

2011

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BIMONTHLY BULLETIN OF THE HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER

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 And Much More!

Vol. 34, No. 5  
 Sept/Oct 2011

## From the Desk of the CIO for Administration & Academic Systems

This issue includes articles about 3 new developments in improving customer service to users at the HSC...collectively called in business terms customer relationship management. First, the article on this page profiles our new service catalog that serves as a web-based summary of all HSLIC services. Page 2 overviews some new software that will help users place requests for service or report problems to us. And page 8 introduces the new help desk, The Service Point, that merges support for both library and technology assistance in one physical location on the main floor of HSLIC. I hope you will take a moment to read about these changes and give us some feedback as to how helpful they are to you.

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

## HSLIC Launches New Public Service Catalog

As part of its strategic planning initiative to achieve a higher level of customer service, HSLIC has implemented a web-based service catalog. The catalog includes information on services from across the organization, including library services and training, computer and other information technology, biomedical informatics consultations, room reservations, and much more! The catalog is publicly accessible from the HSLIC homepage or by visiting <http://hsc.unm.edu/library/servicecatalog/>.

Each catalog entry includes detailed information about what the service is, how to get it, if there is a fee, and who to contact. HSLIC envisions the catalog will eventually connect to its new service request system, Help.UNM (see page 2), so visitors can automatically submit pre-populated service requests. For now, the catalog provides a one-stop shop for information about all of HSLIC's major services.

Sally Bowler-Hill, MA  
 Program Operations Director

Owen Ellard, MLS, MA  
 Director, Technology Support Services

*Left: Screen shot of HSLIC Service Catalog.*



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### HSLIC Service Catalog

[A-Z Listing](#)

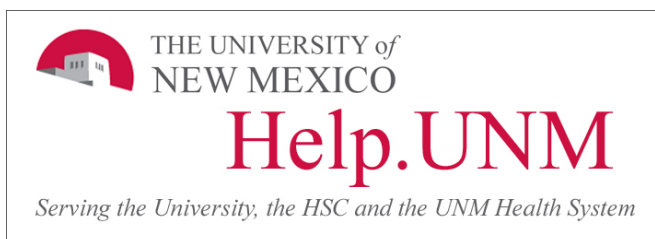
<b>Communications/Collaboration Services</b> <ul style="list-style-type: none"> <li>• <a href="#">GroupWise "salud" Email</a></li> <li>• <a href="#">GroupWise Instant Messenger (GWIM)</a></li> <li>• <a href="#">Lecture Capture</a></li> <li>• <a href="#">Mobile Device Configuration</a></li> <li>• <a href="#">Scan to Email</a></li> <li>• <a href="#">Secure File Transfer and Sharing</a></li> <li>• <a href="#">SharePoint</a></li> </ul>	<b>Library Services</b> <ul style="list-style-type: none"> <li>• <a href="#">Access to Electronic Resources</a></li> <li>• <a href="#">Borrowing Privileges</a></li> <li>• <a href="#">Envoy Services</a></li> <li>• <a href="#">Interlibrary Loan and Document Delivery</a></li> <li>• <a href="#">Mediated Literature Searches</a></li> <li>• <a href="#">Web Content &amp; Subject Resource Development</a></li> </ul>
<b>Consultation Services</b> <ul style="list-style-type: none"> <li>• <a href="#">Biomedical Informatics</a></li> </ul>	<b>Network Infrastructure Services</b> <ul style="list-style-type: none"> <li>• <a href="#">Network Infrastructure Services</a></li> </ul>

## Help.UNM Now Available

Help.UNM is a new, campus-wide system for computer help and other IT service requests, replacing the HEAT system that HSLIC and the UNMH Information Technologies Department (UNMH IT) have been using for several years. Help.UNM is a collaborative project sponsored by HSLIC, UNMH IT, and UNM Information Technologies (UNM IT).

Help.UNM includes many enhanced self-service features that were not available in the HEAT system. HSC users may track the status of their service requests, withdraw requests, add notes to requests, search a campus wide knowledgebase, and see IT related service outages from this web-based self-service tool.

