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

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Director's Update

Academic health sciences libraries around the country, including ours at UNM, face many challenges. One that is more complex, and that is increasingly demanding the attention of librarians, other faculty, and academic health center administration is the scholarly communication model that has been in place for more than fifty years. The complexity of changing the current model and the different opinions on how best to do this might rival solving the water shortage in the Southwest, decreasing uncompensated health care, or improving economic development throughout New Mexico. Therefore, I urge faculty to read the article that follows about issues discussed March 3rd at our Scholarly Communication Symposium and to partner with us on a pilot that will explore one possible new model (i.e., institutional repository) that can supplement the current scholarly communication model. Dr. Eaton has already given us a manuscript to load into our new UNM-wide institutional repository.

Holly Shipp Buchanan, EdD
Associate Vice President for Knowledge
Management and IT

This year marked the Third Annual UNM Scholarly Communication Symposium, co-sponsored by HSLIC, University Libraries, and the Law Library. The topic of the Symposium was Cultural Transformation of the University's Knowledge Base. The speaker was Daniel Greenstein, PhD, Associate Vice Provost for Scholarly Information and the California Digital Library for the University of California. Greenstein spoke about institutional repositories; the problems they try to solve; for whom; and who should care. His talk reviewed the economic issues surrounding scholarly publishing.



Continued on Page 2

Linking Tribal Communities to Reliable Health Care Information

Tribal Connections Four Corners is a collaborative project with the goal of connecting Native Americans and their health care providers with the most authoritative and accurate health information possible. Services are based on the needs identified by the tribal communities. These include: help in improving internet connectivity; training on basic computer skills; training in finding health information on the internet; and finding Native American health information. The *Go Local*, a component of *MedlinePlus* project, will provide Native Americans living in the Four Corners with a living online directory of health services in late spring of 2005.

In January the Tribal Liaison Librarian, Patricia Bradley, promoted the Tribal Connections Four Corners project at the Native Diabetes Prevention Conference in Phoenix, Arizona. It was sponsored by the University of Oklahoma Outreach, Norman, Oklahoma, and co-sponsored by the Phoenix Indian Medical Center, InterTribal Council of Arizona, Inc. (Phoenix) and the Association of American Indian Physicians.

Sessions covered during the 3 day conference included how to mobilize communities by forming a community diabetes coalition, how to assess the extent of diabetes and its complication in communities, and how to plan community level diabetes intervention activities. Presentations were also given on the patient's perspective of diabetes including, the lifestyle issues, the management of complications, the spiritual journey, and the impact the diagnosis has on a person's life. For more information please see the University of Oklahoma Health Promotion Programs homepage at <http://hpp.ou.edu> or contact Patricia Bradley at Pbradley@salud.unm.edu.

Patricia Bradley, MLS
Tribal Liaison Librarian

which are forcing libraries to not only subscribe to fewer journals, but also purchase fewer books. As a result, the current model of scholarly publishing is affecting all disciplines, including Science, Technology, and Medicine, as well as the Humanities and Social Sciences.

Greenstein stressed that one way of raising awareness of the impact of traditional scholarly publishing on higher education is to provide access to alternative publishing models. HSLIC is proud to announce its support of one alternative publishing model, DSpaceUNM. This university-wide institutional repository will allow members of the HSC community to collect, preserve, index, and distribute scholarly works in an electronic environment. For more information, see <http://dspace.unm.edu>.

Erinn Aspinall, MSI
NLM Second Year Associate Fellow

HSLIC Participates in the LibQUAL+™ Survey for a Second Time

Between April 4 and April 18, HSLIC will be one of over 230 libraries nationwide participating in LibQUAL+™. HSLIC first participated in LibQUAL+™ in 2003 and plans on continuing the survey on a 2-3 year basis in order to benchmark services and identify best practices.

LibQUAL+™ is a standardized assessment tool developed by the Association of Research Libraries. It is designed to measure service quality in three key dimensions: affect of service, library as place, and information control. This is accomplished by asking respondents to indicate their minimum, perceived, and desired levels of service quality for each question. This model allows the library to identify strengths and weaknesses. As a result, LibQUAL+™ provides information that helps the library measure itself against peer institutions, evaluate its services over time, justify legislative funding requests, and set priorities for service improvements.

