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BIMONTHLY BULLETIN OF THE HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER

From HSLIC's Executive Director

HSLIC is definitely a *digital* library given that the vast majority of our current resources are electronic. HSLIC works hard to provide an environment in which faculty and students can collaborate in groups or study and read individually, learn new skills, receive consultation on how best to find information that fits their needs, get help on using mobile devices to access resources, and resolve technology problems. The “library as place” concept is critical for students who often spend more than 12 hours on campus at a time or busy faculty who need quiet reflective time to analyze research data and write manuscripts.

At the heart of almost all of these activities is *reading*. Chancellor Paul Roth has just been photographed as a local celebrity for our poster that celebrates October as National Medical Librarians Month. The tagline for the poster, which will be displayed throughout the HSC campus soon, is “HSLIC—the best place to study on the HSC campus.”

While reading takes place throughout the library, eight student study rooms, which you can reserve in advance, are equipped with large-screen monitors for laptop hookup to facilitate collaborative discussions. We also have a special-function projector (Brightlink) that captures whiteboard notes and lets you save text and drawings to a computer file. Soon, you'll also be able to read on our new treadmills!

Holly Shipp Buchanan, MLn, MBA, EdD, FMLA, AHIP
CIO, Administration and Academic Systems
Executive Director, HSLIC
Professor, School of Medicine

HSLIC launches new data management planning service



Lori Sloane, the service manager for the new data management planning service, and Dr. Philip Kroth, the service owner, work on a data management plan for an HSC client.

HSC educators, clinicians, administrators and staff members who need help organizing and managing data can ask for help through HSLIC's new data management planning service. “Working with HSLIC's faculty librarians and technical staff to create a data management plan can help you think through the complete data life cycle,” said Philip Kroth, MD, MS, who is directing the design of the new service. “Our experts will develop a plan to help you manage your data better, whether it's electronic data, contact information, hard-copy documents or photos.”

For more information, visit <http://hslc.unm.edu/services/service-catalog/data-management-planning.html>. To request a consultation, complete a Help.HSC ticket at help.health.unm.edu, call the HSLIC Service Point at (505) 272-2311 or contact Lori Sloane at (505) 272-1694 or lori@salud.unm.edu.

2013 customer satisfaction survey shows increases from 2011

Sally Bowler Hill, MA—Program Operations Director

A recent survey shows that satisfaction with almost all HSLIC services has risen among Health Sciences Center (HSC) constituents since 2011.

In February, HSLIC administered the Merged Information Service Outcomes (MISO) customer satisfaction survey for the second time at HSC. The survey received the highest response rate of any customer satisfaction survey in HSLIC’s history. MISO is a quantitative, web-based survey designed to measure how faculty, students and staff view library and computing services in higher education.

In the past, HSLIC has used separate surveys to evaluate customer satisfaction with library and IT services. The MISO survey allows the library to evaluate its services as a merged organization using one instrument.

Overall, 986 participants from HSC responded to the survey, for a response rate of 41 percent (a 48 percent response rate from faculty and a 45 percent response rate from HSC students in graduate and professional programs).

Survey highlights

In general, satisfaction with almost all HSLIC services rose from the 2011 MISO survey. Ninety-seven percent of all respondents rated their satisfaction with HSLIC services overall as satisfied or somewhat satisfied, up from 88 percent in 2011; and 94 percent of respondents rated HSLIC services overall as important or very important. (Between 2011 and 2013, MISO removed “NA” as a response option from the survey, which contributed to some change in responses from the 2011 survey administration.)

	Important/ Very important		Satisfied	
	2011	2013	2011	2013
Library services	81%	93%	63%	68%
Computing services	82%	95%	53%	57%
HSLIC services overall	82%	94%	61%	66%

- The survey confirmed that respondents and HSLIC are in general agreement about what technology services to the HSC are considered core services. All four

groups surveyed (faculty, staff, graduate/professional students and undergraduate students) listed email, virus protection and wireless access among their top five most important technology services.

- Satisfaction with HSLIC’s Service Point increased from 57 to 74 percent, and satisfaction with support for desktops and laptops rose from 42 to 65 percent.
- For 68 percent of respondents, library research instruction for academic courses is either important or very important, up from 54 percent in 2011.

