

OVGTSL 2019

A Star is Born: The Birth of Content Management & Delivery

Terri Bennett & Todd Grooten
Indiana University School of Medicine
Ruth Lilly Medical Library



SCHOOL OF MEDICINE

Ruth Lilly Medical Library



<https://library.mednet.iu.edu>



SCHOOL OF MEDICINE



INDIANA UNIVERSITY
SCHOOL OF MEDICINE



FACT SHEET 2018-19

ABOUT US

Founded in 1903, Indiana University School of Medicine **educates more medical students each year than any other school in the country.**

Our faculty **developed the cure for testicular cancer**, pioneered use of echocardiography and led the development of the electronic medical record.

IU School of Medicine is a **national leader in Alzheimer's disease research.** Our faculty members run the federally supported biobank that collects and stores samples from patients, lead a national clinical study of early onset Alzheimer's disease, and are developing models used by researchers around the country.

The IU School of Medicine-led AMPATH program in Kenya developed one of Africa's **largest and most effective** responses to HIV and AIDS.

Our graduates are Indiana's doctors. More than half of IU School of Medicine-trained physicians practice in the state, with retention rates among the nation's best.

MD ANNUAL TUITION

In-State.....\$34,979
Out-of-State.....\$60,209

RESIDENTS AND FELLOWS

Number of accredited residency and fellowship programs..... 96
Residents and Fellows..... 1,174

FACULTY AND STAFF

Full-time faculty..... 2,708
Part-time faculty..... 310
Volunteer faculty..... 3,239
Staff..... 1,882



RESEARCH

Grants awarded for fiscal year 2017-18.....\$338,878,003
Research studies awarded for fiscal year 2017-18..... 1,569
Research centers and institutes..... 31

CONTACTS

WEBSITE

medicine.iu.edu

EMAIL ADDRESSES

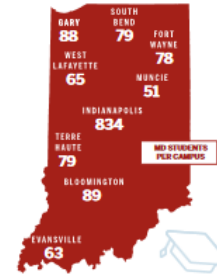
Admissions.....inmedadm@iu.edu
Residency.....houstaff@iu.edu
Financial Aid.....jespada@iu.edu

MAILING ADDRESS

IU School of Medicine
340 West 10th Street, Suite 6200
Indianapolis, IN 46202

IMPORTANT NUMBERS

MD Program Admissions..... 317-274-3772
Student Financial Aid..... 317-274-8568
Residency Program..... 317-274-8282
Dean's Office..... 317-278-3048
Alumni Office..... 317-274-8828
Development Office..... 317-274-3270
Media Relations..... 317-671-3114
Continuing Medical Ed..... 317-274-0104
Office of Diversity Affairs..... 317-274-1939



2018 ENTERING MD STUDENTS

Number of applicants..... 6,956
Number of students enrolled..... 360
Male..... 191
Female..... 169
Underrepresented minorities..... 69
In-state..... 294
Out-of-state..... 66
Average GPA of class..... 3.75
Average MCAT score..... 510

TOTAL STUDENT BODY

MD Program..... 1,426
PhD Program..... 158
MD/PhD Program..... 60
Master of Science in Medical Science (MSMS)..... 19
Master's Program..... 117
Health Professions..... 268
Certificate Program..... 11
Total Student Count..... 1,999

SUBSETS OF TOTAL STUDENT BODY

Male..... 948
Female..... 1,051
Minorities..... 731
In-state..... 1,462
Out-of-state..... 537
Living Alumni..... 21,315



SCHOOL OF MEDICINE

Do You Remember?

<https://kahoot.it>



SCHOOL OF MEDICINE

2003



SCHOOL OF MEDICINE

Snapshot 2003

CAS.COM

- 3 floors of print



"Stacks" by cogdogblog is licensed under CC CC0 1.0

Snapshot 2003

CAS.COM

- 3 floors of print
- Cataloging, acquisitions, serials & e-resources



Snapshot 2003

CAS.COM

- 3 floors of print
- Cataloging, acquisitions, serials & e-resources
- 5 full-time FTE plus part-time for serial binding



Snapshot 2003

CAS.COM

- 3 floors of print
- Cataloging, acquisitions, serials & e-resources
- 5 full-time FTE plus part-time for serial binding
- Print resources came with free electronic



Snapshot 2003

ILL

- 2 offices: 1 office just for copying and scanning



"Outside" by Wordshore is licensed under CC BY-NC-ND 2.0

Snapshot 2003

ILL

- 2 offices: 1 office just for copying and scanning
- 5 full-time FTE plus 2 part-time to pull journals



Snapshot 2003

ILL

- 2 offices: 1 office just for copying and scanning
- 5 full-time FTE plus 2 part-time to pull journals
- Copy article for mailing or scan for electronic sending



Hard Times in 2008

Renovation

- All print moved to 1st floor



Hard Times in 2008

Renovation

- All print moved to 1st floor
- Changed subscriptions from print to electronic



Hard Times in 2008

Renovation

- All print moved to 1st floor
- Changed subscriptions from print to electronic
- Bought journal backfiles and discarded 80,000 bound journal volumes



Hard Times in 2008

IU School of Medicine

- Hiring freeze
- Retirement package offered
- Budget cut by 25%



"if it's the reason for a sale it must be true" by megananne is licensed under CC BY-SA 2.0



SCHOOL OF MEDICINE

Yesterday's Technology?