Service requests are automatically routed to the correct service provider (HSLIC, UNMH IT or UNM IT) eliminating having to call multiple help desks. This is a new level of transparency for the UNM community that will enhance customer experience as well as the level of a significant change for customers, it is designed to assist IT



organizations to gather information about their services in order to implement continuous process improvement.

The next version of the self-service portal will include an actionable service catalog which will make service request selection a much simpler process for customers.

For information about how to access and use Help.UNM, please go to:

<http://hsc.unm.edu/library/usersupport/helpunm.shtml>

There is also a short video located at the bottom of this web page which demonstrates what is in the self-service portal and how to request services.

Rick Adcock  
Manager, IT Technical Support

## HSLIC -- Maxell Museum Celebrates Completion of a Collaborative Research Project

September 29<sup>th</sup> marked the completion of the scanning and data entry for the 5,969<sup>th</sup> (and last) patient file entered into the database supporting a collection of valuable orthodontics records as part of a joint HSLIC – Maxwell Museum of Anthropology (MMA) research project. The collection contains not only the records of 5,969 patients, but also more than 200,000 X-ray and intra-oral inter-treatment images.

Dr. Heather Edgar from the MMA and Dr. Philip Kroth from HSLIC led the effort to process these patient records to put them into a form that can be used for research and education. They received a \$413,000, 3-year grant from the National Library of Medicine in 2008 to fund this enormous task. The pair had a lot of help including database and website design from the HSLIC TECHS Web Team including Kevin Wiley, Kim Hagen, and Kyle Vick. The UNM Radiology Department donated the use of one of their X-ray scanners to digitize the X-rays with help from Daniel Slade. Dr. Summers Kalishman, Director of the UNM School of Medicine's Office of Program Evaluation Education and Research, conducted a series of focus groups arranged by Dr. Edward Harris at the University of Tennessee School of Dentistry to obtain input from orthodontic students and faculty on the design of the website and database. Dr. Charles Tatlock from

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UNM Dental Services also acted as the group's dental advisor and helped with the design. Dr. Shamsi Daneshvari, a graduate biological anthropology student at the beginning of the project (currently a biomedical informatics fellow at HSLIC), helped with standardizing the terminology for the cephalometric data (standardized measurements on patient X-rays) in the database. The grant also helped fund the educations of eight UNM undergraduate and graduate students by providing part-time employment opportunities. To commemorate the completion of the project, the group held a small reception in Dr. Edgar's Laboratory of Human Osteology.

Dr. James Economides, an Albuquerque orthodontist who recently retired from practice, donated the records in the hope that they would be used for research and education. Dr. Economides had the forethought and vision to painstakingly preserve the records that included pre- and post-treatment dental casts, patient X-rays, intra-treatment intra-oral images (not usually obtained in typical orthodontic practice), full facial photos, and a wealth of other orthodontic and medical data. This collection is unique in part due to the diversity of the Albuquerque population. For example, it includes approximately 12% Native Americans and 38% Hispanic patients. Orthodontic students are not usually exposed to such a diverse patient population while in training but often encounter this diversity when they leave school and go into practice.

The challenge of the project was not only to digitize the records to help organize and preserve the collection for research, but also to make a de-identified digital version of the collection easily searchable through a Web interface. In this way, orthodontic students and practitioners who have a patient in a particular ethnic or racial group for which they have little or no treatment experience, can search the collection for representative patients and observe treatment effects and outcomes in the collection's diverse patient population.



*Doctors Kroth, Economides, Daneshvari, and Edgar chat about completion of the enormous data entry project. Photo submitted by Dr. Phil Kroth.*

In addition to patient care and educational uses, the website and the physical collection of records that are housed at the MMA have already been used by a number of investigators from UNM, the US, and other countries. The UNM team alone has presented abstracts and talks on this work at multiple national and international meetings and has published articles in three peer-reviewed journals. The team is currently working on a follow-up grant application to fund high-resolution 3-dimensional scanning of the oral casts that will facilitate additional research projects and make a virtual version of the casts freely available on the web. The web version of the collection is available at: <http://hsc.unm.edu/programs/ocfs/>.

