Information Technology Services - Medicine
Monthly Report
April 1997

Highlights and milestones

- Usage data from the Clinical Reporting System (CRS) were added to this report for the first time.

- Interactive searching of the Basis (Biomed) version of Current Contents was terminated, in a first step toward replacing that version of Current Contents with the Ovid version.

- Use of all major institutional resources continues to increase compared to last year.

- Use of Library NetMenu workstations has stabilized compared to last year.

- Overall use of the Help Desk has not changed significantly from March to April.

- There were major increases in calls to the Help Desk from March to April for new orders (76%, with increases in almost all types of orders) and administrative system problems (61%, primarily due to increases in calls about the AS/400, Project X and APS Bullet).

- Resolution of PC/printer problems and email/scheduling problems by the next day increased by 5 or more percentage points from March to April. Administrative systems problems, status requests and billing issues showed decreases in next-day resolution by 5 or more percentage points.

- Resolution of network problems, new orders, and administrative systems problems by the Help Desk decreased by 5 or more percentage points from March to April.

- The number of unique hosts (individual and mainframe computers) connecting to the Web has more than doubled from April 1996; the number of page requests has more than tripled.

- Technology Operations replaced the old Web server with a new one. RealAudio was installed on the new server

- There were no significant delays in electronic mail.

- Evaluation and Planning completed the Dynamic Host Configuration Protocol pilot. Administrative procedures are being developed.

- Evaluation and Planning, Desktop Support and Yale Telecommunications re-engineered the client network order process.

Information Technology-Medicine Monthly Report
April 1997

Applications

Type of application	this month	Apr-96	% change
CINAHL	487	311	57%
Core Biomedical Collection	1,210	165	633%
Clinical Reporting System (CRS)	730	458	59%
accesses per user per month	9	11	-15%
Current Contents	3165*	554	225%
Electronic mail (# messages sent)	572,553	337,167	70%
messages per user per day	3.6	-	-
HealthSTAR	533	218	144%
Medline	18,577	10,935	70%
searches per active user per month	6.1	-	-
Medical Center World Wide Web			
Medical Center home page	44,801	8,906	403%
Hospital home page	1,679	880	91%
School of Medicine home page	8,117	3,227	152%
Medical Library home page	13,860	6,382	117%

As of 8/96, Current Contents usage includes automatic searches

Background information

	Hospital	Schools of Medicine & Nursing
Personal computers as of 11/96	2,200	7,000
Electronic mail users as of 6/96	1,000	4,089
Networked computers as of 3/97	1,575	3,625
Full-time faculty, 1996-97	-	1,370
Full-time faculty, 1996-97	-	1,370
Medical & graduate students, 1996-97	-	1,155
Residents & postdocs, 1996-97	440	1,090
Full-time staff, 1996-97	3,625	2,230
Nursing staff, 1996-97	1,312	-
Number of beds, 1996-97	900	-

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Help Desk

	this month	change from last month
Total calls	2577	5%
Calls per day	117	0%
% of ITS-Med clients using Help Desk	26%	-4%
# of callers	904	-5%
# of Yale affiliates using Web page	468	-4%
# of new network connects (approx.)	93	69%

Departments accounting for 5% or more of all calls	Internal Medicine
	Surgery
	Pediatrics

Type of call	# of calls this month	change from last month	resolved by Help Desk this month	change from last month	resolved next day this month	change from last month
PC/printer	504	24%	58%	0%	82%	8%
Network	456	1%	77%	-9%	84%	5%
New order	420	76%	42%	-28%	37%	-3%
Email/Scheduling	287	-26%	95%	3%	90%	6%
Info	267	25%	100%	0%	97%	-1%
Transfer	261	-12%	99%	-1%	99%	1%
Admin systems	159	61%	51%	-18%	71%	-9%
Status queries	152	-22%	95%	-3%	94%	-5%
Billing	67	37%	82%	0%	55%	-17%

