Information Technology Services - Medicine
Monthly Report
July 1997

Highlights and milestones

- Usage of AS/400 applications and information about new network installations have been added to the monthly report.

- Use of the Clinical Reporting System is 17% lower than last July.

- Connections to the Library's NetMenu workstations increased by 65% from last July, due to increased use of the Web, Pantheon/Minerva, and Medline.

- The Clinical Workstations had 20% fewer connections per workstation, due primarily to flat growth in CCSS connections despite the addition of 31 workstations.

- Use of the Help Desk increased this month again, receiving 14% more calls than last month. The Help Desk now receives 23% more calls per day than it did in January.

- Compared to June, in July the Help Desk received more requests for information (28% increase), order status queries (31%), reports of problems with electronic mail and scheduling applications (31%), call transfers (40%), and reports of problems with administrative systems (63%, due primarily to an increase in calls about the Bullet System).

Information Technology-Medicine Monthly Report
July 1997

Applications

Type of application	this month	Jul-96	% change
AS/400 applications	11,815	-	-
CINAHL	295	226	31%
Core Biomedical Collection	1,241	553	124%
Clinical Reporting System (CRS)	490	593	-17%
accesses per user per month	7	8	-11%
Current Contents	3777*	491	266%
Electronic mail (# messages sent)	384,559	309,517	24%
messages per user per day	2.0	2.0	-
HealthSTAR	254	139	83%
MEDLINE	17,333	14,114	23%
searches per active user per mon	6.8	6.3	-
Medical Center World Wide Web			
Medical Center home page	48,644	6,437	656%
Hospital home page	1,902	811	135%
School of Medicine home page	10,087	3,502	188%
Medical Library home page	15,641	7,069	121%

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 7/97	1,000	5,492
Networked computers as of 7/97	1,575	3,868
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	-

System outages

Help Desk

	this month	change from last month
Total calls	3159	14%
Calls per day	144	9%
% of ITS-Med clients using Help l	28%	4%
# of callers	1073	4%
# of Yale affiliates using Web page	557	15%

Departments accounting for 5% or more of all calls: Internal Medicine, Surgery, Office of Professional Services, Pediatrics

Type of call	# of calls this month	# of calls change from last month	resolved by Help Desk this month	resolved by Help Desk change from last month	resolved next day this month	resolved next day change from last month
New order	523	3%	50%	2%	71%	0%
PC/printer	410	-6%	98%	63%	89%	1%
Network	398	3%	95%	22%	88%	-1%
Info	377	28%	99%	-1%	95%	-5%
Call transfer	337	40%	97%	-3%	100%	3%
Status queries	308	31%	99%	11%	95%	8%
Email/Scheduli	296	31%	96%	-2%	91%	-7%
Admin systems	134	63%	96%	12%	88%	21%
Billing	58	0%	89%	14%	73%	-13%

Network installations

	this month	change from last month
# of new network connects	88	115%
median days from order to install	46	10%
days for Telecom install	26	24%
days for Desktop Support instal	19	0%

NetMenu workstations

Type of application	Library NetMenu # of connections this month	Library NetMenu Jul-96	Library NetMenu % change	Hospital NetMenu # of connections this month	Hospital NetMenu Jul-96	Hospital NetMenu % change
Medical Education	382	276	38%	-	-	-
Bibliographic databases & sear	9,427	6,989	35%	1,422	1360	5%
Full text & factual databases	288	367	-22%	2,543	2105	21%
Grant & research information	15	16	-6%	-	-	-
Clinical assistance	8	15	-47%	36	51	-29%
Email/news/networks	24,706	13,390	85%	9,944	5928	68%
Word processing & utilities	551	424	30%	1,292	949	36%
Hospital information systems	-	-	-	21,867	22043	-1%
Procedure recorders	-	-	-	429	351	22%
Total	**35,377**	**21,477**	**65%**	**37,533**	**32,787**	**14%**
connections per workstation	1,361	1,023	33%	361	449	-20%

