HSLS Annual Report

2000-01

Major Accomplishments:

Enhancing Information Access/ Building the Digital Library:

- <u>Expansion of the "digital library" and integration of electronic resources to enhance access to information continued</u>. The number of health sciences related e-journals increased by 80% to more than 1,800 titles, while electronic textbooks now number more than 250. Notable online resources and publisher packages that were added this year include:

  o UpToDate (full-text clinical reference database)
  o Kluwer Online Electronic Journal Collection
  o Wiley InterScience Electronic Journal Collection
  o Nature Publishing Group Electronic Journals
  o CogNet: the Brain and Cognitive Sciences Community Online
  o Mental Measurements Yearbook
  o American Medical Association publications
  o American Society for Microbiology publications
  o Springer-Verlag's LINK service publications
  o Blackwell Science's Synergy service

  In addition, HSLS migrated to Ovid Online, which offered additional databases to search, as well as some innovative features. New databases include PreMedline, the Database of Abstracts of Reviews of Effectiveness (DARE) and Books@Ovid. The search interface offers new capabilities such as simultaneous searching of several databases and elimination of duplicate citations, a customizable Title Display screen, and a "Library Catalog Holdings" link from each citation. This link allows users to connect directly to PITTCat to determine whether the journal title is available in print or electronic format from any of the University of Pittsburgh libraries.

- <u>Enhanced methods to promote effective use of digital library resources by faculty, residents and staff were developed.</u>
  o A new remote access server was initiated, allowing eligible library users at computers outside the University and UPMCHS IP ranges to access most HSL Online Resources more easily.
  o In December 2000, user registration for HSL Online and other services such as circulation was consolidated under a single Patron Service Specialist.
  o Several improvements to the HSLS web site were implemented. An electronic books page was introduced. This is comparable to the Electronic Journals page, and features alphabetic and basic search functionality to locate books by title and/or author. The Internet Resources pages were redesigned and updated for easier access and maintenance. The Recent Journal Issues page was developed to provide a list of the print journals most recently received in Falk Library.

- o The Web Vision task force was established to redesign the site to be more user friendly and more easily maintained. This group met throughout the year, and plans to unveil an enhanced and re-designed HSLS web site in the coming months.
- o *HSLS Update* continues to be a valuable communication tool to inform and educate library users about new services and resources. The newsletter is published bimonthly, and distributed widely throughout the health center and hospitals. It is also available online as a link from the HSLS web site, and is displayed as an icon on the University's health portal <http://www.health.pitt.edu/>. In Summer 2000, a special *Update* issue described advances in technology and digital resources. In October 2000, the *Update* was expanded to include "Integrated Information Matters" a 2-page insert sponsored by the University of Pittsburgh IAIMS program. This insert appears three times yearly, and includes news and features about integrated information systems activities and plans of the University of Pittsburgh schools of the health sciences and UPMC Health System.
- o Several new methods of communicating with HSL Online users were initiated this year. These include posters throughout the medical center advertising the addition of the Nature online journals, and email notification of items of interest to the Department of Psychiatry.

- The HSLS Health Information for the Consumer web site <http://www.hsls.pitt.edu/chi/ > was launched in the summer of 2000. This site gathers and organizes a wide variety of consumer health information. It is structured to promote learning about individual health or disease issues and builds progressively from dictionary definitions, through health topics, drug information, medical tests and procedures, local resources, evidence-based medicine and physician referral sections. This structured approach allows consumers to build an understanding of a topic, which in turn can help them to formulate queries regarding the test, treatment, and prognosis for their medical condition.

- Planning continued for the establishment of a new Bioinformatics Information Service to provide specialized support to the major initiatives in molecular biology and genetics in the six schools of the Health Sciences. Dr. Stuart Yarfitz, who oversees a similar program at the University of Washington, was retained as a consultant and visited Pittsburgh in September 2000. Funding to support an Information Specialist in Molecular Biology and Genetics has been identified, and recruitment is underway. HSLS is pursuing this initiative with the support of the Center for Computational Biology and Bioinformatics, the Center for Biomedical Informatics, the Center for Human Genetics, the Department of Human Genetics and Integrative Biology and other related departments in the six Schools of the Health Sciences.

