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THE UNIVERSITY OF NEW MEXICO
HEALTH SCIENCES LIBRARY
AND INFORMATICS CENTER

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

Director's Update

With this issue of *adobe medicus*, new Administrator Sally Bowler-Hill helps rebuild the HSLIC communications program. This issue profiles one of the HSLIC units, Reference and User Support, and she will highlight the work of other HSLIC units in upcoming issues.

Several educational opportunities sponsored by HSLIC will be offered this spring. February 17 and 18 Stuart Nelson, MD, Chief of MeSH at the National Library of Medicine, will be on campus presenting seminars on medical informatics and the role of vocabularies (contact me for more information). The 2nd Annual Symposium on Scholarly Communication will be held March 12th with Stanford's Lawrence Lessig as the keynote speaker (See Page 4 for more information).

In January, renovation was completed on the library's 2nd floor restrooms, including the addition of handpainted accent tiles of medicinal herbs. In the BRF building, new modular office space was created for the TECHS systems group. The quality of a library facility is a critical component of a productive learning environment. Over 300,000 people entered this library in FY03. While responses to the 2003 LibQual+ customer survey indicated that users rated the library very positively on the dimension of quality covering the "library as place," the facility must be continuously upgraded to meet the needs of library users and employees. To this end, Janis Teal and I are currently writing a chapter on the HSLIC renovation processes for a book on library buildings. Particularly timely was our attendance at the November 2003 Building Symposium at the National Library of Medicine.

Finally, January 1, my title was changed as reflected below.

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

New! Health News on HSLIC Web Site

Stay informed about the latest developments in the health sciences, the healthcare industry, and consumer health! HSLIC makes it easy with our recently launched web site for health-related news. The site provides a health news feed from *Yahoo!* as well as a collection of links to quality sites with medical, health industry, consumer health, professional organization, and higher education news. All of these sites are available to UNM-affiliated patrons, and the majority are free to anyone anywhere. To access the Health News site, click on the "Today's Health News" link on the HSLIC home page or go directly to <http://hsc.unm.edu/library/news/>.

Anne Sklar, MSLS
RUSS Library Information Specialist III



HSLIC Information Desk. Photo by Kyle Zimmerman.

Who's RUSS?

RUSS, the Reference and User Support Services group, is the Health Sciences Library and Informatics Center (HSLIC) component that coordinates library public services – opening and closing the building, Information Desk staffing, reference service, literature search service, stacks maintenance, reserves, answering the main HSLIC phone line, and generally helping with or referring any and all questions received in person, by phone, or via e-mail.

The services provided at the HSLIC Information Desk encompass circulation, reference, media, reserves, and assistance with photocopiers, public computers and printers. Many libraries have separate service points, but at HSLIC they are combined to provide a convenient single service point for library users. HSLIC library faculty and staff run the Information Desk, including weekend coverage. Besides staffing the desk, faculty and staff also share in "virtual reference" during the day on weekdays. The Virtual Reference member carries a portable phone to stay "within reach" for assisting users with more extensive or time-consuming reference questions. This "V-ref" person also tours through the library, looking for patrons in need of assistance.

HSLIC has expanded its hours of operation twice during the past academic year, moving the weekday opening time to 7:00 a.m. to provide a full hour of time prior to the first classes, and moving the Sunday opening time to noon in response to the demand indicated by our patron counts. HSLIC maintains these hours throughout the academic year until classes, finals, formative exams and summative exams are all completed.

Dick Carr, MALS
Coordinator, RUSS

HSLIC Web Page

As the newest member of RUSS, and the first person to hold the Electronic Services Development Librarian position, this special issue of *adobe medicus* spotlighting RUSS is a great opportunity for me to inform the Health Sciences Center (HSC) community what to look forward to and expect on the HSLIC web page. This is also good time to review some of the services already available through this site.

User resources that can be found on the HSLIC home page include the "Ask a Librarian" service, where you can send questions via email 24 hours a day. On the HSLIC home page you can also send in a book or journal request, ask questions about remote access, renew books and send us general comments and suggestions about our services.

Services patrons can look forward to in the near future include more online versions of paper forms, more ready reference, subject guides, and helpful links, as well as a revamped PDA information page.

As a member of the HSC community, you can help in the continual pursuit of fresh content and better electronic reference services by contacting me with ideas and suggestions at hphillips@salud.unm.edu. I look forward to developing a dynamic web site that reflects the educational and research missions of the HSC and facilitates easy access to the most pertinent and timely information.

Holly Phillips, MS, MLIS
Electronic Services Development Librarian

Friends Donation for Humanities Collection

The Friends of the Libraries, UNM recently donated \$2,500 to further develop HSLIC's Humanities Collection. This special collection, located on the fourth floor, was created to integrate the humanities and the humane patient care perspective into health sciences education at UNM.

