



2002 ANNUAL REPORT



AIT&L consists of the Health Sciences Library, the Nursing Library, the Cincinnati Medical Heritage Center, and information technology units that support academic and administrative computing at the University of Cincinnati Medical Center.

AIT&L AT A GLANCE

eJournals	3,636
Paper Journals	2,202
Total Journals	4,184
<i>titles in both paper and electronic formats counted once</i>	
eBooks	1,242
Volumes	287,688
Bibliographic Databases	161
Public Computers	295
Reference Questions	43,396
Workshops Hosted	524
Workshop Attendance	3,174
Gate Count	426,346
Staff	51
Budget	\$4,799,581
Endowment Value	\$3,573,035
Web sites	50

RANKING AMONG MEDICAL SCHOOL LIBRARIES IN THE UNITED STATES AND OHIO

Category	U.S.	Ohio
Computers	1	1
Education		
Attendance	3	1
Contact Hours	6	1
Number of Sessions	3	1
Electronic Books	9	2
Endowment Value	11	2
Gate Count	12	1
Grants and Contracts	4	1
Journals		
Electronic	5	1
Total Journal Count	12	1

Annual Statistics of Medical School Libraries in the United States and Canada, 2000-2001, 24th Edition, published 2002. 118 Institutions reporting.

AIT&L MISSION

AIT&L creates access to knowledge and develops integrated knowledge management systems that enhance learning, research, and patient-care activities of the students, staff, and faculty of the University of Cincinnati Medical Center. AIT&L is committed to:

- Outstanding customer service
- Information and technology leadership
- Community service.

GIFTS TO AIT&L

We gratefully recognize alumni, faculty and friends who made gifts during 2002. These gifts are deeply appreciated and contributed significantly to the growth of AIT&L. We thank the following for their gifts of \$100 or more.

Victor & Odette Haas Trust	\$246,213	Cincinnati Medical Heritage Center
Jean Rothenberg	\$25,000	Speech, hearing, and deafness
Arthur King Family	\$5,000	Cincinnati Medical Heritage Center
Laura & Richard Kretschmer	\$3,000	Speech, hearing, and deafness
Roger & Marcia Guard	\$3,000	AIT&L
Ralph Brueggemann	\$3,000	AIT&L
Samuel C. Ingram Family	\$900	Health Sciences Library
Helen & Stanley Block	\$500	Cincinnati Medical Heritage Center
Doris Haag	\$500	AIT&L
Mary Bates	\$100	Health Sciences Library
George W. Feis	\$100	Cincinnati Medical Heritage Center

ART GALLERY AT THE HEALTH SCIENCES LIBRARY

The Art Gallery at the Health Sciences Library featured nine exhibitions in 2002, including the jewelry and drawings of homeless women from the Sara Center in Over-the-Rhine, the paintings of Italia LaRuffa from Portland, Oregon, and the works of Medical Center emeriti Colin Macpherson, Herb Allen, and Joe Stoner. In 2003 the Gallery will exhibit the works of: Disabled Artists from Cincinnati, *January 6 to February 7*; Black History Artists sponsored by the National Medical Student Association, *February 10 to March 7*; Annelise Makin, Emily Trick, *March 10 to April 18*; Medical Center faculty, students, staff, *April 21 to May 30*; Bukang Kim, *June 2 to July 11*.



Colin Macpherson, Professor Emeritus, with an example of his artwork.

MEDICAL CENTER COMMUNITY OUTREACH

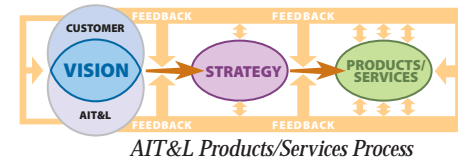
AIT&L staff volunteered for many Community Outreach Group (www.mcmfss.uc.edu/community/) initiatives:

- Christmas Adopt-a-Family program
- Hats and Mittens Drive for 13,234 children in 23 schools
- Canned Food Drive for FreeStore
- Stuffed Animal Drive for Corryville children
- One Way Farm picnic and birthdays for resident children
- Personal Hygiene Drive for residents of the Women's Crisis Center and Tender Mercies
- Biweekly meals at Tender Mercies shelter
- School Supplies Drive for elementary school students
- Hoxworth Center Blood Drive
- Walk as One sponsored by the National Conference for Community and Justice

DEVELOPING PRODUCTS AND SERVICES THAT MEET NEEDS

AIT&L balances its role as a steward of information resources, digital and paper, with its mission to develop knowledge management tools that enable people to transform the overwhelming amount of available information into knowledge that they can apply to scientific discovery, health professional education, patient care, and efficient business operations.

