

2010

HSLIC Annual Report FY2009-10

Health Sciences Library and Informatics Center

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ANNUAL REPORT

2009-2010

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CREDITS

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HSLIC MISSION STATEMENT

“We improve and enhance human health through support, innovation, and leadership in the organization, delivery, and use of quality information. We create an environment that fosters the development and sharing of knowledge for the UNM Health Sciences Center and its partners.”

HSLIC VISION STATEMENT

“Through commitment to the expertise of multidisciplinary teams, the UNM Health Sciences Library and Informatics Center employees create innovative, high quality solutions to complex information and technology challenges. These solutions provide the means for answering the most important questions of human health.”

EXECUTIVE SUMMARY

Holly Shipp Buchanan, MLn, MBA, EdD

Associate Vice President for Knowledge Management and IT, and HSLIC Director

Brian Bunnett, MLS, MA, Director, Library and Education Services

Owen Ellard, MALS, MA, Director, Technology Support Services

Philip Kroth, MD, MS, Director, Biomedical Informatics Research, Training and Scholarship

Positioning for the future was a dominant theme in the work of the Health Sciences Library and Informatics Center (HSLIC) in fiscal year 2010 (FY2010).

Education

HSLIC played an active role in the institutional self-study of the School of Medicine's (SOM) undergraduate medical education program for its reaccreditation by the Liaison Committee of Medical Education (LCME). Dr. Buchanan chaired SOM's Educational Resources Committee to prepare for the LCME's site visit in February 2010. HSLIC's Business Services unit also led a project to remodel the lobby and student lounge in the Basic Medical Sciences Building (BMSB) as well as the student lounge in the Domenici Center for Health Sciences Education. These remodeled facilities enable the school to provide comfortable study space for its students, including the ability to accommodate larger class sizes in the future.

In early spring, HSLIC began a project to create additional collaborative student study rooms on its third floor. This project is one of HSLIC's goals on the Health Sciences Center's (HSC) strategic plan and will be completed in early 2011. Another 2010 strategic planning goal was to expand support for mobile technologies. To that end, in May 2010 HSLIC made three Apple® iPads™ available for check out, giving faculty, staff and students the opportunity to explore this innovative technology.

HSLIC hosted a national traveling exhibit in February 2010 entitled: "The Lives They Left Behind: Suitcases from a State Hospital Attic," which took a humanistic look at the cost of mental illness. Along with the exhibit, HSLIC's Special Collections unit hosted a lecture and panel discussion series that provided an opportunity for the HSC and local healthcare community to discuss topics related to mental illness

in New Mexico - a model Special Collections will develop for other exhibits in the future.

Additionally, the HSC Board of Regents approved an increase to the HSC Student Library and Technology fee from \$150 to \$260 per year, effective with the fall 2010 term. The increased funding allows HSLIC to expand the number of licensed online seats available for its most heavily used eBooks and provides support for new educational technologies, such as lecture capture.

Research

In 2009, HSLIC began an evaluation project, which included a dialog with the Research Strategic Planning Committee, to assure the library's research collection continues to meet HSC needs. As part of this project, HSLIC administered a survey and worked with UNM's Employee and Educational Development department to conduct focus groups to assess research faculty's technology and library needs. HSLIC's other work on this strategic planning goal includes developing a plan to communicate with the HSC community about changes to the collection, updating and rebranding UNM's institutional repository to increase the interest in open access publishing at the university, and implementing a new web content management system. These activities will continue into FY2011.

Clinical/Service

HSLIC hosted an innovative conference in March 2010 to promote increased use of open-access publication by translational investigators at Clinical and Translational Science Award (CTSA) institutions. Forty-six knowledge management professionals from twenty-five institutions participated in this two-day conference to discuss a variety of scholarly communication topics such as leading change in academia, copyright, the National Institutes of Health (NIH) Public Access Policy, crafting advocacy messages, and the future of data sharing. HSLIC's conference coordinators hope this event promoted an

ongoing dialogue in the library community about open-access publication support, especially among CTSA funded institutions.

Technology

Throughout 2009, HSLIC engaged in the evaluation of its core information systems. The purpose of these health-checks was to improve support for HSC's future technology needs. Among these were external evaluations of HSLIC's Novell®, GroupWise® and Microsoft®, Active Directory® installations. Late in the fiscal year, HSLIC began a pilot project with UNM Hospitals (UNMH) to implement the Microsoft System Center Configuration Manager (SCCM) to provide the HSC with more robust centralized software update capabilities. A core component of these health checks was to find ways to make the HSC's information systems more accessible to users. In keeping with a goal to develop shared online virtual spaces, HSLIC's Information Systems unit piloted an enhanced file transfer system that will allow investigators to give their research collaborators secure access to shared files on HSC networks.

Administration

In January 2010, Phase II of the Domenici Center opened; it includes the Interprofessional Healthcare Simulation Center (IHSC), the Leonard M. Napolitano Ph.D. Anatomical Education Center, a 58-seat classroom, and three seminar/group study rooms. With this building, HSLIC increased management responsibilities for the Center, including supervision of a new Program Specialist, who will be recruited in early FY2011, to support the IHSC. In March 2010, Governor Richardson signed a bill that includes \$10 million in general obligation bonds toward funding Phase III of the Center. If the bonds are approved by New Mexico voters, HSLIC will begin working with the UNM Office of Capital Projects on Phase IIIa of the Domenici Center, which includes large classrooms to address a shortage of instructional space at the HSC.

In September 2009, Owen Ellard joined HSLIC as its new Director of Technology Support Services, completing HSLIC's leadership team. To meet challenges brought about by the new Health Information Technology for Economic and Clinical Health (HITECH) Act, the Health Insurance Portability and Accountability Act (HIPAA) Security Officer position in HSLIC was made a full time

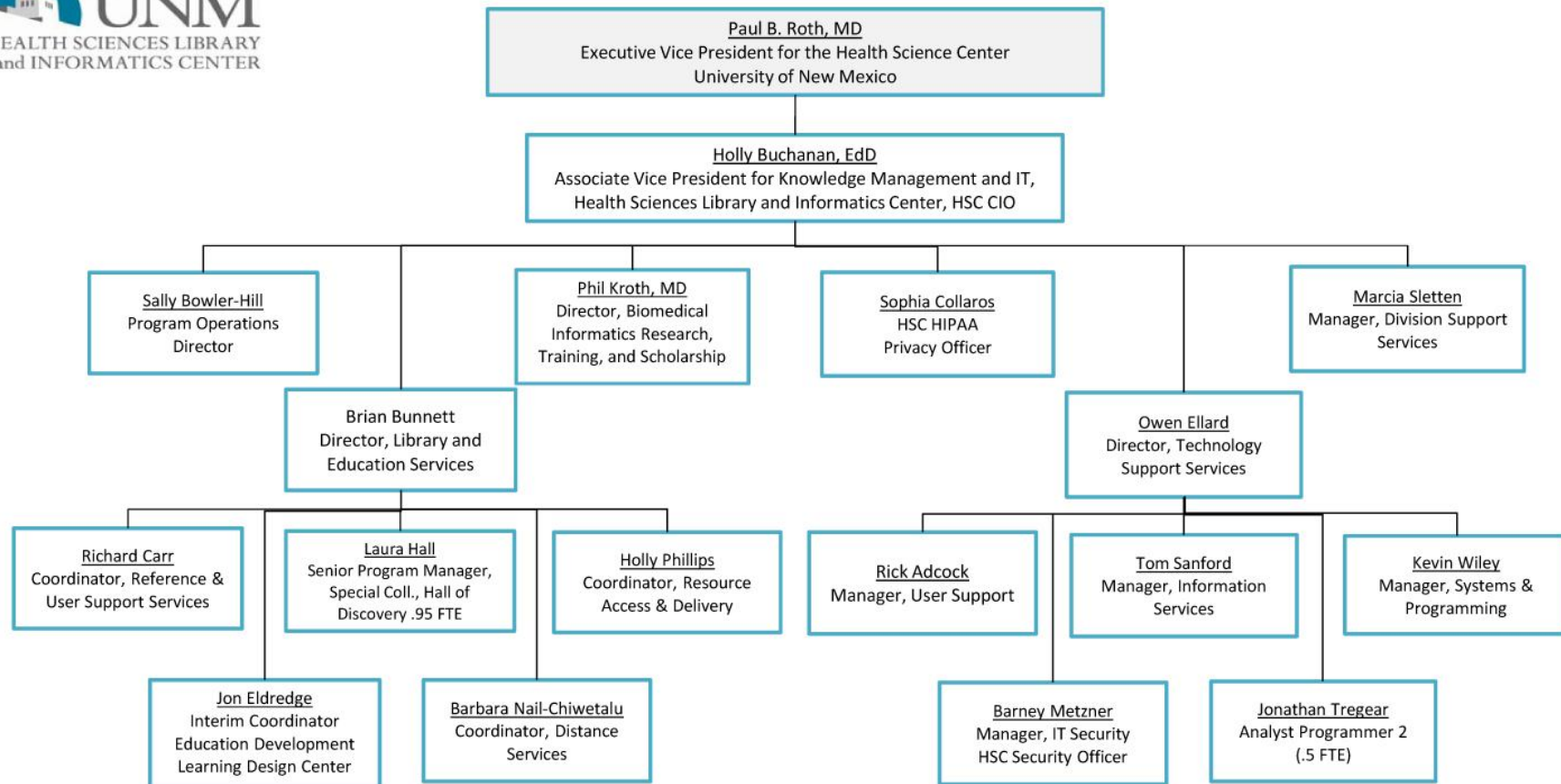
position, reporting to Dr. Buchanan. Moving forward, as HSLIC strives to maintain high quality services in the face of repetitive budget rescissions (almost 8% of its budget as of the end of FY2010), the organization will experience additional organizational shifts over the next fiscal years.

Heading into FY2011, HSLIC faces many challenges and opportunities to deliver its services more efficiently and to define itself and its role in the HSC over the course of the new decade.

ORGANIZATIONAL CHARTS



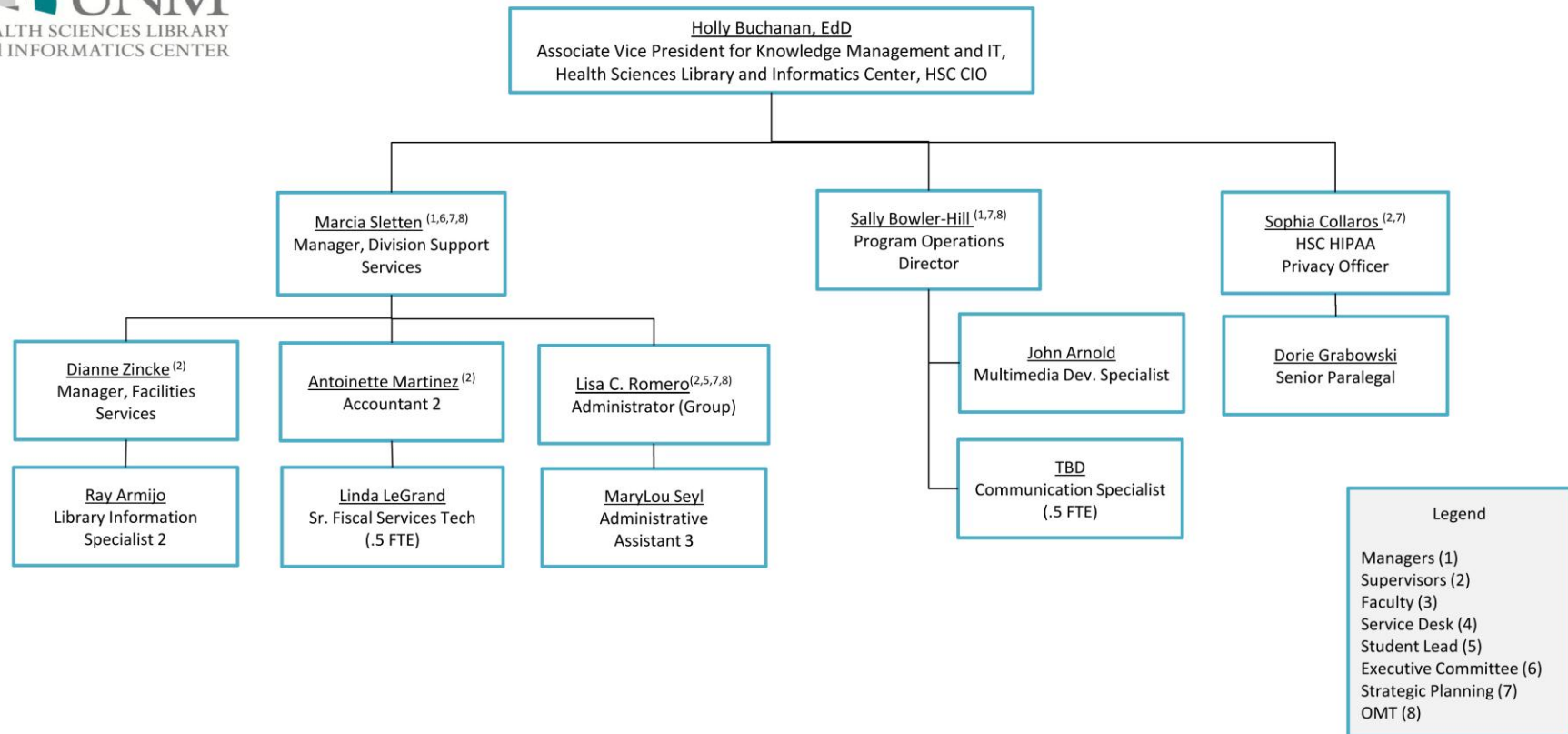
The University of New Mexico Health Sciences Library and Informatics Center



Revised May 2010

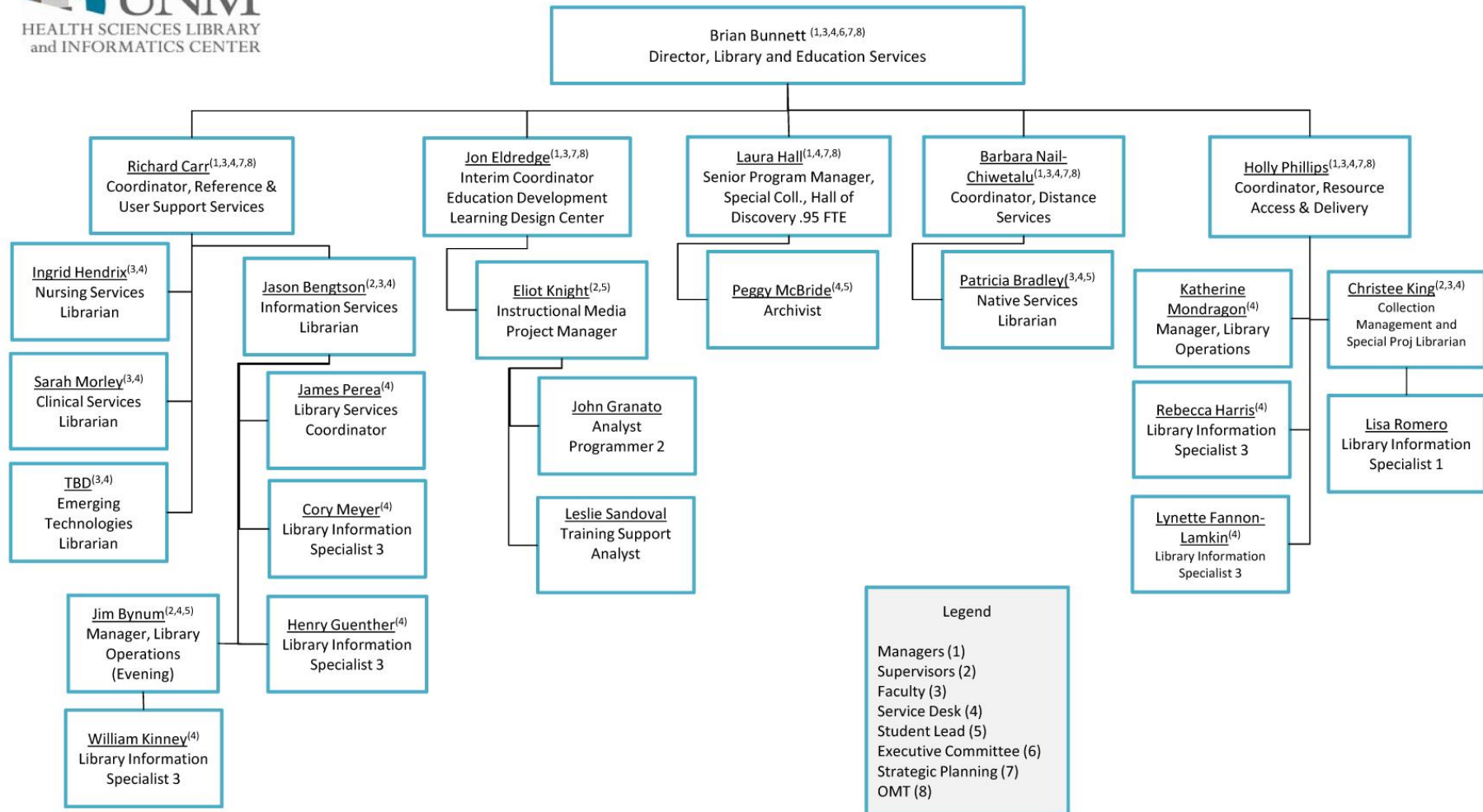


Business Services, Planning Office, Privacy Office and Administration



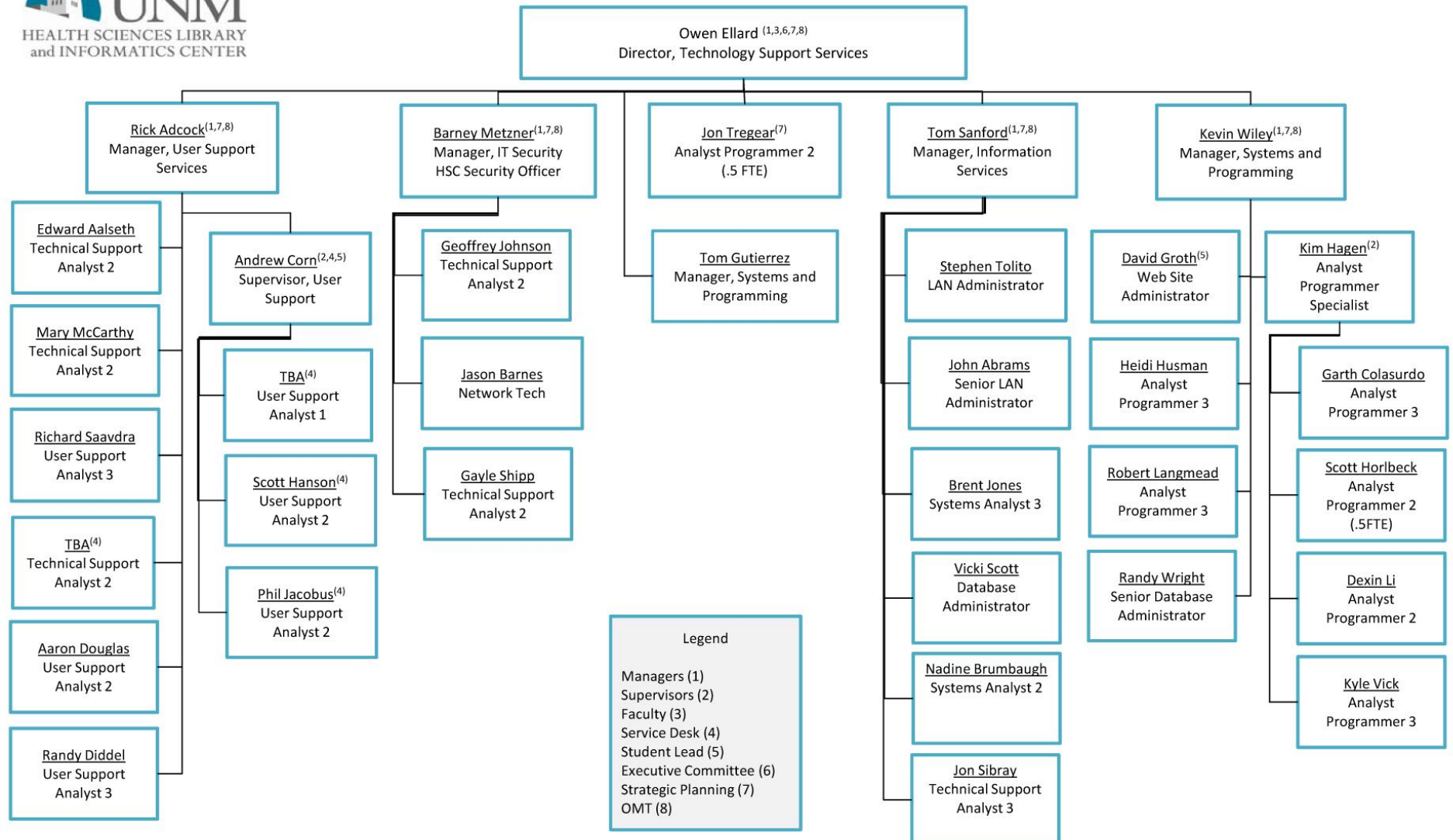


Library and Education Services



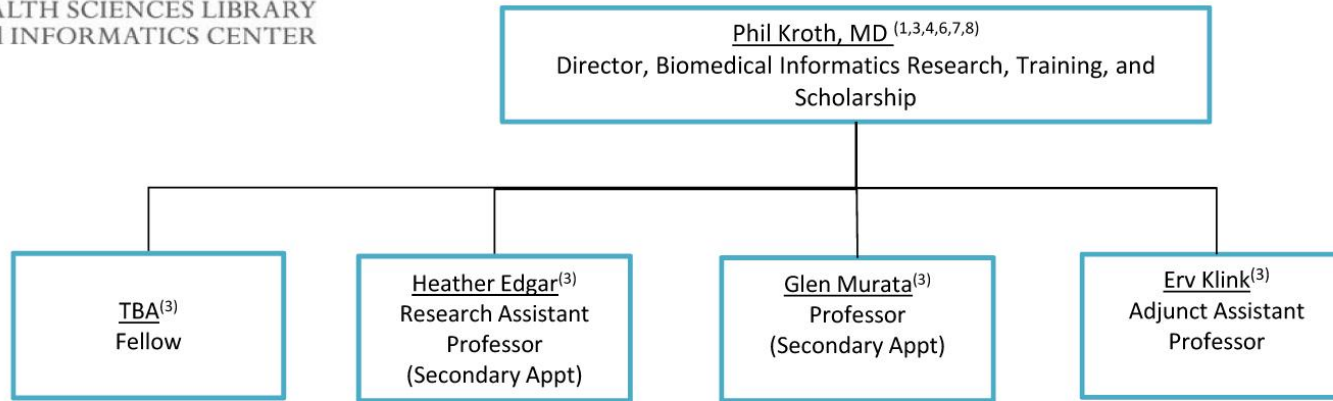


Technology Support Services





Biomedical Informatics Research, Training, and Scholarship



Legend

Managers (1)
Supervisors (2)
Faculty (3)
Service Desk (4)
Student Lead (5)
Executive Committee (6)
Strategic Planning (7)
OMT (8)

UNIT ACCOMPLISHMENTS



ADMINISTRATIVE SERVICES

BUSINESS SERVICES

Marcia Sletten, MBA, Manager, Division Support Services

Business Services positioned HSLIC for the future by auditing and evaluating the organization's business policies and procedures. These efforts resulted in improved efficiency and effectiveness, saving time, resources and dollars.

