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QUARTERLY BULLETIN OF THE HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER

# Director's Update

With this issue of *adobe medicus,* I hope to get back on a regular and frequent publication schedule. We have undertaken many changes and begun new initatives but need to improve our communications about these changes in 2004.

First, I'd like to highlight our lead article on the library's participation in a national survey. I'd also like to call your attention to the FY03 annual report for a summary of our accomplishments this past year: **http://hsc.unm.edu/library/annrept/**. The report highlights many accomplishments of the Health Sciences Library and Informatics Center during FY03, including that 8.5 M pages were viewed on the HSC website by almost 2.5 M visitors. Speaking of the HSC website, by the time this newsletter is distributed the HSC website will be re-launched, so take a look at **http://hsc.unm.edu**.

We are completing interviews for new faculty positions in informatics and educational development and hope to have incumbents on board in early 2004. We have also created a two-year, post-doctoral, non-degree granting, Medical Informatics Fellowship; our first fellow is Randy Stewart, MD (p. 6). We are also welcoming Holly J. Phillips, who joined us in October in a new position of Electronic Services Development Librarian (p. 5).

We are recruiting for new staff positions in IT security and an analyst to support new applications currently being implemented throughout the HSC: InfoEd, a grant management application currently used by main campus; and *work2gether*, a collaborative authoring tool to facilitate the development processes for policies and other complex documents.

With the addition of new faculty and staff, we are beginning another round of facility renovation, upgrades, and musical chairs. A major renovation of space in the BRF building that houses main servers and IT systems staff will take place over the Winter Break. The restrooms on the main floor of the library will also be refreshed and upgraded at that time to better accommodate ADA needs.

Building on the collaboration already in place with our Four Corners consortium of directors of academic health sciences libraries in Arizona, Colorado, and Utah, we recently hosted health sciences library educational faculty from those institutions. Mari Stoddard, Lisa Traditi, and Jean LeBer joined Janis Teal and Jon Eldredge on October 24th to begin discussions of potential collaborations regarding library educational programming among the four states. Another collaboration in place, but within UNM,

# Survey Reflects National Initiative for New Measures of Library Services

In early April, the Health Sciences Library and Informatics Center (HSLIC) participated in a national survey of library service quality, LibQUAL+™. Developed by the Association of Research Libraries (ARL) in collaboration with researchers at Texas A&M University,* LibQUAL+™ is part of the "New Measures Initiative" of the ARL. Formerly, libraries were evaluated by counts of book and journal holdings, counts of patrons passing through the gates, counts of reference questions, and counts of materials borrowed from the library. In the age of electronic resources and remote access, the old measures no longer have sufficient meaning. The New Measures Initiative has a goal of creating more meaningful measures that reflect the impact of libraries in the digital age and allow benchmarking of best practices.

The first group of libraries to employ the survey in 2000 was the Association of Research Libraries. They were joined in 2002 by selected libraries in the Association of Academic Health Sciences Libraries (AAHSL). In 2003 HSLIC administered the survey, one of 21 participating AAHSL libraries. Altogether, 310 libraries in the U.S., Canada, and Great Britain surveyed their users in 2003.

LibQUAL+™ measures four dimensions: Access to Information, Affect of Service, Library as Place, and Personal Control. It does so by asking respondents to rate the minimum level of acceptable service for each question, the desired or ideal level of service, and lastly the perceived or actual level of service they receive as patrons. The minimum and desired scores are used to generate a "window" of acceptability for library services, called a "zone of tolerance." The location of the rating of perceived (actual) service within this zone (high, middle, or low) creates gap scores that enable libraries to assess service adequacy on survey items and dimensions.

Results are compiled centrally at Texas A&M and distributed to participating libraries. Two scores are generated to facilitate assessment: an "Adequacy Mean" (the perceived score minus

# Library Survey Continued from page 1

the minimum score for the item) and a "Superiority Mean" (the perceived score minus the desired score for the item). For both the Adequacy Mean and the Superiority Mean, higher numbers indicate higher service quality, although the Superiority Mean is generally less than zero.

The survey process and results for HSLIC are summarized below. Under the auspices of the Vice President for Health Sciences, in April HSLIC sent an invitation to participate to all *Salud* e-mail account holders (~10,000). The survey received 307 responses of which 297 were scored after discarding non-logical responses (e.g., desired scores lower than minimum scores). Faculty responses accounted for 107 of the 307 received. Adequacy Means and Superiority Means for the four dimensions are reported in Table 1.