AIT&L uses a partnership model that involves all stakeholders to develop its products and services. Our customers first and foremost are the faculty, students, and staff of the Medical Center. AIT&L staff team with a customer to define a vision that fully meets the customer's needs, to identify the most cost effective strategies for achieving the vision, and to create specifications for the product or service. Feedback from the customer and other stakeholders is integral to all steps of the process, but is particularly crucial during the design and development of a new product or service.



William Martin II, MD, dean of the College of Medicine, Christian R. Holmes Professor, and Acting Senior Vice President, believes that knowledge management and information transfer will catalyze tremendous change in the coming years, and that AIT&L will play an integral role in this change.



"This is a crucial time for AIT&L and faculty to work together to develop a new vision for how we manage information and create knowledge," Dr. Martin explains.

"Many people will have to give up their affection for books and paper. There's a misconception that paper books and journals are easily accessible. But the truth is, most of us rely almost entirely on electronic communication. Clearly systems that deliver and manage information are where future investments need to be made."

Dr. Martin adds that the preparation of a National Library of Medicine Integrated Advanced Information Management Systems (IAIMS) proposal has contributed to the Medical Center's vision for how it intends to educate students, conduct research, and practice patient care. It is crucial to the Medical Center's success to give everyone effective tools to manage overwhelming amounts of information.

As dean of the College of Pharmacy, Daniel Acosta, PhD, works to ensure that students and faculty have the resources they need to accomplish their goals. Among those crucial resources are the library and information technology services provided by AIT&L.



"The responsibility of the student is to do well in the classroom. AIT&L provides students with the tools they need to succeed. AIT&L gives them access to accurate information, answers their questions, and maintains the excellent computer facilities that our students use everyday. It is a place where students feel comfortable in the education process.

"Faculty use AIT&L for their teaching and research needs. They need access to journals and books, and more than ever the ability to go online and find exactly what they need without having to leave their offices. Having electronic information at their fingertips is becoming essential.

"The faculty and students of the College of Pharmacy know that AIT&L will meet their needs in a professional manner."

College of Nursing and AIT&L have established over the years a truly exceptional, collegial, and mutually-beneficial relationship that exudes respect for one another," says Andrea Lindell, DNSc, dean of the College of Nursing. "We share our expertise and work together in a collaborative manner to provide the best education for students."



Part of AIT&L's services is a dedicated nursing library physically located in the College of Nursing. Information technology partnerships run the gamut from web site design to network and server security.

"The faculty, staff and students of this college view the library and IT services as the hub—the central core of what we're about," she says. "Having a library and so much mutual information technology development enhances learning, research and our overall ability to find the knowledge we need—when we need it."

As dean of the Medical Center's newest college, the College of Allied Health Sciences, Elizabeth King, PhD, has a keen vision of where she sees the college in five years. And, according to Dr. King, AIT&L has an important role in helping to achieve that vision.



Already, she says, AIT&L has contributed to the college's efforts to improve its web presence, to increase distance learning opportunities, and to simplify communication with current students.

"The faculty of the college have worked with AIT&L to develop and keep college web pages current. Staff in the college now have the ability to maintain the content, which makes sense. AIT&L has given us the tools and training to be able to do this," she says. "Now we are moving into a very exciting area. We are working with AIT&L to put several of our degree programs online. This is in the beginning stages but holds great potential for effective instruction, increasing enrollment, and serving students whenever and wherever they are.

"AIT&L made recommendations and supported our decision to give all our students university email accounts. This gives us a reliable way of contacting them as an entire student body, by class, or individually.

