



BIANNUAL REPORT
2004/2005 – 2005/2006

LSU Health Sciences Center
Medical Library
Shreveport, LA

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Library Administration

The period 2003/04 to 2004/05 was one of deep and wide-ranging change in the library. Marianne Comegys became Director in October 2003. One of the first initiatives of the new Library Administration was a space planning project, to assess how the library's public and staff areas might be better utilized. Dr. Logan Ludwig, Director of the library at Loyola University School of Medicine and a nationally recognized expert in library space planning, was engaged as consultant for the project. Dr. Ludwig visited the library in April 2004. During the course of 2003/04 and 2004/05, actions were undertaken as a result of the library's space planning project, including:

- ❑ Complete repainting of the entire library
- ❑ Replacement of damaged baseboards and ceiling tiles
- ❑ Improved signage outside the library
- ❑ A regular program of art and photography displays within the library
- ❑ Weeding of unused print indexes so that space could be dedicated to comfortable seating areas on the first floor
- ❑ Placement of additional electrical outlets in student study areas to facilitate use of laptop computers
- ❑ Planning for renovation and expansion of the History of Medicine Room

In 2004/05, the Library convened working groups to address multiple projects to improve library services. These included:

- ❑ **The Space Planning Group.** This group addressed the recommendations of Dr. Logan Ludwig, the space planning consultant, implementing those that were deemed to be feasible. (see Appendix A: Space Planning Consultant's Report).
- ❑ **The Library Policies and Procedures Group.** This group was formed to examine the library's written policies and procedures, documenting them and putting them into a consistent form to prepare for the upcoming SACS accreditation process.
- ❑ **The Library Website Redesign Group.** Working with a local web design company (PixelFusion), this group spent nearly a year redesigning the library's website to make it more visually attractive, easily navigated, and consistent in appearance from one page to the next. The redesigned website was released in February 2005.
- ❑ **The Library Plan Review Group.** This group was charged with periodic review of the library's long-range plan, created in 2003, to monitor progress toward achieving the plan's goals.
- ❑ **The Healthlinks Content Group.** This group undertook an extensive review of websites selected for the library's consumer health website, www.healthlinks.org. A major expansion and redesign of the site was completed in 2004/2005.
- ❑ **The PDA Group.** This group investigated the practices of other academic health sciences libraries in making PDA-based applications available to their patrons,

examined all library databases to determine which ones included PDA components, and began design of a web page to make these resources available through the library's website.

- ❑ **The Disaster Planning Group.** This group was charged with creation of a disaster plan for the library.

Other projects undertaken by Library Administration during the period included:

- ❑ **Library Logo.** The library worked with a local public relations firm, Williams Creative Group, to design a graphic logo for the Department. The logo was available for use as of August 2004, and it continues to be used on the library's web pages and promotional materials.
- ❑ **User Focus Groups.** The library actively sought input from its users on how well existing library services met their needs and on how the library could be improved. During 2004/05, focus groups were held with medical, allied health, and graduate students.
- ❑ **LibQual+.** Planning and preparation for participation in the national LibQual+ survey during October 2005 included obtaining IRB approval and permission to publicize the survey through the campus e-mail system.
- ❑ **Staff development.** In 2003/04, library administration began its *Issues in Contemporary Librarianship*, in which library faculty prepare a lecture or demonstration for the library staff. Topics presented during the first year included real-time chat reference service, the FRBR project, open access, and evidence-based medicine.
- ❑ **Night and Weekend Library Access for the Community.** During 2004/05, the library engaged in ongoing discussions with the University Police Department (UPD) and LSUHSC-S Administration regarding access to the library on evenings and weekends for members of the community who are not formally affiliated with the institution. From the standpoint of the University Police Department, such access constituted a security risk. From the library's standpoint, restricting access prevented the community from using the library's resources. The solution that was negotiated was that community members must get a photo ID, issued by UPD, to gain access on nights and weekends.
- ❑ **GoPrint.** Library administration negotiated with a vendor for a replacement printing cost-recovery system for the computer lab.
- ❑ **Feist-Weiller Cancer Center Patient Library.** Library Administration designed Cancer Center's patient library, contacted vendors to supply appropriate equipment and furnishings, and provided materials lists for collection development.