OVID usage

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

number of connections

◆ outside library
◆ in library
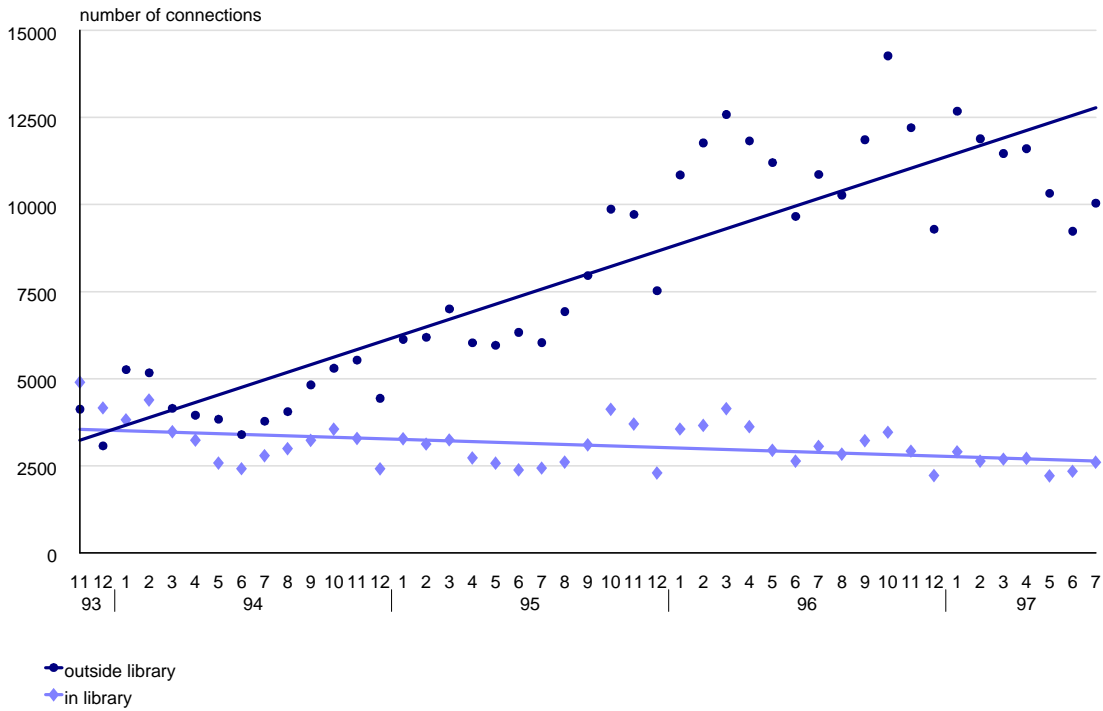
OVID usage
Breakdown of databases

64.1%
1.3%
1.3%
0.8%
0.7%
2.9%
1990-present
1966-75
1976-85
1986-89
11.5%
17.4%
July 1997

59.8%
1.0%
0.6%
2.5%
2.9%
1990-present
1966-75
1976-85
1986-89
13.3%
19.8%
July 1996

