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BIMONTHLY BULLETIN OF THE HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER

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Vol. 33, No. 4
July/August 2010

From the Desk of the Associate Vice President

As part of the strategic planning process of the Health Sciences Center (HSC), the Executive Council asked me to develop a plan for the technology needs of the HSC in 2020. On June 29, 2010, members of the Council participated in a retreat to identify critical technologies they believe will change how the HSC engages in education, clinical practice and research by the year 2020.

I invited C. Martin Harris, MD, MBA, CIO of the Cleveland Clinic, to serve as the keynote speaker to kick off the retreat and describe the clinical information systems implemented at the Clinic, which was visited by President Obama as he planned for health care reform. Dr. Harris' talk was followed by short presentations by Drs. Griffith, Larson, Pieper, Ridenour, Voss, UNM Hospital's (UNMH) CEO McKernan, and myself that described how we believe technology will change each of our areas by 2020. As a follow-up to the retreat, I asked the retreat attendees, as well as HSC education/research deans, the UNMH Administrators, and the Health Sciences Library and Informatics Center's (HSLIC) directors of Informatics and Technology Support Services to participate in a process to refine and narrow the predictions developed at the retreat for how technology will change how the HSC engages in education, clinical practice and research in 2020.

Post-retreat the participants were asked to respond to 26 questions generated at the retreat based on predictions developed at the retreat about how technology may change how the HSC engages in education, clinical practice and research by the year 2020. The results of this Delphi process

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President Schmidly Appoints HSLIC Personnel to UNM- Wide Web Advisory Committee

Kevin Wiley (Manager of Systems and Programming) and Brian Bunnett (Director of Library and Education Services) were recently appointed by President Schmidly to serve on the new campus-wide University Web Advisory Committee. One of the primary goals of the committee is to create standards that can be applied to all of the university's web efforts. These standards will be embodied within a web content management system that allows for easy updating, predictable navigation throughout the site, and a common look and feel that conveys a positive, consistent image.

Kevin and Brian have been busy researching web standards at other universities, and Kevin gave a presentation on their findings at the Committee's May meeting. Future projects include the creation of FAQs, distribution of a survey to determine user needs and preferences, and development of a communications plan to publicize upcoming web content management implementation and improvements to the UNM web templates. For more information about the UNM-Wide Web Advisory Committee, contact Brian Bunnett (bbunnett@salud.unm.edu) or Kevin Wiley (kwiley@salud.unm.edu).

Brian Bunnett, MLS, MA
Director, Library and Education Services

The Secret Service is in the Building

June 25, 2010 marked the dedication of the Leonard M. Napolitano Ph.D. Anatomical Education Center in the Domenici Center for Health Sciences Education. Dr. Napolitano's daughter, Janet Napolitano, the Secretary of Homeland Security, was invited to attend the dedication, which required HSLIC staff to work with the United States Secret Service on security arrangements for her visit. The Secret Service began meeting with HSLIC facilities staff and School of Medicine development officers a week prior to the Secretary's arrival. Needless to say, we expected to meet Secret Service agents that did not smile and were dressed in dark suits and ties, the proverbial "Men in Black". What actually arrived were three personable gentlemen in cargo pants, jeans and polo-style shirts,

Tom, Dick and Harry were very cordial. (Note: Names have been changed for national security purposes).

The Secret Service inspected every nook and cranny of the Northeast building of the Domenici Center and formulated their security plan for the actual event. They were very respectful of the premises and classes that were in session during their many visits. They asked many, many questions about the dedication ceremony, security measures, building layout, generator capability and other issues. In the end, they were nearly functioning as members of the Health Sciences staff. One item to note about the United States Secret Service, they are camera shy, wink! But we did get a picture of Madame Secretary's motorcade!

On the day of the dedication, our Secret Service crew did become the "Men in Black" and were joined by the Secretary's travel team of agents. A bevy of University of New Mexico Police and Albuquerque Police joined our 3 gentlemen, as well as 2 members of the K-9 Corps. The Secret Service agents blended right in as the ceremonies began; very stealth! Once the festivities concluded, they paid their respects to the Health Sciences staff and left with great speed and efficiency. It was an honor to work with them and to be of assistance during such a memorable event.

Marcia Sletten, MBA
Manager, Division Support Services

Dianne Zinke
Facilities Manager



U.S. Secretary of Homeland Security, Napolitano's motorcade.
Photo taken by Marcia Sletten.