"I should not neglect library services. In particular, the incredible number of electronic journals provides a great foundation for faculty research and teaching, and for student learning."



VISION STRATEGY

In 1995 AIT&L developed a vision in which Medical Center students, faculty, and staff had "instant access to all information required to perform their jobs regardless of where the information resides. Knowledge bases and information resources will be available when they are needed, in the medium and formats required, and in the locations needed." Since then "access" to information has become nearly ubiquitous and the potential of information technology to transform the business of the Medical Center has been recognized. This year, 2002, proved to be a watershed year in redefining the vision and direction of information technology at the Medical Center.

Catalyzed by an intensive planning process for the National Library of Medicine's Integrated Advanced Information Management Systems (IAIMS) program, key leaders from AIT&L, the Colleges of Medicine, Nursing, Pharmacy, and Allied Health Sciences, the University, the Health Alliance, and Cincinnati Children's Hospital Medical Center envisioned a new future built on the earlier AIT&L vision and the achievements of the last seven years. At the heart of the vision is knowledge management, which will provide to individuals reliable, secure access to information that is organized, filtered, and highly relevant for specific tasks and needs defined by personal profiles.

A large and diverse group developed this vision. Key people, who led the effort and became the principal investigator and co-investigators of the IAIMS grant proposal, are John Hutton, MD, Professor of Pediatrics and Internal Medicine (principal investigator); Bill Fant, PharmD, Assistant Dean for Clinical and External Affairs, College of Pharmacy; Roger Guard, Assistant Senior Vice President for AIT&L and CIO, College of Medicine; and Greg Rouan, MD, Professor and Associate Chair for Medical Education, Department of Internal Medicine.

"Knowledge management tools will acquire, produce, store, distribute and integrate information in a way that an individual can transform it into personal knowledge," says Dr. Hutton. "Knowledge in this context is the integration of data and information with insight and understanding gained from experience."

"During the next five years, we will continue progress toward our knowledge management vision by developing smart digital services, building on our technical strengths and our knowledge management model," adds Dr. Fant. "AIT&L is in an excellent position to lead the development effort. AIT&L has served as the information broker for the Medical Center, bringing groups together to solve

problems with collaboration from the different entities within the Medical Center. AIT&L is very good at figuring out how the tools fit together and at working in cooperation with the colleges but also brokering on behalf of colleges with central providers."

"Based on the vision, we identified three goals we want to accomplish in five years," says Dr. Rouan. "One, improve teaching effectiveness by improving the assessment of health professional

students and residents in laboratory and clinical teaching/learning environments. Two, improve the ability of researchers, educators, and students to acquire and apply the knowledge required to be more productive in genomic research and education. And three, increase the productivity of researchers and administrators in the pre-award, post-award, and compliance phases of the research life-cycle."

"To achieve our goals we will focus on three projects," says Mr. Guard. "First, a digital multimedia

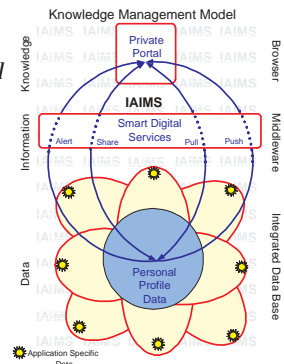
record documenting that students and residents acquire the knowledge, attitude, and clinical skills required for awarding degrees and credentialing by accrediting/licensing agencies. Second, a coordinated bioinformatics program with a focus on digital tools for filtering and organizing genomics information and for educating researchers and students about the fundamental principles of bioinformatics. And third, a comprehensive digital research administration service, which converts stand alone systems and isolated processes into integrated digital services."



Key leaders of the AIT&L visioning effort (left to right): John Hutton, MD, Professor of Pediatrics and Internal Medicine; Bill Fant, PharmD, Assistant Dean for Clinical and External Affairs, College of Pharmacy; Roger Guard, Assistant Senior Vice President for AIT&L and CIO, College of Medicine; and Greg Rouan, MD, Professor and Associate Chair for Medical Education, Department of Internal Medicine.

