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THE UNIVERSITY OF NEW MEXICO HEALTH SCIENCES CENTER
LIBRARY AND
INFORMATICS
CENTER

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

From the Desk of ...

Several changes are underway this summer. HSLIC is now responsible for all scheduling for the new Domenici Center for Health Sciences Education, see box below. I'm pleased to announce that over 700 events and 1,600 hours were scheduled during the first four months of operation of the new building. And, when the Fall semester begins, videoconferencing capabilities will be added in classroom #2112. More information on videoconferencing capabilities will be provided in the next issue. In the library building, recent projects have refreshed the facility, see page 6.

I would also like to share with you some data that I pulled together for UNM's new President. I believe that you'll agree with me that this FY06 national ranking data of academic health sciences libraries is pretty impressive, as it shows that HSLIC is:

- 1st in outreach activities per capita, of states with a single academic medical center
- 8th in web viewership of the library homepage
- 10th in educational contact hours with users
- 14th in number of grant-funded positions

I plan to share more national ranking data with you in future issues.

Holly Shipp Buchanan, EdD
Associate Vice President for Knowledge
Management and IT
hbuchanan@salud.unm.edu

Domenici Center Reservations

Send an email request to HSLICReservations@salud.unm.edu for all room reservations: Auditorium, 1st Floor, 2nd Floor, 3rd Floor and Basement. Run a busy search via GroupWise under DOMCTR____ (room number) to see if space is open. For a list of room numbers see web site at <http://hsc.unm.edu/DomeniciCtr/> and click on "brochure link".

Dr. Laurie Shroyer from the University of Colorado Visits the HSC

A. Laurie Shroyer, PhD, MSHA, from the University of Colorado visited the HSC campus April 30th and May 1st to participate in both the Clinical and Translational Sciences Center's (CTSC) External Advisory Board and the Vice-President's Leadership forum.

Dr. Richard Larson, Vice-President for Clinical and Translational Research, invited Dr. Shroyer to participate on the external review panel of research experts from around the country to review the first formal draft of the CTSC grant proposal. Dr. Shroyer led the evaluation of the CTSC's educational programs as well as participated in general review of the remainder of the proposal. The Advisory Board's feedback will be instrumental in refining the CTSC's application for the planned fall submission.



Laurie Shroyer, PhD
Photo by Philip Kroth

Dr. Holly Shipp Buchanan, Associate Vice President for Knowledge Management and Information Technology, invited Dr. Shroyer to deliver a presentation on her work with her "M-Cubed Project" which involves using information technology in support of research mentoring activities. Dr. Shroyer's presentation, entitled "Using Technology to Link Mentors and Mentees: A Data Driven Approach," was well received and stimulated lively discussion amongst the attendees. For those who were not able to attend Dr. Shroyer's presentation, a copy of her slides, along with previous Vice-

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Movin' In and Movin' Up

We are pleased to announce that **Jim Bynum**, formerly HSLIC Library Information Specialist 3, has moved up to be our new Evening Manager of Library Operations. In this role, he plans to evaluate processes to find out what he can do to support the day staff and increase communication between both library services shifts and with TECHS. Jim's former careers also involved organization, process analysis, and "people skills"; including supporting members of the University of Tennessee Volunteers football team.

Outdoorsperson, environmentalist, and new HSLIC Network Technician **Jason Barnes** moved from animal health care and San Francisco dot-coms, to become a Southwestern techie. After the San Francisco SPCA Animal Hospital and working on the Web, he served three years as a System Administrator with the Navajo Housing Authority in Window Rock, Arizona. Through his varied experiences, and through his University of California at Davis Bachelor of Science in Environment Resource Science, Jason is well prepared to keep us healthfully connected.

Dental Services, with one site on North Campus and two in Albuquerque clinics, now receives support from HSLIC User Support Analyst 2 **Aaron Douglas**. He worked up in the AOL ranks from Helpdesk through DSL data project support. Aaron went on to manage locally-owned PC Parts Plus for three years. In the HSC, Aaron will support the Eaglesoft billing system, perform hardware inventory and equipment replacement, and act as helpdesk for all of Dental Services. During his non-work time he does online gaming and attends Society for Creative Anachronism functions with his wife, UNM HSC Biomedical Sciences PhD candidate Kimberly Butler.

