

2011

## adobe medicus 2011 4 July-August

Health Sciences Library and Informatics Center

Follow this and additional works at: <https://digitalrepository.unm.edu/adobe-medicus>

---

### Recommended Citation

Health Sciences Library and Informatics Center. "adobe medicus 2011 4 July-August." (2011). <https://digitalrepository.unm.edu/adobe-medicus/47>

This Newsletter is brought to you for free and open access by the Administration at UNM Digital Repository. It has been accepted for inclusion in adobe medicus by an authorized administrator of UNM Digital Repository. For more information, please contact [disc@unm.edu](mailto:disc@unm.edu).

# adobe medicus

BIMONTHLY BULLETIN OF THE HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER

## INSIDE:

Nurses & Librarians...3  
Distance Services ....5  
Moving In/Up.....7  
And Much More!

Vol. 34, No. 4  
July/August 2011

## From the Desk of the Academic Chief Information Officer

This issue of *adobe medicus* contains announcements of important changes in our relationships with our customers. Results of our 2011 customer satisfaction survey are announced on this page, a reorganization of our distance services program is overviewed on page 5, and the creation of a new single Service Point help/info desk is summarized on page 8.

Each of these three changes, along with the Envoy Program announced in the previous issue of *adobe medicus*, are examples of HSLIC's commitment to Customer Relationship Management (CRM), by which we are striving to create productive long term relationships with library users, our customers. CRM is a 2011 goal for HSLIC and focuses on 4 main initiatives: a) creation of our departmental Envoy Program; b) creation of a new single service point; c) implementation of a new request ticketing system (to replace the HEAT system); and d) creation of a service catalog that documents the IT and library services offered by HSLIC. The next issue of *adobe medicus* will profile the ticketing system and the service catalog.

While the results of the 2011 customer satisfaction survey showed a high degree of satisfaction (88%) with HSLIC and its services, we believe these new CRM initiatives will enable us to provide even a greater degree of improvement in services to HSLIC customers.

Holly Shipp Buchanan, MLn, MBA, EdD, FMLA, AHIP  
Academic Chief Information Officer (CIO)  
Executive Director, HSLIC

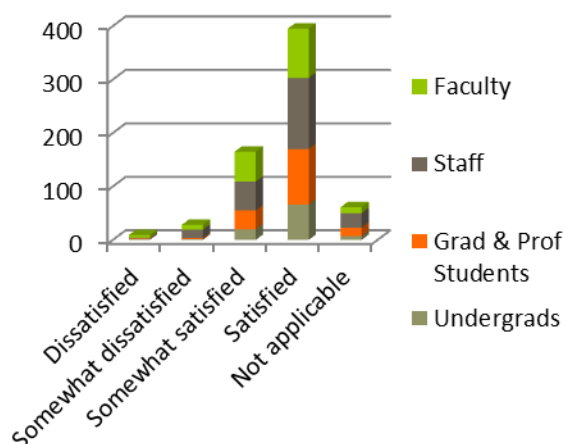
## UNM HSC Participates in Merged Information Services Organization (MISO) Survey 2011

In February 2011, the UNM Health Sciences Library and Informatics Center (HSLIC) administered the MISO customer satisfaction survey for the first time at the HSC<sup>i</sup>. The MISO Survey is a web-based quantitative survey designed to measure how faculty, students, and staff view library and computing services in higher education<sup>ii</sup>. The MISO Survey addresses the following research questions:

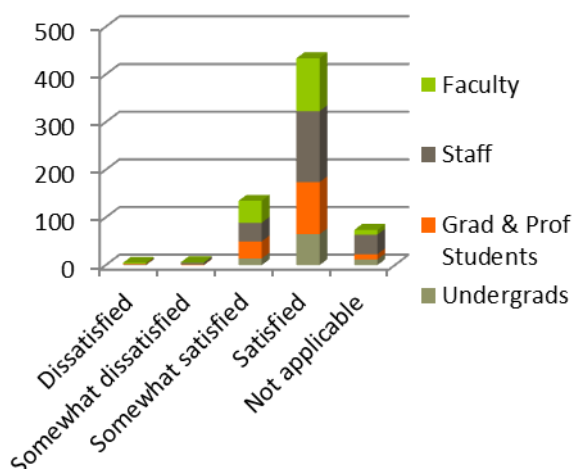
- What services and resources are important to our constituents, and how successfully do our organizations deliver them?
- How effectively do we communicate with our campus communities about our services and resources?
- How skilled are our constituents in the use of software and library databases? What additional skills do they wish to learn, and how do they wish to learn?
- Which software and hardware tools do our constituents use, and which of these tools do they own?
- What roles do our constituents play on campus? What demographic factors identify them?
- What benchmarks can be established for excellent delivery of library and computing services?