**Table 1. HSLIC Mean Scores for the Four Dimensions of Library Service Quality**

| Dimension | Minimum Mean | Desired Mean | Perceived Mean | Adequacy Mean* | Superiority Mean* |
|---|---|---|---|---|---|
| Access to Information | 6.71 | 8.22 | 7.04 | 0.33 (0.21) | -1.23 (-1.13) |
| Affect of Service | 6.55 | 8.03 | 7.69 | 1.08 (0.76) | -0.34 (-0.55) |
| Library as Place | 6.10 | 7.61 | 7.21 | 1.07 (0.59) | -0.40 (-0.76) |
| Personal Control | 6.83 | 8.30 | 7.38 | 0.58 (0.33) | -0.99 (-1.12) |
| **Overall** | **6.57** | **8.02** | **7.36** | **0.80 (0.49)** | **-0.66 (-0.84)** |

*Mean scores for the AAHSL cohort of libraries appear in parentheses for comparison.

Based on the data in Table 1, HSLIC service quality is strongest in Affect of Service and in Library as Place; it is weakest in Access to Information, the only score lower than the AAHSL cohort Superiority Mean in parentheses. Items in the Access to Information dimension included questions relating to print and electronic journals (Adequacy mean=-0.10) other library materials (Adequacy mean=0.35), and electronic information resources (Adequacy mean=0.11). This area has been targeted as a high priority for improvement by HSLIC, and survey results are being used as justification for legislative funding requests. To address the negative superiority mean for Access to Information, on August 1, HSLIC also changed the system by which users access protected resources from home to use a personal network ID with password (as opposed to the former group password). The need for a special browser configuration for remote access was also eliminated.

On the whole, HSLIC scored better on the Adequacy Mean than the average for the AAHSL cohort for all dimensions including the overall score. The Superiority Mean for the Affect of Service, Library as Place, Personal Control and the overall score were also higher than the AAHSL average. A complete discussion of LibQUAL+™ results, as well as responses to comments received is available on the HSLIC website at: **http://hsc.unm.edu/library/libqual/**. Complete results for HSLIC, AAHSL, and ARL are available in the Reserves area of the library.

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*See Parasuraman, A., Zeithaml, V.A. Berry, I.I. (1985). A conceptual model of service quality and its implications for future research. *Journal of Marketing* 49(4): 41-50. For a complete listing of publications about LibQUAL+™, the reader is referred to the following web site: **http://www.libqual.org/Publications/index.cfm**.

Janis Teal, MLS, MAT
Deputy Director, Library Services

# Library Relinquishes Government Depository Status

The Health Sciences Library and Informatics Center made the decision to relinquish its status as a selective government depository library, effective October 2002. After careful consideration, we determined that as we focus on developing new educational and informatics programs, we can no longer continue to devote resources to maintaining depository responsibilities.

The many government resources now available on the Internet have lessened our reliance on print depository materials. These resources have provided access to our health sciences partners throughout New Mexico. Contributing to our decision was our increasing collaboration with the University of New Mexico General Libraries, a full depository library, in order to reduce redundancy and to maximize resources.

Christee King , MLS
Coordinator of Collection Resources

# SARS Broadcast Hosted by Library

On Friday, April 4, twenty-four health professionals attended a live satellite broadcast of "Preventing the Spread of Severe Acute Respiratory Syndrome (SARS)." This Public Health Training Network event was created by the Centers for Disease Control and Prevention. The local broadcast was sponsored by the Health Sciences Library and Informatics Center under the leadership of Sarah Morley, MLS, Clinical Librarian. An archived version of the webcast remains available for viewing at individual workstations at: **http://www.phppo.cdc.gov/PHTN/sars/** . The library also has a videotape which may be borrowed.

Janis Teal, MLS, MAT
Deputy Director, Library Services

# PDF Delivery of Interlibrary Loans and Documents

The days of walking to the Library to pick up your interlibrary loan articles are a thing of the past. In most cases, HSLIC receives article and chapter requests electronically. We can notify you via email when your material has arrived. You may then log into your ILLiad account and print your article as a PDF file.

