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

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

https://library.mednet.iu.edu
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, leading 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 .................................. $60,200

RESIDENTS AND FELLOWS
Number of accredited residency and fellowship programs ............... 96
Residents and fellows ........................................ 1,164

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

CONTACTS
WEBSITE
medediu.edu

EMAIL ADDRESSES
Admissions .................................. medediu.admissions@iu.edu
Residency .................................. medediu.residency@iu.edu
Financial Aid .................................. medediu.finanacialaid@iu.edu

MAILING ADDRESS
IU School of Medicine
2340 West 16th Street, Suite 2200
Indianapolis, IN 46222

IMPORTANT NUMBERS
MD Program Application .................. 317-278-3177
Student Financial Aid .................. 317-274-8466
Residency Program .................. 317-274-5292
Dean’s Office .................. 317-278-2048
Alumni Office .................. 317-274-8628
Development Office .................. 317-274-2079
Media Relations .................. 317-274-3184
Continuing Medical Ed .................. 317-274-1004
Office of Diversity Affairs .................. 317-274-2059

2018 ENTERING MD STUDENTS
Number of applicants .................. 6,956
Number of students enrolled ............. 360
Male .................................. 189
Female .................................. 169
Underrepresented minorities ......... 69
In-state .................................. 294
Out-of-state .................................. 66
Average GPA of class ................. 3.75
Average MCAT scores .............. 540

TOTAL STUDENT BODY
MD Program .................. 1,425
PhD Program .................. 158
MD/PhD Program .................. 60
Master of Science in Medical Sciences (MSMS) .................. 19
Master’s Program .................. 117
Health Professions .................. 268
Certificate Program .................. 11
Total Student Count .............. 1,999

SUBSETS OF TOTAL STUDENT BODY
Male .................................. 548
Female .................................. 103
Minorities .................................. 231
In-state .................................. 1,162
Out-of-state .................................. 837
Living Alumni .................. 21,315
Do You Remember?

https://kahoot.it
Snapshot 2003

CAS.COM

- 3 floors of print

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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

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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
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
Yesterday’s Technology?

https://kahoot.it
As the years go by...
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
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...
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
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• More time and less training for special projects
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- 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
Lessons Learned

• Instructions must be updated and accessible
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• Cross training is a must
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• Practice patience
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• Change can be hard and scary
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- 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?
What’s Next?

• Keep updating policies, instructions, webpages
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• 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?

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