“The library-to-user network...bridges the gap between the **user** and the **information** wanted by making the transfer of information through multiple systems both rapid and practical.”

— Academic Information in the Academic Health Sciences Center: Roles for the Library in Information Management by Nina W. Matheson and John A.D. Cooper, 1982
Introduction

The quotation on the inside cover comes from a 25-year-old document informally known as the Matheson-Cooper Report. The Report, co-authored by a former Welch Library director, celebrated the transformational roles that medical librarians would play in changing the landscape in academic medical centers and their libraries. It introduced the concept of the “library-to-user network,” a new kind of network that supported extending library services beyond the library itself.

In the past year, the Welch “library-to-user network” has flourished. Close working relationships helped integrate the library and its information resources into the life of the Johns Hopkins Medical Institutions (JHMI). In an environment where everyone teaches and everyone learns, the library becomes a partner in the scientific discovery process. We proudly document this partnership.

The Action Planning Committee continued to keep the library moving steadily toward its goals. The Committee’s job this year was to monitor and record the library’s movement through the actions necessary to implement the Action Plan during the second of the five years covered by the plan. The Committee continued to update the matrix that names the tasks in the process, shows those completed and re-orders those remaining. Committee members reported measurable progress toward their respective goals and objectives and resolved problems of overlapping and changing responsibilities.

The Welch Library staff is focused on continuous service improvement. Our services emphasize easy access to a superb, largely digital collection, collaboration between librarians and users, highly advanced technology, and staff commitment to professionalism and excellence. We have made good progress on the development and approval of localized Information Suites this year, including the development and approval of an overall plan for Information Suites throughout the Bloomberg School of Public Health. With services moving more and more to where users are, and with the physical library building being used less and less for materials and by users, we are beginning to plan for the closing of the Welch Building as a library service point and for alternate uses of the building.

We appreciate the feedback of our users, and are proud to make some of it available at http://www.welch.jhu.edu/lovelibrary/index.cfm Your comments and suggestions are, as always, most welcome.
This year library services and expertise became a greater part of daily work of the JHMI community. Welch offered more on-site, in-person service, and easier access through on-line portals.

**Liaisons**

This year our partnerships on the JHMI campus have strengthened and grown. Increasing numbers of librarian office hours off-site, more than twice the number in the past, indicate that our liaison librarians are in great demand.

- **Office hours for liaisons** were established in several areas: Gastroenterology, Endocrinology, Biostatistics, and with the research group of the Emergency Medicine Department.

- **Our strong and ongoing relationship** with the Hopkins Population Center continues to support its faculty associates. A focus for the coming year will be increased support for the associates’ use of restricted data sets. One liaison was invited to participate in the School of Public Health’s (SPH) five-year strategic planning process and co-authored a section of the plan.

- **The evolving collaboration** between Welch and the Department of Emergency Medicine (EMD) researchers has led to a project with the Mayo Clinic, a research endeavor based on electronic patient records and Mayo’s recently developed influenza detection algorithm.

- **Welch staff is spearheading** a clinical decision support project, in conjunction with the EMD, linking librarianship to informatics ideas and aims. Working with a team from the EMD, a liaison is linking the most-used library resources in Emergency Medicine directly to screens within the department’s newly implemented electronic clinical information system.

- **Two liaison librarians** have been written into a successful proposal for the Hopkins Evidence-Based Practice Center. They will support literature searches for the project.

- **Library staff is also working with JHMI** Vice Deans and the Institute for Clinical and Translational Research to roll out Collexis, a software that allows researchers to identify potential collaborators by subject area.
In addition to normal orientation activities, library staff has been called upon to orient several special groups:

- Fellows from Africa and Asia for the Bill and Melinda Gates Institute for Population and Reproductive Health
- Participants in the Johns Hopkins-Fogarty African Bioethics Training Program at the Berman Institute of Bioethics
- Humphrey Fellows affiliated with the Department of Mental Health at the SPH
- Research Initiatives for Student Enhancement group at the Kennedy Krieger Institute

This year, the Department of Radiology increased its orientation sessions from one to four. Liaison librarians continue to be invited to provide orientation to the PhD tracks of the School of Public Health, particularly in the departments of International Health; Population, Family, and Reproductive Health; Health Policy and Management; and Health, Behavior, and Society. A new hands-on orientation is planned for the Masters in Public Health program and will be implemented in the summer of 2008. In conjunction with Advanced Technology and Information Systems (ATIS), a team of liaisons developed a site that provides improved information access for all users. The page has quickly become a staple for library orientations.