Accounting

The Accountant 2 evaluated HSLIC's inventory process in a mid-year count to identify gaps. After an evaluation of the data and annual inventory results, a committee with representation from across HSLIC was formed to look at the "cradle-to-grave" life of an inventory item and consider what can be done to improve HSLIC's ability to account for the items it submits to UNM's Inventory Control department.

The Senior Fiscal Services Tech developed a procedure for reconciling HSLIC's monthly telecommunications charges. This led to an audit of HSLIC's telecommunication devices and the development of a new policy and procedure for HSLIC staff, which standardized all services and devices, resulting in over \$8,000 in savings annually.

Administration

In early 2010, we hired a new Administrator after Cathy Brandenburg left the University. Cathy's replacement, Lisa C. Romero came to us from the UNM Cancer Center and began tackling administration projects right away.

The Administration team focused its efforts on the future of HSLIC and in support of the Associate Vice President (AVP) and all units in HSLIC by evaluating the records retention policy and updating HSLIC's administrative file storage. They completed a scanning project, which included making electronic scanned copies of the AVP's files back to 1998, as well as all HSLIC contracts and grants.

Next was an assessment of shared files on the HSLIC network drive. With the assistance of TECHs, the Administration team removed duplicated documents, eliminating unnecessary file storage, and reorganized hundreds of files on HSLIC's shared network file storage. Ultimately, this will create efficient

structure, which will lend itself to an easy transfer of HSLIC's files into Microsoft SharePoint®.



Medical student Kathlyn Drexler in the newly remodeled BMSB lobby. Photo by Sally Bowler-Hill.

Facilities

The Facilities Manager completed a student space remodel project, which included the lobby and medical student lounge of BMSB and the Domenici Center student lounge, just in time for the fall semester. She played an active role on the Domenici Center's Northeast building construction team and transitioned into a managing role, ensuring the operation of all systems, locks, keys, proximity badges and dealing with the shakedown associated with the opening of a new building.

A remodel was planned and completed in HSLIC 230G to accommodate four workstations, and the IT Systems unit staff was brought from the Biomedical Research Facility (BRF) building into HSLIC. In addition, the planning was done for the remodel of the third floor north to install three new student study rooms and lounge space.

Human Resources

The Manager for Division Support Services worked with Human Resources through two different partnerships to evaluate and discuss how best HR can communicate with the departments. During the fiscal year HSLIC conducted ten searches (three faculty and seven staff) resulting in eight hires, including the Director, Technology Support Services.

BIOMEDICAL INFORMATICS RESEARCH, TRAINING AND SCHOLARSHIP

Philip Kroth, MD, MS, Director, Biomedical Informatics Research, Training and Scholarship

Academic:

Orthodontics Collection Database Project: In collaboration with UNM's Maxwell Museum of Anthropology, HSLIC continued to provide information technology (IT) and informatics support for the NIH funded project entitled *The Impact of an Ethnically Diverse, Web-based Case File in Orthodontic Education*. This year, the project team was able to decode and recover an additional 90,000 intra-treatment electronic images from an antiquated computer system over twenty-five years old. The orthodontist who donated the records took intra-oral photos at every patient visit (not usually done in practice) in the hopes the images could be used in the future for research and education. Since the early 1980s, these images were saved in a proprietary digital format the orthodontist had custom developed. The project hired an IT specialist who was able to decode the proprietary imaging format and convert the images to modern standards so the images could be added to the project's web-based database. This works out to be approximately forty-five additional images per patient for 2,000 patients. When the project is completed next year, the web-based case file system will contain de-identified data on 5,650 unique patients that include over 400,000 intra-oral and X-ray images.

National NIH-Funded Conference: The Biomedical Informatics Research, Training and Scholarship (BioMIRTS) director was the principal investigator on a National Library of Medicine (NLM) conference grant awarded to support a national meeting of medical librarians and other knowledge management professionals to share best practices on the promotion of open-access publication amongst translational investigators. The conference was held on March 11-12 at the Albuquerque Marriott Uptown. A total of forty-six people from twenty-five institutions attended. Speakers and workshop leaders included faculty from HSLIC, Duke University, the University of California San Francisco, the Association of Research Libraries, the Dean of the UNM College of Nursing, and the HSC Vice-President of Translational Research. The organizing committee made up of HSLIC faculty and chaired by the BioMIRTS director

plans to publish several articles on the proceedings in the coming year.

Service Partnerships:

Clinical and Translational Science Center (CTSC): This year marked the completion of the fourth class of students in the biomedical informatics course HSLIC provides in support of the UNM CTSC's Masters of Science in Clinical Research Program. BioMIRTS faculty also provided input into the third submission of UNM's 2009 CTSA application, which UNM was awarded at the end of FY2010.

UNM Human Tissue Repository and Experimental Pathology Laboratory: This project continues to progress into its fifth year, as the number of samples collected and entered into the repository now totals 8,710. HSLIC manages the server for the project and provides consultation on informatics issues in this partnership with the Department of Pathology and the UNM Cancer Center.

UNM Cancer Center National Cancer Institute Cancer Center Support Grant: The UNM Cancer Center was awarded a renewal of its National Cancer Institute Cancer Center Support Grant. BioMIRTS faculty were involved in the writing of the grant application's informatics sections and were active participants in the site visit conducted as part of the renewal application process.



From Left: Kara Malenfant, Holly Phillips, Katherine Chiang and Kevin Smith at the Evidence-Based Scholarly Communications Conference. Photo by Sally Bowler-Hill.

INFORMATION SECURITY

Barney Metzner, Information Security Officer

Since the HIPAA Security Rule went into effect in 2005, IT Security risks and responsibilities have changed, as demonstrated by the growing list of highly sophisticated threats, an increasingly complex technological landscape, and the HITECH Act (effective September 2009), which defined encryption standards for the protection of electronic protected health information (ePHI) and breach notification requirements. Additionally, ever-expanding business regulations and obligations are subjecting the HSC to increasingly complex regulations outside the growing HIPAA requirements including FERPA, FISMA, GLBA SOX, FTC Red Flags Rules, PCI DSS, and HRRRC/IRB.¹

ITSC

In the past, less emphasis was placed on cross-organizational security. That changed as the result of an HSC-wide risk assessment, completed in early 2009 by TrustCC. One result of the risk assessment findings was the creation of the HSC IT Security Council (ITSC) formed of a broad group of HSC IT stakeholders. The ITSC, which held its first meeting in August, 2009, “provides a regular, comprehensive oversight process that protects the HSC’s critical information assets and electronic systems.” HSC policies and procedures reviewed and developed through the ITSC, and approved by the HSC governance structure, provide a foundation to address IT security risks to critical assets and regulatory compliance.

HSC Information Security Program

Under the direction of the ITSC, the HSC Information Security Officer is responsible for establishing an HSC Information Security Program that provides an institutional framework based on strong security practice standards, including the

International Organization for Standardization’s 27002 standard and the National Institute for Standards and Technology’s Special Publications 800-66 and 800-111. HSC Information Security Program focuses on lowering institutional IT security risks and protecting HSC information assets through risk management, incident management, and administrative, technical and physical controls. The program’s strategies include baseline security standards, identity management, access controls, asset management (physical and information), and regular risk assessments, all within a framework that leverages HSC technical resources to appropriately apply security controls.

The HSC’s security practices are being reviewed and adjusted to better align with business needs and regulatory requirements through the development and implementation of baseline IT security standards, including the new Security of HSC Electronic Information policy, signed by the Executive Vice President for Health Sciences on June 23, 2010. The former absence of an HSC IT security framework is being addressed by separating duties, to ensure that core IT security objectives are overseen by an independent HSC IT security structure. These efforts form the foundation for the future, where selected information security advocates support security objectives in balance with operational objectives. Areas of particular emphasis for the FY2011 include data classification, identification of HSC critical assets, data protection and controls (i.e., encryption and network controls), incident management, and the increasingly complex challenges of mobile device security.

The HSC Information Security Program supports the institution’s objectives of building outstanding education programs, world-class research initiatives, and the highest quality medical care for the residents of New Mexico. Continuing improvements in HSC IT security practices will provide a solid foundation from which all staff can more effectively contribute toward the protection of HSC institutional assets while remaining focused on HSC objectives.

¹ FERPA = Family Educational Rights and Privacy Act; FISMA = Federal Information Security Management Act; GLBA SOX = Gramm-Leach-Bliley Act / Sarbanes Oxley; FTC Red Flags Rules = Federal Trade Commission Red Flags Rules; PCI DSS = Payment Card Industry Security Standards Council’s Data Security Standard; HRRRC/IRB = UNM Human Research Review Committee (Institutional Review Board)

PLANNING OFFICE

Sally Bowler-Hill, MA, Program Operations Director

The Planning Office led a number of initiatives in FY2010 that will better position HSLIC and the HSC to face new knowledge management and IT challenges over the next decade.

School of Medicine Accreditation

In FY2010, the Planning Office continued to coordinate the Educational Resources Committee for the School of Medicine's re-accreditation with LCME. This work included working with the School of Medicine's Executive Dean to update the school's clinical affiliation agreements and with the HSC Vice President for Clinical Affairs to insure the school provided adequate call rooms and lockers at UNMH to accommodate larger class sizes. Overall, student assessments collected as part of the accreditation process showed improved satisfaction with the educational resources available at the HSC over the 2003 LCME review; and HSLIC's services received high marks (mean score = 4.65/5), one of only four areas to receive exemplary commendation by School of Medicine students.



Biochemistry and Microbiology Assistant Professor Marco Bisoffi, PhD, with biosensor. Photo by Paul Akmajian

HSC TV

HSC TV made significant strides in FY2010, adding forty new videos including pieces on groundbreaking research into biosensor technology, UNM Center for Development and Disability's Camp Rising Sun for children with autism, and profiles of several of the HSC's educational programs. All of these features, as well as features from HSC TV's inaugural year, were

posted to a new YouTube™ channel in September 2009. In less than a year, videos on the channel were viewed more than 35,000 times, the channel page itself received 4,500 viewings, and sixty-one YouTube members have subscribed to the channel. Overall, HSC TV continued to draw an overwhelmingly positive response, earning honors from the New Mexico chapter of the Public Relations Society of America, including a first-place award for internal communications tactics and a second-place award in the Social Media category, which recognized the HSC YouTube channel.

Planning and Evaluation

Developing a culture of evaluation continued to be a key focus of the Planning Office over the fiscal year. The HSLIC Evaluation Team revised and expanded statistics collected for the annual report to better record HSLIC's service output. They also began an in-depth analysis of the annual surveys from the Association of American Medical Colleges Group on Information Resources and the Association of Academic Health Sciences Libraries to identify possible benchmarks and measures HSLIC could use to compare its services. In the future, these new measures will provide HSLIC a more structured means to assess the strengths and weaknesses of its services using existing evaluation tools.

In addition, the Planning Office engaged HSLIC senior managers in their fourth strategic planning retreat since HSLIC began formal strategic planning in 2002. The new HSLIC Strategic Plan for FY2010 – FY2013 is integrated with the HSC Strategic Plan and focuses on expanding educational resources, supporting collaborative technologies, and achieving a higher level of working together that enables extraordinary customer relationships.

As the fiscal year closed, the Planning Office led the HSC Executive Council's first technology planning retreat to learn what technologies HSC leadership believes they will need in the year 2020. The results of the retreat will be used to update the HSC Knowledge Management and IT program's strategic plan in FY2011.

PRIVACY OFFICE

Sophia Collaros, MA, JD, Privacy Officer

One of the Privacy Office's hallmarks continues to be ensuring compliance with the privacy and confidentiality of individual health information requirements of HIPAA. During fiscal year 2010, the Privacy Office saw almost a two-fold increase in the number of requests for information, consultations and compliance reviews from HSC and UNM workforce about adherence to HIPAA and its Privacy Rule. Compliance reviews included privacy of health information surveillance and proactive monitoring of use and disclosure of protected health information.



Clinical Librarian, Sarah Morley, on morning rounds with residents in UNM Hospitals. Photo by Jack Granato.

With the enactment of the HITECH Act, and its related regulation, "Breach Notification for Unsecured Protected Health Information," in September 2009, the Privacy Office engaged in education and compliance reviews in this new area of mandatory reporting. The Privacy Office facilitated and interfaced with others with respect to the new federal

data breach reporting requirement to the U.S. Department of Health and Human Services.

As new or modified privacy of health information federal requirements have been evolving, the Privacy Officer has served as a resource to other privacy professionals and has given guidance with respect to these ongoing changes within the privacy of health information arena.

Throughout the year, the Privacy Officer provided education to workforce members during twenty-nine separate in-person HIPAA and HITECH Act education sessions to over 765 faculty, house officers, staff, and students at the HSC and the UNM main campus. This in-person education acted as a supplement to the creation of two new annual online HIPAA competencies in order to ensure appropriate access, use and disclosure of protected health information pursuant to HIPAA.

LIBRARY AND EDUCATION SERVICES

DISTANCE SERVICES

Barbara Nail-Chiwetalu, PhD, MLS, Coordinator, Distance Services

Distance Services provides community health information outreach throughout New Mexico, including Native American Health Information Services, which focuses on the twenty-two Native Nations in New Mexico as well as Native health information more broadly. Distance Services developed a three-year strategic plan with an emphasis on a different population each year. During FY2010, the focus was on New Mexico public libraries and then the New Mexico County Health Councils. To maximize the budget as well as integrate existing efforts and resources, Distance Services has been focusing on collaborations and partnerships, some of which are highlighted below.

Consumer Health Information for New Mexico Public Libraries

In July 2009, planning began for a collaboration between HSLIC and the New Mexico State Library (NMSL), which serves all 137 tribal, public, and military libraries in New Mexico. This project focused on a needs assessment, consumer health information training via webinars, creation of a web page with links to selected consumer health resources as a toolkit for public libraries, and ongoing monthly articles in the NMSL newsletter highlighting features and updates of online resources on the web page.

Frontera Collaboration

During FY2010, this collaboration of health sciences libraries serving the U.S.-Mexico border region was formed from an initial invitation by the US-Mexico Border Centers of Excellence Consortium to contribute to their focus on evidence-based practice (EBP). Three health sciences libraries, including HSLIC, received funding for November 2009-April 2011 from the National Network of Libraries of Medicine, South Central Region, to develop training modules and plan EBP activities for clinicians and public health workers in the border region for 2011-2014.

Go Local

In February 2010, the NLM announced it was ending support of the nationwide Go Local project, a free online directory of health-related services by state.

HSLIC had been participating in two Go Local projects: New Mexico Health Connection, which covered the entire state of New Mexico, and Tribal Connections Four Corners, which covered the tribal services in the Four Corners region. Both projects ended by June 2010, and HSLIC will continue to answer requests for this type of information from members of the community.

Outreach Connections Wiki

The nationwide collaboration of representatives of Native American populations and those whose work focuses on Native American health information continued to maintain and improve this wiki of Native American health information outreach projects throughout the United States beyond the initial funding for the project. Twenty volunteer members developed a two-year team charter and formed working subcommittees to continue through 2011, at which time the project will again be re-evaluated.

TC4C

Tribal Connections Four Corners (TC4C) brings together health sciences libraries from Arizona, Colorado, New Mexico, and Utah to provide health information services to the tribal areas in the Four Corners region. In FY2010, projects included an assessment of clinicians' health information needs, a public libraries project, and participating in the Go Local online health services directory. For the current community partners project, HSLIC is collaborating with the Gallup Indian Medical Center to provide a series of Grand Round presentations focusing on culturally competent clinical practice.



Native Services Librarian, Pat Bradley, teaching a class in HSLIC's Med 2 electronic classroom.

LEARNING DESIGN CENTER

Jonathan Eldredge, MLS, PhD, Interim Assistant Director for Education Development

The Learning Design Center (LDC) collaborates with HSC faculty or their designees in developing effective online learning projects, courses, and tools. The LDC offers consultation and expertise in the areas of instructional design, intellectual property management, learning management system administration, course development, and media production for both face-to-face and online forms of learning.

New Developments

The LDC continued to evolve in response to customer needs this year. During a period of staff shortages early in the year, all LDC employees were heavily involved in various projects. This pattern continued throughout the year with every LDC member assuming project leadership roles.

The Major Projects Table at the LDC homepage (<http://hsc.unm.edu/library/ldc/>) summarizes all major projects. Some noteworthy web-based projects during FY 2010 included:

- Tobacco Treatment Online Training Interface & Navigation
- Graduate Medical Education Quality Improvement and Practice Based Learning
- Critical Care Curriculum
- Fast Info
- i-Manager

Other noteworthy projects in which LDC members participated included:

- Evidence Based Scholarly Communication Conference
- School of Medicine Public Health Certificate Instructional Design and Support
- HSC Technology Retreat Literature Search and Review
- School of Medicine EBPractice Course
- School of Medicine Medical Education Scholars Program

The LDC continues to migrate toward an increased training role, whether in instructional settings or in one-to-one contexts. LDC professionals trained faculty members or their designees on how to create their own instructional modules in Learning Central, Moodle™, or WebCT® rather than LDC staff

members solely creating these modules. LDC professionals continued to be available for mini-instruction or additional coaching as faculty members needed to upgrade their skills sets with these instructional systems. LDC professionals coached faculty members in course design and instructional techniques as in past years. The LDC also continued to coordinate the employee training and development HSLIC In-services series summarized in the Appendix.

Learning Management Systems

In addition to the aforementioned training, LDC professionals offered course creation and support for three learning management systems: WebCT Vista (Blackboard®), Learning Central (Plateau®), and Moodle. The most significant role revolved around administering the Learning Central and the Moodle systems and providing back-up administration for WebCT. Table 4 summarizes the volume and characteristics of Learning Central activity. The Moodle site provides online learning experiences for members of the public who are affiliated with UNM. The LDC upgraded its Moodle site this year to make it more organized, intuitive, and graphically attractive with modules to assist instructors and learners in better using Moodle's capabilities.

Looking Ahead

With ongoing changes in the LDC and with new opportunities emerging at the HSC, Jonathan Eldredge will assume new evidence-based and translational sciences collaboration responsibilities, and Brian Bunnnett, Director of Library and Education Services, will become the new interim coordinator of the unit. The LDC will continue with its strong emphasis upon project management, and LDC staff members will continue contributing their diverse skills and knowledge to ensure high-quality projects for HSC customers.