If you have been using ILLiad and would like to change your preferences to electronic delivery, here are the steps to take:

1) Log on to your ILLiad account
2) From the Main Menu, scroll to the bottom of the page and select "Change User Information."
3) Scroll to the grey box in the middle of the page and select "Yes" for PDF delivery.
4) Save your changes and exit.

Did you know you can also track the progress of your requests using the ILLiad system? The middle portion of the Main Menu contains links to "View/Modify Outstanding Requests." You can follow your request through the entire ordering process to see where it is at any given time. No need to telephone for updates.

If you have comments or questions about ILLiad, contact Wendy Roberts in DD/ILL at 505-272-3588 or email to **wroberts@salud.unm.edu**.

Christee King, MLS
Coordinator of Collection Resources

# New Policy on Gift Acceptance

HSLIC has adopted a new policy covering the acceptance of gifts of books and journals. We recognize that gifts may be a source of valuable additions to the collections. We are, however, bound by University-wide policies that prescribe how we dispose of gifts we cannot use. Due to the labor-intensive nature of processing gifts, we have made changes to the guidelines for what we are able to accept.

# New Electronic Resources Available at the Health Sciences Library and Informatics Center

A number of new resources are now offered by the Library and Informatics Center.

BioMed Central (BMC) provides electronically published journals whose research content is freely available on the Internet. *See Scholarly Communications Symposium a Great Sucess* on page 6 for more information on BMC. The producers are strong advocates of the open access movement in scientific and technical literature. By virtue of our membership to BMC, any UNM author may publish in their journals with no author fee (normally $500 per article).

ScienceDirect is Elsevier's full text electronic journal interface product. Though we subscribe to relatively few Elsevier full text titles, you may use ScienceDirect to search the full text of over 1700 publications. For the titles we do not subscribe to, you may view abstracts and take advantage of the pay-for-view option to order articles directly from Elsevier. Also offered through ScienceDirect is a Medline search interface, the option to register individually and customize your views, save searches and request email table of contents notifications when your favorite journals publish a new issue.

From the Therapeutic Research Center, which also publishes The Pharmacist's Letter, The Prescribers Letter and IDENT-A-DRUG Reference, we now offer access to the Natural Medicines Comprehensive Database (NMDB). Included are over 1,000 monographs to natural medicines and brand name products. Easily searched by keyword, there is no training required and the data is updated daily. Included in NMDB are patient level printable materials, suitable for distributing by practitioners. This resource was made possible through a collaborative funding effort by the academic departments of the Health Sciences Center.

SciSearch Plus from the Research Library at Los Alamos National Laboratories (LANL), combines the search interface to the formerly separate SciSearch and Social SciSearch databases. You may choose to search either one or a combination of both. The option to set up "alerts" (saved searches) under your own account is a popular offering. Using another LANL developed product called "LinkSeeker," links to full text electronic journals available at UNM and to the Library online catalogs are available.

Christee King, MLS
Coordinator of Collection Resources

Books and journals in the healthcare field will be accepted if published within the past five years. Books or materials of historical significance to the history of health, the Health Sciences Center or the practice of healthcare in New Mexico will also be accepted.

Prospective donors must provide a list of materials and their publication date to the Library prior to their acceptance. The appropriate Library employee will review the list and contact the donor. All materials accepted become the property of UNM.

A full description of the new policy is available in the "More Information" portion of our website at **http://hsc.unm.edu/library/libinfo/gifts.cfm**.

Christee King, MLS
Coordinator of Collection Resources

# Computer Virus Prevention and Protection at the Health Sciences Center

Computer viruses at the UNM Health Sciences Center (HSC) are not unordinary occurrences. Software programs designed to "infect" a host computer, usually with malicious intent, circulate their way around computer systems throughout the world. Everyone with a computer at home or in their workplace must protect themselves against these threats. We, in the health care profession, must be especially proactive about how we perceive and eradicate viruses. Many patient care systems are run by computers, and the data they possess is invaluable to both physicians and patients. To protect ourselves, we need to define the types of computer viruses, work with virus tools, be aware of any system updates we should perform, and be aware of the potential for infection by other computers with outdated or no anti-virus protection.