Welch and the School of Public Health hosted a one-year Sewell Informationist Fellow this year, housed in the Public Health Practice program. The Fellow provided expert help to a number of units on web development and fulfilled other information needs while obtaining a deeper understanding of public health research and practice.

Orientations introduce large groups of users to the wealth of state-of-the-art information resources—journals, databases and other sources—they can use online, plus the librarian services available to them—personalized search assistance, information management support and more.
Welch Information Suites

Information Suites highlight the importance of the “library-to-user network” and the variety of interactions possible within that framework. The Meyer Library, serving the departments of Psychiatry, Neurosciences, Neurosurgery, and Anesthesiology/Critical Care, is transitioning to an Information Suite. A joint effort between liaisons and the Digital Library Services Department (DLS) converted the Meyer Library collection into a small reference collection of books and journals, and evaluated the rest of the collection for discard or long term storage. A new online portal is under development. Meyer staff remain on site to assist users.

A number of other information suites are in development. With approval from the Faculty Senate of the Bloomberg School of Public Health, the foundation was laid for additional suites within the school. Space has been reserved for a suite in the new Clinical Towers, positioning the suite to serve a number of clinical departments. Discussions were held with faculty in the Department of Pediatrics to establish information suites to serve that faculty both in the new Rubenstein Building, which houses pediatric outpatient services and faculty offices, and, in collaboration with the Pediatric departmental librarian, in the new Children’s Tower. A suite in the Department of Surgery is under development including plans for new office hours. Services associated with suites in the Department of Medicine’s Division of Endocrinology and Welch Center for Epidemiology have been launched. A redesign of the Population Center Digital Library is in the planning stages.

“Prior to the advent of the information suite, I had only used the library staff to help locate an article or two. I had no idea what other services they could provide or the depth of knowledge they possessed. Only by having them on site did I actually take full advantage of their training and expertise.”

— Jennifer McIntosh, PharmD, MPH, Research Assistant, School of Public Health, Family and Reproductive Health
Research

“Evaluating Information Prescriptions in Different Service Environments”

Data collection for the second phase of the NLM-funded, randomized, controlled trial to evaluate information services provided by librarians trained in consumer health information resources was completed this year, and data analysis has begun. The second phase of the study was conducted in collaboration with the Neonatal Intensive Care Units at The Johns Hopkins Hospital and at Johns Hopkins Bayview. More than 60 parents of premature infants in the units were enrolled in the study. Welch staff worked with several physicians and a research nurse, with Dr. Chris Lehmann, neonatologist and informatician, serving as clinical advisor. Clinical Librarians from two Welch Departments provided services to the intervention group. ATIS staff provided support for the study website and research database.

“Brain Image Project”

Welch staff collaborated with the Department of Oncology’s Brain Tumor group to develop an innovative patient decision support tool designed to present a treatment “roadmap” to patients and their families. The map includes standardized diagrams and diagnostic images that can be annotated during the clinical session. The hardware (a tablet pc, monitor, and local printer) and software preserve the personalized approach but enable a wider sharing of information among participants, other healthcare providers, family members, and friends. A pilot to test the feasibility of the tool is underway.

Information Suites highlight the importance of the “library-to-user network” and the variety of interactions possible within that framework. The suites are one embodiment of Welch service ‘wherever you are.’
“I enjoyed your talk on PubMed yesterday in the Weinberg Auditorium. It helped give me the “big picture” on PubMed and many pointers which I can use and need. I plan to attend most of the 9 or 10 noon lectures… I look forward to learning more.”

— Dorothea K. Streff, Humphrey Program Assistant Coordinator, School of Public Health, Department of Mental Health

**Welch staff offers education and training in using the services it has developed for researchers. Those using materials of the Historical Collections will have greater and more comfortable access to the collections, which have expanded to fill the sixth floor stacks.**

**Education**

A variety of classes were again presented to the JHMI community, including a number of lunchtime and afternoon lectures. Forty-three classes and 25 lectures were given. Easy online registration supplanted the cumbersome paper system. Working with ATIS, staff redeveloped former e-learning pages into a user-friendly presentation of online tutorials relating to key areas of library services.

Scientific Writing and Editing continues to be a significant program for Hopkins faculty, students, and authors. “Ten Things I Wish Someone Had Told Me about Writing a Paper,” a basic science-oriented talk on manuscript writing, was delivered as part of the Welch Library’s basic science lecture series. New this year, a session on ethics in publication became part of the Department of Pharmacology’s seminar series on ethics. In addition, there were a great many ‘wherever you are’ collaborations with researchers around the globe who made use of the editing service.
Historical Collections

Much activity centered on the reorganization of library stacks. Over a two-month period, staff reviewed the monograph collections to determine which titles needed to be kept on site and which could be transferred to remote storage at the Libraries Service Center. Historical Collections and Digital Library Services collaborated on the task of emptying the entire sixth floor of print materials, allowing for the much-needed expansion of the Historical Collection. More than 10,000 items were slated for long term storage.