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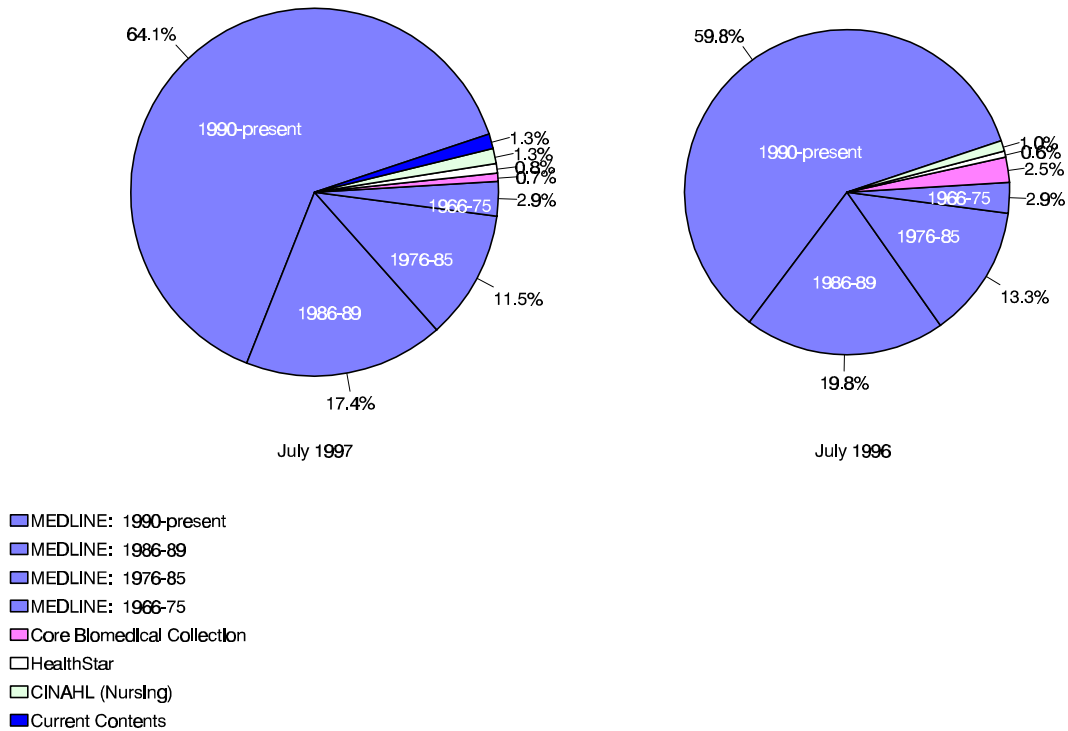
Difference in size of pies reflects difference in amount of usage.

NetMenu workstation usage

NetMenu in the Medical Library

number of connections

35,000
32,500
30,000
27,500
25,000
22,500
20,000
17,500
15,000
12,500
10,000
7,500
5,000
2,500
0

Feb Mar April May June July 96 August Sep Oct Nov Dec Jan Feb Mar April 97 May June July

Concise Atlas (Cardio-thoracic & Chest), Head Quiz, Perineum Quiz, Excel, FTP, & F-PROT added