Budget Report

FY 2003/2004

Funding sources

Base Budget	\$495,000
Dean	\$300,000
Board of Regents	\$ 87,153
Transferred from bindery acct	<u>\$ 18,000</u>
	\$900,153

Materials Expenditures by Format

Books	\$ 6,278
Journals	\$771,588
Audiovisuals	\$ 8,506
Continuations	\$ 22,442
Databases & software	\$ 73,515
Other charges (shipping, handling, & service charges)	<u>\$ 17,387</u>
TOTAL	\$899,716

Monetary Contributions: \$ 29,315

FY 2004/2005

Funding sources

Base Budget	\$513,899
Board of Regents	\$174,188
Library & Sci Equipment Allocation, LSU Board of Supervisors	\$120,129
Dean	\$170,000
Transferred from bindery acct	<u>\$ 14,700</u>
	\$992,916

Materials expenditures by format

Books (print & electronic)	\$ 54,869
Journals (print & electronic)	\$780,000
Audiovisuals	\$ 10,461
Continuations	\$ 15,985
Databases & software	\$111,179
Other charges (shipping, handling, & service charges)	<u>\$ 20,359</u>
TOTAL	\$992,853

Monetary Contributions: \$ 31,039

In 2003/04, the library received its first endowment. The Stafford and Marianne Comegys Endowment Fund, established in April 2004, will consist of a donation of \$5,000 per month over a three-year period.

Cataloging Section

Although Cataloging is invisible to most library users, the daily work of the section is essential to the smooth functioning of the library. Cataloging conducts the vital task of documenting and organizing the library's holdings for ease of access. Without this, even the finest collection becomes difficult or impossible to use.

Cataloging is a highly specialized task, requiring intimate knowledge of the relevant standards and great attention to detail. The library's previous cataloger Alice Burnett resigned as head of the section in July 2003. Dee Jones joined the library faculty in December 2003 as her replacement.

The work of the Cataloging section for 2003/2004 – 2004/2005 included:

- **Organization of library materials.** The section continued to catalog and process monographs, audiovisual materials, CD-ROMs, DVDs, and electronic monographs. Complementary tasks included authority control and maintenance of the library catalog database. The section also generated statistics as needed, including counts of in-house usage of serials and reference monographs, age of collection, newly cataloged materials, and end-of-year summaries. In November 2004, responsibility for maintenance of the e-books list that appears on the library's website was transferred to the Cataloging section from the Systems section.
- **Weeding.** The need to periodically withdraw outdated and/or damaged items from the collection is well recognized in libraries. In 2005, prompted by overcrowding of shelves in the circulating and audiovisual sections, the section initiated a collection-weeding project. Initially, several categories of material were identified for withdrawal:
 - Outdated association membership lists and directories
 - Outdated software and software "how to" books
 - Multiple copies
 - Law books
 - Selected indexes and abstracts
 - Older books in the leisure reading collection
 - Audiovisual materials in formats for which the library no longer owns appropriate equipment
 - Duplicate NCME tapes
 - Selected material from the vertical files

In reviewing items for withdrawal, it was noted that the library did not have a formally stated policy governing the process of weeding. Accordingly, a policy documenting the procedures was presented to the library advisory committee. A

more extensive weeding project of the main circulating collection, focusing on monographs published prior to 1980, was planned for 2006.

□ **Special Projects.**

- **Dr. John C. McDonald Archive.** Cataloging obtained funds to create an archive of the career of Dr. John C. McDonald, Chancellor/Dean. The project includes both physical and digital archives documenting Dr. McDonald's career as a researcher, educator and clinician through manuscripts of his research, his correspondence, and recordings of his lectures, slides, videotapes and photographs. Initial funding was \$10,000 with additional funding in the future.
- **Renovation of the History of Medicine Collection.** This project included both formulating a collection development plan and preparation of a new floor plan and stacks configuration for the History of Medicine room. Funds for this project were donated by Medical Center Clinics Inc.
- **Medical Instruments Collection.** The library's collection of approximately 200 medical instruments, machines and equipment will be identified and organized. This project is currently underway.
- **Exhibits & Displays.** The library initiated a program of exhibits & displays. Exhibits to date include:
 - Civil war medicine
 - Civil war medicine books
 - Hadacol (patent medicine) inventor "Coozan" Dudley LeBlanc
 - Domestic Medicine
 - History of Pharmacy
 - Materia Medica
 - Medical images in art
 - Identify the instruments
 - Sticker shock
 - Donate a book
 - Cancer prevention
 - Alumni association donations
- **Reclassification of the vertical file.** Cataloging continued work on reclassification of portions of the vertical file, transferring selected materials to the main circulating collection
- **Relocating CD-ROMs that accompany books.** Previously, these CDs were held separately at the Circulation desk. In order to simplify access for the user, the Cataloging section has now placed these sixty-four CDs in pockets at the back of the appropriate texts.
- **Relocation of many oversized books.** Books classed as Oversize were re-evaluated, with approximately 100 less than 31 centimeters tall relocated to the regular stack area.
- **E-Journal Link Verification.** Cataloging participated in the library's annual project to verify accuracy of e-journal links.