Growth in recent years of both the circulating and the locked caged materials of the Historical Collection meant all available shelving was filled to capacity. Besides providing a reasonable amount of growth space for future additions to the circulating and caged collections, the sixth floor expansion will allow for the transformation of most of the seventh floor into a locked cage and the shelving of all the collection’s “R” class books (currently divided between the sixth and seventh floors) on the sixth floor. Maintaining an on-site collection is an important service that the Historical Collections provides to the faculty, students, and researchers of the Institute of the History of Medicine and to the local Johns Hopkins University community.

Along with the Special Collections Department of Milton S. Eisenhower Library (MSEL), the Historical Collections lent some especially beautiful illustrated books to a student-curated exhibition entitled “Renaissance Men: Classical Form in Art and Anatomy,” a survey of the various ways that sculpture was interpreted in print. Our copies of *De humani corporis fabrica libri septem* (Basel, 1543) by Andreas Vesalius; *De dissectione partium corporis humani libri tres* (Paris, 1545) by Charles Estienne; and *Anatomia del corpo humano composta* (Rome, 1560) by Juan de Valverde were on display at MSEL from November 5, 2007 – March 3, 2008.

This year the Historical Collection received a very special gift from D. A. Henderson, MD, former Director of the World Health Organization’s (WHO) global smallpox eradication campaign (1966–77) and former Dean of the SPH (1977–1990). The donation included a copy of the 1801 third edition of Edward Jenner’s *Inquiry into the Causes and Effects of the Variol Vaccine*, previously owned by Joseph Jones, MD (1833–1896) and used by him as the source for the first publication of some of Jenner’s works in the United States in 1884. Also part of the donation was an autographed letter from Jenner to Mary Wynell Mayow, dated 24 October 1807, a most welcome addition to the Institute’s collection of Jenner correspondence, the largest outside of Great Britain. Dr. Henderson included in his gift a very special gold-plated vaccination set which had been presented to him in Bangladesh at the end of the WHO campaign.

In January 2008, the Historical Collections welcomed a new Assistant, Eliza Hill. Ms. Hill had previously been employed by the University’s Libraries Service Center, so she arrived already familiar with many aspects of her new position. She quickly proved to be a most able and productive addition to the department.
Collection and Access

Digital Library Services (DLS) continued to serve JHMI users with an ever-increasing collection of electronic materials. This year, 11 databases, 381 e-books, and 255 e-journals were added to the already robust list. Notable additions include: QUOSA, AccessSurgery, the Henry Stewart Talks, NetAnatomy, and backfiles of the Biological Abstracts Archive. PubMed is currently linked with nearly 3000 journals. DLS, in keeping with the prevailing spirit of collaboration, worked with liaison librarians and the Welch Service Center staff in building and enhancing the library’s enormous collection.

This year marked the end of the first year of joint purchasing of electronic materials with the MSEL. Because we are licensing electronic materials for all of Hopkins, it is more efficient, predictable, and equitable to merge libraries’ electronic budgets. This effort at centralized collection management has worked well and will be continued in the next year.

Document Services improved its service to users with a policy change this year: articles that exceed the number of requests allowed by copyright law are purchased immediately and requisite fees paid by the library. This year 138 articles were purchased at an average cost of $48 each. The change means that users will get materials that were formerly prohibited and get them quickly. Interlibrary borrowing grew 22 percent over 2007, reflecting the increasingly varied subject matter needed by Hopkins researchers.

Numbers continued to diminish for in-person activities in the library over the past five years: the door count declined 40 percent, circulation activity was down 21 percent, and reference activity at the desk was down 27 percent. These numbers reflect our continuing expansion to provide services ‘wherever you are,’ not just services in the Welch building. Staff of the Welch Service Center was then able to assume additional responsibilities that resulted in improved service: updating slides for the Broadway Research Building plasma screen and assisting with document delivery requests on weekends.
Technology

The library’s primary website, WelchWeb, continued to evolve as staff members collaborated on ways to improve it. To ensure that the web pages are current and accurate for users, they were divided among various departments who were asked to update the content each quarter. In order to do this efficiently, individual staff members were trained to use Contribute, a web content management tool that allows librarians to create, write, and edit WelchWeb without technical assistance. Improving WelchWeb fine tunes communication with our users and assures them that they are getting accurate, up-to-date information.