New Faces of HSLIC



Jason Bengtson, MLIS, Information Services Librarian, Lecturer II. Photo taken by Lisa C. Romero.

Jason Bengtson, MLIS, joins HSLIC as our new Information Services Librarian, Lecturer II. Jason comes to HSLIC from Kaplan University in Cedar Rapids, Iowa, where he was the Director of Library Services. Prior to that he was a reference assistant at the Hardin Health Services Library at the University of Iowa. Jason received his MLIS from the University of Iowa. Jason's hobbies include martial arts and outdoor activities such as hiking and fishing. Jason was drawn to HSLIC because of the health sciences librarianship opportunity and HSLIC's reputation as a great organization. He was also drawn to New Mexico because of its beauty and great outdoors.

Lisa C. Romero, is working for HSLIC as the new Administrator (Group). Lisa joins HSLIC most recently from the UNM Cancer Center where she did faculty recruitment. She began her UNM career with the School of Medicine's Academic Affairs and Faculty Hiring Office. Lisa will be completing her Master of Public Administration in Summer 2010 and is looking forward to utilizing her education and experience here at HSLIC.

Coming Soon to the HSC: Windows 7 and Office 2010

Beginning this summer, HSLIC and UNM Hospitals IT will be moving the HSC to Windows 7. Along with the latest operating system from Microsoft, HSLIC and UNM Hospitals IT will also begin equipping computers with Office 2010.

On April 29, 2010, the UNM Executive Vice President for Health Sciences issued a directive that all new computers at the HSC have a standardized operating system image provided by HSLIC or UNM Hospitals IT. Beginning July 26, all new computers and computers that need reimaging at the HSC will be outfitted with Windows 7 and Office 2010. New Mac machines will also have a

standard HSC configuration. HSC employees who wish to upgrade their computers may request a reservation to have their computer reimaged. A reservation request form will be available starting August 16th on the HSLIC User Support Services web site at <http://hsc.unm.edu/library/usersupport/>. HSC departments with their own IT staff will have access to HSLIC's standardized image by the end of July to upgrade machines in their departments.



Image obtained from
thoosje.com

Since Microsoft has stopped supporting Windows XP, HSLIC is no longer able to provide Windows XP images for older computers that need reimaging. Windows 7 has more robust hardware requirements than XP; and some older computers may need replacement. However, UNM's new contract

with Dell provides all UNM departments, including the HSC, with the opportunity to purchase new computers at substantial discounts. Visit <http://hsc.unm.edu/library/usersupport/purchases.shtml> for more information about purchasing a new computer.

There are some instances when UNM's standard computer hardware and software are inappropriate, such as machines connected to specialized equipment. UNM main campus and the HSC have exception processes for computer hardware purchases and to request to use a non-standard operating system image. You may find the exception form for computer purchases on the UNM Information Technologies web site at <http://it.unm.edu/servicecatalog/service.php?service=67>. The exceptions process to request a non-standard image can be found on the HSLIC User Support Services web site at <http://hsc.unm.edu/library/usersupport>.

If you would like an overview or basic training for Windows 7 or Office 2010, HSLIC has posted links to free online tutorials at <http://hsc.unm.edu/library/usersupport/Windows7Office2010.shtml>. UNM Continuing Education also offers a variety of in-depth classes for those who prefer traditional classroom instruction. For more information about the HSC's move to Windows 7, please contact Owen Ellard (oeffard@salud.unm.edu).

Sally Bowler-Hill, MA
Program Operations Director

Continued from page 1.

will provide information to offer direction to the Knowledge Management and Information Technology (KMIT) membership and HSLIC personnel on what HSC leadership envisions for how technology will change their business/area by 2020. Aggregated results will also assist in identifying trends and the future of IT and libraries at academic health science centers in general over the next 10 years. The strategic planning process and accompanying Delphi survey process has received study approval by the UNM HRRC.

Holly Shipp Buchanan, MLn, MBA, EdD
Associate VP, Knowledge Management & IT

A New Mexico Rural Health Survey

In the 1950s, Dr. Marian Hotopp, Santa Fe District Public Health Officer, realized that basic scientific principles of infection and germ theory generally were not accepted or correctly understood by many of the patients in her district. She felt that this lack of understanding and acceptance had an impact on the occurrence of chronic diseases such as tuberculosis and should be studied to improve health in the district.

