

The Biomedical Libraries  
Dartmouth College/Dartmouth-Hitchcock Medical Center  
2000/2001 Annual Report

[William F. Garrity](#)

Director of Biomedical Libraries

September 2001

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The Biomedical Libraries are the Dana Biomedical Library on the Dartmouth College campus in Hanover, New Hampshire, and the Matthews-Fuller Health Sciences Library at the Dartmouth-Hitchcock Medical Center in Lebanon, New Hampshire. The Libraries' mission is to provide biological and medical information resources and services that support research, teaching, and patient-care activities of Dartmouth Medical School, the Dartmouth-Hitchcock Medical Center, and Dartmouth College.

Our priorities for 2000/2001 as cited in the annual report for 1999/2000 were

- Information resources: continue to add more digital full text.
- Fill the Health Sciences Librarian position.
- Continue development of the Biomedical Libraries Web.
- Continue the emphasis on the Libraries' education programs.
- Market and promote the Libraries and our resources and services.
- Launch revamped document delivery services.

We made notable progress in each area, as this report describes.

The level and character of use of the Libraries was varied (see summary statistics at the end of this report). Document delivery, use of the Biomedical Libraries Web and digital information, the number of digital journals, and user education services all increased. User printing continues to skyrocket. Gate counts, circulations (of non-digital information), information (reference desk) transactions, and user photocopying were down. Mediated database searching was steady.

What do the data suggest? Perhaps the Libraries are becoming a set of digital resources and services rather than principally a physical entity. Our users are shifting to using our Web, digital information resources, and document delivery, rather than coming to the library; people are printing from digital journals rather than photocopying articles from paper issues.

## **Personnel**

See the staff directory at

<http://www.dartmouth.edu/~biomed/about.html#staff.html#index.shtml> and the personnel organization chart at

<http://www.dartmouth.edu/~biomed/about.html#chart2.pdf>.

The Biomedical Libraries staff is an outstanding and dedicated team that is jointly responsible for the Libraries' achievements. I have never worked with a better group of people.

There were a number of personnel changes, including

- Cindy Bird was appointed Information and Education Services Librarian in November 2000 to fill-out the staff while the Health Sciences Librarian position was vacant. Cindy later assumed the additional role of Consulting

Librarian in the Libraries' service contract with the Central Vermont Medical Center (Barre, Vermont).

- Fred Pond, Clinical Nursing and Information and Education Services Librarian, began a six-month leave of absence on July 1, 2001. Heather Blunt, Information and Education Services Librarian, assumed the additional roles of Interim Clinical Nursing Librarian as well as Consulting Librarian in the Libraries' service contract with the Cooley Dickinson Hospital (Northampton, Massachusetts).
- Beth Bryden, Library Services Assistant, moved from the Dana Library to the Matthews-Fuller Library.
- Jamie Dalton moved from Document Delivery Assistant to Learning Resources Technician.
- Anne D'Aveni joined the staff as Document Delivery Assistant.
- Reed Lowrie, Dana's Access Services Supervisor, is on a leave of absence through June 30, 2002. He will be attending the Graduate School of Library and Information Sciences at the University of Illinois. Jill Wilcox, Stacks Supervisor at Dana, is Interim Access Services Supervisor while Reed is on leave. Kerrie Bushway is a Library Services Assistant at Dana, providing additional coverage while Reed is on leave and Jill fills in for him.
- Glenn Marvel joined the staff as Document Delivery Supervisor.
- Rawley Massoth joined the staff as Library Services Assistant at Dana.
- Susanne Underdahl, Library Services Assistant at Matthews-Fuller, went on leave. Melissa Lardiere is filling in for her.
- Cheryl Wood became Library Services Assistant at Matthews-Fuller.

I want to recognize staff in addition to Reed who lately have secured or are pursuing advanced degrees relevant to the Libraries' work. Bethany Bryden is pursuing a Master in Library Science (MLS) at Simmons College. Dave Izzo is pursuing a Master of Arts in Teaching with Internet Technologies, at Marlboro College. Cindy Bird, Heather Blunt, and Norma Pellerin all received MLSs while working at the Biomedical Libraries.