Core Biomedical Collection (15 full-text Journals), NLM Locator, Eureka & Pantheon/ Minerva added
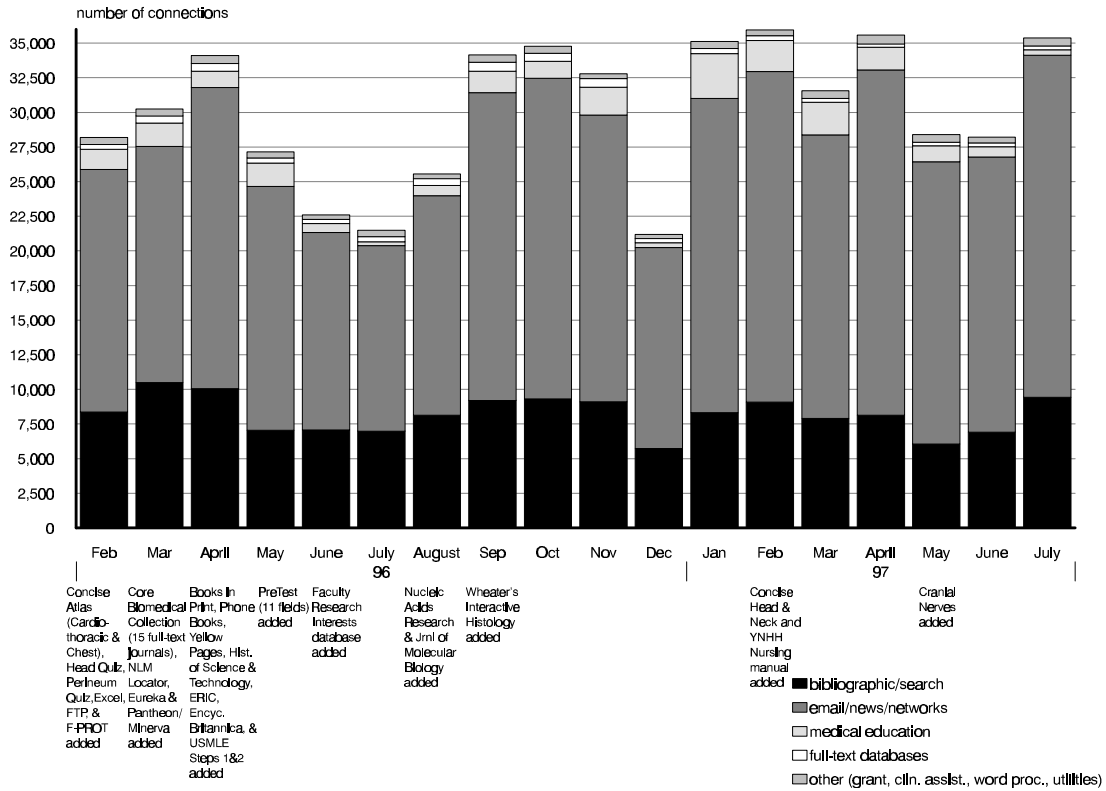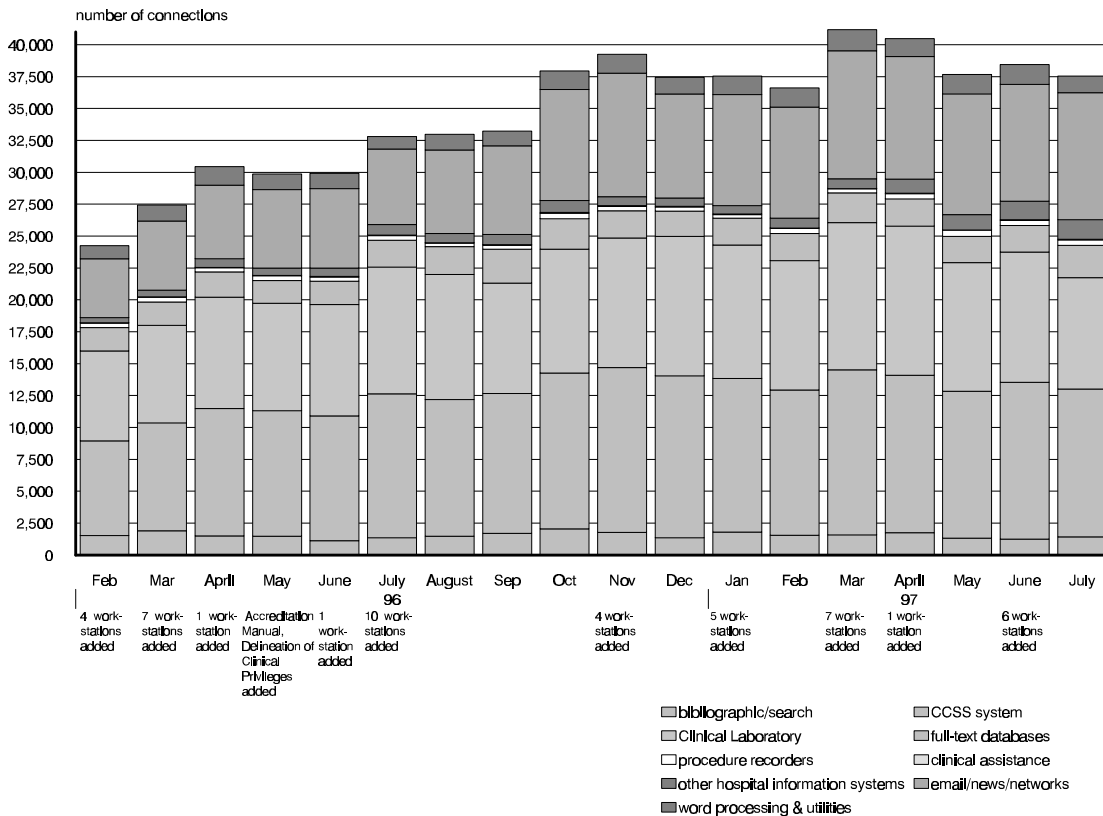
Books in Print, Phone Books, Yellow Pages, Hist. of Science & Technology, ERIC, Encyc. Britannica, & USMLE Steps 1&2 added