<https://kahoot.it>



SCHOOL OF MEDICINE

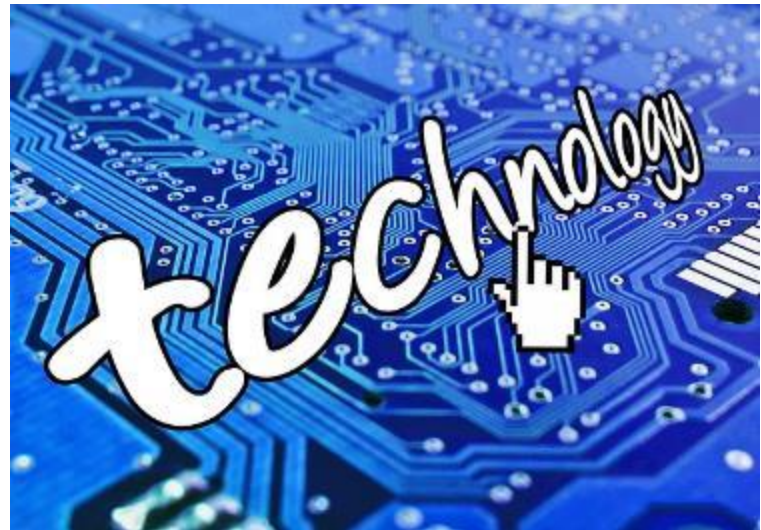
As the years go by...



SCHOOL OF MEDICINE

As the years go by...

- Improvements in technology = efficiency
- Print to electronic collection
- Tasks for print serials management eliminated



As the years go by...

ILL

- Changes in technology = faster ILL
- Downloading PDF faster than scanning print
- Sending electronically
- No requests being mailed



As the years go by...

- Library departments still shrinking
- Vacancies filled with part time vs. full time
- Retirements not replaced



"Job Openings" by rustybrick is licensed under CC BY-NC 2.0

As the years go by...

ILL

- Reduction in time to fill ILL requests
- ILL merged with Access Services
- ILL staff working daily 2-hour desk shifts



As the years go by...

