

**University of Pittsburgh**

**Health Sciences Library System**

**1999/2000 Annual Report**

## 1. Major Accomplishments

### **Enhancing Information Access/ Building the Digital Library:**

- Expansion of the “digital library” and integration of electronic resources to enhance access to information continued. Links from Ovid to Voyager systems were implemented to allow users to determine HSLs journal holdings and link to e-journals while still connected to an Ovid search session. Also initiated was linking from the Web of Science database to major electronic journal providers including Science Direct, Academic, Kluwer, etc. From HSLs home page, improved e-journal and e-textbook links were added. The number of health sciences related e-journals increased to more than 1,000 titles.
- Enhanced methods to promote effective use of digital library resources by faculty, residents and staff were developed. The HSLs web site was redesigned and use of the site continues to grow: the HSLs web site receives an average of 110,000 hits a month (including hits on the HSL Online page). Management of the Internet Resources area was updated with the use of a database. Document Express information and a UPMC services page have been added. A proxy server was initiated to improve remote access to HSL Online. Effective January 2000, the *HSLs Update* grew from a quarterly to a bimonthly publication.
- 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 will continue to participate 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.
- Several HSLs librarians (Nancy Tannery, Pat Friedman, John Erlen) participated in curriculum activities and planning in the School of Medicine. Librarians assisted faculty in updating and developing problem-based coursework and participated in planning and teaching the new 4<sup>th</sup>-year course in Evidence-Based Medicine. The web site for CAMC resources was designed and implemented. Charles Wessel participates in the School of Medicine Complementary and Alternative Medicine Task Force Curriculum Committee.
- New library liaisons initiated program activities in three Schools of the Health Sciences. Amy Gregg was named as the library liaison to the School of Dental Medicine. As part of this responsibility, she taught Medline to Dental Hygiene students, updated the Dental Internet Resources page on the web site and gave a presentation on library services to the faculty in the School of Dental Medicine. Jill Foust was appointed as library liaison to the School of Nursing. In her liaison role she provided classes on HSL Online to 172 graduate and undergraduate Nursing

students and gave a presentation on library resources and services to approximately 50 faculty in the School of Nursing. Linda Hartman was named liaison to the School of Health and Rehabilitation Services in the fall of 1999. She has offered 4 HSL Online courses to students, and given a presentation on library services to the school's faculty and attended an open house "Coffee and Donuts and Meet the Librarian" session hosted by the school.

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

- HSLs initiated a program to increase reference expertise in areas of genetics and molecular biology; and to build information services and tools to provide assistance in these developing areas. In October, 1999, HSLs hosted a 2-day technology conference on molecular biology and genetics with programs of interest to both scientists and information professionals. This conference was sponsored jointly with the Department of Human Genetics of the Graduate School of Public Health, and was designated as a Technology Conference by the Middle Atlantic Region of the National Network of Libraries of Medicine. On the first day, more than 30 librarians attended a full-day CE course titled Molecular Biology Information Resources, taught by Renata McCarthy, MLS, Technical Information Specialist at the National Center for Biotechnology Information (NCBI). The second day's program was attended by more than 60 graduate students, researchers, clinicians and librarians. The morning program was a half-day NCBI course for scientists titled "A Field Guide to GenBank and NCBI Resources." Afternoon presentations and hands-on sessions followed the morning course.
- HSLs began exploring 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. At the May MLA Annual Meeting, HSLs Senior Management staff met with Stuart Yarfitz, Ph.D. who provides consultation, education and resource development for this specialized service at the University of Washington. Dr. Yarfitz has been retained as a consultant.
- Document delivery services were re-engineered under the direction of Ammon Ripple. Departmental policies, procedures and workflow were thoroughly reviewed with staff input and participation and the department was re-named "Document Delivery". Services were reorganized and the pricing structure simplified to create the new "HSL Document Express" service, which provides a more efficient interlibrary loan and photocopy service to faculty, staff and students.
- A redesign of the User Education Program was initiated. Since there has been a reduction in user education class attendance, the class schedule has been reduced and the library liaison program with the schools has been expanded. Presentations focusing on user awareness of the rich resources of HSL Online have been given in settings outside the library to groups of faculty, interns, residents, and nurses.

- Plans were made to test access to Ovid Online and transition to it in the fall of 2000. HSLs currently maintains portions of Ovid on a local system while accessing some portions directly from Ovid. This type of hybrid system will not continue to be fully maintained and updated in a timely manner by Ovid. Usage of the system is heavy with an average of 9000 hours of use per month. Timely updates of system data and software are critical. HSLs plans to transition to the Ovid Online remote system before the end of the calendar year.