The Biomedical Libraries were reorganized over a period of time bridging the fiscal years 2000/2001 and 2001/2002. Peggy Sleeth's position was changed from Head of Information Resources to Associate Director/Information Resources. Meanwhile, Cindy Stewart had been recruited to return to Dartmouth to be the Health Sciences Librarian effective August 1, 2001; prior to her arrival, her position was changed to Associate Director/Health Sciences Library. Concomitant with these changes, reporting relationships within the Libraries were redefined as depicted on the personnel organization chart.

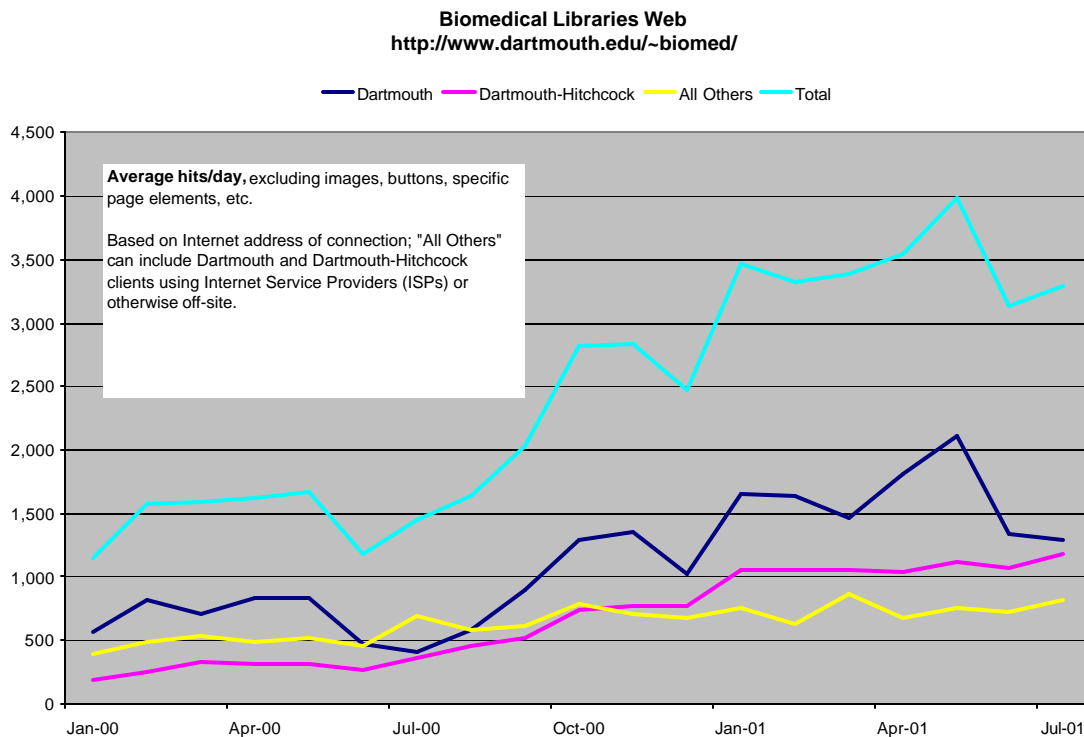
Dave Izzo's position was changed to Manager of Computing and Media Services; Norma Pellerin's to Marketing Coordinator and Information and Education Services Librarian; and Karen Odatto's to Education Coordinator and Information and Education Services Librarian.

At the conclusion of 2000/2001, Norma Pellerin, concurrently Interim Health Sciences Librarian and Marketing Coordinator and Information and Education Services Librarian, announced her resignation to take an administrative post in the Kentucky State Library system. Norma provided very capable and much-appreciated leadership of the Matthews-Fuller Health Sciences Library during the extended recruitment for the Associate Director/Health Sciences Library position. A priority for 2001/2002 is recruiting a new Marketing Coordinator.

I think it would be worthwhile to have a "floater" position to provide flexible coverage among the Biomedical Libraries' various service points. We are large enough to often have at least one vacancy; a floater would help us provide coverage, as well as have additional help during peak periods.

### The Biomedical Libraries Web

The Biomedical Libraries Web - <http://www.dartmouth.edu/~biomed/> - is the key tool for the Libraries and is the launch pad for most of our information resources and services. Use of the Web increased significantly during 2000/2001.