*Continued on page 2*

**Satisfaction w/ Overall Computing Service**



**Satisfaction w/Overall Library Service**



In the past, HSLIC used separate surveys to evaluate customer satisfaction with library and IT services. The MISO Survey afforded HSLIC the opportunity to use one instrument to evaluate its services as a merged organization.

Seventeen institutions participated in the 2011 MISO Survey. All but two (the University of Massachusetts Boston and UNM HSC) were undergraduate institutions, the majority being liberal arts schools. Overall, 784 participants from the HSC responded to the survey, for an overall response rate of 36%. This is the highest response rate HSLIC has received for a customer satisfaction survey.

In general, respondents indicated a high rate of satisfaction with almost all HSLIC. Eighty-eight percent of all respondents rated their satisfaction with HSLIC services overall as satisfied or somewhat satisfied, with 65% rating their satisfaction as satisfied, the highest rating in the survey.

The survey also confirmed that respondents and HSLIC are in general agreement about what services to the HSC should be considered core services. The majority of respondents (over 60%) rated services including email, wireless access, network stability, virus protection, library databases, and online journals as very important.

Another trend confirmed by the MISO Survey was the lack of adequate communication / publicity about key library and computing services. In general, most respondents felt under-informed about who to contact for copyright and “fair use” and instructional technology. They also indicated they

were less informed about data back-up strategies, computer viruses and spyware, and what library and technology services were available to them in general.

When compared to other participating institutions, HSC faculty and staff respondents reported a higher level of satisfaction with network and wireless services. Our faculty members were also more satisfied with the technology available in meeting spaces and classrooms than faculty from other participating institutions. HSC faculty and staff participants also put a higher level of importance on library databases than respondent groups from other schools (while also rating their own expertise with these as higher than their peers); and a larger proportion of HSC faculty respondents use smartphones/PDA’s for academic purposes. However, these differences can be partially attributed to the fact the HSC was the only participating health sciences center in the survey.

HSLIC intends to use the data collected from the MISO Survey in its planning efforts and to improve its services overall. For more information about the MISO Survey, please contact Sally Bowler-Hill ([sbowler-hill@salud.unm.edu](mailto:sbowler-hill@salud.unm.edu)).

Sally Bowler-Hill, MA  
Program Operations Director

<sup>i</sup> UNM Human Research Protections Office # 10-574, exempt study.

<sup>ii</sup> From MISO Survey home page (<http://www.misosurvey.org/>)

## Nurses and Librarians – Partnering to Improve Practice

Imagine that you are a woman in labor. Perhaps this is your first baby, maybe you've been through this before. In either case, you are experiencing pain unlike anything else. Throughout your labor, your nurse keeps asking you to rate your pain on a scale from 0-10. You are getting increasingly annoyed at being asked this question and your nurse is apologetic about pestering you. Isn't there a better way for nurses to assess their patients' pain level?

That's what the nurses at UNMH's Labor and Delivery Unit wanted to know. They felt it was callous and unsupportive to continually ask laboring mothers to rate their pain level. They decided to use a PDSA (Plan, Do, Study, Act) project to determine if there was a better way to assess pain in laboring patients. The unit's RN Supervisor, Catherine Lukes, began by searching the literature to see if there was a better rating scale to use with this population. Her search was proving unsuccessful, so she decided to get some help from HSLIC's Nursing Services Librarian, Ingrid Hendrix. The librarian set to work searching multiple databases, such as PubMed, CINAHL, Cochrane, and PsycINFO and identified a study done at the University of Utah. The nurses there had developed a tool called the Coping with Labor Algorithm. This formula applied a stepwise approach to helping a laboring mother deal with her pain and discomfort, while giving nurses a way to support her during this stressful time.