PreTest (11 fields) added

Faculty Research Interests database added

Nucleic Acids Research & Jrnl of Molecular Biology added

Wheater's Interactive Histology added

Concise Head & Neck and YNHH Nursing manual added

Cranial Nerves added

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

NetMenu in the Hospital

number of connections

40,000
37,500
35,000
32,500
30,000
27,500
25,000
22,500
20,000
17,500
15,000
12,500
10,000
7,500
5,000
2,500
0

Feb Mar April May June July 96 August Sep Oct Nov Dec Jan Feb Mar April 97 May June July

4 work-stations added

7 work-stations added

1 work-station added

Accreditation Manual, Delineation of Clinical Privileges added

1 work-station added

10 work-stations added

4 work-stations added

5 work-stations added

7 work-stations added

1 work-station added

6 work-stations added

□ 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

	Jul-96	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	Jul-97
Summary													
AS/400 applications	-	-	-	-	-	-	-	-	-	-	-	-	11,815
Clinical Reporting System (C	*593*	425	434	548	392	348	633	742	572	730	620	551	490
Current Contents*	*491*	2167*	1534*	2331*	1798*	2,937	4,489	3,886	3,931	3,165	3,922	3,173	3,777
OVID databases	*14,114*	13,163	15,035	17,947	16,825	13,296	18,307	17,329	17,053	18,577	16,467	15,948	17,333
Medical Center Web server	*243,844*	223,670	240,165	303,126	372,135	347,928	431,339	459,226	543,310	623,284	654,313	604,198	682,546
Electronic mail messages sent	*309,517*	364,477	322,377	456,571	492,880	422,342	621,590	595,748	564,961	572,553	464,333	364,215	384,559

Details: AS/400 applications

	Jul-96	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	Jul-97
Animal Protocols	-	-	-	-	-	-	-	-	-	-	-	-	14
Business Management Systems r	-	-	-	-	-	-	-	-	-	-	-	-	13
Clinical Information	-	-	-	-	-	-	-	-	-	-	-	-	26
Diagnostic Laboratory maint.	-	-	-	-	-	-	-	-	-	-	-	-	379
Faculty Panorama	-	-	-	-	-	-	-	-	-	-	-	-	60
Financial Affairs monthly report	-	-	-	-	-	-	-	-	-	-	-	-	6
Grants and Contracts menu	-	-	-	-	-	-	-	-	-	-	-	-	92
Human Protocols	-	-	-	-	-	-	-	-	-	-	-	-	34
Human Resources main menu	-	-	-	-	-	-	-	-	-	-	-	-	2,922
Human Resources menu													250
Physician Associate Program	-	-	-	-	-	-	-	-	-	-	-	-	8
Space Inventory System	-	-	-	-	-	-	-	-	-	-	-	-	82
Student Affairs sign-on	-	-	-	-	-	-	-	-	-	-	-	-	1
Support Services main menu	-	-	-	-	-	-	-	-	-	-	-	-	408
Yale Animal Care and Use Com	-	-	-	-	-	-	-	-	-	-	-	-	142
Yale Animal Resource Center ap	-	-	-	-	-	-	-	-	-	-	-	-	48
Other	-	-	-	-	-	-	-	-	-	-	-	-	7,330

Details: Current Contents

	Jul-96	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	Jul-97
Current Contents total*	*491*	**2,167**	**1,534**	**2,331**	**1,798**	**2,937**	**4,489**	**3,886**	**3,931**	**3,165**	**3,922**	**3,173**	**3,777**
Ovid version	-	-	-	-	-	1,633	2,413	2,181	2,227	2,372	2,410	2,082	2,270
Basis version, automatic search	-	-	-	-	-	1,108	1,787	1,476	1,483	756	1,512	1,091	1,507

