Changing to Meet the Future

Welch Report 2010-2012

Welch Medical Library
Serving the faculty, students & staff of the Johns Hopkins Medical Institutions
Welcome to the Welch Library Report for 2010 through 2012. These past two years have seen immense change as we continue to move ahead toward our goal of creating the library of the future. Our informationist program continues to grow with more users being served and more time being spent serving them. Use of electronic resources grew as did use of the library’s website. Paying close attention to these trends and declining use of the physical building Welch reduced the operating hours of the physical library space, moving from a seven-day a week operation to six days and eliminating all evening hours beginning in January 2011. We continued collecting data on library use, participating with the Milton S. Eisenhower Library in the LibQual survey in 2010 and conducting a value survey in 2011. In keeping with our commitment to provide excellent interfaces for our users, our new website was launched in April 2012.

Planning for the future of the Welch Library continued with the formation of the Committee for the 21st Century Welch Library. The committee, which met during 2012, has made valuable recommendations for the future of Welch library, which we are even now putting into action.

Throughout this report we include comments collected from our value survey. The appreciation of our users of the services and resources we provide speaks volumes. We invite you to join with us as we celebrate our accomplishments and continue to move forward.

Nancy K. Roderer, Director
Informationist Services

Informationists are on the frontline of service provision to the faculty, students and staff of the Johns Hopkins Medical Institutions. They participate in on-site activities, conduct classes and one-on-one training sessions, engage in research both as librarians and a part of research teams, and support the research, teaching and clinical mission of the institutions. Below are some selected statistics for informationist services as a whole.

<table>
<thead>
<tr>
<th>Informationist Activity</th>
<th>FY 06/07</th>
<th>FY 07/08</th>
<th>FY 08/09</th>
<th>FY 09/10</th>
<th>FY 10/11</th>
<th>FY 11/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total contacts</td>
<td>910</td>
<td>1011</td>
<td>2990</td>
<td>3000</td>
<td>3634</td>
<td>4493</td>
</tr>
<tr>
<td>Contact hours</td>
<td>1309</td>
<td>1638</td>
<td>5108</td>
<td>4662</td>
<td>4975</td>
<td>7508</td>
</tr>
</tbody>
</table>

As can be seen, both the total number of contacts and number of contact hours continues to rise. In part this reflects the increase in staff, but it also is a statement of how embedded Welch informationists are becoming within their departments.

Research is a major focus at the Johns Hopkins Medical Institutions and Welch library is proud to support that focus. As the charts below show, informationist support of research activities continues to grow, both in total numbers and as a percent of total informationist activities.

Currently there are 11 informationists, divided into two departments, Clinical Informationist Services and Public Health and Basic Sciences Informationist Services.

* Contacts resulting in the provision of information to support a research grant or specific research project.
Clinical Informationist Services

Clinical informationists provide services to faculty, students and staff in the clinical departments of the School of Medicine and the School of Nursing. These services include complex searching of multiple databases, identifying relevant results, managing citations systems, contributing to in-depth collaboration projects, supporting evidence-based practice and education, participating in on-site departmental activities.

Service

On-site services provided to users continued to expand with office hours in Oncology, the School of Nursing and the Armstrong Medical Education Building added to those already held in Emergency Medicine, Endocrinology & Metabolism, Physical Medicine & Rehabilitation, Radiation Oncology, and Radiology. Additionally, participation in regularly scheduled departmental activities increased with informationists participating in the following activities: Plastic & Reconstructive Surgery Research Committee, Pediatric Staff Development committee, PICU case conference and the PACCMM quality assurance committee, the SOM Education Policy and Curriculum Committee, and the JHH Ethics Committee.

Other projects saw clinical informationists collaborating with the Department of Radiology faculty on a proposal for an NLM Administrative Supplement Awards. This proposal, for the existing NIH R01 grant, “Dose-response in Radionuclide Therapy” was awarded in 2012. Clinical informationists are also collaborating with WICU clinical team members on a pilot study proposal to examine clinical questions on intensive care units.

Currently discussions are underway for the participation of informationists during rounds with internal medicine residents. These are anticipated to begin in the fall of 2012. Discussions for similar efforts with the department of Pediatrics are also underway.