Sally Bergen
Day Manager of Library Operations
Reference & User Support Services



Cancer Research and Treatment Center
Photo by Juan Fidel Larranaga

Continued from Page 1

President's Leadership Forum presenters, is available at: <http://hsc.unm.edu/library/kmit/forum.shtml>.

Dr. Shroyer is a professor at the University of Colorado School of Medicine, where she is Program Director of a Masters Certificate and Clinical Research Training Programs in Clinical Science as well as the Associate Program Director of the PhD Program in Clinical Science. She holds appointments in the Departments of Medicine, Surgery and Pathology and is also Division Chief of Cardiac Research at the Denver VA Medical System.

Philip Kroth, MD
Assistant Director
Health Sciences Informatics Program Development



Cancer Center Helps Provide Off-site Access to Important Journals

When the price of 5 important cancer journals jumped from \$2,000 to \$8,000 for off-site access, HSLIC hit a budgetary ceiling and responded by licensing for use only within the HSLIC building—but not for long.

When the Cancer Research and Treatment Center learned of the problem, they stepped up to pay the incremental difference in cost so that UNM's cancer researchers once again have access to these journals from remote locations. The journals are:

- Cancer Research
- Molecular Cancer Research
- Clinical Cancer Research
- Cancer Epidemiology Biomarkers & Prevention
- Molecular Cancer Therapeutics

HSLIC appreciates the support given by the Cancer Center.

Janis Teal
Deputy Director, Library Services

Public Computing in HSLIC

During the month of July, the Health Sciences Library and Informatics Center will receive new carpeting. There was a short period of time in early July in which there were only half of the number of computers available for use. Thanks to students, faculty, and staff who worked around our construction during this time.

Rick Adcock
Manager, User Support



HSLIC Public Computing - Photo by Barry Staver

New Mexico Health Information Project

Students, ever wonder what you'll do for point-of-care and research literature when you graduate? Or, maybe you're already part of the health care community and wish you had access to all those great resources you had while earning your degree.

If you practice in New Mexico, HSLIC has an answer for you. We are currently planning and actively seeking grants and state funding to provide access to quality health information via the New Mexico Health Information Project (NMHIP). NMHIP will initially contain an evidence based point-of-care tool and will expand to include electronic books, electronic journals, and research databases as funding grows.

The evidence is clear: access to quality health information leads to better care from practitioners for their patients. We look forward to launching NMHIP for the New Mexico health provider community. Please contact Holly Phillips (hphillips@salud.unm.edu) with your thoughts and questions about this project.

Holly Phillips, MLS
Coordinator, Resource Access & Delivery

Linda Easley
Executive Project Director

HSLIC Participates in Higher Education TechQual+ Survey Development

April 19 – 20, 2007, Timothy Chester, PhD, Chief Information Officer of Pepperdine University, and Gerry Flynn, Technology Training Manager at Pepperdine, conducted a series of focus groups at UNM. HSLIC and UNM Information Technology Services (ITS) co-sponsored the visit. The purpose of the focus groups was to investigate UNM faculty, staff, and student attitudes and perceptions regarding technology services at UNM. Specifically, participants were asked their opinions about what technology services are and how they evaluate technology services. Chester hopes to use the data collected from these focus groups to help develop a national survey called Higher Education TechQual+ (TechQual).

UNM is one of 12 higher education institutions piloting the survey. TechQual was initially developed by Chester when he was at Texas A&M University in Qatar during 2006. It is based on the SERVQUAL survey methodology and modeled after LibQUAL+™ (See article on page 4). This web-based survey asks respondents to assess the quality of IT services delivered at their institution by providing their minimum, perceived and desired levels of service. The present survey tool asks questions in the areas of:

- Connectivity and Access
- Requesting and Receiving Support
- Computing and Classroom Technology
- Campus-wide Information Systems
- Institutional Web Presence, Publishing Tools
- Inclusive Planning and Decision Making

Currently, institutions piloting the survey may select which areas to include in their survey. Total length of the survey is 30 questions if all areas are included. The final survey instrument will likely be shorter.