The value of LibQUAL+™ is reflected in the enhancements made to the library collection, to printing and photocopying services, and to interlibrary loan as a direct result of the 2003 survey findings. The collection was improved by removing out-of-date books and by shifting funds to gain electronic access to high demand journals, resulting in a 66 percent increase in the number of electronic journals between 2003 and 2004. Off-campus access to electronic journals and other electronic resources was streamlined through the implementation of EZ Proxy, which eliminates the need to configure browsers and maintain multiple passwords. Printing and photocopying services were improved with the addition of 2 new printers, 5 new photocopiers, and through the implementation of a card-based payment system that can be used for both services. Additionally, the interlibrary loan turn-around time for books and articles was decreased from 8 days to 5.18 days since 2003.

Please help HSLIC continue to make strategic improvements to library services and resources by completing the LibQUAL+™ survey. The survey, along with informational materials, can be accessed off the HSLIC home page at: <http://hsc.unm.edu/library> during the survey period.

Erinn Aspinall, MSI, NLM Second Year Associate Fellow
Janis Teal, MLS, MAT, Deputy Director, Library Services

HSLIC Distance Services

Since the creation of the new Distance Services Librarian concept in May 2003, HSLIC has trained participants from 24 of the 33 counties in New Mexico. During the coming months we plan to increase the number of counties represented by our trainees.

The new Distance Services Librarian (DSL) concept, reported in the March/April 2004 issue of *adobe medicus*, consists of four central approaches to maximize the use of our limited resources.

First, we distribute training responsibilities among all five of the Academic and Clinical Services faculty members (for more details see Sarah Morley's article on Page 3).

The second approach is to seek out existing continuing education events in Albuquerque capable of attracting healthcare professionals from rural areas of New Mexico. During the 28th Annual Advances in Primary Care Conference on March 5th we featured a training session on utilizing health web resources by Clinical Librarian Sarah Morley and a training session on PubMed by the author. The sessions were well attended, with over 20 attendees. Participants were enthusiastic about the training and evaluations were positive.

Third, we work with preceptors from the School of Medicine and other colleagues around the state to sponsor continuing education events. During April we will conduct training sessions on National Library of Medicine resources, with particular emphasis upon PubMed and MedlinePlus for healthcare professionals from Deming, Lordsburg, and Silver City in the southwestern corner of New Mexico.

Finally, and perhaps most exciting, we are investigating new technologies to deliver supplementary and follow-up training events to remote areas of the state. Modern teleconferencing technology, such as webcasts, will help us to reduce our long distance travel, particularly for training colleagues once we have made our initial face-to-face contacts.

For more information about distance services at HSLIC, please contact the author at jeldredge@salud.unm.edu or at 272-0654.

Jon Eldredge, MLS, PhD
Academic and Clinical Services Coordinator

The Latest Edition To The Library

The latest edition to HSLIC isn't a book, but a dog! Fenn is the newest member of the Academic and Clinical Services department. He is an assistance dog for Ingrid Hendrix, the Nursing Librarian, and was trained through the Assistance Dogs of the West, a program in Santa Fe.

So what does Fenn do? Other than sleep through a lot of meetings and classes – where he has a tendency to snore loudly, Fenn can open doors, pick up dropped objects, retrieve a cell phone, bark to alert others that help is needed, and perform a variety of other tasks to help Ingrid.

Service dogs are allowed in all public facilities by law. Under the Americans with Disabilities Act and New Mexico law, qualified service animals are allowed in any building open to the public and all public accommodations. The animal must be under the control of a totally or partially blind, hearing impaired or mobility impaired person.

A tip about service dog etiquette: While Fenn is working, which is any time he has his red vest on, people should not pet or talk to him. Think of it this way – it would be as if you were in a meeting, teaching a class, or trying to study, and someone came up to you and started talking to you or patting you - it would be very distracting. Just in case you think Fenn is all work and no play, when he gets home and his jacket and collar come off, he transforms into a playful puppy. He races around the backyard, plays catch with a Frisbee, and chews on bones. But he always knows that even if he doesn't have his vest on, he may be called upon to work.

Fenn is just one of the service dogs assisting employees and students at the HSC. So if you hear the clinking of a dog collar in the library or around campus, it's not your imagination. It might be Fenn, the latest edition to the library. He even has his own ID badge!

