New HSLIC Committee Looking at HSLIC Research Support

Biomedical research is becoming more and more information intensive. Historically the Health Sciences Library and Informatics Center (HSLIC) has supported many different investigators with various aspects of both their funded and unfunded research projects. The support HSLIC can provide investigators comes from its three major departments: IT (TECHS), Biomedical Informatics, and Library Services.

As HSLIC works to keep up with the increasing demand, it is a good idea to stop every once in a while and take the time to listen to those we support to help us improve what HSLIC can offer. Accordingly, Dr. Holly Buchanan has formed a special HSLIC Research Support Task force that is going to do just that. Dr. Philip Kroth (chair and Director of Biomedical Informatics Research, Training and Scholarship), Kevin Wiley (Manager, Systems and Programming, TECHS), and Brian Bunnett (Director of Library and Education Services) who compose the committee have already begun work on a web-based survey and professionally facilitated focus groups targeted to HSC investigators. Input on the survey’s design has been sought from various HSC investigator communities including the HSC Science Advisory Council and the HSC Research Strategic Planning Committee. The results of the survey will be used to design focus group questions that will help drill down to specific areas for improvement as well as provide an opportunity for novel ideas on how investigators could be better supported by HSLIC’s TECHS, Biomedical Informatics, and Library Services groups.

Any HSC investigator who is interested in participating in a focus group should contact Dr. Kroth directly (pkroth@salud.unm.edu). The goals of the group are to define areas where HSLIC has successfully supported HSC investigators and to identify where improvements or new services are needed. The group’s charge is to produce a list of formal recommendations to the HSLIC director by the end of 2009.

Philip Kroth, MD
Director, Biomedical Informatics Research, Training and Scholarship
Future Collections in HSLIC

For years biomedical “megapublishers” – such as Elsevier, Wiley-Blackwell, Springer, and the Nature Publishing Group - have bundled their most important and widely read journals with hundreds, even thousands, of niche journals with small readerships. The package, which must be accepted or rejected as a whole, is then offered to libraries in multi-year contracts. Opposition to this practice has been building within the library community for years but has become especially spirited as libraries across the country face sharply reduced budgets, in some cases, up to 20%.

At issue is the restrictive nature of these contracts. Individual titles, however little used, cannot be removed from the package during the course of the contract, typically three to five years. Thus, in order to provide their patrons with access to a relatively small number of essential titles, libraries must also purchase a raft of specialty titles that often receive little or no use. In a much discussed recent article, Mark Rossner, Executive Director of the Rockefeller University Press, remarked that in one such package, only 10% of the titles accounted for 85% of the total use, while 40% of the titles received no use at all. [i]

The megapublishers enjoy a near monopolistic control over the biomedical publishing industry. They are well aware that they negotiate from a position of strength. Budget considerations, however, have allowed some health sciences libraries to claim financial distress as a way of removing themselves from restrictive contracts. Other libraries have chosen not to renew any bundled contracts. By doing so they can then purchase or cancel subscriptions on a title by title basis - but at a much higher cost, per title, than if bought as part of a bundled package. It is only possible to pay for these more expensive unbundled journals by severely reducing the overall size of the journal collection.

The coming fiscal year will see a decrease of $152,000 in HSLIC’s collections budget. It is likely that several of its bundled packages will have to be broken up so that journals can be purchased on a title by title basis. As a result, library patrons will see significantly fewer journals in the library collection.

Academic health sciences libraries have traditionally prided themselves on the size of their collections. It is not too much to imagine that an unanticipated benefit will result from the megapublishers’ insistence upon bundling their journals into take it or leave it packages. That is, health sciences librarians may not be able to purchase as many journals as before but they will have the flexibility to build their collections as they see fit.

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


The Future of HEAT Self Service

HSLIC User Support, with the help of the HSLIC Systems and Programming group, has created a new Self Service application for reporting computer issues that ties into our call management system known as HEAT.