Ms. Lukes shared the article with the nurses on the unit, and they decided to pilot the tool over a two-week period. Each nurse who volunteered used the algorithm to assess how her patients were coping with their labors and asked for feedback about the use of the tool. Both nurses and patients found the algorithm to be an improvement over the pain rating scale. Patient satisfaction scores increased by 3.8% during the time the algorithm was being trialed. As a result, the unit adopted this tool for use with their patients.

While basing practice on evidence from the research literature is essential, finding that evidence can be time consuming and frustrating. However, help and support is available from HSLIC, which can make the integration of evidence-based practice a more rewarding experience. For UNMH nurses, there is dedicated funding from the



*Ingrid Hendrix with College of Nursing faculty member Barbara Damron. Photo by Eliot Knight.*

Director of Nursing Research's budget for searches to be performed by the Nursing Services Librarian. For medical residents, the GME office has budgeted funds to provide searches by the Clinical Services Librarian, Sarah Morley. Other health care professionals can contact their Envoy for search services. A list of departmental Envoys can be found here: <http://hsc.unm.edu/library/envoy/>.

Roberts L , Gulliver B, Fisher J, Cloyes, K. The Coping with Labor Algorithm: An Alternate Pain Assessment Tool for the Laboring Woman. Journal of Midwifery & Women's Health 2010; 55: 107-116.

Ingrid Hendrix, MILS, AHIP  
Nursing Services Librarian

### Khatali Stethoscope Winner

For the past 2 years, the School of Medicine's Alumni Association (Khatali) has given donors an opportunity to sponsor incoming students with their first white coat and a gift certificate for their first stethoscope. This year, HSLIC faculty jointly sponsored a stethoscope and white coat for first year medical student William Kwan. In his thank you letter to HSLIC, William said he plans to visit the library often and hopes to eventually meet all of its faculty and staff. Congratulations William and good luck in your studies!

## New Exhibits for the Fall

Opening this fall we have three new exhibits coming to HSLIC and the Domenici Center – *The Artistry of Bookplates*, *Foods of the Gods: Mycelium, Medicine and the Sacred*, and *Civil War Medicine*. All three have been developed in-house and showcase parts of HSLIC's collections.

### *The Artistry of Bookplates*

The idea for the modern bookplate originated in Germany during the 15<sup>th</sup> Century, denoting ownership, a desire to not lose the object, and an elementary form of librarianship. The history of printing and the development of bookplates are intertwined. Before the Gutenberg press was developed around 1440, written works would have been handwritten or produced with a block press, known as "block books." For this reason books were extremely rare and their preciousness discouraged casual handling or lending. With the Gutenberg press, books proliferated and so did the plates. The exhibit, located on the second floor by the reference collection, will showcase some of the bookplates found in HSLIC's collections. Exhibit will open August 18 and run through the school year.

### *Foods of the Gods: Mycelium, Medicine and the Sacred*

Fungi were one of the first kingdoms to colonize terrestrial surfaces from the Precambrian seas. They have evolved an extraordinary number of shapes and forms. Between one to two million species inhabit the planet. It is a major Clade of life and one of the most important organisms on earth. "Fungi are essential to such crucial activities as decomposition, nutrient cycling, and nutrient transport and are indispensable for achieving sustainable development." The exhibit, located on the third floor by the reading area, will explore the toxicological and medicinal values of mushrooms while showcasing John Trestrail's mushroom models gifted to HSLIC's New Mexico Health Historical Collection. Exhibit will open August 18 and run through the academic year.