- Librarian liaisons continued to expand activities in the Schools of the Health Sciences. Liaisons to Dental Medicine, Pharmacy, HRS, GSPH and Nursing gave presentations this year at faculty meetings, marketed library information to new faculty and provided orientations and instruction within the curriculum. In the School of Medicine, new initiatives included literature-searching sessions to the 150 third year medical students and the Biocomputing two-credit course for 12 PhD students. Both of these courses were well received by the faculty and received positive reviews from the students. Each of these will continue next year, with the Biocomputing course to be offered both fall and spring semester. In total, reference

librarians taught about 1200 students in the schools of the health sciences this past year.

John Erlen, History of Medicine Librarian, taught a course on Historical and Sociological Perspectives in Public Health to GSPH and lectured in the School of Dentistry and the School of Nursing. He also offered a course on the History of Medicine and Health Care in the undergraduate Honors College.

- The User Education Program was reviewed. Classes that regularly had no attendance such as the Search Engine class were eliminated. Classes that regularly had three or fewer attendees were offered less often, with more students per class. As a result, though the number of scheduled classes and tours was reduced from 75 in the previous year to 57 this year, the number of class attendees (350) remained approximately the same.

- The number of mediated database searches (searched performed by librarians on request) grew by 52%, due to the elimination of the $10 searching fee for faculty requests.

- The Institute for Animal Care and Use Committee (IACUC) requested HSLS assistance with USDA required literature searching. Alice Kuller was named liaison to IACUC, and performed over twenty searches for researchers in search of alternatives to painful and distressful animal procedures. She also attended a workshop at the National Agricultural Library and presented a library overview at an IACUC meeting.

- Document delivery services continued progress toward "paperless operations" this year. Prospero was installed and tested in August and September, with full implementation in October 2000. Prospero enables users to receive documents through a web interface. By June 2001, more than 250 people had received documents through Prospero. A new online ordering option from Ovid was introduced in April 2001, allowing users to order articles directly from Ovid databases during the search session. This not only ensures the accuracy of citations, but also saves time by eliminating the need to fill out a separate form for each article requested. In December 2000, color copies became available through HSL Document Express. In Spring 2001, all public photocopiers were replaced with state-of-the-art digital copiers.

- A planning group was convened to investigate applications of personal digital assistants (PDAs) in coordination with the School of Medicine. Several of these handheld computers were purchased for HSLS staff members so that they could acquaint themselves with PDA capabilities and programs. A regular column, titled "PDA Corner", debuted with the June 2001 issue of *HSLS Update*. CMC staff members began planning for support of PDA devices. An informational web page and user education classes are in preparation for the coming year.

- HSLS continued active participation in the IAIMS Implementation Project, titled "Advancing the Academic Mission across a Distributed Enterprise." Pat Mickelson serves as a co-director of the project and HSLS is represented on nearly every IAIMS committee, policy group, and project, including the Information Systems

Steering Committee, the Networking and Telecommunications Committee and the Architecture Committee. HSLS staff participates in IAIMS focal activities, such as investigating how information technology can enhance community-based education for medical students in ambulatory care settings. Pat Friedman leads the effort to develop and implement the Faculty Research Interests Project, an electronically generated database of faculty research interests.

Service to UPMC Hospitals and Institutes:

- HSLS continued ongoing integration of HSLS services into UPMC hospital libraries. Nine UPMC hospitals contracted with HSLS for access to HSL Online: Magee, St. Margaret, McKeesport, Rehabilitation, Passavant, South Side, Braddock, Shadyside and IsMeTT. In addition, UPMC Lee contracted for access to Micromedex only. The affiliated hospital services program continued to provide HSL Online training at the contracting UPMC hospitals. Charlie Wessel, Coordinator of Affiliated Hospital Services, taught 38 classes, and provided 103 hours of instruction to 581 participants. In addition, Charlie offered onsite training at two UPMC physician practices, one in Monroeville and one in Houston, PA. UPMC librarians were invited to two meetings at Falk Library to discuss issues of common concern.

  From October 2000 through December 2000, when UPMC St. Margaret was without a librarian, Charlie and other reference librarians performed approximately 60 database searches for their physicians and hospital staff, often selecting appropriate citations and providing copies of relevant articles.

