensive support to Emergency Medical Technician programs, particularly through Media Services and the Library's online system.

Masters of Public Health:

Library staff have worked closely with the Masters of Public Health program. This program has unique needs, as materials are often located at other UNM libraries.

College of Nursing:

Brenda Benik, also the nursing programs liaison, has been meeting extensively with College of Nursing faculty regarding distance education activities, especially for the Nurse Practitioner program. Brenda appeared on Interactive Television for Nursing 431: Issues and Trends. She was interviewed on the topic of electronic access to information, particularly access to the Health Sciences Center Library.

College of Pharmacy:

In addition to customary course orientations, Brenda Benik offered a special toxicology searching class to Pharmacology 586 (Toxicology). The class was held at the CIRT pod on main campus, as there was no facility large enough on North Campus.

Brenda, Tim Greer, and Debbie Graham served as guest lecturers for a Pharmacy 333 class on Information Survival Skills. The College of Pharmacy will be moving to a problem-based PharmD program. The College asked the Library to comment on the demands this might make on Library services and materials. Brenda spearheaded the EdCore response to the College of Pharmacy. The Library's main concern is that funding for both materials and staff be included in planning for such a change. Experience with the School of Medicine's curriculum has demonstrated that problem-based learning places exceptional demands not only on materials (particularly instructional media) but also on professional personnel.

Outreach and Extension Services:

Tim Greer presented a special workshop for eight outreach members on accessing the Library's online system. He has also conducted classes in Grateful Med and toll-free access to the Library's services for individuals and groups, both here at the Library and on-site at user locations such as Grants and Las Vegas. He has also been closely involved in the design of support services for the Health Sciences Center's education programs that involve rural rotations. These activities are expected to continually expand in the coming year.

Other Health Sciences Center Programs:

The Library provided special instruction for a program sponsored by Epidemiology and Cancer Control, the Native Researchers' Training Grant. The project brought Native Americans from all over the U.S. together for special training in the development of cancer prevention and epidemiology projects. Attendees have also been provided with Outreach Memberships, so they will have document delivery support at their home bases. Janis Teal, Online Services Coordinator, provided a special training session on-site at the Health Sciences Center's new Family Practice Clinic on Academy. In addition to these formal educational activities, the Library participated in two information fairs, one for University Hospital and one sponsored by the University Hospital Pediatrics Department. These events provide opportunities to reach employees at HSC facilities with information on how Library resources can be of use to them. Future projects include a special workshop for administrative and research assistants on Library resources that would be most useful to them.

Other UNM Groups:

HSCL faculty and staff served as guest lecturers for the following programs.

Deborah Graham presented a lecture on finding materials to Dr. Hurtado's Anthropology class, Ethnic and Minority Health. Many of the students in that course were receiving Masters of Public Health credit for the class.

Deborah Graham presented a lecture on "Technology in Libraries" to Kathryn Sherlock's College of Education, Educational Media/Library Sciences 570 class. Kathy Mondragon provided a special tour and orientation to students in Patricia Snell's Educational Media/Library Sciences 424 class, Fundamentals of Library Science.

Deborah Graham, Assistant Director, Biomedical Information Services.

Education Core Group (EdCore):

Brenda Benik, Liaison, Nursing, Pharmacy, Allied Health Programs
Lillian Croghan, Head, Media Center
Jon Eldredge, Chief, CIRD
Deborah Graham, Assistant Director, Biomedical Information Services.
Tim Greer, Outreach and Extension Services
Erika Love, Professor and Director
Ruth Morris, Assistant Director, LSTS
Cecile Quintal, Associate Director.

Media Center and Microcomputer Laboratories

This past year marked the second year of the School of Medicine's new curriculum. The new first-year class came on board in the fall of 1994, under a curriculum that had further undergone some adjustments and changes based on the evaluations of students and faculty. Gradual changes in the curricula of the various colleges and programs in the reorganized Health Sciences Center also occurred. The evolving School of Medicine curriculum and technological changes continued to pose a challenge to Media Center staff.

Educational Activities and Curricular Support

All mechanisms of monitoring students' use of media resources were continued to compare this class with the first one in order to observe patterns or trends in the way students seek information and their impact on the service desks. The first step was to show monthly statistics for three years of usage data, FY 92-93, FY 93-94 and the current year 1994-95. Additionally, Phase I-1 and Phase I-2 students' activities were compared and had a tremendous impact on Media Resources lists, media reserves, and service desk demands doubled. Instead of attending the weekly early tutor meetings once a week, the Wednesday tutor meetings of Phase I-2 had to be scheduled. The 30% increase in check outs shown in Table 29 attests to this trend.

In order to accommodate the two groups, two new sturdy bookcarts were purchased to hold the reserve materials selected for each case for Phase I-1 and Phase I-2. This year, the 11 tutorial groups met simultaneously in various rooms twice a week. This made it difficult to provide enough media resources for all the groups. Reservations for use of limited anatomical models, atlases and other resources had to be resorted to. Sharing of materials between groups having tutorials in adjacent rooms was also done. Student Progress Assessment (SPA) for Phase I-2 in December enhanced our observation and experience for a completed 18-month Phase I period.

Our attention was not only focused on the medical students but also on students from other programs undergoing curricular changes and increased enrollment. For example, the Physical Therapy Program accepted 30 students this year, an increase from 24 in years past. The two year old Occupational Therapy Program also enlarged its incoming class from 12 to 22. During the gross Anatomy course for Physical Therapy and Occupational Therapy, these students had to compete with medical students for viewing and study rooms and relevant media resources.

At the College of Pharmacy, an interdisciplinary program was launched in August, as part of a grant received by Professor Hugh Kabat. Two students each from the College of Nursing, Pharmacy and School of Medicine formed a group which met once a week for two hours to study a problem-based case. Initially, there were three groups with a total of 18 students meeting every Friday from 2:00 to 4:00 p.m. in the Library. The problem-based cases were the former Primary Care Curriculum (PCC) cases. Tutors were faculty from the Colleges of Nursing and Pharmacy. This experimental program, which lasted for a whole year, also heavily utilized media resources and viewing rooms.