Where we can improve

This year’s MISO survey indicated a lack of adequate communication/publicity about key library and computing services, as it did in 2011. Thirty-eight percent of faculty and 43 percent of graduate/professional students at HSC said they do not know whom to contact for copyright and fair-use questions. A third of all respondents feel uninformed about data backup solutions available to them at HSC. They also feel inadequately informed about information security, including issues related to computer viruses and spyware.

This communication shortfall comes in spite of HSLIC working actively to improve its communications through more consistent announcements in HSC Public Affairs, broader marketing through newsletters and departmental Envoys, and more participation by HSLIC personnel in campus meetings.

What’s next

Over the coming school year, HSLIC will use the information collected in this survey to continue to accomplish its strategic planning goal of achieving a higher level of working together to enable extraordinary customer relationships. Some opportunities include using HSLIC’s partnership with University Libraries and the Law Library to communicate about campus resources for copyright and fair-use questions, promoting some of HSLIC’s core services like network file storage and backup, and developing additional security awareness activities.

For more information about the MISO survey results, contact Sally Bowler-Hill (sbowler-hill@salud.unm.edu).

Distance Services activities extend library's reach throughout state



Pat Bradley, HSLIC's Native and Distance Services Librarian, conducts health-information outreach throughout New Mexico.

Patricia Bradley, MLS, AHIP, HSLIC's Native and Distance Services Librarian, helps New Mexicans locate and use quality health and medical information resources via a wide array of outreach activities.

In the first half of 2013, HSLIC conducted two orientations for University of St. Francis Physician Assistant students; exhibited at the New Mexico Chapter of the American Association of Family Physicians' 31st Annual Winter Refresher; exhibited at the School Health Educators Institute's "Weaving Health Education Partnerships" meeting; co-taught the class "American Indian Health Information Resources" with the National Network of Libraries of Medicine, South Central Region (NN/LM SCR) at the Albuquerque Hispano Chamber of Commerce; hosted a Medical Library Association webcast, "Partnering to Prevent Dx Error: Librarians on the Inside Track"; hosted the NN/LM SCR class, "Tablets and e-Readers: Information at Your Fingertips"; exhibited at the New Mexico Hispanic Medical Association's Feria de Salud to demonstrate Spanish-language health information resources; conducted literature searches at the Cancer Services of New Mexico Spring 2013 Family Cancer Retreat; and exhibited at the International Conference of Indigenous Archives, Libraries and Museums at Santa Ana Pueblo to demonstrate HSLIC's Native Health Database and free resources for Native health information.

Forums gather feedback on what users want in a new email system

Sally Bowler-Hill, MA—Program Operations Director

Throughout the summer, members of the HSC Email Project Steering Committee have been gathering feedback from members of the HSC community about their needs for a new email system.

Last fall, UNM's main campus, south campus and the branches upgraded to a new email and calendaring system called LoboMail using Microsoft Exchange (Outlook) and Office 365. After carefully evaluating options, UNM HSC's leadership has also committed to moving to Exchange. HSLIC and the UNM Hospitals (UNMH) IT Department have teamed up to move all HSC workforce members (including the Health System) to Exchange by May 2014. The HSC Email Project team includes IT professionals from HSLIC, UNMH IT, UNMMG IT and SRMC IT.

Mike Campbell, Director of PC Systems and Support at UNMH, and Owen Ellard, Director of Technology Support at HSLIC, have given 14 presentations so far to a variety of standing committees at HSC, including three open forums, to discover users' business requirements for the new system. Student-focused forums will be held this fall. "At this early stage of the project, our focus is on making sure we understand the business requirements to ensure that we are providing a service that meets our users' needs," Mike said.

"Turnout at the various meetings was very high, showing that there's great interest in this project across the HSC," Owen said. "Attendees indicated that the current GroupWise system is very important in their work, and they expressed an interest in being kept informed about progress throughout the migration."

Business needs that participants have expressed include the following: Have all email and calendar items, including archives, moved to the new system; keep email indefinitely; keep existing email addresses; have no limits imposed on the number of emails or on file sizes; experience no service interruptions; and receive better mobile-device support.