**Service to UPMC Hospitals:**

- HSLs continued ongoing integration of HSLs services into UPMC hospital libraries. Eight UPMC hospitals (Shadyside, Braddock, South Side, St. Margaret, Beaver Valley, Passavant, McKeesport, and Rehabilitation) as well as IsMeTT in Palermo, Italy contracted for access to various HSL Online services. Charlie Wessel, Coordinator of Affiliated Hospital Services, offered fifty-six classes, demonstrations and orientations at UPMC hospitals. He also developed a new web page specifically for UPMC users on the HSLs web site.
- HSLs began administering the James Frazer Hillman Health Sciences Library of UPMC Shadyside. HSLs Senior Management staff worked closely with UPMC Shadyside Hospital administrators to work out the library management transition and budgeting process and procedures. Michele Klein-Fedyshin was named Library Manager for UPMC Shadyside effective July 1, 2000. HSLs staff were also heavily involved in planning for the new library facilities at Shadyside which are scheduled to open in summer 2000. The developing Hopwood Consumer Health Resource Center at UPMC Shadyside will be integrated into the James Frazer Hillman Library. Michele conducted a needs assessment survey for the new consumer health service before beginning the design of services and collection development. Recruitment of a consumer health librarian was initiated.
- HSLs began participating with UPMC committees in preparations and planning for upcoming JCAHO review of UPMC Presbyterian Hospital in December 2000.

**Administration and Management:**

- Two Reference Librarians (Linda Hartman and Amy Gregg), a Special Projects Librarian (Michele Klein-Fedyshin, Visiting Faculty Librarian) and a Document Delivery Librarian (Ammon Ripple, Visiting Faculty Librarian) were recruited.
- The decision was made to continue housing Falk's stored materials at the Maroudi warehouse until a University storage facility on Thomas Boulevard becomes available in the summer of 2001. Nearly half of the library's collection (pre-1966 materials) was stored in the UPMC South Side Warehouse until July 1998 when all items were boxed and relocated to a Maroudi storage facility.

- An HSLs Membership Program was initiated in spring 2000 to provide selected HSLs resources and services to users unaffiliated with the University of Pittsburgh or the UPMC Health System. Individuals who are not employees or students of the University of Pittsburgh or the UPMC Health System may purchase an annual HSLs membership for a modest fee in order to borrow books, request photocopies, or attend training sessions. Non-members are still permitted to use library materials in the library and to request literature searches (at a higher fee than for members). The HSL Online databases and the resources in the Falk Library Computer and Media Center are not available to members or non-members. The Membership Program was implemented to better track non-affiliated users and to provide more consistent service to non-affiliated users at all HSLs libraries. HSLs staff members involved in planning and implementing this program include Barbara Epstein, Barbara Folb, Ammon Ripple, Deb Silverman, Jim Fischerkeller, Mary Gail Merlina and Nelson Galloway. Barbara Folb oversees the ongoing program.
- Systems staff ensured that library public and staff systems were Y2K compliant. No Y2K problems were encountered.
- HSLs developed more sophisticated analyses of print and electronic resource use for collection development decision-making. The Usedata program, which tracks use of print resources, was redesigned to permit a more comprehensive analysis of print resource use. Electronic resources use was monitored. Nancy Tannery, Deb Silverman and Barbara Epstein collaborated on a paper describing methods and issues that was presented at the MLA Annual Meeting.
- Guidelines to support the planning and implementation of information technology projects were developed. Documentation of procedures and policies in the Systems Department was initiated to permit better project management.
- Progress was achieved on the goal to fully catalog rare book collection; hire an outside expert to appraise the collection; and implement appropriate preservation and security measures based on appraisal information. Cataloging of the rare book collection will be outsourced and quotes for cataloging the collection have been requested from three companies. The cataloging project will permit records for all rare books to be accessed in our online catalog. An appraiser for the rare book collection has been identified. To improve security and staff workspace, a renovation project, scheduled for summer 2000, has been planned. The planned renovation of the History of Medicine office will permit installation of a vault to secure valuable/rare materials.
- A proposal to close the Nursing Library and merge the Nursing collection with the Falk collection was submitted to the Dean of the School of Nursing and the Senior Vice Chancellor for the Health Sciences. The proposal was accepted and plans were drafted to move the library before the start of the fall 2000 semester.