### *Civil War Medicine*

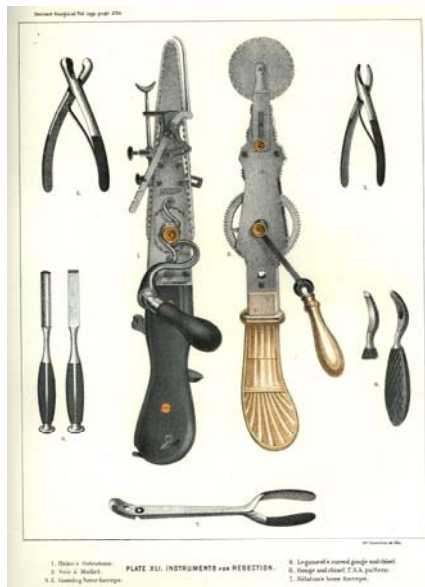
When the Civil War began in 1861, medicine was approaching what the U.S. Surgeon General, Dr. William Hammond, called "the end of the medical Middle Ages." Most physicians did not know about bacteriology and were ignorant of what caused disease. Most had never treated a gunshot wound, and many had never performed surgery. The US Army consisted of 13,000 men and the Army medical staff consisted of 90 doctors. By the time the war ended in 1865, the total Union and Confederate dead from wounds and disease numbered more than 624,000. For every soldier who died in battle, two died of disease. And the number of doctors had grown to 11,000.

From these men's clinical records, medical and surgical reports, the Surgeon General's office published *The Medical and Surgical History of the War of the Rebellion, 1861-1865*, a profile of Union wartime medical activities. The three medical and three surgical volumes contain thousands

*Continued on page 5*



Continued from page 4: "New Exhibits for the Fall"



*Materials from the Civil War  
Medicine and Artistry of  
Bookplates exhibits.*



of pages of small text, more than 1,000 engravings, and hundreds of tinted lithographs and chromolithographs. These books, which represent an enormous statistical resource and a window on the world of 19th century medicine, will be showcased along with other artifacts in the exhibit. This exhibit, which marks the 150<sup>th</sup> anniversary of the beginning of the Civil War, opens in honor of American Archives Month, in the Domenici Center Auditorium Lobby, October 7, 2011, and will remain open throughout the school year

For more information about any of these exhibits, please contact Laura Hall at 272-6518 or by email at [ljhall@salud.unm.edu](mailto:ljhall@salud.unm.edu).

Laura Hall, MFA  
Manager, Special Collections and Interim Coordinator for Resource,  
Access, and Delivery

*Pat Bradley, MLS,  
Native and  
Distance Services  
Librarian.*



## Changes to Distance Services at HSLIC

There is but one academic health sciences library in New Mexico – HSLIC. We are, therefore, the health sciences library for the entire state, and HSLIC's distance services operations are the means that allow us to reach all of New Mexico. In order to better perform these responsibilities, HSLIC has modified the way it performs its distance services. Pat Bradley will now coordinate these statewide efforts, concentrating on providing library services to the state's Native American population. At the same time, the other HSLIC library faculty members will play an expanded role in community outreach by teaching classes, exhibiting at health fairs and professional meetings, and by hosting webcasts open to anyone in the state. These changes should enable us to become more efficient and extend our reach. Removing the barriers in our state that prevent both patients and providers from accessing the health information they need is a complex task. But Pat and her faculty colleagues at the library are now better positioned to achieve this goal.

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

# HSLIC Research and Scholarship

The following is a sampling of some of the recent scholarly output of various HSLIC faculty:



(Left to right) Phil Kroth, MD, Holly Phillips, MLIS, Jon Eldredge, PhD.

Dale Alverson, MD, is coauthor of a paper recently accepted for publication in the Journal of General Internal Medicine titled *Defining core issues in utilizing information technology to improve access: Evaluation and research agenda*.<sup>1</sup>

Jason Bengtson, MLIS, had an article titled *How tech projects fail: Learning lessons for the future* published in the May issue of the Journal of Hospital Librarianship.<sup>2</sup>