- **University of Texas Internal Medicine Grand Rounds.** The library's collection of the published version of the University of Texas Southwestern's Internal Medicine Grand Rounds was reorganized. These items were previously shelved together, regardless of subject. When this project is completed, they will be shelved according to subject with the main circulating collection.
- **Reorganization of Board Review Materials (Reserve Collection).** Review books for the USMLE and Internal Medicine Boards were previously shelved by publisher. They are now organized according to the specific examination for which they are intended, i.e., USMLE Step I materials are shelved together, and separately from materials intended for USMLE Step II and the Internal Medicine Boards.
- **Microfilm.** Verified the contents and relabeled 298 reels of microfilm. These were subsequently moved to a new area within the library.

Selected Statistics

	2003 – 2004	2004 – 2005
Monographs added	905	993
Audiovisuals added	346	282
CD/DVDs & software added	2	128
Electronic Monographs added	15	148
Monographs withdrawn	99	3823
Audiovisuals withdrawn	79	5111
CD/DVDs & software withdrawn	91	163
Electronic monographs withdrawn	76	0
Items transferred to a different collection	136	871
E. A. Conway Library Materials Added	117	0
E. A. Conway Materials Withdrawn	118	31

Systems Section

Libraries today are very different organizations than just ten years ago. The skill set demanded in the computer age has changed dramatically. In the past, computerization of the library could be comfortably delegated to a centralized data center. However, increasing reliance on electronic books, journals and databases has created a need for librarians with detailed knowledge of computer systems and software. The “Systems librarians” are the library’s technical arm.

The work of the Systems section for 2003/2004 – 2004/2005 included:

- ❑ **Technology project planning.** The Systems section was responsible for planning and implementation of all technology-related projects within the library.
- ❑ **Software maintenance.** The Systems section updated and maintained software on all library PCs, including both of the computer labs, reference and public areas, and library staff’s computers.
- ❑ **E-Journal List.** The Systems section maintained the library’s A-Z list of electronic journals, entering new journals as they were acquired and resolving problems with access.
- ❑ **Electronic Resource Problem Resolution.** The Systems section investigated and resolved e-journal and e-book access problems reported by users.
- ❑ **Technical Assistance.** The Systems section provided technical assistance and hardware/software support to faculty, staff, and students as well as library staff.
- ❑ **GoPrint support.** The Systems section maintained the printing cost-recovery system in the computer lab.
- ❑ **Electronic Resource Licensing.** The Systems section assisted in negotiation of licenses for electronic resources and review of electronic resource license agreements.
- ❑ **Server Management.** The Systems section maintained user accounts, performed software installation, and managed backup of the library’s servers.
- ❑ **Proxy Server Accounts.** The Systems section managed creation of proxy server accounts for library patrons and provided assistance with remote access issues.
- ❑ **Library Web Site.** The Systems section created and maintained web pages for the library. This included the library’s departmental website and *healthelinks*, the library’s consumer health website.
- ❑ **Computer Lab Support.** The Systems section provided technical support for classes held in 1-419, the dual-use videoconferencing/computer lab facility. The lab was scheduled through the Medical Communications Department, but the Systems section installed any software that was needed.
- ❑ **Teaching.** The Systems section participated in the library’s teaching program. The systems section also provided individualized instruction to users on library databases and computer issues.

- ❑ **Wireless Access Support.** During 2004/05, the Systems Section identified areas in the library in need of improved wireless signal strength and coverage footprint, working with Computing Services to install additional wireless access points.
- ❑ **Outreach Support.** The Systems Section participated in the library's outreach to public health workers in northern Louisiana by assisting in teaching classes at remote locations, using a portable computer lab.
- ❑ **Library Liaison Service.** Members of the Section participated in the Library Liaison program. By assigning individual librarians to meet periodically with specific departments, this project provided clear channels of communication by which the library notified the departments of new products or services, and also made the library aware of special needs or concerns. Both Systems section faculty members served as Liaisons.
- ❑ **Computer upgrades.** Selected computers within the library were replaced or upgraded, including ten public computing stations on the first floor. An additional publicly accessible flatbed scanner was also acquired.