NetMenu workstations

Type of application	Library NetMenu # of connections this month	Apr-96	% change	Hospital NetMenu # of connections this month	Apr-96	% change	Nursing NetMenu # of connections this month	Apr-96	% change
Medical Education	1,643	1,169	41%	-	-	-	-	-	-
Bibliographic databases & search tools	8,125	10,048	-19%	1,759	1469	20%	354	423	-16%
Full text & factual databases	244	568	-57%	2,131	1799	18%	23	25	-8%
Grant & research information	5	65	-92%	-	-	-	1	3	-67%
Clinical assistance	6	51	-88%	33	33	0%	6	1	500%
Email/news/networks	24,937	21,757	15%	9,601	6150	56%	507	619	-18%
Word processing & utilities	635	444	43%	1,403	1218	15%	-	-	-
Hospital information systems	-	-	-	25,144	18831	34%	-	-	-
Procedure recorders	-	-	-	408	371	10%	-	-	-
Total	**35,595**	**34,102**	**4%**	**40,479**	**29,871**	**36%**	**891**	**1,071**	**-17%**
connections per workstation	1,369	1,624	-16%	422	467	-10%	446	536	

Institutional Resource Usage
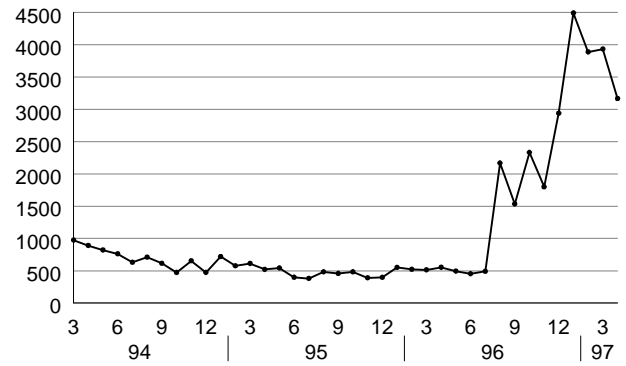
MEDLINE

number of sessions per month
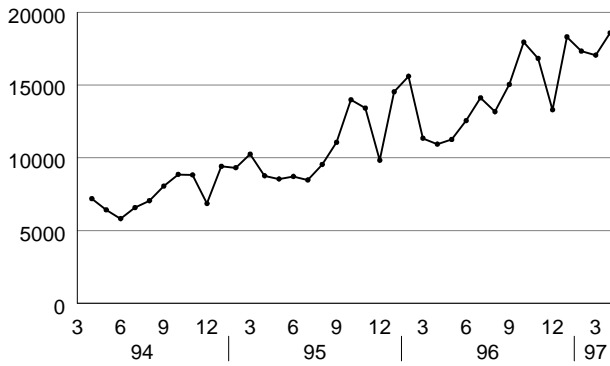
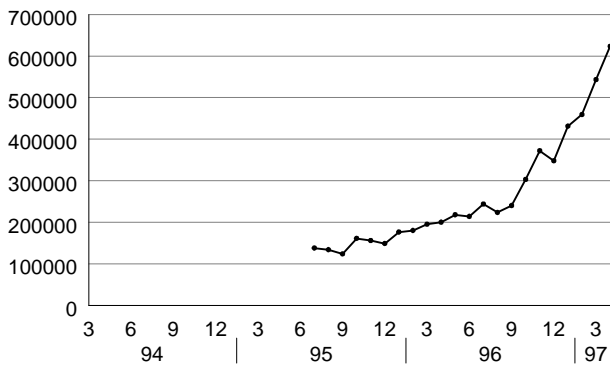
source: MEDLINE usage data

Current Contents

number of connections per month

source: Current Contents usage data

Medical Center Web server

number of pages per month

source: WEB usage data

Electronic mail

number of messages per month
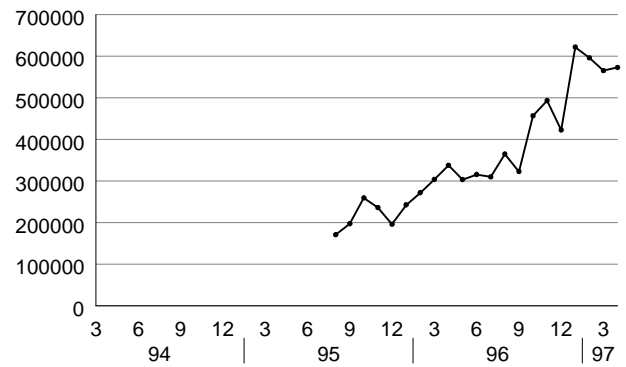
source: PMDF usage data