  In June 2000, UPMC Horizon decided to initiate access to HSL Online, effective July 1, 2001. This means that HSLS now offers services to all UPMC hospitals, with the exception of tiny UPMC Bedford.

- After a lengthy planning and construction project, the two health sciences libraries at UPMC Shadyside were integrated under HSLS management. These libraries are the James Frazer Hillman Health Sciences Library, and the Hopwood Library: A Health Resource Center for Patients and Families. Lindy Fetkovich, former Library Director, retired in September 2000, and Michele Klein Fedyshin was appointed Manager of Library Services. Michelle Burda left UPMC St. Margaret to become Consumer Health Librarian for the Hopwood Library. A grand opening and reception was held on October 23, 2000.

  Integration of Shadyside operations into those of HSLS was accomplished. Books and journals are accessible through Voyager. Books were bar-coded, and circulation through the Voyager system is operational. Books, journals, most supplies, and some capital equipment are now purchased through HSLS, with costs billed back to Shadyside quarterly. Cataloging of new materials is done by HSLS Technical Services Department for a flat rate per item, freeing Shadyside staff members to offer more direct user services to health professionals and patients. Documents are delivered electronically to Shadyside, using Loansome Doc as the ordering mechanism, with a specially designed paper form for items not in PubMed.

  Services to patients and families at Shadyside have expanded dramatically with the opening of the Hopwood Library. These include individualized consultation and reference services, circulation of materials, and access to the Internet. The

collection includes books, magazines, pamphlets and audiovisuals. The Patient Education Inpatient Pilot Project is experimenting with delivering customized patient information directly to an inpatient unit, where nurses review and discuss the information with patients. The Cardiology Partnership Project circulates angioplasty videotapes to patients being discharged. Dr. T. Starz facilitated donation of materials and models on musculo-skeletal diseases by the Arthritis Foundation. There was an active publicity and marketing effort throughout the year:

- <u>HSLS collaborated with the University of Pittsburgh Cancer Institute (UPCI) to provide library technical services for the UPCI Patient and Family Education Center collection</u>. Assistance is provided for ordering, processing and cataloging books, audiotapes, videocassettes and CD-ROMs. Since all of the Center's holdings are now accessible through PITTCat, the partnership benefits users by expanding material available through the HSLS consumer health collection.

- <u>HSLS staff participated in the JCAHO review of UPMC Presbyterian Hospital and Western Psychiatric Institute and Clinic in December 2000.</u>

Administration and Management:

- <u>The Nursing Library was closed in Summer 2000, and the collection of books and journals, and reserve materials was integrated into the Falk Library collection</u>. A reception was held for nursing faculty to acquaint them with the new facilities. Jill Foust, liaison to the School of Nursing, conducts an active program of teaching and orientations for nursing school faculty and students.

- <u>The Resource Management Area continued to move to a functional management model, whereby managers administer functions performed by staff in all departments</u>. The goal is for staff in technical services and circulation to be cross-trained to be able to contribute as needed in each area.

- <u>Progress was achieved on the goal to fully catalog the rare book collection, hire an outside expert to appraise the collection, and implement appropriate preservation and security measures based on appraisal information</u>. Cataloging of the rare book collection was outsourced to Marcive, and those records will be loaded into Vooyager in Summer 2001. An appraiser for the rare book collection has been identified, and a service contract is in preparation. Based on the result of the appraisal, security measures will be reviewed and augmented.

- <u>HSLS continued to investigate and implement new technology to streamline service and improve access to information</u>. The Voyager acquisition function was installed and implemented in a timely fashion. Electronic Data Interchange (EDI) is being used to process orders, invoices and claims wherever possible.   HSLS contracted with YPB for vendor supplied cataloging records for ongoing cataloging at Shadyside. Instead of the Windows client, HSLS now uses Voyager's Webvoyage product in kiosk mode on public terminals for PITTCat, and we will continue to investigate additional uses for this project.

- <u>In March 2001, HSLS took over management of its photocopier operations from the University's Central Business Services</u>. Dorothy Lubert was hired as Financial

Specialist to oversee the operation. The combination of all new state-of-the-art digital photocopiers and better service has increased customer satisfaction considerably.