Philip Kroth, MD, MS  
Director, Biomedical Informatics Research, Training, and Scholarship

## New Exhibit Opens – *Civil War Medicine*

*“...hear through the woods the cries, the din, the cracking guns and pistols—the distant cannon—the cheers and calls, and threats and awful music of the oaths—the indistinguishable mix—the officers' orders, persuasions, encouragements—the devils fully rous'd in human hearts—the strong word, Charge, men, charge—the flash of the naked sword, and many a flame and smoke...”* – Walt Whitman, 1863.

HSLIC's new exhibit, *Civil War Medicine*, opened October 17th. The exhibit is in commemoration of the 150 years since the beginning of the war. While many debate the causes of the war, historians agree that the war was a defining event in the nation's history and marked many significant advances in medicine, surgery, nursing, and public health. The above excerpt comes from Walt Whitman's *Memoranda: During the War*, published in 1875-76. Walt Whitman became so moved by the conflict during the Civil War, he left his home in New York and began volunteering his time to nurse the wounded and sick. The exhibit explores some of these individual stories and the advances in surgery and medicine during the war.

In conjunction with the opening of the exhibit, HSLIC hosted a noon-time lecture and reception on October 26th. The lecture entitled *Civil War Years and American Medicine*, was presented by Dr. Jamal Martin. Dr. Martin is a forensic epidemiologist with visiting and clinical faculty appointments in Africana Studies and Family and Community Medicine. The exhibit is located in the auditorium lobby of the Domenici Center for Health Sciences Education and will remain open through August 31, 2012. For more information about the exhibit, please contact Laura Hall at (505) 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

(Photo Above) *Successful Double Amputation, Right Thigh and Left Leg. Otis Historical Archives National Museum of Health and Medicine. Surgeon' General's Office, Army Medical Museum. Flickr. 2 Sept, 2011.*

<http://www.flickr.com/photos/medicalmuseum/5217428967/in/set-72157614294677868>



## Web Application Development: Ruby on Rails

The Web and Applications Group has begun developing web applications in Ruby on Rails, an open source development framework. (For those keeping score, Ruby is the programming language and Rails is the framework used for generating the standard structure and features common to each application.) HSLIC views the addition of Ruby on Rails as an important step in keeping our group current with web technologies.

Ruby on Rails is a good fit for our environment for a number of reasons. First, it automates many standard features of database applications development. For example, writing the standard data maintenance operations of create, read, update and delete can be fully automated using the Rails 'generate' command. This significantly speeds up the development of smaller database applications.

Second, it is easy to deploy apps to individual, virtual servers, which improves reliability. A problem in one virtual server is less likely to adversely affect other apps running in other virtual servers on the same hardware. Third, there are many extensions to Ruby on Rails that automate application development even beyond the built-in features of Rails.

Another advantage to Ruby on Rails is the large number of resources – books, web sites, video, online classes, discussion forums – available for learning and solving the many small technical issues that arise when programming. Rails is the latest addition to our programming tool set, but we still work in other languages and frameworks, depending on the project's needs.

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We work with Oracle Forms, PLSQL, Cold Fusion and C# in the .NET Framework. If you have any questions or would like to discuss a project please contact Kevin Wiley, [kwiley@salud.unm.edu](mailto:kwiley@salud.unm.edu).

Kevin Wiley  
Manager, Systems & Programming

## **Activating Learning: The School of Medicine Strategic Planning Education Retreat**

Over the past three decades the UNM School of Medicine has gained international recognition for its innovations in education. For example, beginning in 1979, the SOM was the first US medical school to pioneer Problem-Based Learning. Since then, the SOM curriculum has piloted a number of innovative changes that have diffused to other medical schools worldwide.

When reviewing the distant or even more recent past in the SOM curriculum, the question naturally arises, “What’s next?” The SOM Education Strategic Planning Retreat held at the Hotel Albuquerque October 6-7, 2011 began to answer this question. Over the course of this two-day retreat SOM education leaders heard speakers, participated in workshops, and brainstormed on ways to improve the SOM curriculum. The strategic direction for the SOM will emerge during the months ahead as launched by this retreat.