New Services & Special Projects

During the period reported, the Systems Section implemented or assisted with implementation of numerous special projects and new services.

- **Redesigned library web site.** In 2004, the library contracted with a local web design firm for redesign of its website. This company created basic templates for the library's webpage. The Systems section participated in setting specifications, approving the new design, and suggesting improvements for these basic designs. The Systems librarian was responsible for implementing these changes, revising each page on the library's website to incorporate the new design template. This was a daunting task, but resulted in a more visually appealing and easily navigable website.
- **GoPrint.** The Systems Section selected, tested, and implemented a new cost-recovery-based "pay for print" system in the computer labs. The previous system, provided under contract by a local vendor, was highly unreliable. Systems staff worked with GoPrint Systems Inc., to evaluate their product. After extensive troubleshooting and testing, and in consultation with Auxiliary Services, GoPrint was selected as supplier of a new pay-for-print system, which was acquired and installed early in 2004.
- **Welcoming new faculty.** Systems section personnel assisted the Head of User Education in meeting with new faculty, introducing the library's services, and distributing copies of the "new faculty information packet", a document summarizing the library's services and how to use them.
- **Healthelinks.** The Head of Systems assisted the Head of User Education in visiting clinicians, demonstrating *Healthelinks* (the library's consumer-health website), and distributing copies of the "information prescription pad."

- **PDA Support.** Both members of the Systems section serve on the library's PDA working group, which convened in 2005 to determine how the library should support these devices. The Systems section systematically evaluated all of the library's databases and e-book products to identify those including a PDA component. Work on a PDA portal, to be linked from the library's website, began in the 4th quarter of 2005, and is anticipated to be available in the first quarter of 2006. This portal will quickly direct users at LSUHSC to PDA resources available to them through the library's subscriptions. It will include instructions for downloading and installing the application on both Palm and Windows Mobile devices.
- **Write specs for new equipment.** Systems personnel wrote the specifications for new library computer equipment purchases. This included grant-funded equipment purchases for donation to partner organizations, such as computer hardware placed at the Martin Luther King Health Center and Galilee Baptist Church in Shreveport as part of the *Improving Diabetic Outcomes* project.
- **Mobile public health teaching lab.** Using a portable data projector, laptop computers and a wireless router that can be connected to a host site's network, the section created a portable computer lab that enables the library to conduct outreach in facilities that do not have a dedicated computer lab. It is currently being used to conduct training for public health workers in northern Louisiana under a grant from the National Library of Medicine.
- **Diabetic Outcomes Database.** The Systems section designed a database to track status of diabetic patients in the *Improving Diabetic Outcomes* project.

There were substantial changes in the section's staff in 2004/2005. The former Head of Systems, Michael Watson, became Associate Director. Mararia Adams assumed the position of Head of Systems, and Angela Anderson joined the section as Systems Librarian. A review of workflow in 2005 revealed that some of the tasks undertaken by the Systems section were very time-consuming. This resulted in a redistribution of some job responsibilities. Some, such as maintenance of the e-journal list, were reassigned within the Systems section, while others, such as maintenance of external linkout data in PubMed and OVID, were assigned to personnel in other sections.

In 2004/2005, both members of the section received Postell awards from the South Central Chapter of the Medical Library Association to fund continuing education. The Systems Section exhibited at the annual meeting of the Louisiana Public Health Association in 2005. The section head presented a demonstration of a the PDA database program HanDbase during a Technology Expo at the 2005 meeting of the South Central Chapter of the Medical Library Association (SCC). Angela published an article on video on demand in the *MLA News*, and also presented a poster session at SCC 2005. Mararia and Angela are among the co-authors of a paper on using a portable computer lab for outreach to public health workers, submitted for publication in December 2005.

Selected Statistics

The number of applications for remote access through the library's proxy server has grown dramatically over the last two years. This reflects both the System section's efforts to publicize the service and creation of an online application form in June 2005.