Web development and maintenance are done by a standing Biomedical Libraries Web group (see <http://www.dartmouth.edu/~biomed/webgroup.html/>). In 2000/2001, we redesigned the site to make it easier to navigate, provide direct links to the most heavily used pages, and make new and important information more visible. We revamped the header, and began usability testing.

We continue to focus on using the Web as a tool for the Libraries and our users. The relationship between the Biomedical Libraries Web and the developing Dartmouth Digital Library will become evident as the latter develops.

### Information Resources

See <http://www.dartmouth.edu/~biomed/resources.html/>.

Support for information resources was maintained. Prudent budgeting during 2000/2001 in anticipation of huge increases in subscription costs and to sequester venture funds resulted in some reserves at the end of the year.

Here are the issues that have been facing the Libraries and our users.

- New faculty and new research programs create demand for new journals. Librarian Liaisons (see <http://www.dartmouth.edu/~biomed/services.html#liaison.html>) work with their constituencies to know current and future research and teaching trends, and my work with the DMS Dean's Advisory Board (chairs and directors) and the DMS Medical Education Committee (the curriculum committee) keeps us alert to new programs and opportunities for the Libraries therein.
- Inflation rates for information resources have been about 10% or more each year for several years.
- While our funders are supportive, no institution can continuously provide libraries with annual 10% increases.
- Digital formats for information resources actually only exacerbate the immediate budget problem.
  - In many cases the digital versions of journals are an added cost of 10-100% when print subscriptions are maintained.
  - Publishers often require us to maintain the print version in order to get access to the digital version of a title.
  - Publishers often package titles in sets so that we must buy the whole catalog of titles to get the ones our users really want.
  - Many new digital products do not replace print resources but are complementary or entirely new.

These issues are not unique to Dartmouth. Publishers themselves are uncertain about their future and struggling to maintain their viability in new digital environments.

As 2000/2001 turned to 2001/2002, publishers gave signs of becoming obstreperous in licensing vis-à-vis Dartmouth College and the Dartmouth-Hitchcock Medical Center. We hold that DHMC is the College's academic medical center campus and so should be indistinguishable from the College in terms of licenses for information resources. Some publishers would stipulate that multiple licenses – with their redundant costs – be required.

The Libraries' journals collection is constantly reviewed to maintain its value to the research, educational, and clinical needs of our users. We engage faculty and others via a Serials Advisory Committee, articles in the *Biomedical Libraries Newsletter*, and various presentations and emails. A large serials cancellation project was not needed in 2000/2000 and, in fact, we were able to add a number of titles that were much-requested by faculty. The Biomedical Libraries collect detailed statistics on the use of our journal collection in order to make informed decisions about continuing subscriptions – these data are reported in the *Newsletter*.

In June 1999, the Biomedical Libraries Web listed approximately 450 biomedical digital journals. In June 2000, it listed 553 titles – a 19% increase. In June 2001, the Web listed 1,572 – a 195% increase over 1999/2000.

We estimate that approximately 25% of the Libraries' expenditures for information resources are for digital information.

Ovid (launched July 1997) is an effective and heavily used systems platform that provides a range of biomedical information resources: BIOSIS, MEDLINE and PREMEDLINE, CINAHL, and evidence-based tools (including the ACP Journal Club and Cochrane) and digital journals linked to citations. Ovid also supports document

ordering and holdings information. Our license for the system extends beyond the College, the Medical School, and DHMC to include all of the Dartmouth-Hitchcock Alliance and all of the Dartmouth-Hitchcock Clinic.

In May 2001, we migrated Ovid from a hybrid local server-remote server technology solution to a wholly remote server solution. System enhancements included more frequent data updates, more links to digital full text, and "Web links" (links from citations to searches of the Library catalog).

Use statistics between the two solutions after the Ovid migration are difficult to reconcile – contact [Peggy Sleeth](#) for details – but the data suggest use has increased steadily.

But the future of the dissemination of biomedical information may be changing. What with the ubiquity of the National Library of Medicine's own implementation of MEDLINE - [PubMed](#) – together with the efforts of [BioMed Central](#) and the "[Public Library of Science](#)," among others, to freely distribute primary research information, the whole structure of for-fee citation indexes providing access to for-fee journals may become irrelevant. Time will tell whether this vision will come to pass, and, if so, how quickly. In the meantime, beginning in 2001/2002 we'll further examine the future of Ovid at Dartmouth vis-à-vis these developments.