When not participating in on-site activities or assisting our patrons at office hours, informationists perform literature searches in support of systematic reviews and other in-depth collaborative projects. Among some of the topics covered are:

- Outcome Measures in Pediatric Stroke
- Neuromuscular electrical stimulation in mechanically ventilated patients
- Surges in the Emergency Department caused by flu or other respiratory illnesses
- Percutaneous vertebroplasty for the treatment of Osteoporotic Compression Fractures
- Growth hormone use in children

I was so impressed with the level of assistance available to me on my recent search effort that my goal is to more readily and effectively use such resource in future.

SOM Faculty

Informationist Jaime Blanck consults with Lenny Feldman and Jennifer Cai.
Education

Education and training sessions provided to specific clinical departments and academic groups in the SOM and SON are geared towards information literacy, including presentations focusing on the access, retrieval, dissemination, management and storage of information in electronic systems. Some of the education activities clinical informationist staff has been involved in include:

- Participating in curriculum planning and instruction for the SOM’s “Transitions to the Wards” course
- Participating in the SOM’s Ambulatory Care Clerkship in evidence-based searching
- Guest lecturer for the School of Nursing courses: “Applications of Research to Practice,” “Nursing Inquiry for Evidence-Based Practice,” “Research Process in Nursing”
- Orientation presentations for incoming students for the Schools of Medicine and Nursing as well as new house staff

Welch informationists also worked with library staff from at the Eisenhower library to inform the planning and curriculum development of a new degree program, the Masters in Education for Health Professionals (MEHP), cross-campus collaboration between the schools of Education, Medicine and Public Health and Nursing. Using citation databases and social networking research tools, background research was conducted to identify and connect with leaders in research in medical education.

Public Health and Basic Sciences Informationist Services

Similar to their counterparts in Clinical Informationist Services, Public Health and Basic Sciences (PHBS) Informationists provide services to the faculty, students and staff for the Bloomberg School of Public Health and the basic sciences departments of the School of Medicine.
Service
PHBS informationists increased the number of locations where office hours are being offered, adding Hampton House to those already offered at the Hopkins Population Center and in Biostatistics.

In addition to office hours, PHBS informationists are involved in a variety of projects. One such project is a contract with the US Cochrane Center, the Cochrane Eyes and Vision Research Group to provide support developing and updating search strategies for between six and twelve systematic reviews a year. Informationists also participated extensively in a review of the use of internal documents in public health research, part of a study related to publication bias.

Collaboration with the Hopkins Population Center continued during this time, with two Welch informationists providing support along with part-time support from the Data Librarian from the Eisenhower Library. The HPC Welch Space was renovated to enlarge the conference room space and build in an overhead projector and screen. Additionally, the space became an out of the Welch building drop off, pick up and reserves location. PHBS informationists also supported submission of a grant for the renewal of the training grant, as well as identification of additional management needs with regard to

NIH public access policy submissions to PubMed Central

Over this period, PHBS informationists also increased collaboration with the administration of BSPH, increased their visibility at Faculty Senate meetings, and were included in discussions on how to support effective scholarly communication by students, including promotion of bibliographic citation management tools.

Other activities that PHBS informationists were involved in include the following:

- PCORI Rapid Reviews: AHRQ-funded methodological reviews. This included the development and running of search strategies for ‘Handling Missing Data’ and a review of literature on best practices for handling heterogeneity in studies.
• Systematic Review on the impact on mortality of time to initiation of breastfeeding, for creation of an IH LIST (Lives Saved Tool) item.
• UNFPA funded systematic review on the role of Community Health Workers in provision of family planning and reproductive health services.
• Mercury and Heart Rate Variability: A Systematic Review
• Several reviews with the GAVI vaccine initiative.
• Support for a review of the literature related to TB and Women
• Provided data for “dashboard” of statistics developed by university President Daniels

**Education**

Public Health and Basic Sciences informationists worked on several classes during the past two years. Chief among them was the Systematic Reviews and Meta-Analysis class. For this class PHBS informationists in collaboration with the class teaching faculty developed a 5-page ‘Roadmap: Searching to Support a Systematic Review of the Literature’, developed and presented a brief lecture; presided over four lab sessions; held 1-2 hour ‘office hour’ sessions with each of the 10 student groups; and marked the search strategies for each of the ten groups.

Additionally, PHBS informationists conducted numerous orientation sessions, both lecture and hands-on for incoming students and fellows.

**Digital Library Services**

The Digital Library Services (DLS) department plays a vital role, acquiring and managing the library collections, both digital and print.

Being able to access recent journal articles online allows me to do an excellent job of preparing teaching materials, teaching medical students, and caring for patients.