### **Facilities Maintenance and Upgrades:**

- Additional shelving in Mezzanine study room was installed. Shelving for the former Dietary Offices and other select areas was ordered. The additional shelving will accommodate older journals (1966 – 1980) to be relocated from current journal stacks and other collections. Older journals must be relocated so the library has sufficient space to shelve newer materials.
- Plans were finalized to reorganize the first floor of library to create space for construction of an additional Reference Office and reconfiguration of stack ranges to better utilize History of Medicine Stack space. As part of the project, old carpeting will also be replaced. Construction and reorganization will begin in summer 2000.
- Working with Mr. Frank Adams, Director of Architecture and Engineering Services, UPMC Construction Management, a revised estimate for a major renovation of the Falk library was developed. A cost of \$4,858,480 is projected to replace the HVAC, ceiling and lights, elevator, carpeting, renovate some office areas, reconfigure stacks, renovate restrooms to ADA compliance standards, install additional electrical capacity, rewire network ports, purchase limited new furniture and upgrade general interior (woodwork, decorative molding and wall covering).

The library was designed nearly 50 years ago and has undergone modest renovations and reconfigurations in the past 14 years to better accommodate new services, implementation of new technology, an increased number of users, a growing collection, and an increased number of staff. The renovations, while helpful in coping with the changes in library services, collections and staffing, were done piecemeal and lacked major infrastructure upgrades

While many academic health sciences libraries have expanded their facilities to cope with a growing print collection, the Falk Library administration has taken a slightly different approach by storing older, less-used materials off-site, and maintaining primarily newer items in the library facility. Considering that older biomedical materials are infrequently used, our approach has not had a negative impact on research, clinical or educational activities. Given that we are in the midst of a major transition to a digital library environment, the Falk Library is focusing on transforming its current space to a more flexible, inviting, scholarly, study/research environment rather than space expansion.

- A major space reconfiguration project for the WPIC Library was completed. Sparked by the Department of Psychiatry's requirement for additional space, the renovation/reconfiguration project began in March, 1999 and was completed in December, 1999. 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.

### **Training Programs:**

- The first year of the Health Sciences Library/ Informatics Traineeship program was completed in late August, 1999, when Phillip Bergen completed his 12-month internship. Two trainees (Reed Williams and Jody Wozar) began their internship in August, 1999. Recruitment for intern candidates for the August 2000 – August 2001 was initiated in March. The internship program is funded through CBMI's Informatics Training Program contract with the National Library of Medicine 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.
- A proposal to NLM to host a Second Year NLM Associate at HSLS in FY00/01 was submitted in January, 2000. NLM accepted our proposal and Carmen Harris Second Year NLM Associate, selected HSLS as a site to spend the second year of her associate fellowship. The purpose of the Associate Program is to prepare librarians to take leadership roles in health sciences libraries or information management. In this second year of her Associate Program, Ms. Harris will have an opportunity to gain a broad knowledge of the professional activities performed within an academic health sciences library and to enhance her understanding of the current development and application of information technology and biomedical informatics in health care practice, education and research.

### **Staff Development:**

- 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 developed a prototype HSLS staff home page. The following staff members participated on this committee: Rebecca Abromitis, Barbara Epstein, Linda Hartman, Alice Kuller, Mary Gail Merlina, Fran Yarger, Sean King, John Nguyen, Amber Knopic. See Part 2 of this report for a complete list of committee activities.
- Professional organization meetings and courses attended by library staff are listed in Part 3 of this report.

### **Outreach Activities:**

- HSLS was awarded a contract from the National Network of Libraries of Medicine to provide Access to Electronic Consumer Health Information for the Public. The 18-month, \$40,000, project began on February 1, 2000 and will conclude on July 31, 2001. We will work with 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 are offering specialized training on how to use the Internet to find reliable health information. As part of the project, HSLs staff members (Charlie Wessel, Michele Klein-Fedyshin, Amy Gregg) are also developing a consumer health web site.

- Activities for the "Partners in Information Access" contract to provide education and information services to public health professionals in Pennsylvania, were completed in spring 2000. The contract, funded by the National Network of Libraries of Medicine, was funded in the fall of 1998. The goals of the \$50,000, 18-month "Partners in Information Access" contract were 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 was 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. At the conclusion of contract activities, Charlie Wessel and Amy Gregg had presented 34 workshops to 371 participants, provided 3 conference exhibits and distributed 500 information packets.

## **2. Programs Attended by Staff for Professional Development in FY1999/2000:**

**Slice of Life 2000 Conference.** June 26-30, 2000 in Salt Lake City, Utah. Library supported registration and attendance for one faculty librarian (Yarger). Workshops attended include: Finding Rich Content for Medical Education, Interactive DB Driven Web Pages, Online Coursework Development Tools, Cognition and Good Design: Analysis and Redesign.