"Knowledge management tools will acquire, produce, store, distribute and integrate information in a way that an individual can transform it into personal knowledge."

John Hutton, MD



PRODUCTS/SERVICES CUSTOMER FEEDBACK

AIT&L, its partners, and its customers made great progress in 2002 in increasing access to information, and more importantly in managing information. The transition from paper to electronic resources and tools accelerated. The development of products and services that help people transform data and information into knowledge was substantial, but only scratched the surface of what will happen in the next five years.

eLibrary

John Cuppoletti, PhD, professor of molecular and cell physiology, leads a major research team at the UC College of Medicine focused on how transport proteins and transport processes of the gastrointestinal tract and the lung work. He says his research requires him to have constant access to major research publications like *Science* and *Nature*. For this reason, Dr. Cuppoletti and other faculty have worked with AIT&L to increase and improve access to electronic journals. For several years AIT&L's strategic policy has been to move as swiftly as possible from collecting paper publications to making electronic publications accessible to Medical Center students, faculty, and staff anytime and anywhere. With the encouragement of Dr. Cuppoletti and his colleagues, finding electronic journal articles is now easier.

According to Dr. Cuppoletti, electronic publications have transformed the way he does research. "I count on the library in

"When people like me find something we need, AIT&L uses us as resources to improve what they do."

John Cuppoletti, PhD
College of Medicine



Dr. Cuppoletti (center) with members of the AIT&L eJournals development team: (left to right) Josette Riep, Delores Mincarelli, Edith Starbuck, and Jane Thompson.

eLibrary Electronic Journals (eJournals)

AIT&L provides access to 3,636 full-text electronic health sciences journals, available from home, office, hotel, or any UC library. Most are accessible from a single list on the AIT&L web site (aitl.uc.edu/reference/EJ032602.asp). More

importantly for most faculty and students, most recently published articles in these journals are now a direct link from MEDLINE citations in PubMed. A custom PubMed address (www.ncbi.nlm.nih.gov/entrez/query.fcgi?holding=ucmclib) enables this "LinkOut" feature.

order to do my work," he says. "It would be impossible to do my job if I didn't have access to electronic journals and reference materials 24 hours a day. My team and I use the materials for publishing our own work as well as for learning about others."

When AIT&L first implemented electronic journals, Dr. Cuppoletti was unable to access them from home. As a member of the Library Advisory Committee, he helped AIT&L define the need and the strategies for establishing off-campus access for most electronic journals. "Whether I'm in my lab, at home, or dialing in from a hotel room in Walla Walla, I can now get to most of the journals I need," he adds.

For electronic journals to be of maximum value, they must be accessible from MEDLINE. "For me and my team to use the literature efficiently, we needed to be able to access full articles directly from MEDLINE citations. AIT&L put its people behind a project to do just this, rewriting codes and customizing access. Now I can link from many MEDLINE citations directly to the electronic text of the articles," Dr. Cuppoletti says. "AIT&L is fantastic. It has a customer service orientation. When people like me find something we need, AIT&L uses us as resources to improve what they do. It is a high quality academic unit with the people to match and an outstanding organizational structure." ■

Stephane Horel, a journalist from Paris, France, spent two days at the Cincinnati Medical Heritage Center's Hauck Center for the Albert B. Sabin Archives, researching Dr. Sabin's papers for a documentary on the history of the polio years in the 1950s.

"For all science reporters, the archives are a key material for investigation," she says. "My visit to the Albert Sabin Archives represented a crucial step in my own research."

"My job is to check the information at its source. It is very rare that public access to these kinds of documents is so natural and easy. It is also rare to have all the archives—laboratory notes, correspondence, photographs—in a unique place. These archives are probably the most exhaustive in the world about polio research. They have considerable value. These documents must be cherished like a treasure."

"I thank the staff of the Medical Heritage Center very much for their generous help to achieve my research." ■



eResearch

As Director, Office of Sponsored Programs, Medical Center Management, Finance and Support Services, John Michnowicz has worked with AIT&L to develop eGrants, a fully digital system for preparing National Institutes of Health (NIH) grant applications "internally."