REFERENCE & USER SUPPORT SERVICES

Richard Carr, MALS, Coordinator

RUSS faculty and staff continue to develop means of improving library users' experience of HSLIC. This includes curricular involvement, improvements in the library as a pleasant and safe place where students can work individually or collaboratively, and making efficient use of HSC classroom space for all academic programs. Our efforts contribute to the overall effectiveness of the library and the HSC.

Information Desk and Library Space

The RUSS group initiated changes based on recognition of the changing nature of library users' needs, and better positioning ourselves for the future by acting on these trends. Greatly increased use of digital resources means reduced circulation of print materials and changes in how we assist users. In FY2010, we reduced the staff hours assigned to Information Desk duty and initiated means of summoning assistance for busy times and reference assistance. We replaced some of the little-used easy chairs with additional study tables, which are heavily used. We also began participating in piloting new collaborative student space that will meet students' requests for improved technology and additional group study space, including leading an online technology survey and student focus group to gather input on how students make best use of library space.

Public Computing

We improved building security and HSC users' access to public computing by requiring a NetID logon weekends and evenings. HSLIC participated with University Libraries and the IT computer pods in standardizing charges for printing and copying and providing a \$10 printing/copying credit each semester. This represents more than a 50% decrease in library charges for this service and resulted in a 71% increase in printing. To ensure users could access their credit, and to help get all user ID badges up to date, RUSS staff set up a badge encoding station at the Information Desk. This project will eliminate the use of Social Security numbers on HSC ID badges and in library records. We also replaced the public copiers this past year.

Classroom Scheduling

The enrollment growth of HSC programs requires efficient use of classrooms. During this past year, the Colleges of Pharmacy and Nursing joined HSLIC and SOM in using Dean Evans Event Management Systems (EMS®) scheduling software hosted by the UNM Student Union. The RUSS EMS manager organized a user group of schedulers from Medicine, Nursing, and Pharmacy, with the result of improving the efficient use of classrooms, and better communication among the key room schedulers.

Faculty

In FY2010, RUSS faculty organized a library curriculum working group, charged with the task of gathering library- and informatics- related performance and accreditation standards for each HSC academic program, and developing a library curriculum designed to meet those standards. This project expands on existing HSLIC curricular involvement outside the library walls.

Shane Wallace left UNM May 14, 2010. Sarah Morley's 25% FTE effort in the LDC ended December 31, 2009, and she returned full-time to RUSS. Jason Bengtson started work as Information Services Librarian May 17, 2010. Finally, RUSS staff member Henry Guenther, Library Information Specialist 3, retired June 30, 2010.



Henry Guenther at his retirement celebration, June 23, 2010. Photo by Eliot Knight.

RESOURCES ACCESS & DELIVERY

Holly Phillips, MILS, MS, Coordinator

The Resource Access & Delivery (RAD) unit spent FY2010 positioning for the future by leading and assisting in strategic projects and preparing to say goodbye to another retiring RAD member.

Projects

RAD members led a project to shift the entire journal collection on the third floor to make space for a pilot collaborative student space project. Five years of print journals were moved to offsite storage, and the remaining journals were shifted in order to remove shelving to clear space for the pilot. Everyone in Library and Education Services lent a hand despite the dust and promise of sore muscles.

The Document Delivery/Interlibrary Loan (DD/ILL) group improved the login process for requesting materials by working with UNM Information Technologies to implement UNM NetID sign-on to ILLiad™, the ILL software. The change means one less username and password to remember. DD/ILL also employed a new billing process to guarantee easy access to the HSLIC collection by small hospital libraries.

Resources

In FY2010, the library collection budget received a much needed boost from the Executive Vice President for Health Sciences. The budget will grow by \$100,000 each fiscal year over the next three fiscal years for a total budget increase of \$300,000. The added financial support will go towards growing the collection based on input from key HSC constituents. For example, the RAD unit is working with the Research Strategic Planning Committee Collection Sub-Committee to evaluate current journal needs and is creating a Continuous User-Driven Collection Evaluation Plan in FY2010 based on feedback from education, research, and clinical stakeholders.

Despite these new funds, FY2010 budget rescissions coupled with the continued escalation in costs for library resources led RAD to undertake a major resource evaluation project. The net effect of these two dynamics led to HSLIC discontinuing nearly

\$250,000 worth of resources from the collection. The process of evaluating all print and electronic resources – books, journals, and databases – was complex, but it produced an excellent basis of data from which to grow the collection with the new funds from the Executive Vice President and the increased HSC Library and Technology Student Fee, which the HSC Regents approved for FY2011. The joint purchase with UNM University Libraries of the Freedom Collection from Elsevier constituted the first purchase in this direction. The Freedom Collection contains over 2,000 of the best Scientific, Technical, and Medical publications available.



Kathy Mondragon at her retirement celebration, June 23, 2010.
Photo by Eliot Knight.

Personnel

Kathy Mondragon retired on June 30, 2010 after 35 years at the library. Kathy was an integral member of the RAD team and could always be counted upon to enthusiastically assist with any project or initiative. She saw the library move from a nascent collection housed in the 7-Up Bottling Plant (now Med Building 2) to a large and impressive collection in the current facilities. She worked in many areas over the years and was a great source of institutional and organization knowledge. As the unit prepares to move forward on key FY2011 initiatives, it will miss her tremendous knowledge and dedication.

SPECIAL COLLECTIONS

Laura Hall, MFA, Manager

NMHHHC

As in past years, Special Collections has worked to increase access to the New Mexico Health Historical Collection (NMHHHC). To this end, Special Collections converted a number of photographs and documents into digital formats to make these materials more readily available. Special Collections also continued to participate in the Rocky Mountain Online Archive consortium by publishing two new finding aids this year bringing the overall total to 41. In addition to these, a number of the oral history finding aids were consolidated to improve access to these collections for researchers.

Over the past year, the NMHHHC was visited by several researchers interested in New Mexico's history of medicine. Areas of interest included – an Albuquerque Greek tuberculosis sanatorium, articles in the *New Mexico Medical Society Journal* published in the early part of the twentieth century, and the oral history and photograph collections.

Public Health Grant Records

Early in 2009, Special Collections acquired the records of a NIH grant, “Changing Public Health Approaches in Work with Spanish-Americans.” The project was to study communication difficulties between public health nurses and patients and to access the impact of such problems on chronic disease occurrences in the Santa Fe Public Health District. Special Collections submitted and was awarded a grant from the New Mexico Historical Records Advisory Board to process these records; granting cycle to begin July 1, 2010.

Exhibits

In November, Special Collections curated two new exhibits for the Domenici Center. One featured a series of artist prints using histological slides by Santa Fe artist Kathaman. The other was a feature exhibit entitled, “The Untangling of Diabetes Mellitus: Portraits through Time,” which chronicled the understanding of the disease and its treatment from ancient to modern times. Along with this exhibit, Special Collections hosted a panel discussion with some of UNM's diabetes experts including Drs. David Bennahum, Katherine Colleran, Sally Davis, Philip Eaton, and Alberta Kong.

In February, Special Collections also hosted a traveling exhibit from The Exhibition Alliance entitled: “The Lives They Left Behind: Suitcases from a State Hospital Attic,” which took a humanistic look at the cost of mental illness on individuals and society. Along with the exhibit, Special Collections planned and hosted a four-part lecture and panel discussion series highlighting the themes raised in the exhibit. The exhibit was attended by approximately 7,500 viewers. In the preparation for the program Special Collections enlisted the help of ten community partners and four UNM academic departments. The exhibit was funded in part by the New Mexico Humanities Council.



Promotional photograph from “The Lives They Left Behind: Suitcases from a State Hospital Attic” exhibit. Photographs provided by The Exhibition Alliance, photographer Lisa Rinzler.

Other Projects

This year Special Collections took an active role in the UNM Health Sciences Center publication, *Medical Muse*, helping in the layout and production of two editions. In addition, Special Collections staff served on the local arrangements committee for the annual conference of the Society of Southwest Archivists held in Santa Fe at the end of April 2010.

TECHNOLOGY SUPPORT

EMERGING TECHNOLOGIES

Jonathan Tregear, Analyst Programmer

The Emerging Technologies unit tracks and analyzes trends in information, collaboration, and communication technologies that have the potential to provide HSLIC, HSC, and UNM communities with innovative services and enhancements to existing services. In FY2010, Emerging Technologies continued to foster collaborative and effective partnerships to promote the advancement and usage of these technologies

HSC Projects

In collaboration with other HSLIC units, HSC departmental IT, and UNM technology service partners, Emerging Technologies solidified deployment of the following strategic HSC initiatives:

- Advanced classroom / event management using EMS;
- HSC digital signage and way-finding that takes advantage of the scheduling information available via EMS; and
- Lecture capture to enable HSC student access to lecture media on-demand.

Emerging Technologies is currently working with other HSLIC and HSC units and departments to build the infrastructure and management teams necessary to ensure the continuing support and growth of these services.

University-wide Projects

In FY2010, Emerging Technologies continued its support of and participation in ongoing campus wide initiatives. Identity and Access Management (IAM): The IAM project will enhance information security; improve privacy and reduce identity and information theft; and provide end-user ease of use and access to university-wide IT services. IAM is the management of users, devices, and access to IT services and resources within an enterprise.

UNM-wide Enterprise E-Mail, Messaging, and Calendaring Task Force (EMCATF): Emerging Technologies contributed to the UNM EMCATF project by participating in and facilitating external scan interviews of other universities. The external scan team interviewed five peer institutions about their current and future email and calendaring plans.

The unit also facilitated the Google™, Applications for Education site visit that included presentations from both Google and the Mind Research Network.

Webconferencing, Classroom, and Conference Room Projects: Emerging Technologies participated in preliminary planning to increase the use of webconferencing and other collaboration tools across UNM, enabling its use both to the desktop and in audiovisual enabled conference rooms. This included work on standardization of classroom and conference room technologies, particularly those that enable distance collaboration. This planning work resulted in the development of a chartered UNM task force to implement standardized classroom and conference room technologies. The unit also continued to promote and support alternative Voice/Video over Internet Protocol (V/VoIP) collaboration tools (i.e. Skype™) and other real-time collaboration technologies that enable efficient and cost-effective between HSLIC, the HSC, UNM and its regional and worldwide clinical, research, and educational partners.

Digital Signage Task Force: Emerging Technologies continues to provide an HSC perspective to the UNM Digital Signage Task Force by providing its experience in operating the HSC digital signage system.

Software as a Service

Finally, Emerging Technologies actively promotes the evaluation and implementation of Software as a Service (SaaS) alternatives for both new and existing IT and media services at the HSC and UNM. The HSC digital signage project mentioned previously utilizes a SaaS infrastructure to provide content management for electronic monitors in HSC buildings. The imminent capability and increasing maturity of these services has the potential to greatly reduce the cost of key IT services to the HSC and UNM community as well as providing those services more reliably and securely.

INFORMATION SYSTEMS

Thomas Sanford, Manager, Information Systems

In FY2010, the Information Services unit participated in several initiatives designed to evaluate the current operational effectiveness of core systems and create a plan to better position the unit to meet the increasing needs of the HSC. Two major initiatives, the GroupWise Health-Check project and the Active Directory Design Evaluation, were performed by outside consultants and involved collaboration with HSLIC, UNMH and had input from UNM IT.

GroupWise

Over the course of FY2010 several changes were made to improve customer experience with the GroupWise messaging and calendaring system. A Technical Support Analyst III was hired with the primary goal of improving responsiveness to customer support issues and to increase utilization and satisfaction with the GroupWise system. Installation of new GroupWise server hardware was completed, and the design and implementation of a more robust backup and recovery strategy is well underway. Pilot testing of the Novell GroupWise Mobility Sync Beta application has also provided increased levels of service to non-BlackBerry® mobile devices. In early 2010, HSLIC TECHs coordinated a UNM-wide training opportunity for GroupWise system administrators, which has led to a closer working relationship and more collaboration between the GroupWise administrators at UNM IT and the GroupWise administrators at HSLIC and UNMH. This collaborative relationship, along with work done by the UNM-wide Enterprise E-Mail, Messaging, and Calendaring Task Force has led to a recommendation for merging the UNM IT GroupWise system with the HSLIC and UNMH GroupWise system to provide closer integration and increased functionality for all GroupWise users.

SCCM

In addition, the unit conducted a pilot project in conjunction with UNMH to implement Microsoft SCCM. Once the implementation of SCCM has been completed, the HSC will be in a position to provide increased levels of customer service and the ability to track compliance with deploying recommended operating system and application updates.

Active Directory and Network Storage

In coordination with UNMH's Cerner® Remote Hosting project, HSLIC Information Services completed a hardware and software upgrade of the domain controllers for the Active Directory "Health" domain to Windows 2008 Server R2. The unit is continuing to work towards completing the migration from Novell file shares to Windows® file shares and migration to virtual servers where appropriate. We also continue to work with departments to up-size Access databases to server-based SQL® databases. Migration to Active Directory file sharing, implementation of server virtualization technology, server-based SQL databases, and the most recent version of Windows Server software will position us for future implementation of technologies that can improve the customer experience and simplify management of user and department data.

Research Support

Information Services worked in collaboration with the UNM CTSC to house and maintain a blade server chassis, three blade servers, and an Internet Small Computer Interface storage area network in HSLIC's data center in the BRF building. The unit worked to configure and maintain multiple virtual servers that support several ongoing and new projects. In support of the collaborative spaces initiative, we expanded usage of the GlobalScape® Enhanced File Transfer server service, which facilitates secure file transfers between internal and external (non-HSC) users.

BRF Building Fire

On May 5, 2010 there was a fire in the exhaust system of the backup generator for the BRF building, which resulted in a multi-hour power outage. Fortunately, there was no significant damage to the basement level, where HSLIC's data center is located, and there was no water intrusion on that level. This incident has sparked discussion about disaster recovery, service redundancy and data center interdependence for key resources.

USER SUPPORT SERVICES

Richard Adcock, Manager, User Support Services

FY2010 provided many opportunities for User Support Services to begin positioning for future technology needs at the HSC. The unit acquired, tested and deployed new technologies, tools and strategies in order to meet the HSC's impending IT support needs.



Help Desk staff member Jason Lloyd helps a member of the HSC community. Photo by Sally Bowler-Hill.

Help Desk

Throughout FY2010, User Support engaged in preparing for the next generation of technology, and a number of current services were enhanced to improve the efficiency of the group. User Support installed an Automated Call Distribution system to help assess the number of calls received and plan resource assignments, so the group is more responsive during periods of higher call volume. As User Support evaluated the data from this system, they made changes to processes to provide better services for the HSC.

User Support piloted a new version of a self-service application, where users can enter their own incident tickets, which are automatically routed to technicians. After gathering input, the group enhanced this system to allow users to view and add notes to their tickets. This tool has become popular, and it is now HSC users' preferred method to report incidents.

User Support tested different benchmarks for calls and customer response in order to ensure that response times meet the future needs of the HSC. The group also used innovative tools, such as handheld

devices, to be more responsive to user needs while not being tethered to a workstation. Through these methods, User Support is moving towards receiving incidents in real-time and resolving incidents in a timely manner.

Service Management Toolkit

Another part of this initiative involves the evaluation and deployment, in conjunction with UNM IT and UNMH, of an IT Service Management Toolkit. Using a single application will allow these help desks to work collectively and provide support for UNM-wide functions. This evaluation is being done using the same strategy that was used earlier in 2009 to develop a single partner for computer hardware to increase supportability, management, and reduce the total cost of ownership to the institution as a whole.

Windows 7

The latter part of FY2010 was also spent working with the Microsoft Windows 7 operating system and preparing for its use at the HSC. This has involved a significant amount of testing and planning, and preparations are underway to deploy this operating system at the HSC early in FY2011.

WEB AND APPLICATIONS DEVELOPMENT

Kevin Wiley, MS, Manager, Systems and Programming

In FY2010, the Web and Applications unit worked on a number of initiatives that will help position HSLIC and the HSC community for the day when people will have appropriate access to the information and services they need regardless of the type of device they are using. During FY2010 this meant an increased focus on mobile devices such as smartphones and iPads.

Mobile Device Support

For the second year in a row, the Web and Applications unit organized a HSLIC in-service devoted to the current state of mobile computing. The sessions covered Android™ phones, Apple iPhones® and iPads, netbooks, and other topics and helped many HSLIC staff keep up with the latest trends in mobile computing.

The Web and Applications unit rolled out a new HSC web site aimed at mobile devices: <http://m.health.unm.edu>. Mobile sites are based on a very specific use case, for example, an individual who is walking somewhere on campus and needs to find a specific piece of information quickly with a minimum of distractions. In addition to maps, the UNM directory, GroupWise email and classroom schedules, the mobile site contains resources for library patrons who would like to access library resources formatted for their smartphones. The Web and Applications unit will continue to work with library faculty to develop the library resources available on the mobile site.



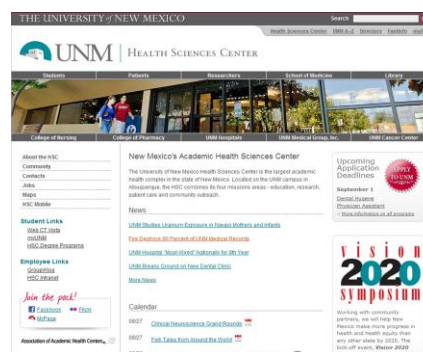
HSC Mobile site.

iPhone App Development

The group also developed its first iPhone application for Dr. Phil Kroth's grant-funded smoking cessation project. This project gave the group valuable experience developing native apps for the iPhone, and it also provides a basis for comparing native application development to web-based applications for mobile devices. This ability to weigh appropriate approaches to providing mobile services will be very important as demand for custom mobile services grows at the HSC.

School of Medicine Database Support

The Web and Applications unit continued to develop and support a wide range of database applications for departments around the HSC. The group rewrote some of the School of Medicine's database applications to make them web-based and accessible from web browsers anywhere. This makes it simpler for users to access the information they need and lessens the support they require.



HSC home page.

HSC Web Site

The HSC web site effort continues to grow. During FY2010 the Web and Applications unit moved to a new web analytics tool that captures page views of all HSC web pages, whereas the previous system only captured the top 7,500 pages viewed. The HSC web sites hosted at hsc.unm.edu served up over 37,000,000 pages, showing that the web sites are still one of the most important ways the HSC provides information to its constituents. The unit also participated in the UNM-wide effort to purchase and pilot a web content management system, which will be a new way for the UNM community to develop and maintain web sites. The group looks forward to exploring the possibilities this system will provide.

SPONSORED RESEARCH AND PROJECTS



SPONSORED RESEARCH

Domenici Education Center – Phase III (Holly Shipp Buchanan, MLn, MBA, EdD, Principal Investigator). The HSC received partial funding to construct Phase III of the Domenici Center for Health Sciences Education. (Health Resources and Services Administration; C76HF09655-01-01; \$3,556,208; August 2008 – August 2011).

Expanding the Health Information Network in New Mexico - Resource Library Outreach Subcontract (Barbara Nail-Chiwetalu, PhD, MLS, Principal Investigator). In-person training will be conducted for fourteen County Health Councils on topics such as health information literacy, health disparities, and consumer health resources. Many of the training locations are in the more rural, isolated areas of the state. In-person interviews will be conducted with seven hospitals throughout the state as a needs assessment to prepare for future training of healthcare providers in areas such as evidence-based practice and patient resources. A third area will focus on the twenty-two Native Nations in New Mexico, expanding current knowledge about Internet connectivity, computer access, and determining interest in online health information training. (National Network of Libraries of Medicine through the South Central Region Medical Library [Houston Academy of Medicine-Texas Medical Center]; N01-LM-6-3505; \$15,000; May 2010-April 2011).

The Frontera Collaboration: Promoting Evidence-Based Practice in the US-Mexico Border Region (Barbara Nail-Chiwetalu, PhD, MLS, Principal Investigator). The Frontera Collaboration brings together National Networks of Libraries of Medicine (NN/LM) members in US-Mexico border states to promote evidence-based practice among clinicians and public health personnel in the region. This collaboration builds on the US-Mexico Border Centers of Excellence Consortium, initially created by the Health Resources and Services Administration in 2000. The goals of the Frontera Collaboration are to foster collaboration among NN/LM members and to promote evidence-based practice to improve clinical care and public health in the border region with each participating member following a “local activity plan” for their specific communities. (National Network of Libraries of Medicine through the South Central Region Medical Library [Houston Academy of Medicine-Texas Medical Center]; N01-LM-6-3505; \$12,000; November 2009-April 2011).