In 2000/2001, there were approximately 17,200 individual user sessions with MD Consult (5,500 in 1999/2000) and 19,900 sessions with Harrison's Online (23,000 in 1999/2000). With the support of the Dartmouth-Hitchcock Clinic, access to MD Consult was extended beyond the Libraries' primary constituencies (the College, the Medical School, and DHMC) to all users on the Dartmouth-Hitchcock computer networks.

There are a number of clinical information resources – e.g., [UpToDate](#) – that we are keen to provide to our users. These resources are new types of information for which additional or reallocated funds will be required.

The Libraries are out of space for collections (paper-based journals and books). In 2000/2001, we began an aggressive weeding project to create space for the most-needed materials; we expect to complete the project in early 2002/2003. Librarians from throughout the Dartmouth Library system and faculty had opportunities to review volumes identified for deaccessioning.

It does not seem appropriate that the Biomedical Libraries have a special collections: we lack the staff expertise and physical facilities to properly curate rare or valuable items, and our users' priorities don't suggest we should maintain these sorts of collections. Consequently, we are working with Dartmouth's Rauner Special Collections Library to transfer selected items to Rauner or the general collections, and deaccession the rest.

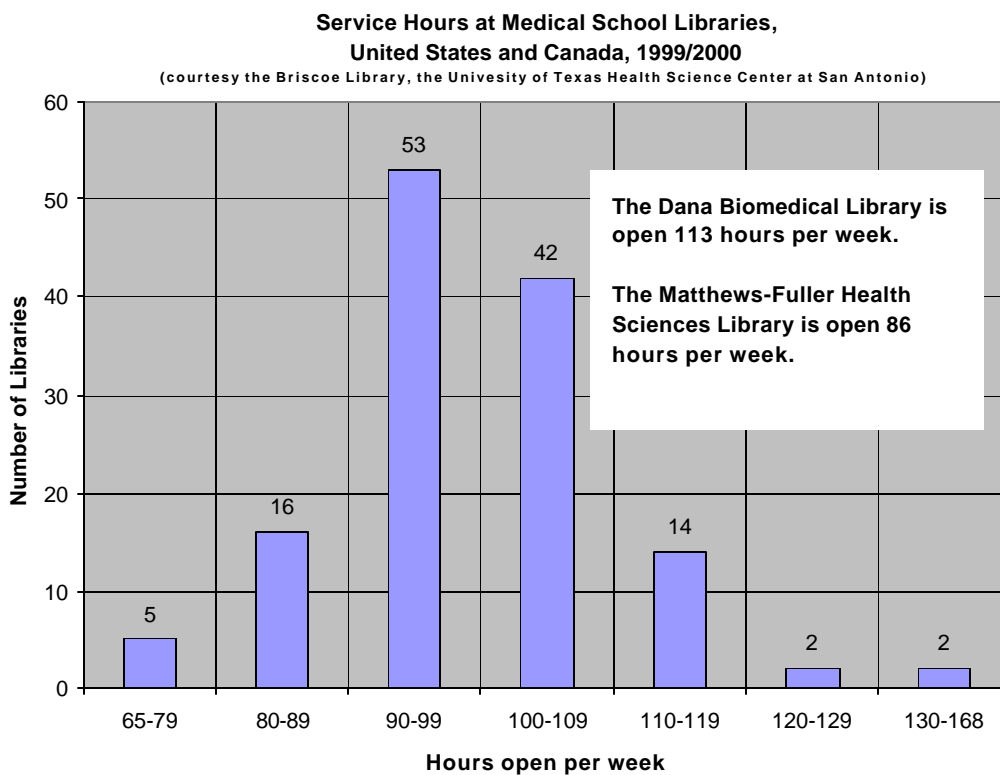
### **Technical Services**

Technical Services is responsible for monograph and serials management (including serials location information within Ovid), maintaining the Libraries' records in the Online Catalog, binding preparation, and gifts processing.