Clinical Reporting System

number of accesses per month
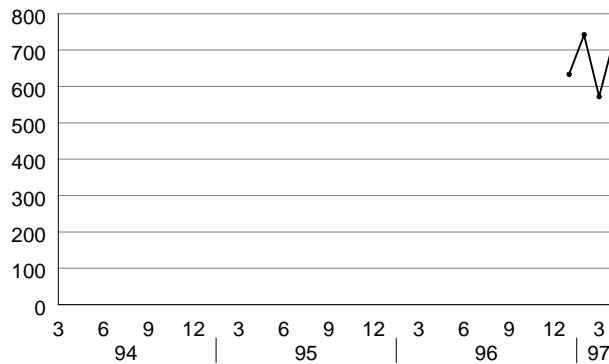
OVID usage

OVID usage over time
includes MEDLINE, CINAHL, HealthStar, and Core Biomedical Collection

number of connections

outside library
in library
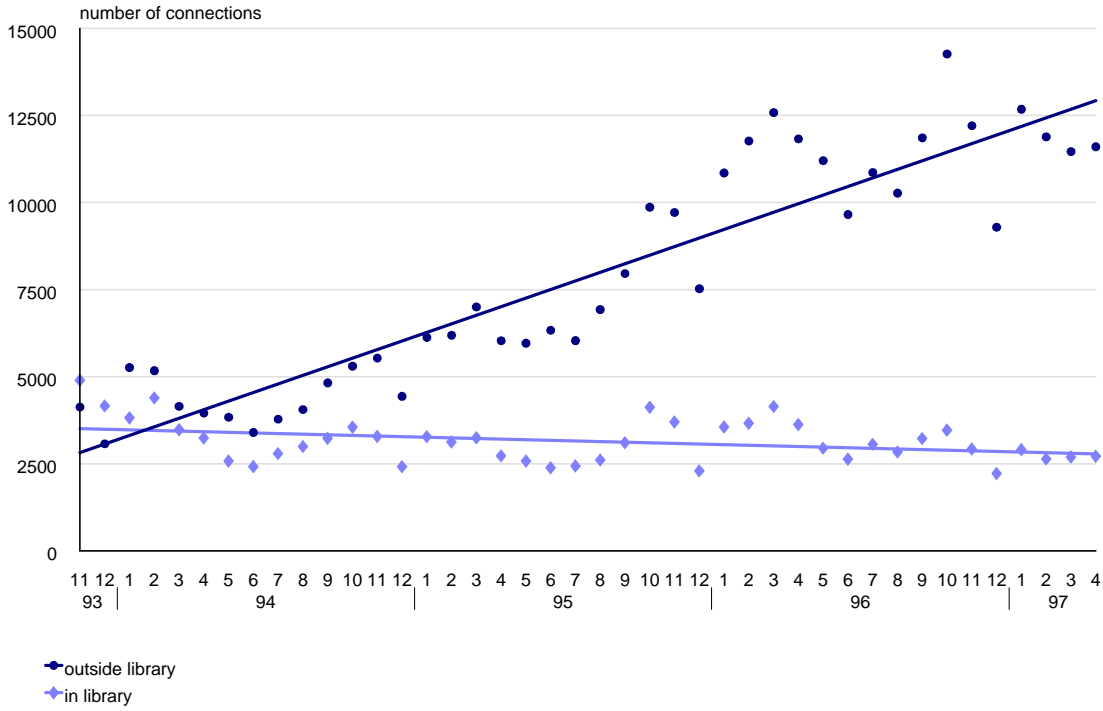
OVID usage
Breakdown of databases