The 2011 SOM retreat signaled major changes in both leadership and approaches to education. Senior Associate Dean for Education Ellen Cosgrove, MD, who presided over significant curricular changes in the SOM curriculum over the past 12 years, has accepted the position of Vice Dean for Academic Affairs at the University of Washington’s School of Medicine. Dean Cosgrove oversaw the creation of both the Certificate of Public Health and the BA to MD Program in the SOM at UNM. Craig Timm, MD, will be assuming Dr. Cosgrove’s position at UNM on an interim basis.

UNM SOM has taken an active learning approach since 1979 with its focus upon Problem-Based Learning. In recent years the SOM has been integrating additional active learning approaches into its curriculum. Paul McGuire, PhD, has experimented with Team-Based learning in his 11 week Human Structure, Function and

Development Block for several years. Lecturers and lab leaders, such as this author, have been using more active learning approaches with the encouragement and equipped with training by the SOM Teacher and Educational Development unit.

Two proponents of active learning served as the keynote speakers for the 2011 SOM retreat. World renowned educator Larry Michaelsen, PhD, spoke on Team-Based Learning in his opening session titled “Designing Group Work that Really Works.” Rather than tell the audience about active group learning, Dr. Michaelsen instead had all participants engage in active learning throughout most of the session. Second keynote speaker Jenny Knight, PhD, of the University of Colorado, demonstrated some less conventional uses of the audience response system commonly called “clickers” to indicate how this technology can facilitate active learning. Both keynote speakers pursued their topics in more in-depth workshops on both days of the retreat.

The second day of the retreat featured the aforementioned workshops followed by a novel brainstorming process called a “World Café,” This process allowed small groups of SOM faculty members to synthesize information and ideas from the two day retreat. As individuals re-formed into new groups for further discussions, the larger group began to articulate points of consensus for next steps.

Two days of active participation (and learning) in the stimulating and engaging 2011 retreat left this author excited about the new possibilities ahead in the ever-evolving UNM SOM curriculum.

Jon Eldredge, MLS, PhD  
Coordinator, Evidence Based and Translational Science Services

## HSLIC Research and Scholarship

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

Jason Bengtson, MLIS, published a paper titled *What is Watson and what does it mean for medical librarianship?* in the July issue *Journal of Hospital Librarianship*.<sup>1</sup> This paper describes the new Watson application that prevailed in a recent Jeopardy! tournament. In his paper, Mr. Bengtson discusses IBM's plans, the implications of Watson to medical librarianship, and issues that will need to be considered before Watson can become an effective health information tool.

Heather Edgar, PhD, Shamsi Daneshvari, PhD, Philip Kroth, MD, MS, and Edward Harris PhD, their collaborator from the University of Tennessee School Of Orthodontics, published a paper titled *Inter-observer agreement on subjects' race and race-informative characteristics*.<sup>2</sup> In their paper, the group reports on some of the research they did as a result of an NIH grant the group received in 2007.

This group (above) with the addition of Summers Kalishman, PhD, Assistant Dean for Medical Education Scholarship, presented a paper titled *Research in, research out: the development of a searchable, web-based case file of orthodontic records* at the 15th International Symposium on Dental Morphology, Newcastle UK, August 24, 2011.<sup>3</sup> The paper provided information about the materials in the collection, the research that went into making the collection available, and provided an example of the research it makes possible.

Ingrid Hendrix, MILS, AHIP, gave a presentation titled *The Librarian and the occupational therapist: collaboration for evidence-based practice* at the annual New Mexico Occupational Therapy Association Meeting in Albuquerque, NM, September 9, 2011. Ms. Hendrix gave an overview of evidence-based practice, demonstrated free resources that practicing occupational therapists can use for evidence-based practice, and how they could use HSLIC to obtain material/use resources.

<sup>1</sup> Bengtson J. AI in the ER: What is Watson and What Does it Mean for Medical Librarianship? *Journal of Hospital Librarianship* 2011 Jul;11(3):289-293.