Health Information Collaborations from North to South – Resource Library Outreach Subcontract (Barbara Nail-Chiwetalu, PhD, MLS, Principal Investigator). HSLIC proposes to conduct twenty demonstrations, training sessions, exhibits, and health fairs for New Mexicans. A Consumer Health Information for New Mexico Public Libraries project will be implemented in partnership with the New Mexico State Library to assess needs, conduct a series of consumer health information classes, and provide ongoing updates and support to 139 public (including tribal, military, and bookmobile) libraries throughout New Mexico. The subcontract also supports travel for HSLIC to represent New Mexico by attending a multi-state meeting to promote evidence-based practice with US-Mexico border clinicians. (National Network of Libraries of Medicine through the South Central Region Medical Library [Houston Academy of Medicine-Texas Medical Center]); N01-LM-6-3505; \$13,000; May 2009 – April 2010).

The Impact of an Ethnically Diverse, Web-based Case File in Orthodontic Education, NIH 1 G08 LM009381-01A1 (Heather JH Edgar, PhD, Curator of Human Osteology, Maxwell Museum of Anthropology, Principal Investigator) Dr. Kroth is Co-Principal Investigator for the biomedical informatics component of this grant and is funded to support a collaborative effort between the Maxwell Museum of Anthropology (MMOA) and HSLIC. The goal of the project is to create an electronic, web-based, searchable database of case files of an ethnically diverse collection of patient materials housed at the MMOA. A web-based, de-identified version of a portion of the collection is being designed to allow use of the collection throughout the world. HSLIC is providing the server space and IT support through its TECHs Department. (National Library of Medicine; NIH 1 G08 LM009381-01A1; 3-yr total: \$413,000.00; August 15, 2007 – August 14, 2010).

Oral Histories – New Mexico Medical Society (Laura Hall, MFA, Project Principal Investigator). Special Collections continued its long standing relationship with the New Mexico Medical Society to fund oral histories for

the New Mexico Health Historical Collection. Interviews are conducted by UNM History Professor Jake Spidle. (New Mexico Medical Society; 322S1; \$6,000; April 2008 – March 2010).

P30 Cancer Center Support Grant, 1P30-CA-118100-1 (Cheryl Willman, MD, Director, University of New Mexico Cancer Research and Treatment Center (CRTC), Principal Investigator) This funding supports Dr. Kroth's efforts as Co-Director of the Clinical Protocol and Data Management/Medical Informatics Shared Resource and as a member of the caBIG Advisory Committee, both in the UNM CRTC. Dr. Kroth acts as a consultant to the CRTC on biomedical informatics issues and related projects. This year, Dr. Kroth has primarily been involved with the Cancer Biomedical Informatics Grid (caBIG) Advisory Committee work creating a caBIG implementation plan for the UNM CRTC. (National Cancer Institute; 1P30-CA-118100-1; 5-yr total: \$921,032.00; September 2005-August 2010).

Scholarly Communication in Translational Research: Emerging Roles for Librarians, 1R13LM010054-01 (Philip J. Kroth, MD, MS, Director Biomedical Informatics Research, Training and Scholarship, Principal Investigator) This grant award is for the support of a national conference targeted toward medical librarians and other knowledge management professionals from CTSA-minded institutions to focus on exchanging current research and successful strategies for promoting greater utilization of open access publication venues by translational investigators. After the conference is completed, the attendees were better equipped to advocate for the change necessary at their home institutions to increase the available support for and use of open access publication venues for clinical and translational research results dissemination. The conference, which occurred March 11-12 at the Albuquerque Marriott Uptown, included a session for presentation of submitted posters and papers on promotion of open access publication in translational research. (National Library of Medicine; 1R13LM010054-01; 1-yr total: \$19,768.00; April 1, 2009 – March 31, 2010). A no cost extension through March 31, 2011 was granted to allow the conference organizers to use remaining funds for travel and organizing costs to deliver an abbreviated half day version of the full conference at a chapter meeting of the Medical Library Association.

Southern Colorado New Mexico Native American Research Center for Health (SoCoNM NARCH) (Robert Williams, MD, Professor, Family and Community Medicine, Principal Investigator). The goals of the SoCoNM NARCH are to expand research on health disparities affecting American Indians in New Mexico, to address research topics that are priorities to these communities, to enhance acceptance of research, and to build a core of American Indian health researchers in New Mexico. HSLIC is part of the UNM core of the NARCH. The HSLIC Native Health Database is a high quality, single source of information and resources focused on contemporary and historical American Indian, Alaska Native and Canadian First Nations health/medical issues to support current and future research. (Department of Health and Human Services; U26IHS300009; \$500,000; September 2005 – August 2009).

The Lives They Left Behind- Traveling Exhibit (Laura Hall, MFA, Project Principal Investigator). Special Collections received funding to support the hosting of a traveling exhibit, "The Lives They Left Behind: Suitcases from a State Hospital Attic," from The Exhibition Alliance. The exhibit was on display in the Domenici Center for Health Sciences Education February 2010. (New Mexico Humanities Council; 380S0; \$5,870; March 2009 – March 2010).

APPENDICES



ENDOWMENTS

George L. and Mary W. Voelz Endowment, August 2004 - present
The Larry and Nedra Gordon Endowment for Environmental Health, June 2005 - present
HSLIC Collections Endowment, November 2005 – present
HSLIC Geriatric Collection Endowment, December 2006 – present
Waldo Rogers Endowment, October 2006 – present

JOURNAL GIFT SUBSCRIPTIONS AND JOURNAL DONATIONS

Tina McNulty, Occupational Therapy Program
Adult Cystic Fibrosis Program
E.H. Uhlenhuth, MD
Robert Wood Johnson Foundation Doctorate in Nursing Health Policy Program

MEMORIAL GIFTS

Memorial To	Donor	Date
Guy E. Radar, MD	GAMA	May 2010
Dr. Deborah Kay LaPointe	Various	July 2009

NON-PRINT SERIAL TITLES CANCELED 2009 – 2010

(79 Titles)

ACTA ANAESTHESIOLOGICA SCANDINAVICA	CLINICAL ENDOCRINOLOGY
ACTA PAEDIATRICA	CLINICAL NEPHROLOGY
AIDS PATIENT CARE AND STDs	CLINICAL PHARMACOKINETICS
ALTERNATIVE & COMPLEMENTARY THERAPIES	CLINICAL TOXICOLOGY
AMERICAN JOURNAL OF HEMATOLOGY	COMPARATIVE MEDICINE
AMERICAN JOURNAL OF NEPHROLOGY	CURRENT HIV RESEARCH
AUDIO DIGEST GENERAL SURGERY - AUDIO CD	CUTIS
AUDIO DIGEST EMERGENCY MEDICINE - AUDIO CD	CYBERPSYCHOLOGY & BEHAVIOR
AUDIO DIGEST FAMILY PRACTICE - WEEKLY - AUDIO CD	DIABETIC MEDICINE
AUDIO DIGEST INTERNAL MEDICINE - AUDIO CD	DIGESTION
AUDIO DIGEST OB-GYN - AUDIO CD	DNA AND CELL BIOLOGY
AUDIO DIGEST PEDIATRICS - AUDIO CD	DRUG INFORMATION JOURNAL
AUDIO DIGEST PSYCHIATRY - AUDIO CD	DRUG SAFETY
AUSTRALIAN AND NEW ZEALAND JOURNAL OF OBSTETRICS & GYNAECOLOGY	DRUGS
BIOLOGICAL CHEMISTRY	ENVIRONMENTAL ENGINEERING SCIENCE
BRITISH JOURNAL OF PHARMACOLOGY	ENVIRONMENTAL JUSTICE
CARDIOLOGY - SWITZERLAND	GENES CHROMOSOMES & CANCER
CLINICAL & EXPERIMENTAL IMMUNOLOGY	GYNECOLOGIC AND OBSTETRIC INVESTIGATION

HEADACHE	JOURNAL OF PHARMACY AND PHARMACOLOGY
HOSPITAL PHARMACY	JOURNAL OF REPRODUCTIVE MEDICINE
IMMUNOLOGY	JOURNAL OF THE AMERICAN COLLEGE OF NUTRITION
INTERNATIONAL JOURNAL FOR VITAMIN AND NUTRITION RESEARCH	JOURNAL OF WOMENS HEALTH
INTERNATIONAL JOURNAL OF COSMETIC SURGERY AND AESTHETIC DERMATOLOGY	LYMPHATIC RESEARCH AND BIOLOGY
INTERNATIONAL JOURNAL OF DENTAL HYGIENE	MEDICAL REFERENCE SERVICES QUARTERLY
INTERNATIONAL JOURNAL OF EATING DISORDERS	MUSCLE AND NERVE
INTERNET GAMING INTERNATIONAL	NEPHRON JOURNALS
ISSUES IN COMPREHENSIVE PEDIATRIC NURSING	NEW ZEALAND MEDICAL JOURNAL
JOURNAL OF ALTERNATIVE AND COMPLEMENTARY MEDICINE	ONCOLOGY - BASEL
JOURNAL OF ANATOMY	PEDIATRIC BLOOD AND CANCER
JOURNAL OF CLINICAL PERIODONTOLOGY	PEDIATRIC NEUROSURGERY
JOURNAL OF CLINICAL PSYCHOLOGY	PRENATAL DIAGNOSIS
JOURNAL OF CLINICAL ULTRASOUND	PUBLIC HEALTH NURSING
JOURNAL OF ENDOCRINOLOGICAL INVESTIGATION	REHABILITATION NURSING
JOURNAL OF GYNECOLOGIC SURGERY	STATISTICS IN MEDICINE
JOURNAL OF HOSPITAL LIBRARIANSHIP	SUBSTANCE USE & MISUSE
JOURNAL OF INTERNAL MEDICINE	SUSTAINABILITY
JOURNAL OF LAPAROENDOSCOPIC & ADVANCED SURGICAL TECHNIQUES	THORACIC AND CARDIOVASCULAR SURGEON
JOURNAL OF MEDICAL VIROLOGY	THROMBOSIS AND HAEMOSTASIS
JOURNAL OF OCULAR PHARMACOLOGY AND THERAPEUTICS	WOMEN & HEALTH
JOURNAL OF PALLIATIVE MEDICINE	

PRINT SERIAL TITLES CANCELED 2009 – 2010

(10 Titles)

ANAESTHESIA & INTENSIVE CARE
ARZNEIMITTEL FORSCHUNG = DRUG RESEARCH
EUROPEAN JOURNAL OF GYNAECOLOGICAL ONCOLOGY
HANSTEN AND HORNS DRUG INTERACTIONS ANALYSIS AND MANAGEMENT - LOOSELEAF ED
JOURNAL OF NUTRITIONAL SCIENCE AND VITAMINOLOGY
JOURNAL OF PRACTICAL HYGIENE
JOURNAL OF PSYCHOACTIVE DRUGS
JOURNAL OF SPORTS MEDICINE & PHYSICAL FITNESS
MEDICAL LETTER ON DRUGS AND THERAPEUTICS
NEW PHYSICIAN

NEW SERIAL SUBSCRIPTIONS 2009-2010

(1308 Titles)

ALCOHOLISM, CLINICAL AND EXPERIMENTAL RESEARCH

AMERICAN JOURNAL OF TRANSPLANTATION

BIRTH

BRAIN PATHOLOGY

CANCER SCIENCE

CLINICAL MICROBIOLOGY AND INFECTION

INTERNATIONAL JOURNAL OF CLINICAL PRACTICE

PEDIATRIC ANESTHESIA

SCIENCEDIRECT FREEDOM COLLECTION (OVER 1300 NEW TITLES)

PRINT SERIAL TITLES TRANSFERRED TO ELECTRONIC ONLY 2009- 2010

(4 Titles)

AHFS DRUG INFORMATION

BRITISH JOURNAL OF DERMATOLOGY

MEDICINA - ARGENTINA

NURSING TIMES

EMPLOYEE DEVELOPMENT AND CONTINUING EDUCATION ACTIVITIES

Abrams, John

- GroupWise 8 Administration (Novell Course 3105), January 2010
- Attended 4 HSLIC In-Services or in-house presentations

Adcock, Richard

- Hand's Only CPR, May 2010
- New Mexico Technology in Education Conference, October 2009

Armijo, Raymond

- Attended 10 HSLIC In-services or in-house presentations

Arnold, John

- Digital SLR Techniques, February 2010
- Final Cut Studio Workflows, May 2010
- Attended 3 HSLIC In-services or in-house presentations

Bengtson, Jason

- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010
- Attended 2 HSLIC In-services and Desk Training sessions

Barnes, Jason

- CCNA boot camp, September 2009
- UNM Sustainability 134, Fall 2009

- Cisco Sponsored "Lunch & Learn," June 2010
- UNM Sustainability 434, Spring 2010
- Security Products, March 2010
- Securing Networks with ASA fundamentals, April 2010
- Cisco Show & Share product, June 2010

Bowler-Hill, Sally

- Strategic Planning for Library – IT Collaboration, February 2010
- Evidence-Based Scholarly Communications Conference, March 2010
- Disney's Approach to Business Excellence, April 2010
- Hand's Only CPR, May 2010
- HSC Technology Retreat, June 2010
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010
- Attended 2 Biomedical Informatics Seminar Series presentations
- Attended 5 HSLIC In-services or in-house presentations

Bradley, Patricia

- Best Practices in Diabetes Prevention Program Planning and Implementation in Tribal Communities, August 2009
- 2009 American Indian/Alaska Native Health Policy Conference, October 2009
- Screencasting: Creating Online Tutorials, October 2009
- Cut the Cord: Connecting to Our Mobile Users, November 2009
- The Boomers Are Coming: Prepare for the New Age of Seniors, Webinar, November 2009
- Reliable CAM Websites, SCR CONNECTIONS Webinar, March 2010
- Attended 17 In-services or in-house presentations

Brumbaugh, Nadine

- SCCM Training, June 2010
- Attended 3 HSLIC In-Services or in-house presentations

Buchanan, Holly Shipp

- AAMC HIT audio conference, July 2009
- NM CHECS Quarterly Board Meeting, July 2009 & January 2010
- American Indian/Alaska Native Health Policy Conference, July & October 2009
- RIOSNet Annual Meeting, August 2009
- "The Untangling of Diabetes Mellitus" lecture series, November 2009
- "The Lives They Left Behind" lecture series, February 2010
- Evidence-Based Scholarly Communications Conference, March 2010
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010
- Attended 3 Biomedical Informatics Seminar Series presentations
- Attended 2 HSLIC In-services or in-house presentations

Bunnett, Brian

- NMCAL Directors Retreat, August 2009
- AISTI Board of Directors Meeting, October 2009
- AAHSL Annual Meeting, November 2009
- AAMC Annual Meeting, November 2009
- SCC/MLA Annual Conference, October 2009
- SCAMeL Board of Directors Meeting, October 2009

- SCAMeL Board of Directors Meeting, February 2010
- AAHSL New Directors Symposium, November 2009 & May 2010
- MLA Annual Meeting, May 2010
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010

Bynum, Jim

- Attended 11 HSLIC In-services and Desk Training sessions

Carr, Richard

- SCC/MLA Annual Conference, October 2009
- MLA Journal Club, July-August, 2009
- MLA CE: "The fine art of connecting users", October 2009
- MLA CE: "Easy to read health and wellness material for consumers", October 2009
- AMIGOS CE: "Emergency Preparedness in a Day", December 2009
- MLA Webcast: "Now's the time: Understanding the electronic health record maze and health sciences librarians' roles", March, 2010
- Evidence-Based Scholarly Communication symposium, March 2010
- Attended 8 Biomedical Informatics Seminar Series presentations
- Attended 17 HSLIC In-services and Desk Training sessions

Colasurdo, Garth

- Attended 2 HSLIC In-services or in-house presentations

Collaros, Sophia

- The Seventeenth National HIPAA Summit, September 2009
- New Mexico State Bar Continuing Education, "2009 Health Law Symposium", October 2009
- New Mexico State Bar Continuing Education, "Attorney's Guide to Good Lawyering for People With Disabilities", November 2009
- IAPP Practical Privacy Series, Continuing Education, "Healthcare" and "Data Breach, June 2010
- "Expanded HIPAA Regulations: Guide to Compliance Webinar, July 2009
- "Patient Privacy and Security, Data Breach Reporting" Webinar, September 2009
- "HIPAA and Beyond: Meeting New Healthcare Security Requirements for Email" Webinar, December 2009
- "New Breach Legislation in Healthcare: Diagnosing the Challenges" Webinar, February 2010
- "A Call for Agility: the Next Generation Privacy Professional" Webinar, March 2010
- "Ready for Data Breaches Under the HITECH Act" Webinar, May 2010
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010

Corn, Andrew

- Windows 7 Training, November 2009
- Project Management Training, April 2010

Eldredge, Jonathan

- Evidence-Based Scholarly Communication Conference, March 2010
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010
- Association of Caribbean University Research and Institutional Libraries, June 2010
- Attended 8 Biomedical Informatics Seminar Series presentations
- Attended 24 HSLIC In-services or in-house presentations

Ellard, Owen

- MS Project 1 Project Definition, October 2009
- MS Project 2 Budgeting and Tracking, November 2009
- MS Project 3 Team Communication and Productivity, December 2009
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010
- Attended 8 HSLIC In-services or in-house presentations
- Attended 6 Biomedical Informatics Seminar Series presentations

Fannon-Lamkin, Lynette

- New Mexico Metadata Day, March 2010
- Rocky Mountain Region III User Group Meeting, May 2010
- UNM CE: Integrating Project Management: Principles and Practices, March-May 2010
- UNM CE: Earned Project Management Master Certificate, June 2010
- Attended 9 HSLIC In-services or in-house presentations

Grabowski, Dorella

- HIPAA 2010 - HITECH Means High Stakes, Rodey Law Firm at the State Bar, January 2010
- Conducting Campus Investigations, UNM Human Resources Department, February 2010
- Access 2007: Basic Databases (12 hours), February 2010
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010

Granato, John

- Completed 12 hours towards PhD degree in Organizational Learning and IT
- Flash Professional, May 2010
- Attended 7 HSLIC In-services or in-house presentations

Groth, David

- Microsoft e-Learning: Introduction to Exchange Server, February 2010
- Hannon Hill Cascade Server Training, April 2010
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010
- Attended 2 HSLIC In-services or in-house presentations

Guenther, Henry

- Attended 9 HSLIC In-services and Desk Training sessions

Gutierrez, Tom

- Banner Fundamentals & Navigation, February 2010
- Securing Private Data, February 2010
- General Finance Overview, February 2010
- UNM FIN PU 101 Purchasing Processes for Departments/Labs LoboMart, February 2010
- UNM FIN PU 106 Purchasing and Accounts Payable Policies & Procedures, March 2010
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010
- Attended 3 HSLIC In-Services or in-house presentations

Hall, Laura

- Attended lecture in conjunction with "The Untangling of Diabetes Mellitus", November 2009
- Attended 5 lectures as part of the "The Lives They Left Behind" lecture series, February 2010
- Completed UNM Anderson School of Management, Not-for-profit Management Certificate Program, March – May 2010
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010

- Attended “Eugenics and Nazi Medicine” lecture, April 2010
- Attended 9 HSLIC In-services or in-house presentations

Harris, Rebecca

- Medical Library Association Webcast - Cut the Cord: Connecting to Our Mobile Users, November 2009
- Attended 9 HSLIC In-services or in-house presentations

Hendrix, Ingrid

- SCR Connections webcast on Screencasting in Libraries, August 2009
- Copyrights in the 21st Century, UL, October 2009
- Screencasting Workshop, NNLM, October 2009
- PubMed Redesign Webinar, SCR, November 2009
- Cut the Cord: Connecting to Mobile Users, NLM, November 2009
- Getting Magnetized: Search & Service Strategies for Nursing Excellence, MLA CE, Jan-Feb 2010
- 5th Annual Success in the Classroom Conference: Sharing Practices that Work, UNM OSET, Feb 2010
- Evidence-Based Scholarly Communication Conference, HSLIC, March 2010
- Now's the Time: Understanding the Electronic Health Record Maze and Health Science Librarian's Roles
MLA Webcast, March 2010
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010
- Attended 11 In-services and Desk Training Sessions

Husman, Heidi

- Microsoft SharePoint Conference, Las Vegas, NV, October 2009
- ASP.NET Online Class, May 2010
- Attended 2 Biomedical Informatics Seminar Series presentations
- Attended 20 HSLIC In-services or Desk Training Sessions

Jacobus, Phillip

- Hand's Only CPR, May 2010

Johnson, Geoffrey

- Attended 3 HSLIC In-services or in-house presentations

Jones, Brent

- SCCM Training, June 2010
- Attended 1 HSLIC In-services or in-house presentations

King, Christee

- Attended 2 Biomedical Informatics Seminar Series presentations
- Attended 11 HSLIC In-services or in-house presentations

Kinney, William

- Attended 6 HSLIC In-services and Desk Training sessions

Knight, Eliot

- ASTD Conference 2009, October 2009
- Treating HSLIC Customers Right, October 2009
- Educause Webinar Library in Your Pocket: Strategies for Developing Successful Mobile Apps, January
- Essentials of Leadership, March 2010
- Evidence-Based Scholarly Communication Conference, March 2010