Growing demands for desktop and network services led to a careful review and evaluation of these services and a decision to change the way they are delivered. AnalySys, a local information technology and consulting company, was hired to improve the quality of desktop and network support. On-site service time has been extended and service call response time is less than 30 minutes. The service will be evaluated every three months.

ATIS has completed a number of important projects this year:

- Designed and implemented Welch Information Suite portal template and its functions/features
- Collaborated with Internet Services Committee to implement new Welch Intranet Portal and trained staff members in its use; the portal, which includes features such as blogs and wikis, will facilitate and improve internal communication and collaboration, resulting in better service for users
- Provided technical support for the “I Love the Library” Campaign
- Developed an application for faculty members to register class schedules
- Integrated an indexer and search interface into software for the university’s institutional repository, JScholarship; this tool will aid users with searching
- Supported medical students with various projects
Assessment

An important component of the quest for excellence is assessing the value of the library’s resources and services. The goal is to demonstrate the value of the Welch Medical Library to the entire Hopkins community. One mechanism for this kind of assessment is the “I Love the Library” campaign begun in 2007. The campaign provides members of the Hopkins community with a tool on WelchWeb for sharing their library experience with library staff and the broader Hopkins community.

In the first year of the campaign, more than 50 people participated by contributing positive comments about their experiences. Use of the website has tripled in the first year, suggesting that these comments are reaching the broader community.

Scholarly Communications

The Scholarly Communications Group (SCG), through its advocacy for an author’s addendum and other open access initiatives, found itself well positioned to support a university response to the new National Institutes of Health (NIH) Public Access Policy announced early in 2008. The SCG had already done much of the early work in support of NIH’s plan, allowing the university to move quickly to prepare for the changes. The Vice Provost formed a task force which included library directors Winston Tabb and Nancy Roderer as well as representatives from the Office of the General Counsel. This group examined and commented upon a university-wide amendment to retain rights to post final manuscripts to PubMed Central; the group also encouraged the adoption of another amendment that would include retention of rights to post to the university repository. In May 2008 the Council of Deans approved the group’s recommendations.

The SCG updated its website so that Hopkins authors have a place to go for information on the NIH Policy. New guides and templates were created in collaboration with JHU administrators to help researchers comply with the new policy. The group also submitted comments at an open forum in support of the policy on behalf of the Johns Hopkins Library Advisory Council and the Office of the General Counsel. In addition, librarians were invited to give presentations on the new policy to the School of Public Health, the departments of Epidemiology, Molecular Microbiology, and Immunology, and to the Sheridan Libraries Advisory Council.

Liaison librarians participated as a group in an Association of Research Libraries study on new publishing models, undertaking one or more interviews with a faculty member concerning his/her use of newly-structured online publishing services.
Community
Welch continued its participation in the Careers in Health Information, Librarianship, and Informatics project. Three interns from area high schools, two of whom interned at the library last summer, spent six weeks at Welch, observing the work of library departments and meeting with the staff to learn about health sciences librarianship. The students also assisted at the service desk and worked on projects.

Welch staff also continued to participate in the Hopkins-Dunbar partnership. Welch and Dunbar staff worked together to develop pathfinders, tools that help beginners to find information. Along the way, Welch staff met with Dunbar faculty to demonstrate various services and resources available to them and their students.

Division of Health Sciences Informatics (DHSI)
The Division continued to grow its educational activities with a proposal to the MA/PhD Committee of the School of Medicine for a program for an Applied Masters Degree in informatics, providing skills in informatics to a wide range of health professionals (including medical librarians). The DHSI also contracted with the Public Health Data Standards Consortium to provide informatics training to public health practitioners in general and to public health workers involved in information standards, in particular. Two more informatics fellows were admitted into the fellowship program.

In the fall of 2007, DHSI faculty and Welch staff completed a project funded by the National Library of Medicine entitled “Public Health Practitioners Information Access & Use: Conjoint Analysis as a Tool for Determining Information Preferences.” The goal of the project was to explore the utility of conjoint analysis in the context of the complex ways public health professionals seek and access information, and the outcome confirmed that conjoint analysis is indeed useful.

The library is also an integral player in the new Institute for Clinical and Translational Research, representing Johns Hopkins’ Clinical and Translational Science Award. The library is active through user-needs assessment, through providing service, and through development of novel tools to ease and support the process of research.