April 1997

April 1996

MEDLINE: 1990-present
MEDLINE: 1986-89
MEDLINE: 1976-85
MEDLINE: 1966-75
Core Biomedical Collection
HealthStar
CINAHL (Nursing)
Current Contents
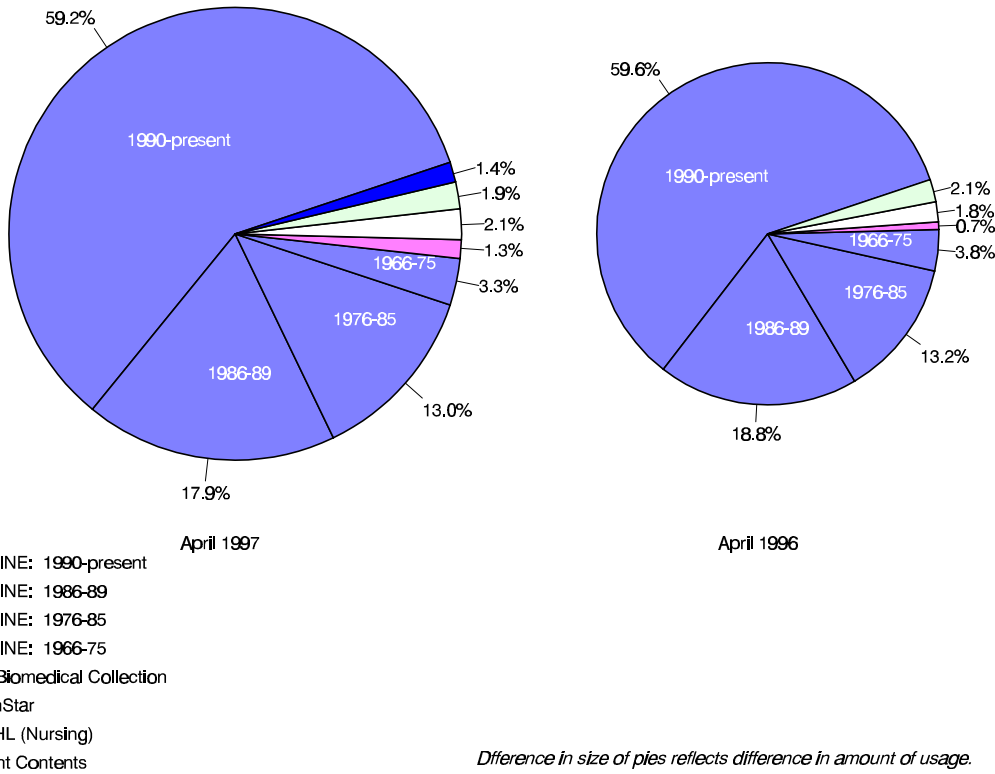
Difference in size of pies reflects difference in amount of usage.

NetMenu workstation usage

NetMenu in the Medical Library

number of connections

bibliographic/search
email/news/networks
medical education
full-text databases
other (grant, clin. assist., word proc., utilities)