## Access Services

In April 1999 we significantly expanded the Dana Library's hours by opening at 7:00 A.M. Monday through Friday, instead of 8:00, and closing at 10:00 P.M. on Saturday, rather than 5:00. In 2000/2001, we expanded the hours further, to stay open until midnight every day of the week. The change – requested by the Medical Students and supported by the Medical School – has been very well received. At 113 hours/week, the Dana Library is open more hours than any other Dartmouth library, and is in the upper ranks of its peers among AAMC (Association of American Medical College) libraries.

Matthews-Fuller's hours are likewise expanded, albeit just for DMS exams: at those times, the library is open to 11:00 P.M. instead of closing at 6:00 on Fridays, 5:00 on Saturdays, and 9:00 on Sundays.



Electronic (course) reserves is an area in which the Biomedical Libraries will make progress in conjunction with the rest of the libraries at Dartmouth. In 2001/2002, investigation of potential solutions was underway with an eye to implementation in September 2002 as part of the Dartmouth Digital Library.

## Document Delivery Services

Document delivery is one of the Libraries' most important services, particularly given the dual libraries and the contracting serials collection. Users may request copies of articles from journals in the Biomedical Libraries' collections or any other collection. Articles are delivered by fax, interoffice mail, or U.S. mail, or held for pick up at one of the libraries.

Document Delivery service to Dartmouth users was up approximately 25% in 2000/2001. The Biomedical Libraries continue to do more document delivery than any other library at Dartmouth.

In September 2000, we launched a completely revamped service model in response to user requests for both a simplified system and for direct delivery of copies. An important component of the new service is a document-ordering feature within Ovid. In conjunction with other libraries at Dartmouth, we are investigating transmission of documents directly to users' computer desktops, likewise as part of the September 2002 launch of the Dartmouth Digital Library. Also in coordination with libraries throughout the system, we are seeking document delivery process management software – an essential solution to streamline and automate more of the work.

We continue to be a net borrower, in that we get more information (articles and books) for our users than we provide to other institutions' users. Our top ten suppliers are, in rank order, Columbia, the National Library of Medicine, Yale, Cornell, Penn, Brown, Harvard, Emory, UVM, and Rutgers. The top ten institutions to whom we supply materials are Brown, Massachusetts General Hospital, Penn, Harvard, UVM, Yale, Rutgers, NYU, UNH, and Maine Medical Center.

### **Reference Services**

Biomedical reference librarians collaborate with researchers, clinicians, teachers, students, and patients to help them find, evaluate, and manage information. Librarians help users with everything from answering very simple factual questions to crafting sophisticated approaches to complex research projects. Every encounter is an educational opportunity; much – perhaps most – of user education happens at reference desks.

### **Education Services**

See <http://www.dartmouth.edu/~biomed/services.html#education.html>.

Education is an important part of the Libraries' mission. In 2000/2001, we offered 173 programs – a 2% increase from 1999/2000 and a 21% increase from 1998/1999 – and had approximately 1,855 attendees (essentially the same as in 1999/2000 and 1998/1999).

Our programs train and educate faculty and students in the skills needed to effectively find, evaluate, and manage information. We focus on direct curriculum support for the Medical School and Biological Sciences, open-enrollment workshops, and department-focused individual and small-group tutorials. Topics include MEDLINE, BIOSIS, tables-of-contents services, PowerPoint, Web of Science (Science Citation Index), EndNote, Web searching tips and techniques, accessing full-text journals and textbooks on the Web, evidence-based medicine, and other topics. Many courses are designated for CME credit. There is a "Design-Your-Own Workshop or Tutorial" form on the Biomedical Libraries Web at <http://www.dartmouth.edu/~biomed/workshops/designyourown.html>.

The Biomedical Libraries are substantively involved in the curricula of both the Medical School and Biological Sciences. Within the School's curriculum, in 1999/2000 there were formal information skills assignments in both years of the "On Doctoring"

course (a first-/second-year course that provides an understanding of the role of the physician in the clinical setting and in the community; see <http://www.dartmouth.edu/~biomed/ondoc.html#index.html>), in SBM (Scientific Basis of Medicine) courses, and elsewhere.

At the end of 2000/2001, we concluded a re-examination of our activity within the Medical School curriculum and coordinated with the teaching faculty to develop a graduated program that reaches across each year of the four-year curriculum.

