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THE UNIVERSITY OF NEW MEXICO HEALTH SCIENCES CENTER

LIBRARY AND
INFORMATICS
CENTER

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

INSIDE:

HSLIC IT Survey 2
Ackerman Visit 3
Informatic Fellow 3
And Much More!

From The Director

In 2003 HHS Secretary Tommy Thompson appointed me to a 4-year term as a member of the NIH's Board of Regents for the National Library of Medicine (NLM). Now that I am half way through the term I want to give you a glimpse of Regents meetings (3 a year) and other related responsibilities.

Prior to each meeting we receive a briefing book of approximately 100 pages, and review all the grant proposals scored by the Biomedical Library and Informatics Review Committee. We serve as the final approval body before grants are funded.

Surgeon General Richard Carmona, MD, starts each Board meeting discussing concerns and new programs, such as his Family History Initiative. During the meetings Regents have met with NIH Director Elias Zerhouni and heard him charge the Board with overseeing NIH's open access initiative. Tenley Albright, MD (a familiar name for those who follow Olympic ice skating) has described NLM's exhibit "Changing the Face of Medicine;" and David Lipman, MD, director of NLM's NCBI (National Center for Biomedical Information) has introduced NLM's newest database PubChem. Meetings also include presentations from NLM staff as well as Principle Investigators funded by NLM. Regents are assigned as discussants after each of these presentations and I have led one at each meeting on topics such as Listening Circles; Native American Information Internship Pilot Project, "Sacred Root;" offsite storage facility for archival film and magnetic tape materials; preservation of digital materials; the Regional Medical Library network; and NLM's consumer health databases, MedlinePlus/Go Local and NIHSeniorHealth.gov. As a result of these discussion sessions my motion calling for concept approval will enable NLM to move forward in taking a lead on preservation of interactive digital resources.

My Board committee assignment is strategic planning and in that regard I serve with the co-chairs William Stead, MD (Vanderbilt) and the former Speaker of the House Newt Gingrich. The recent planning meeting was held in the historic Cosmos Club and attendees included Louis Sullivan, MD, former HHS Secretary; Francis Collins, MD, PhD, Director of the National Human Genome Project; Ted Mala, MD, MPH,

Continued on Page 2

Teaching Online With Voice Over the Internet

Every Tuesday evening during the Spring 2005 semester, the instructor and students enrolled in OLIT (Organizational Learning and Instructional Technologies) 538 met for discussion and presentations. Frequently they also were joined by guest speakers and the students' mentors. Such a class gathering on campus is not unusual. However, at these gatherings, the students, mentors, and instructor (Assistant Professor Deb LaPointe) were located in their homes or offices in Albuquerque, Placitas, Edgewood, and Belen; and the discussions were conducted through the Internet with headsets and microphones using *Groove Virtual Office* 3.0 as a pilot project.

Groove Virtual Office is a peer-to-peer workgroup communication and collaboration program that provides a customizable set of tools to support workgroups operating over distance, which provides multipoint voice conferencing using Voice over IP (VoIP). Visual cues identify the current speaker in a conversation, and a multiuser text chat tool allows users to alternatively use text chat and voice conferencing. *Groove* communicates using common ports that are open on most computers, so firewalls are generally not problematic.

Class attendees will be interviewed throughout the summer to gather their perceptions of the VoIP learning environment. Initially, the students reported that they felt better connected to the instructor, the other students, and the mentors and perceived a better "sense of class."

Some of the functionality of *Groove* will be available for *WebCT* courses on a pilot basis this summer using *Horizon Wimba*. *Wimba* makes real-time audio conferencing available to educational institutions at a reasonable cost and works well over modems. *Wimba* will be ready for general course use in the Fall 2005 semester.

For more information about using voice in online courses, please contact Jon Tregear or instructor Deb LaPointe at the Health Sciences Library and Informatics Center.

Deborah LaPointe, PhD
Assistant Director, Education Development
Jon Tregear, Analyst Programmer 2

Director of Tribal Relations and Traditional Healing; and Clifford Lynch, PhD, Coalition for Networked Information. Others attending were from the Institute of Medicine, Robert Wood Johnson Foundation, Oracle, Stanford, Carnegie Mellon, and Wal-Mart.

In addition to information packed meetings, evening social activities are planned and have included a dinner in the Rotunda of the Library of Congress to honor Donald Lindberg's twenty years as NLM Director; an event held in the historic Russell Senate Caucus Room which celebrated the addition of Dr. C. Everett Koop's papers to NLM's Profiles in Science collection; and a dinner party in the Dupont Circle home of U.S. Printer Bruce James, decorated with tributes recognizing the first U.S. Printer, Benjamin Franklin. The first two years have been a wonderful opportunity to contribute to national policy development and network with a wider circle of colleagues. I look forward to the next two years.