The UNM TechQual project team administered a test survey to HSLIC and ITS personnel in late spring and will pilot the survey with portions of the UNM community this fall.

Sally Bowler-Hill
Information Systems Planner, Administration

Library Survey Shows HSLIC Continues to Play on Its Strengths

In March 2007, HSLIC participated in the national LibQUAL+™, a survey to measure customer satisfaction with library service quality. This year, HSLIC exceeded faculty respondents' expectations in the areas of giving users individual attention, providing a quiet space for individual activities, and providing community space for group learning and group study. This is an improvement in faculty perceptions of these three areas from the last time this survey was given in 2005. HSLIC also exceeded staff respondents' expectations for most of the questions in the Library as Place dimension. However, while the library did not fall below student respondents' minimum expectations, HSLIC failed to exceed them in any area of the survey, a net decrease in scores from 2005.

This is the third time the library conducted this survey with over 225 academic libraries from across the country, including 10 health sciences libraries. The survey is sponsored by the Association of Research Libraries and Texas A&M University.

LibQUAL+™ measures library services across three dimensions: Affect of Service (customer service), Library as Place (library facilities), and Information Control (the collection and access to it). Survey respondents are asked to give their minimum, perceived and desired level of service for each question on a scale of 1 to 9. The results are compiled to generate zones of tolerance, or the distance between minimally acceptable and desired levels of service.

The wide bars on Figure 1 illustrate the range of respondents' minimally acceptable to desired levels of service for each of the 3 dimensions in the survey. The narrow bars illustrate the minimally acceptable to perceived levels of service identified by survey respondents. The greater difference between the two bars, the greater the gap in service adequacy.

This year, HSLIC received 166 valid survey responses, around half the responses it received to the 2005 survey. HSLIC's overall service adequacy scores remained about the same from 2005; and, scores for the Library as Place dimension were the highest since HSLIC began participating in LibQUAL+™ in 2003. HSLIC also scored higher in the Information Control dimension than it did in 2005. However as Figure 1 illustrates, Information Control is still HSLIC's lowest scoring dimension in the survey. The Affect of Service dimension declined for a second time in 2007, with undergraduate students generally giving this dimension the lowest scores.

A complete discussion of HSLIC results and responses to comments received on the survey are available at <http://hsc.unm.edu/library/LibQUAL/libqual.shtml>. A comparison of HSLIC scores to those of other academic and health sciences libraries who took the survey will be available in the fall.