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

Details: OVID

	Jul-96	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	Jul-97
1966-75 search sets	4,447	5,243	5,101	4,805	5,091	3,823	5,349	5,818	5,752	5,530	5,545	4,678	5,165
1976-85 search sets	20,241	19,270	20,888	19,234	18,694	15,755	20,618	21,255	22,001	21,843	22,084	17,707	20,593
1986-89 search sets	30,139	27,276	30,458	29,425	27,587	23,185	31,520	29,664	30,687	29,999	30,913	29,454	31,317
1990-present search sets	90,799	79,185	100,386	106,766	96,388	76,264	102,575	105,377	96,592	99,365	107,291	104,569	115,069
Core Biomedical Collection sear	3,725	2,351	2,520	2,043	1,870	1,912	2,197	1,841	1,960	2,152	1,737	1,818	1,249
HealthStar search sets	946	1,077	2,488	3,945	3,709	2,129	2,301	4,321	2,247	3,502	2,843	1,825	1,514
nursing search sets	1,541	1,075	2,828	3,795	3,543	1,972	2,904	3,645	2,703	3,175	2,740	2,596	2,358
access method: telnet sessions	-	-	-	-	-	11,725	15,781	14,668	13,785	14,558	12,716	11,825	12,688
access method: Web sessions	-	-	-	-	-	1,381	2,325	2,231	2,900	3,672	3,471	3,847	4,323
access method: Z39.50	-	-	-	-	-		215	434	363	323	284	280	327

Medical Center Web usage report, July 1997

<table>
<tr><th colspan="2">Top 10 pages accessed by Yale users</th><th colspan="2">Top 10 pages accessed by external users</th></tr>
<tr><th><u>this year</u></th><th><u>last year</u></th><th><u>this year</u></th><th><u>last year</u></th></tr>
<tr><td>Medical Center</td><td>Medical Library</td><td>Center for Advanced Instructional Media</td><td>Center for Advanced Instructional Me</td></tr>
<tr><td>Medical Library</td><td>Medical Center</td><td>School of Medicine</td><td>Medical Center page</td></tr>
<tr><td>MedMenu</td><td>Server search</td><td>Medical Center page</td><td>School of Medicine</td></tr>
<tr><td>School of Medicine</td><td>School of Medicine</td><td>School of Medicine's admissions viewbook</td><td>Server search</td></tr>
<tr><td>Medical Library's Internet search page</td><td>Medical Library's Internet search page</td><td>Medical Library</td><td>School of Medicine's admissions viev</td></tr>
<tr><td>Desktop Support</td><td>MedMenu</td><td>Academic departments page</td><td>Medical Library</td></tr>
<tr><td>Server search</td><td>Medical Library's other Yale sites page</td><td>Child Study Center's Autism/PDD Clinic</td><td>Yale Journal of Biology and Medicine</td></tr>
<tr><td>Scientific Affairs and Grant & Contract Administration</td><td>Medical Library's Internet resources pages</td><td>Yale-New Haven Hospital</td><td>Child Study Center's Autism/PDD Cl</td></tr>
<tr><td>Medical Library's Selected Internet Resources</td><td>Academic departments page</td><td>Epidemiology & Public Health</td><td>Academic departments page</td></tr>
<tr><td>Medical Library's other Yale sites page</td><td>Index of Web pages</td><td>Medical Library's Selected Internet Resources</td><td>Epidemiology & Public Health</td></tr>
</table>