<sup>2</sup> Edgar HJH, Daneshvari S, Harris EF, Kroth PJ, 2011 Inter-Observer Agreement on Subjects' Race and Race-Informative Characteristics. *PLoS ONE*. 2011 Aug 29; 6(8): e23986. PMID: PMC3163683.

<sup>3</sup> Edgar H, Daneshvari S, Harris, E, Kalishman S and Kroth P. Research in, research out: the development of a searchable, web-based case file of orthodontic records. Presented at the 15th International Symposium on Dental Morphology, Newcastle UK, 2011.

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## Mobile Technologies and HSLIC

HSLIC is working aggressively on providing more services to the HSC's mobile device users. What follows is a short list of initial projects recommended by the HSLIC Mobile Technologies Work Group.

**iOS Auto-configuration** - We are excited to be working on auto-configuration of Apple iOS devices (iPod Touches, iPhones and iPads). This will make it much easier for people to do things like set up their iPhone to connect to GroupWise. A person will navigate to a web page, log in, and then download a configuration file that will set up their access to GroupWise automatically. The whole process will take a couple minutes at most and will be available any time of day. We will provide the same type of configuration for other features, such as VPN client. We will also investigate doing the same for Android users.

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**iPad Apps as Reference Resources** – HSLIC is undertaking an extensive investigation into health science resources available for iPads and other mobile devices. With input from faculty and students, HSLIC will make some of the top apps available for review on the HSLIC iPads. It is our hope that members of the HSC community will review the apps, sparking an HSC-wide discussion of how these reference apps can help our students.

**Mobile Applications** – HSLIC recognizes the need to provide appropriate access to work data and applications on mobile devices. As the HSLIC Web and Applications group takes on custom application development projects, we will work with customers to determine where mobile access is appropriate, and then develop mobile versions of those applications for our customers.

**More Information** – Watch for updates on these initiatives on the following sites:

- HSLIC home page: <http://hsc.unm.edu/library>
- HSC Intranet: <http://hscapp.unm.edu/intranet>
- HSC Mobile site: <http://m.health.unm.edu>

Kevin Wiley  
Manager, Systems & Programming



*Sample of Anatomy mobile app provided by Kevin Wiley.*

## Moving In/Moving Up

**Sonja Dewing**, the new Interprofessional Healthcare Simulation Center (IHSC) Program Specialist began September 1. Ms. Dewing oversees the day-to-day operations and provides essential support of the new IHSC and its programs. Sonja has been with the UNM HSC Human Research Protections Office for the past six years and was interested in transitioning to HSLIC and the IHSC because “the IHSC is a fascinating place.” She finds that the IHSC has an uncommon combination of HSC colleges collaborating to create a center where interprofessionalism can take place. When Sonja is not busy working she “loves to write!” Sonja recently received third place in the *Weekly Alibi’s* Flash Fiction Contest and has an article published in the upcoming issue of the *Aviation History* magazine. She also has a knack for photography and jewelry making.

Lisa Orona, MPA  
Unit Administrator 2, Business Services

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### Information:

Library Information	505-272-2311
Library Administration	505-272-0634
Fax	505-272-5350
Web Address	<a href="http://hsc.unm.edu/library">http://hsc.unm.edu/library</a>

### 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>	

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## Open for Business - the HSLIC Service Point

The combined IT and library front desk, called the Service Point, is now operational, providing a single service desk for users seeking HSLIC services. The Service Point occupies the space that formerly housed the Information Technology Help Desk, to the right as you enter HSLIC. The former Information Desk is now closed. Staffing for the Service Point is composed of HSLIC User Support and Reference & User Support staff, who are now combined into a new Service Point unit.

The Service Point combines the services previously available separately from the Library Information Desk and the IT Help Desk into a single user assistance service point. Services provided include:

- Checkout of library materials, anatomic models, laptops, iPads, classroom keys and other equipment
- Drop-off and pickup point for computers to be reimaged
- Classroom and group study room reservation assistance
- Reference assistance with library resources & refer to reference librarians as needed
- Provide Information on HSLIC, Domenici Center and the HSC
- Mobile device assistance
- Network account password resets
- Assistance with public computers, printing, and photocopying

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