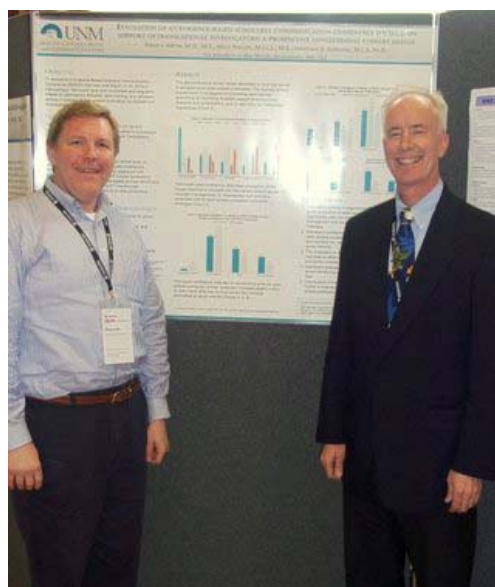
Pat Bradley, MLS, gave a presentation at the 23rd Annual Native Health Research Conference, June 28, 2011 in Niagara Falls NY titled *The Native Health Database: an Internet resource for research and training for the seven generations*.

Dick Carr, MLS, presented a poster at the SOM Education Day, May 26, 2011 titled *A content analysis of questions generated by public health practitioners in New Mexico: preliminary results*.<sup>3</sup>

Jon Eldredge, PhD, Philip Kroth, MD, MS, and Holly Phillips, MLIS, had an editorial titled *The translational sciences: a rare open access opportunity* published in the July issue of the Journal of the Medical Library Association.<sup>4</sup>

Jon Eldredge, PhD, Holly Phillips, MLIS, and Philip Kroth, MD, MS, presented a poster titled *Innovative features to an evidence-based practice conference: A program evaluation* at the Sixth International Evidence Based Library and Information Practice Conference at the University of Salford, UK on June 29, 2011.<sup>5</sup>

Philip Kroth, MD, MS, Holly Phillips, MLIS, and Jon Eldredge, PhD, presented a poster at the Sixth International Evidence Based Library and Information Practice Conference at the University of Salford, UK on June 29, 2011. Their poster titled *Evaluation of an evidence-based scholarly communication conference focused on support of translational investigators using a prospective longitudinal cohort design* was awarded "Best Poster" by the program committee.<sup>6</sup>



Phil Kroth, MD and Jon Eldredge, PhD in front of their poster.

<sup>1</sup> Jackson GL, Krein SL, Alverson DC, Darkins AW, Gunnar W, Harada ND, Helfrich CD, Houston TK, Klobucar TF, Nazi KM, Poropatich RK, Ralston JD, Bosworth HB. Defining Core Issues in Utilizing Information Technology to Improve Access: Evaluation and Research Agenda. J Gen Int Med. 2011. (In press)

<sup>2</sup> Bengtson J. How tech projects fail: learning lessons for the future. J Hosp Librariansh. 2011 May 11(2) 188-194.

<sup>3</sup> Carr R. A content analysis of questions generated by public health practitioners in New Mexico: preliminary results. Poster presented at the University of New Mexico School of Medicine Education Day, May 26, 2011. <http://hdl.handle.net/1928/1768>

<sup>4</sup> Eldredge JD, Kroth PJ, Phillips HE. The translational sciences: a rare open access opportunity. J Med Libr Assoc. 2011 Jul;99(3):193-5.

<sup>5</sup> Eldredge JD, Phillips HE, Kroth PJ. Innovative features to an evidence-based practice conference: A program evaluation. Poster presented at The Sixth International Evidence Based Library and Information Practice conference, Salford, UK. 29 Jun 2011. <http://hdl.handle.net/1928/12895>

<sup>6</sup> Kroth PJ, Phillips HE, Eldredge JD. Evaluation of an evidence-based scholarly communication conference focused on support of translational investigators using a prospective longitudinal cohort design. Poster presented at The Sixth International Evidence Based Library and Information Practice conference, Salford, UK. 29 Jun 2011. <http://hdl.handle.net/1928/12894>

## Moving In/Moving Up

**Gale G. Hannigan, PhD, MPH**, recently relocated to Albuquerque and joined HSLIC as a Visiting Professor. She has spent most of her 30+ year career in academic health sciences libraries, including the Texas Medical Center Library, the University of Minnesota Bio-medical Library, and the Texas A&M Medical Sciences Library, with one foray into industry to establish a medical library at the Upjohn Company. She received the Medical Library Association's Teaching Excellence and Academic Medical Librarian of the Year awards. At HSLIC, Gale will coordinate the Biomedical Informatics Seminar Series, assist in establishing a systematic review service, and help with identifying and writing grants. Her position is half-time; the other half of her time will be spent exploring New Mexico with her husband, a retired physician.