**Annual AAMC Group on Information Resources and Integrated Resources and Integrated Advanced Information Management Systems Consortium.** June 17-20, 2000 in Burlington, VT. Library supported registration and attendance for two faculty librarians (Mickelson and Friedman).

**SLA 91<sup>st</sup> Annual Conference.** June 10-14, 2000 in Philadelphia, PA. Library supported registration and attendance for two faculty librarians (Hartman and Folb). Courses attended include: DPHM: Embracing the Web and DST: All-Sciences & Technology.

**American Association for the History of Medicine and Archivists and Librarians in the History of the Health Sciences.** May 16 - May 21, 2000 in Washington, DC. The Library supported attendance and registration for one faculty librarian (Erlen). Workshops attended include: Policy History and World Wide Web.

**MLA Annual Conference.** The Library supported registration and attendance at the Medical Library Annual Conference in Vancouver, BC May 4-May 11, 2000 for 9 librarians (Mickelson, Abromitis, Gregg, Kuller, Epstein, Ripple, Tannery, Wessel, Worona). The Library also partially supported 2 Health Sciences Library/Informatics trainees (Williams and Wozar). **MLA Continuing Education Courses** attended include:  
Applied Quantitative Methods (Kuller, Ripple)

NLM's PubMed, Clinical Trials Database, and the Next Generation Gateway (Kuller, Gregg)

Out of the Mist, Into the Millennium: A Symposium on Alternative and Complementary Health Care Information (Wessel)

Dragon by the Tail: The Myth and Reality of Electronic Journals (Wessel, Epstein, and Tannery)

Introduction to Reference in the Health Sciences (Wozar)

Psycho-social Aspects of Providing Consumer Health Information (Williams)

**Pittsburgh Chapter Special Libraries Association & University of Pittsburgh School of Information Sciences Joint Videoconference Presentation.** Exploring the Possibilities of Information Portals held April 27, 2000 in Pittsburgh. Two HSLS Librarians (Michele Klein-Fedyshin and Linda Hartman) attended.

**Presenting Data and Information Course by Edward Tufte** held on April 14, 2000 in Pittsburgh. Frances Yarger attended.

**2000 VUGM Conference.** April 5-8, 2000 in Chicago, IL. Library supported registration and attendance for two faculty librarians (Silverman and Yarger). Workshops attended include: Access Services, Write w/99.1 and Technical Services.

**OCLC Institute Continuity & Innovation in Resource Sharing Seminar.** February 23-27, 2000 in Dallas, TX. The Library supported attendance and registration for one faculty librarian (Ripple).

**ARL Workshop on Licensing Electronic Information Resources.** February 16-18, 2000 in Washington, DC. The Library supported attendance and registration for one faculty librarian (Silverman).

**Partnerships for Health in the New Millennium Healthy People 2000 Conference.** January 26-28, 2000 in Washington, DC. Charles Wessel attended.

**American Library Association Midwinter Conference.** January 13-17, 2000 in San Antonio, TX. Library supported registration and attendance for two faculty librarians (Silverman and Fort).

**AMIA Annual Symposium.** November 6-10, 1999 in Washington, DC. Library supported registration and attendance for two faculty librarians (Worona and Friedman).

**Pennsylvania Public Health Association** statewide meeting held on October 26, 1999 in Pittsburgh. Jonathon Erlen, Charles Wessel and Amy Gregg attended and presented instructional sessions.

**AAHSL Planning Session.** October 23, 1999 in Washington, DC. The Library supported attendance for one faculty librarian (Epstein).

**AAHSL/AAMC Annual Meeting.** October 21-25, 1999 in Washington, DC. The Library supported attendance and registration for one faculty librarian (Mickelson).

**Evidenced-Based Medicine and the Medical Librarian** course co-sponsored by the Medical Library Association and held October 11 – November 19, 1999 in Pittsburgh. Patricia Friedman attended.

**American Mental Health Librarian's Association Conference.** October 7 – October 10, 1999 in St. Louis, MO. The Library supported attendance and registration for two faculty librarians (Folb and Saghafi).

**Pennsylvania Community Provider's Association Annual Conference.** October 5, 1999 in Seven Springs, PA. Charles Wessel, Amy Gregg and Barbara Folb attended and presented instructional sessions.

**How to Design Attention-Grabbing Brochures, Catalogs, Ads, Newsletters and Reports.** October 4, 1999 in Greensburg, PA. Rebecca Abromitis attended.