NetMenu in the Hospital

number of connections

bibliographic/search CCSS system
Clinical Laboratory full-text databases
procedure recorders clinical assistance
other hospital information systems email/news/networks
word processing & utilities
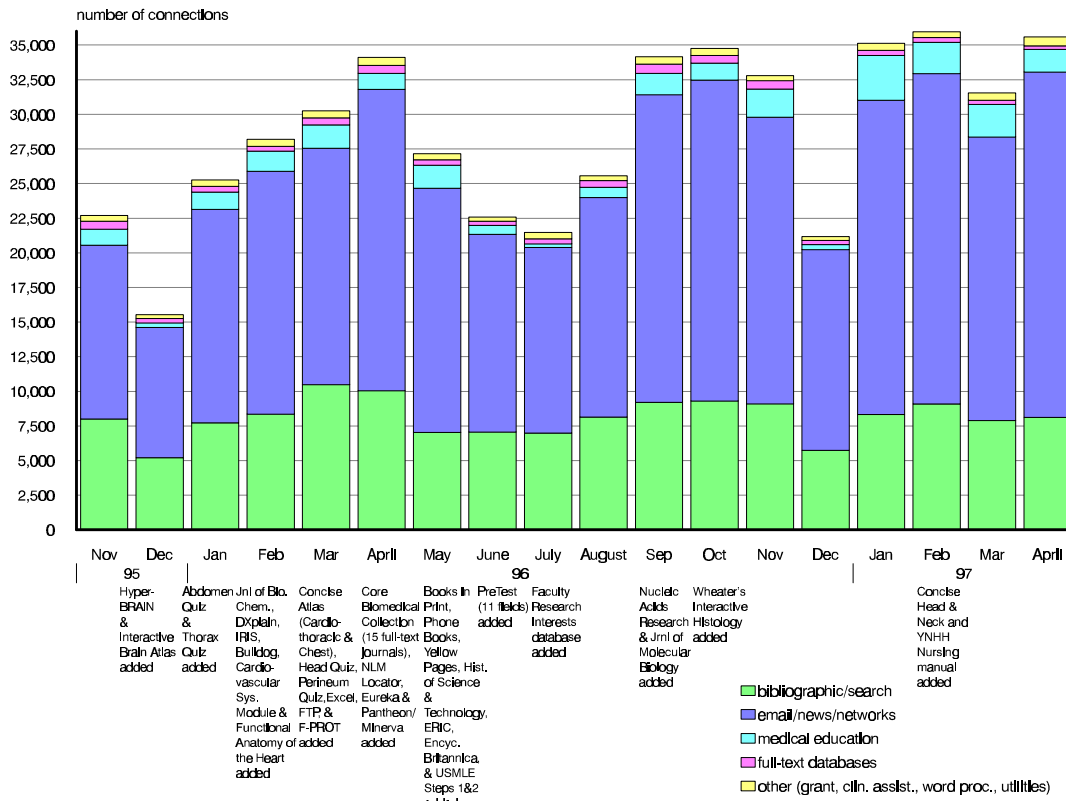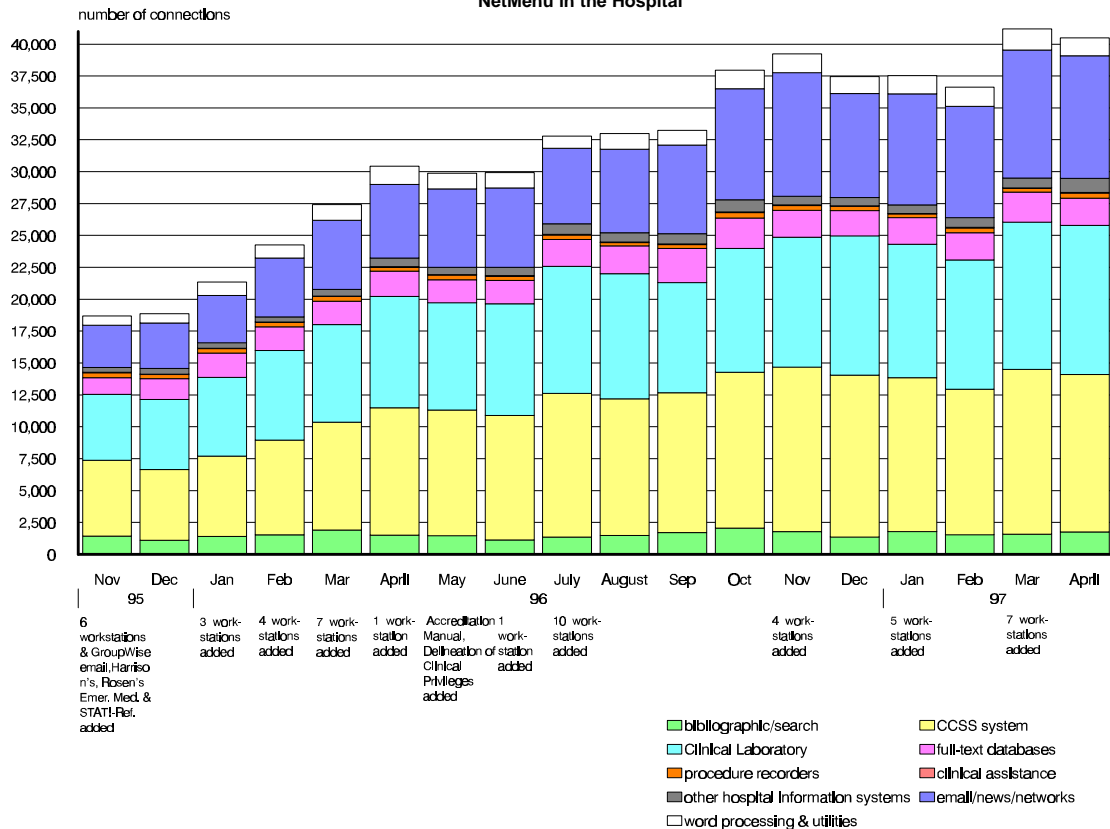
Overall usage for selected databases