**Shamsi Daneshvari, PhD**, Biomedical Informatics Fellow, just received her doctoral degree in Biological Anthropology from UNM. Her doctoral research focused on the prediction of body mass from the skeleton and the creation of a new and improved way to estimate an individual's weight. During that time she was a research and lab assistant at the Laboratory of Human Osteology at the Maxwell Museum. She spent her time analyzing skeletons, excavating burials and informing young minds about anthropology. She has also been working with Dr. Philip Kroth for the past two years on an informatics project related to the James K. Economides Orthodontic Collection housed at the Maxwell Museum of Anthropology. Through the project she became very interested in biomedical informatics and is now the new Biomedical Informatics Fellow. During the 3 year fellowship she hopes to pursue further research into body mass and health outcomes. During her free time she enjoys meeting friends over a good glass of wine.



(Top) Gale Hannigan, PhD, MPH, Visiting Professor. (Bottom) Shamsi Daneshvari, PhD, Biomedical Informatics Fellow.

**Laura Hurd**, Library Information Specialist 3, replaced Lisa Romero who retired this past spring. Laura has eagerly taken on the task of interlibrary loan and document delivery for HSLIC. Laura recently relocated to Albuquerque from the Denton Public Library in North Texas where she worked in the circulation department. While completing her Economics degree, Laura also worked in her college library for three years; mainly with interlibrary loans. She was interested in moving to New Mexico because she "wanted to move to a place that had mountains" and the Sandia Mountain Range drew her interest. When Laura is not busy working she enjoys hiking, camping, reading, and watching documentaries.

**Academic CIO & HSLIC Executive Director:**  
Holly Shipp Buchanan, EdD, MBA, MLn  
**Editor:** Sally Bowler-Hill  
**Design & Layout:** Lisa C. Romero

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

Editor, *adobe medicus*  
Health Science Library and Informatics Center  
MSC09 5100  
1 University of New Mexico  
Albuquerque, NM 87101-0001  
[sbowler-hill@salud.unm.edu](mailto:sbowler-hill@salud.unm.edu)

### Information:

Library Information  
Library Administration  
Fax  
Web Address

505-272-2311  
505-272-0634  
505-272-5350  
<http://hsc.unm.edu/library>

### Library Hours:

<b>Monday – Thursday</b>	<b>7:00 AM – 11:00 PM</b>
<b>Friday</b>	<b>7:00 AM – 6:00 PM</b>
<b>Saturday</b>	<b>9:30 AM – 6:00 PM</b>
<b>Sunday</b>	<b>Noon – 11:00 PM</b>
<b>Holiday and break closures will be posted in the library</b>	

adobe  
medicus  
SUPPORTING RESEARCH OF THE HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER



This work is licensed under a Creative Commons Attribution-NonCommercial-Share Alike 3.0 United States License.



## New HSLIC Combined Service Point Established

HSLIC has established a single public service desk to combine the staff expertise of the Information Desk and the Help Desk. As of July 1, staff from two HSLIC units formed a new blended unit, called User Support & Assistance (USA) that will staff a single desk, called the Service Point. The Service Point will provide all services previously available at two separate desks: circulation and basic reference assistance, drop-off and pickup point for computers and laptops to be reimaged, resetting NetID accounts, opening and closing the building, and informational assistance for the Domenici Center for Health Sciences Education, among other services. The Service Point staff will also refer more extensive questions on to appropriate HSLIC staff and faculty.

The Help Desk and adjoining staff offices will be remodeled during the fall semester, and the Information Desk will be demolished. At present, USA staff are engaged in cross-training to broaden staff knowledge about HSLIC's public services in a "one-stop" location. Creation of the USA unit and the Service Point are components of HSLIC's current customer service strategic plan goal.

Dick Carr, MLS, AHIP  
Coordinator, Reference and User Support Services



*HSLIC's information booth at SOM's BBQ for new medical students.*