- Books and Related Materials for Young Adults, Summer 2010
- Attended 2 Biomedical Informatics Seminar Series presentations
- Attended 8 HSLIC In-services or in-house presentations

Kroth, Philip

- Caner Biomedical Informatics Grid (caBIG) National Meeting, July 2009
- American Medical Informatics Association (AMIA) Annual Meeting, November 2009
- American Board of Internal Medicine Self Evaluation Module "Clinical Supervision," December 2009
- Advanced Cardiac Life Support (ACLS) Provider Renewal with Basic Life Support (BLS)/CPR class in the UNM BATCAVE, January 2010
- Evidence-Based Scholarly Communication Conference, March 2010
- American Board of Internal Medicine Maintenance of Certification Examination in Internal Medicine (Passed), April 2010
- American Medical Informatics Association (AMIA) Academic Forum Meeting, June 2009
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010
- Attended 13 Biomedical Informatics Seminar Series sessions
- Attended 2 HSLIC In-service sessions or in-house presentations

LeGrand, Linda

- Access 2007 Intermediate, April 2010
- Attended 2 Lunch Education and Review Network presentations
- Attended 3 HSLIC In-services or in-house presentations

Martinez, Antoinette

- Sharepoint User training, August 2009
- Customer Service Training, October 2009
- Accurate Time Reporting, November 2009
- Department Time Approvals, November 2009
- Managing Time to Create Value for the Organization, March 2010
- Leading Productive Teams, April 2010
- Hiring and Keeping the Best, May 2010
- Attended 6 Lunch Education and Review Network presentations
- Attended 13 HSLIC In-services or in-house presentations

McBride, Peggy

- SSA Online seminar: Introduction to Web 2.0 in Archives, October 2009
- Apollo Space Program Webcast : Teaching with Archival Materials, November 2009
- Strategic Planning for Library-IT Collaboration, February 2010
- Attended 22 HSLIC In-services or Desk Training Sessions

Metzner, Barney

- Understanding Facilitated Risk Analysis Process (FRAP), October 2009
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010

Meyer, Cory

- Screencasting Workshop, NNLM, October 2009
- New Mexico Data Users Conference, November 2009
- Disney's Approach to Business Excellence, April 2010

- Attended 10 HSLIC In-services and Desk Training sessions

Mondragon, Kathy

- SCR Connections webcast on Screencasting in Libraries, August 2009
- Cut the Cord: Connecting to Our Mobile Users MLA Webcast , November 2009
- SCR Connections webcast on Promoting Health Literacy through Easy-to-Read Health Materials, January 2010
- Health Equity and Socioeconomic Factors in Mental Health Panel Discussion, February 2010
- Successful Retirement 101: Educational Retirement, March 2010
- "I am Ready to Retire – Now," March 2010
- Attended 2 Medical Informatics Seminar Series presentations
- Attended 18 HSLIC In-Services or in-house presentations

Morley, Sarah

- SCC/MLA Annual Conference, October 2009
- HSC Geriatric Education Center Grand Rounds, October 2009
- Generalists in Medical Education Annual Conference, November 2009
- *"What do we mean by health literacy? Applications and findings in a cancer setting"*, November 2009
- "La Clinica: A Doctor's Journey Across Borders", HSC Lunch & Learn, February 2010
- OSET Annual Conference, February 2010
- GME Retreat, Albuquerque, March 2010
- "Transformation of Medicine," April 2010
- "Constructing reliable and effective multiple choice questions", UNM OSET workshop, April 2010
- "The Role of international medical graduates in the US healthcare system", UNM School of Medicine, June 2010
- "Formative assessment", UNM School of Medicine, June 2010
- Attended 4 Biomedical Informatics Seminar Series presentations
- Attended 13 HSLIC In-services or in-house presentations

Nail-Chiwetalu, Barbara

- School of Medicine Tutor Training, July 2009
- Introducing DOCLINE 4.0, SCR CONNECTIONS Webinar, July 2009
- Toxicology Capstone Class, Webinar, July 2009
- Getting Started with Information Outreach in Minority Communities Webinar, August 2009
- Screencasting, SCR CONNECTIONS Webinar, August 2009
- Graphic Design and Visual Communication, UNM Continuing Education, August-September 2009
- Photo Composition, UNM Continuing Education, September 2009
- Asking the Right Questions: Data Collection for Health Information Outreach Webinar Course, September 2009
- PHPartners, SCR CONNECTIONS Webinar, September 2009
- Screencasting: Creating Online Tutorials, October 2009
- Easy to Read Health and Wellness Materials for Consumers, October 2009
- PubMed Redesign, SCR CONNECTIONS Webinar, November 2009
- Cut the Cord: Connecting to Our Mobile Users, MLA Webcast, November 2009
- The Boomers Are Coming: Prepare for the New Age of Seniors, Webinar, November 2009
- Promoting Health Literacy Through Easy to Read Materials SCR CONNECTIONS Webinar, January 2010
- Health Indicators: Part 2, Webinar, January 2010
- Library IT Webcast, February 2010
- Examples of Health Indicators Projects, Webinar, February 2010

- Nursing Resources, SCR CONNECTIONS Webinar, February 2010
- Will Duct Tape Cure My Warts? Examining Complementary and Alternative Medicine, Moodle Class, March-April 2010
- Reliable CAM Websites, SCR CONNECTIONS Webinar, March 2010
- Now's the Time: Understanding the Electronic Health Record Maze, MLA Webcast, March 2010
- PubMed Update, SCR CONNECTIONS Webinar, April 2010
- MLA Annual Conference, Washington, DC, May 2010
- Mobile Applications, Resources, and Devices, SCR CONNECTIONS Webinar, June 2010
- CITI Refresher Training, UNM online class, June 2010
- Getting Started with Social Media Webinar, June 2010
- Attended 15 HSLIC In-services or in-house presentations

Perea, James

- Attended 13 HSLIC In-services and Desk Training sessions

Phillips, Holly

- Treating HSLIC Customers Right, October 2009
- Screencasting: Creating Online Tutorials, October 2009
- Treating HSLIC Customers Right part 2, November 2009
- Cut the Cord: Connecting to Our Mobile Users MLA Webcast , November 2009
- Electronic Health Records, Medical Library Association MLA Webcast, March 2010
- Webcast: Strategic Planning for Library-IT Collaboration, Academic Impressions, February 2010
- "The Lives They Left Behind" lecture series, February 2010
- New Mexico Metadata Day, UNM University Libraries, March 2010
- Evidence-Based Scholarly Communication Conference, March 2010
- Rocky Mountain Region III User Group Meeting, Innovative Interfaces, May 2010
- MLA Annual Meeting, Washington, DC, May 2010
- HIT Town Hall – David Blumenthal, MD, LCF Research, June 2010
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010
- Attended 4 Biomedical Informatics Seminar Series presentations
- Attended 10 HSLIC In-Services or in-house presentations

Romero, Lisa

- Attended 2 Biomedical Informatics Seminar Series presentations
- Attended 5 HSLIC In-services or in-house presentations

Romero, Lisa C.

- UNM Jobs Department Originator training, October 2009
- Mentoring Workshop, November 2009
- National Cancer Institute (NCI) P-30 Site Visit, February 2010
- New Manager Orientation, March 2010
- Department Time Entry/Approval, March 2010
- Completed 15 hours towards Master's degree in Public Administration
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010
- Attended 3 HSLIC In-services or in-house presentations

Saavedra, Richard

- Hand's Only CPR, May 2010

Sandoval, Leslie

- Advanced Flash – July 2009
- Legal Issues in Digital Arts, August 2009
- Facilitating Adult Learning, September 2009
- Introduction to Computer Graphics, October 2009
- Instructional Systems Design, October 2009
- Managing Challenging Participants, February 2010
- Presentation Skills for Trainers, February 2010
- Developing Training Materials, March 2010
- Evaluation Skills for Trainers, May 2010
- Attended 11 HSLIC In-services or in-house presentations

Sanford, Thomas

- SCCM Training, June 2010
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010
- Attended 4 HSLIC In-services or in-house presentations

Scott, Vicki

- Microsoft Sharepoint Server 2007 Administration, December 2009
- Microsoft Windows Sharepoint Services (WSS 3.0), December 2009
- AD Focus Group, April 2010
- Attended 3 HSLIC In-services or in-house presentations

Seyl, MaryLou

- Attended 1 Lunch Education and Review Network presentations
- The Essentials of Writing Mechanics, September 2009
- Writing for Clear and Professional Communication, October 2009
- UNM Timekeeper Training, October 2009
- UNM Jobs Originator for Student Hiring, December 2009
- UNM Jobs Originator for Staff Hiring, January 2010
- Hand's Only CPR, May 2010
- UNM Direct Pay Training Lab, June 2010
- UNM Travel Policies & Procedures, June 2010
- Attended 2 HSLIC In-services or in-house presentations

Shipp, Gayle

- Attended 3 HSLIC In-services or in-house presentations

Sibray, Jonathan

- GroupWise 8 Administration (Novell Course 3105), April 2010
- Completed 3 credit hours towards Master's degree in Business Administration
- Attended 3 HSLIC In-services or in-house presentations

Sletten, Marcia

- The Essentials of Writing Mechanics, September 2009
- Targeted Outcomes Performance Evaluation Metrics Web Demo, September 2009
- Writing for Clear and Professional Communication, October 2009
- Customer Service Training, October 2009
- Accurate Time Reporting, November 2009

- Library and IT Collaborations Web Cast, February 2010
- Disney's Approach to Business Excellence, April 2010
- Attended 5 HSLIC In-services or in-house presentations

Tolito, Steve

- Attended 3 HSLIC In-services or in-house presentations

Wallace, Shane

- School of Medicine TED: "The art of lecturing and making presentations", September, 2009
- SLA Rio Grande Chapter Annual Board meeting, November, 2009
- CPR/AED & First Aid Training, December, 2009
- Attended 18 HSLIC In-services and Desk Training sessions

Wiley, Kevin

- Hannon Hill Cascade Server Training, April 2010
- Public Health Information Network CDC, September 2009
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010
- Attended 2 HSLIC In-services or in-house presentations

Wright, Randy

- Artificial Intelligence, CS 527, Spring Semester 2010
- Executive Vice President's Leadership Forum Presents C. Martin Harris, MD, MBA, June 2010
- Attended 2 HSLIC In-services or in-house presentations

Zincke, Dianne

- Customer Service Training, October 2009
- FAMIS, May 2010
- Attended 7 HSLIC In-services or in-house presentations

EMPLOYEE COMMITTEE AND SERVICE (EXTERNAL TO HSLIC)

Abrams, John

- UNM Enterprise E-Mail Messaging Calendaring Task Force Technical Committee, Member
- UNM GroupWise Technical Committee, Member
- UNM Identity Management Task Force, Member
- UNM Identity Management Technical Group, Member

Adcock, Richard

- College of Pharmacy Information Technical Advisory Committee, Member
- UNM RFP IT Management Toolset, Member
- UNM RFP Strategic Hardware Partnership, Member
- UNM Workstation Management, Chair

Bowler-Hill, Sally

- HSC HIPAA Oversight Committee, Member
- HSC Information Systems Directors, Member
- HSC Knowledge Management and Information Technology Advisory Council, Ex Officio
- HSC Knowledge Management and Information Technology Operations Council, Member

- School of Medicine LCME Educational Resources Committee, Member
- UNM College Academic Reporting Group, Member
- UNM eScholarship Committee, Member
- UNM InProcess Business Process Owner's Group, Member
- UNM IT Managers Council, Ex Officio

Bradley, Patricia

- American Indian Library Association, Member
- Frontera Collaboration, Member
- Medical Library Association, Member
- Native American Libraries Special Interest Group, New Mexico Library Association, Member
- New Mexico Library Association, Member
- Outreach Connections Steering Committee, Member
- Tribal Connections Four Corners Group (TC4C), Member
- TC4C Community Partners Work Group, Co-Chair
- TC4C GoLocal on MedlinePlus Work Group, Member
- Outreach Connections Steering Committee, Member
- Outreach Connections Promotions Subcommittee, Chair
- School of Medicine Cultural Competency Curriculum Task Force, Member

Brandenburg, Cathy

- FHCO Department Administrators, Member
- HSC Administrators, Member

Buchanan, Holly Shipp

- Association of Academic Health Sciences Libraries, Member
- Association of Academic Health Sciences Library, Program and Education Committee, Member
- College of Pharmacy Fall Retreat, Participant
- Four Corners Library Leadership Group, Member
- Editorial Board, Journal of Hospital Librarianship, Member
- HSC Dean's Council, Member
- HSC Executive Compliance Committee, Member
- HSC Leadership Council, Member
- HSC Information Systems Directors Group, Co-Chair
- HSC Knowledge Management and Information Technology Advisory Council, Chair
- HSC Knowledge Management and Information Technology Leadership Committee, Chair
- HSC Knowledge Management and Information Technology Operations Council, Chair
- HSC Master Facilities Plan, Education Sub-Committee, Chair
- LCF Research Board of Directors, Member
- New Mexico Consortium of Academic Libraries, Member
- National Library of Medicine Board of Regents, Consultant
- School of Medicine Executive Deans Council, Member
- School of Medicine La Tierra Sagrada Society Board of Directors, Member
- School of Medicine LCME Educational Resources Committee, Chair
- School of Medicine LCME Steering Committee, Member
- UNM Faculty Senate Library Committee, Ex-Officio
- UNM IT Cabinet, Member
- UNM eScholarship Committee, Member
- UNM IT Managers Council, Member

- UNM ITS Leadership Committee, Member
- UNM President Schmidly's Adelante Retreat, Participant
- UNMH Board of Trustees, Member
- UNMH IS Steering Committee, Member

Bunnett, Brian

- HSC Knowledge Management and Information Technology Advisory Council, Member
- School of Medicine Curriculum Committee, Member
- UNM eScholarship Committee, Member
- UNM Web Advisory Committee, Member
- Association of Academic Health Sciences Libraries, Member
- Association of Academic Health Sciences Libraries, Future Leadership Committee, Member
- Four Corners Library Leadership Group, Member
- MLA Nominating Committee, Member
- New Mexico Consortium of Academic Libraries, Member
- New Mexico Regional Advisory Committee, Chair
- Tribal Connections Four Corners (TC4C) Group, Member

Bynum, Jim

- UNM Libraries Security Group, Member

Carr, Richard

- College of Pharmacy Curriculum Committee, Member
- College of Pharmacy Dean's Leadership Committee, Member
- HSC Lecturer Task Force, Member
- HSC Multidisciplinary Education Committee, Member
- New Mexico State Library Bookmobile West, Volunteer
- NN/LM SCR Disaster Preparedness Committee, Member
- SCC/MLA Bylaws Committee, Member
- UNM Faculty Senate Computer Use Committee, Member

Collaros, Sophia

- HIPAA Oversight Committee, Chair
- HSC Compliance Committee, Member
- Albuquerque Trades and Technology Charter High School, Governing Council Member
- International Association of Privacy Professionals (IAPP), Member
- New Mexico Compliance Officers' Forum and Privacy Sub-Committee, Member
- New Mexico Medical Review Commission, Member
- State Bar of New Mexico, Member

Eldredge, Jonathan

- MPH Academic Committee, Member
- School of Medicine Curriculum Committee, Member
- School of Medicine Public Health Certificate Steering Committee, Member
- School of Medicine Tutorial Steering Committee, Member
- CTSC MSCR Steering Committee, Member
- Communications in Information Literacy, Editorial Board Member
- Evidence Based Library and Information Practice, Journal Editorial Board Member
- Hypothesis Editorial Board, Member

- Medical Library Association International Research Collaboration Committee, Member
- Medical Library Association Research Policy Implementation Committee, Member
- Medical Reference Services Quarterly, Editorial Board Member

Ellard, Owen

- HSC Encryption Group (KMIT Ops), Member
- HSC Faculty Senate, Member
- HSC Information Systems Directors Group, Member
- HSC IT Security Council, Member
- HSC Knowledge Management and Information Technology Advisory Council, Ex Officio Member
- HSC Knowledge Management and Information Technology Operations Council, Member
- HSC SharePoint Advisory Committee, Member
- Secure Remote Access Working Group (UH, UNM IT, HSLIC, HSC), Member
- UNM IT Cabinet, Member
- UNM IT Design Considerations
- UNM Enterprise E-Mail Messaging Calendaring Steering Committee, Member
- UNM E-Scholarship Committee, Member
- UNM Faculty Senate, Member
- UNM TECH Days, Member
- UNM Text Messaging Requirements Task Force, Member

Grabowski, Dorella

- NM Compliance Officer Forum, Member
- NM Compliance Officer Forum Privacy Sub-committee, Member

Granato, John

- Association for Educational Communications and Technology, Distance Learning Division, Member
- American Educational Research Association, Division D D-Measurement and Research Methodology Committee, Member

Groth, David

- UNM Web Content Management System Pilot Implementation Project, Member

Gutierrez, Tom

- HSC Encryption Group (KMIT Ops), Member
- HSC Information Systems Directors Group, Member
- HSC Knowledge Management and Information Technology Advisory Council, Member
- Secure Remote Access Working Group (UH, UNM IT, HSLIC, HSC), Member
- UNM Banner General Person, Member
- UNMH Encryption Pilot Group (UNMH & UNMMG), Member

Hall, Laura

- Campus-wide planning committee for the Phil and Olga Eaton Sculpture Garden of Healing, Chairperson
- Society of Southwest Archivists Local Arrangement Committee (for 2010), Member

Hendrix, Ingrid

- College of Nursing Graduate Curriculum Committee, Member
- College of Nursing PhD Planning Subcommittee, Ex-Officio
- College of Nursing Undergraduate Curriculum Committee, Ex-Officio
- College of Nursing Web Advisory Committee, Member

- UNM Accessibility Advisory Committee, Member
- UNM Associated Students for Empowerment, Faculty Advisor
- UNM Facilities Access Committee, Member
- UNMH Nursing Research Council, Member
- Assistance Dogs of the West, Board of Directors and Secretary
- South Central Chapter/Medical Library Association Membership Committee, Member

King, Christee

- HSC Faculty Senate, Member
- UNM Campus Development Advisory Committee of Faculty Senate, Member
- UNM Faculty Senate, Member
- NNLM/SCR Document Delivery, Member

Knight, Eliot

- The Honor Society of Phi Kappa Phi Chapter at the University of New, Member
- American Society for Training & Development – New Mexico, Member
- American Educational Research Association, Member
- Educause, Member

Kroth, Philip

- HSC CTSC Biomedical Informatics Core, Member
- HSC CTSC MSCR Course Leaders Committee, Biomedical Informatics Course, Director
- HSC Interdisciplinary Education Council, Member
- HSC Knowledge Management and IT Advisory Council, Ex Officio Member
- HSC Science Advisory Council, Member
- UNM Cancer Research and Treatment Center, caBIG Advisory Committee, Member
- UNM Human Tissue Repository and Experimental Pathology Lab Committee, Ad Hoc Member
- AHRQ Quality and Effectiveness Research Scientific Committee meeting, Member
- American Medical Informatics Association Academic Forum, Charter Member
- Medical Student Research Committee, Member-At-Large
- New Mexico Regional Health Information Organization (RHIO) Grande / New Mexico Health Information Collaborative Joint Steering Committee, Member-At-Large

Martinez, Antoinette

- Fiscal Agent Networking Group, Alternate Member
- Fiscal Research Services Working Group, Member

McBride, Peggy

- Society of Southwest Archivists Local Arrangement Committee (2010), Treasurer
- Society of Southwest Archivists Publications Committee, NM Representative

Metzner, Barney

- HSC HIPAA Oversight Committee, Member
- HSC IT Security Council, Member/Coordinator
- HSC Knowledge Management and Information Technology Operations Council, Member
- HSC SharePoint Steering Committee, Member
- UNM General Person Committee, Member
- UNM Identity Management Task Force, Member
- UNM IT Managers Council, Member

- UNMH IS Steering Committee, Member
- New Mexico Compliance Officers Forum, Member

Meyer, Cory

- UNM ID Lobo Re-Card/HSC ID Re-Card Committee, Member
- UNM Portal Governance Committee, Member

Mondragon, Katherine

- UNM ID Provisioning Feeds & Portal Governance Committee, Member
- UNM ID Lobo Re-Card/HSC ID Re-Card Committee, Member

Morley, Sarah

- HSC Domenici Center Phase II Opening Committee, Member
- HSC Committee on House Officer Scholarly Activities (CHoSA)- Internal Medicine Department, Member
- School of Medicine Graduate Medical Education Evidence Based Medicine Advisory Group, Member
- School of Medicine Graduate Medical Education Internal Review Committee, Member
- School of Medicine Graduate Medical Education Internal Program Reviews, Member
- School of Medicine LCME Self Study Educational Resources Committee, Member
- School of Medicine Academic Advisory Council, Member
- KUNM Pledge Drive, Volunteer
- UNMH Health Literacy Committee, Member
- CNM Paralegal Advisory Committee, Member
- South Central Chapter/Medical Library Association Governmental Relations Committee, Chair
- South Central Chapter/Medical Library Association Hospital Library Interest Section (listed below), President
 - Anesthesiology Residency Program, October 2009
 - Urology Residency Program, March, 2010

Nail-Chiwetalu, Barbara

- AHEC Advisory Board, Member
- Community Health Group, Member
- Consumer and Patient Health Information Section (CAPHIS), Medical Library Association, Member
- Continuing Education Committee, Medical Library Association South Central Chapter, Member
- Distance Education Committee, New Mexico Consortium of Academic Libraries, Member
- Frontera Collaboration, Principal Investigator for New Mexico
- Native American Libraries Special Interest Group, New Mexico Library Association, Member
- New Mexico Library Association, Member
- New Mexico Regional Advisory Committee, NN/LM SCR, Member
- Outreach Advisory Committee, NN/LM SCR, Member
- Outreach Connections Native Health Information Wiki Steering Committee, Manager/Facilitator
- Outreach Special Interest Group, Medical Library Association, Member
- Tribal Connections Four Corners (TC4C) Group, Member

Romero, Lisa C.