The new HEAT Self Service is a web based application which allows HSC faculty and staff to directly input tickets about computer issues into the system. Tickets are automatically routed for triage and assignment to the appropriate technician(s). This application has several advantages over the previous vendor application that was originally in place. Notably, this application can be enhanced so, in the near future, users will be able to view open tickets and leave notes for the technician handling their problem. A decision tree will be integrated into the application to better triage issues, providing a quicker response to issues reported to the Help Desk.

HEAT Self Service can be found at http://hsc.unm.edu/library/usersupport on the left side of the page listed as “Computer Help Request (HEAT)” and requires users to log in with their HSC NetId and password.

In addition to the updated HEAT Self Service application, a dashboard which graphically depicts the overall number of tickets opened and closed for the past two weeks, as well as the top ticket related issues for the HSC and UNMH, can be viewed at https://hscssl.unm.edu/iHEAT/admin. The dashboard, like the Heat Self Service is expandable, and User Support plans to develop this into an informative tool representing the work of the HSLIC User Support group.

Rick Adcock
Manager, User Support and Interim Deputy Director, TECHS
When students walk in the library looking for group study room space this summer, they’ll be looking at something more like the departure and arrival screens at an airport than the bulletin board filled with printed sheets of paper that served as HSLIC’s room schedule in the past. As featured in the January/February issue of *adobe medicus*, HSLIC has begun scheduling its collaborative spaces using Event Management System or EMS®. This spring HSLIC added library student group study rooms to EMS and Information Desk staff members were trained to schedule in the system. The bulletin board across from the Desk has been replaced with a monitor that includes the room schedules for all the library’s collaborative spaces for the day.

This sophisticated new look to group study room scheduling is part of a larger effort to schedule collaborative space electronically at the HSC. All classrooms and conference rooms in the Domenici Center for Health Sciences Education and computer classrooms Med2 and HSLIC 226 are scheduled in EMS, and the room schedule displays on a monitor installed in the lobby of the Center’s west building earlier this spring. Additional monitors will be installed across the HSC during the next year.

EMS is accessible to faculty, staff and students from on or off campus. Simply visit [http://ems.unm.edu](http://ems.unm.edu) and select “Browse for Space.” Then click the “Filter” link in the upper right hand corner of the calendar display. A pop-up will appear that allows students to select the “Health Sciences Library and Informatics Center” and their desired date to narrow down the displayed results and check the availability of HSLIC’s study rooms. Students should still reserve a group study room by coming to the Information Desk or calling HSLIC (272-2311).

HSLIC’s EMS project is also an example of how UNM departments are working collaboratively to reduce the number of stand-alone computer systems across campus and save money. Originally obtained by the UNM Student Union for scheduling catering and conference space, EMS is now also used by Student Activities, Continuing Education, the Golf Course, the Law School, HSLIC and others to schedule public and departmental spaces throughout campus in a publicly viewable database, saving money and employee time. For more information about the HSC’s EMS project, please contact Sally Bowler-Hill (sbowler-hill@salud.unm.edu).

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**Coming Soon! Email Archiving**

Soon all “salud” email account holders will be able to access up to 3 years of their email from a centralized email archive. UNM Hospitals and HSLIC have teamed up to purchase an email storage application called M+Archive™. The goals of this project are to make storage of email across the HSC more uniform and available to everyone with a “salud” email account; address rapidly increasing email storage needs across the HSC; and provide an e-discovery resource for UNM counsel.

While the project was originally driven by the university’s need to create standards which address legal and regulatory compliance requirements, the HSC’s need to control the rapid growth of email storage is another important benefit of this application by creating a structured approach to email retention, preservation, and storage. The system will be set to keep the last 3 years of a user’s saved emails unless an exception is made. This will reduce the amount of digital storage being used to keep email throughout the HSC, saving money and improving the stability of the GroupWise application.

Users will access their email archive from a web browser. The archive will appear as the live system did when the messages were moved to the archive and will be searchable. Users will be able to modify emails in the live system up until the standard 180-day archive date, at which point they will be purged from the live system and available as read-only from the archive.