	Apr-96	May-96	Jun-96	Jul-96	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97
Summary													
Current Contents*	554	494	454	491	2167*	1534*	2331*	1798*	2,937	4,489	3,886	3,931	3,165
MEDLINE	10,935	11,259	12,549	14,114	13,163	15,035	17,947	16,825	13,296	18,307	17,329	17,053	18,577
Medical Center Web server	200,197	218,039	213,995	243,844	223,670	240,165	303,126	372,135	347,928	431,339	459,226	543,310	623,284
Electronic mail messages sent	337,167	302,991	315,220	309,517	364,477	322,377	456,571	492,880	422,342	621,590	595,748	564,961	572,553
Details: OVID													
1966-75 search sets	4,280	4,264	4,314	4,447	5,243	5,101	4,805	5,091	3,823	5,349	5,818	5,752	5,530
1976-85 search sets	14,996	16,766	16,462	20,241	19,270	20,888	19,234	18,694	15,755	20,618	21,255	22,001	21,843
1986-89 search sets	21,324	24,559	23,762	30,139	27,276	30,458	29,425	27,587	23,185	31,520	29,664	30,687	29,999
1990-present search sets	67,533	72,710	78,495	90,799	79,185	100,386	106,766	96,388	76,264	102,575	105,377	96,592	99,365
Core Biomedical Collection searc	789	945	1,922	3,725	2,351	2,520	2,043	1,870	1,912	2,197	1,841	1,960	2,152
HealthStar search sets	2,066	966	815	946	1,077	2,488	3,945	3,709	2,129	2,301	4,321	2,247	3,502
nursing search sets	2,366	2,078	1,612	1,541	1,075	2,828	3,795	3,543	1,972	2,904	3,645	2,703	3,175
access method: telnet sessions	-	-	-	-	-	-	-	-	11,725	15,781	14,668	13,785	14,558
access method: Web sessions	-	-	-	-	-	-	-	-	1,381	2,325	2,231	2,900	3,672
access method: Z39.50	-	-	-	-	-	-	-	-		215	434	363	323
Details: Current Contents													
Current Contents total*	554	494	454	491	2,167	1,534	2,331	1,798	2,937	4,489	3,886	3,931	3,165
Ovid version	-	-	-	-	-	-	-	-	1,633	2,413	2,181	2,227	2,372
Basis version, interactive sessior	-	-	-	-	-	-	-	-	196	289	229	221	37
Basis version, automatic searche	-	-	-	-	-	-	-	-	1,108	1,787	1,476	1,483	756

Current Contents usage includes automatic searches as of 8/96 and Ovid access as of 12/96

Medical Center Web usage report, April 1997

Top 10 pages accessed by Yale users

this month	last month
Medical Center	Medical Center
Medical Library	Medical Library
School of Medicine	School of Medicine
MedMenu	MedMenu
Server search	Medical Library's Internet search page
Desktop Support	Server search
Medical Library's Internet search page	Desktop Support
MedMenu's informational page about OVID	MedMenu's informational page about OVID
Scientific Affairs and Grant & Contract Administration	Scientific Affairs and Grant & Contract Administra
Medical Library's other Yale sites page	Course evaluations data entry page

Top 10 pages accessed by external users

this month	last month
Center for Advanced Instructional Media	Center for Advanced Instructional Media
Medical Center page	Medical Center page
School of Medicine	School of Medicine
Server search	Server search
School of Medicine's admissions viewbook	Medical Library
Medical Library	School of Medicine's admissions viewbook
Emerging Infections Information Network	Child Study Center's Autism/PDD Clinic
Child Study Center's Autism/PDD Clinic	Academic departments page
Yale-New Haven Hospital	Yale-New Haven Hospital
Academic departments page	Emerging Infections Information Network

	Apr-97	Apr-96	% change
Server total	**623,284**	**200,197**	**211%**
Who connected			
Yale	152,671	33,575	**355%**
other US educational institutions	70,002	34,193	**105%**
US government & military	6,604	3,068	**115%**
US commercial institutions	110,928	42,013	**164%**
US non-profit organizations	5,364	2,616	**105%**
Major online service providers	74,588	17,368	**329%**
International	92,981	28,062	**231%**
# of unique hosts connecting	**67,234**	**29,708**	**126%**
Medical Center	**41,023**	**8,906**	**361%**
Yale-New Haven Hospital	**1,613**	**880**	**83%**
School of Medicine	**7,125**	**3,227**	**121%**
School of Nursing	**682**	-	-
Major resources			
School's organizational chart	39	-	-
Computing page	520	153	**240%**
Core research facilities page	181	151	**20%**
Education page	416	255	**63%**
Emerging Infections Information Network	2,007	1,295	**55%**
Faculty Research Interests database	891	520	**71%**
Medical Library	12,820	6,382	**101%**
MedMenu	3329	1190	**180%**
Scientific Affairs and Grant & Contrac Ad	1,346	338	**298%**
School of Medicine application	1,039	252	**312%**
Yale Faculty Practice	518	-	-
Service departments			
Academic Computing	94	-	-
Biomedical Communications	310	326	**-5%**
C/AIM	4,584	3,824	**20%**
Center for Cell Imaging	356	172	**107%**
Desktop Support	1378	92	**1398%**
Medical Administrative Systems	66	339	**-81%**