- HSLS continued to improve and upgrade its computing and information systems infrastructure. The Systems Department strengthened its web development environment, which includes Apache, MySQL, and PHP on Solaris, to quickly build new servers. This configuration was used to upgrade web servers, create a new database server, and build numerous other servers for production and testing purposes. Back-up procedures were developed to protect files on servers, including document-synching procedures to create mirrors of primary servers.

- HSLS continued to improve and upgrade staff and public computing resources. A new account management system allows users to use the same ID and password for Ovid, the remote access serve and Internet access in the CMC. To replace aging equipment, 55 new computers were installed in the CMC. All Reference and PITTCat stations were upgraded.

- The HSLS Staff web site was unveiled in Spring 2001. It is still relatively "bare," and will continue to develop in the coming year as departments add documents and other content.

Facilities:

- HSLS continued to evaluate and remodel staff and public space in Falk Library. Additional shelving in the Mezzanine study room was installed, as was shelving for the former Dietary Offices and other areas. The additional shelving accommodates older journals (1966–1980) relocated from current journal stacks and other collections. The first floor of Falk Library was re-organized to create space for construction of an additional Reference Office and reconfiguration of stack ranges to better utilize History of Medicine Stack space. A new entrance to the History of Medicine area makes it easier to reach the circulating collection. As part of the project, old carpeting was also replaced, and a new office was constructed for the History of Medicine Librarian. The Technical Services and Document Delivery offices were re-configured for better space management. A new room in the CMC was constructed to house "Harvey", a Cardiology Patient Simulator.

- HSLS staff members created a series of innovative exhibits for the lobby display cases. These include *'Tis the Season*, featuring health-related books and articles with winter and holiday season themes; *Black History Month in Medicine*; *Happy Anniversary, FRIP*, marking the first year of the Faculty Research Interests Project; *Bugs in Medicine*, demonstrating the therapeutic use of insects such as leeches, bees and maggots; *The History of Psychiatry,* and *A Celebration of National Nutrition Month.*

- The renovation and space reconfiguration of WPIC Library were completed in Fall 2000. Approximately 1800 square feet on the library's upper floor were remodeled, and most of the library's books, journals and reference materials were moved during the project. The changes include a relocated reference area, a consolidated journal

collection and newly re-upholstered chairs. A Reception and Open House was held on November 30, 2000 to celebrate completion of the project.

A virtual exhibit, "The History of WPIC Library" was created by Rebecca Abromitis and Fran Yarger, with assistance from Heather Midkiff. This display outlines the Library's development through six decades to become one of the world's most comprehensive resources in psychiatry and the behavior sciences. The exhibit features text, photographs, movie clips and a 360 degree panoramic tour of the Library as it appeared in the late 1950's.

- <u>At UPMC Shadyside, HSLS staff members participated in construction and planning for the new integrated library facility, which opened in Fall 2000</u>. The collection of the JF Hillman Library was moved from the basement to the new location with the oversight of Deb Silverman and Michele Klein Fedyshin, and assistance of additional HSLS staff.

- <u>HSLS staff members organized the closing of the Nursing Library and oversaw moving books and journals to Falk Library.</u>

Outreach Activities:

- <u>HSLS continued work on its contract from the National Network of Libraries of Medicine to provide Access to Electronic Consumer Health Information for the Public</u>. HSLS partnered with a variety of target populations, including consumers, public librarians, special needs populations, and health educators to enhance public access to health information. Each partnership focused on access, selection and evaluation of appropriate health information. This effort included developing a curriculum, implementing training for the target populations, coordinating training schedules with these populations, as well as developing and maintaining the HSLS consumer web site.

  Target populations included librarians at the Carnegie Library of Pittsburgh and the Allegheny County Library Association, students and faculty of the Western Pennsylvania School for the Deaf and the Center on Deafness, members of the southwest region of the Pennsylvania Association of School Nurses and Practitioners (PASNAP), and students attending the Pennsylvania Governor's School for Health Care. For each group, we offered specialized training on how to use the Internet to find reliable health information.

  A product of this program is three unique MLA CE courses, totaling 12 hrs for individuals completing the three workshops in this curriculum. Workshop I was a daylong symposium on November 13, 2000, attended by 79 public librarians. Workshop II is a hands-on course, and has been presented to 16 groups. Workshop III is Charlie Wessel's MLA CE course on complementary medicine. It has been presented twice, with one more class scheduled in July 2001. All three workshops have received excellent evaluations. In all, we have presented 19 classes for 283 participants.