Holly Shipp Buchanan, EdD
Associate Vice President for Knowledge Management and IT
and Director, Health Sciences Library and Informatics Center
hbuchanan@salud.unm.edu

HSLIC IT Survey

In the Spring of 2004, HSC faculty, staff and students were given an opportunity to provide Technology Support (TECHS) with structured feedback about IT services through an online survey. The survey information identified the unit's strengths and areas needing attention. The full survey results and specific responses to customer comments can be found at <http://hsc.unm.edu/library/usersupport/ITsurvey/>.

One of the key questions was, "If you could improve one thing about Technology Support, what would it be?" 'Response time' and 'communication' were the most cited areas of potential improvement. This sentiment is at least partially a reflection that we have so few technicians to support the number of workstations at the HSC. Given our commitment to quality support and the improbability of the ratio improving in the near future, our strategy to address this issue is customer 'communication.' Over the past year TECHS has made a concerted effort to improve communication through a new website containing important notices, common problems/solutions and upcoming projects (<http://hsc.unm.edu/library/usersupport/>).

The survey comments identified *GroupWise* and *WebCT* as needing improvement. Therefore TECHS increased the number and capacity of the servers that provide web access to *GroupWise*. The Web Development Team believes it can improve the usefulness of HSC's *WebCT* courses by conducting student focus groups and usability testing. New versions of *WebCT* and *GroupWise* are being released in the near future, and these services should continue to improve.

The survey also validated our commitment to taking the time to answer questions thoroughly while addressing the technical problem at hand. For the question, 'What is the best thing about Technology Support?' the resounding answer was 'People.' We are proud of the high levels of professionalism and courtesy that customers associate with TECHS, and we will make every effort to retain these values while addressing the areas in the survey that need improvement.

This is only a small sampling of what we are doing to improve core technology services. TECHS will be featured in the next issue of *Adobe Medicus*, and you can expect more information about progress in these and other areas of HSC IT. Thank you for your continued feedback and support.

Greg Gaillard
Deputy Director, TECHS

HSLIC Co-Sponsors First Annual UNM Student Award for Innovation in Informatics

This year marked the first annual UNM Student Award for Innovation in Informatics, co-sponsored by HSLIC and the UNM School of Medicine Office of Biocomputing.

The Student Award for Innovation in Informatics recognizes a UNM graduate or undergraduate student for innovation or research in the field of informatics, measured by the degree of innovation or quality of the research, the application of informatics techniques, and the clarity of the proposal. The awardee receives a \$250 award and presents the results of his or her work at the annual Biocomputing @ UNM Workshop.

The recipient of this year's award was Sushmita Roy, a UNM graduate student in computer science. The title of Ms. Roy's paper was, "Cell Population Deconvolution from Microarray Data using Particle Filters." Her paper describes a probabilistic model for a biological process that provides the most likely estimate of the subpopulations based on gene expression. This model also provides stage specific gene expression values that can be used for expression based gene clustering. Ms. Roy's paper did an excellent job at fulfilling the award requirements and her presentation was a valuable contribution to the Biocomputing @ UNM Workshop on April 22, 2005.

HSLIC and the UNM School of Medicine Office of Biocomputing plan to continue their co-sponsorship of the Student Award for Innovation in Informatics on an annual basis in support of the innovative work of the UNM student body.

Erinn Aspinall, MSI
NLM Second Year Associate Fellow



Holly Buchanan,
Sushmita Roy, and
Tudor Oprea
Photo by Erinn
Aspinall

Michael Ackerman Visits the HSC

Michael J. Ackerman, PhD, Assistant Director of the Office of High Performance Computing and Communications at the National Library of Medicine (NLM), visited the UNM Health Sciences Center April 27th and 28th, 2005 for the 4th Annual Jonathan Abrams Alpha Omega Alpha (AOA) Lecture.

This lecture series is named after Jonathan Abrams, MD, Professor in the Department of Internal Medicine, for his long-time councilor-ship of the UNM AOA chapter. AOA is a national medical honor society. Students, residents and faculty are selected for membership to AOA based on scholastic excellence, integrity, capacity for leadership, compassion and fairness.

Dr. Ackerman provided an overview of the history, present and future of telemedicine. He emphasized some of the new technologies being incorporated into telemedicine such as haptics and virtual reality, which will give health care providers more hands-on interaction with their patients at a distance, what he called "high touch." He also provided an overview of the NLM's initiatives in the field of telemedicine.

During his visit, Dr. Ackerman spent an afternoon at HSLIC meeting with HSC and Main Campus faculty as well as senior technologists. He provided additional insight into the NLM's Visible Human Project including subsequent anatomical modeling endeavors that were an outgrowth of the original project. He and HSLIC Faculty also discussed developing an informatics training program.