SOM Faculty

Over the past two years DLS staff has incorporated Sibley and Suburban Hospitals into many of the library’s licenses such as *Access Medicine*, *Access Surgery*, *Access Emergency Medicine*, *EBSCOhost databases*, *MDConsult* and *Mosby’s Nursing Skills*.

New resources added over this period include: *Elsevier Neuroscience E-Collection*, *Acta Oto-Laryngologica* Archive and the full –purchase of Ovid titles which previously the library had only subscribed ensuring their availability if subscriptions should be canceled in the future.
During this time the Lilienfeld Library and Nursing Information Resource Center were closed as Welch service points. The closure of the Lilienfeld library saved $180,000 for the library with the elimination the annual rent for the space. DLS staff completed the move of materials from Lilienfeld into Welch library, including re-labeling all books and changing their location in the Johns Hopkins University Catalog.

DLS staff played an important role in the development of the Department pages, a new feature introduced in the revision of the Welch website this year. Staff selected the ‘core’ journals, databases and eBooks for each of the 60 Department Pages and entered the mapping of the Welma subject terms to the Department Page listing as well as marking the appropriate entries as ‘Core’ for each page.

Planning is underway for DLS staff to take on the responsibility of loading files from the Carpe Deim Project into JScholarship.

**Welch Services Center**

Reviewing the statistics, trends observed in the past continue. Electronic usage of books, journals and databases remains high, while use of physical library resources, books, library space, in-person reference continues to decline. In fiscal 2010-2011 physical use of the Welch space declined by 37% while circulation and reference both declined by 17%. For fiscal 2011-2012, physical use of the library declined a further 48% while circulation declined 22% and reference declined 39%.

Fewer people coming to the building does not mean Welch Services Center staff are idle. Though circulation has declined, with the expansion of the library’s office delivery service, books are being delivered not only to offices, but to five additional pickup/dropoff locations. Two of these locations are located in spaces that formerly housed Welch staff, Hampton House 9th floor and the School of Nursing. Other spaces are located in the Armstrong building, the School of Public Health and the Pre-Clinical Teaching building.

Welch’s chat reference service was re-introduced with the introduction of the new website and is covered primarily by Welch Service Center staff. During this period WSC staff continued their support of
the informationist program, providing services such as de-duplication of bibliographic citation databases and support of the education program. Additionally, this last year saw the piloting and implementation of a new electronic reserves system.

**Advanced Technology and Information Services (ATIS)**

The most visible project of the ATIS department was the design and deployment of the new, integrated WelchWeb site. This new site incorporates into it the functionality of the MyWelch portal as well as providing a streamlined and more intuitive interface for library users. On the back end, it has a completely redesigned system architecture and database structures. In preparation for this new website the team developed and conducted online surveys of WelchWeb and MyWelch users, using the data generated to increase understanding of user needs and drive the website redesign.

Other ATIS projects over this period include the development of specialty portals in Basic Science, Wilmer Nursing, and the Center for Health and Outcomes Research. ATIS staff also provided support and services for clinical training and data processing including: social media portal clinical training for the Pediatric Intensive Care Unit, hosting servers for the Population Center and data computation from the Center on the Early Life Origins of Disease project. Working with the Communications Committee ATIS staff developed icons and functionality for Welch’s blog, Facebook and Twitter pages.

**Welch Committees**

**Action Planning (APC)**

The APC continues to monitor the library’s progress toward achieving the goals of the Action Plan and the realization of the library of the future. In this past period the committee has refocused its work, reserving meetings for discussions of opportunities, challenges and barriers to meeting Action Plan goals.

Specific tasks the APC focused on were the formulation of an FAQ to inform users of library changes as well as a timeline for tasks in response to the recommendations of the Committee for the 21st Century Welch Library.

**Assessment**

In fiscal 2010-2011, the Assessment committee managed Welch library’s participation in the JHU-wide LibQual Survey, helping to select local questions, distributing and publicizing the survey on the JHMI campus, responding to questions and concerns about the survey and analyzing survey results. More than 60% of the respondents to the survey identified their primary library affiliation as Welch Library.
The following year the committee developed, administered and analyzed a “value survey” of faculty, fellows, and housestaff/residents of the schools of medicine, nursing and public health. The primary goal of the survey was to gain a better understanding of the effect of information and informationist services on clinical and research decisions and the value of selected library services. Survey results were presented to the library staff and summary reports were presented to the Welch Library Advisory Committee and the Committee for the 21st Century Welch Library.