- HSC Mentoring Program Planning Team, Member
- FHCO Department Administrators, Member
- UNM Cancer Center Marketing Team, Member
- UNM Cancer Center Research Administration (CCRA), Member

Perea, James

- HSC EMS Users' Group, Member

Phillips, Holly

- MLA Collection Development Section Executive Committee, Member
- MLA 2012 National Program Committee, Member
- SCAMeL Collection Development Group, Member
- South Central Chapter/Medical Library Association Program Committee, Member
- South Central Chapter/Medical Library Association Research Committee, Member

Sandoval, Leslie

- American Society for Training & Development member – New Mexico (ASTDNM), Member
- Moodle Community (Moodle/Sloan-C), Member

Sanford, Thomas

- Enterprise Calendaring and Messaging, E-Mail Task Force, Member
- Knowledge Management and Information Technology Operations Council, Member
- Information Systems Directors Group, Member
- UNM IT Manager's Council, Member

Scott, Vicki

- Topaz Planning and Implementation, Member
- UNM Database Professional Group, Member

Seyl, MaryLou

- HSC Administrative Support Advisory Council, Member
- Domenici Center NE Bldg. Opening Planning Committee, Member

Shipp, Gayle

- HSC Compliance Officers Forum, Member
- UNM Identity Management Task Force, Member
- UNM General Person Committee, Member

Sibray, Jonathan

- Enterprise Calendaring and Messaging, E-Mail Task Force, Member

Sletten, Marcia

- HSC Administrators, Member
- HSC HR Partnership, Member
- HSC Mentorship Program Planning Team, Member
- Fiscal Agent Networking Group, Member
- UNM ERP Steering Committee, Alternate Member
- UNM Finance/HR/Payroll Reporting Workgroup, Member

Wallace, Shane

- South Central Chapter/Medical Library Association, Technology Advisory Committee, Member
- SLA Rio Grande Chapter Webmaster, Officer

Wiley, Kevin

- HSC Knowledge Management and Information Technology Operations Council, Member

- UNM Race and Ethnicity Code Change Project, Member
- UNM IT Managers Council, Member
- UNM Web Advisory Committee, Member
- UNM Web Advisory Committee (Sub-Committee for UNM Web Policy Development), Chair
- UNM Web Content Management System Pilot Implementation Project, Member
- UNM Web Content Management System RFP Committee, Member

FACULTY PUBLICATIONS

Buchanan, Holly Shipp

- Shipp Buchanan, H., & Bunnett, B. (2010). Looking to the Future: Academic Health Care Centers and Their Libraries. Camila Alire & Edward Evans. Leaders Look to the Future, Neal-Schuman.

Bunnett, Brian

- Bunnett, B., Allee, N., Dorsch, J., Rios, G., Stewart, C. (2009). The National Library of Medicine/ Association of Academic Health Sciences Libraries Leadership Fellows Program. *Journal of Library Administration*, 49(8):869-79.
- Shipp Buchanan, H., & Bunnett, B. (2010). Looking to the Future: Academic Health Care Centers and Their Libraries. Camila Alire & Edward Evans. Leaders Look to the Future, Neal-Schuman.

Carr, Richard D.

- Eldredge, J., Carr R, Broudy D & Voorhees R. Response to Kelly Near and Ann Duesing's letter: "Informatics Training for Public Health Practitioners," *JMLA*. 98:4, 2010.

Eldredge, Jonathan D.

- Haglund L, Wakimoto D, Hunsucker L, Mohan V, Shea A, Usova T, Plevier J, Eldredge J, Meulemeester A, Wilson V (2009). The 5th International Evidence Based Library and Information Practice Conference (EBLIP5): Conference Report and Reflections. *Evidence Based Library and Information Practice*, 4(3):78-88 <http://ejournals.library.ualberta.ca/index.php/EBLIP/article/view/6553/5556>
- Eldredge J, Kroth, P., Phillips, H., Bowler-Hill, S. (2009). Evidence-Based Scholarly Communication Conference. *Evidence Based Library and Information Practice*, 4(3):89. <http://ejournals.library.ualberta.ca/index.php/EBLIP/article/view/6554/5541>
- Eldredge, J., Petree, L.T. (2009). The research mentor: the Institutional Review Board (IRB): a primer. *Hypothesis*, 21(2):8-11. http://research.mlanet.org/hypothesis/vol21_no2.pdf
- Kroth, P.J., Phillips, H.E., Eldredge, J.D. (2009). Leveraging change to integrate library and informatics. *Medical Reference Services*, 28 (3):221-34.
- Eldredge, J.D., Harris, M.R., Ascher, M.T. (2009). Defining the Medical Library Association research agenda: methodology and final results from a consensus process. *Journal of the Medical Library Association*, 97(3):178-85. <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2706444/pdf/mlab-97-03-178.pdf>
- Eldredge, J.D. (2010). Virtual Peer Mentoring (VPM) Might Facilitate the Entire EBLIP Process. *Evidence Based Library and Information Practice (EBLIP)*, 5(1):7-16. <http://ejournals.library.ualberta.ca/index.php/EBLIP/article/view/7393/6434>
- Eldredge, J.D. (2010). The Research Mentor: Authorship Part Two: Order of Authors. *Hypothesis; Journal of the Research Section of MLA*, 22(1):8-11. http://research.mlanet.org/hypothesis/vol22_1.pdf

Hendrix, Ingrid C.

- Hendrix, I. and Lopez-Bushnell, K. (2010) L.A.U.N.Ch. Into the Future: Evidence-Based Literature to Support Nursing Staff Development. *Journal of Hospital Librarianship*, 10:54-63, 2010.

King, Christee

- King, C. (2009). Anatomy TV: 3D Human Anatomy Software for Teaching, Learning, and Presenting. *Journal of Electronic Resources in Medical Libraries*. 6(4):349-54.
<http://www.informaworld.com/smpp/content~db=all~content=a917095779>
- King, C. (2010). BMJ Case Reports: Publishing, Sharing, and Learning. *BMJ Case Reports: Publishing, Sharing, and Learning*, 6(4).

Kroth, Philip J.

- Eldredge, J., Kroth, P., Phillips, H., Bowler-Hill, S. (2009). Evidence-Based Scholarly Communication Conference. *Evidence Based Library and Information Practice*, 4(3):89.
<http://ejournals.library.ualberta.ca/index.php/EBLIP/article/view/6554/5541>
- Kroth, P.J., Phillips, H.E., Eldredge, J.D. (2009). Leveraging change to integrate library and informatics. *Medical Reference Services Quarterly*, 28 (3):221-34.
<http://www.informaworld.com/smpp/content~db=all~content=a913293371>
- Leverence, R.R., Williams, R.L., Pace, W., Parnes, B., Fry-Johnson, Y., Pathak, D.R., Skipper, B., Daniels, E., Kroth, P.J. (2009). Context of Clinical Care: The Case of Hepatitis C in Underserved Communities—A Report. *The Journal of the American Board of Family Medicine* 22(6):638-646.
<http://www.jabfm.org/cgi/content/full/22/6/638>
- Stewart, R.F., Kroth, P., Schuyler, M., & Bailey, R. (2010). Do electronic health records affect the patient-psychiatrist relationship? A before & after study of psychiatric outpatients. *BMC Psychiatry*. 10(3):1-9.
<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2818653/pdf/1471-244X-10-3.pdf>

Phillips, Holly

- Kroth, P.J., Phillips, H.E., Eldredge, J.D. (2009). Leveraging change to integrate library and informatics. *Medical Reference Services Quarterly*, 28 (3):221-34.
- Eldredge, J., Kroth, P., Phillips, H., Bowler-Hill, S. (2009). Evidence-Based Scholarly Communication Conference. *Evidence Based Library and Information Practice*, 4(3):89.
<http://ejournals.library.ualberta.ca/index.php/EBLIP/article/view/6554/5541>

PRESENTATIONS, EXHIBITS, AND DEMONSTRATIONS

Bowler-Hill, Sally

- “Planning Office Update,” Presenter, HSLIC, Albuquerque, NM, November 2009
- “HSLIC Strategic Plan FY2010 – FY2013,” Presenter, HSLIC, Albuquerque, NM, April 2010
- “Disney’s Approach to Business Excellence In-service,” Presenter, HSLIC, Albuquerque, NM, May 2010

Bradley, Patricia

- “Finding Health and Medical Information,” Presenter, Albuquerque, NM, July 2009
- “Native American Health Information Resources,” Presenter, Albuquerque, NM, August 2009
- “The Native Health Database,” Presenter, Albuquerque, NM, October 2009
- “Evaluating Health Information,” Webinar Presenter, Albuquerque, NM, December 2009
- “Native American Health Information Resources on the Internet,” Webinar Presenter, Albuquerque, NM, January 2010
- “The Native Health Database: One Stop for Native Health Information,” Presenter Albuquerque, NM, January 2010
- New Mexico Library Association 88th Annual Conference, Exhibitor, Ruidoso, NM, April 2010
- Tenth Annual Advances in Indian Health, Exhibitor, Albuquerque, NM, April 2010

- National Indian Health Board Public Health Summit, Exhibitor, Albuquerque, NM, May 2010
- “Cancer Information: From Questions to Answers,” Presenter, Spring 2010 Family Cancer Center Retreat, Glorieta, NM, May 2010
- “Finding Health and Medical Information,” Presenter, Albuquerque, NM, June 2010
- “Finding Health and Medical Information,” Presenter, Albuquerque, NM, June 2010

Buchanan, Holly

- “Annual Report In-Service,” Presentation, (2 sessions), HSLIC, Albuquerque NM, November and December 2009

Carr, Richard

- “InfoEd Genius/SMARTS,” Presenter, School of Medicine New Faculty QuickStart, Albuquerque, NM, July 2009, September 2009
- “Library resources,” Presenter, College of Pharmacy residents, Albuquerque, NM, July, 2009
- “NCBI database class for Biomedical Science”, Instructor, Albuquerque, NM, August, 2009
- “Health Education 582,” Instructor, Albuquerque, NM, September 2009
- “Library Resources,” Presenter, Anesthesiology Residents, Albuquerque, NM, August 2009
- “Library Orientation,” Presenter, College of Pharmacy new student orientation, Albuquerque, NM, August 2009
- “Library Resources,” Presenter, Family & Community Medicine faculty, Albuquerque, NM, September, 2009
- “Library Resources,” Instructor, Immigration and Health Policy Analysis graduate course, Albuquerque, NM, September & October, 2009
- “Medical Literature,” Pathology Residents, Albuquerque, NM, October 2009
- Poster Session, SCC/MLA Annual Meeting, Tulsa, OK, October 2009
- “PowerPoint basics,” Presenter, Project ECHO community health educators, Albuquerque, NM, November 2009
- “Library Resources,” Presenter, OMI faculty & fellows, Albuquerque, NM, January 2010

Colasurdo, Garth

- “iPad,” Presenter, Mobile Mayhem HSLIC In-service, Albuquerque, NM, May 2010
- “HSC Mobile Web Site,” Presenter, UNM Information Architecture Group, Albuquerque, NM, February 2010

Eldredge, Jonathan

- “Advocacy Communication Workshop,” Evidence-Based Scholarly Communication Conference, Albuquerque, NM, March 2010
- “Current Practices in Library/Informatics Instruction in Academic Libraries Serving Medical Schools in the Western United States” (Contributed Paper), AAMC/WGEA, Asilomar, CA, April 2010
- “Evidence Based Library and Information Practice: A Voyage of Discovery” keynote address, Association of Caribbean University, Research, and Institutional Libraries (ACURIL), Santo Domingo, Dominican Republic, June 2010
- “Applying the EBLIP Process,” Association of Caribbean University, Research, and Institutional Libraries (ACURIL), Santo Domingo, Dominican Republic, June 2010
- “Conversatorio on Evidence Based Library Information Practice,” Association of Caribbean University, Research, and Institutional Libraries (ACURIL), Santo Domingo, Dominican Republic, June 2010

Knight, Eliot

- “GoogleWave,” HSLIC, Albuquerque, NM, March 2010
- “LDC Update,” HSLIC, Albuquerque, NM, March 2010

Kroth, Philip

- "Using caTIES as a Case-finding Tool in Tissue Repositories: System Challenges and Lessons Learned," Presenter, CaBIG National Meeting Washington, DC., July 2009
- BMI Course, Instructor, HSC CTSC MCR Program, July 2009, August, 2009
- "Evidence Based Medicine Course," Instructor, School of Medicine, April 2010

Langmead, Robert

- "How Educational Technologies Enhance the Curriculum at the University of New Mexico School of Medicine," Poster Presenter, Western Group on Educational Affairs (WGEA), Pacific Grove, California, April 2010
- "Using Curriculum Management Systems to Respond to LCME ED-33," Panel Discussion, Western Group on Educational Affairs (WGEA), Pacific Grove, California, April 2010

McBride, Peggy

- Presentation and panel participant, Pacific Coast Branch-American History Association, Albuquerque, NM, August 2009

Metzner, Barney

- "Keeping Data Secure," Presenter, Coordinator University: Coordinating Human Research at UNM, Albuquerque, NM, April 2010

Meyer, Cory

- Welcome Back Days organizer, Albuquerque, NM, August 2009
- "Distance Services/ Medline Plus/ Golocal," Presenter, Public Libraries, Albuquerque, NM, November 2009
- "Disney's Approach to Business Excellence In-service," Presenter, HSLIC, Albuquerque, NM, May 2010

Morley, Sarah

- "GME Fellows Orientation", Presenter, GME, Albuquerque NM, July 2009
- "Resident Training, Presenter, College of Pharmacy, Albuquerque NM, July 2009
- "Pharmacy 770," Presenter, College of Pharmacy, July 2009, August 2009, September 2009, February 2010, June 2010
- "PePOR Orientation," Presenter, College of Pharmacy, August 2010
- "Pharmacy 728," Presenter, College of Pharmacy, September 2009
- "Pharmaceutical Care Labs," Presenter, College of Pharmacy, July 2009, August 2009, September 2009, February 2010
- Basic Medical Sciences Graduate Program, Presenter, Albuquerque NM, August 2009
- NM Conference on Aging, Exhibitor, Albuquerque, NM, August 2009
- School of Medicine PreP, Presenter, Albuquerque NM, August 2009
- GME Departmental training (listed below), Presenter, Albuquerque NM
 - Emergency Medicine Residents, July 2009
 - Infectious Disease Residents, July 2009
 - Geriatric Fellows, July 2009
 - Neurosurgery Residents, July 2009, March 2010
 - Neurology Residents, March 2010, May 2010
 - ObGYN Fellows, September 2009, October 2009, June 2010
- "Faculty QuickStart," Presenter, Albuquerque NM, September 2009
- "APS Career Enrichment Center LPN program," Presenter, Albuquerque NM, September 2009

- “Information Survival Skills ,” Instructor, School of Medicine Perspectives in Medicine elective, Albuquerque NM, Fall 2009
- “Medical Images”, HSLIC in-service, October 2009
- Generalists in Medical Education Annual Conference, Boston, MA, Presenter, November 2009
- “Pharmacy 703,” Presenter, College of Pharmacy, Albuquerque NM, December, 2009
- Pediatric Resident’s Journal Club, Presenter, January 2010
- GME Residency Coordinator’s Council, Presenter, January 2010
- UNM OSET conference “Success in the Classroom”, Poster presentation, Albuquerque NM, February 2010
- “E-Resources”, Transitions Block, Presenter, April 2010
- “Transitions Block,” School of Medicine Tutor, Albuquerque NM, Spring 2010
- “GME House Officer Orientation, Informatics Section,” Facilitator and Presenter, Albuquerque NM, June 2010

Nail-Chiwetalu, Barbara

- “Cancer Information: From Questions to Answers”, Presenter, Family Cancer Center Retreat, Glorieta, NM, September 2009
- “Access to Electronic Consumer Health Information”, Presenter, Albuquerque, NM, September 2009
- “Outreach Connections: Native Health Information Wiki”, Poster Presenter, Medical Library Association South Central Chapter Conference, Tulsa, OK, October 2009
- “New Mexico Statewide Community Assessment: A Qualitative Analysis”, Presenter, Medical Library Association South Central Chapter Conference, Tulsa, OK, October 2009
- “MedlinePlus / Go Local”, Webinar Moderator, November 2009
- “Evaluating Health Information on the Internet”, Webinar Moderator, Albuquerque, NM, December 2009
- “Resources and Services of HSLIC”, Presenter, Albuquerque, NM, January 2010
- “Native American Health Information Resources on the Internet”, Webinar Moderator, Albuquerque, NM, January 2010
- “Drug/Medication and Supplement Information for the Consumer”, Webinar Presenter, Albuquerque, NM, January 2010
- “Introduction to MedlinePlus”, Presenter, Albuquerque, NM, January 2010
- 28th Annual Winter Refresher, NM Chapter of the American Academy of Family Physicians, Exhibitor, Albuquerque, NM, February 2010
- “Head to Toe: A Conference on School Health,” Exhibitor, Albuquerque, NM, April 2010
- New Mexico Nurse Practitioners Conference, Exhibitor, Albuquerque, NM, April 2010
- “The Frontera Collaboration: Promoting Evidence-Based Practice in the US-Mexico Border Region”, Poster Presenter, Medical Library Association, Washington, DC, May 2010
- “Orientation to HSLIC and Respiratory Therapy Resources”, Presenter, Albuquerque, NM, June 2010

Perea, James

- 76 Domenici Center Audiovisual demonstrations
- “Library IQ classes,” Presenter, Albuquerque, NM, August 2009 & December 2009

Phillips, Holly

- “Copyright for Clinical Investigators,” Presenter, UNM MS-CR, Albuquerque, NM, July 2009
- “Institutional Repositories,” Presenter, UNM MS-CR, Albuquerque, NM, August 2009
- “NIH Public Access Policy,” Presenter, UNM MS-CR, Albuquerque, NM, August 2009
- “21 Tools in 20-Odd Minutes: The State of the Art of Online Information,” Presenter, SCC/MLA, Tulsa, OK, October 2009

- “Virtual Environments as an Educational Modality for Fostering First-Year Medical Students’ Knowledge and Comprehension of the Nephron at the University of New Mexico,” Presenter, SCC/MLA, Tulsa, OK, October 2009
- “State of the Collection,” Presenter, KMIT AC, Albuquerque, NM, November 2009
- “Novel Uses of Institutional Repositories,” Presenter, Evidence-Based Scholarly Communication Conference, Albuquerque, NM, March 2010
- “Connecting with Students: The Usability of Virtual Nephron Simulation as a Tool for Medical Education,” Presenter, Medical Library Association Annual Meeting, Washington, DC, May 2010

Sandoval, Leslie

- “Online Resources for Medical Images,” Presenter, HSLIC, Albuquerque, New Mexico, October 2009
- “Google Wave,” Presenter, HSLIC, Albuquerque, New Mexico, March 2010
- “HSLIC Learning Management Systems,” Presenter, HSLIC, Albuquerque, New Mexico, June 2010