“I strongly believe in acknowledging literary talent when I see it. I just wanted to tell you how much I have appreciated both of your courses. You are exceptionally lucid and showed me how to really appreciate science writing.”
— Patricia Kolmer, RES NURSE/PROG COORD, SOM, Uro Epidemiology
Primary funding for the library is supported in a series of operational budgets developed annually by the staff and the library director. This amount is distributed using a cost center allocation methodology and is assigned by percentage of use to the funding institutions. Currently, the Johns Hopkins University’s School of Medicine, School of Hygiene and Public Health, and School of Nursing share the cost with the Johns Hopkins Hospital, Bayview Medical Center, Howard County General Hospital, and the Kennedy Krieger Institute. The library also manages several service center accounts and other project-based accounts.

In FY08, personnel costs for library staff accounted for approximately 44% of the expenditures. Collection costs for books, journals, and electronic resources were nearly 36% of the total budget and the cost for physical plant operations for the main library and all satellite locations was approximately 12%. Other uses are detailed below.

### Fiscal Year 2008 Statement of Expenditures

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERSONNEL (includes fringe benefits)</td>
<td>$2,892,718</td>
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<tr>
<td>Supplies and Materials</td>
<td>178,451</td>
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<td>Telephone Services</td>
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<td>Contractual Services</td>
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<td>Staff Development</td>
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<td>Computer Hardware and Software</td>
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<td>Collections (books, journals, electronic resources)</td>
<td>2,860,961</td>
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<td>Physical Plant (maintenance and operations)</td>
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<tr>
<td>Other Costs (miscellaneous)</td>
<td>541,065</td>
</tr>
<tr>
<td><strong>Total FY08 Expenditures</strong></td>
<td><strong>$8,161,610</strong></td>
</tr>
</tbody>
</table>

*Note: Expenditure statement includes all institutional appropriations and generated revenue sources.*
$8,161,610 Institutional Support of the Welch Library

- **School of Medicine**: 57%
- **School of Public Health**: 26%
- **Kennedy Krieger Institute**: 1%
- **School of Nursing**: 7%
- **Johns Hopkins Health: School of Medicine**: 8%
  - Howard County General Hospital: 0.21%
  - Johns Hopkins Hospital: 7.51%
  - Bayview Medical Center: 0.66%
Publications


Presentations


Faculty & Staff
2007–2008

Director: Nancy K. Roderer†
Administrative Assistant: Barbara A. Todd
Special Projects: Barbara M. Koehler

Advanced Technology and Information Systems
Mehmet A. Acuner**
Pavel Bolotov*
Mark S. Dodd**
Theodore P. Glazer**
Guang Huang**
Steve Katzen*
Michael Lager**
Kuang Yi Miao*
Rui Ming*
Hong (Lisa) Song
Kim Thornton
Shubin Wang
Fai Tat (Paco) Wong*
Dianyang Wu
Zhiwu Xie**
Dongming Zhang†
Xin Zhao**
Ming Zhu**

Clinical Liaison Services
Blair Anton
Catherine K. Craven

Digital Library Services
Carlos Bailey**
David A. Bell
Barbara A. Boardley
Monique Burgess

Public Health and Basic Science Liaison Services
Donna Hesson
Carrie Iwema**
Joseph C. Martellotta
Lori Rosman
Claire Rosman

Welsh Service Center
Lawrence A. Blake
Bobby Burns
Marie G. Esch
Ivy L. Garner
Christopher Henry
Ilesha Johnson**
Timothy H. Kellam
Alonzo Lamont
Vivian C. McCall
Stella M. Seal
Michael J. Stern
James M. Tucker
Lavinia S. Wiggs

Education Services
Cynthia L. Sheffield**

Finance and Administration
Herman C. Brown
Willard F. Bryant, Jr.
L. Gary Faulkner
Janet L. Jelen
Nicole Newton
Tony Street
Lyndalea B. Vantine
Brenda L. Wood

Historical Collection
Eliza Hill*
Brenda Morris**
Christine Ruggere

* indicates staff member hired
since July 1, 2007
** indicates staff member who left the library during 2007–2008
† indicates Faculty, Division of Health Sciences Informatics
Donors

The following donated books and/or journals to the library:

Eric B. Bass, MD
Lucas Blanco, MD
Alfred A. Buck, MD
Ying Jun Cao
John W. Littlefield, MD
Howard Moses, MD
Henry deF. Webster, MD

The following contributed monetary gifts to the library:

Margaret Bright, PhD
Donald E. Buchanan, MD
Mrs. Doris C. Firor
Mrs. Oliver McCoy
Edward H. Stein, MD