In support of the Action Plan, the committee worked with the Informationist committee learning about the current system for evaluating Welch classes and offered recommendations to improve both the survey questions and the method of distribution.

**Communications**

Getting the word out to the JHMI campus about library services and changes is the responsibility of the Communications Committee. They see this through multiple venues such as the Welch Library Blog, Latest News, a Facebook page and Twitter account. This past year saw the addition of a Welch Tip of the Day, Podcasts, the creation of a Welch YouTube channel and an informationists music video. The word is getting out; blog visits have increased to 6365 in fiscal 11/12 up from 1834 in fiscal 10/11, Twitter followers have increased to 98, up from 62 the previous year. The weekly reach of the library Facebook page is 1,500 and there are over 600 likes of the page and over 290,000 Friends of Fans.

In addition to getting the word out through social media, the committee worked to advertise library events such as the LibQual survey, the Value Survey; and library changes through articles in Hopkins publications such as Inside Hopkins, fliers, and plasma screens. Committee members also staff Welch library visibility tables throughout the campus.

In 2010-2011 the committee sponsored the Welch ‘Round the World…So Where are You?” photo contest. Conceived as a followup to the I Love the Library campaign, this campaign encouraged library users to submit their photos of where they are around the world and how they use the library. Six winners were chosen and presented with Welch Library USB drives and luggage tags.

**Internet Services**

Redesign of the WelchWeb site was the primary focus of the Internet Services committee over the last year. The new site was introduced in April 2012. It integrates the MyWelch portal functionality and offers many features of use to library users. Among these features are:

- Department guides providing access to eResources based on departments
- Login with JHED credentials provides “Your Informationist” display, personal bookmarks, and multisearch
- Real-time chat window prominently displayed on all pages
Email us and help forms more prominently displayed
Quick tools, popular databases and Information desk available on all pages
Collapsed the multiple search boxes into a single panel with tabs for the different searches

**Informationist**

The informationist committee allows the members of the Clinical Informationist and Public Health and Basic Sciences Informationist departments to work together discussing items and events that impact services provided to patrons. Among the topics discussed were the NIH Public Access Policy, office hours, strategies and best practices for systematic reviews and education of users.

The committee also coordinates the Library’s education program, providing instructional support to faculty, students and staff. Classes offered include instruction in PubMed, Life Beyond PubMed, Google Tools, RefWorks, Endnote and Finding Funding to name a few. Classes were restructured to be shorter allowing for more sessions to be taught.

**Research**

Three proposals were submitted for NLM Administrative supplement grants, “Reducing Disability via a Bundled Bio-Behavioral-Environmental Approach”, “Dose-Response in Radionuclide Therapy”, “Keratins as Novel Determinants of Tumor Biology”. Two of the proposals were approved. In support of these grants Welch informationists will assist with capture of medical billing information from the participants; assist with use of GIS neighborhood data; identify approaches for analyzing digital recordings of interviews; assist with deposit of manuscripts in compliance with NIH Public Access. They will also provide tailored support to thoroughly search the literature, constructing comprehensive and methodical search strategies, organizing and maintaining the citations found, and offering and supporting requests for additional research and follow-up searching.

In March, 2012 an NN/LM Express Outreach Award proposal was submitted in collaboration with the Mid-Atlantic Public Health Training Center (MAPHTC). The proposal is to provide half day, face-to-face training 3 times between May, 2012 and April 2013 to public health professionals in the Mid-Atlantic regions on finding, evaluating and using high quality information resources on the internet. The sessions will then be turned into an internet-based resource.

Additionally, a research proposal on “Clinical Questions in the WICU [Weinberg ICU]” was developed.

**Staff Development & Communications**

Preparing staff for the library of the future is the responsibility of the Staff Development and Communications committee. This group conducted a survey of the training needs of library staff and used the results of the survey to guide their work. Based on the results all-staff sessions on managing change have been offered as well ongoing updates of library staff regarding the library transition plans.
Informal sessions are also sponsored by this committee, including pizza parties, the annual holiday party and a Get to Know Your Co-worker Ice Cream Social.

The committee has also developed and made available to library staff on the Intranet a “Learning Opportunities & Professional Development Resources” document. This resource list provides to staff a one-stop place to look for classes and other learning and professional development opportunities.