The HSC’s Knowledge Management and Information Technology (KMIT) committees are currently reviewing a draft set of standards that include the settings for the M+Archive email storage application. HSC faculty, staff and students may review the draft standards at [http://hsc.unm.edu/library/kmit/docs/Email_Archiving_Standards_2_20090604.pdf](http://hsc.unm.edu/library/kmit/docs/Email_Archiving_Standards_2_20090604.pdf). The final timeline for implementing this new system has not yet been set. For more information about M+Archive and the draft standards, please contact Tom Sanford, HSLIC Manager, Information Services (tsanford@salud.unm.edu).

Sally Bowler-Hill, MA  
Program Operations Director

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**Library Group Study Room Scheduling Goes Electronic!**

When students walk in the library looking for group study room space this summer, they’ll be looking at something more like the departure and arrival screens at an airport than the bulletin board filled with printed sheets of paper that served as HSLIC’s room schedule in the past. As featured in the January/February issue of *adobe medicus*, HSLIC has begun scheduling its collaborative spaces using Event Management System or EMS®. This spring HSLIC added library student group study rooms to EMS and Information Desk staff members were trained to schedule in the system. The bulletin board across from the Desk has been replaced with a monitor that includes the room schedules for all the library’s collaborative spaces for the day.

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Sally Bowler-Hill, MA  
Program Operations Director
Network Storage

Server based storage is provided as a core network service for all faculty and staff members at the Health Sciences Center. The HSLIC Systems group maintains and manages the 6 main servers with over 20 terabytes of disk storage in order to provide the space for Home and Common network drives (commonly referred to as H:\ and O:\ drives). Like any resource, drive space is finite in quantity and is shared HSC-wide.

Recently we experienced a situation where one of the primary network drives became filled to capacity. This resulted in an interruption of service for users with Home drives on the affected server. The server was not operational until we were able to move files to free space on the drive. In the process of analyzing the incident, we discovered that a significant amount of storage was being used by non-business-related files including videos, music, and pictures.

Network file servers are backed up to tape on a regular basis for disaster recovery purposes. This includes files stored on the Home and Common network drives, but not files stored in “My Documents” or other folders on C:\ and D:\ drives which are on your local machine. The primary purpose of these backups is to provide a means of disaster recovery in the event of a hardware failure, however in many instances we are able to recover individual files that have been inadvertently deleted or changed. Network file system backups run overnight and over the weekends; in most cases files that are saved to the network are backed up the night after they are saved to the network drive and the night after changes are made to the files.

In order to best utilize these shared resources we recommend the following:

- Be sure to close files and applications before you leave for the day. Files that are left open may be locked by an application which could prevent the files from being backed up successfully.
- Save important work-related files to network drives so that they can be backed up.
- Please only store work-related files on the network drives.
- Personal files should be stored on your local hard drive (C:\ or D:\ drive) not on the network drives. If you wish to back up your personal files, we recommend that you copy the files to a recordable CD or DVD.
- Observe good file management and naming practices.

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“Generations” A New Sculpture on Campus

The University of New Mexico Health Sciences Center has acquired a new piece for the Phil and Olga Eaton Sculpture Garden of Healing! The sculpture is called “Generations,” and was sculpted by Presley LaFountain of the Turtle Mountain Band Chippewa. The piece is being donated in remembrance of those who died in service to patients and loved ones associated with the UNM Trauma Center.

LaFountain has a special connection with the UNM Trauma Center. In 2002, LaFountain was dragged by a vehicle for more than a half-mile through the streets of Santa Fe. Found shortly after the incident with severe injuries he was airlifted to UNM Hospital where he fought for his life, and began the long and painful rehabilitation process.

Now seven years later, LaFountain is giving back to UNM. “Generations” symbolizes the strength and joy of the family. With the sculpture LaFountain hopes to give inspiration to families in need as they face the challenges of today’s world.

Currently the piece is available for viewing in the west lobby of the Domenici Center for Health Sciences Education. It will eventually become the focal point of a “Trauma Memorial Garden” near the Bill and Barbara Richardson Pavilion. If you would like more information on the piece or the associated garden, please contact Laura Hall at ljhall@salud.unm.edu or 272-6518.