- <u>The HSLS Membership Program is running smoothly after its first full year of operation</u>. This program was initiated in spring 2000 to provide selected HSLS

resources and services to users not affiliated with the University of Pittsburgh or the UPMC Health System. The Membership Program was implemented to better track non-affiliated users and to provide more consistent service to nonaffiliated users at all HSLS libraries. There are now about 120 members, and the majority of members are choosing to renew when their annual membership expires.

- HSLS has partnered with the Center for Public Health Practice of the Graduate School of Public Health in implementing the Pennsylvania and Ohio Public Health Training Center. Barbara Epstein serves on the Advisory Board, while John Erlen teaches regularly in its Public Health 101 course.

- HSLS staff members participated in the Health Reporters Internet Seminar Series organized by the Medical Library Association by presenting a workshop for health reporters at the Pittsburgh Post Gazette. The purpose of the seminars is to raise awareness of medical libraries with health care media and to demonstrate the expertise of health information professionals.

- HSLS History of Medicine Librarian Jonathon Erlen organized, publicized, and managed the popular and well-attended lecture series of the Carroll F. Reynolds History of Medicine Society.

- WPIC Library hosted the 35th annual meeting of the Association of Mental Health Librarians in September 2000. The proceedings will be published in *The Behavioral and Social Sciences Librarian* in Fall 2001.

- The Special Vision Project of Children's Hospital allows parents and health care providers to get information about a child's medical problems and treatments over the Internet. The Special Vision team contracted with HSLS to develop its Community Resource Center < http://www.chp.edu/spclvsn/00_frameset00.html.> This site provides visitors to the Special Vision Website with access to healthcare information that addresses the specific needs of children with complex medical problems.

Training Programs:

- HSLS welcomed Gretchen Higginbottom and Tamar Smith as Health Sciences Library and Informatics Trainees for 2000-01. This program is a year-long educational opportunity at HSLS and the Center for Biomedical Informatics for individuals who have earned an MLS or equivalent degree, and who have special interests or experience in health sciences librarianship and medical informatics. This training program, which is funded by the National Library of Medicine, prepares librarians for leadership roles in managing libraries and information systems in complex health care settings. HSLS and CBMI have sponsored trainees in the program since 1998.

- HSLS undertook extensive recruitment activities to attract trainee candidates for 2001-02. Recruitment strategies included activities aimed at both practicing librarians and graduating students. At the beginning of the recruitment period, a link to the traineeship announcement and application procedures (http://www.hsls.pitt.edu/trainee) was posted on the front page of the HSLS web site.

Email announcements were posted to a variety of listservs read by target populations. In addition, open houses were held at the University of Pittsburgh School of Information Sciences, the College of Information Sciences at the University of Maryland, and the annual meeting of the Medical Library Association.

- <u>HSLS participated in preparing the continuation grant submission for the Medical Informatics Training Program to the National Library of Medicine</u>.

Staff Development:

- <u>The Staff Development Committee, organized to promote staff development and staff collegiality for faculty and non-faculty staff, offered a busy schedule of continuing education programs and social activities, and sponsored development of a prototype HSLS staff home page.</u> Activities included staff open houses at Shadyside, Document Delivery, and CMC's "Harvey" room; travelogues and "Lunch at the Movies series; and presentations on diversity and cultural differences, the visible human, ethnopharmacology, medical mission to Nigeria, and history of the doctor-patient relationship. Non-library-based events included attendance at the Pittsburgh Public Theater and the University of Pittsburgh Theater, and flower planting for the Western Pennsylvania Conservancy. As original members rotated off the committee, additional members volunteered.

- <u>The Reference Department sponsored a wide variety of professional development activities</u>, including:
    - o Search Time – a cooperative review of online searching strategies in response to a specific question
    - o Print Resources Seminars – reviewing most appropriate print resources in a particular subject area
    - o Journal Club on Electronic Publishing, sponsored by the Medical Library Association
    - o DNA Overview
    - o Resource Updates – as part of regular Information meetings
    - o Previews of upcoming presentations by HSLS faculty at professional meetings, and reviews of professional meetings attended.

Many librarians also attend the Informatics Journal Club of the Center for Biomedical Informatics.