New proxy server accounts created, July 2003 – Dec 2006	
Time period	Number of new accounts
July 2003 - June 2004	7
July 2004 – June 2005	80
July 2005 – Dec 2006	240

Time Period	E-Journal Titles
2003 – 2004	2149
2004 – 2005	2201

Reference Section

The work of the Reference Section virtually defines the word “library” for many users. Reference librarians, with comprehensive knowledge of the controlled vocabularies, search syntax, indexing procedures, and subject scope of LSUHSC-S’ available online resources, provide a wide range of support activities for faculty, staff and students. This includes point-of-service instruction on searching the library’s online catalog and databases over the web, mediated searching of biomedical databases, and managing current awareness services on Ovid and PubMed for LSUHSC-S faculty. In addition, the Reference librarians are aware of many non-electronic reference tools, with which they provide ready reference service for library patrons, maintaining and managing the Reference collection for this purpose. The Reference Section is one of the library’s most visible service entities and helps the library to effectively market its services.

The growth of the Web has resulted in significant changes in the daily work of the Reference section. Early search systems for online databases such as MEDLINE were usually command-driven, with search procedures that were not very intuitive. Although systems for end-user searching pre-date the Web, many found them so difficult to use that they preferred to rely on librarians to perform their searching. With the introduction of Web-based interfaces to most databases, search procedures on most databases have become much simpler. The number of mediated searches performed by Reference librarians has been declining for several years. Similarly, users searching at public terminals generally need much less assistance than previously. However, the mediated searches and the search problems for which users do seek assistance today tend to be much more complicated. In addition, Reference services in libraries across the nation have changed, taking on new roles.

Several services have been discontinued during the last two years. Because of lack of use and the availability of alternatives on the Web, the library ceased to maintain a collection of indexes and abstracting services. The vertical file was weeded, and college catalogs were discarded, as was the legal documents collection. These actions freed up space for a comfortable seating area on the first floor, as well as the art displays that began in 2005.

Subscriptions to two database access services—DIALOG and STN—were discontinued because of very low use.

In August of 2003, Dixie Jones, Head of Reference, resigned to take a position at another library. Leslie FitzGerald, D.V.M., M.L.S., joined the faculty in March 2005. Her experience in both librarianship and veterinary medicine has proven invaluable in expanding the role of the Reference section. Montié Dobbins, a paraprofessional who works in the library’s Technical Services department, is pursuing a Master’s degree in Library and Information Science. In 2005, she began to cover the Reference desk six hours per week.

New Services

- ❑ **Internal Medicine morning report.** In 2004/05, the reference librarians attended the Internal Medicine department's morning report in rotation to assist in integration of the medical literature into resident education and clinical practice. A question involving patient care was formulated from the case that was presented. The librarian assisted residents in finding medical literature to answer the question. The goal of this project was to increase medical resident competencies in information retrieval, assessment and application, and to broadly disseminate information to positively impact patient care.
- ❑ **Liaison Program.** The reference librarians all served as liaisons to clinical departments. This provided a clear channel of communication, by which the library was able to learn about the needs of the department and disseminate news of new resources and services. Input gained by Reference librarians in their role as departmental liaisons resulted in purchase of 42 books in Communication Disorders and Nursing, valued at approximately \$2,300.
- ❑ **LibLinks.** Several years ago, the load on the campus e-mail system increased to the point that a policy against campus-wide e-mail distribution became necessary. This removed an important mechanism for notifying users of library resources, services, and educational offerings. The new policy immediately caused a precipitous drop in attendance at many library classes. In response, in 2005 the library launched *LibLinks*, a 4" x 11" flier printed on cardstock, using brief, bulleted lists and short paragraphs to announce library-related news. Regularly sent to LSUHSC faculty, it is distributed to specific groups such as residents or graduate students if the news items seem particularly relevant.
- ❑ **Monthly exhibits.** In 2004/05, the Head of Reference began a program of regular monthly exhibits in public areas within the institution. This most frequently entailed setting up an exhibit table in a central location with heavy foot traffic, to demonstrate library resources and services. In addition to educating users, these exhibits provided valuable feedback for the library.

Special projects

- ❑ **EBM Expert Search Strategies.** The Senior Reference Librarian developed expert search strategies for use in evidence-based medicine searches. These were globally stored in Ovid Medline for use by all clients.
- ❑ **Current Awareness Service on EBM topics.** Reference developed automated PubMed searches on selected topics. Links to run these searches were added to the library's Evidence-Based Medicine portal for Internal Medicine residents.
- ❑ **Healthelinks.** All members of the Reference section participated on the committee that maintains *healthelinks*, the library's consumer health information website. This included keeping the selection policy up to date, selecting external websites to which *healthelinks* should link, choosing health-related news items which the site should highlight, advising on layout and aesthetics, and managing the site's subject heading list.