Ingrid Hendrix, MILS, Nursing Librarian



Photo by Jane Earlandson

HSLIC Educators

Faculty members in the Academic and Clinical Services (ACS) unit are responsible for library and informatics training across HSC academic programs. Regularly scheduled classes in the Library Instruction Series (LIS) are offered monthly in HSLIC. These offerings include database searching, GroupWise, finding full text articles, presentation basics, and more. Sign up through the HSLIC website <http://hsc.unm.edu/library/education/classes.cfm>

ACS faculty members are involved in the School of Medicine, College of Nursing, College of Pharmacy and Graduate Medical Education curriculum. Educational responsibilities range from teaching credit courses (Nursing 429, Pharmacy 728, Public Health 508) and Phase I & II EBM Informatics to single sessions and orientations. Most ACS faculty are trained as tutors and act as facilitators for PIM.

Specialized courses can be tailored to the needs of the requestor or department. Advance notice is necessary, particularly if the course is to be held in one of the HSLIC computer classrooms. Continuing Education credit may be available depending upon the course.

ACS faculty also provide educational opportunities to healthcare providers statewide. (see Jon Eldredge's article on page 2). Ingrid Hendrix taught an all day CNE course in Las Cruces. Charity Karcher has been a presenter at NM pharmacy conferences. Patricia Bradley conducts information needs assessment and training for tribal healthcare providers.

For more information please contact Jon Eldredge, Academic and Clinical Services Coordinator at jeldredge@salud.unm.edu or call 272-0654.

Sarah Morley
Clinical Librarian

New HIPAA Security Regulations Go into Effect April 21st

New regulations concerning the security of electronic protected health information (ePHI) go into effect April 21, 2005. These regulations are another part of the Health Insurance Portability and Accountability Act or HIPAA.

The HIPAA Security Rule is designed to ensure the confidentiality, integrity and availability of private health information that is created, maintained, received, or transmitted through computer systems. UNM is required to make sure ePHI is protected using technological, physical and administrative security measures. The purpose is to protect this information against reasonably anticipated threats or hazards to its security and integrity.

UNM employees who were required to take the HIPAA Privacy training must also take a HIPAA Security course. This training can be found on the UNM Hospitals training web site at <https://edcscai.unm.edu/m3webbin/index.htm>. UNM clinical facilities, departments and research units with computer systems that contain ePHI are required to participate in security assessments coordinated by the Health Sciences Center Security Officer, Barney Metzner. If you have questions regarding these new security measures, please contact the Health Sciences Center Security Officer at itsecurityofficer@salud.unm.edu.

Sally Bowler-Hill
Information Systems Planner

Pharmacy Reception Held in HSLIC

On March 21 the College of Pharmacy hosted a reception for the New Mexico State Board of Pharmacy and pharmacy leaders from throughout the state. The reception was held on the third floor of the Health Sciences Library and Informatics Center. The Board of Pharmacy is the governing body that oversees the practice of pharmacy in New Mexico and the reception was a wonderful opportunity for Board Members and leaders in the pharmacy community to become better acquainted. HSLIC Faculty attending the event were recognized and thanked by Dean Pieper for their service to the College.

A number of the 90 persons attending the event were alumni and friends of the University of New Mexico College of Pharmacy. The reception was a great opportunity for them to not only interact with professional colleagues, but to reminisce with former classmates, interact with current COP students and faculty, and be recognized as valued members of the College of Pharmacy. It was also an opportunity for them to revisit HSLIC and provide perspective on its growth and changes over the years. For example, did you know that the New Mexico Poison Center used to be located on the third floor of the library? Or that current journals were once located where the 54 workstations in the public computing lab now are?

Charity Karcher, MLIS, Pharmacy Librarian
Julianne Moss, Director of Development and Alumni Affairs,
College of Pharmacy

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Library Director:

Holly Shipp Buchanan, EdD, MBA, MLn

Design & Layout:

Catherine Brandenburg

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

Editor, *adobe medicus*

Health Sciences Library and Informatics Center

MSC09 5100

1 University of New Mexico

Albuquerque, NM 87131-0001

cbrandenburg@salud.unm.edu

Information:

Library Information 505-272-2311

Library Administration 505-272-0634

Fax 505-272-5350

Web Address <http://hsc.unm.edu/library>

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.

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