Communication was improved between the Media center and the newly created Materials Development Office (in charge of preparing and packaging all new curriculum cases and exhibits for tutors, faculty and students) headed by Karin Stangl-Howell of Biomedical Communications.

Staff

John Benedetto joined the Media team in April, 1994 as a Library Specialist I for the evening position. In October, James Perea, a fourth year Fine Arts student, who could work early Monday hours, was hired. He graduated in May, 1995 and was hired at the Circulation Unit. Gordon Lederman, a co-anchor in Media, was promoted to a new position in the Library as Network Operations Technician in March, 1995. While a replacement for him was in process, he continued to work a split schedule between Systems and Media. The hard work and dedication of this team helped see the Media Center through another busy year.

The coming academic year will be welcomed with open minds and enthusiasm in anticipation of experiencing the third year of the SOM new curriculum and all its far reaching effects.

Lillian Croghan, Head, Media Center

Library Staff

Through June, 1995

<u>NAME</u>	<u>TITLE</u>	<u>START DATE</u>	<u>ON JOB</u>
Alcock, Denis	Oracle Programmer	08-08-94	11mo
Armijo, Raymond	Circulation/Collection Mgt.	01-02-95	6mo
Baca, Joaquin	BIS Specialist	06-12-95	9-11-95
Bailey, Gregg	Circulation Technician	01-03-94	12-16-94
Barreda, Rebecca	Head, DD/ILL	01-30-79	15yr 5mo
Benik, Brenda	Reference Librarian	08-22-94	11mo
Benedetto, John	Media Center Specialist, Evenings	07-18-94	1yr
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	17yr 1mo
DeLancey, Robert	Acquisitions/Cataloging Specialist	08-01-94	11mo
DuCharme, Judith	Senior Reference Librarian	10-18-82	12yr 8mo
Eldredge, Jonathan	Chief, CIRD.	01-01-86	9yr 6mo
Evans, Richard	Chief, Electronic Communications	04-01-88	7yr 3mo
Garcia, Joanna	Accounting Technician	06-22-94	1yr
Graham, Deborah	Asst. Dir., Biomed. Info. Svcs.	04-23-90	5yr 2mo
Greer, Tim	Outreach/Extension Svcs. Coord.	03-28-88	7yr 3mo
Johnson, Janet	Archives Manager	02-06-84	11yr 5mo
Kindrick, Lisa	Systems Librarian & Head, BACS	09-16-85	9yr 9mo
King, Christee	Head of Reference/Info. Svcs.	09-15-90	4yr 9mo
Lederman, Gordon	Computer Network Technician	08-13-90	4yr 10mo
Love, Erika	Director	03-01-77	18yr 4mo
Lujan-Kerlee, Mary	Administrative Coordinator	07-28-86	8yr 11mo
Meyer, Cory	Serials Specialist	09-05-91	3yr 10mo
Mondragon, Kathy	Biomed Info Specialist	07-10-75	19yr 11mo
Morris, Ruth	Assistant Director, Library Systems	04-15-95	3mo
Perea, James	Circulation Technician	05-22-95	2mo
Peterson, Thomas	Systems Coordinator	11-21-83	11yr 7mo
Quintal, Cecile	Associate Director	03-14-77	19yr 3mo
Romero, Lisa	Document Delivery Technician	02-24-86	9yr 4mo
Schultz, Anne	Serials Specialist	09-24-91	2-28-95
Shaw, Sean	Oracle Data Automation Manager	10-21-91	3yr 8mo
Stockel, Henrietta	Special Projects Bibliographer	07-15-92	2yr 11mo
Tapia, James	Circulation Specialist	03-18-91	4yr 4mo
Teal, Janis	Online Services Coordinator	04-15-94	1yr 2mo
Turney-Mora, Mia	Assistant to the Director	01-17-94	6mo
Wardlaw, Barbara	Cataloging Specialist	04-28-81	3-31-95
Young, Maria	Circulation Evening Supervisor	07-31-78	16yr 11mo
Zincke, Dianne	Facilities Manager	09-19-88	6yr 9mo

Student Assistants:

Archuleta, Alicia	Cagliostro, D.	Duran, Julie	Martinez, Max
Blum, Mara	Chimoni, Mila	Larrichio, Kim	Norman, Kermit
Brey, Karen	Dudley, Otha	Perez, Elena	Varner, Patty
		Perea, James	

Consultants:

Spidle, Jake Ph.D.	N.M. Medical History Program	05-01-82	12yr 3mo
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Gifts Received

We gratefully acknowledge the following individuals who contributed materials to the Health Sciences Center Library during the 1994-1995 fiscal year.

Mrs Marion Abshere
Elizabeth Adkins
Janet Alverson, DVM
Robert Barela
David W. Casas
Michael Crawford, MD
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JEJ Harris, MD
Cindy Anderson Harris
Michael Hebb, MD
Karma Hendrix
Kazumi Kasuga, MD
Cornelia Lange
Asenath LaRue, PhD
Gilbert A. Lawrence, MD
Cheryl Learn, RN

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Janet Redman Milesosky
Patricia Milligan
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EH Uhlenhuth, MD
UNM General Library
UNM Medical-Legal Bookstore
Arthur C. Upton
Nina Wallerstein, DrPH
Julia C. White

GREATER ALBUQUERQUE MEDICAL ASSOCIATION

1994-95 Gifts Donated in Memory of:

Locksley B. Antonio, MD
Ray Charles Bitterlich, MD
Ralph L. Fitts, MD
William M. Hunter, MD
Jack Redman, MD
James T. Sharpe, MD
Robert Spensley, MD

Staff Enrichment Committee

The Staff Enrichment Committee consists of six members (three elected, two appointed, and one Ex-Officio). It promotes educational and professional activities for all Library faculty and staff and supports these activities with a limited budget. Over 60% of the Library's faculty and staff members used professional leave during FY 94-95; 26% received funding for some activities (many activities are workshops and seminars held by the University and are free to employees).