- ❑ **Interlibrary Loan Help.** Reference assists Interlibrary Loan in verifying difficult-to-identify interlibrary loan citations.
- ❑ **Teaching.** The Reference Section developed and taught classes for users at LSUHSC in conjunction with the User Education section. This activity, repeated yearly, includes classes that are a formal part of the curriculum, classes developed for students at the request of their instructors, and classes that are offered to anyone who wishes to attend.
- ❑ **Library Continuing Education.** Robert Wood presented a lecture on open access as part of the library's *Issues in Contemporary Librarianship* series.
- ❑ **Information for New Faculty Members initiative.** Reference provided much of the material included in the handouts for the library's recently inaugurated *Information for New Faculty Members* initiative. This program involves the library's Head of User Education, assisted by the Head of Systems, making contact with people as they join the faculty, making them aware of the resources and services available to them through the library, and providing an information packet.
- ❑ **Participation in library working groups.** The Reference section is represented on several additional internal working groups, including the Space Planning Committee, the Disaster Planning Committee, and the PDA Support Committee.

Selected Statistics

	2003/04	2004/05
Directional Questions	1019	920
Referrals	79	51
Ready Reference	2112	1828
Extended Reference	96	130
Instructional contacts	1626	1294

User Education Section

Libraries have a long tradition of training their users to find the information that they need. In today's libraries, finding information usually entails a search of computer-based sources. Finding the best information frequently requires consulting multiple resources, each with its own user interface. In this setting, the work of User Education becomes particularly vital. The User Education Section presents classes to faculty, staff, and students and coordinates the library's instructional activities at all levels within the institution and community.

Highlights of the activities of the User Education Section for 2003/04 – 2004/05 included:

- ❑ **Teaching (on-campus educational programs).** User Education planned and coordinated a wide variety of instructional contacts for LSUHSC personnel. These included orientation sessions for students in the schools of Medicine, Allied Health Professions, and Graduate Studies; point-of-need instruction for medical students beginning their clinical rotations in surgery; and continuing education in searching skills at the basic and advanced level for faculty members.
- ❑ **Individualized instruction.** The User Education section met with members of the LSUHSC faculty, staff, and students on an "as requested" basis to provide individualized teaching and searching consultation.
- ❑ **Educational Outreach to the community at large.** As an integral part of the library's effort to provide education to area healthcare professionals and the community, the User Education Section provided training sessions for Public Health workers from northern Louisiana and conducted many orientation sessions for high-school students and other community members using the library's consumer health information website, *healthelinks*.
- ❑ **Grantwriting.** The User Education Section prepared the library's yearly application for National Library of Medicine funding to enhance information access within northern Louisiana. This \$11,000 grant provided funding for many of the library's outreach efforts.

New Services & Special Projects

- ❑ **Internal Medicine Morning Report.** Together with members of the Reference Section, the User Education Section began regularly attending the Department of Internal Medicine's morning report each week. User Education collaborated with Internal Medicine Faculty in a study to determine whether timely provision of case-relevant medical literature by librarians had an impact on patient outcomes. Originally envisioned as a limited special project, this activity evolved into a new service. At the time of this report, a journal article on this project is in preparation.
- ❑ **Louisiana Interagency Task Force on Health Literacy.** Health Literacy is increasingly a matter of concern to healthcare policymakers at the state, regional, and national levels. If a person's literacy skills are limited, the implications for that person's ability to effectively take part in his/her own healthcare are

profound. The Head of User Education developed and maintained the website for the Task Force.

- **IAIP Awards.** In 2003/04 – 2004/05, the User Education Section applied for and received four Information Access Improvement Project awards from the National Network of Libraries of Medicine. These awards provided computer equipment and training to four Federally Qualified Health Centers in northwest Louisiana, the David Raines Community Health Centers. Each center received a computer, scanner, a printer, and training on National Library of Medicine information resources coordinated by the User Education Section.
- **Mobile Public Health Teaching Lab.** This project involved presenting educational programs for Public Health Workers in northern Louisiana using a wireless computer lab. The User Education Section collaborated with the IAMS/Program Evaluation, Reference, and Systems Sections of the library to prepare and submit a Public Health Worker Outreach proposal for funding from the National Network of Libraries of Medicine. This project enabled the library to purchase laptop computers, a portable data projector, and a wireless router, so that library personnel could set up a “portable computer lab” at public health offices in northern Louisiana to conduct medical information resource training for public health workers.
- **Student Focus Groups.** Working with the library’s Director, the Head of User Education facilitated focus groups with several groups of students to obtain their views on how the library can best meet their needs. Input from these focus groups led to improvements and enhancements in library facilities and services used by the students.