	Jul-97	**Jul-96**	**% change**		**Jul-97**	**Jul-96**	**% change**
Server total	**682,546**	**243,844**	**180%**	**Academic Departments****			
Who connected				Anesthesiology	398	203	**96%**
Yale	137,228	31,991	**329%**	BBS	762	-	-
other US educational institutions	80,369	40,093	**100%**	Boyer Center for Molecular Medicine	635	224	**183%**
US government & military	10,099	3,597	**181%**	Cancer Center	608	303	**101%**
US commercial institutions	149,396	54,667	**173%**	Cell Biology	785	268	**193%**
US non-profit organizations	6,845	2,318	**195%**	Cellular & Molecular Physiology	313	164	**91%**
Major online service providers	74,287	22,145	**235%**	Child Study Center	535	-	-
International	98,489	35,865	**175%**	Comparative Medicine	106	35	**203%**
# of unique hosts connecting	**67,448**	**35,609**	**89%**	Dermatology	502	315	**59%**
				Diagnostic Radiology	626	273	**129%**
Medical Center	**48,644**	**6,437**	**656%**	Epidemiology & Public Health	1823	970	**88%**
Yale-New Haven Hospital	**1,902**	**811**	**135%**	Genetics	493	217	**127%**
School of Medicine	**10,087**	**3,502**	**188%**	History of Medicine	96	66	**45%**
School of Nursing	**788**	**284**	**177%**	Immunobiology	352	-	-
Major resources				Internal Medicine	454	205	**121%**
School's organizational chart	34	113	**-70%**	Laboratory Medicine	369	51	**624%**
Computing page	711	200	**256%**	Neurobiology	541	361	**50%**
Core research facilities page	201	153	**31%**	Neurology	402	165	**144%**
Education page	238	321	**-26%**	Neuroscience Program	360	64	-
Emerging Infections Information Network	1,923	774	**148%**	Neurosurgery	132	-	-
Medical Library	15,641	7,069	**121%**	Obstetrics & Gynecology	235	295	**-20%**
MedMenu	7391	1093	**576%**	Ophthalmology	475	325	**46%**
Scientific Affairs and Grant & Contrac Ad	1,271	306	**315%**	Orthopaedics & Rehabilitation	175	56	-
School of Medicine application	951*	830	**3%**	Pathology	879	358	**146%**
Yale Faculty Practice	542	-	-	Pediatrics	274	-	-
Service departments				Pharmacology	328	130	**152%**
Academic Computing	92	48	**92%**	Physician Associate Program	705	-	-
Biomedical Communications	396	374	**6%**	Psychiatry	789	571	**38%**
C/AIM	4,520	4,321	**5%**	Surgery	333	166	**101%**
Center for Cell Imaging	353	145	**143%**	Therapeutic Radiology	75	-	-
Copy Center	58	-	-				
Desktop Support	1614	94	**1617%**				
Help Desk	202	-	-				
Systems Support	172	-	-				
Technology Operations	302	-	-				

*The application was converted to an Oracle-based application on a new server this month. The number reported for May is the number of unique users who registered for applications.

**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 Jul-97	Jul-96	% change		Application	total # of connections Jul-97	Jul-96	% change
Hospital information systems	**21867**	**22043**	**-1%**		**Full text and factual databases**	**2543**	**2105**	**21%**
CCSS	11581	11273	3%		Delineation of Clinical Privileges	19	57	-
ChartView	480	213	125%		Harrison's	348	395	-12%
Clinical laboratory	8736	9947	-12%		JCAHO Accreditation Manual	26	51	-
Diagnostic Imaging	185	173	7%		Little Brown Handbooks	207	194	7%
EPIC	673	274	146%		Merck Manual	74	124	-40%
Surgical Pathology	212	163	30%		Micromedex	1473	706	109%
					New England Journal of Medicine	175	223	-22%
Bibliographic databases and search tools	**1422**	**1360**	**5%**		Red Book on Pediatric Infections	37	63	-41%
CINAHL	82	106	-23%		Rosen's Emergency Medicine	61	109	-44%
Health Planning and Administration	34	33	3%		STAT!-Reference	71	111	-36%
MEDLINE	1231	1128	9%		YNHH Physician Phone Book	52	55	-5%
Yale Library Catalog (OPAC)	75	93	-19%					
					Email/news/networks	**9944**	**5928**	**68%**
Word processing & utilities	**1292**	**949**	**36%**		Biomed Email	936	797	17%
Clinical Workstation locations	70	93	-25%		GroupWise Email	2277	675	237%
Format disk	32	27	19%		Internet access	6731	4456	51%
Virus scan	27	12	125%					
Wordperfect	1163	817	42%		**Procedure recorders**	**429**	**351**	**22%**
					ED	49	-	-
Clinical assistance	**36**	**51**	**-29%**		Medicine	96	91	5%
Coag Advisor	36	51	-29%		Ob/Gyn	186	209	-11%
					Surgery	98	51	92%