Committee members as of July 1, 1995:

Elected Members	Length of Term	Exp. Date
Carol Claycomb	18 months	12/95
Robert DeLancey	18 months	6/96
Denis Alcock (Chairman)	18 months	12/96
Appointed Members:		
Mia Turney-Mora	12 months	6/96
Janis Teal	18 months	12/95
Ex-Officio Member:		
Mary Lujan-Kerlee Administrative Coordinator	Permanent	n/a

Activity by the Faculty and Staff

NAME	ACTIVITY DATE	COURSE/MEETING	\$ PAID BY SEN ENR.	LEAVE (hrs)	TOTAL HOURS
ALCOCK, D	10/18/94	INTRO TO INTERNET	\$0.00	3.00	
	12/6/94	PROJECT PLANNING	\$0.00	3.00	
	12/8/94	PROJECT PLANNING	\$0.00	3.00	
	1/19/95	N.M. ORACLE USER GROUP MEETING	\$0.00	4.50	
	4/21/95	NM ORACLE USERS GROUP MEETING	\$0.00	4.00	17.50
BARREDA, R	9/23/94	FAIR USE VS COPYRIGHT ISSUES	\$0.00	4.00	
	10/4/94	OCLC INTERNATION VIDEOCONFERENCE/ELECTRONIC LIBRARY	\$0.00	3.00	
	12/1/94	VIDEO CONFERENCE ON TECHNOLOGY & LIBRARIES	\$0.00	2.50	
	6/20/95	WORKSTUDY & STUDENT EMPLOYMENT: UNM WORKSHOP	\$0.00	4.00	16.50
BENIK, B	10/7/94	DEVELOPING & DELIVERING EFFECTIVE TRAINING	\$0.00	8.00	
	4/24/95	MAKING EFFECTIVE PRESENTATIONS: DEPT. OF HUMAN RESOURCES WORKSHOP	\$0.00	6.00	14.00
CLAYCOMB, C	11/16/94	GOVERNOR'S CAREER DEVELOPMENT CONFERENCE	\$25.00	16.00	16.00
CROGHAN, L	12/1/94	LIBRARIES: TODAY'S ISSUES, TOMORROW'S CHALLENGES	\$0.00	2.50	2.50

NAME	ACTIVITY DATE	COURSE/MEETING	\$ PAID BY SEN ENR.	LEAVE (hrs)	TOTAL HOURS
DE LANCEY, R	10/4/94	INTERNATIONAL VIDEOCONFERENCE ON THE ELECTRONIC LIBRARY	\$0.00	3.00	
	3/24/95	AMIGOS REGIONAL WORKSHOP ON FORMAT INTEGRATION, PHASE ONE	\$50.00	4.00	10.00
DUCHARME, J	10/10/94	CONFLICT MANAGEMENT	\$0.00	3.00	
	10/17/94	CONFLICT MANAGEMENT	\$0.00	3.00	6.00
ELDRIDGE, J	9/7/94	JOINT MLA/AAHSLD LEGISLATIVE TASK FORCE	\$0.00	22.00	
	10/4/94	OCLC INTERNATIONAL VIDEOCONFERENCE/ELECTRONIC LIBRARY	\$0.00	2.50	
	4/2/95	JOINT MLA/AAHSLD LEGISLATIVE TASK FORCE	\$0.00	16.00	
	5/6/95	MLA ANNUAL MEETING	\$600.00	24.00	67.00
EVANS, R	11/7/94	KHOROS S/W DEVELOPMENT COURSE	\$0.00	32.00	
	1/24/95	DEC SEMINAR	\$0.00	8.00	40.00
GARCIA, J	7/13/94	TRAVEL POLICIES & PROCEDURES	\$0.00	4.00	
	7/20/94	PURCHASING & ACCOUNTS PAYABLE POLICY	\$0.00	4.00	
	7/21/94	BOOKHOLDER TRAINING	\$0.00	4.00	
	8/8/94	RECONCILING FRs REPORTS	\$0.00	4.00	
	9/13/94	PURCHASING SERVICES	\$0.00	4.00	
	9/15/94	RECORDS MANAGEMENT	\$0.00	4.00	
	9/27/94	PAYROLL POLICIES AND PROCEDURES	\$0.00	4.00	
	11/16/94	GOVERNOR'S CAREER DEVELOPMENT CONFERENCE	\$25.00	16.00	44.00
GRAHAM, D	9/22/94	SCAMEL RESOURCE COMMITTEE MEETING	\$0.00	8.00	
	10/4/94	OCLC "EMERGING ELECTRONIC LIBRARY"	\$0.00	3.00	
	11/3/94	INFORMATION INSTRUCTION	\$0.00	2.00	24.00
GREER, T	8/26/94	NN/LMM SCC OUTREACH CONTACTS MEETING	\$7.50	8.00	
	10/4/94	OCLC INTERNATIONAL VIDEOCONFERENCE/ELECTRONIC LIBRARY	\$0.00	4.00	
	10/22/94	SCC ANNUAL MEETING	\$450.00	8.00	24.00
JOHNSON, J	10/26/94	ORAL HISTORY ASSOCIATION ANNUAL MEETING	\$50.00	20.00	
	11/19/94	AMERICAN COLLEGE OF PHYSICIANS: LEGISLATIVE WORKSHOP	\$0.00	8.00	
	5/10/95	ANNUAL MEETINGS OF (1)ARCHIVISTS & LIBRARIANS IN THE HISTORY OF THE HEALTH SCIENCE AND (2) AMERICAN ASSOCIATION FOR THE HISTORY OF MEDICINE	\$600.00	24.00	52.00
KINDRICK, L	10/4/94	OCLC INTERNATIONAL VIDEOCONFERENCE/ELECTRONIC LIBRARY	\$0.00	3.00	
	12/1/94	LIBRARIES: TODAY'S ISSUES, TOMORROW'S CHALLENGES	\$0.00	2.00	
	1/24/95	DEC TECHNOLOGY SOLUTIONS FAIR	\$0.00	2.00	7.00
KING, C	9/30/94	PRISM SEARCHING EFFECTIVENESS	\$100.00	7.00	
	10/4/94	OCLC INTERNATIONAL VIDEOCONFERENCE/ELECTRONIC LIBRARY	\$0.00	2.00	
	10/20/94	DEFENSIVE DRIVING CLASS	\$0.00	8.00	
	11/9/94	EMPLOYMENT LAW FOR MANAGERS	\$0.00	3.00	
	11/11/94	ASSERTIVENESS TRAINING WORKSHOP	\$0.00	3.00	
	11/21/94	ASSERTIVENESS TRAINING WORKSHOP	\$0.00	3.00	
	3/7/95	MANAGING PERFORMANCE	\$0.00	4.00	
6/9/95	NM COMPUTER FAIR & EXPO	\$0.00	3.50	33.50	