Committee for the 21st Century Welch Library
In 2012, in response to a planned end to library services from the physical Welch building (not including the Institute of the History of Medicine library), the Committee for the 21st Century Welch Library was formed. Comprised of faculty, students and staff from all divisions on campus and co-chaired by David Nichols, Vice Dean for Education, School of Medicine and Martha Hill, Dean, School of Nursing, the committee was charged with performing an objective and comprehensive assessment of the current status of the library physical plant and further with reviewing the strategy for the future provision of the highest quality information services and the optimal use of the Welch Library building. The committee reviewed library usage data, conducted comparisons with peer libraries and investigated trends in library usage and services. The committee’s final report was released in August 2012 and contained the following recommendations:

• Reaffirm the Welch Library as an information resource of national and international prominence.
• Renovate the Welch Library building to be a campus-wide resource for teaching and learning.
• Improve utilization of the building by students, faculty, staff and the Institute of the History of Medicine.
• Engage the Community in the design, use and governance of the library services and building.
• Establish a secure financial base for phased achievement of the above goals.

The library’s advisory committee was revamped following the conclusion of the Committee for the 21st Century Welch Library and will work with library staff to realize that committee’s recommendations. Physical library operations will remain unchanged while the future of the building is determined.

Affiliates
Division of Health Sciences Informatics (DHSI)
DHSI placed online 3 Informatics Certificate (Applied Health (SON), Clinical (SOM), and Public Health (SPH)) training programs, with funding from the Office of the National Coordinator for Health IT of the Department of Health and Human Services. Only 8 other institutions were named part of their University-Based Training Program. Together with 2 masters programs, DHSI trained 85 students this past year.

DHSI is taking the lead in organizing the informatics components of the Institute for Clinical Training and Research, the prime recipient of Hopkins’ Clinical and Translational Science Award. This new organization will work to incorporate informationists even further into the life cycle of scientific research projects.
The Division continues to host the Friday Grand Rounds series which are Web cast and archived, with over 100 regular viewers each month.

The School of Public Health has created the Global mHealth Initiative, with a mission of development and research in mobile health technologies. Like “infobuttons” in clinical systems, that link users to library resources, mHealth applications provide a great opportunity to link users to such resources even closer to the point of use and in the field.

The Division is working with ATIS to develop workflow-support resource tools and to support a series of clinical-informatics “sandboxes” that allow students to practice with health IT, as well as to configure, program, and innovate.

**Historical Collection of the Institute of the History of Medicine**

The Institute hosted a number of visitors over the last two years. In Spring 2011, Vincent Van Roy, a visiting scholar from the University of Antwerp was a guest. Working on his Ph.D. dissertation on the circulation of academic-theoretical and technical-practical knowledge in the medical professions (1540-1795), Mr. Van Roy spent three months researching in the Historical Collections. Other visitors included Dr. Monika Maria Pietrzak-Franger from Universität Siegen in Germany who visited the library to view the Jonathan Hutchinson Collection of medical prints as part of her research on the visualization of syphilis in the nineteenth-century, intending to return in Fall 2011 for a three week research visit. Following her was Juan Carlos Jorge, M. D. of the University of Puerto Rico, who spent four days in the library. Professor Vertus Saint Louis of Haiti visited the Historical Collection a number of times continuing his research into the history of science in colonial Haiti. Drs. Prieto and Pascual visited from Spain for four days in September 2011 to review seventeenth- and eighteenth-century medical works.

The Historical Collection received the library of Barton Childs, M.D. through the generosity of his wife, Prof. Ann Pulver. Dr. Childs, the first director of genetics in the Department of Pediatrics at Johns Hopkins, had been a frequent visitor to the Historical Collections for many years before his death at the age of 93. We also received a large collection of Chinese language books on the history of medicine in China from the eminent historian at the University of Southern California, Prof. Charlotte Furth. Herbert L. Fred, M.D., an alumnus of the SOM presented a collection of books relating to Sir William Osler.

With the receipt of Dr. Child’s library and the Chinese language collection a major shifting of materials was needed. In the Summer of 2011 the books from the seventh-level stack were transferred to the sixth and most of the seventh-level stack was transformed into a locked cage area to house nineteenth- and twentieth-century rare books and other special collections material. Within this locked area materials were consolidated from other storage areas and freed up space within the locked shelving in the Rare Book Room.