Upon receipt of the Friends' generous donation HSLIC Director Dr. Holly Buchanan observed that this collection is "useful to UNM faculty, students, and staff." Friends Immediate Past President Jan Dodson Barnhart noted that this collection "is close to the heart of the Friends...because we were a contributor to the conception of this collection."

The Friends donated \$1,000 as seed money to launch the then new collection in 1991.

The Humanities Collection encompasses a variety of subjects including philosophy, ethics, religion, cross-cultural communication, literature, and art as they relate to the compassionate care of patients. Books in this collection can be checked out like other books in the fourth floor Monographs Collection.

Library leadership greatly appreciates the Friends' donation and hope that all HSLIC users will become more familiar with the Humanities Collection.

Jonathan Eldredge, MLS, PhD
Academic & Clinical Services Coordinator

HSLIC Faculty Invited to Teach Workshop

HSLIC Director Holly Buchanan and HSLIC Visiting Faculty member Diane Wax were invited to conduct a workshop for The Women in Science and Engineering (WISE) Program at UNM on December 8th. The workshop was entitled, "Tricks and Tips for Funding." The purpose of the workshop was to introduce engineering and science graduate students to federal funding opportunities and offer tips for getting started writing a grant proposal.

WISE is a sponsored program whose goal is to bring women together and provide them with a solid start in their career interests. "Tips and Tricks for Funding" was a hands-on workshop conducted as part of the program's strategy to provide the tools that female science and engineering students need for their future careers.

The workshop focused on funding opportunities from federal agencies. The speakers



Diane Wax, second from the left, and Holly Buchanan, second from the right, with WISE participants. Photo by Deborah Chavez-Kennedy

provided information about the agencies as well as web sites for the students' future perusal. In addition, tips for getting started were outlined and followed by a group exercise.

The group broke into three teams comprised of participants from different disciplines and walked through the process of identifying a research topic and the steps needed to begin preparing a research grant proposal. The teams reported out to the rest

of the WISE participants. This exercise provided an opportunity for the participants to work in interdisciplinary teams, organize their ideas in a short amount of time, and make a presentation to a larger group.

The evaluations were very positive and we hope to conduct similar workshops for both the HSC and the main campus. Please contact Diane Wax or Holly Buchanan if you would like to schedule a session with your students.

Diane Wax, MPA, MBA
Visiting Faculty, HSLIC

Student Shelves Assure Access to Library Materials

HSLIC employs UNM undergraduates whose primary responsibility is to re-shelve library print materials. These student employees patrol the library, picking up loose books and journals as well as ensuring that patrons can locate the books and journals they need.

HSLIC student shelveers also scan each item they re-shelve with an inventory tracking device. Thus, the library can monitor how frequently the books and journals are being used. If our data indicate a journal title isn't being used, it is more likely to be cancelled. This is why we ask patrons to please refrain from re-shelving library materials themselves.

If you are looking for a book or journal that hasn't been checked out and isn't yet in its proper place on the shelf, a good place to look for it is in the student employee work area on the 3rd floor. Student employees assemble the items they have picked up from around the building in this area so they can be sorted into the proper order.

Ed Merta
RUSS, Manager of Library Operations (Evenings)

Congratulations!

HSLIC Electronic Services Development Librarian, Holly Phillips, was selected by the faculty of the School of Information Resources and Library Services at the University of Arizona for the Outstanding Graduate Student Award in her class. The award presentation took place on December 19, 2003 in Tucson.

Movin' In and Movin' Up

Whether catching home runs for the Cleveland Indians in Jacobs Field, or developing a campaign to increase corporate Internet awareness in Bolo Horizonte, Brazil, **Programmer/Analyst III David Porter's** work "behind the fence" has proved vital. In Slovakia, he helped debug job application forms for a government-supported application. At UNM, he worked on the first phase of a virtual chemistry lab supported by a NASA grant. For the library, David will play on two teams: *work2gether*, upgrading, supporting users, and beta testing; and *InfoEd*, helping support the HSC arm of this central repository of grant administration information.

As befits a PhD in Diplomatic History, **Network Analyst Lin Ye** understands the library, Health Sciences Center departments, and the University of New Mexico Hospitals from many vantage points. He was working as a Library Technician at Lovelace Hospital when he accepted a position in 1998 at HSLIC as a Library Information Specialist I. His talent for technology was soon discovered, and he began to provide technical support to onsite patrons. Lin built on that talent, studying at New Horizons and earning network certifications. He moved into the TECHS department, where he recently was promoted from his position as Network Technician to work as a member of the UH/HSC network team.

Sally Bergen, MLN
RUSS, Manager of Library Operations (Days)

HSC to Deploy Microsoft Active Directory

The HSC Information Technology (IT) Systems group of HSLIC is currently working to take advantage of the service and management features provided in the latest version of Microsoft Active Directory for Windows. The HSC has been using an older electronic directory program, Novell's eDirectory, for nearly 10 years. This new and improved Microsoft directory service will help to ensure that we are able to deploy and use new technologies effectively and efficiently in the years to come.

