

HSLs Annual Report for FY98/99

Major Accomplishments FY98/99

- Voyager, a new integrated library system, was implemented to replace the previous NOTIS system, which was not Y2K compliant. The Voyager System includes modules for acquisitions, cataloging, serials control, media booking and the online public catalog. The more technologically advanced Voyager software, produced by Endeavor Information Systems, Inc., permits linking of Web resources in the online catalog.
- Procedures for managing bibliographic control of electronic journals were designed and implemented. A Web page of electronic journals available to HSLs patrons was developed to enhance access to the growing number of journals available in electronic format.
- Services to UPMC hospitals were expanded. HSLs negotiated contracts with UPMC Shadyside, UPMC Beaver, UPMC South Side, UPMC St. Margaret, UPMC Braddock, UPMC McKeesport, UPMC Passavant and UPMC Rehabilitation Hospital to provide a variety of library services. Charles Wessel, MLS was named as Coordinator, Affiliated Hospital Services to assist in the provision of these additional services.
- HSL Online Resources were expanded. Micromedex, MD Consult, Evidence-Based Medicine Reviews (EBMR), Stat!Ref, Harrison's Online, Primary Care Online, Web of Science and Journal Citation Reports were added to HSL Online. In addition, Science Direct, Journals @Ovid, ECO and negotiations with other journal publishers provided access to more than 700 full-text journals.
- The Health Sciences Library/ Informatics Traineeship program was implemented. Two librarians (Phillip Bergen, MLS and Tina Otter, MLS) began their 12-month internship in late August, 1998. For personal reasons, Tina Otter withdrew from the program in December. The internship program is funded through CBMI's Informatics Training Program contract with the National Library of Medicine, OVID Inc., and the Health Sciences Library System. The purpose of the internship is to provide additional training in informatics and health sciences librarianship to new librarians. Two trainees (Reed Williams, MLS and Jody Wozar, MLS) were successfully recruited in spring 1999 for the second year of the traineeship, which began in August, 1999.
- Library staff actively participated in IAIMS activities. The HSLs staff continued to fully participate in IAIMS planning activities and projects.
- A formal dedication of Falk Library's renovated expansion was held on Wednesday, December 9, 1998. The expanded space (6,000 square feet), located on the second floor of Scaife Hall, included a new entrance to the library, a relocated Circulation Desk, study-reading areas and meeting/classrooms. The dedication paid tribute to the Maurice Falk Medical Fund and other Falk family funds for their support of the

Falk Library since the early 1950's. The Maurice Falk Medical Fund contributed \$125,000 to renovate Falk's new space. Dr. Ralph M. Kniseley, who received his MD from the University of Pittsburgh School of Medicine in 1943, generously contributed 10 of his original paintings to be displayed in the newly renovated area. In preparation for the dedication, HSLs staff developed an exhibit on the history of the Falk Library.

- On May 26, 1999, a reception was held in the Falk Library to honor artist, donor, and alumnus Dr. Ralph M. Kniseley. Thirty-five of Dr. Kniseley's paintings were on display for the reception. Over 100 guests attended the exhibit and reception to honor the artist who donated 22 additional paintings to the Falk Library.
- A major space reconfiguration project for the WPIC Library began in March, 1999. Due to the Department of Psychiatry's requirement for additional space, the library space was reduced, resulting in the need to reconfigure the library stack and public service areas. The project involved weeding the collection, correcting online catalog records, relocating and reshelving the entire collection and creating a new public reference area. The project will be completed in early 2000.
- Formal audit recommendations on procedures were implemented during FY98/99. In FY97/98, all library activities underwent a full audit by the University of Pittsburgh Internal Audit Department; Falk staff and Internal Audit staff developed revised procedures.
- Library staff made presentations to promote the Library's online resources. Although the Library publishes a newsletter, maintains a Web page for library information, and offers 15 different classes on online resources, some faculty and staff are not aware of all of the online resources available to them. A focused effort to present information on online resources to physician groups, nursing and administration groups, residency programs, and departmental faculty meetings was initiated.
- The HSLs Update, edited by Rebecca Abromitis, MLS, was expanded to an eight page quarterly publication due to the number of service news items and the availability of new online resources that needed to be communicated to our users. Copies of each issue were distributed to 4,500 users and issues were also made available on the Web.
- In October 1998, HSLs began activities specified in a contract with the Middle Atlantic Region of the National Network of Libraries of Medicine to provide education and information services to public health professionals in Pennsylvania. The goals of the \$50,000, 18-month "Partners in Information Access" contract are to (1) increase public health professionals' awareness of the services of the NLM, NN/LM, and CDC; (2) assist public health professionals in getting connected to the Internet; (3) train them in using information technology and information services; and (4) increase awareness of public health information needs and resources among NN/LM members. The focus of the contract is on training key staff members of the Pennsylvania Department of Health and county/municipal health departments, the Allegheny County Department of Health, interested members of primary public health associations in Pennsylvania, including the Pennsylvania Public Health Association, and the Pennsylvania Association of School Nurses and Practitioners, and enrolled

students and public health professionals receiving continuing education in the University of Pittsburgh Graduate School of Public Health. HSLs librarians participating in this initiative are Charles Wessel, MLS, Amy Gregg, MLS, and Barbara Epstein, MSLS.