The product is in its final stage of development. "It is 95 percent complete. We expect eGrants to be fully operational by February of 2003," Michnowicz notes.

"eGrants will shorten the time in obtaining the appropriate data and signatures needed for the applications. It will integrate much existing data within UC, reducing data entry and data error," he says. "It will also provide the investigator with a ready-to-mail paginated application."

"From what we have seen so far, eGrants will provide

accurate data, incorporating flexibility and eliminating internal duplication. Working with the AIT&L team has been rewarding and informative. I show them our current methodology for



internally processing and submitting an NIH application and they translate this information, utilizing their knowledge, experience and skills, into a prototype. We test the prototype, and continue refining it until it meets our needs. This process has resulted in a well-designed electronic system that will meet our internal needs and place the University in good position for the submission of electronic applications to NIH when appropriate." ■

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John Michnowicz, Director,
Office of Sponsored Programs

The Medical Center has two Institutional Review Boards (IRBs) to review all proposed research involving human subjects and to ensure the subjects' rights and welfare are adequately protected. Peter Frame, MD, professor of clinical medicine, is the chair of IRB number one.

Several years ago, Dr. Frame began discussing with AIT&L ways of upgrading the information systems of the IRB to meet the needs of the 21st century.

"Prior to that, everything was on paper," Dr. Frame says. "The IRB has a tremendous amount of correspondence and record keeping. We track protocols, progress reports, protocol modifications, treatments, investigational drugs and adverse events. AIT&L helped us develop a system to manage this tremendous amount of information. It needed to help us be more functional and work more efficiently and it had to be user friendly. The new system has become a tool that we use all the time."

"The IRB would never have been able to keep up with the increased demand of information without the new system. With it, review time is shortened, our response time to requests is improved and it allows investigators to get protocols reviewed and started more quickly. We have a much better picture of the clinical research efforts at the university."

AIT&L also strengthened the IRB Web site.

"Our Web site is increasingly used by the IRB staff and investigators to access forms and links to federal sites. We also developed a training Web site with AIT&L. It is used by IRB members and investigators to get needed certification online."

"The Medical Center has received a federal grant to support, develop and expand our existing database with the



OhioLINK
OhioLINK (www.ohiolink.edu), a consortium of 80 Ohio college and university libraries, provides many of our electronic full-text journals. OhioLINK makes over 2.5 million journal articles available, as well as 90+ databases, including MEDLINE, Biological Abstracts, Science Citation Index and 16 other health sciences databases.

Electronic Interlibrary Loan (eILL)
Even traditional interlibrary loaning of journal articles is electronic now. The Web has replaced paper order forms (aitl.uc.edu/reference/docdel/updated_art_req1.cfm), and articles are "delivered" via a Web site rather than through campus mail.

eResearch
Electronic Grants (eGrants)
eGrants streamlines the grant submission process by providing an online grants management center where researchers and administrators are guided step by step through an NIH grant submission process. eGrants automatically draws demographic and

other data from the Medical Center's integrated database and four other systems. Based on the specifications of the Medical Center Office of Sponsored Programs, AIT&L built eGrants, which will be expanded for Medical Center-wide use in 2003.

Electronic Institutional Review Board (eIRB)
Partnering with the University's IRB, AIT&L built the eIRB to manage information on human research protocols. The system assigns protocol numbers as the protocols are entered into the system; generates progress reports for researchers; and serves as an online reference

for the IRB Office, the Office of Sponsored Programs, and other university departments.
Electronic Institutional Animal Care and Use Committee/Lab Animal Medicine (eIACUC/LAM)
In collaboration with the IACUC, AIT&L customized a commercial product to manage and support animals used



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Peter Frame, MD
chair of IRB number one

capacity to be interactive with investigators. We look forward to working together with AIT&L in the future on this and other projects." —

eEducation

While her key role is Associate Dean for Student Affairs at the College of Medicine, Laura Wexler, MD, remains an active member of the division of Cardiology and continues to teach medical students. During the last year she has used technology to enhance her instruction. She credits AIT&L, particularly the Instructional Technology Center, with showing her the potential and teaching her to use the tools.