Laura J. Hall, MFA
Manager, Special Collections

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Tom Sanford
Manager, Information Services, TECHS
Lecture Capture Available in Select HSC Classrooms This Fall

Study aids have come a long way since the days of mini tape recorders students would place on their desks to record a professor’s lecture. Today professors can record lectures for their students, adding video, PowerPoint®, objects placed on the document camera, cursor movement, typing, or any other on-screen activity they feel important to enhance the quality of their talks. They can make these multimedia presentations from a secure web page off the school’s web site to all students registered for the class.

As highlighted in the March/April edition of *adobe medicus*, some HSC courses are beginning to offer lecture capturing as a study aid to their students. The School of Medicine and College of Pharmacy piloted different lecture capture systems this spring. The deans for medicine, nursing and pharmacy along with HSC administration selected Sonic Foundry’s® Mediasite®, which will be installed in several large classrooms across the HSC. While students gave positive reviews to most of the piloted systems, they selected Mediasite because UNM’s Media Technology Services (MTS) already hosts lecture capturing using Mediasite for many classes on UNM’s main campus, and MTS was able to extend that support to the HSC, saving significant system support costs. This project also represents a collaborative effort between the colleges/schools and HSC administration to implement a standardized classroom technology across the campus.

Lecture capture systems installed in the Basic Medical Sciences Building’s 203 and 303 lecture halls will be available in late July. Systems in the College of Nursing / College of Pharmacy Building’s Auditorium and newly renovated 359 classroom will be available at the beginning of the fall semester. Installation of a lecture capture system in the Domenici Center for Health Sciences Education’s Auditorium is scheduled in time for the spring 2010 semester, and the project team is developing a portable system for use in classrooms not already equipped.

The lecture capture project team will also host a training session early this fall for the support staff who will schedule these automated systems to record lectures. HSC departments interested in learning more about lecture capture systems and participating in training should contact Sally Bowler-Hill (sbowler-hill@salud.unm.edu).

Sally Bowler-Hill, MA
Program Operations Director
Phishing

People’s perceptions can always be manipulated, a fact that isn’t lost on scammers and spammers. There are a number of evolving rules that can greatly reduce your chances of being deceived.

First, avoid mixing business and personal matters in your email account if your personal email is putting the business at risk. Getting an email from your spouse via your business email account may be perfectly reasonable given your familiarity with your spouse’s email address, on the other hand, getting an anonymous email with an attached electronic greeting card sent from a “close friend” is never a reasonable message to open. Don’t make the mistake of believing that any message with a subject that appears to be pertinent to you is legitimate.

Another evolving rule has to do with how IT services are supported and managed. At a university with an academic medical center like ours, growing threats have forced the organization to take security more seriously than ever before. In order to address audit findings or security standards, users have to abide by a number of requirements where the desired solutions are often not optimal. For example, because of a lack of simple, reliable user authentication technologies, we have many user IDs, passwords and password expirations.

These problems provide an opening for anyone wanting to manipulate users into giving over their passwords. UNM has been the target of a number of increasingly sophisticated scams aimed at obtaining your credentials. Your awareness is critical to the security of your personal and business assets. When you receive an email informing you that your password is about to expire and that you should click on a link to go to the password reset page, you should be highly suspicious. Legitimate requests to reset your password should never come with a link and a statement that the request is urgent. Always refer to our IT support page for updated instructions (http://hsc.unm.edu/library/usersupport/).

So how do you know when something is safe? Pay attention to the following:

1. Who is the message from? Was the address spoofed?
   a. The GroupWise® system provides a few tools to identify message source. Right clicking on the message and selecting properties will show that external messages have an additional tab called “message source”.

2. What are you being asked to do? Is this a legitimate request?
   a. Certain requests should never come in an email. If you are unsure a call to the help desk is your first response. Never initiate security activities by clicking on a link (i.e. remove a virus or reset your password).

3. Are you viewing the message as HTML? The language of the web is complex and allows people to hide many details.
   a. When you have doubts read the message as plain text. Plain text messages will reveal all the html code. In plain text what you see is what you get, not true with html.