From 1958 through 1963 the National Institutes of Health funded a project sponsored by the New Mexico State Department of Health and the University of Colorado called "Changing Public Health Approaches in Work with Spanish-Americans," primarily to improve communications between the professionally trained, English-speaking public health workers and the predominately Spanish-speaking villagers they served. A series of focus group discussions were used to learn how people in the area covered by the Santa Fe District Public Health Office thought and felt about health and illness. These discussions led to partially scripted and recorded interactions between public health nurses and selected patients. Follow-up visits with patients were made by project staff to measure the extent to which the nurse's information or instructions were understood and carried out. Finally, researchers studied the interactions between patients and nurses with the observable outcomes of understanding and behavior. They wanted to be able to suggest practical ways to modify the interactions to make them more efficient and effective for both patient and nurse.

The records from this project were donated to HSLIC's New Mexico Health Historical Collection by Consuelo Pacheco, her husband, Dr. Tomás Atencio, and Mary Marquez. Ms. Pacheco and Ms. Marquez, employed by the state to work with the project, were the first Spanish-speaking public health nurses hired by the Health Department. The HSLIC Special Collections unit has received a grant from the New Mexico Historical Records Advisory Board to process these records and make them available for research. If you have questions about this collection, please contact Peggy McBride at 272-8873 or archivist@salud.unm.edu.

Peggy McBride, MLS
Archivist
Special Collections



"Llano Quemado (vicinity), New Mexico. Marjorie Muller, nurse from the clinic operated by the Taos County cooperative health association, and an interpreter leaving the ambulance to reach a patient's house, beyond passable road," 1943. Photograph by John Collier. Washington, D.C.: Farm Security Administration, Office of War Information Photograph Collection. Library of Congress.



"Llano Quemado (vicinity), New Mexico. Marjorie Muller, nurse from the clinic operated by the Taos County cooperative health association, on home call. Sanitation is a problem in a land where water is drawn from the ditches and polluted wells," 1943. Photograph by John Collier. Washington, D.C.: Farm Security Administration, Office of War Information Photograph Collection. Library of Congress.

New Group Study Space Planned for HSLIC

HSLIC is planning to construct additional student collaborative space on the third floor. The 1,360+ sq. ft. suite will include three group study rooms and a seating area. The suite will adjoin two current study rooms thus effectively having a suite of five study rooms in total. To gather student and faculty opinions on how best to design and equip the space, we conducted web-based and email surveys in April and held a student focus group in early June. The data and comments received will help guide the design of the space and selection of collaborative technologies.

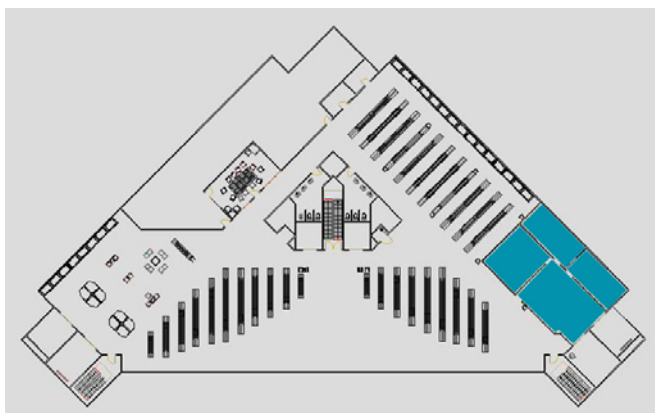
Suggestions from participants in the surveys and focus groups included:

- Whiteboards in each room
- Wide-screen wall-mounted monitors in each room
- Monitors should have audio capability for viewing lectures, etc., and should be accessible for PC or Mac
- Tables and chairs should be flexible and easily movable
- Soundproofing is very important
- Good lighting
- Strong wireless signal
- Ample electrical and network outlets
- Sufficient heating, ventilation and air conditioning systems
- Smartboard (a whiteboard able to save the board's content to a file)
- Camcorder with tripod and cables that will enable a student to practice and record presentations and view their rehearsal presentation
- Additional library-owned laptops for checkout with wireless printing capability

