

2006

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# adobe medicus

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BI-MONTHLY BULLETIN OF THE HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER

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## From the Director

I am pleased to announce the Call for Nominations for three new awards HSLIC will offer to School of Medicine medical students. Recipients of each award will receive a \$100 award.

Nominators (SOM faculty, fellows, or residents) should send a Letter of Recommendation, by March 27, 2006 to the HSLIC contact designated below outlining why their student nominee is deserving of this award. Letters may be sent via mail or as e-mail attachments. (For the Award for Excellence in Informatics, nominators should send an electronic copy of the student's research paper.) Awards will be presented at the Annual Medical Student Award Ceremony in May.

### Award for Excellence in Teaching Service

This is awarded to a graduating senior medical student who demonstrates continuous life-long learning practices by evaluating and sharing information with the healthcare team and by educating patients about medications, procedures, choices in healthcare, and disease management.

Contact: Deb LaPointe, PhD, [dlapointe@salud.unm.edu](mailto:dlapointe@salud.unm.edu)

### Award for Excellence in Information Seeking & Critical Appraisal

This award is given by HSLIC faculty to a Phase I student nominated by a tutor or SOM faculty member, fellow, or resident as best demonstrating skills in information seeking and information evaluation.

Contact: Jonathan Eldredge, PhD, [jeldredge@salud.unm.edu](mailto:jeldredge@salud.unm.edu)

### Award for Excellence in Informatics

This award is given to a graduating senior medical student for a student research project paper which best demonstrates the use of informatics in research or addresses an informatics issue.

Contact: Philip Kroth, MD, [pkroth@salud.unm.edu](mailto:pkroth@salud.unm.edu)

Holly Shipp Buchanan, EdD  
Associate Vice President for Knowledge Management & IT  
[hbuchanan@salud.unm.edu](mailto:hbuchanan@salud.unm.edu)

## New Version of GroupWise

The Health Sciences Center is upgrading the GroupWise email/calendaring system from version 6.5 to version 7. The new GroupWise Client became available on January 9, 2006. GroupWise Web Access was upgraded in December 2005.

GroupWise 7 works much like 6.5: sending and receiving email, using address books, drag-n-drop and right click functionality. Many settings in GroupWise 6.5 will transfer to GroupWise 7, although some settings may have to be reset.



Photo by Tom Deering

Users will find a new look and additional functionality with GroupWise 7. The display is customizable with additional colors and icons, navigation bar, and a "Home" folder. New features include expanded spell-check, multiple and sharable individual calendars, an "All Day

Event" option in the calendar, multiple signature lines, Outlook compatibility and more. GroupWise Web Access has an updated look and new features, including a Work in Progress folder, auto-name completion and both right click and drag-n-drop functionality.

The GroupWise 7 client will be required on all HSC computers by March 1, 2006. After that date, users will have to update GroupWise or be unable to access their account. If you have not yet upgraded your GroupWise email, please contact the user support person in your department or contact the HSC HelpDesk at [HelpDesk@salud.unm.edu](mailto:HelpDesk@salud.unm.edu) or (505) 272-1694.

Charity Karcher, MLIS, Pharmacy Services Librarian  
Reference and User Support Services

## HSLIC Hosts Library Science Practicum Students

Evidence of the overall growth of distance education throughout U.S. academia is shown by the Health Sciences Library and Informatics Center hosting three Albuquerque residents pursuing a Master's degree in Library Science (MLS) from three different universities. Scott Reece, a practicum student from the University of Illinois completed his practicum during the Fall 2005 semester. Jill Lynch from Texas Women's University and Katrina Clemons from Syracuse University will devote 150 hours each during the Spring semester to their practicum work. All three MLS students are interested in reference work in health science libraries.

Scott Reece developed and presented his practicum project on assistive technology at HSLIC to library faculty and staff. We plan to enact his recommendation of creating an Assistive Technology Committee to increase awareness of the assistive technology already in place in HSLIC, and to consider additional options.