Generally, there are three different types of malicious computer programs or programming codes that can infect a computer system. The first is a virus, which is a manmade program that causes an unexpected, usually negative, event. Viruses are often disguised as games or images with catchy titles. The next type is a worm. Worms reside in the memory of a computer and replicate by sending copies of themselves to other computers, usually through email or Internet Chat systems. The last type is called a Trojan Horse because it pretends to be an ordinary application, but when run, it does something unexpected and usually destructive to the infected machine.

There are several things we do to protect ourselves from these types of codes at the HSC. We use the Groupwise anti-virus agent on our mail servers. This agent ensures that no worm-laden messages ever leave the an infected computer mailbox. We also have the McAfee anti-virus software available for all HSC computers. There are currently two versions in use, one for Windows 2000 and later systems, the other, for the Windows 9.X platform. This virus scanning software will automatically download virus definition updates from the HSC servers to keep the computer updated and detect and remove viruses or Trojan Horses.

Although we have these tools readily available, the operating systems themselves are also vulnerable to threats from the Internet. This has been the largest gap in our security due to the large number of systems in our environment. This gap is greatly reduced by repairing our operating systems with updates from the operating systems vendor. This is a function that currently needs to be done by each user at least once a week. However, we are currently developing a mechanism that will automatically install updates on all of the machines on the HSC network without any user intervention.

Finally, the HSC has some systems that have no anti-virus protection or use software from another vendor but do not update the virus definition files on a regular basis. This creates an internal threat of infection between different HSC computers that users should be aware of.

As with any organization, resolving these threats takes the time and the committment of many people. The HSC is committed to working with and for users to maintain a secure network environment. We will continue to grow and change our security mechanisms to meet each challenge. Undoubtedly, you will see additional changes in the near future as we continue to provide uninterrupted services for all of the HSC endeavors.

Richard Adcock, MCSE, MCNE
Manager, User Support Services

# Library Sponsors Workshop On Personal Digital Assistants

On Saturday March 15, forty-two health practitioners attended a workshop called "PDA's and Medical Decision Making" as part of the 27th Annual Conference on Advances in Primary Care, and two of them went home as winners of personal digital assistants (PDA's). The workshop was sponsored by the Health Sciences Library and Informatics Center (HSLIC) through a Technology Awareness Grant from the National Library of Medicine.* Sharon A. Lezotte, MHE, MLIS, served as principal investigator on the $9000 grant. The program included Mari Stoddard, MLIS, from the University of Arizona, a nationally known expert on personal digital assistants and their application to medicine. Another session on PDA software was presented by Charity Karcher, MLIS, from HSLIC. The program also featured a panel presentation on implications of new technology on health care.

Panelists were Ron Margolis, MBA, Chief Information Officer at the University of New Mexico Hospitals, and Diane Shartsis Wax, MPA, MBA, Visiting Faculty at HSLIC and formerly Director of Legislative Activities for the National Institutes of Health. The panel moderator was Holly Buchanan, EdD, Director of HSLIC and Professor, School of Medicine.

The grant also funded hardware and software used to present the workshop. Two PDA's were given away by a drawing at the end of the afternoon. Winners were Gillian Buddington, physician assistant at the Gallup Urgent Care Center and Raymond Galley, also a physician assistant at Las Clinicas del Norte in Rio Arriba County. Gillian won a Palm 515, and Ray won a Compaq/Ipaq (Pocket PC).

*Funded by the National Library of Medicine under contract N01-LM-1-3515 with the Houston Academy of Medicine.

Janis Teal, MLS, MAT
Deputy Director, Library Services

# Ovid Users Take Note

As of June 1, 2003, the minimum browser version supported by Ovid is Internet Explorer 5.x and above, and Netscape 6.x and above. Product enhancements are being planned that will require these newer browser versions. You may upgrade your version at these sites:

**For Netscape:**
http://channels.netscape.com/ns/browsers/

**For Microsoft Internet Explorer:**
http://www.microsoft.com/windows/ie/

The Health Sciences Library and Informatics Center has copies of Netscape 7.2 available for 3 day circulation. Ask for them at the Information Desk.

Christee King, MLS
Collection Resources Coordinator

# MOVIN' IN & MOVIN'UP

**Rick Adcock** joined us as the **TECHS Manager of User Support**. In this position, he provides general oversight and direction for the User Support group, which includes the HSC HelpDesk and other important technical customer service groups. Rick came from Albuquerque Public Schools where he managed their area network. Previously a Technical Trainer and Consultant with REDW Technologies (formerly Data Management Systems), Rick is delighted that some of his former students and clients are now his colleagues.