"AIT&L has helped me transform my lectures from chalk talk and static slides to electronic presentations with audio and visual effects," she says. "What I present to students now is orders of magnitude better. The nature and quality of my presentation holds their attention better and the audio and visuals increase

the amount of content I can present in a 50-minute lecture. I even do live demonstrations of electro- and echo-cardiograms using the computer.

"A student volunteer from the class lies on a gurney and a hospital technician performs an echocardiogram. A real-time 2-dimensional image of the student's beating heart and an electrocardiogram are projected on a screen. It is physiology in action.

"With AIT&L's help, technology has made an enormous difference in how I teach." —

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Laura Wexler, MD
Associate Dean for Student Affairs, College of Medicine

John Pestian, PhD, is the director of the Division of Pediatric Informatics at Cincinnati Children's Hospital Research Foundation and associate professor of pediatrics at the UC College of Medicine. His department is developing new technology to deliver education over the web. Currently, he is collaborating with AIT&L to develop and launch three bioinformatics courses online.

"We are using cutting edge technology, integrating video and automated personalities in our courses," Dr. Pestian says. "During the first phase of the collaboration with AIT&L, we provided talented high school students to work with AIT&L's

web development team. It has been a fruitful collaboration. AIT&L provided the work space, development tools, and supervision and guidance needed to get results. The people of AIT&L are easy to work with and have focused on results, getting things completed and put into the pilot stages quickly."

Dr. Pestian is looking forward to collaborating with AIT&L on an IAIMS (Integrated Advanced Information Management System) grant. One of three proposed IAIMS projects, led by John Hutton, MD, professor of pediatric informatics, will provide coordination of bioinformatics programs across the Medical Center and Children's Hospital. Faculty and staff will be able to take advantage of bioinformatics resources regardless of location and affiliation. —

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John Pestian, PhD, Director,
Division of Pediatric Informatics, Cincinnati
Children's Hospital Research Foundation



for research. The application has two major components. The IACUC component records and reports animal research protocol information for the University. The LAMS component processes animal purchase orders for researchers, and manages animal care, housing services, and veterinary services for the university and affiliates.

Participants at AIT&L's Early Summer Institute, 2002

eEducation

Library/IT Training
AIT&L teaches over 40 classes per month on library, office, web, and course development software (aitl.uc.edu/classes/calendar). Class topics include introductory, intermediate, and advanced levels of Microsoft Office XP applications, Adobe Acrobat, Adobe Photoshop, Blackboard, digitizing images,

EndNote, Flash, and hands-on Personal Digital Assistant (PDA) training.

Students on the Move
Health professions students now have access via PDAs and the Web to learning resources in all training environments, including classrooms, laboratories, and clinical settings. Students on the Move, a

program developed by the Distributive Learning Collaboratory (the four health professional colleges and AIT&L), currently provides two applications: evaluations and clinical encounter logs. Students can complete course evaluations "pushed" to them on their PDAs. They can also maintain records of their clinical experiences on their PDAs and transfer these

records to a central database that is the foundation of a future digital student portfolio.

Bioinformatics
Collaborating with informaticians throughout the Medical Center, AIT&L contributed to the development of web-based learning tools such as CardioGuide (researchtraining.uc.edu/cardio.cfm).

AIT&L also teaches a clinical informatics elective for the Department of Internal Medicine. This course is designed to enhance a student's biomedical literacy, providing an introduction to computing, information management, and clinical decision-making skills.

Instructional Design
The Instructional Technology Center's (ITC) (aitl.uc.edu/itc) primary mission is to provide instructional support to the faculty of the University of Cincinnati College of Medicine. The ITC provides a wide range of services in direct support of classroom instruction, including: developing web-based

eBusiness

Charlotte Eidlin, Associate Director of the Office of Sponsored Programs, has been a key force in developing an eContracts system for the electronic routing, approval and storage of contracts at the Medical Center. eContracts is used to route documents electronically to the various departments that are required to review, negotiate and approve sponsored research contracts and sub-awards. AIT&L's web and systems development teams worked with Eidlin and others to design, build, and implement the product.