Details for NetMenu Medical Library usage

Application	total # of connections Jul-97	Jul-96	% change
Bibliographic databases and search tools	**9427**	**6989**	**35%**
AIDSLINE	7	28	-75%
Biosis	38	30	26%
Books in Print	10	17	-39%
CINAHL	7	9	-23%
Current Contents	38	81	-53%
ERIC	8	6	34%
Eureka	8	7	15%
Expanded Academic Index	15	15	0%
Health Planning and Administration	3	6	-43%
InfoFinder	100	102	-2%
MEDLINE	6352	4099	55%
PsycINFO	131	100	31%
Science Citation Index	76	101	-25%
Search term lookup	2	5	-54%
Yale Library Catalog (OPAC)	2633	2284	15%
Email/news/networks	**24705.89**	**13390**	**85%**
Biomed Email	6923	5562	24%
Bulldog Access	29	12	139%
Pantheon/Minerva	3694	738	400%
World Wide Web	14043	7072	99%
YaleInfo	17	0	-
word processing & utilities (CRL)	**551**	**424**	**30%**
Epi Info	2	6	-62%
Excel for Windows	23	25	-8%
Format disk	9	13	-29%
FTP for Windows	17	0	-
Health Risk Appraisal	2	2	15%
Virus Scanner (F-PROT)	9	10	-8%
Wordperfect for Windows	488	368	33%
Grant and research information	**15**	**16**	**-7%**
Annual grant deadlines	1	3	-62%
Community of Science	5	-	-
CT CRISP	0	7	-100%
IRIS	9	4	130%
Clinical assistance	**8**	**15**	**-46%**
Coag Advisor	1	0	-
Physician Data Query (PDQ)	7	10	-31%

Application	total # of connections Jul-97	Jul-96	% change
Full text and factual databases	**288**	**367**	**-21%**
Academic Press Journals	5	-	-
American Journal of Medicine	14	12	15%
American Journal of Obstetrics	5	-	-
American Journal of Surgery	2	4	-43%
Annals of Internal Medicine	5	13	-65%
Archives of General Psychiatry	5	7	-34%
BMJ	0	7	-100%
Britannica Online	8	0	-
Canadian Medical Association Journal	2	8	-
Circulation	2	2	15%
Electronic Journals	8	-	-
Faculty Research Interests database	31	25	24%
FREIDA	47	61	-23%
GenBank	0	14	-100%
History of Science & Technology	15	4	273%
Journal of Biological Chemistry	8	19	-58%
Journal of Bone & Joint Surgery	0	2	-100%
Journal of Clinical Investigation	0	3	-100%
Journal of Molecular Biology	3	-	-
JAMA	6	5	15%
Lancet	6	8	-28%
Legislate	0	2	-
Micromedex	6	8	-28%
MMWR	3	10	-66%
Network Entrez	1	6	-81%
New England Journal of Medicine	8	11	-27%
NEXIS	46	63	-27%
Nucleic Acids Research	0	-	-
OMIM/GDB	11	7	64%
Pediatrics	15	6	149%
Phone Books	9	24	-62%
Science	13	24	-47%
Scientific American Medicine Consult	0	9	-100%
YNHH Nursing Organization and Practic	5	-	-
Medical Education	**382**	**276**	**39%**
Abdomen Quiz	26	10	164%
Anatomic Explorer	16	13	24%
Anatomic Explorer CT	2	2	15%
Animated Embryo	8	7	15%
Brainstem	10	9	15%
Brainstem Quiz	6	-	-
Brainstorm	5	7	-34%

Application	total # of connections Jul-97	Jul-96	% change
Breath sounds	13	7	80%
Cardiac Angio	3	10	-66%
Cardiac Auscultation	11	12	-4%
Cardiac Echo	7	5	38%
Cardiac MRI	2	3	-23%
Cardiac Perfusion Imaging: SP	0	1	-
Cardiac Perfusion Imaging: Pl	0	6	-100%
Cardiothoracic Image Quiz	11	4	187%
Cardiothoracic Imaging	6	7	-18%
Concise Atlas - Cardiothoracic	0	2	-100%
Concise Altas - Chest	1	0	-
Concise Altas - Extremities	1	-	-
Concise Altas - Head & Neck	0	-	-
Cranial Nerves	3	-	-
Embryo images	17	6	187%
EPS Review	5	6	-23%
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