NAME	ACTIVITY DATE	COURSE/MEETING	\$ PAID BY SEN ENR.	LEAVE (hrs)	TOTAL HOURS
MEYER, C	9/27/94	INTRODUCTION TO ELECTRONIC MAIL	\$0.00	4.00	
	11/17/94	INTRODUCTION TO THE INTERNET	\$0.00	3.00	7.00
PETERSON, T	11/17/94	WORLD WIDE WEB SEMINAR	\$0.00	4.00	4.00
QUINTAL, C	10/22/94	SCC ANNUAL MEETING	\$375.00	16.00	16.00
ROMERO, L	4/10/95	BEGINNING MICROSOFT WINDOWS (3.1)	\$0.00	12.00	12.00
SCHULTZ, A	9/30/94	PRISM SEARCHING EFFECTIVENESS	\$100.00	8.00	
	1/18/95	SERHOLD TRAINING SESSION	\$0.00	8.00	16.00
SHAW, S	7/12/94	NM ORACLE USER'S GROUP BOARD MEETING	\$0.00	1.00	
	12/6/94	PROJECT PLANNING & CONTROL	\$0.00	3.00	
	12/8/94	PROJECT PLANNING & CONTROL	\$0.00	3.00	
	1/19/95	N.M. ORACLE USERS GROUP MEETING	\$0.00	4.00	
	4/21/95	NM ORACLE USERS GROUP MEETING	\$0.00	4.00	15.00
STOCKEL, H	2/14/95	LOSSES: INEVITABLE AND NECESSARY	\$0.00	1.50	1.50
TEAL, J	3/1/95	DIALOG BASIC SYSTEM SEMINAR	\$140.00	8.00	8.00
TURNAY-MORA, M	4/26/95	8TH ANNUAL SECRETARIES BRIEFING	\$39.00	1.50	1.50
WARDLAW, B	2/14/95	LOSSES: INEVITABLE AND NECESSARY	\$0.00	1.50	1.50
ZINCKE, D	9/19/94	INVENTORY MANAGEMENT	\$0.00	3.00	
	11/7/94	TAPPING YOUR CREATIVITY	\$0.00	8.00	
	11/9/94	EMPLOYMENT LAW	\$0.00	2.50	
	11/11/94	STRESS MANAGEMENT	<u>\$0.00</u>	4.00	<u>17.50</u>
Totals			\$2,561.50		474.00

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Table 1
Mediated Online Searches by User Status

User Status	1993/94 Number	1994/95 Number
Faculty		
Health Sciences Center (including PCC Preceptors)	455	497
Main Campus	75	7
Clinical Faculty	37	22
Physician Outreach Program	<u>162</u>	<u>197</u>
Total	729	723
Staff		
Health Sciences Center	198	113
Main Campus	<u>10</u>	<u>2</u>
Total	208	115
Students HSC Campus		
Medical Students	0	0
Graduate Biomedical	13	37
Undergraduate Biomedical	<u>19</u>	<u>44</u>
Total	32	81
Students Main Campus		
Undergraduate	25	16
Graduate	<u>113</u>	<u>37</u>
Total	138	53
Other Students		
Branch Campus(s)	0	0
Other Colleges	<u>0</u>	<u>0</u>
Total	0	0
House Staff	525	529
Affiliation Agreement	32	38
Non-UNM:		
Government Agencies (includes NAIHS)	24	28
Business & Industry (includes Lawyers)	40	53
Health Professionals & Hospitals	17	15
General Public	<u>29</u>	<u>38</u>
Total	110	134
TOTAL	1,774	1,673
End-User Logins/Bibliographic Databases (OVID)	3,014	10,893*

* OVID - March through June, 1995 only

Table 2
Mediated Online Searches by Funding Source

	1993/94 Number	1994/95 Number	% Total Searches	% Change
Health Sciences Center *	1,242	1,242	74%	0%
Main Campus	228	62	4%-	73%**
Community/Institutions	<u>304</u>	<u>369</u>	<u>22%</u>	<u>+21%</u>
TOTAL	1,774	1,673	100%	- 6%

* Faculty, staff, and students which 1993/94 included.