Selected Statistics

Library Classes for LSUHSC Faculty, Staff & Students

	Classes	Sessions	Attendees
2003/04	10	24	488
2004/05	9	18	454

Outreach Classes

	Classes	Sessions	Attendees
2003/04	3	6	44
2004/05	6	11	120

Collection Management

The Collection Management Section is responsible for daily check-in of print journal issues, entry and maintenance of catalog records for electronic and print journals, purchase of new books, maintenance of library holdings in national databases such as OCLC and SERHOLD that are used by interlibrary loan networks, maintaining the library's errata notification program, and preparing print journals for shipment to the bindery. Every addition to the library's collections must be processed by the Collection Management section so that it will be accurately reflected in the library's catalog and journal lists. The Collection Management Section also monitors expenditure of the library's materials budget, producing reports for library Administration on funds remaining and on funds expended for various formats. During the period 2003/2004 to 2004/2005, the Collection Management Section carried out an aggressive program to replace print resources with online versions.

New Services & Special Projects

- ❑ **Journal management project.** In Fall 2003, the library conducted a survey of library users to identify the journals most important to their research, education, and patient care responsibilities. This resulted in cancellation of 65 subscriptions, saving approximately \$90,000. These funds were used to acquire subscriptions to journals identified by the institution's faculty as more important to their work. Sixty-five journals were added, primarily in electronic format. The survey also identified a strong preference by faculty for journals in electronic format, so 72 additional journals were changed from print to electronic.
- ❑ **Enhancements to the online "list of journals" database.** The Collection Management Section updated journal records within the library's A-Z journal list on the web. This project provided links to holdings information on print subscriptions within the library's catalog, and also links to electronic journals, where applicable.
- ❑ **Revised Gifts & Donations Procedures.** In 2005, the section altered the library's procedures for responding to gifts and donations. A Microsoft Access database was created to facilitate record keeping and generation of letters of appreciation to donors. The bookplates placed in gift monographs to identify the donor were re-designed by the institution's Medical Communications department.
- ❑ **Consultation & Support for the Feist-Weiller Cancer Center library.** In 2004, the Cancer Center established a patient library. Materials for this library were selected and acquired by the Collection Management section, using funds from the Cancer Center.
- ❑ **Weeding of the print Index & Abstract Collection.** In 2004/05, the Section collaborated with the Reference section to identify print indexes that are available on campus electronically. These volumes were removed from the shelves and deleted from the catalog. In accordance with State law, these volumes were offered to patrons before being discarded. Print index and abstract volumes that were retained were relocated within the library.

- ❑ **Enhancements to electronic journal records in the online catalog.** The section modified records for online journals in the catalog to provide holdings information, making the catalog the library's most complete resource for information on journals.
- ❑ **Leisure magazines.** In November 2004, Collection Management changed the procedures for leisure reading magazines donated by area businesses. In the past, these were retained by the library for one year and then discarded. Under the new policy, these magazines are displayed in the library for a brief period, and are then stamped "Compliments of the Medical Library" and sent to Volunteer Services for distribution to LSUHSC-S patients.

New Resources

Selected library resources acquired during this period:

- Gideon (Infectious Disease Database)
- Faculty of 1000 Biology (Current Awareness database)
- ACP PIER (Evidence-Based Medicine database)
- InfoPOEMS/InfoRetriever (Evidence-Based Medicine database)
- Lippincott Williams & Wilkins Total Access Collection (E-Journals)
- Multiple titles in the *Current Protocols* online series
- AccessMedicine (Electronic Book collection)
- Images.MD
- UpToDate

Selected Statistics

Print journal issue check-in:

2003/04: 8174 issues checked in

2004/05: 6525 issues checked in

The reduction in number of issues checked in between 2003/04 and 2004/05 is due to the increasing proportion of the journal collection that is in electronic format instead of print.

Errata:

2003/04:

1800 errata copied

1100 errata corrected

2004/05:

1540 errata copied

1517 errata corrected

The reduction in number of errata copied and corrected between 2003/04 and 2004/05 is due to the increasing proportion of the journal collection that is in electronic format instead of print.