### **3. Publications and Presentations:**

#### Presentations

**Medical Library Association/Canadian Health Libraries Association** Conference, Vancouver, BC, May 5-11, 2000

Barbara A. Epstein, HSLs Associate Director; Charles B. Wessel, HSLs Coordinator of Affiliated Hospital Services; Patricia C. Mickelson, HSLs Director: Providing Library Services to an Expanding Health Care Enterprise: Management Challenges of a Dynamic Environment.

Nancy H. Tannery, HSLs Assistant Director for Information Services; Deborah L. Silverman, Assistant Director for Resource Management; Barbara A. Epstein, HSLs Associate Director: The Use of Online Statistics for Decision-Making.

Alice B. Kuller, HSLs Reference Librarian; Heather Midkiff, HSLs Library Specialist, Brian Lauer, (Reference Librarian, Northwestern University, Chicago, IL): A New Approach to Library Orientation. (poster presentation)

Barbara May, Document Delivery Supervisor, served as a panel member discussing the Ariel Document Delivery System at the **Medical Library Association Pittsburgh Chapter** Meeting in October.

Charles Wessel, Coordinator of Affiliated Hospital Services, taught a **Medical Library Association** CE class on alternative medicine information resources to the Capital District Library Council, Albany New York in December.

Charles Wessel, Amy Gregg and Barbara Epstein produced a poster titled "HSL Partners in Information Access" which was presented by Wessel at the Partnerships for Health in the New Millennium: Launching Health People 2010, Washington D.C. in January.

Ester Saghafi chaired a panel discussion titled "Collection development and assessment in mental health" at the 34<sup>th</sup> Annual Meeting of the **Association of Mental Health Librarians**, St. Louis, MO, October 8-10, 1999.

### Publications

Jill Foust, Nancy Tannery and Ellen Gay Detlefsen published "Implementation of a Web-based tutorial," *Bulletin of the Medical Library Association* 87 (4): 477- 479, October 1999.

Jonathan Erlen and Lucretia McClure. **The Path to History, The Watermark** 23 (1): 1-4, Winter 1999-2000.

### Book Reviews

Jonathan Erlen, Curator and History of Medicine Librarian, reviewed three books in American Reference Book Annual (ARBA) 2000. They are: The Social Work Dictionary by Allan R. Cook, ed, Omingraphics, 1999 (p. 348); Children's Health by Dawn P. Dawson, ed. Salem Press, 1999 (p. 673); and Burns Sourcebook by Robert L. Baker, NASW Press, 1999 (p. 677).

John Erlen, Curator and History of Medicine Librarian, reviewed the following books:

Flannery, Michael. *John Uri Lloyd: The Great American Eclectic*. Carbondale: Southern Illinois University Press, 1998. Reviewed in *The Filson Club History Quarterly*, 73(4): 402-404, October 1999.

Porter, Dorothy. *History, Civilization, and the State: A History of Public Health from Ancient to Modern Times*. London: Routledge, 1999. Reviewed in *The New England Journal of Medicine*, 341 (23): 1778, December 2, 1999.

#### **4. 1999/2000 Staff Development Committee Activities:**

##### **Staff Development Committee Workshops and Presentations**

<u>Workshop/Presentation</u>	<u>Date</u>	<u>Number of Attendees</u>
Coping with Difficult People	Nov. 11	12
IAIMS Update and Review	Dec. 10	15
IMAP Training	Dec. 2 & 14, Jan. 19 & 31	35
PowerPoint – basic	Dec. 8 & 9	5
PowerPoint – advanced	Jan. 24 & 25	2
Medical Education Process	Feb. 9	13
Riding the Waves of Change	Feb. 22	19
Adobe PhotoShop	Mar. 23 & 31	7
Email Clinic	Mar. 30	24
Essential Management Skills (3 segments)	Mar. 22 & 29, Apr. 5	6
Human Experimentation in U.S.	May 25	14

##### **Staff Development Committee Departmental Open Houses:**

<u>Department</u>	<u>Date</u>	<u>Number of Attendees</u>
Computer Media Center	Sept. 21	28
Systems	Oct. 27	25
Circulation	Dec. 15	33
History of Medicine	Jan. 12	29
WPIC	Feb. 14	23
Reference	Mar. 16	28
Technical Services	April 19	37
Document Delivery	May 16	33

##### **Staff Development Committee Community and Recreational Activities:**

Travelogue/Poland	Nov. 17	17
Theatre Event – Pitt Theatre	Mar. 30	14
Flower planting for Western PA		
Conservancy	May 20	9
Pirates baseball game	Aug. 5	31