** 1994/95 excludes Nursing, Pharmacy, Dental

Table 3
Total Information Inquiries

Service Desk	1993/94	1994/95	% Change
Information Desk	24,761	18,390	- 26%
Circulation Desk	25,476	28,353	+ 11%
Media Center	30,147	20,051	- 33%
Reference Desk	<u>17,237</u>	<u>18,940</u>	<u>+ 10%</u>
TOTAL	97,621	85,733	- 12%

Table 4
Reference/Circulation/Media - Service Desk Transactions

Transaction Type	Info Desk	Circ Desk	Media Center	Ref Desk	Total 1993/94	Total 1994/95
Directional/Referral	10,244	6,642	3,303	3,244	29,448	23,433
Equipment Assistance	32	1,142	4,628	429	4,630	6,231
Information Transaction	3,272	15,572	9,975	4,484	32,002	33,303
InnoPac Assistance	325	2,913	693	647	9,294	4,578
ILL/Doc Del/Fax	954	1,099	16	1,496	3,073	3,565
Source Assistance	2,679	895	63	4,692	10,576	8,328
Subject Reference	374	20	12	2,679	4,940	3,085
User Education	<u>510</u>	<u>70</u>	<u>1,361</u>	<u>1,269</u>	<u>3,658</u>	<u>3,210</u>
TOTAL	18,390	28,353	20,051	18,940	97,621	85,733
Last Year	24,761	25,476	30,147	17,237	---	---
% Change	- 26%	+ 11%	- 33%	+ 10%		

**Table 5
Acquisitions Activities**

	1990/91	1991/92	1992/93	1993/94	1994/95
Order Records Created	----	----	1,263	1,495	1,430
Materials Received	4,820	5,113	2,090	1,952	1,451
Materials Paid	1,335	1,015	1,079	1,348	1,319

**Table 6
Acquisitions Comparison ***

	1990/91	1991/92	1992/93	1993/94	1994/95
Monographs:					
Approvals Received	888	967	1,019	823	852
Approvals Returned	183	272	251	124	97
Direct Orders Received	397	357	421	600	733
Direct Orders Returned	4	3	0	17	16
Gifts Received	437	336	297	101	141
Gifts Retained	177	158	236	93	131

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

**Table 7
InnoPac Statistics**

	1992/93	1993/94	1994/95
Database Composition:			
Bibliographic Records *	55,316	57,929	60,885
Item Records *	154,166	161,160	168,809
Authority Records	27,861	28,106	28,983
Check-in Records	1,469	1,750	1,944
Public Searches:			
Onsite	163,162	139,202	121,495
Offsite	<u>20,020</u>	<u>46,326</u>	<u>57,430</u>
TOTAL	193,305	183,182	178,925

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

**Table 8
Cataloging Activities**

	1993/94		1994/95	
	<u>Titles</u>	<u>Volumes</u>	<u>Titles</u>	<u>Volumes</u>
Monographs	1,550	1,653	1,514	1,598
Media	201	236	150	157
Serials/4th Floor Journals	198	205	181	183
Government Documents	<u>138</u>	<u>142</u>	<u>73</u>	<u>73</u>
Total Items Cataloged for HSCL	2,087	2,236	1,918	2,011
Items for Departments	<u>506</u>	<u>563</u>	<u>674</u>	<u>1,262</u>
Total Items Cataloged	2,593	2,799	2,592	3,273
Original Cataloging	126	142	54	58
Location Change	162	164	267	276
Replacement	22	22	18	18
Withdrawn	114	138	2,423	2,657

**Table 9
Circulation: Gate Count Comparisons**

<u>Month</u>	<u>1993/94</u>	<u>1994/95</u>	<u>% Change</u>
July	13,136	12,359	
August	18,889	19,877	
September	27,981	28,906	
October	28,032	28,529	
November	26,199	27,104	
December	18,274	18,075	
January	16,965	16,719	
February	24,922	25,404	
March	26,338	24,603	
April	25,741	23,871	
May	17,783	16,501	
June	<u>14,391</u>	<u>14,018</u>	
TOTAL	258,651	255,966	- 1%

Table 10
Total HSCL Borrowers Compared to Funding Sources
1994/95

	Number Users	% Total Users	Number Last FY	% Change	Budget Con- tribution
HSC	4,301	72%	3,970	+ 8%	100%
UNM Main Campus	1,393	23%	1,546	-10%	0%
Community/Institutions	<u>278</u>	<u>5%</u>	<u>278</u>	----	Fee for Service
TOTAL	5,972	100%	5,794	+ 3	

Table 11
Circulation: Reserves Processed

Month	1993/94	1994/95	% Change
July	92	32	
August	155	310	
September	98	156	
October	89	133	
November	34	31	
December	132	130	
January	288	313	
February	117	146	
March	252	226	
April	93	146	
May	216	180	
June	<u>20</u>	<u>50</u>	
TOTAL	1,586	1,853	+ 17%

**Table 12
User Population**

User Population	Total Registered Users	% Total Registered Users	Active Borrowers
HEALTH SCIENCES CENTER			
Faculty:			
Medicine	562	9.0%	265
Nursing	66	1.0%	46
Pharmacy	25	0.4%	15
Allied Health	18	0.4%	13
Dental Programs	9	0.1%	0
Total	680	11.0%	339
HSC Students:			
Medicine	459	8.0%	404
Nursing	791	13.0%	516
Pharmacy	437	7.0%	323
Allied Health	312	5.0%	205
Dental Programs	61	1.0%	25
Total	2,060	34%	1,473
Other HSC Users			
House Officers	438	7.0%	216
Staff	665	11.0%	375
Nurse	100	2.0%	55
Clinical Associates	129	2.0%	82
Preceptors	229	4.0%	11
Total	1,561	26%	739
TOTAL HSC USERS	4,301	72%	2,551
UNM MAIN CAMPUS			
Faculty	103	2.0%	56
Students			
Undergraduates	805	13.0%	760
Graduates	444	7.0%	248
Total	1,249	20%	1,008
Main Campus Staff	41	0.6%	20
Total Main Campus Users	1,393	23.0%	1,084
COMMUNITY USERS			
Outreach Members	160	3.0%	26
Individual Health Professionals	67	1.0%	38
Institutions	45	0.7%	20
Law Firms	6	0.1%	5
Total	278	5.0%	89
TOTAL USER POPULATION	5,972	100%	3,724