Richard Carr, MLS  
Coordinator, Reference and User Support Services

## Movin' In and Movin' Up

As the new Instructional Design Project Manager, **Pam Castaldi** contributes her depth of experience to the growing HSLIC Learning Design Center (LDC). Pam has a Bachelor of Arts in Graphic Design and a Master of Arts in Organizational Learning and Instructional Technology from UNM. In addition to involvement with HSC WebCT and Learning Central, she will design, develop, consult, and manage upcoming grant-funded projects with online training components.

Loyal (even now) Cleveland Browns fan **Marcia Sletten** is the new HSLIC Business Management Specialist in charge of the HSLIC Business Services groups Administration, Accounting, Facilities, and Human Resources. Marcia moved here from HSC Financial Services. Marcia has a Bachelor of Business Administration in Accounting and a Master of Business Administration.

**Ken Crabb** accepted the TECHS Technical Support Analyst 2 position in the Cancer Research and Treatment Center (CRTC). He previously supported the CRTC as a TECHS User Support Analyst 3.

Sally Bergen, MLn, Operations Manager  
Reference and User Support Services

## Survey Results Report on Library Service Quality

In spring, 2005, the Health Sciences Library and Informatics Center (HSLIC) participated for the second time in measuring library service quality through the national LibQUAL+™ survey. HSLIC recently received the 2005 final survey results for its survey and 10 other peer academic health sciences libraries who participated in LibQUAL+™ in the spring of 2005.

LibQUAL+™ measured three dimensions of library service: Affect of Service, Library as Place, and Information Control. Results compiled centrally at Texas A&M University generate a "Service Adequacy Score" with higher numbers indicating higher service quality.

At HSLIC, 331 valid responses were received. The Service Adequacy scores comparing HSLIC data from 2005 to 2003 and to the other academic health sciences libraries participating in LibQUAL+™ 2005 are shown in Table 1. While HSLIC's scores declined on all dimensions, 2003 to 2005, HSLIC continued to score higher than peer libraries on the Affect of Service and Library as Place dimensions. Clearly HSLIC's weakest area is in Information Control, an area which addresses how well electronic and print collections meet the needs of survey respondents.

Table 1. Comparison of LibQUAL+™ Service Adequacy Scores, 2003 to 2005

Dimension	2003 HSLIC Mean Adequacy Score	2005 HSLIC Mean Adequacy Score	2005 Peer Libraries Mean Adequacy Score
Affect of Service	1.08	0.91	0.66
Library as Place	1.07	0.98	0.56
Information Control	0.46*	0.05	0.18
Overall	0.80	0.59	0.45

\*Score derived from 2003 Access to Information and Personal Control Dimensions

To respond to the 2005 survey results, efforts are under way to address the major problem of increasing and improving access to electronic journal articles, a major factor in the survey area of Information Control. In addition, Assistive Technology services will be a special project during 2006.

A complete discussion of HSLIC results and responses to comments received on the survey can be read at [http://hsc.unm.edu/library/libinfo/LibQUAL\\_2005\\_Comments.pdf](http://hsc.unm.edu/library/libinfo/LibQUAL_2005_Comments.pdf).

Janis Teal, MLS, MAT, AHIP  
Deputy Director, Library Services

## Ask A Librarian Online!

HSLIC recently made available a new real-time reference tool called 'Ask A Librarian.' This software provides free online help from the library's staff using a 'chat' client. The software also provides for shared browsing between patron and librarian, allowing patrons to be guided through web searches.

We are very excited about this new tool which allows people from any geographic location to get fast, quality 'virtual' assistance. Currently assistance is only available from 11a.m.-3p.m., Monday-Friday (except for holidays). The link to the service can be found at the bottom of the HSLIC web page (<http://hsc.unm.edu/library/>).

Henry Guenther, LIS 3  
Reference and User Support Services



## Can't Find It / Can't Reach It?

Can't find the material you're looking for? It is not unusual for an item to go astray within the library. Come to the Information Desk and our staff will help you fill out a Missing Item Search Form, and they will help you determine other avenues for obtaining the material. When we find the item, you will be called and the item will be placed on the hold shelf for your use.

Can't reach an item? Did you know that we can be called upon to help patrons pull items from the highest and lowest shelves when they can't do it for themselves? We can even help photocopy materials should you physically be unable to on your own. Call 272-2311 or come to the Information Desk and they will come help you.