In 2001/2002, we'll

- Implement the new education program within the Medical School curriculum.
- Determine how to support general resident education with an evidence-based medicine curriculum. (Carried over from 2000/2001.)
- Assess our skills as teachers and pursue improvement and new practices if warranted.

### **Computing and Media Services**

The Libraries maintain computer- and audiovisual-equipped "Learning Resource Centers" at both Dana and Matthews-Fuller (see <http://www.dartmouth.edu/~dana/lrc/>). The primary function of the LRC is to support medical education and the computing needs of Medical Students. The unit also provides excellent computing support for the Biomedical Libraries staff.

As part of general budget reallocation since 1996, funds have been increased to provide more computers for users and staff, and more frequent replacement of computers. Many additional computers have been deployed; more could be added (and are needed), but we are at the point where space in the library is the constraining factor (at least for Dana).

A program is underway to switch Matthews-Fuller from the Macintosh operating system to a wholly Windows environment.

### **Nursing Library Program**

2000 marked the anniversary of twenty years of partnership between the Biomedical Libraries and Mary Hitchcock Memorial Hospital's Department of Nursing in providing specialized information resources and services to DHMC. The Nursing Library Program supports nursing students as well as nurses in patient-care activities, continuing education, and pursuits in higher education.

### **Promoting the Libraries and Our Resources and Services**

Our users articulate needs for a number of resources and services, yet aren't aware that we already provide a lot of them. Consequently, we make special efforts to promote and market what we have and do.

Library Grand Rounds (see <http://www.dartmouth.edu/~biomed/new.html#lgr.html>) has been a successful way to present Libraries' resources and services of interest to clinicians. Grand Rounds in 2000/2001 covered such topics as "Ovid's New Look: Enhancements, New Features, and More;" "Oncology Resources for All – Not just Oncologists;" and "Health Care Improvement: Information Resources in Support of Best-Practice Outcomes." Library Grand Rounds are held in DHMC's main auditoria

and are occasionally videoteleconferenced to the VA/White River Junction and various sites in the Dartmouth-Hitchcock Alliance and Clinic. We are asked to repeat Grand Rounds at departmental and section meetings and at various Dartmouth-Hitchcock hospitals and practice sites.

The *Biomedical Libraries Newsletter* (see the archive of past issues at <http://www.dartmouth.edu/~biomed/about.html#news.html>) is an important way to promote the Libraries. In January 2000, we changed the *Newsletter's* frequency of publication from quarterly to monthly and reduced its length from six or eight pages to four; the August issue typically is longer and is an overview of the Biomedical Libraries and our resources and services.

The Librarian Liaison Program fosters direct communication between the Libraries and our users. In the Liaison Program, librarians are assigned to serve as partners with specific units of the Medical School, DHMC, and the Department of Biological Sciences (see <http://www.dartmouth.edu/~biomed/services.html#liaison.html>). The Liaison Program doesn't subsume all the Libraries' services, but rather is a framework for personalizing our relationships with our users.

The following are a few examples of services provided under the aegis of the Librarian Liaison Program:

- New faculty are introduced to the Libraries and our resources and services. I send each new faculty member a welcome letter introducing the relevant Liaison, and Liaisons follow-up by providing one-on-one and group orientations and tutorials.
- Throughout the year, Liaisons update faculty and students about new information resources and services. Liaisons attend faculty meetings, seminars, conferences, etc.
- Liaisons provide information support for the Committee for the Protection of Human Subjects (Dartmouth's Institutional Review Board) and the Institutional Animal Care and Use Committee.
- We work with Anatomy and Pathology faculty to provide computer-based instruction in the Libraries' Learning Resources Center (some of these software tools require considerable tinkering on our part to keep them working).
- We lecture in various undergraduate, graduate, and Medical School classes.
- Liaisons make presentations for various departmental symposia, grand rounds, and lecture series.

Much of the effectiveness of Liaison activities is determined by the initiative of the individual Liaisons. We need to develop service guidelines to act as a common base for activities.

A priority for 2001/2002 is recruiting a new Marketing Coordinator and Information and Education Services Librarian. That person's first duties will include leading a user assessment and crafting a comprehensive marketing and communication plan for the Libraries.