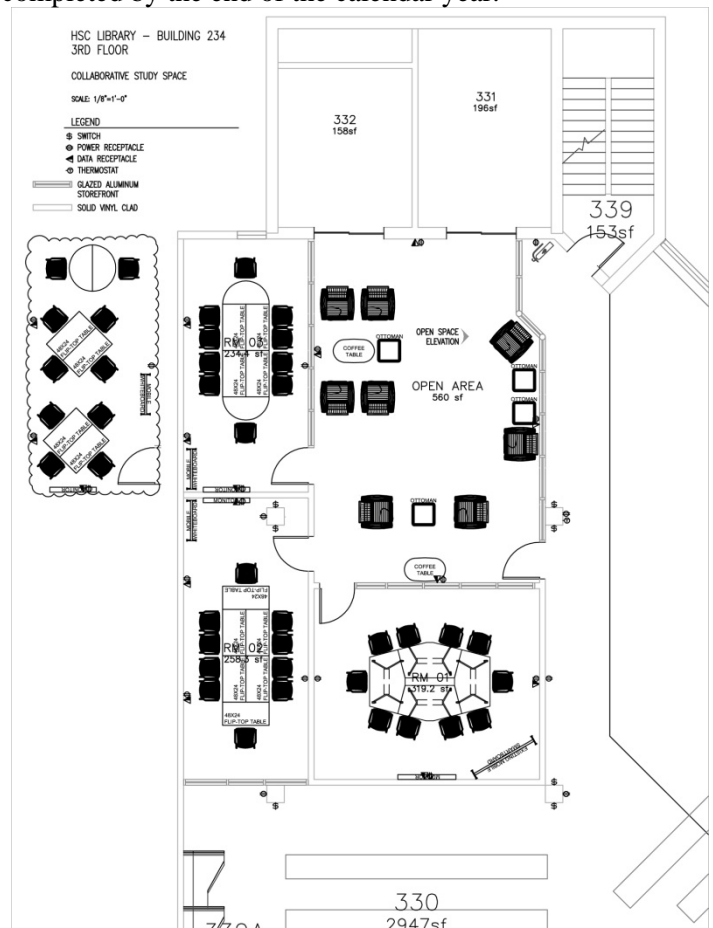
HSLIC is currently going through the construction bid process, and we are clearing out journal stacks to make room for the student collaborative suite. We hope to have the work completed by the end of the calendar year.

Dick Carr, MALS
Coordinator, Reference and User Support Services

Brian Bunnett, MLS, MA
Director, Library and Education Services



Above: Map of HSLIC's third floor with planned new study space highlighted. Right: Rendering of new study space by UNM Office of Capital Projects.



Technology Days at UNM

HSLIC and UNMH are collaborating with the Office of the UNM Chief Information Officer to host a two-day technology conference, which will give UNM's faculty, students, and staff an opportunity to learn about the current state of UNM technologies and provide a forum for lively discussion of future innovation at the institution. The event will take place at the UNM Student Union on July 22-23. The theme for this year's event is "Positioning the University of New Mexico for the Future," and the presentations will speak to a varied audience about the many nuances of technology and how technology impacts our work lives.

Over the course of the 2 days, the UNM community will have the opportunity to attend presentations on a variety of technology issues, ranging from cloud computing to HTML5. A number of technology companies (Apple® and Microsoft®, to name a few), will talk about their latest products and services and demonstrate their potential application in academia. One series of presentations will concentrate on the issue of IT security and will provide staff with tools to help them protect the information and computer assets of the institution. Another set of presentations will showcase innovative applications that directly support UNM's mission of education, research, health care, and public service.

A number of exciting training sessions will be conducted in conjunction with Technology Days, where staff will have the opportunity to enhance their technology skills. Apple will conduct a session on their Software Development Kit and UNM staff will provide training on the University's new web content management system. Gil Gonzales, PhD, UNM's CIO, will deliver a keynote address focusing on the strategic direction for technology at the University.