Awareness and training are the only effective responses to many of the growing threats we face. Take the time to carefully consider the information and don’t be shy about asking questions.

Barney Metzner, MA
Manager, IT Security, TECHS
HSC Security Officer
The Lovelace Foundation Records and Clayton S. White Papers Now Available for Research

After nearly twenty years, the Lovelace Foundation Records and Clayton S. White Papers, held by the University of New Mexico Health Sciences Library and Informatics Center’s New Mexico Health Historical Collection, are available for research. The two year project funded by the New Mexico Historical Records Advisory Board ended this June, giving researchers the opportunity to access these historically significant collections.

The organizational records in these two collections pertain mainly to the research arm of the Lovelace Foundation; however Board minutes and other materials give insights into its influence and impact on the state’s demographics, cultures, and politics.

The Lovelace family and the institutions it founded influenced healthcare practice, medical education, and scientific research in the state. Through its wide-ranging research grants, Lovelace brought money and scientists into New Mexico, helping to establish a research network and scientific reputation beyond the usual means of a financially and educationally poor state.

Lovelace Foundation conducted research for the Department of Defense, Department of Energy, and NASA during the 1950’s through the 1980’s, including the physical testing of the original Mercury astronauts. Significant advances were made in the fields of inhalation toxicology, aerospace medicine, nuclear medicine, and clinical oncology from this research. The first cobalt teletherapy machine in the United States was housed at Lovelace. The first surgical laminar flow “clean room” in the world was crafted by Lovelace doctors at the Bataan Memorial Methodist Hospital in Albuquerque. The world’s first lung lavage procedure to flush radioactive particles was performed by Lovelace physicians. Lovelace established the state’s first virus and radioisotope laboratories and the nation’s first cystic fibrosis research and treatment center.

Dr. Clayton Samuel White, known as Sam, was recruited to join the Lovelace organization in 1947. Originally, Dr. White was the director of research for the newly organized Lovelace Foundation for Medical Education and Research. With a substantial contract from the Atomic Energy Commission to study the blast and shock effects of large explosions, Dr. White developed mathematical formulae to explain why one building might be leveled and the one next to it, remain standing. Through the years, Dr. White also worked on problems of aging, memory loss, hypothermia, cosmic rays, geology and pollution of the upper atmosphere. When Randy Lovelace was killed in a plane crash in 1965, Dr. White became director of the Lovelace Foundation.

The project of making these historically significant collections available for research would not have been possible without funding from NMHRAB. Access to the collections can be requested through the New Mexico Health Historical Collection (NMHHC) archivist (archivist@salud.unm.edu, or (505) 272-8873). NMHHC reading hours are Tuesdays and Thursdays, 12 – 5:00 p.m., or by appointment.

Laura J. Hall, MFA
Manager, Special Collections
Hyperion with Internet Explorer 8

The current version of Hyperion will not install with Internet Explorer 8. The HSC Windows update service does not allow Internet Explorer 8 to download and install. If someone has downloaded and installed it from microsoft.com then it will need to be removed before Hyperion can be installed. To see which version of Internet Explorer you have, open Internet Explorer and click on Help and then About Internet Explorer to see what version you have. If you have version 8 and need to install Hyperion, please enter a HEAT Self Service ticket or call the helpdesk at 272-1694 for assistance.

Rick Adcock
Manager, User Support and Interim Deputy Director, TECHS

HSC Net ID and Password Maintenance

HSLIC provides a service to assist you with managing your password as well as retrieving your password if it is forgotten. The HSLIC web page https://mypw.health.unm.edu is available for all HSC users to either change or retrieve their passwords. To change your password you simply logon with your existing account and password and change it on the screen that will appear.

If you have forgotten your password, you can click on “Forgotten Password” and answer challenge questions (you must set up the challenge and response questions first, otherwise this will not work). To set up challenge and response questions, logon to the mypw page, click on “Password Challenge Response” on the upper left side of the page and create your responses to the challenge questions.

For any other account questions, please contact our accounts management team at accounts@salud.unm.edu.

Rick Adcock
Manager, User Support and Interim Deputy Director, TECHS