Before working for UNM College of Fine Arts as a Program Coordinator for the Arts Technology Center, **Sally (Sarah) Bowler-Hill, HSLIC Administrator** was an accredited Fine Arts and Antiques Appraiser with the Peter Eller Gallery. She is a video producer, a painter, and is incorporating digital photography in her textile pieces. In her position with HSLIC Administration, Sally combines her background and expertise in art and technological applications to help us expand current Library publications and give birth to new ones.

The Charles Darwin Research Station library has the largest collection of Galapagos-related material in the world, but it didn't have a catalog to provide access to the resources until **Holly Phillips** offered to get them online. She left Galapagos but stayed on that course, supplementing a Master of Sociology from Utah State University with a Master of Library Science from the University of Arizona at Tucson. In Arizona, Holly was a Bill and Melinda Gates Foundation intern, working in the Native American Access to Technology Program teaching application software trainers in Tohono O'odham. As our **Electronic Services Development Librarian**, she will ensure that the HSLIC website and the Proxy Server evolve successfully.

**Nancy Prewett** (Gough after her wedding this fall), is a writer of poetry and short fiction, animal rescuer, fluent speaker of French, and **User Support Analyst II** in the HSLIC Helpdesk. Nancy's love for and training in computers started when she served as a high school computer aide in the Tohatchi, Navajo Nation, teaching students, staff, and community members from five to ninety years old. While earning her BA in English at UNM, she's supported herself as a CIRT Pod Student Computer Consultant, Technical Support for the Department of Pathology, and as a student employee for the HSLIC Helpdesk.

"I'm glad to be away," says **Sarah Sabol**, **Analyst Programmer II**, "from nuclear waste documents!" Sarah is referring to time spent at a commercial company in which she was an Information Systems Developer and sidelined as a technical writer/editor, mainly to satisfy government contracts. She joined our Web team, offering service and support in the development of online courses and course materials.

**Dilek Scott, Systems Analyst III,** and her husband saw the luminarias and winter sunshine during their visit to New Mexico last year, and realized that their decision to live closer to her brother and uncle had added benefits. She came here from a position as an IT Administrator with Spartan Graphics, and before that a law firm and bank. Now Dilek can experience our art-filled state and golf in the sunshine. Dilek is, as she says, a "total geek." When she's here, she maintains the health and well being of our servers and network. When she's home, she organizes net meetings with her family abroad and has a network at home.

Although **MaryLou Seyl** has worked for years counting cash—UNM Accounts Payable, UNM Student Accounting, and HSLIC Accounting—she has always been ready to help with a variety other tasks, and is moving smoothly into her new position in the administrative team as an **Administrative Assistant III**. She climbed to her previous position via the University's Career Ladder program. Unlike the hot air balloons she's fond of, MaryLou's rise is due to the meticulous completion of concrete projects and tasks, with the tenacity and energy she displays when she climbs Bland Canyon, her favorite hike.

# New journals, cancellations & titles becoming electronically available in January 2004

As part of our efforts to build a 21st century library, a review of the print journal collection is underway. Use statistics for the past three years for each title and the three-year subscription cost provide information on cost per use. Also considered is whether we have multiple electronic access points to a journal title or whether any UNM library has added a publisher's e-journal package that includes a title we are currently receiving in print. Interlibrary loan records are examined for heavily requested titles and all suggestions received throughout the year are evaluated. As a result, the Health Sciences Library and Informatics Center is switching over 150 print journals to electronic format. In addition, we are pleased to be able to add some important new journals in 2004, to move to electronic format for many and to cancel outright very few titles.

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Christee King, MLS
Coordinator of Collection Resources

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## New titles to begin in January 2004.
*(Titles not currently received in any format.)*
- American Journal of Hypertension - electronic only
- Annals of the New York Academy of Sciences - electronic only
- Behavioural Brain Research - electronic only
- Biochimie - electronic only
- British Journal of Occupational Therapy - print & electronic
- Current Opinion in Biotechnology - electronic only
- Current Opinion in Chemical Biology - electronic only
- Current Opinion in Immunology - electronic only
- Current Opinion in Microbiology - electronic only
- Current Opinion in Pharmacology - electronic only
- Journal of Child and Adolescent Psychopharmacology - electronic only
- Journal of Child Neurology
- Journal of Hand Therapy - print & electronic
- Leukemia & Lymphoma - print & electronic
- Neuroreport - electronic only
- Schizophrenia Research - electronic only
- Toxicology - electronic only
- Trends in Microbiology - electronic only
- Violence Against Women - print & electronic
- Wilderness and Environmental Medicine - print only