Sally Bowler-Hill
Information Systems Planner

Employee Celebration at HSLIC

The 7th Annual HSLIC Employee Recognition Celebration was held on Thursday, April 28, 2005. Employees were recognized for their Years of Service and Special Recognition. Lynn Ribble, Associate Director of Human Resources and Holly Buchanan, Associate Vice President for Knowledge Management and IT, presented the awards.

Recipients of the awards for years of service include: 5 Year Awards to Jim Bynum, Peter Hicks, Sarah K. Morley, MLS, Richard Saavedra, MaryLou Seyl, Ian Stearns and Dianne Zincke; 10 Year Awards went to Robert deLancey, Peggy McBride and Janis Teal; 15 Year Award went to Carol Fierro; 20 Year Awards to Jonathan Eldredge, PhD, MLS and Mary Lujan-Kerlee; and a 25 Year Award to Henry Guenther.

Special Recognition Awards were presented to Dilek Scott for Outstanding Performance; David Porter for Most Professional Growth; Ed Merta, Holly Phillips, MLIS, MS and Chris Sharp for Process Improvement; and Jim Bynum, Garth Colasurdo, MaryLou Seyl and Corrine Sharp for Outstanding Customer Service.

MaryLou Seyl
Administrative Assistant 3

Growth at HSLIC

Remodeling, replacing, and renovating represents the growth the Health Sciences Library and Informatics Center (HSLIC) facility has been experiencing. Since July 2004, Dianne Zincke, Manager of Facilities Services, has worked in partnership with the HSC Facility Planning Office, the HSC Physical Plant Department, and UNM Telecommunications on a number of improvement projects.

Some of the renovations to the HSLIC building include the new exterior lettering and the acquisition and installation of an upgraded fire alarm system. The stairwell was repaired due to wear and tear, and the grates at the main entrance have been replaced.

Remodeling room 316 on level 3 created office space for HSLIC's fellowship program including our current HSLIC fellows (Randy Stewart, MD, Informatics Fellow and Erinn Aspinall, MSI, NLM Second Year Fellow). Additional remodeling has been completed in room 230 creating work space for the Web Development Team staff and students.

HSLIC installed twenty-four new wall panel ports in the IT Systems data center which is housed in the HSC Biomedical Research Facility. This addition allows for essential network connectivity for the Health Sciences Center.

Through all the growth HSLIC still remains dedicated to its patrons and staff. Our improvements on safety and work space will continue to create an environment conducive to work and study.

Mary Kerlee
Operations Manager, Business Services

HSLIC Fellowship in Medical Informatics Seeks Candidates

The HSLIC has a new fellowship in Medical Informatics. The fellowship is for 2 years (with an optional third year) and is available to anyone with a doctorate-level degree in health science-related fields. The fellowship includes a mentored research project along with a Medical Informatics curriculum tailored to the individual needs and goals of each fellow. The curriculum covers topics such as clinical research methodology, security and privacy regulations, research ethics, grant writing, electronic medical records, medical terminology, and other technical standards. Fellows are also encouraged to attend and participate in national scientific meetings. The main goal of the fellowship is to provide an opportunity for the fellow to gain research experience developing skills that will ultimately allow the fellow to become an independently funded clinical researcher.

Grant funding is available to provide the fellow a stipend, basic benefits, as well as travel to national conferences. A more detailed description of the fellowship and its curriculum can be found at <http://hsc.unm.edu/library/kmit/informatics/>. Those interested can contact Dr. Philip Kroth (pkroth@salud.unm.edu).

Philip Kroth, MD, MS
Assistant Director,
HS Informatics Program Development

Movin' In and Movin' Up

As a User Support Analyst 3 at the UNM Gallup campus, **Mike Burlison** did a bit of everything, from unpacking PCs to network installations. Now, as the HSLIC TECHS Security Team's **Network Technician**, Mike looks forward to being able to concentrate on his primary area of interest, networking and network security.

With degrees in Psychology and Information Systems Technology, **Technical Support Analyst 2 Corrine Sharp** has a superb background for getting into the minds of those who might attempt to breach our system security. Corrine joined the vital and growing HSLIC TECHS Security Team. In her previous position as LAN Administrator in TECHS, Corrine proved her efficiency and organization as she updated the *GroupWise* directory; managed *Netware* and *ActiveDirectory* user accounts; and developed and maintained the HSC enterprise McAfee/EPO Server anti-virus solution.

Laurie McPherson is the new **Systems Specialist** supporting RIOS Net, and an Ambassador at Large, willing to negotiate and promote increasing collaboration between technical and non-technical health care communities in New Mexico. The Research Involving Outpatient Settings (RIOS) Network is a practice-based research network (<http://hsc.unm.edu/rios/background.html>). The areas Laurie's technologically savvy team will explore include website interactivity and data collection using PDAs.

Sally Bergen, MLn
RUSS Manager of Library Operations

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

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