To keep up-to-date about the project's status, visit <http://hsc.unm.edu/email>. If you would like to have an update about the HSC Email Project at your business meeting, please contact Mike Campbell at MCampbell@salud.unm.edu.

Information Security Matters: A column from our security team



The Information Security Office: Barney Metzner, HSC ISO, working with Gayle Shipp, HSLIC Security Analyst.

*Barney Metzner, CISM—HSC Information Security Officer
Gayle Shipp, CISA—HSLIC IT Security Analyst*

HSC internal campus network as well as Internet network access can be restricted or blocked if a device represents a danger to the network or puts HSC information assets at risk. IT staff can take two actions within the HSC network perimeter: 1) A quarantine will restrict Internet access and limit access to just network services inside the HSC perimeter. 2) A port deactivation will block all network access.

Quarantines are used when a computer's network traffic indicates malicious activity, often due to a web-browser vulnerability that allows a compromised web page to inject malicious code that attempts to extract data from your computer. When HSC network controls detect this type of activity, the device quarantine prevents transmission of information to malicious sites on the Internet.

If you cannot reach Internet sites, first check for reported network outages on the HSLIC IT support page. Otherwise, contact the HSLIC Service Point to see if your computer has been quarantined. If you store sensitive information on your computer, an immediate investigation will be initiated to determine if any data has been compromised. (HSC's IT Security policy states that no ePHI may be stored locally on a user's computer unless it is encrypted.) Computers communicating with known hostile sites will need to be rebuilt with the standard HSLIC computer image.

It is important that you report any suspicious computer behavior immediately. Quickly addressing possible threats ensures that data stored locally, passwords and other data you may access from your computer are properly protected.

To get help with a security issue: HSLIC Service Point, (505) 272-1694

For HIPAA Security Rule questions or to schedule a consultation with the Information Security Office:
Barney Metzner, (505) 272-1696 or BMetzner@salud.unm.edu

HSLIC receives two regional awards

HSLIC successfully competed for two \$5,000 awards from the National Network of Libraries of Medicine, the regional subcontractor for the National Library of Medicine (NLM). Gale Hannigan, PhD, MPH, AHIP, who wrote the proposals, said, "These are small awards, but they contribute to existing efforts to improve community health. They represent HSLIC's goal to affect the health of New Mexicans positively."

Funding from one award, "Improving Access to Health Information by Shelter Residents and Health Care Providers in a Homeless Shelter," will place two computers and printers configured to highlight quality health information at the Albuquerque Opportunity Center (AOC). One goal of the Health Equity Task Force, which oversees the project to establish an interdisciplinary health care center at the AOC, is to educate shelter residents and encourage them to participate in their own health care decisions.

The second award, "I Heard It on the Radio," will fund the development of public service announcements promoting NLM's consumer health information website, Medlineplus.gov. KUNM Poverty and Public Health Program staff helped develop the proposal, and the station will provide production support.



Dr. Gale Hannigan
Research Professor

HSLIC's website gets new domain

<http://hslic.unm.edu>

By Libbye Morris—Website Editor

As of August 1, HSLIC has a new URL: <http://hslic.unm.edu>. We have implemented a redirect from the former website, <http://hsc.unm.edu/library> to navigate visitors to the new address. Please bookmark the new URL.

Printstaller app allows quick installation of printer drivers

By Rick Adcock—Manager, IT Technical Support

HSLIC's Technology Support group has developed a new "Printstaller" application within the help system that enhances our service for installing printer drivers on workstations.

This app allows us to remotely "push" the printer driver on to most workstations on the HSC network. This will result in a more efficient turnaround time for these service requests and eliminate the need for technicians to make site visits. The application is currently in use and has a high success rate.

In the future, we will be exploring expansion of the application so that you can select your own printers from a web page, "pull" the drivers directly to your workstation and begin printing immediately.

At this time, all you need to do is enter a request in the help system as usual, along with the make, model and IP address of the printer, and you will receive an email confirming your request. Shortly after that, you will receive another email with instructions for locating your workstation's name. You can respond to our email with that name. Technology support will push out the driver to your workstation and contact you when the process has been completed.