"Before the eContracts System, the normal amount of time to route a contract for review and approval was 3-5 days due to delays caused by routing the contract to 3 or 4 departments," Eidlin says. "With the new eContracts we frequently see a contract entered by the department, routed, and signed within the same day. The system is efficient, saves time in processing documents, prevents losing documents, saves redundant copying and reduces file storage space.



"Our eventual goal is to have data entered once and then populate several supporting programs to interface the various information sources at UC. eContracts is the first step in our long-range plan. As data is entered into fields the system will

"AIT&L has been instrumental in designing the eContracts system. Their attitude is 'if you can describe it, we can build it!'"

Charlotte Eidlin, Associate Director,
Office of Sponsored Programs

generate management reports, draw data from related systems, and populate other programs with data.

"AIT&L has been instrumental in designing the eContracts system. Their attitude is 'if you can describe it, we can build it'. We have seen that to be the case as our ideas evolve. AIT&L has worked with our department and other departments in "thinking outside the box" to consider how we can work more efficiently and effectively in the fast-paced and evolving area of sponsored research administration." —

Heather Cox, MBA, works in Medical Center Management, Finance and Support Services as the director of human resources. She works closely with AIT&L to develop eBusiness solutions such as an electronic personnel action form (ePAF) and position description questionnaire (ePDQ) to be used Medical Center wide and in some departments on West Campus.

"We wanted to develop automated processes that would be the biggest time savers for people," Cox says. "We worked closely with AIT&L to develop a much more efficient, streamlined approach, eliminating paper forms and giving users access right at their fingertips with a PC.

"AIT&L has been with us every step of the way, from the very beginning planning stages to developing and creating an application. They have also continued to work closely through



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Heather Cox, MBA
Director, Human Resources
Medical Center Management, Finance
and Support Services

the enhancements of the product. It has definitely been a partnership. They've been fantastic. Even though we worked together, we were still made to feel like we were their customer and they made sure they completed projects in a timely manner and according to our specifications. They were very willing to accommodate us." —

instructional materials, determining effective instructional technologies, converting images to electronic formats, developing multimedia presentations, and creating graphics, audio, and video files for web courses.

Research Training

The Research Training system (researchtraining.uc.edu), also a program developed jointly by the Distributive Learning

Collaboratory and AIT&L, delivers required training via the Web and records participation. Based on his/her profile, the system notifies a person of courses required for certification or government compliance. In 2002 over 2,000 students, staff, and faculty completed blood borne pathogens training, the first program developed as part of Research Training.

eBusiness

Electronic Contracts (eContracts)

A product of an AIT&L collaboration with Medical Center Office of Sponsored Programs, eContracts routes contracts and supporting documents electronically to the departments that are required to review, negotiate, and approve sponsored research contracts

and sub-awards. eContracts has eliminated paper from the process and has reduced the time to approve a contract that does not require negotiation from 4-5 days to 1-2 days.

Electronic Personnel Action Form (ePAF)

The ePAF (webcentral.uc.edu/paf) simplifies and expedites the PAF submission process. All PAFs are now

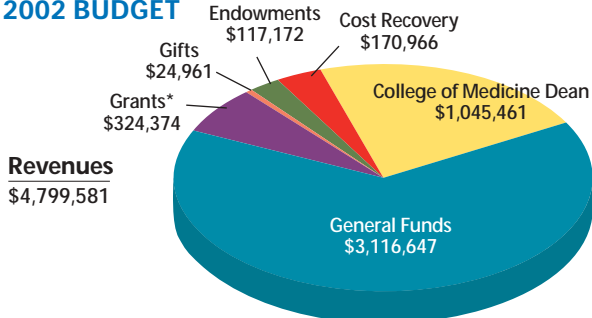
routed electronically throughout the multi-step approval process. The system dynamically routes forms in real time and supports structured routing when the action form must follow a predefined path in order to be processed. The ePAF, built in partnership with Medical Center Human Resources, has dramatically reduced processing time.