- An Outreach Program for the WPIC Library was initiated. Barbara Folb, MLS, was appointed on January 25, 1999, as Outreach/Reference Librarian at the WPIC Library to provide leadership in the development, implementation and administration of WPIC Library outreach services.
- A Staff Development Committee composed of both faculty librarians and staff members was appointed in early 1999. The committee charge is to assess needs and schedule personal and professional development opportunities. Examples of educational programs offered to staff and librarians included: Search Time (ongoing skills workshops for reference staff); Coping with Difficult Customers” (one-time session); Journal Club in Evidence-Based Medicine (series of brown-bag lunches), and Curriculum Design (series of 2-hour workshops).
- The library’s registration and access procedures for online systems were reviewed and a new plan developed to streamline procedures. The Library maintained registrations for over 5500 registered users. As new systems were added, the complexity of multiple systems, license compliance and multiple passwords was difficult to maintain and created confusion for staff and patrons. The patron database was cleared of non-eligible patrons. IP access was created for several major databases and eliminated the need for some patrons to maintain passwords. A decision was made to develop a Proxy Server to enhance access to databases available only via IP ranges in the UPMC and Pitt networks.
- A successful new organizational structure was developed with the hiring of three new assistant directors. Deborah Silverman, MLS, joined the staff as HSLs Assistant Director for Resource Management, on July 1, 1998. Her responsibilities include acquisitions, cataloging, serials, collection development, circulation, stack management, storage facilities and public photocopying. Nancy Tannery, MLS, HSLs Assistant Director for Information Services, was promoted to her position effective July 1, 1998. Her oversight responsibilities include the HSLs instructional programs, reference services, computing and media center and services to the schools of the health sciences. Paul Worona, MLS, HSLs Assistant Director for Systems, was appointed to his position on September 14, 1998. His responsibilities include oversight for planning, implementation and management of HSLs information systems and services. These three new assistant directors joined Barbara Epstein, MLS, HSLs Associate Director for Administrative Services, and Patricia Mickelson, MLS, HSLs Director, on the new Senior Management Team. The Senior Management Team meets on a regular weekly schedule for planning and updating sessions and communicates regularly via e-mail between meetings. HSLs Senior Management held a full-day planning retreat on August 18, 1999.
- A software inventory and review in preparation for Year 2000 was begun. Initial inventory of software and assessment of potential problems was completed in FY98/99. Other than NOTIS, most hardware and software used in HSLs was Year

2000 compliant. Most items that were not compliant required either a patch or upgrade to solve the problem.

- A consultant, Lucretia McClure, MLS, was hired to review our History of Medicine collection and preservation activities. Ms. McClure served as Director of the Miner Medical Library at the University of Rochester and is currently a consultant on special collections at the Countway Library at Harvard. Ms. McClure visited the Falk Library on December 11, 1998. Her recommendations included the hiring of a professional appraiser to provide a detailed report on the value of the collection and assistance in identifying materials that needed special preservation/security efforts.
- An IAIMS Demonstration Room in Falk's Center for Media and Computers (CMC) was planned and equipped. The room will be used for training and development related to IAIMS projects. The area is equipped with Intel Pentium III computers with dual boot Windows 98 and NT operating systems, high-powered graphics and sound cards, and 21-inch Trinitron monitors. A G3 Power Macintosh with dedicated fire wire ports, System 8.5, and 21-inch monitor is also available. To enhance communication, pre-configured Internet based video conferencing equipment is available for quick and easy use. Network connections, soon to be upgraded to comply with Internet II standards, allow rapid access to both University of Pittsburgh and UPMC network based servers. The CMC also provides software for developers including a real media production center, a digital video camera, and access to a dedicated high speed Real Media Streaming Server.
- Francis Yarger, MA, was hired as Supervisor of the CMC.
- Reference Librarian, Patricia Friedman, MLS, was hired.
- Cataloging Librarian, Malgorzata Fort, MLS, was hired.

Published papers and presentations by HSLs staff:

June Bandemer, Reference Librarian and Nancy H. Tannery, Head of HSLs Reference published "A comparison of four current awareness services." **Medical Reference Service Quarterly** 17(2):29-36, Summer, 1998.

Phillip Bergen, HSLs Informatics Trainee, "An assessment of collections at the University of Wisconsin-Madison Health Sciences Libraries; drug resistance." **Bulletin of the Medical Library Association** 87(1):37-42, January, 1999.