HSC and Health System to switch from Help.UNM to Help.HSC



By Rick Adcock—Manager, IT Technical Support

As of August 26th, the Health Sciences Center (HSC) will begin using Help.HSC, a new system for the IT services it provides. UNM Information Technologies (IT) will still use Help.UNM, aligning its IT service-request system more closely with the services it provides to the University. HSC's IT units will operate under a separate system. HSC users can log on to Help.HSC with their HSC NetIDs and passwords, and soon we will introduce a new self-service interface that is easier to use. As of August 26th, all HSC faculty, employees and students are encouraged to use the new system to request IT services or report an incident instead of calling the HSC service desks.

HSLIC and the UNM Hospitals' IT department are working together to manage Help.HSC, which will allow all of UNM's health-related entities, including Sandoval Regional Medical Center and the UNM Medical Group, to access the same consolidated, HSC-focused service tool. We are exploring the development of an app to enable users to access Help.HSC from their mobile devices. HSC's major IT departments are committed to improving the process of requesting new services or reporting problems, and we will continue to improve Help.HSC over the coming months.

To access the system beginning on August 26th, go to help.health.unm.edu and sign in using your HSC NetID and password.

Movin' in/movin' up



Beth Mercer
IHSC Program Specialist

Beth Mercer joined HSLIC in July as a Program Specialist for the Interprofessional Healthcare Simulation Center (IHSC), where she helps coordinate IHSC's future vision and administers daily operational support for the center. She also manages IHSC finances and projections; oversees the facility and equipment inventory; facilitates IHSC Advisory Committee meetings; and coordinates data collection, compilation and analysis. She will be giving tours of the facility once she becomes more familiar with the operations of each area.

A while back, Beth worked at UNM for 13 years; her most recent position was in the Department of Family & Community Medicine. She left UNM to pursue a Master of Social Work degree at New Mexico Highlands University. After she graduated, she was a medical social worker in hospice for three years. Her BA degree is from UNM. Beth, who is a native of Albuquerque, is a newlywed. She and her husband, Rob, got married on December 12, 2012, at noon—12/12/12 at 12!

Dr. Jon Eldredge wins Medical Library Association educator award

HSLIC now has two faculty members on its staff who have received the prestigious Lucretia W. McClure Excellence in Education Award from the Medical Library Association. In May, HSLIC faculty member Jon Eldredge, MLS, MA, PhD, AHIP, received the award for 2013. He was honored during an awards ceremony in Boston. The award recognizes recipients for excelling in education leadership, teaching, curriculum development, research, publications, mentoring and presentations at professional conferences.

In 2011, Dr. Eldredge's fellow HSLIC faculty member Gale Hannigan, PhD, MPH, AHIP, won the McClure Award for her teaching efforts at both Texas A&M University and the University of North Texas. "It is a special honor to be recognized by your peers at the national level for your work in education. Winning the McClure Award validated my commitment to integrate informatics skills into the medical school and public health curricula," Dr. Hannigan says. "Dr. Eldredge certainly deserves this honor. I have known and collaborated with him for the past two decades and always admired his contributions, particularly for his work in active learning and evidence-based practice."

Dr. Eldredge is an Associate Professor in the Biomedical Informatics unit at HSLIC. He co-directs and co-teaches several courses that are required of medical students and students in the Master of Public Health and Master of Science in Clinical Research programs. He also serves on the UNM School of Medicine's Curriculum Committee and its Block Chairs, on the Cognitive Sciences of Learning and Tutorial Steering subcommittees and on the curriculum committees of the Master of Public Health and Clinical and Translational Science Center graduate programs. He is a frequent keynote speaker and publishes articles in scholarly journals regularly.



Jane Blumenthal, AHIP, the Medical Library Association's 2012–13 president, is shown presenting the prestigious McClure Award to Dr. Jon Eldredge, HSLIC's Coordinator, Evidence Based and Translational Science Services.