Bindery:

2003/04: 520 journal volumes bound

2004/05: 720 journal volumes bound

Gift monographs added to the collection:

2003/04: 123

2004/05: 208

Gift journal issues added to the collection:

2003/04: 680

2004/05: 1224

IAIMS/Program Evaluation

The IAIMS and Program Evaluation Section was established in 1992. It had two goals. The first was to work towards implementation of an Integrated Advanced Information Management System (IAIMS) at LSUHSC. IAIMS are organization-wide mechanisms that use computer networks to link and relate the published biomedical knowledge base with individual and institutional databases and information files, within and external to an institution. The Section's second goal was to assist the library in developing mechanisms for evaluation of its programs.

Over the years, changing institutional priorities caused the role of the IAIMS/Program Evaluation Section to evolve into grant-writing and special projects.

Special Projects

- ❑ **Community-based treatment for diabetes.** This project began in 2003/04, and was undertaken in partnership with the Department of Family Medicine, the Martin Luther King Health Center in Shreveport, and the Northwestern University School of Nursing. It was funded through a grant written by the IAIMS/Program Evaluation Section (National Network of Libraries of Medicine Pacific Northwest Region award number 1321110004A), which established a pilot program for improving patient compliance and outcomes in diabetic patients through a community-based approach to disease management at the Martin Luther King Health Center. The award, which ran from 2003/04 to 2004/05, totaled \$19,432 and was supplemented by donations of goods and services such as sample medications and diabetes testing supplies from pharmaceutical firms. The program was ultimately expanded to a local faith-based organization, Galilee Baptist Church. One novel aspect of the program was the use of PDAs to record information for analysis of outcomes. A description of this aspect was presented at the 2005 annual meeting of the American Medical Informatics Association (*Pernotto DA, Watson MM, Adams MK, Landry JB, Planchock N, Kevil T. Advancing in incremental steps or taking a quantum leap? Recording a family-centered, community-based, diabetes reduction project. AMIA Annual Symposium Proceedings 2005:1007*).
- ❑ **Teaching Public Health Outreach Using a Wireless Computer Lab.** This project began in 2004/05 and was still underway during 2005/06. It was funded through two National Network of Libraries of Medicine awards. Award 132111006A was a technology award, which provided funding to acquire nine laptop computers, a wireless router, and a portable computer data projector. Award 132111008A was an outreach award, which provided funding for travel, production of training materials, publicity, and other expenses. The project allowed the library to travel to Public Health Units within Louisiana, set up a portable computer lab with access to the Internet, and conduct training classes for Public Health personnel on how to find authoritative, up-to-date health information. (*Timm D, Pernotto D et al. If the mountain won't come: a wireless computer lab for public health education. Poster session at the annual meeting of the Medical Library Association, May 2005*).

Selected Statistics

Grant & Awards funding for 2003-04:

\$19,432 (\$932 were expended in FY 2004-05)

Grant & Awards funding for 2004-05:

\$69,920 (\$28,934 were expended in FY 2005-06)

User Access Services

User Access Services Section consists of Circulation and Interlibrary Loan. The circulation desk is one of the library's first points of contact with patrons. The Section maintains the Reserve Collection. In addition to checking out library materials, study room keys, and providing directional assistance, the circulation desk performs basic reference assistance on evenings and weekends. The library is open 101 hours per week.

In 2003/04, Dawn Parker, formerly Systems Librarian, became Head of User Access Services. Rudene Simpson, Serials Assistant, began working half-time in the Interlibrary Loan Section.

New Services and Special Projects

- ❑ **Desktop Interlibrary Loan delivery.** Implemented the Desktop Delivery feature in the ILLiad interlibrary loan system.
- ❑ **Teaching.** Created and presented classes in basic Microsoft Excel and EndNote.
- ❑ **Spacing planning & renovation.** Participated in space planning for remodeling and renovation of the circulation and interlibrary loan workspaces. These changes greatly increased efficiency of workflow.
- ❑ **Reserve Collection.** Identified and acquired additional copies of high-demand study guides for students.

Selected Statistics

	External Circulations	Internal Circulations	Total Circulations	Items borrowed from outside sources	ILL Requests Received	ILL Requests Filled	Document Delivery Requests Filled
2003/04	7,526	28,344	35,870	3,483	7,401	5,379	-
2004/05	2,810	22,289	25,099	2,635	6,236	4,561	95