## Cancellations - All Access (print and/or electronic) is lost.
**Available by Interlibrary Loan.**
- Burns : Journal of the International Society for Burn Injuries
- Clinical Pharmacology (computer file)
- Current Problems in Pediatric and Adolescent Health Care
- Current Problems in Surgery
- Hormone Research
- International Journal of Clinical Practice
- International Surgery
- Journal of Abnormal Psychology
- Journal of Biomedical Informatics
- Journal of Geriatric Psychiatry
- Journal of Pharmaceutical Finance, Economics & Policy
- Matrix Biology
- Neurobiology of Learning and Memory
- Neuropediatrics
- Psychoanalytic Quarterly
- RDH
- Texas Heart Institute Journal
- Texas Medicine
- Transactions of the Royal Society of Tropical Medicine & Hygiene
- Transplant Nurses Journal

# Scholarly Communications Symposium a Great Success

On February 27, 2003, Provost Brian Foster and HSC Vice President R. Philip Eaton hosted a campus-wide Symposium on Scholarly Communications. Co-sponsors of the event were the UNM General Libraries and the Health Sciences Library and Informatics Center.

This thought-provoking symposium focused on trends in scholarly communication, and how they affect faculty research and publishing. Questions tackled included: How much power do publishers have in the academic community? How can university libraries respond to escalating subscription prices for scholarly journals? What is the viability of institutional repositories? How much should UNM invest in its libraries and their electronic collections? Who should own research papers?

For several months, a Planning Committee, led by Camila Alire, EdD, Dean of General Libraries, and Holly Shipp Buchanan, EdD, the Director of the Health Sciences Library and Informatics Center, worked to bring nationally-recognized speakers to campus. The keynote speaker, David Shulenburger, PhD, Provost and Executive Vice Chancellor of the University of Kansas, presented "The Scholarly Communication Crisis: A Call for a Public Goods Solution." Another guest speaker was Alan Covich, PhD, Professor of Fishery and Wildlife Biology at Colorado State University, who spoke on "Evaluating the Success of BioOne: An Innovative Partnership of Professional Societies, Libraries, Publishers, and Universities." The third guest speaker, Rick Luce, Research Library Director at Los Alamos National Laboratories, generated much discussion with his presentation, " Out of the Quagmire: A Focus on Institutional Repositories." The afternoon closed on a high note with UNM's Faculty Panel Discussion. Moderated by Provost Foster, the panelists included Samuel Keith, MD, Professor and Chair of the Department of Psychiatry; Bernard Moret, PhD, Professor of Computer Science; and Vera Norwood, PhD, Associate Dean, College of Arts and Sciences. The question and answer session engaged faculty in a lively dialogue about the changes in and impact of scholarly communications.

Close to 100 faculty from a wide range of UNM departments attended. The range of disciplines paralleled the variety of publication media faculty typically use: electronic journals, new and old print journals, and books all serve as the medium of choice for various disciplines and all present a different angle on scholarly publishing. One attendee wrote: " [the] mix of perspectives permits me to see the issues in a broader context." Judging from the faculty responses to the evaluation, the symposium generated plenty of interest and the symposium unanimously was a success.

Drs. Alire and Buchanan and the rest of the Planning Committee are currently working on a second symposium to keep the momentum and enthusiasm about scholarly communication active. It is hoped that the second symposium will take place in Spring 2004. In addition, web page information and links, as well as other publicity, will be set up, including instructions for authors seeking alternative means of publication.

As an additional follow-up to the 2003 symposium, the University of New Mexico has become an institutional member of Biomed Central (BMC). BMC is an independent publisher of life sciences journals committed to providing immediate, free-of-charge access to peer reviewed biomedical research. It was founded in response to skyrocketing biomedical journal prices and restrictive electronic licensing by publishers. BMC operates on a new business model called "open access" publishing. This model makes all peer-reviewed research articles electronically available, free of charge in perpetuity, for any user on the planet. Open access is possible because the publisher makes a profit by means other than charging subscription fees to libraries for peer-reviewed research results. Examples of alternative funding mechanisms include web site ads, article processing fees paid for by scientific grants, and special charges for "value added" services such as review articles and commentaries.