### **October Conference**

For the fourth year, we developed and sponsored a regional conference for New England librarians (see <http://www.dartmouth.edu/~biomed/services.html#conferences>). 2000/2001's

Conference was "Creative Marketing: Promoting Library Resources and Services."  
This year's Conference (October 25, 2001) is "Web Usability: Does Your Site Work?"

### **Staff Development/Continuing Education**

I have written about my concern that staff development has focused on librarians, rather than all staff. At the Biomedical Libraries, all staff are encouraged to attend conferences and take courses. I have also been encouraging staff to pursue "non-traditional" venues for development – for example, to skip the library conferences and instead attend discipline-specific and specialty association meetings. I think staff would be able to give value to users by knowing about their work and trends in their disciplines.

It would be useful for every staff member to have a rolling three-year development plan. I would also like to re-establish our staff cross-training program so that we can provide the best service possible to our users.

In 1999/2000, we began to focus more on our student workers; to recognize, enrich, and retain them. At the end of 2000/2001, a large cadre of long-term employees graduated. We have hired a successor crew and hope to also retain them for as long as they're on campus.

### **Facilities and Equipment**

The level of laser printing continues to skyrocket. We don't charge for printing, while we continue to increase the amount of digital information we offer – which users invariably choose to print out. In 2000/2001, the Libraries' users printed 537,000 pages – an 19% increase over 1999/2000's 453,000 pages, which itself was a 32% increase over 1998/1999's 342,081 pages. This represents a significant expense for us.

In the Dana Library, the carpet on the first floor was replaced and the first floor and main stairwell were painted. Projects begun in early 2001/2002 will replace the ceiling and lighting in the basement, and paint the walls on that level, and replace nearly every student seat in the building and many of the study carrels.

But generally, Dana is a relatively outdated facility and is too small for resources, services, and users. New Medical School space at DHMC should certainly incorporate improved and larger library facilities there, but library facilities in Hanover need to be refurbished and expanded, as well. Planning for the new Life Sciences Building includes discussions about creating additional storage space therein for books and journals and renovating and retrofitting Dana to be more effective for users.

### **Dartmouth Medical School and DHMC**

The Libraries provide important support for the School's two partnership projects with biomedical education institutions in Kosovo and Russia. In the Russian project – see <http://www.dartmouth.edu/~libnet/> - we work with librarians from the Faculties of Medicine and Biology of Petrozavodsk State University and the National Library of the Republic of Karelia (Russia) to improve access to and use of biomedical information, including supplying documents via interlibrary loan. In early May 2001, Fred Pond spent two weeks in Russia consulting with the librarians there and making an assessment of needs for information resources and services. His report will offer

essential guidance in how to grow the relationship in the right directions. (Likewise, in October 2001, Fred will make an assessment visit to the University of Pristina, Kosovo.)

Within the Medical School, I am a member of the Dean's Staff. I attend Dean's Advisory Board meetings, am an ex-officio member of the Curriculum Committee, and am a member of the Faculty Development Workgroup and the AHEC Multidisciplinary Steering Committee. I am the Medical School's representative to the Group of Information Resources within the Association of American Medical Colleges. I am a member of DHMC's Continuing Medical Education Advisory Committee. I lead development of the [DMS Web](#).

The Libraries maintain a Consumer Health Library at DHMC and a Consumer Health Resources Web site (see <http://www.dartmouth.edu/~biomed/resources.html#conshealth.html>).

We circulate books to the public from this Library. In 2000/2001, we partnered with DHMC's Center for Shared Decision-Making to relocate the Library from Matthews-Fuller to CSDM's more visible space on the main level of the complex. During 2001/2002, we'll refine the services extended to patients and their families at the new location.

### **Dartmouth-Hitchcock Alliance/Dartmouth-Hitchcock Clinic**

The Libraries continue to provide for-fee services to two members of the Dartmouth-Hitchcock Alliance of hospitals: the Central Vermont Medical Center (Barre, Vermont) and the Cooley Dickinson Hospital (Northampton, Massachusetts). Under each contract, we provide a range of librarian, reference, education, and document delivery services. At CDH, Heather Blunt is on-site two consecutive days per week, every other week; at CVMC, Cindy Bird is on site one day per week, every week.