IRMA

- Information, Resource Management & Access
- 3 full-time FTE

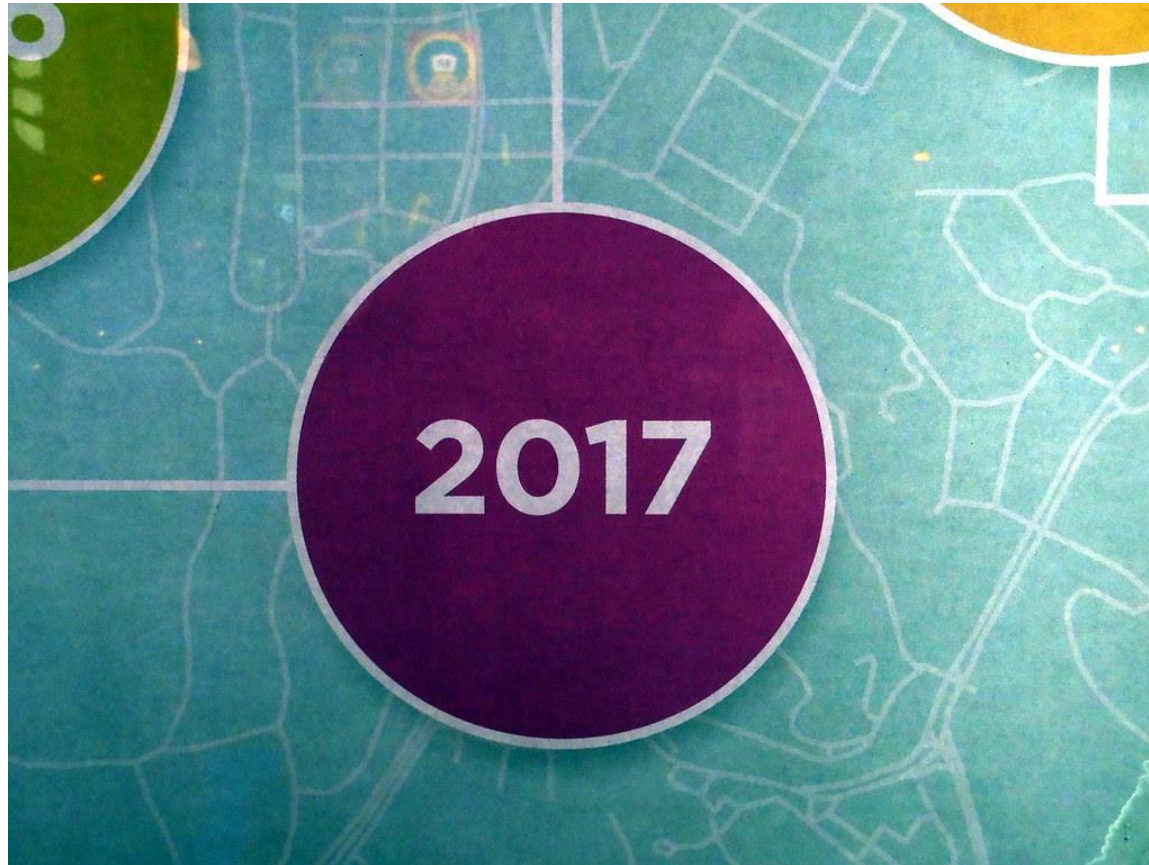


As the years go by...

IRMA

- Flat budget
- Patron-driven acquisition model
- Copy cataloging and shelf-ready





"2017" by Eva the Weaver is licensed under CC BY-NC-SA 2.0



SCHOOL OF MEDICINE

Content Management & Delivery

- Acquisitions, cataloging, document delivery, e-resources, interlibrary loan and serials



Content Management & Delivery

- Acquisitions, cataloging, document delivery, e-resources, interlibrary loan and serials
- 3 full-time staff and 3 part-time staff



Content Management & Delivery

- Acquisitions, cataloging, document delivery, e-resources, interlibrary loan and serials
- 3 full-time staff and 3 part-time staff
- Hire Content Management & Delivery Assistant



Content Management & Delivery

- Acquisitions, cataloging, document delivery, e-resources, interlibrary loan and serials
- 3 full-time staff and 3 part-time staff
- Hire Content Management & Delivery Assistant
- Update ILL instructions



Content Management & Delivery

- Acquisitions, cataloging, document delivery, e-resources, interlibrary loan and serials
- 3 full-time staff and 3 part-time staff
- Hire Content Management & Delivery Assistant
- Update ILL instructions
- Divide work day into sections



Content Management & Delivery

- Acquisitions, cataloging, document delivery, e-resources, interlibrary loan and serials
- 3 full-time staff and 3 part-time staff
- Hire Content Management & Delivery Assistant
- Update ILL instructions
- Divide work day into sections
- Monthly department meetings



2 years later...



SCHOOL OF MEDICINE

Objective

Focus on providing and managing content

Did we succeed?



2 years later...

YES!

- Better understanding of big picture



2 years later...

YES!

- Better understanding of big picture
- Everyone can troubleshoot problems
- “This hasn’t been working/haven’t been able to find this for a while” complaints have decreased



2 years later...

YES!

- Better understanding of big picture
- Everyone can troubleshoot problems
- “This hasn’t been working/haven’t been able to find this for a while” complaints have decreased
- Less errors in reports



2 years later...

YES!

- Better understanding of big picture
- Everyone can troubleshoot problems
- “This hasn’t been working/haven’t been able to find this for a while” complaints have decreased
- Less errors in reports
- More time and less training for special projects



2 years later...

YES!

- Better understanding of big picture
- Everyone can troubleshoot problems
- “This hasn’t been working/haven’t been able to find this for a while” complaints have decreased
- Less errors in reports
- More time and less training for special projects
- Still have “experts” but anyone can do