Academic Departments*	Apr-97	Apr-96	% change
Anesthesiology	389	234	**66%**
BBS	348	-	-
Boyer Center for Molecular Medicine	648	186	**248%**
Cancer Center	591	263	**125%**
Cell Biology	610	311	**96%**
Cellular & Molecular Physiology	269	126	**113%**
Child Study Center	475	-	-
Comparative Medicine	82	24	**242%**
Dermatology	605	240	**152%**
Diagnostic Radiology	815	162	**403%**
Epidemiology & Public Health	1549	982	**58%**
Genetics	816	383	**113%**
History of Medicine	117	48	**144%**
Immunobiology	275	-	-
Internal Medicine	307	236	**30%**
Laboratory Medicine	189	95	**99%**
Neurobiology	691	291	**137%**
Neurology	414	175	**137%**
Neuroscience Program	240	-	-
Neurosurgery	129	-	-
Obstetrics & Gynecology	286	151	**89%**
Ophthalmology	570	380	**50%**
Orthopaedics & Rehabilitation	153	-	-
Pathology	679	398	**71%**
Pediatrics	312	-	-
Pharmacology	284	119	**139%**
Physician Associate Program	424	-	-
Psychiatry	808	605	**34%**
Surgery	315	166	**90%**
Therapeutic Radiology	-	-	-

Molecular Biochemistry & Biophysics and the Center for Medical Informatics are not listed because they reside on other servers.

Details for NetMenu Hospital usage

Application	total # of connections Apr-97	Apr-96	% change	Application	total # of connections Apr-97	Apr-96	% change
Hospital information systems	**25144**	**18831**	**34%**	**Full text and factual databases**	**2131**	**1799**	**18%**
CCSS	12338	9854	25%	Delineation of Clinical Privileges	18	-	-
ChartView	528	109	384%	Harrison's	349	340	3%
Clinical laboratory	11694	8405	39%	JCAHO Accreditation Manual	8	-	-
Diagnostic Imaging	172	150	15%	Little Brown Handbooks	180	186	-3%
EPIC	242	195	24%	Merck Manual	62	101	-39%
Surgical Pathology	170	118	44%	Micromedex	1104	655	69%
				New England Journal of Medicine	183	244	-25%
Bibliographic databases and search tools	**1759**	**1469**	**20%**	Red Book on Pediatric Infections	34	29	17%
CINAHL	146	121	21%	Rosen's Emergency Medicine	41	45	-9%
Health Planning and Administration	29	60	-52%	STAT!-Reference	101	127	-20%
MEDLINE	1498	1207	24%	YNHH Physician Phone Book	51	72	-29%
Yale Library Catalog (OPAC)	86	81	6%				
				Email/news/networks	**9601**	**6150**	**56%**
Word processing & utilities	**1403**	**1218**	**15%**	Biomed Email	813	665	22%
Clinical Workstation locations	45	85	-47%	GroupWise Email	2111	761	177%
Format disk	37	35	6%	Internet access	6677	4724	41%
Virus scan	24	32	-25%				
Wordperfect	1297	1066	22%	**Procedure recorders**	**408**	**371**	**10%**
				Medicine	111	80	39%
Clinical assistance	**33**	**33**	**0%**	Ob/Gyn	114	175	-35%
Coag Advisor	33	33	0%	Surgery	183	116	58%

Details for NetMenu Medical Library usage

Application	total # of connections Apr-97	Apr-96	% change
Bibliographic databases			
and search tools	**8125**	**10048**	**-19%**
AIDSLINE	12	18	-33%
Biosis	42	105	-60%
Books in Print	8	3	167%
CINAHL	22	39	-44%
Current Contents	48	112	-57%
ERIC	2	3	-33%
Eureka	7	10	-30%
Expanded Academic Index	19	30	-37%
Health Planning and Administration	2	18	-89%
InfoFinder	105	198	-47%
MEDLINE	4807	5629	-15%
PsycINFO	140	267	-48%
Science Citation Index	141	118	19%
Search term lookup	3	19	-84%
Yale Library Catalog (OPAC)	2767	3473	-20%
Email/news/networks	**24937**	**21757**	**15%**
Biomed Email	13823	13633	1%
Bulldog Access	22	30	-27%
MEDINFO (Yale-New Haven gopher	-	8	-
NIH gopher	-	41	-
Pantheon/Minerva	3118	295	-
World Wide Web	7949	7750	3%
YaleInfo	25	0	-
word processing & utilities (CRL)	**635**	**444**	**43%**
Epi Info	10	13	-23%
Excel for Windows	49	41	20%
Format disk	10	18	-44%
FTP for Windows	53	0	-
Health Risk Appraisal	2	7	-71%
Virus Scanner (F-PROT)	12	11	9%
Wordperfect for Windows	499	354	41%