At the conclusion of 2000/2001, we negotiated a service agreement with the Gifford Medical Center (Randolph, Vermont); Karen Odatto will be the librarian on-site.

I and other members of the staff regularly visit members of the Alliance, as well as Clinic sites, to acquaint them with relevant resources and services.

### **Priorities for 2001/2002**

- Information resources: continue to add more digital full text. Find additional or reallocate funds to acquire clinical information resources.
- Examine the future of Ovid at Dartmouth.
- Fill the Marketing Coordinator and Information and Education Services Librarian position.
- Continue development of the Biomedical Libraries Web.
- Continue the emphasis on the Libraries' education programs. Work on teaching skills assessment and development.
- Strengthen functioning of the Consumer Health Library.
- Special collections: work with Rauner Special Collections Library to transfer selected items to Rauner or the general collections, and deaccession the remainder.
- Investigate increased library support of computational biology resources and services.

- Develop a marketing and communication plan to promote the Libraries and our resources and services.
- Continue development of the DMS Web.

Biomedical Libraries  
2000/2001 Summary Statistics

	1998/1999	1999/2000	2000/2001	% change 1999/2000 2000/2001
<b>GATE COUNT</b>	287,115	279,448	253,613	-9%
<b>INFORMATION RESOURCES</b>				
<b>Expenditures (all sources)</b>				
Monographs	\$116,367	\$76,667	\$55,454	-28%
Serials	\$945,695	\$1,064,600	\$1,079,848	1%
Binding	\$29,846	\$37,969	\$35,475	-7%
Total	\$1,091,908	\$1,179,236	\$1,170,777	-1%
<b>Holdings</b>				
Books	95,644	100,764	99,966	-1%
Serial Volumes	149,010	150,071	153,253	2%
Microforms	22,486	22,867	13,326	-42%
Other Formats	27,503	27,483	27,511	0%
Total Collection Size	294,643	301,185	294,056	-2%
<b>Subscriptions</b>	2,498	2,507	2,460	-2%
Digital journals linked on Biomedical Libraries Web, June 30	450	553	1,572	195%
<b>CIRCULATION</b>	121,682	109,079	81,377	-25%
<b>External</b>	22,640	20,195	18,435	-9%
<b>Reserves</b>	13,040	10,453	8,740	-16%
<b>In-house</b>	85,594	78,209	54,202	-31%

	1998/1999	1999/2000	2000/2001	% change 1999/2000 2000/2001
<b>INFORMATION CONTACTS</b>				
Directional	12,128	7,666	5,801	-24%
Reference	20,289	19,040	19,074	0%
Total	32,417	26,707	24,875	-7%
<b>MEDIATED SEARCHING</b>				
Search Requests	754	486	508	5%
<b>EDUCATION SERVICES</b>				
Programs	143	169	173	2%
Attendance	1,800	1,733	1,855	7%
Contact Hours	166	193	221	15%
<b>INTERLIBRARY LENDING/BORROWING</b>				
<b>Items Lent</b>	6,190	5,537	5,931	7%
Photocopies	5,390	5,052	5,341	6%
Books	789	484	581	20%
Other	11	1	9	800%
<b>Requests Received</b>	7,758	6,678	7,947	19%
<b>Items Borrowed</b>	7,391	6,581	8,061	22%
Photocopies	6,877	6,197	7,624	23%
Books	498	376	430	14%
Other	16	8	7	-13%

	1998/1999	1999/2000	2000/2001	% change 1999/2000 2000/2001
<b>PHOTOCOPY SERVICES (articles)</b>				
Document Delivery Service/Biomed Collections		7,979	10,620	33%
Document Delivery Service/Other Dartmouth Collections		471	644	37%
Fee-Based Service	998	977	449	-54%
For Contracting DHA institutions (CVMC)	695	454	447	-2%
For Russian Libraries			297	
Total Articles		9,881	12,457	26%
<b>PHOTOCOPYING (pages)</b>				
Public Copiers	620,948	602,790	451,156	-25%
Staff Copiers	289,999	242,313	264,607	9%
Total	910,947	845,103	712,720	-16%
<b>LASER PRINTING (pages)</b>	342,081	452,717	537,097	19%

September 27, 2001