Sally Bowler-Hill
Information Systems Planner, Administration

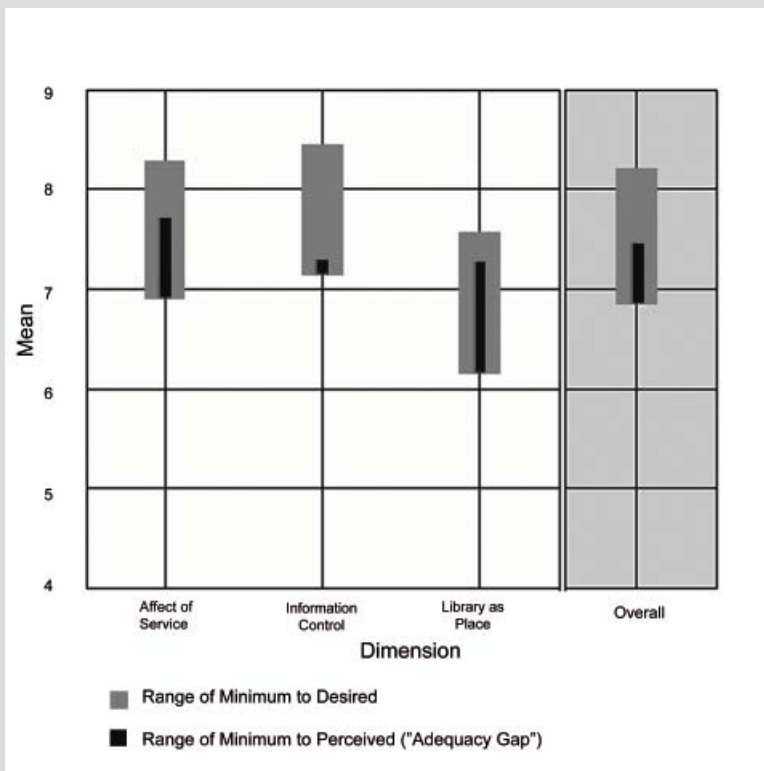


Figure 1: HSLIC 2007 LibQUAL+™ Service Adequacy Gap, all user groups¹

¹LibQUAL+™ 2007 Survey results notebook for the University of New Mexico Health Sciences Center, Health Sciences Library and Informatics Center, Association of Research Libraries / Texas A&M University, 2007.



Above left to right: Kim Hagen, Ava Lovell, Holly Buchanan



Above left to right: Lisa Romero, Ava Lovell, Holly Buchanan

HSLIC Celebrates Top Employees

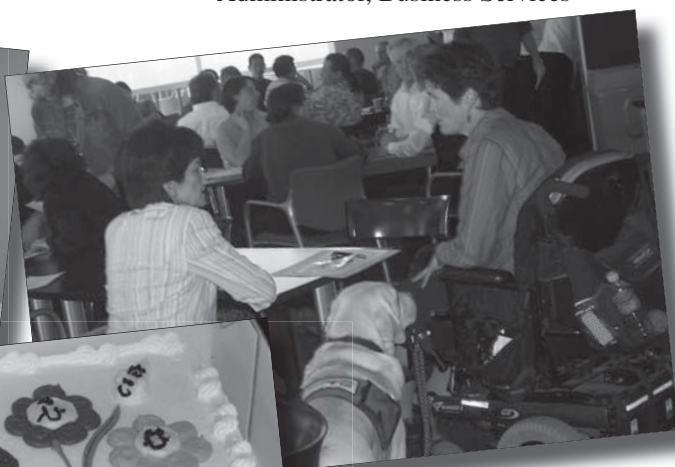
HSLIC held its 9th Annual Employee Celebration on April 26th. Holly Buchanan, Associate Vice President for Knowledge Management and IT, Director of HSLIC, and Ava Lovell, Associate Vice President for Financial Services of the Health Sciences Center were there to bestow the awards.

Awards were given for:

- Degree or Certification Completion: Charity Karcher, MLIS and Kimberly Hagen, MBA
- Outstanding Professional Growth: Catherine Brandenburg, David Groth, Dilek Inal and Natalia Koup
- Outstanding Customer Service: Andrew Corn and MaryLou Seyl
- Outstanding Performance: Kimberly Hagen and Jonathan Tregear
- Process Improvement: Rick Adcock and Charity Karcher

In addition to the 5 and 10 year University Years of Service Awards, awards were given to Cory Meyer and Dianne Zincke for 15 years, and Lisa Romero for 20 years.

Catherine Brandenburg
Administrator, Business Services



Above/right: HSLIC Staff and Faculty at the Employee Celebration
Photos by MaryLou Seyl



Business Services Updates

Human Resources

The University is stepping closer towards an Enterprise System and making large strides. When complete, the Banner systems throughout the University will communicate. In January 2008, the Banner Human Resources and Payroll modules will go live. This will link up Payroll and Finance and allow time keepers to enter employee time and leave directly into Banner. Mandatory classes will be available for time keepers and approvers.

Finance/Accounting

In the Spring of 2008, the University will implement the Banner Budget Module in time for the FY 2009 budget process. This new system will affect all UNM departments in their spring budget process. HSLIC's Business Management Specialist, Marcia Sletten, is participating on two biweekly workgroups as part of this implementation, Report/Information and the Approvals/Authorization Teams. This implementation has been put on the fast track to make it for the next budget cycle. Her first task on the Approval/Authorization team was to flowchart the current state for the HSC (1) Budget and (2) Mass Salary Update Processes. The teams are widely representative of the campus with individuals from central offices and many departments from all over campus.