Table 13
Circulation: Checkouts and Overdues

Month	Number of Checkouts	Renewals	Total		Overdue	Overdue	Delinquent	
			Checkouts	Overdues	Rate 1994/95	Rate 1993/94	Items	Individual
July	1,338	253	1,591	452	28%	26%	8	3
August	1,663	171	1,834	355	19%	29%	9	3
September	1,588	283	1,871	645	34%	23%	9	5
October	2,013	279	2,292	709	31%	26%	2	2
November	2,398	324	2,722	876	32%	34%	4	2
December	1,225	154	1,379	602	44%	22%	10	5
January	1,504	166	1,670	586	35%	21%	12	7
February	2,080	289	2,369	691	29%	27%	2	2
March	2,269	305	2,574	835	32%	34%	4	3
April	2,319	309	2,628	877	33%	28%	4	2
May	1,165	162	1,327	726	55%	51%	2	1
June	<u>875</u>	<u>120</u>	<u>995</u>	<u>403</u>	<u>41%</u>	<u>29%</u>	<u>2</u>	<u>1</u>
TOTAL	20,437	2,815	23,252	7,757	33%	33%	68	36

Table 14
Circulation of Library Materials

	1993/94	1994/95	% Change
Circulation	23,130	23,252	+ 0.5%
Reserve	<u>18,468</u>	<u>19,627</u>	<u>+ 6.0%</u>
TOTAL	41,598	42,879	+ 3.0%

Table 15
Collection Management: Work Load

	1993/94	1994/95	% Change
Journals Commercially Bound	2,698	2,588	- 4%
Books Commercially Bound	43	5	- 88%
Total Books, Journals Bound In-house	481	360	- 25%
Easy Cover	969	898	- 10%
Repairs	630	663	+ 5%
Books, Journals Processed	6,440	6,508	+ 1%
Journal Issues Secured with Tattletape:			
Single	3,882	2,202	- 43%
Double	5,617	1,649	- 71%
Books Secured		2,011	

Table 16
Collection Management: In-House Use of Library Materials

Type of Material	No. Vols. 1993/94	% of Total	No. Vols. 1994/95	% of Total
Monographs	27,342	14%	25,769	14%
Reference/Index Abstracts	13,773	7%	16,335	9%
Current Journals	40,649	22%	34,595	19%
Bound Journals	<u>106,270</u>	<u>57%</u>	<u>108,464</u>	<u>58%</u>
TOTAL	188,034	100%	185,163	100%

Table 17
Collection Management: Shelving Statistics

Category	1993/94	1994/95	% Change
Reference:			
Picked Up	10,411	14,710	+ 41%
Shelved	10,411	13,565	+ 30%
Index Abstracts:			
Picked Up	3,362	2,859	- 15%
Shelved	3,402	2,822	- 17%
Current Journals:			
Picked Up	40,649	35,158	- 14%
Shelved	41,926	35,872	- 14%
3rd Floor Monographs:			
Picked Up	27,342	25,769	< - 1%
Shelved	42,961	40,859	- 5%
4th Floor Bound Journals:			
Picked Up	106,270	119,291	+ 12%
Shelved	<u>109,864</u>	<u>116,915</u>	+ 5%
TOTAL:			
Picked Up	188,034	199,276*	+ 5%
Shelved	208,564	210,033	< + 1%

* Includes scanned items for April-June, 1995

Table 18
Document Delivery: Other Services

Service Category	1993/94 Received	1994/95 Received	% Change
HSCL Staff Photocopying	696	245*	- 65%
Disabled Photocopying	28	26	- 7%
LATCH Services	528	613	+ 16%
FAX (includes HSCL staff)	<u>2,098</u>	<u>2,793</u>	+ 33%
TOTAL	3,350	3,677	+ 10%

* Decrease due to duplication now being sent to outside vendor.

Table 19
Document Delivery:
NM Community Outreach Services/Libraries Outside NM (NN/LM*)

	HSCL Received	HSCL Filled	Referred & Filled
HSCL Outreach Program	3,233	2,653	632
SOM Preceptors and Students	272	224	46
NM Health Professionals and Institutions **	1,236	706	309
Libraries Outside New Mexico (NN/LM*)	3,276	1,773	n/a
Native American Project	<u>530</u>	<u>530</u>	<u>n/a</u>
TOTAL	8,547	5,886	987

(Total HSCL Filled or Referred = 6,873; 80% of total received)

* NN/LM: National Network/Libraries of Medicine

** Includes Affiliation Agreements

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

	1993/94 Received	1994/95 Received	% Change
NM Outreach Program	2,823	3,233	+ 14.5%
SOM Preceptors and Students *	264	272	+ 3.0%
NM Health Professionals and Institutions **	969	1,236	+ 27.5%
Libraries Outside New Mexico (NN/LM)	3,344	3,276	- 2.0%
Native American Project	—	<u>530</u>	<u>n/a</u>
TOTAL	7,400	8,547	+ 15.5%

* Includes School of Medicine, Allied Health and College of Nursing

** Includes Affiliation Agree

Table 21
Interlibrary Loan

Total Requests	5,616	
Total Filled	5,052	90% of Total
Total Unfilled *	564	
Total over copyright, royalty fees paid	326	

* 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	1993/94	%	1994/95	%	% Change
Faculty	2,097	54%	3,148	56%	+ 50%
Staff	668	17%	743	13%	+ 11%
Students	855	22%	899	16%	+ 5%
Housestaff	238	6%	264	4%	+ 11%
Main Campus Faculty	2	1%	3	0.05%	+ 50%
Native American Project	—	—	558	10%	—
TOTAL	3,860	100%	5,615	100%	+ 45%
Total Over Copyright	106		326		207.5%

Table 23
Education Activities: Instructional Programs

HSC Instructional Programs	Attendance	Contact Hours*	Number of Sessions	Total FTE Contact Hrs**
School of Medicine	391	20.5	20	28.25
College of Nursing	212	9.5	11	13.50
College of Pharmacy	212	3.5	3	8.00
HSCL Outreach	17	7.0	4	8.50
Other HSC Programs	12	3.0	3	5.00
Other UNM Programs	47	6.5	3	6.50
Online Training	257	121.1	109	121.1
Community/Non-UNM	0	0	0	0
Total	1,148	171.1	153	190.85