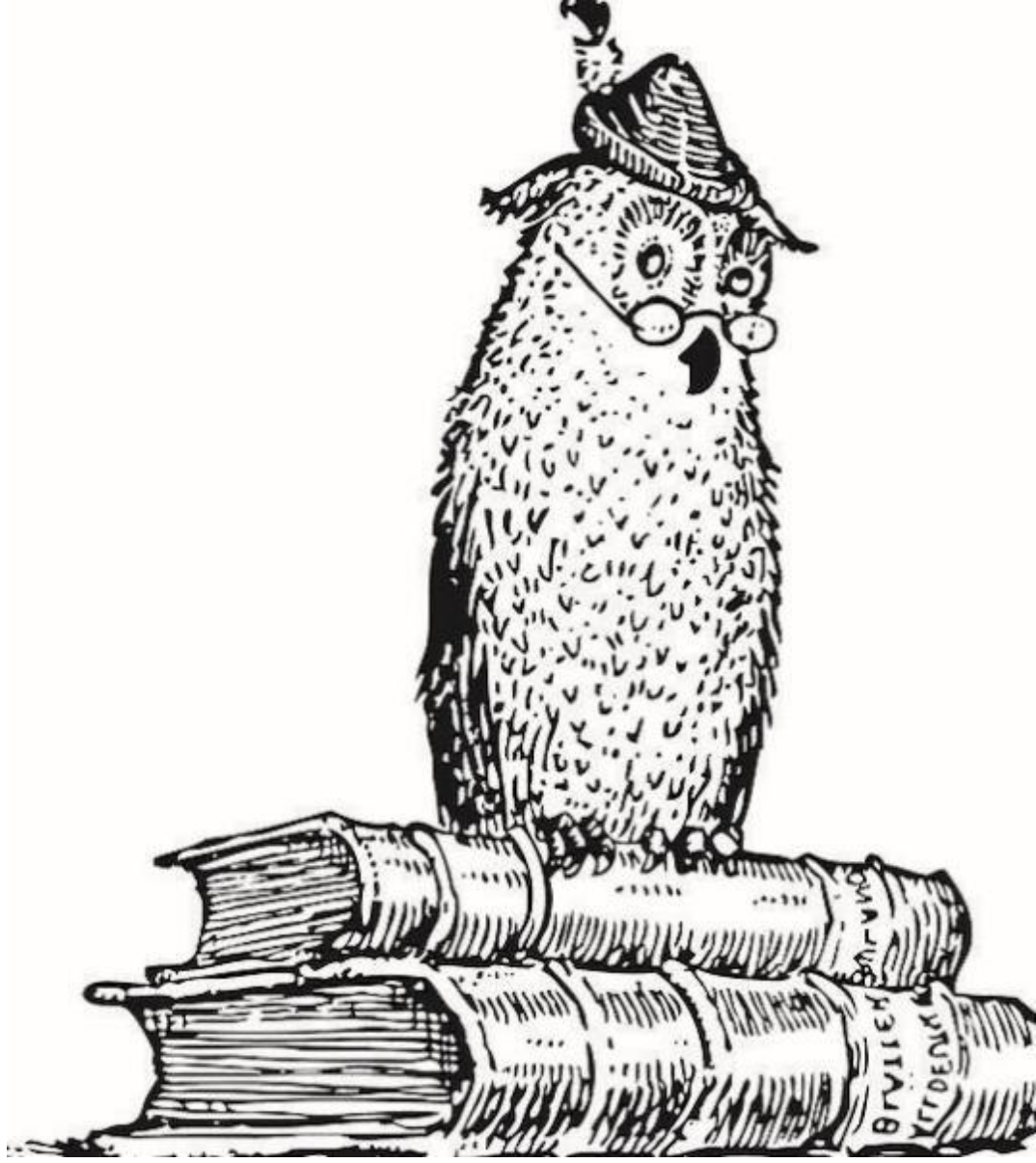


2 years later...

YES!

- Better understanding of big picture
- Everyone can troubleshoot problems
- “This hasn’t been working/haven’t been able to find this for a while” complaints have decreased
- Less errors in reports
- More time and less training for special projects
- Still have “experts” but anyone can do
- Everyone can solve any problem or question





SCHOOL OF MEDICINE

Lessons Learned

- Instructions must be updated and accessible



Lessons Learned

- Instructions must be updated and accessible
- Cross training is a must



Lessons Learned

- Instructions must be updated and accessible
- Cross training is a must
- Practice patience



Lessons Learned

- Instructions must be updated and accessible
- Cross training is a must
- Practice patience
- Change can be hard and scary



Lessons Learned

- Instructions must be updated and accessible
- Cross training is a must
- Practice patience
- Change can be hard and scary
- Deadlines are not set in stone



Lessons Learned

- Instructions must be updated and accessible
- Cross training is a must
- Practice patience
- Change can be hard and scary
- Deadlines are not set in stone
- Communication to everyone





What's
Next?



SCHOOL OF MEDICINE

What's Next?

- Keep updating policies, instructions, webpages



What's Next?

- Keep updating policies, instructions, webpages
- Support other library departments



What's Next?

- Keep updating policies, instructions, webpages
- Support other library departments
- Continue to look at staffing and workload



What's Next?

- Keep updating policies, instructions, webpages
- Support other library departments
- Continue to look at staffing and workload
- PROMOTE!



Questions?

Terri Bennett
tembenne@iu.edu

Todd Grooten
tgrooten@iupui.edu



SCHOOL OF MEDICINE