UNM's membership in BioMed Central was subsidized by the South Central Academic Medical Libraries (SCAMeL) consortium of 14 academic medical center libraries in Arkansas, Louisiana, New Mexico, Oklahoma, and Texas. Other library associations are also working to promote publishing alternatives including open access initiatives and institutional repositories. A press release (reprinted in part on Page 7) from the Association of Academic Health Sciences Libraries heralded the October 13, 2003 first issue of PLoS Biology from the Public Library of Science. The Association of Research Libraries has been instrumental in the development of SPARC, the Scholarly Publishing and Academic Resources Coalition (**http://www.arl.org/sparc/**).

Institutional memberships serve as another funding mechanism. As one of Biomed Central's institutional members, UNM supports open access publishing by payment of an annual fee. The dollars that UNM contributes are an investment in a new system of scientific communication. If it succeeds, the new open access movement could open up whole worlds of scientific and medical information to researchers, clinicians, students, and the public – by making the immense body of peer reviewed research freely available to all.

For more on the open access movement and the trends behind it, see the PLoS Biology press release reprinted in part on Page 7.

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Linda Byrd, Information Systems Planner
Dick Carr, RUSS Coordinator
Ed Merta, RUSS Mngr. Lib. Ops. (Evenings)

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## *MOVIN'IN & MOVIN' UP*

Stationed in Mississippi, Washington DC, and Iceland when she was on active duty in the Air Force, **Corrine Sharp**, **TECHS LAN Administrator**, says that Albuquerque is the biggest town she's lived in, but still has the feel of a small town, which she likes. While earning degrees in Psychology and Information Systems Technology, and minoring in Philosophy, Corrine served in the Illinois Air National Guard in information management and computer systems. She moved from Arizona to be near her family in Albuquerque. Here, she studies yoga and t'ai chi, and handles HSC user account management, file permissions and security.

Yearning for New Mexico while earning her masters at the University of North Carolina in Chapel Hill, **Anne Sklar**, our newest **Library Information Specialist III**, developed a website called "Get Your Kicks Researching Route 66: A Pathfinder on the Mother Road." Anne worked in public and academic libraries since she was a teenager, from shelving to reference to interlibrary loan. In addition to creating websites, Anne helped establish the Cherry Hills branch of the Rio Grande Valley Public Library System, and the Environmental Protection Agency library in Research Triangle Park, NC. The Route 66 website mirrors her work in the Reference and User Services department in its attention to detail, concern with ease of use to the user, and humor.

Self-described as an IT/Behavioral Health Physician Liaison, **Randy Stewart** is transitioning from the UNM Department of Psychiatry to being HSLIC's first **Medical Informatics Fellow**. A psychiatrist who consistently found himself attracted to areas of study that are highly abstract, but unambiguous—for example, programming—Randy found a good fit in HSLIC. Starting in Pennsylvania as a young electronics technician in the Navy, Randy acquired a medical degree and came here as a psychiatric resident. By volunteering for technology committees here at UNM HSC, he came back to his technological roots. Randy works with the group implementing CMRIS, a clinical information application developed by Duke University that offers the security required of a behavior health records system.

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Sally Bergen, MLn
RUSS, Manager Library Operations (Days)

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involves raising faculty awareness concerning changing models for scholarly communications. *See* AAHSL press release below. We hosted a successful forum this spring (p. 6) and plan another symposium with the General Library in the spring of 2004.

Finally, a personal note. I was greatly surprised (but pleased) to have been nominated and subsequently appointed by Secretary of Health and Human Services Tommy Thompson to serve a 4-year term on the Board of Regents of the National Institutes of Health, National Library of Medicine. I attended my first Board meeting in September, and look forward to gaining a closer knowledge of NIH, national policy development, and how to improve linkages between NLM and constituencies across the country. I will include information from each Regents' meeting in future columns of *adobe medicus*.

Holly Shipp Buchanan, EdD, MBA, MLn
Director,
**hbuchanan@salud.unm.edu**

# HSLIC Formulating New Privacy Policy

In an age of pervasive information networks, individual privacy is a paramount concern. The Health Sciences Library and Informatics Center is dedicated to meeting the unique circumstances of this new era in ways that serve the needs of its users - while protecting patron privacy as well.