Facilities Update

The Anatomy Display doors were renovated and a new privacy telephone booth is located on the 4th floor. In May, HSLIC refinished the center stairwell and completed a major renovation of the 216C conference room. In addition, over the summer some of the library carpeting will be replaced around the building. In Domenici Center the basement is under construction. At completion a 90 seat classroom, a small conference room and a large lab for the Physical Therapy Department will be available.

Marcia Sletten
Business Management Specialist, Business Services

HSLIC Stairwell, Jennifer Pincus and Catherine Brandenburg (students) - Photo by MaryLou Seyl

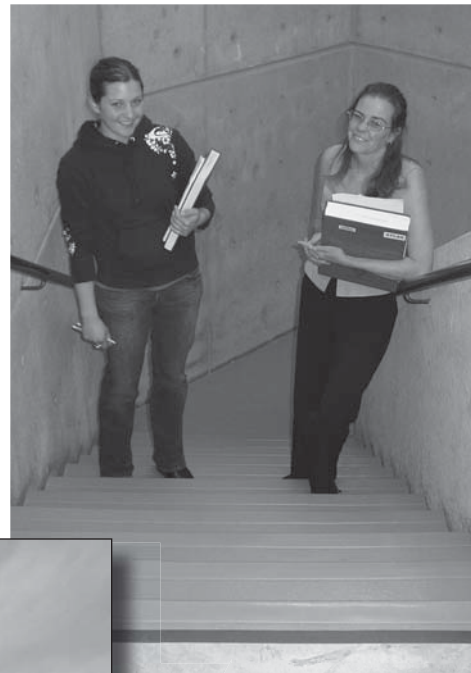


Photo by Catherine Brandenburg

Visitors to campus

Recently a Garden Gnome took temporary residence outside of HSLIC. He stayed for a couple of weeks and then continued on his trek to the Canyon Garden



Herbert Jefferson, FLINTCO, working on the Domenici Center Basement - Photo by MaryLou Seyl

Electronic Book Project Brings the Library to You

Faculty librarians at HSLIC have selected nearly 100 electronic books for an electronic reference collection, nursing collection, and general collection. Using monies from a New Mexico General Obligation bond, these books will enable distance students and even local students, faculty, and staff to access an excellent library collection from home and other off-campus locations. Users should search the catalog for a title they hope to find; if HSLIC has the electronic version, there will be a link to it from the catalog. A list of all 981 electronic books is linked from the main page of the HSLIC catalog: <http://hestia.health.unm.edu/screens/mainmenu.html>.