Application	total # of connections Apr-97	Apr-96	% change
Full text and factual databases	**244**	**568**	**-57%**
AIDSTrials/AIDSDrugs/DIRLINE	0	6	-100%
Academic Press Journals	7	-	-
American Journal of Medicine	7	14	-50%
American Journal of Obstetrics	0	-	-
American Journal of Surgery	4	8	-50%
Annals of Internal Medicine	3	10	-70%
Archives of General Psychiatry	1	11	-91%
BMJ	2	6	-67%
Britannica Online	8	3	167%
Canadian Medical Association Journal	2	2	0%
Circulation	1	12	-92%
Electronic Journals	7	-	-
Faculty Research Interests database	10	-	-
FREIDA	33	66	-50%
GenBank	3	20	-85%
History of Science & Technology	22	1	2100%
Journal of Biological Chemistry	3	6	-50%
Journal of Bone & Joint Surgery	1	1	0%
Journal of Clinical Investigation	1	3	-67%
Journal of Molecular Biology	1	-	-
JAMA	6	17	-65%
Lancet	5	5	0%
Legislate	0	18	-100%
Micromedex	7	7	0%
MMWR	1	12	-92%
Network Entrez	3	9	-67%
New England Journal of Medicine	4	24	-83%
NEXIS	67	195	-66%
Nucleic Acids Research	0	-	-
OMIM/GDB	1	8	-88%
Pediatrics	1	11	-91%
Phone Books	17	57	-70%
Science	11	9	22%
Scientific American Medicine Consult	4	9	-56%
YNHH Nursing Organization and Practic	1	-	-
Grant and research information	**5**	**65**	**-92%**
Community of Science	1	-	-
CT CRISP	1	26	-96%
IRIS	3	19	-84%
Clinical assistance	**6**	**51**	**-88%**
Coag Advisor	1	4	-75%
Physician Data Query (PDQ)	5	24	-79%

Application	total # of connections Apr-97	Apr-96	% change
Medical Education	**1643**	**1169**	**41%**
Abdomen Quiz	41	38	8%
Anatomic Explorer	19	32	-41%
Anatomic Explorer CT	10	23	-57%
Animated Embryo	23	16	44%
Brainstem	112	105	7%
Brainstem Quiz	5	-	-
Brainstorm	268	209	28%
Breath sounds	11	10	10%
Cardiac Angio	12	13	-8%
Cardiac Auscultation	40	16	150%
Cardiac Echo	14	10	40%
Cardiac MRI	8	4	100%
Cardiac Perfusion Imaging: SP	3	4	-25%
Cardiac Perfusion Imaging: Pl	4	0	-
Cardiothoracic Image Quiz	11	9	22%
Cardiothoracic Imaging	13	1	1200%
Concise Atlas - Cardiothoracic	9	7	29%
Concise Altas - Chest	7	1	600%
Concise Altas - Extremities	6	-	-
Concise Altas - Head & Neck	4	-	-
Embryo images	18	21	-14%
EPS Review	4	9	-56%
Extremities Quiz	11	5	120%
Forebrain (Syracuse)	11	10	10%
Gross Anatomy Review	28	19	47%
HARP (Histological Anatomy Review	6	8	-25%
Head Quiz	24	6	300%
Histology Quizbank	22	9	144%
Histology Video Review	8	9	-11%
HyperCELL	5	3	67%
Hyperheart	16	4	300%
Interactive Brain Atlas	50	51	-2%
Interactive Respiratory Physiology	8	-	-
KINEMAGE	4	3	33%
Lazy Eye	9	11	-18%
MacBaby	34	38	-11%
Microbiology Quizbank	59	111	-47%
Neuroanatomy Review	50	41	22%
Neuron Model: Tutorial	3	6	-50%
Neuron Model: Current Clamp	2	4	-50%
Neuron Model: Voltage Clamp	5	10	-50%
Pathology Quizbank	407	223	83%
Perineum Quiz	5	4	25%
PreTest (11 different fields)	52	-	-
Superhead	22	14	57%
Thorax Quiz	14	8	75%
USMLE Step 1	119	27	341%
USMLE Step 2	25	11	127%
Wheater's Interactive Histology	2	-	-