Wallace, Shane

- “GI/Nutrition Block,” Presenter, School of Medicine Tutor, Albuquerque, NM, Fall, 2009
- “GroupWise,” Presenter, College of Pharmacy New Student Orientation, Albuquerque, NM, August 2009
- “GroupWise,” Presenter, College of Pharmacy New Ph.D. Student Orientation, Albuquerque, NM, August 2009
- “Advanced GroupWise ,” Instructor, Albuquerque, NM, August & November 2009 & April 2010
- “GroupWise,” Presenter, new OT student orientation, Albuquerque, NM ,September 2009
- “GroupWise”, Presenter, RIB building staff & researchers, Albuquerque, NM, September 2009
- “GroupWise,” Presenter, Department of Neurosurgery, Albuquerque, NM, September 2009
- “GroupWise ,” Presenter, Department of Neurology, Albuquerque, NM, November 2009
- “GroupWise Basic ,” Instructor, Albuquerque, NM, July & November 2009, January, February & March 2010
- “EMS Virtual User Setup,” Presenter, EMS Administrators, Albuquerque, NM, January 2010
- “GroupWise,” Presenter, School of Medicine New Faculty Quick Start, Albuquerque, NM, July 2009 & September, February & April 2010
- “ RSS,” Presenter, College of Nursing, Albuquerque, NM, February 2010
- “GroupWise,” Presenter, Department of Pediatrics, Albuquerque, NM, March 2010

Wiley, Kevin

- “HSC Mobile Web Site,” Presenter, UNM Information Architecture Group, February 2010
- “Mobile Mayhem” In-service, Presenter, May 2010

Wright, Randy

- “UNM School of Medicine Online Admissions Software,” Presenter, AMCAS, Baltimore, MD, January 2010

IN-SERVICES JULY 2009 THROUGH JUNE 2010

Subject	Lead Presenter	Date
Special Topics		
Disney's Approach to Business Excellence	Sally Bowler-Hill	May 11, 2010
Energy Literacy	Al Zelicoff	October 14, 2009
Google Wave	Eliot Knight	March 30 & 31, 2010
GroupWise Client Version 8	Shane Wallace	September 1 & 2, 2009
HSC Budget Update	Pug Burge	May 12, 2010
HSLIC Annual Report/Domenici Center Phase II	Holly Buchanan	November 24 & December 2, 2010
HSLIC Strategic Plan	Sally Bowler-Hill	April 27 & 28, 2010
HTML 5	Jack Granato	May 18 & 19, 2010
Mobile Mayhem	Kevin Wiley	May 4 & 5, 2010
New HSLIC Strategic Plan	Sally Bowler-Hill	April 27 & 28, 2010
School of Medicine Strategic Plan 2004-2009	Ellen Cosgrove	December 1, 2009
Sources of Medical Images	Sarah Morley	October 6 & 7, 2009
Tao of Living with Technology	Shane Wallace	April 20 & 21, 2010
UNM Recycling	Linda McCormick	August 19, 2009
Unit Reports		
Administrative Services	Holly Buchanan	August 16, 2010
Business & Support Services	Marcia Sletten	August 28, 2009
Distance Services	Barbara Nail-Chiwetalu	July 28, 2009
Distance Services	Barbara Nail-Chiwetalu	June 8 & 9, 2010
HSLIC IT Security and HSC Information Security Officer Unit Update	Barney Metzner	May 25 & 26, 2010
Information Services	Tom Sanford	November 3 & 4, 2009
Learning Design Center (LDC) Update	Jon Eldredge	March 23 & 24, 2010
Library & Education Services	Brian Bunnett	September 29, 2009
Planning Office	Sally Bowler-Hill	November 17, 2009
Special Collections	Laura Hall	December 9, 2009

	2007/2008	2008/2009	2009/2010	% Change from Prior Year
# of In-service Events	18	19	24	26%
Average Attendance	21	21	18	-14%

LIBRARY HOURS 2009 - 2010

Hours	
Monday-Thursday	7:00 a.m. – 11:00 p.m.
Friday	7:00 a.m. – 6:00 p.m.
Saturday	9:30 a.m. – 6:00 p.m.
Sunday	12:00 p.m. – 11:00 p.m.

2010 - STAFF APPRECIATION AND AWARDS

Kevin Wiley (2007)	Degree or Certification (UNM Management Academy)
Dave Groth (2008)	Degree or Certification (UNM Management Academy)
Andrew Corn (2009)	Degree or Certification (UNM Management Academy)
Kathy Mondragon	Outstanding Customer Service
Gayle Shipp	Outstanding Performance
ILL NETID Sign-On Team:	Outstanding Process Improvement
Christee King, MLS, AHIP	
Lisa Romero	

HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER STAFF ROSTER 2009-2010

Name	Unit, Title	Start Date	End Date
Aalseth, Edward	User Support Services, Technical Support Analyst 2	04-30-01	
Abrams, John	IT Systems, Senior LAN Administrator	10-22-01	
Adcock, Richard	User Support Services, Manager, User Support	11-11-02	
Armijo, Raymond	Business Services, Library Information Specialist 2	01-02-95	
Arnold, John	Administration, Multimedia Development Specialist	08-18-08	
Barnes, Jason	IT Security, Network Technician	05-21-07	
Bengtson, Jason	Reference & User Support Services, Information Services Librarian	05-17-10	
Bingham, Paul	User Support Services, User Support Analyst 2	10-05-09	11-11-09
Bowler-Hill, Sally	Administration, Program Operations Director	09-08-03	
Bradley, Patricia	Distance Services, Native Services Librarian	03-29-04	
Brandenburg, Cathy	Business Services, Administrator (Group)	11-08-04	01-18-10
Brumbaugh, Nadine	IT Systems, Systems Analyst 2	02-16-09	
Buchanan, Holly Shipp	Associate Vice President for Knowledge Management and IT; Director	08-15-97	
Bunnett, Brian	Library and Education Services, Director	12-01-08	
Bynum, Jim	Reference & User Support Services, Manager Library Operations	05-14-01	
Carr, Richard	Reference & User Support Services, Coordinator	05-15-02	
Carrillo, Meghann	User Support Services, User Support Analyst 2	03-19-07	07-09-10
Colasurdo, Garth	Web Development, Analyst Programmer 3	10-09-00	
Collaros, Sophia	Administration, HIPAA Privacy Officer	07-01-08	
Corn, Andrew	User Support Services, Supervisor, User Support	03-20-00	
Diddel, Randy	User Support Services, User Support Analyst 3	01-03-07	
Douglas, Aaron	User Support Services, User Support Analyst 2	05-14-07	
Eldredge, Jon	Learning Design Center, Interim Coordinator Education Development	01-01-96	
Ellard, Owen	Technology Support Services, Director	09-01-09	
Fannon-Lamkin, Lynette	Resource Access & Delivery, Library Information Specialist 3	04-03-06	
Grabowski, Dorella	Administration, Senior Paralegal	07-01-08	
Granato, John	Learning Design Center, Analyst Programmer 2	05-10-04	
Groth, David	Web Development, Web Site Administrator	06-04-01	
Guenther, Henry	Reference & User Support Services, Library Information Specialist 3	10-06-95	06-30-10
Gutierrez, Lucas	User Support Services, Technical Support Analyst 2	02-13-06	01-22-10

Health Sciences Library and Informatics Center, Annual Report FY 2009-2010
Holly Shipp Buchanan, EdD, Director

Gutierrez, Tom	TECHS, Manager of Systems and Programming	02-01-06	
Hagen, Kimberly	Web Development, Analyst Programmer Specialist	03-04-02	
Hall, Laura	Special Collections, Senior Program Manager	04-01-04	
Hanson, Scott	User Support Services, User Support Analyst 2	04-14-08	
Harris, Rebecca	Resource Access & Delivery, Library Information Specialist 3	10-23-95	
Hendrix, Ingrid	Reference & User Support Services, Nursing Services Librarian	12-03-01	
Horlbeck, Scott	Web Development, Analyst Programmer 2	08-01-07	
Husman, Heidi	Web Development, Analyst Programmer 3	09-10-07	
Jacobus, Phillip	User Support Services, User Support Analyst 2	02-02-06	
Johnson, Geoff	IT Security, Technical Support Analyst 2	10-16-06	
Jones, Brent	IT Systems, Systems Analyst 3	12-14-09	
King, Christee	Resource Access & Delivery, Collection Mgt. & Special Projects Librarian	09-15-90	
Kinney, William	Reference & User Support Services, Library Information Specialist 3	04-17-00	
Knight, Eliot	Learning Design Center, Instructional Media Project Manager	09-14-09	
Kroth, Philip	Biomedical Informatics Research, Training and Scholarship, Director	03-01-04	
Langmead, Robert	Web Development, Analyst Programmer 3	12-18-06	
LeGrand, Linda	Business Services, Sr. Fiscal Services Tech	03-10-08	
Li, Dexin	Web Development, Analyst Programmer 2	09-25-06	
Loyd, Jason	User Support Services, User Support Analyst 1	08-17-09	02-25-10
Martinez, Antoinette	Business Services, Accountant 2	12-01-08	
McBride, Peggy	Special Collections, Archivist	05-09-01	
McCarthy, Mary	User Support Services, Technical Systems Analyst 2	05-05-97	
Metzner, Barney	IT Security, Manager, IT Security	07-26-93	
Meyer, Cory	Reference & User Support Services, Library Information Specialist 3	09-05-91	
Mondragon, Kathy	Resource Access & Delivery, Manager, Library Operations	07-10-75	06-30-10
Morley, Sarah	Reference & User Support Services, Clinical Services Librarian	06-01-99	
Nail-Chiwetalu, Barbara	Distance Services, Coordinator	11-01-07	
Perea, James	Reference & User Support Services, Library Services Coordinator	05-22-95	
Phillips, Holly	Resource Access & Delivery, Coordinator	10-15-03	
Romero, Lisa	Resource Access & Delivery, Library Information Specialist 1	02-24-86	
Romero, Lisa C.	Business Services, Administrator (Group)	03-01-10	
Saavedra, Richard	User Support Services, User Support Analyst 3	10-25-99	
Sanford, Thomas	IT Systems, Manager, Information Services	02-16-09	
Sandoval, Leslie	Learning Design Center, Training Support Analyst	04-24-08	
Scott, Vicki	IT Systems, Database Administrator	12-03-98	
Seyl, MaryLou	Business Services, Administrative Assistant 3	08-02-99	
Shipp, Gayle	IT Security, Technical Support Analyst 2	08-04-08	
Sibray, Jonathan	IT Systems, Technical Support Analyst 3	02-08-10	
Sletten, Marcia	Business Services, Manager, Division Support Services	12-15-05	
Stewart, Randall	Administration, Visiting Informatics Faculty	08-01-05	07-31-09
Tolito, Stephen	IT Systems, LAN Administrator	10-13-97	
Tregear, Jon	TECHS, Analyst Programmer 2	11-20-00	
Vick, Kyle	Web Development, Analyst Programmer 3	02-01-06	
Wallace, Shane	Reference & User Support Services, Information Services Librarian	07-07-08	05-14-10

Wiley, Kevin	Web Development, Manager of Systems & Programming	03-12-00
Wright, Randy	Web Development, Senior Database Administrator	02-01-06
Zincke, Dianne	Business Services, Manager, Facilities Services	02-02-99

Student Assistants

Adcock, Richard	Nuanez-Loiselle, Casper
Alexander, Geoff	O'Hearn, Daniel
Blea, Jessica	Rodriguez, Camille
Bodo, Brianna	Salazar, Consuelo
Honeyfield, Kalee	Siegel, Lesley
Kalagara, Hemashilpa	Toya, Mindy
LaCour, James	Valdez, David
Napp, Erin	

STATISTICS



ADMINISTRATION

Table 1: HSLIC Personnel

	2007/2008	2008/2009	2009/2010	% Change from Prior Year
Library Services and Education Services				
Professional Staff	9.65	11.95	11.95	0%
Support Staff	11.00	11.00	10.00	-9%
Students	3.25	3.06	2.00	-35%
Techs				
Professional Staff	7.00	4.00	5.00	25%
Support Staff	28.50	27.00	27.00	0%
Students	1.50	1.35	2.00	48%
Other (Admin, Biomedical Informatics, etc.)				
Professional Staff	9.00	7.00	6.00	-14%
Support Staff	6.49	6.49	6.49	0%
Students	1.25	0.25	0.25	0%
Total HSLIC				
Professional Staff	25.65	22.95	22.95	0%
Support Staff	45.99	44.49	43.49	-2%
Students	6.0	4.66	4.25	-9%
Total HSLIC Staff	77.64	72.1	70.69	-2%

Table 2: Privacy Office HIPAA Education Sessions

	2008/2009	2009/2010	% Change from Prior Year
Totals: # of Sessions	20	29	45%
Workforce Attendees¹	460	765	66%

¹ Increase in workforce attendees was due to the addition of educational sessions related to the new HITECH Act.

LIBRARY AND EDUCATION SERVICES

Table 3: Web-based Curricular Courses Using WebCT¹

	2007/2008			2008/2009			2009/2010		
	SOM	CON	COP	SOM ¹	CON	COP	SOM ¹	CON	COP
Web-based Courses	0	68	13	0	68	14	0	69	13
Students Served²	0	897	358	0	1,107	479	0	1,190	381
Student Sessions Total³	NA	NA	NA	NA	NA	NA	0	54,426	18,318
Web-enhanced Courses	100	180	3	128	174	4	122	171	4
Students Served	733	1,771	255	878	2,389	265	1,185	2,291	267
Student Sessions Total	NA	NA	NA	NA	NA	NA	54,198	104,782	12,211

¹ Includes Diagnostic/Therapeutic Services, Med. Lab Sci., Masters' of Public Health and Clinical Research

² Students taking more than one class in a semester are counted by the number of classes they take

³ Number of times students entered courses during the year to access content, take quizzes, or complete assignments.

Figure 1: Web-Based Curricular Courses Supported by HSLIC

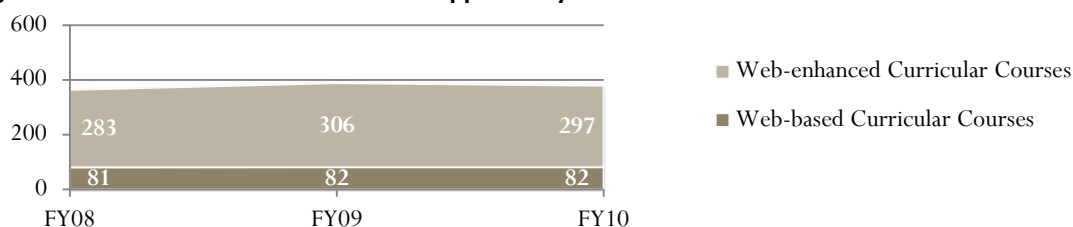


Table 4: Training Courses

	2007/2008							2008/2009							2009/2010						
	SOM	CON	COP	HSLIC	HSC	UNM	Total	SOM	CON	COP	HSLIC	HSC	UNM	Total	SOM	CON	COP	HSLIC	HSC	UNM	Total
Online Courses	0	0	0	0	18	0	18	0	0	0	0	18	51	69	0	0	0	0	34	29	63
Inclass Courses Scheduled	0	0	0	23	4	0	27	0	0	0	30	4	153	187	0	0	0	20	5	240	265
Learners Served	0	0	0	86	14,260	0	14,346	0	0	0	166	13,821	24,063	38,050	0	0	0	126	27,213	25,687	53,026

Table 5: HSC Outreach Courses

	2007/2008							2008/2009							2009/2010						
	SOM	CON	COP	HSLIC	HSC	UNM	Total	SOM	CON	COP ¹	HSLIC	HSC	UNM	Total	SOM	CON	COP	HSLIC	HSC	UNM	Total
Online Courses	14	0	18	4	5	0	41	9	0	12	3	7	0	31	0	0	26	4	44	0	74
Learners Served	163	0	2,345	33	10	0	2,551	182	0	705	21	37	0	945	0	0	2,328	24	622	0	2,974

¹ Some user data for COP courses was lost in a data migration

Table 6: Instructional Programs/Orientations (Excludes Distance Services and Online Education)

	2007/2008	2008/2009	2009/2010	% Change from Prior Year
# of Sessions to Primary or Affiliated Users	Unavailable	94	154	64%
# of Sessions Provided within Curricula	Unavailable	429	517	21%
Total # of Sessions	532	523	671	28%
Attendees	4,720	4,383	5,111	17%
Contact Hours	716	562	686	22%

Table 7: Distance Services Training

	2007/2008	2008/2009	2009/2010	% Change from Prior Year
Totals: # of Sessions	32	25	26	4%
Attendees	2,659	1,028	914	-11%
Contact Hours	129	79.5	107.25	35%

Table 8: Total Instructional Services

	2007/2008	2008/2009	2009/2010	% Change from Prior Year
Totals: # of Sessions	564	548	697	27%
Attendees	7,379	5,411	6,025	11%
Contact Hours	845	641.5	793.25	24%

Table 9: HSLIC Sponsored Lectures

	2009/2010		
	Biomedical Informatics	Special Collections	EVP Leadership Forums
Totals: # of Lectures	15	6	1
Attendees	323	307	46
Offered for CME	15	0	0

Table 10: Size of General Collection (Titles)

	Titles 2007/2008	Titles 2008/2009	Titles 2009/2010	% Change from Prior Year
Total Print Monographs	42,927	42,964	42,241	-2%
Total Electronic Monographs¹	768	394	441	12%
Unique Print Serials	92	75	38	-49%
Print Serials / Free or Gifts	12	6	6	0%
Electronic Serials Purchased	1,741	1,916	1,824	-5%
Electronic Serials free or gifts²	366	42	56	33%
Total electronic titles in catalog or listed on web site	2,107	1,958	1,880	-4%
Total accessible serials	2,211	2,039	1,924	-6%
Film/Video/DVD	1,446	1,491	1,454	-2%
Graphics (Includes Models, Kits, Slides, Transparencies, Photos & Charts)³	438	438	436	0%
Audio	22	19	22	16%
CD ROMs/Software	304	305	327	7%
Microforms	0	0	1	0%
Educational Software	63	63	64	2%
Productivity Software	9	9	9	0%
Number of Databases	148	134	141	5%

¹ Most free titles were removed from the online catalog in FY2009.

² Models/Kits, Slides/Transparencies and Photos/Charts were combined in FY2010 to align with library statistical surveys.

Table 11: Size of General Collection (Volumes)

	Volumes 2007/2008	Volumes 2008/2009	Volumes 2009/2010	% Change from Prior Year
Total Print Monographs	46,767	46,725	45,814	-2%
Print volumes in library	117,731	118,379	106,873	-10%
Physical nonprint volumes in library (microforms, CD Rom)	3,398	3,381	3,456	2%
Print volumes in remote storage	36,519	35,960	45,538	27%
Physical nonprint volumes in remote storage	270	293	294	0%
Total print volumes (monographs & serials)	154,250	154,459	152,411	-1%
Total physical non print volumes	3,668	3,674	3,765	2%
Film/Video/DVD	1,932	1,954	1,951	0%
Graphics (Includes Models, Kits, Slides, Transparencies, Photos & Charts)¹	680	691	692	0%
Audio	627	580	656	13%
CD ROMs/Software	344	370	391	6%
Microforms	2	2	2	0%
Educational Software	83	77	64	-17%
Productivity Software	9	9	9	0%
Volumes Commercially Bound	146	93	85	-9%

¹ Models/Kits, Slides/Transparencies and Photos/Charts were combined in FY2010 to align with library statistical surveys.

Table 12: Changes to the General Collection

	Titles (Volumes) 2007/2008	Titles (Volumes) 2008/2009	Titles (Volumes) 2009/2010	Titles % Change from Prior Year
Monographic Titles Added	989 (1,051)	1,008 (1,099)	356 (405)	-65%
Monographic Titles Withdrawn	1,812 (1,827)	1,302 (688)	1,062 (1,337)	-18%
Print Monographs Added -Purchased	269 (335)	634 (708)	226 (271)	-64%
Print Monographs Added – Gifts	158 (174)	202 (215)	39 (43)	-81%
Electronic Monographs Added – Free	5	38	9	-76%
Electronic Monographs Added – Purchased	75	97	81	-17%
Electronic Monographs Added – Gifts	0	0	1	100%
Print Serials Added – Purchased	0	0	0	0%
Print Serials Added – Gifts	0 (0)	0 (6)	0 (6)	0%
Print Serials Withdrawn¹	2 (15)	0 (15)	83 (823)	830%
Electronic Serials Added – Purchased	85	47	97	106%
Electronic Serials Added – Free	6	1	0	-100%

¹ Includes free ebook titles removed from catalog 2008/2009.

Table 13: Special Collections Summary Table

	2007/2008	2008/2009	2009/2010	% Change from Prior Year
Manuscripts (Archives in linear feet)	1,851	1,896	1,925	2%
Photos/Slides/Negatives¹	6,736	6,736	6,736	0%
Audio¹	701	701	701	0%
Film/Video/Disks¹	172	172	172	0%
Total Graphic Materials	8,118	8,118	8,118	0%
Number of Digitized Collections	41	61	67	10%
Size of Collections (Megabytes)	6,499	12,161	17,477	44%
Total Items in Digitized Collections	447	553	734	33%
Number of Times Accessed²	8,117	8,238	45,099	447%
Volumes/Pamphlets Digitalized	1	3	3	0%
Unbound Sheets Digitalized	2,460	2,460	3,066	25%
Photographs/Non-paper Items Digitalized	317	380	554	46%

¹ Actual number of items

²Excludes the Rocky Mountain Online Archive. Increase in number of times accessed due in part to the implementation of a new web analytics tool at the HSC, which more comprehensively captures pages views for HSC web pages.