* Number of hours of instruction presented

** Number of hours of total staff time spent in direct instruction (some events have multiple instructors).

Table 24
Education Activities: Orientations/Tours

HSC Instructional Programs	Attendance	Contact Hours*	Number of Sessions	Total FTE Contact Hrs**
School of Medicine	351	28.25	24	42.75
College of Nursing	249	21.25	28	38.75
College of Pharmacy	121	7.5	10	7.50
HSC Outreach	0	0.0	0	0.00
Other HSC Programs	16	4.5	6	4.50
Other UNM Programs	0	0.0	0	0.00
Media Orientations/Tours	1,445	20.75	55	20.75
Community/Non-UNM	<u>52</u>	<u>3.75</u>	<u>4</u>	<u>3.75</u>
Total	2,324	86.0	127	118.00

* Number of hours of instruction presented

**Number of hours of total staff time spent in direct instruction (some events have multiple instructors).

Table 25
Collection Inventory: Library Holdings

Location	1993/94		1994/95	
	Titles	Volumes	Titles	Volumes
Annex (bound journals & monographs)	655	13,502	2,059	14,971
Archives	637	699	708	816
Atlas Collection (in Media)	1,246	1,380	1,336	1,461
Book Stacks (3rd floor)	41,443	45,813	39,313	43,227
Consumer Information (main floor)	265	266	302	300
History Collection (3rd floor)	1,758	2,032	1,788	2,078
Index/Abstracts (main floor)	70	656	81	622
Journals (4th floor)	3,761	80,660	3,939	83,254
Media Center (3rd floor)	2,549	4,299	2,804	4,719
New Mexico/Southwest (main floor)	329	638	350	707
Oversize (Media)	28	33	33	39
Reference (main floor)	1,324	1,907	1,271	1,752
Reserve (main floor)	536	688	775	1,110
Staff Library	476	1,115	516	1,150
Humanities Room (4th floor)	<u>477</u>	<u>498</u>	<u>556</u>	<u>559</u>
TOTAL	55,632	154,264	55,831	156,765

* Added to Media Center location

Table 26
Bound Journal Holdings

Location	1993/94 Volumes	1994/95 Volumes
Annex	13,015	12,145
Index/Abstracts	656	622
4th Floor Journals	80,660	83,254
Staff Library	<u>541</u>	<u>704</u>
TOTAL	94,872	97,171

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

Table 27
Serials Statistics: Active Titles

Category	1991/92	1992/93	1993/94	1994/95
Vendor Subscriptions	1,100	1,107	1,171	1,188
Vendor Standing Orders	355	339	290	261
Direct Subscriptions	7	7	5	1
Direct Standing Orders	21	45	39	40
Government Depository - Serials	183	191	185	148
Gift Subscriptions	179	171	146	182
Total Active Titles	1,845	1,860	1,836	1,820
Titles Added	64	58	98	80
Titles Cancelled	169	23	63	62
Titles Ceased Publication	20	13	16	9
Bound Volumes Withdrawn	144	389	19	1,370*
Titles Withdrawn	---	6	19	13

* Chemical Abstracts print volumes withdrawn (1907-1980)

Table 28
Serials Unit: Work Load Statistics

Category	1991/92	1992/93	1993/94	1994/95
Journals Received	13,192	13,145	13,452	13,776
Audio/Video Cassettes Received	115	172	197	201
CDs and Diskettes Received	235	195	145	45
Bound Volumes Received	971	883	785	352
Volumes to Cataloging	385	490	416	270
Claims Sent	750	573	500	489
Claims Received/Acknowledged	397	702	463	463
Titles Changed	27	25	25	34
Location/Retention Change	---	6	1	0
Invoices Cleared	126	148	113	68
Government Documents:				
Processed for Collection *	3,310	3,058	2,632	1,507
Sent to Cataloging	124	181	175	99
Sent to Serials *	580	594	799	548
Sent to Pamphlet File	483	375	394	135
Staff Tools	85	30	35	49
Sent to Hearings Collection Annex	108	65	60	64

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

Table 29
Media Statistics

	Total Number of Media Items Circulated	% Change
Total Checkouts		
FY 93/94	16,288	
FY 94/95	23,355	+ 43%
Computer Program Usage		
FY 93/94	5,598	
FY 94/95	5,021	- 10.3%
Anatomical Model Usage		
FY 93/94	1,779	
FY 94/95	1,795	+ 1%
Number of Online Searches done from the Microcomputer Lab,		
FY 93/94	2,476	
FY 94/95	5,447	+ 120%

Table 30
Media Orientations and Visitor Tours

Date	No. of Staff	Group/Description	Time Spent	No. of Sessions	No. of Students
August	2	SOM, Phase I Students	6 hr	12	75
	1	Nursing 505 Students	40 min	2	40
	1	Allied Health-Imaging Program Students	15 min	1	16
	1	Dental Program Students	30 min	2	34
	1	EMS Academy Paramedic Students	25 min	1	25
	1	Dr. Nils Lie, M.D. from Norway	15 min	1	1
September	1	Nursing 225	40 min	5	125
	1	Nursing 498	15 min	1	20
	1	Radiography students	15 min	1	15
	1	Pharmacy 291	20 min	4	50
	1	Occupational Therapy Accreditation Team	15 min	1	3
October	1	SOM Parent's Day Activities	30 min	4	20
	1	Dr. Sang-Ho Baik, from Korea	20 min	1	1
	1	Karen Thomsen and Dr. Ben Daitz, Phys. Asst. Pgm.	10 min	1	2
November	1	UNM JCAHO site visit to HSCL	10 min	1	
	1	Highland University students	10 min	1	15
December	2	Lori Bantjer, Emergency Medicine staff and guest	1 hr	1	2
February	2	Mia Turney-Mora, Assistant to the HSCL Director	1 hr	1	1
	1	Home School students and Dr. Cris Urbina	30 min	1	10
March	2	Johann Van Reenan, from British Columbia	1 hr	1	1
April	1	SOM Pre-Med Day Tour (assisted by 2 student volunteers)	2.5 hrs	5	140
	1	Dr. Ransom, from South Africa	30 min	1	1
May	1	SOM Office of Cultural and Ethnic Programs, Motivational Workshop Participants	2 hrs	2	60
June	1	Physical Therapy and Occupational Therapy students	1 hr	2	55
TOTAL			20 hrs. 40 min.	53	712