This year the HSLIC has formulated draft versions of policies to safeguard the privacy of patron information. One of these policies -- "Retention and Destruction of Library Records Containing Patron Information" -- provides for the disposal of library documents and data that contain confidential patron information, as soon as that data is no longer needed for library business. Another draft policy -- "Release of Private Patron Information" -- states that confidential patron information will be released only with the consent of the patron in question. In the event that law enforcement authorities request access to such information, the policy establishes procedures for HSLIC compliance when such requests are accompanied by the appropriate legal documents, such as a search warrant or subpoena.

Some law enforcement inquiries might be conducted under provisions of a federal law known as the "Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act, also known as the USA-PATRIOT Act. This law was passed by Congress after the terrorist attacks of September 11, 2001. HSLIC staff will comply fully with the law's requirements that library personnel refrain from informing any patron or patrons who may be the subject of such an investigation. HSLIC will also take steps to alert patrons that such inquiries can take place at the library under this Act.

Privacy policies such as the ones drafted by HSLIC are strongly recommended by several national library groups, including the Medical Library Association, the American Library Association, The Association of Research Libraries, the Special Libraries Association, and the American Association of Law Libraries.

HSLIC's proposed privacy policies are currently being reviewed by the University of New Mexico's Office of Legal Counsel, to ensure the legal soundness of the policies. The new policies are in effect, pending legal approval, and copies are available upon request. HSLIC is committed to protecting the privacy of sensitive patron information while complying with all relevant state and federal laws, in an information age that brings new uncertainties and challenges but also new opportunities.

Ed Merta
RUSS, Manager, Library Operations (Evenings)

## Association of Academic Health Sciences Libraries

October 13, 2003

ORGANIZATIONS LAUD INNOVATIVE OPEN-ACCESS PUBLISHING VENTURE:Inaugural Issue of PLoS Biology Provides Free Access to Top-tier Biology Research

October 8, 2003 -- A coalition of major library and public interest organizations praised the October 13 premier of the first "open access" journal published by the San Francisco-based Public Library of Science (PLoS), a non-profit organization of scientists and physicians. PLoS Biology (**http://biology.plosjournals.org/**), a monthly peer-reviewed journal available free online, features research of exceptional significance, including several groundbreaking articles that recently have received extensive coverage in the worldwide news media.

PLoS is employing a new model for scientific publishing in which research articles are freely available to read and use through the Internet. The costs of publication are recovered not from subscription fees -- which limit information access and use -- but from publication fees paid by authors out of their grant funds and from other sources...

"Unlimited access to scientific research will speed discoveries and medical advances, as it has in the cases of the Human Genome Project and SARS," said Harold Varmus, co-founder and chairman of the board of PLoS. "The speed at which these projects advanced science and, more importantly, saved lives is testament to the equation that drives the Public Library of Science -- multiply knowledge by access and you can really accelerate progress." Varmus is a Nobel prize winner, President of Memorial Sloan-Kettering Cancer Center, and former director of the National Institutes of Health.

PLoS is one of several initiatives that promote open access to scientific and medical literature. Although they still represent only a fraction of the published research literature, many open-access journals have been launched. BioMed Central (**http://www.biomedcentral.com/**) is a commercial publisher of original research papers using an open-access model. The Directory of Open Access Journals (**http://www.doaj.org**) identifies 540 peer-reviewed open-access journals in wide-ranging scholarly and scientific fields. There are also groups, such as the Open Society Institute (**http://www.soros.org/openaccess/**) and SPARC (**http://www.arl.org/sparc/**) that are providing support and advocacy for open-access publishing...

For more information and the rest of the press release see: **http://www.aahsl.org/new/display_page.cfm?file_id=86**

# adobe
## medicus

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1 University of New Mexico
Albuquerque, NM 87131-0001

**Library Hours:**

| | |
|---|---|
| Monday -- Thursday | 7:00 AM - 11:00 PM |
| 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.**

**Information**

| | |
|---|---|
| Library Information | 505-272-2311 |
| Library Administration | 505-272-0634 |
| Fax | 505-272-5350 |
| Web Address | **http://hsc.unm.edu/library** |

HEALTH SCIENCES LIBRARY
AND INFORMATICS CENTER
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