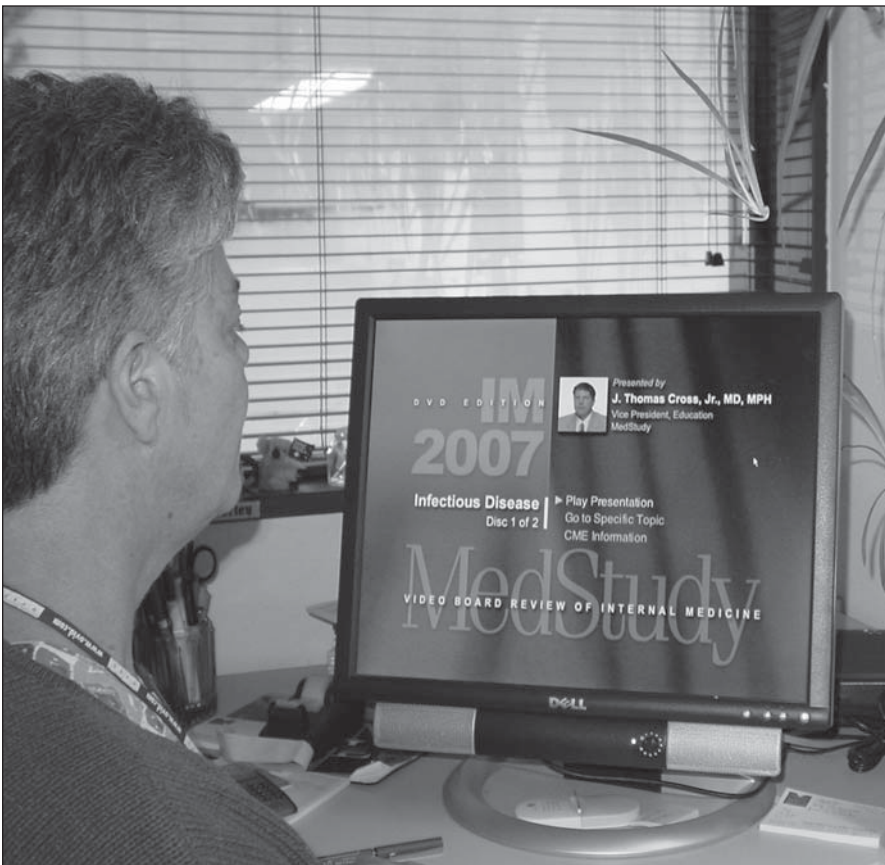
Janis Teal
Deputy Director, Library Services

PubMed® Alternatives Provide Filtered Search Results

Who hasn't been frustrated by searching PubMed's database of 16 million records and retrieving much more than they ever wanted? A number of alternative retrieval services for MEDLINE® records now exist; these alternative services create search algorithms to filter MEDLINE retrieval in favor of particular characteristics. One of the newest of these, Relemed (<http://www.relemed.com/>), looks for occurrences of search terms within the same sentence of the abstract and presents those results at the top of the list. Others select for articles in particular areas such as gene ontology (GoPubMed) or biology (PubMedAssistant). When sorted by relevance, the HubMed retrieval service presents at the top of the retrieval list those articles where the search terms occur most frequently in the title and the abstract.

A Biomed Central article about Relemed (www.biomedcentral.com/1472-6947/7/1/) includes a table of 11 retrieval services which are free to the public. Those who want to try one or more of these services can do a quick Google search of the service name to bring the user to the website. One caution—many of these services are experimental, with less reliable service or requiring the downloading of an applet to the user's computer.

Janis Teal
Deputy Director, Library Services



2007 Medstudy Video Board Review

The Department of Internal Medicine and HSLIC joined together to purchase the 2007 Medstudy Video Board Review. This resource is a series of DVDs covering twelve internal medicine specialties/subspecialties (Cardiology, Rheumatology, Oncology, etc.) and is used to study for ABIM certification or recertification. A supplemental guide containing lecture outlines as well as two board simulation exams are part of the package and up to 65 AMA PRA Category 1 credits of CME are available. In order to make the collection available to as many residents as possible, circulation for the materials is limited to two weeks and individuals may check out no more than three topics at a time.

Sarah Morley
Clinical Services Librarian
Reference & User Support Services

Sarah Morley working with MedStudy - Photo by MaryLou Seyl

Winners of the LibQUAL+™ Drawing

The Health Sciences Library and Informatics Center sponsored a drawing for individuals who took time to take the LibQUAL+™ Survey. Awards included flash drives or copy cards. The winners are:

- Peter Jensen, Faculty, Surgery
- Angelina Apodaca, Student, Pharmacy
- Amy Baker, Research Technician, Nephrology
- Carol Clericuzio, Faculty, Dysmorphology
- Susan Tobin, Nurse, Pediatric Intensive Care Unit
- Irene Ma, Medical Student
- Denise Wheeler, Manager, Center for Telehealth

Thanks to everyone who took the time to help us out in this important survey on Library service quality. Your opinions help us improve our services.

Dick Carr
Coordinator, Reference & User Support Services

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Library Director:

Holly Shipp Buchanan, EdD, MBA, MLn

Design & Layout:

Catherine Brandenburg

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

Editor, *adobe medicus*

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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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