Electronic Position Description Questionnaire (ePDQ)

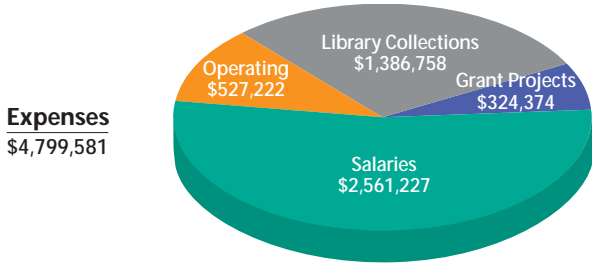
The PDQ is used to process the creation of new positions and to review existing positions. Developed in collaboration with Medical Center Human Resources, the ePDQ is dynamically routed to identified groups and individuals. All information

is stored in a media repository for easy but secure access by authorized groups or individuals.

2002 BUDGET



* Reflects loss of state funding (\$750,000) for NetWellness



IMPORTANT AIT&L PHONE NUMBERS

Hours (513) 558-5627

Assistant Senior Vice President's Office 558-5656
MSB, G001 (in HSL)

Application Maintenance & Testing 558-0802
French Building, 222

Cincinnati Medical Heritage Center 558-5120
Wherry Hall, 121

Classes/Workshops 558-0186
MSB, G001M (in HSL)

College of Allied Health Sciences IT Support 558-4628
French Building, 306

Data Center, Servers, & Security 556-6035
MSB, E001G (in HSL)

Database Architecture Development 558-3801
French Building, 228

Document Delivery/Interlibrary Loan 558-0173
MSB, R101K (in HSL)

HSL Circulation 558-0127
MSB, E001

HSL Information Desk 558-5628
MSB, E001

HSL Information Specialists/Reference 558-5628
MSB, E001

HSL Journals 558-0179
MSB, R101

Instructional Technology Center 558-0451
MSB, E001T (in HSL)

IT Customer Service 558-4173
(Help Desk, Presentation Support, etc.)
MSB, E001 (in HSL)

NetWellness 558-8766
MSB, G001 (in HSL)

Nursing Library 558-8378
Procter Hall, 275

Room & Equipment Reservation 558-4186
MSB, E001C (in HSL)

Web Architecture & Development 558-2101
MSB, E001B

HSL = Health Sciences Library
MSB = Medical Sciences Building

AIT&L Scorecard

In last year's annual report we said we would accomplish the following in 2002:

	ACCOMPLISHED
Develop public service standards and survey customers to determine satisfaction with AIT&L services	✓
Continue integration of education, research, patient care, and administrative systems	✓
Collaborate in the redesign of all Medical Center college web sites	✓
Facilitate the work of the IT Partnership Group, the Millennium Plan, and the Entrepreneurial Initiative by building more shared, integrated, and advanced systems	✓
Help to increase technology integration into the curriculum	✓
Build more advanced paperless administrative systems	✓
Improve and expand research and patient care support systems	✓
Facilitate the increased use of mobile, wireless computers	✓
Continue to expand access to electronic publications	✓
Plan library, training, and IT services for the Genome Research Institute	✓
Implement Windows XP and develop training programs for its use	✓
Develop an aggressive plan to increase our endowments	Postponed

NEXT year look for AIT&L to...

- Provide uninterrupted services during MSB renovation
- Complete three subprojects of IAIMS Portfolio-Based Credentialing project
- Complete development of IAIMS Bioinformatics project course one
- Complete two subprojects of IAIMS Research Administration project
- Enhance existing business eForms
- Implement eServices for AIT&L customers
- Improve server and security programs
- Increase automated software updates ("push" to desktops)
- Start electronic reference chat services
- Increase eJournals and enhance access to them
- Develop training programs for IAIMS projects, Students on the Move, Research Training, and Blackboard 6.0

The above goals are highlights from AIT&L's 2003 Strategic Plan, which is available at <http://aitl.uc.edu/about/AITLStrategicPlanFY0305a.pdf>.

AIT&L Annual Report on the web: aitl.uc.edu/report2002

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