Table 14: Library Database Digitization Activities

	2007/2008	2008/2009	2009/2010	% Change from Prior Year
Number of Digital Collections¹	2	2	3	50%
Size in Megabytes	86.5	94.1	127.26	35%
Items¹	9,577	9,399	10,618	13%

¹ Part of 2009-2010 increase in items due to miscounting of items in the Latin American Social Medicine (LASM) database in prior years. LASM moved to UNM institutional repository and divided into 2 collections.

Table 15: Collection Development (General Expenditures – Dollars)

	2007/2008	2008/2009	2009/2010	% Change from Prior Year
Print Monographs	\$24,755	\$64,426	\$20,361	-68%
Electronic Monographs	\$30,400	\$65,882	\$62,816	-5%
Print Serials	\$1,044	\$701	\$870	24%
Electronic Serials	\$832,875	\$956,020	\$850,580	-11%
Electronic Databases	\$120,124	\$125,084	\$122,631	-2%
Other Library Material (media)	\$96	\$1,449	\$2,262	56%
SubTotal	\$1,009,294	\$1,213,562	\$1,059,520	-13%
Contract Binding	\$1,561	\$1,046	\$1,029	-2%
ILL Expenditures	\$10,266	\$9,654	\$10,854	12%
Total	\$1,021,121	\$1,224,262	\$1,071,403	-12%
Consortial Expenditures	\$185,858	\$363,106	\$262,022	-28%

Figure 2: Collection Development (General Expenditures – Percents)

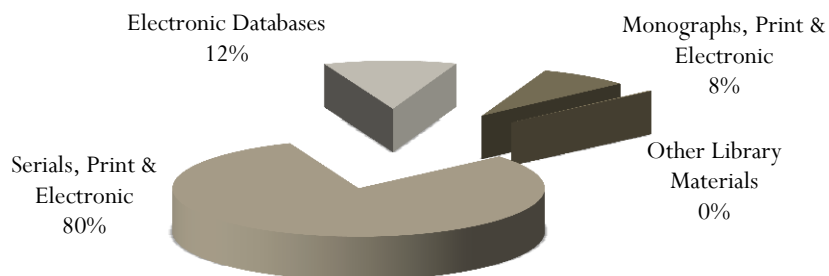


Table 16: Resource Use – Interlibrary Loan/Document Delivery Summary

	2007/2008	2008/2009	2009/2010	% Change from Prior Year
Items Borrowed	2,029	2,124	1,803	-15%
Borrowing Requests	2,710	2,971	1,884	-37%
Loan Requests Filled	2,245	1,573	1,321	-32%
Loan Requests Received	4,040	3,287	2,245	-30%
Items Copied for Affiliated Users	170	185	129	-36%
Items Copied for Unaffiliated Users	551	351	209	-18%
Total Document Delivery	721	526	338	-36%
Total Filled Borrowing, Lending and Document Delivery Requests	4,995	4,223	3,462	-18%

Figure 3: Interlibrary Loan/Document Delivery Trends

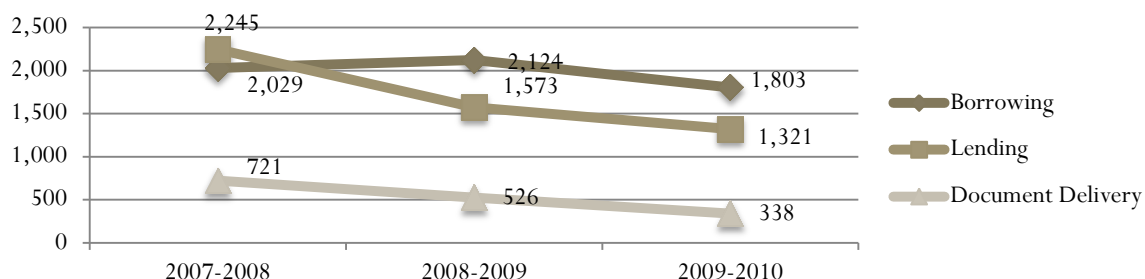


Table 17: Use of Library

	2007/2008	2008/2009	2009/2010	% Change from Prior Year
Book and Journal - Checkouts	6,858	7,441	7,583	2%
Reserve - Checkouts	3,271	4,020	3,082	-23%
Media – Checkouts and In-House Use	2,082	2,000	1,179	-41%
Total Use	22,457	20,737	18,515	-11%
All Formats – Checkouts	12,211	13,461	11,844	-12%
All Formats - In-house Use	10,246	7,276	6,671	-8%
Initial Circulations	8,801	9,439	8,724	-8%
Annual Gate Count	231,482	221,886	207,291	-7%
Service Hours per Week	94.5	94.5	94.5	0%

Figure 4: Checkouts by User Groups

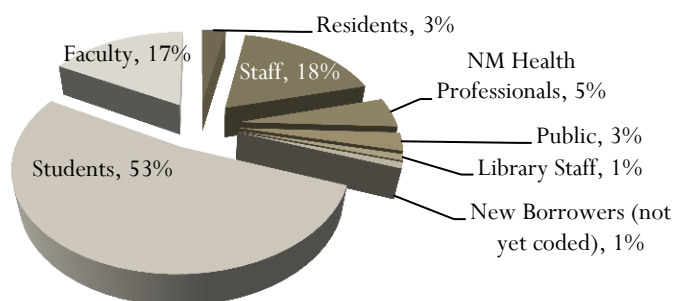


Table 18: Use of Electronic Collection

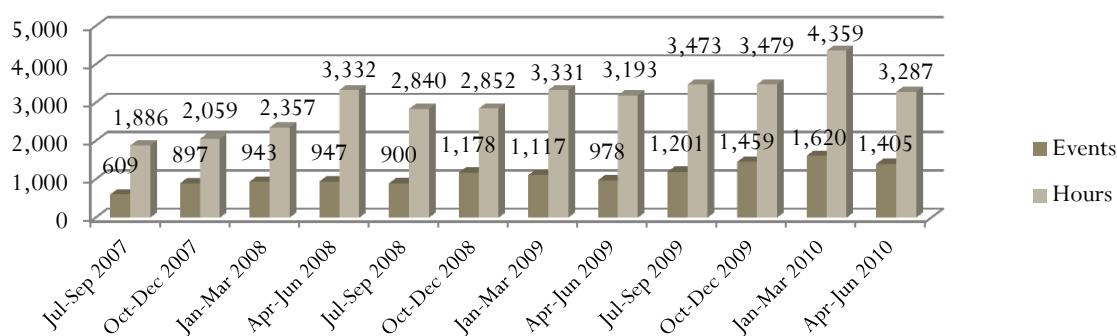
	2007/2008	2008/2009	2009/2010	% Change from Prior Year
Electronic Monograph Requests (est. uses)	301,542	297,061	255,781	-14%
Electronic Serials Full-text Requests (est. uses)	650,126	685,768	780,030	14%
Database Requests (est. uses based on search data)	697,944	914,943	903,979	-1%
Electronic Reserves Use	76,414	67,188	69,262	3%
Total Electronic Resources Use ¹	1,726,026	1,964,960	2,009,052	2%
Total # Page Views for HSLIC Web Site	3,264,033	2,686,024	3,081,166	3%
Total # Visitor Sessions (Visits) for HSLIC Web Site	2,959,205	1,212,503	1,417,336	17%

¹ The method for calculating Total Electronic Resources Use was standardized in 2009/2010 to be the sum of the 4 types eResources reported in this new table. The totals for prior years have been corrected in this report.

Table 19: Number of Mediated Searches and Reference Questions

	2007/2008	2008/2009	2009/2010	% Change from Prior Year
Non-LATCH Searches	297	68	240	253%
LATCH Searches	86	58	62	7%
Total Searches	383	126	302	140%
Reference Questions (In Person & Via Phone)	6,630	6,432	4,864	-24%
Electronic Reference Questions (email)	152	281	472	68%
Total Reference Questions	6,782	6,713	5,336	-21%
Total Reference Questions & Mediated Searches	7,165	6,839	5,638	-18%

Figure 5: Usage of the Domenici Center for Health Sciences Education FY2008 to FY2010



TECHNOLOGY SUPPORT

Figure 6: HSLIC Storage Capacity in Terabytes (TB) (across all server platforms)

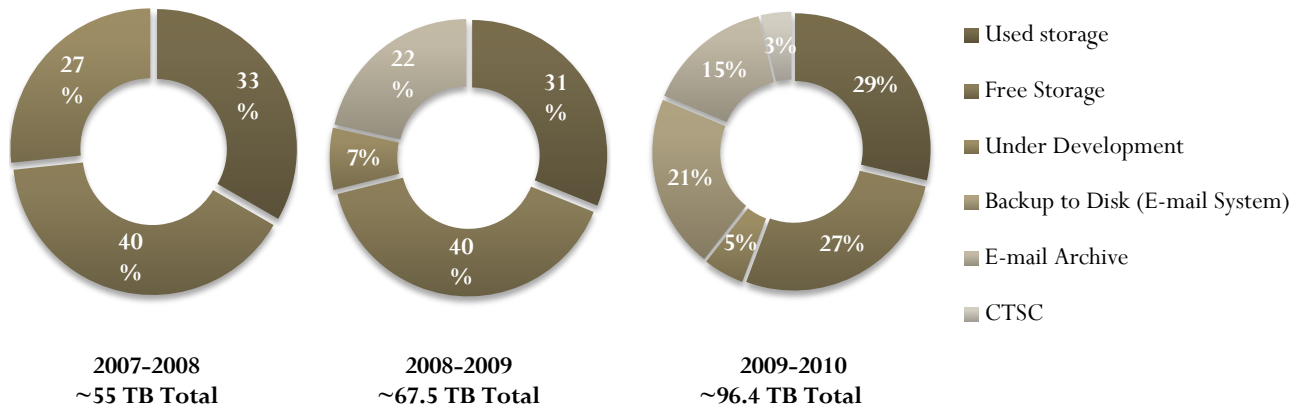


Figure 7: Security Patches and Updates Using Windows Server Update System – 951 Total

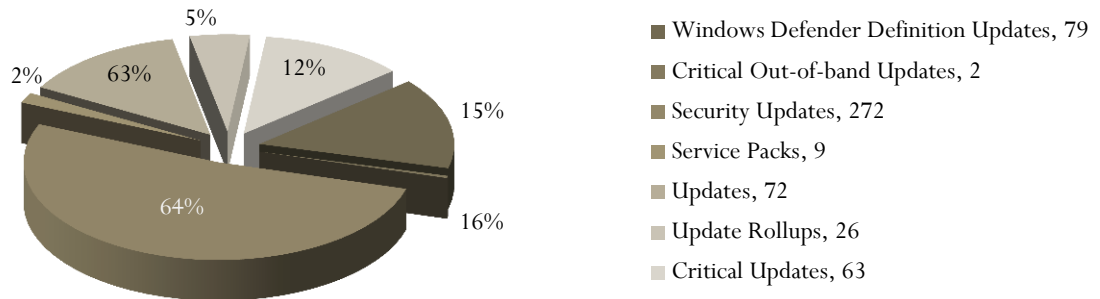


Figure 8: HSC NetID Account Requests

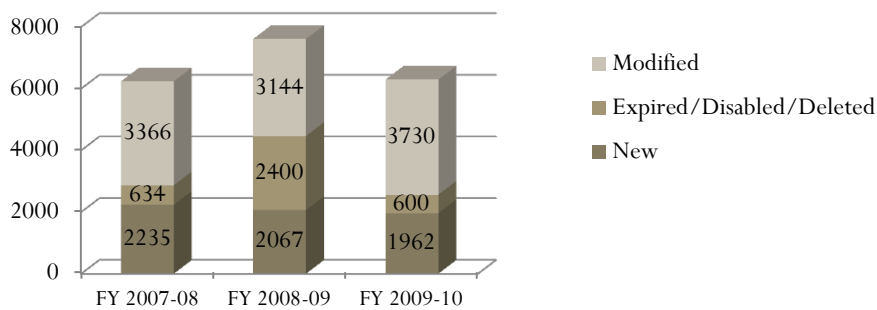


Figure 9: HSC Databases Managed by HSLIC

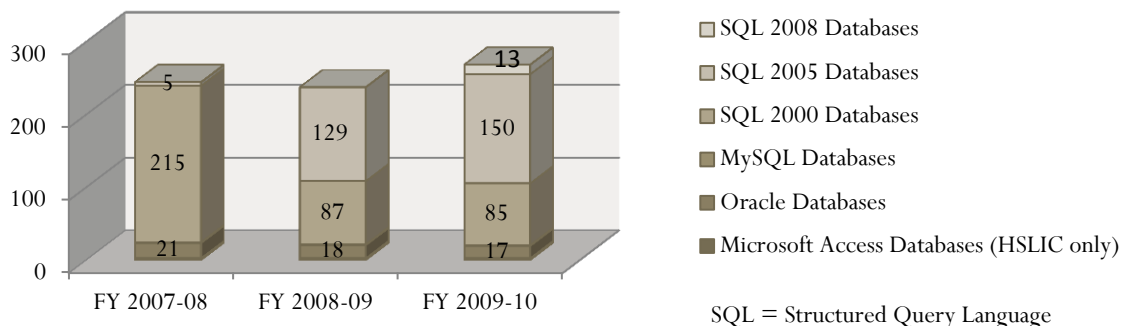


Table 20: Lecture Capture (Video-on-Demand)

	2009/2010				
	SOM	CON	COP	HSC	Total
# Presentations Recorded & Viewed	598	1	325	3	927
# Views	8,765	4	12,453	16	21,238
# HSC Rooms Equipped for Lecture Capture					6

Table 21: HSC SharePoint Installation

	2009/2010
HSC Site Collections	17
Total Sites	443
Total Storage (Gigabytes)	57.8
Average # Active Monthly Users ¹	493
Average # of Monthly Search Queries ¹	135
Total Visits All Sites	730,453

¹Average active monthly users and search queries based on March – June 2010 data.

Table 22: Help Desk

	2007/2008	2008/2009	2009/2010	% Change from Prior Year
Ticketing System Statistics:				
Walk-in and Managed Dept.'s	2,955	2,645	3,563	34%
Telephone	3,332	3,447	3,568	4%
Email	982	701	280	-60%
HEAT Self Service Requests	4,683	5,097	5,309	4%
Total Helpdesk Service Calls	11,952	11,890	12,720	7%
Automatic Call Distributor Phone Statistics:				
Total Calls Received	unavailable	unavailable	12,598	NA
Calls Abandoned	unavailable	unavailable	2,508	NA
Calls Answered	unavailable	unavailable	10,090	NA
Calls Answered and Ticketed	unavailable	unavailable	3,568	NA
Calls Answered and Resolved or Referred to Correct Service Provider without Ticket	unavailable	unavailable	6,522	NA

Figure 10: Help Desk Call Volume

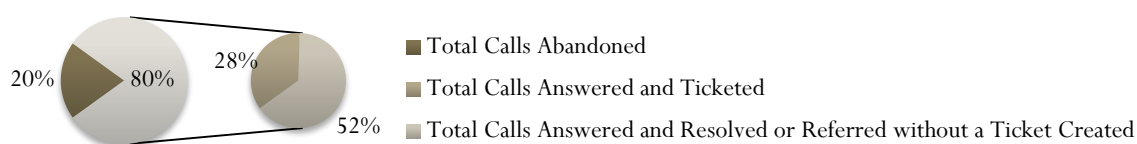


Table 23: Application Development and Web Site Support (Cold Fusion¹)

	2007/2008	2008/2009	2008/2009	% Change from Prior Year
HSLIC Developmental Applications in Production	56	52	54	4%
Departmental Websites Hosted	369	472	544	15%

¹ Cold Fusion is an application used to build web-accessible databases

Table 24: Top Web Pages within the HSC Web Site in FY 2010 (ranked by number of page views¹)

Rank	Page	Views	Visits
1.	HSC Web Mail Access	1,883,046	925,803
2.	HSC Home Page	1,737,153	991,911
3.	HSLIC Home	1,146,903	486,076
4.	Find a Doctor - Individual Doctor Pages	1,104,259	79,273
5.	HSC Online Map	568,714	45,356
6.	School of Medicine Home	457,507	127,554
7.	HSC Calendar	410,366	43,746
8.	Faculty Research Profiles	389,603	8,414
9.	College of Nursing Home	237,557	101,004
10.	UNM Image Gallery	195,911	7,134

¹ A view is when a browser (Internet Explorer, for example) requests a web page from a server. This is the best way to measure web traffic because it is an actual count of how many web pages on our site were requested. A visit is a little less discrete. If one were to visit a web site - hsc.unm.edu/library - and request things from that web site without a pause of more than 30 minutes between requests, it would be counted as one visit. One visit can result in many page views.

Table 25: Home Page Views on Academic Sites

	2007/2008	2008/2009	2009/2010	% Change from Prior Year
HSC	1,316,467	1,293,685	1,737,153	34%
HSLIC Home Page	1,898,028	1,613,154	1,146,903	-29%
College of Pharmacy	134,418	148,254	107,682	-27%
College of Nursing	325,755	392,299	237,557	-39%
School of Medicine	313,725	511,563	457,507	-11%

Table 26: HSC Mobile Site¹

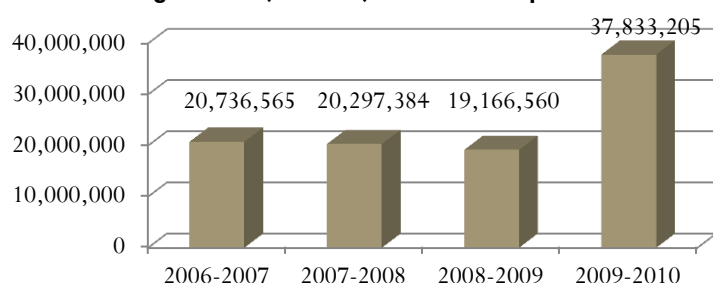
	2008/2009
HSC Mobile Site Views	18,345
HSC Mobile Site visits	7,266

¹The HSC mobile site was launched in January 2010.

Figure 11: 2009/2010 HSC Web Site Page Views from On Campus and Off Campus Locations



Figure 12: HSC Web Site Page Views (All Sites) – 4-Year Comparison¹



¹ Increase in page views due in part to the implementation of a new web analytics tool at the HSC, which more comprehensively captures pages views for HSC web pages.

FREQUENTLY REQUESTED STATISTICS

	10 Years Ago 1999/00	5 Years Ago 2004/05	2008/09	2009/10
Total Volume Holdings	172,475	171,223	154,459	152,411
Print Serial Subscriptions	1,420	332	75	44
Electronic Serials Subscriptions	1,217	1,402	1,958	1,880
Total Serials Subscriptions	2,639	1,734	2,033	1,924
Number of Databases	72	74	134	141
Amount Spent by Consortia¹	\$22,000	\$76,561	\$363,106	\$262,022
Total Collection Expenditures Excluding Binding & ILL	\$928,423	\$901,504	\$1,213,562	\$1,036,823
Gate Count	263,841	297,299	221,886	207,291
Use of Library Materials (Print, Reserve, Media, Both In-Library and External Circulations)	187,087	71,125	20,737	18,481
Use of Electronic Resources, Including Databases²	Unavailable	2,379,926	1,964,960	2,009,052
Total Reference Transactions, Including Literature Searches	25,073	11,411	6,839	5,638
Interlibrary Borrowing	4,936	2,629	2,124	1,803
Interlibrary Lending	6,475	3,719	1,573	1,321
Items Copied for Patrons	7,647	855	526	338
Library Presentations to Groups, Including Orientations & Tours	208	379	548	697
Participants in Library Presentations	2,366	5,307	5,411	6,025
HelpDesk Requests (Documented)	4,626	8,184	11,890	12,720
Web Based & Web Enhanced Courses	6	228	388	379
HSC Web Sites Hosted	Unavailable	138	472	544
HSC Web Site Page Views	Unavailable	14M	19M	38M
HSLIC Home Page Views	176,226	1,508,574	1.6M	1.1M
Total Visits to HSLIC Web Pages³	Unavailable	Unavailable	1.2M	1.4M
Publicly Accessible Computers (Inside Library)	56	73	73	75
Public Seating	Unavailable	332	314	336
Number of Group Study Rooms	8	5	5	5
Number of Square Feet in Library	44,171	44,171	44,171	44,171
Total FTE	45.6	72.4	72.1	70.7
Service Hours per Week	91	94.5	94.5	94.5

¹ Prior to 2007/08, consortial expenses only included expenses external to UNM and not intra-UNM consortial expenses.

² Prior to 2008/09, web site views were included in Use of Electronic Resources, including databases.

³ Prior to 2009/10, web statistics were limited by the reporting tool, and total visits to HSLIC web pages was incomplete.