Owen Ellard, MALS, MA
Director, Technology Support Services

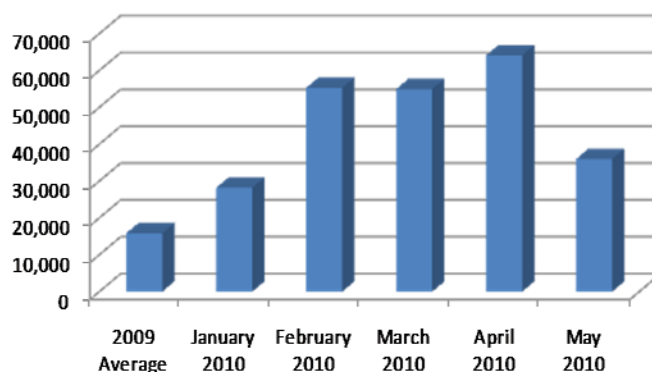
Impact of Reduced Fees for Public Printing

An agreement among HSLIC, UNM University Libraries and the UNM IT computer pods to standardize charges for printing began January 11, 2010. All UNM students, faculty, and staff now receive a \$10 printing credit per semester. Once the credit is used up, printing in all libraries is available at reduced rates (5¢ single-sided or 8¢ double-sided). The UNM IT computer pods also charge the same rate as in the libraries. The agreement was intended to reduce the financial burden of providing free printing on the pods and to provide a reasonable campus-wide base level of support for printing. Students in particular made use of the new \$10 per semester printing credit and the reduced printing rates in the libraries. In all, 8.3% of spring semester users depleted all of their printing credit, and the average user printed 112 pages out of a possible 250 free pages.

These reduced printing rates resulted in HSLIC printing activity increasing nearly threefold thus far in 2010, even though printing across UNM overall was reduced by more than half. Formerly, 95% of all printing occurred in the pods, but after rates were standardized and printing in the pods was no longer free, the pods' share of printing dropped to 63%, with HSLIC picking up 11% and University Libraries 26%. The combination of the \$10 per semester credit and the reduced printing rates means that HSLIC does not recoup all public printing costs and, in fact, subsidizes public printing. The library continues to look for means of managing these expenses, such as finding the best deal possible on toner cartridges and optimizing printer toner levels.

Dick Carr, MALS
Coordinator, Reference and User Support Services

Monthly Public Printing in HSLIC



New Exhibits Coming to the UNM HSC

Special Collections will be hosting some exciting new exhibits this coming school year. Opening this fall semester is an exhibit taking advantage of the John H. Trestrail toxicology collection recently acquired by HSLIC and newly available to the New Mexico Health Historical Collection. Mr. Trestrail is internationally recognized as the foremost authority on criminal poisoning and murder by poison. For a little over thirty years, Mr. Trestrail served as the Managing Director of one of the nation's certified regional poison centers. He is currently the Director of the *Center for the Study of Criminal Poisoning*. The collection consists of artifacts on poisoning and memorabilia he has collected over the past thirty years.



Frederick Douglas Memorial Hospital operating room. Courtesy of the National Library of Medicine.

In February and March 2011, HSLIC will be hosting a traveling exhibit from the National Library of Medicine (NLM®) and the Reginald F. Lewis Museum of Maryland African American History and Culture. The exhibit entitled, “*Opening Doors: Contemporary African American Academic Surgeons*,” follows the journey and challenges faced by African American physicians from the pre-Civil War to modern day. For a preview of the exhibit, visit the NLM website at: <http://www.nlm.nih.gov/exhibition/aframsurgeons/>

For more information on either of these exhibits, please contact Laura Hall at (505) 272-6518.

Laura J. Hall, MFA
Manager, Special Collections

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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.	



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HSLIC Participates in UNM LoboCard Project

UNM's main campus and the HSC are partnering to re-card all LoboCards and re-code all HSC badges on campus. This is the final step in moving away from the use of Social Security Numbers as unique university ID numbers. HSLIC has been privileged to become one of the encoding stations for recoding the HSC Badges and has re-coded more than 100 badges since we brought this service online on May 24th.

Many services at UNM now access the updated information encoded on both the LoboCards and the HSC badges. One of the most desirable of these services is access to the \$10.00 per semester printing/photocopying credit that is given, via LoboCa\$h, to all UNM faculty, staff, and students for use in the libraries and the student computer pods. Some of the other services the new LoboCards and recoded HSC Badges will allow include more seamless interactions for Recreational Services, Johnson Gym, University Libraries, Popejoy Hall tickets, and Athletic tickets. At HSLIC, re-coded HSC badges also represent more accurate and reliable library processes that benefit our customers.

We encourage HSC students, faculty, and staff to use HSLIC's encoding service. There is someone available at the Information Desk to re-code your badge all hours the library is open.

Cory Anne Johnstone Meyer, MLS
Reference and User Support Services