Cory Meyer, LIS 3  
Reference and User Support Services



## SciSearch Plus

When you're conducting a search of the medical, health, science, or social science literature, consider including a search of SciSearch Plus to supplement your findings from PubMed, IPA, CINAHL, or other databases. SciSearchPlus incorporates Science Citation Index and Social Science Citation Index to provide a considerable body of literature to draw upon. SciSearch Plus does overlap with PubMed MEDLINE but supplements it with greater coverage of both the scientific and social scientific literature. In addition, SciSearch includes the capability to search by topic or to search for papers that cite a particular author, journal, or patent.

If you have any questions about searching SciSearch, please contact us at 272-2311 or [reflib@salud.unm.edu](mailto:reflib@salud.unm.edu).

Richard Carr, MLS  
Coordinator, Reference and User Support Services

## Answers to Frequently Asked Questions

At the library Information Desk, library users tend to ask certain questions more than others. We thought we'd try to list some answers to some of the questions our employees encounter most frequently when helping out our users.

### 1. How do I pay for my computer printouts?

*You'll need to buy a print/copy card at a vending machine on the 2nd floor. Alternately, you can use a LoboCa\$h account, via your LoboCard or by appropriately programmed HSC identification badges.*

### 2. Can I renew this reserve book that I have checked out?

*Reserve books are non-renewable after the three hour checkout period is up, so everyone gets a fair shot at checking them out.*

### 3. Can I reserve a study room for later today?

*Study rooms have to be reserved at least a day in advance. You can still use one without a reservation if it's empty or if a party with a reservation fails to show up.*

### 4. Can I take this reference book over to the photocopier without checking it out?

*We ask that all reference books be checked out at the Information Desk, even if you're only going a short distance. This helps us track their usage and prevent theft.*

### 5. Can I access your electronic journals and databases from home?

*UNM faculty, staff, and students can access these resources from home by using the remote access procedure described at <http://hsc.unm.edu/library/computing/>.*

### 6. How many books can I check out at one time?

*The maximum is ten items from the main collection and three from the reference/reserve collections.*

Ed Merta, Operations Manager  
Reference and User Support Services

## HSLIC Printing Extends its Reach to Laptop Users

In January 2006 HSLIC began a pilot program for patrons who wish to print documents using their personal tablet, notebook, and laptop computers with the library's pay-for-print service. Users who choose to use this new service will need to contact the Library's Technical Support Analyst, Ed Aalseth. Ed can be reached via the library's Information Desk during the day or you can set up an appointment with Ed at [EAalseth@salud.unm.edu](mailto:EAalseth@salud.unm.edu).

William Kinney, LIS 3  
Reference and User Support Services

## EReserves at HSLIC

We are pleased to announce the success of our first semester providing EReserves to the Health Sciences Center (HSC). HSLIC received funding from the Student Fee Review Board for the purchase of Docutek, a system currently in use on Main Campus to provide students with access to electronic reserves. The system provides students with round-the-clock access to material online and is popular with computer-savvy instructors who may opt to post their own material on reserve.

Since its installation, HSC students have shown their support for the new system. The College of Pharmacy Docutek web pages have received over 23,000 hits during the Fall semester alone! This accounts for almost 10% of the total hits for the entire campus and is second only to the English Department in pages viewed. We're happy to say that some courses in the Masters in Public Health Program and the College of Nursing have joined Pharmacy in using the new system to post reserve material. This Spring, HSLIC is looking forward to providing even more HSC courses with access to Docutek. It is convenient to use for both instructors and students and supports the Library's commitment to providing customers with easier access to information.

James Perea, LIS 3  
Reference and User Support Services

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### Library Director:

Holly Shipp Buchanan, EdD, MBA, MLn

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Catherine Brandenburg

**What do you think of this publication? Please send us your feedback:**

Editor, *adobe medicus*

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### Information:

Library Information 505-272-2311

Library Administration 505-272-0634

Fax 505-272-5350

Web Address <http://hsc.unm.edu/library>

### Library Hours:

Monday -- Thursday 7:00 AM - 11:00 PM

Friday 7:00 AM - 6:00 PM

Saturday 9:30 AM - 6:00 PM

Sunday Noon - 11:00 PM

Holiday and break closures will be posted in the Library.

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