Table 31
LATCH Requests by Fiscal Year and User Status

	1992/93		1993/94		1994/95	
July	60		46		52	
August	45		46		57	
September	45		40		54	
October	53		30		45	
November	44		40		57	
December	36		33		38	
January	42		38		38	
February	40		53		46	
March	37		46		48	
April	26		56		46	
May	37		29		29	
June	34		30		31	
TOTAL	499		487		541	
Faculty	42	9%	47	10%	61	11%
Housestaff	450	90%	430	88%	473	87%
Student	0	---	0	---	2	0.3%
Staff	7	1%	10	2%	5	0.9%
		100%		100%		100%

Table 32
LATCH Requests by Department

	1992/93		1993/94		1994/95
Anesthesiology	18		11		11
Basic Science					
Enrichment Program					1
Cancer Center/					
Radiation Therapy	1		11		0
Dermatology	1		0		1
Emergency Medicine	41		27		15
Family Practice	51		26		52
Health of the					
Public Program	---		---		---
Medicine	142		160		151
Neurology	5		22		14
Nursing	---		---		---
OB/GYN	64		55		45
Orthopedics	9		5		11
Pathology	6		1		0
Pediatrics	67		75		75
Pharmacy	---		---		1
Psychiatry	76		88		137
Radiology	---		1		0
Student Health Services	---		---		0
Surgery	18		15		27
TOTAL	499		487		541

Table 33
End-User Online Search Training

Status	Initial Training	Refresher Training	Intermediate Training	Advanced Training
PlusNet Medline				
Medical Students	69	1	2	---
Housestaff	25	---	---	---
Faculty	40	---	4	1
All Others *	<u>112</u>	<u>---</u>	<u>1</u>	<u>2</u>
Total	246	1	7	3
Total Sessions	109			
Total Instructor Hours	121.1			

* Includes graduate biomedical students, research staff, etc.

Table 34
adobe medicus Hot Topics

Month	Topic	Year
July/August	The Hidden Epidemic: Domestic Violence and the Health Professional	1994
September/October	Laughter as a Therapeutic Intervention	1994
November/December	Unusual Presentations of Coccidioidomycosis - Endemic Mycosis of the Southwestern United States	1994
January/February	Video Games	1995
March/April	Pallidotomy for Parkinson's Disease	1995
May/June	Dr. Burzynski and Antineoplastons	1995

Table 35
Search of the Month Topics

Month	Topic	Year
July	Adult/Residual Attention Deficit Disorder	1994
August	Streptococcus A	1994
September	Legal and Forensic Aspects of DNA Typing	1994
October	Pneumonic Plague	1994
November	JAMA Series; Users' Guides to the Medical Literature	1994
December	Transcranial Doppler Ultrasonography	1994
January	Graft vs. Host Disease	1995
February	Cerebral Palsy	1995
March	Use of Literature Searching in Medicine, Nursing, Psych.	1995
April	Hypersensitivity Reactions	1995
May	Asthma Update	1995
June	Ebola Virus	1995

Table 36
System Performance

<u>Date</u>	<u>Activity *</u>	<u>Downtime</u>
Biblio: DecSystem 5500		
07-06-94	Reboot to load new operating system modifications	10 minutes
07-22-94	Reboot to re-establish network access (*)	10 minutes
09-10-94	Network card failure (*)	30 minutes
09-14-94	Dec Maintenance to replace defective network card	25 minutes
09-25-94	Maintenance Reboot	15 minutes
10-18-94	Reboot to reload networking parameters	10 minutes
10-24-94	Campus-wide network problem required system reboot (*)	15 minutes
11-23-94	Reboot to initialize new terminal server	10 minutes
12-30-94	Campus water outage requires shutdown of computer room air conditioner, systems taken down to prevent over heating	90 minutes
01-04-95	Maintenance Reboot	10 minutes
01-06-95	Computer Room hardware rearrangement, systems offline in order to change location	30 minutes
03-01-95	Reboot required to load new OVID access parameters	10 minutes
03-18-95	Reboot required to initialize new tape drive	10 minutes
05-03-95	Maintenance Reboot	10 minutes
05-13-95	Reboot necessary to correct error in public screen display	10 minutes
Total Biblio Downtime (out of 8,760 hours)		4 hours 55 minutes

(*) = unscheduled downtime

Unscheduled downtime periods accounted for 55 minutes of total time. Of this total, 25 minutes were due to campus network activities outside the control of the Library. A single 30 minute downtime was due to the failure of a network interface card.

Hestia: DecSystem 5500

12-30-94	Campus water outage requires shutdown of computer room air conditioner, systems taken down to prevent over heating	90 minutes
Total Hestia Downtime (out of 8,760 hours)		90 minutes

Total downtime on Hestia was unusually low for the 1995 fiscal year. Unexpected hardware problems, which occur regardless of maintenance schedules and system monitoring, did not interrupt the operation of Hestia during the reporting period. In addition, networking and hardware configuration changes in the building assisted in isolating this system from non-essential activity. During the revision to the computer room, all hardware components were connected to an Uninterruptable Power Supply System. The UPS systems prevented the occurrence of several downtime periods.

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A line of handwritten text, possibly a date or a reference number, located below the header.

The main body of the page contains several paragraphs of handwritten text, which are extremely faint and difficult to read.

Another section of handwritten text, continuing the main body of the document.

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