The curator of the historical collection continued her collaboration with Welch staff, coordinating with Welch staff the selection of material to be retained from the Lilienfeld Library before the closing of that Library in December 2010. She also continued the ongoing examination for retention of selected books and lists of journals proposed for deaccession by the Welch Library.

In the Fall of 2011, the curator gave a tour of the Historical Collections and displayed a selection of rare books for viewing by members of the Grolier Club from New York City. Winston Tabb and the Johns Hopkins University Libraries were the hosts of the Grolier Club’s weekend-long visit to Baltimore.
Financial data

The primary funding for the library is supported in a series of operational budgets developed annually by the staff and the library director. This amount of funding is distributed using an allocation formula using fixed percentages for each institution. Currently, the Johns Hopkins University’s School of Medicine, School of 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 FY12, staffing costs accounted for approximately 41% of the expenditures. Collection costs were nearly 40% of the total budget and the cost for physical plant operations for the main library building was approximately 9%.

<table>
<thead>
<tr>
<th>Institutional Support of the Welch Library -- $8,547,029</th>
</tr>
</thead>
<tbody>
<tr>
<td>School of Medicine</td>
</tr>
<tr>
<td>54%</td>
</tr>
<tr>
<td>School of Public Health</td>
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<tr>
<td>28%</td>
</tr>
<tr>
<td>Kennedy Krieger Institute</td>
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<td>8%</td>
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<tr>
<td>Howard County General Hospital</td>
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<td>7.79%</td>
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<td>Johns Hopkins Hospital</td>
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<td>Bayview Medical Center</td>
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<td>0.22%</td>
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<tr>
<td>Johns Hopkins Health Systems</td>
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<td>9%</td>
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**FY12 Budget Breakdown by Category:**

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<tr>
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<th>Amount</th>
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<td>Staffing</td>
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<tr>
<td>Physical Plant</td>
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<tr>
<td>Other</td>
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<tr>
<td>Collection Contingency Fund</td>
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<tr>
<td><strong>Total FY12 Expenditures</strong></td>
<td><strong>$8,547,029</strong></td>
</tr>
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In FY11, staffing costs accounted for approximately 44% of the expenditures. Collection costs were nearly 39% of the total budget and the cost for physical plant operations for the main library building was approximately 11%. 

**FY11 Budget Breakdown by Category:**

<table>
<thead>
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<th>Category</th>
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<tr>
<td>Other</td>
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<tr>
<td><strong>Total FY11 Expenditures</strong></td>
<td><strong>$8,218,297</strong></td>
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**Staff publications & presentations**

**Publications**


**Presentations**


Faculty & Staff
Director: Nancy K. Roderer

Administrative Assistant: Kim Thornton

Advanced Technology and Information Systems
Karl Burke**
Changxin (Jack) Chen
Hayan Chi*
Steve Katzen
Jiajen Lei*
Hong (Lisa) Song
Poshen Wang*
Shubin Wang
Fat Tat (Paco) Wong
Dianyang Wu
Dongming Zhang^

Clinical Informationist Services
Blair Anton
Jaime Blanck*
Victoria Goode
Katie Lobner*
Carrie Price*
Christina L. Wissinger**

Digital Library Services
David Bell
Barbara A. Boardley
Monique Burgess**
Katharine M. Danko
Gwendolyn M. Ellis
Marsha E. Jolly
Diane K. McLaughlin
Martha G. Traub
James F. Watson
Barbara A. Watkins
Sue Woodson
Maurice M. Wright

Finance and Administration
Herman C. Brown**
Willard F. Bryant, Jr.
L. Gary Faulkner
Janet L. Jelen**

Mary E. Kelley**
Nicole Newton
Tony Street
Lyndalea B. Vantine
Lavinia S. Wiggs

Historical Collection
Christine A. Ruggere

Public Health and Basic Sciences Informationist Services
Jennifer Darragh+
Peggy Gross*
Donna Hesson
Lori Rosman
Claire Twose
Rob Wright*

Welch Service Center
Lawrence A. Blake**
Bobby Burns**
Marie G. Esch
Ivy L. Garner
Christopher Henry
Timothy H. Kellam
Alonzo Lamont
Joseph Martellota
Vivian C. McCall
Stella M. Seal
Michael J. Stern
James M. Tucker**

+ indicates staff shared with the Milton S. Eisenhower Library
* indicates staff member hired since July 1, 2010
** indicates staff member who left library during 2010-2012
^ indicates Faculty, Division of Health Sciences Information
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for Informationists

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for Library Operations Staff