Contributed Paper: **Medical Library Association** Conference, Chicago, IL, May 14-19, 1999. Barbara A. Epstein, HSLs Associate Director; Nancy H. Tannery, HSLs Assistant Director for Information Services; Phillip Bergen, HSL/Informatics Trainee (University of Pittsburgh) Preparing Tomorrow's Health Sciences Librarians: Two Model Internship Programs.

Linda Hartman, HSLs Reference Librarian, contributing author to 'Information Professionals in the Driver's Seat – Part 1,' **Library Hi Tech News** 156:1-13, October, 1998.

Brian Lauer, former HSLs Reference Department staff member; Alice Kuller, HSLs Reference Librarian, and Charles Wessel, Coordinator of Affiliated Hospital Services published "MEDLINE and the new health care consumer," **Journal of the American Pharmaceutical Association** 53(1):92, January/February

Patricia Mickelson, HSLs Director, "Leadership Q & A" (column). **Association of American Medical Colleges Reporter** 8(9):7, June:1999.

Nancy H. Tannery, Assistant Director for Information Services, and Charles Wessel, Coordinator of Affiliated Hospital Services published "Academic medical center libraries on the Web." **Bulletin of the Medical Library Association** 86(4):541-44, October, 1998.

Professional development programs attended by staff in FY98/99:

Association of American Medical Colleges. "Putting Information to Work" Professional Development Conference at the Hilton, Pittsburgh, June 27-29, 1999. HSLs supported registration for 5 faculty librarians (Epstein, Tannery, Wessel, Friedman and Worona). CBMI supported registration for Mickelson.

North American Serials Interest Group, Inc. at Carnegie-Mellon University on June 10-13, 1999. HSLs supported registration for one faculty librarian (Wilson).

Computer-related courses. Two Falk Library Systems Analysts took courses offered by the Computer Learning Center, College of General Studies, University of Pittsburgh. HSLs supported registration for the following courses: Java Programming for the Web (May 25-27, 1999, Powell) and Internet Security and Firewalls (June 2-4, 1999, Galvanek).

MLA Annual Conference. HSLs supported registration and attendance at the Medical Library Annual Conference in Chicago, IL May 14-May 19, 1999 for 6 faculty librarians (Mickelson, Silverman, Abromitis, Kuller, Epstein, Tannery). **MLA Continuing Education Courses** attended included Multimedia Basics (Kuller).

American Association for the History of Medicine and Archivists and Librarians in the History of the Health Sciences. May 4 - May 8, 1999 in New Brunswick, NJ. HSLs supported attendance and registration for one faculty librarian (Erlen).

Palinet Cataloging Serials Workshop held on April 30, 1999 in Pittsburgh. Two faculty librarians attended (Howard and Fort)

University of Pennsylvania Biomedical Library. Understanding Genetics through Information Technology. March 30, 1999. Philadelphia, PA. HSLs supported registration and attendance for one faculty librarian (Tannery).

Inprise Seminar. February 21-23, 1999 in Columbus, OH. HSLs supported registration and attendance for one faculty librarian (Worona).

American Library Association. January 28 – February 1, 1999 in Philadelphia, PA. HSLs supported registration and attendance for one faculty librarian (Silverman).

ARL Conference on Document Delivery. January 6 – 9, 1999 in Chicago, IL. HSLs supported registration and attendance for one faculty librarian (Epstein).

Palinet Worldcat & Beyond Searching Tips Workshop held on December 16, 1998 in Pittsburgh. Ester Saghafi, WPIC Library, attended.

AMIA Fall Symposium. November 8-11, 1998 in Orlando, FL. HSLs supported registration and attendance for one faculty librarian (Friedman).

Charleston Acquisitions Conference. November 3-8, 1998 in Charleston, SC. HSLs supported registration and attendance for one faculty librarian (Silverman).

AAMC Annual Meeting. October 30 – November 5, 1998 in New Orleans, LA. HSLs supported attendance one faculty librarian (Mickelson).

Fall '98 MLA/MAC Meeting held October 4-7, 1998 at Sheraton Station Square, Pittsburgh. HSLs supported registration for 9 faculty librarians (Abromitis, Bandemer, Epstein, Foust, Friedman, Kuller, Mickelson, Silverman, Tannery, Wessel). **MLA Continuing Education Courses** attended include Health Statistics Sources (Abromitis) and Licensing Electronic Resources (Foust and Wessel).

AAMC Meeting Information Resources. September 12-14, 1998 in St. Louis, MO. HSLs supported registration and attendance for one faculty librarian (Epstein).

IAIMS Consortium Meeting. September 9-11, 1998 in Columbia, MO. HSLs supported registration and attendance for one faculty librarian (Mickelson).

American Association of Colleges of Pharmacy Meeting. July 18 – 21, 1998 in Aspen, CO. HSLs and School of Pharmacy supported registration and attendance for one faculty librarian (Kuller).