HSLIC faculty write a systematic review and present a poster in Scotland



Pictured above are Sarah Morley, HSLIC's Clinical Services Librarian, and Ingrid Hendrix, HSLIC's Nursing Services Librarian. They co-wrote a poster that Sarah presented in Scotland in June. At right is Fenn, Ingrid's service dog.

Richard Carr, MLS, AHIP, co-wrote a systematic review that was published in *Blood*, a weekly medical journal published by the American Society of Hematology. The systematic review is titled "Antiphospholipid Antibodies and the Risk of Recurrence after a First Episode of Venous Thromboembolism: A Systematic Review." Dick and his co-authors discovered that the quality of evidence pertaining to the risk of recurrent thrombosis among patients with an antiphospholipid antibody is very low.¹

Ingrid C. Hendrix, MILS, AHIP, and **Sarah Knox Morley, MLS, AHIP**, co-wrote a poster titled "Partners in Research Literacy: Librarians and Educators." The poster describes instructional activities that HSLIC provides to the departments of medicine, pharmacy and continuing education in UNM's Health Sciences Center. In June, Sarah traveled to St. Andrews, Scotland, to present the poster during the 17th annual conference of the International Association of Medical Science Educators.²

1. Garcia D, Akl E, Carr R, Kearon C. Antiphospholipid antibodies and the risk of recurrence after a first episode of venous thromboembolism: a systematic review. *Blood*. 2013 Jun 12; Epub ahead of print.

2. Hendrix IC, Morley SK. Partners in research literacy: Librarians and educators. 17th annual conference, International Association of Medical Science Educators (IAMSE) Jun 8–11.

HSLIC offers assistance with literature alerts

Dick Carr, MLS, AHIP—Coordinator, Reference & User Support Services

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

HSLIC Reference and User Support staff can help you create and save a search strategy in PubMed. Thereafter, you will be notified by email automatically when new citations are added to PubMed that match your saved search strategy. We can do the same for other databases as well. You can save searches for a topic, an author or a specific journal.

HSLIC reference librarians can assist vision-impaired users who use text readers to review search results but who need help developing and saving search alerts. To set up an appointment to explore your options, contact the HSLIC Service Point at (505) 272-2311 or send an email to reflib@salud.unm.edu.

CIO, Administration and Academic Systems, HSLIC Executive Director:

Holly Shipp Buchanan, MLn, MBA, EdD, FMLA, AHIP

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Do you have ideas for how we could improve this publication? Please send us your feedback:

Editor, *adobe medicus*

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Contact information:

Phone 505-272-2311
Web address <http://hslic.unm.edu/>

Library hours:

Monday – Thursday 7 a.m. – 11 p.m.
Friday 7 a.m. – 6 p.m.
Saturday 9:30 a.m. – 6 p.m.
Sunday Noon – 11 p.m.

Holiday and break closures will be posted in the library.



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Two new online resources available

By Christee King—Collection Management Librarian

HSLIC has acquired the following new resources for students and researchers:

Journal of Visualized Experiments (JoVE)

In response to numerous faculty requests, HSLIC has licensed *JoVE (Journal of Visualized Experiments)*, and it is now available from the HSLIC databases page (<http://hslc.unm.edu/index.html>). A researcher established *JoVE* 10 years ago to improve the reproducibility of research protocols. It does so by adding a video component to a written protocol so that students and researchers can see the techniques that are being used. *JoVE* is peer-reviewed and indexed in PubMed, and HSLIC subscribes to three of the seven available subject areas: Clinical & Translational Medicine, General and Neuroscience.

Autophagy

HSLIC has purchased an online subscription to *Autophagy*, a unique peer-reviewed journal with an international audience. The word “autophagy” is composed of the Greek words “auto” (self) and “phagein” (to eat). Autophagy refers to a normal physiological process in the body that deals with destruction of cells. Issues of the journal, which is published by Landes Bioscience, are available from October 2005 until the present. To access the journal, select “eJournals” in the “Quick Search” section of HSLIC’s home page (<http://hslc.unm.edu/>). Then select “Title equals” in the rectangular box and type “Autophagy” in the search box.

If you have any questions about either of these resources, please contact Laura Hall at LJHall@salud.unm.edu.



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