What does this mean for you? Directory software programs offer a wide range of services and can be the focal point for many organizational and information technology services. These services include individual user demographics such as a user's phone number, title, and department. In addition, a directory can also help to define user roles within an organization. By doing this, we can then define how computer equipment is used and who has access to certain computers.

Building a sophisticated enterprise directory infrastructure can facilitate bringing new people into an organization more efficiently by giving them access to the resources their particular role permits. It can also improve existing employee work-flow by reducing the complexity of getting access to approved resources.

Along these lines, the HSC IT Systems group plans to use Microsoft's Active Directory to create "workstation roles." A current problematic area in the HSC IT systems is the general purpose machines in the clinical areas. Tightening security requirements demand we no longer use generic logins at these machines. Instead, each user must type in a unique login on the workstation. Active Directory will allow us to add every workstation in our environment to the directory. Once these workstations have been added, HSC faculty, staff and students can use personal user IDs to log onto any workstation for which a user has the access rights. This will make securing, supporting and using workstations much easier.

HSLIC Study Rooms

Have a group project or just want a place where you and your classmates can work together without disturbing other patrons? HSLIC has six group study rooms, each equipped with a table, chairs, VCR, and whiteboard. Dry erase markers are available for checkout at the front desk.

Rooms may be reserved for group study by UNM students, faculty, and staff. To reserve a room, visit the front desk for a room reservation form or call **272-2311**. You may make up to five reservations at a time. To keep rooms available to all of our users, we limit reservations to one per day and three hours per reservation.

Study rooms must be reserved a day or more in advance. If you want a room immediately, any unscheduled rooms are available on a first-come, first-served basis. A printout of the room reservation schedule is posted on the bulletin board on the plaza level.

Anne Sklar, MSLS
RUSS Library Information Specialist III

HSLIC to Host HSC Day

In conjunction with HSC Administration, a special informational day about the HSC will be held at HSLIC on March 3, 2004.

This all-day open house will bring the HSC together as a community to review priority initiatives in the Administrative, Programmatic, and Facilities Master Plans and reflect on the HSC accomplishments achieved over the past 10 years. A keynote presentation by HSC Vice-President, Dr. Philip Eaton, will update members of the HSC community about important building projects including the Research Incubator Building (RIB), Domenici Hall, the new Research Building, Education Building, and West Entrance to the Health Sciences Center.

Throughout the day, models of the new buildings will be on display in the Library, and informational booths will be set up with HSC staffers available to answer questions.

The event is being coordinated by Cinnamon Blair, HSC Marketing Officer in the HSC Office of Development.

Janis Teal, MLS, MAT, AHIP
Deputy Director, Library Services



Students at HSLIC Public Computers. Photo by Barry Staver.

The computing environment at the HSC is quite complex and the full realization of these benefits will take some time. Only newer Windows 2000 and XP machines can be included in this new directory. We hope to complete a pilot of this conversion to Active Directory by early spring 2004. The HSC-wide conversion should follow shortly thereafter, with the majority of machines added to the directory by late 2004.

As machines are added to the new directory, there may be some changes to the desktop profiles. We are working to copy existing user profiles to minimize the changes to individual desktops. We are also synchronizing personal Novell user ID's and passwords with Active Directory so they will be the same when you logon to the new system.

Once this technology is in place, we will be able to provide new enhancements to users from a central point. This will help ensure that we remain competitive in deploying and using new technologies effectively and efficiently. If you have question or concerns, please contact the HSC Help Desk or check the TECHS web site at <http://hsc.unm.edu/library/user-support/>.

Barney Metzner, MM, CNE, MCP
Manager, IT Systems

Second Annual Scholarly Communications Symposium March 12, 2004

The Health Sciences Library and Informatics Center and UNM General Libraries invite the UNM community to the Second Annual Symposium on Scholarly Communication: Stewardship of the University Community's Knowledge Base.

The symposium will be held March 12, 2004, from 1:00 - 4:30 p.m. in the Student Union Ballroom A. The keynote speaker is Lawrence Lessig, Professor of Law at Stanford Law School and founder of the School's Center for Internet and Society, with an additional presentation by Johann van Reenen, Assistant Dean for Public and Research Services, UNM General Library.

The symposium addresses institutional repositories, open access, promotion and tenure and other issues related to standard and alternative models of scholarly authorship and publishing. Further information, including how to register, is available on the HSLIC web site.

Dick Carr, MALS
Coordinator, RUSS

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Library Director: Holly Shipp Buchanan, EdD, MBA, MLn
Design & Layout: Sally Bowler-Hill

What do you think of this publication? Please send us your feedback to sbowler-hill@salud.unm.edu or write to us:

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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

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