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HEALTH SCIENCES LIBRARY & INFORMATICS CENTER

Annual Report 2019-20

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CREDITS

Editor & Statistics	Sally Bowler-Hill
Production Assistants	Tamara Wheeler David Lucero

HSLIC Vision Statement

We aspire to be New Mexico's agent for health knowledge.

HSLIC Mission Statement

We connect the UNM HSC community to quality information and services by delivering health resources and instruction, advancing the science of informatics, and promoting health information access for New Mexicans.

EXECUTIVE SUMMARY

Laura Hall, MFA, Interim Director
Sally Bowler-Hill, MA, PMP, Manager, Administrative Operations

Responding to the COVID-19 pandemic in light of this historic time and the disruption to nearly every facet of daily life was a primary theme for the Health Sciences Library and Informatics Center (HSLIC) for fiscal year 2019-2020 (FY2020). Envisioning a 21st century academic library to transform the learning environment and advance the success of UNM HSC students was a secondary theme.

From July 2019 through early 2020, HSLIC employees worked with construction, furniture, and moving contractors to renovate the library's main study floor. With the print journals and book stacks removed, contractors were able to replace the carpeting and repaint the space. They also uncovered and activated numerous electrical outlets spanning much of the floor in front of the two-story window wall. This electrical infrastructure was part of the original construction of the building in 1977, and now provides library users with virtually unlimited options for charging their devices while studying.

Furniture throughout the floor was also replaced, including the addition of four rows of long tables that anchor the layout and provide users with additional desk lighting for studying at night. Another key architectural feature of the renovated space is the refashioning of four old bookshelves, now filled with decorative displays of colorful print journals that had been deaccessioned from the collection. These book murals provide both sound and privacy barriers, creating three quiet study areas under the mezzanine and a sheltered area for the library's walking treadmills. The space partially reopened for student use in November, and a grand reopening is planned for after the pandemic. In the short time it was open, the newly remodeled third floor received an enthusiastic reception from students, who quickly took advantage of its many amenities.

Not long after the third floor reopened, HSLIC was forced to close with the rest of the University of New Mexico (UNM) campus due to the COVID-19 pandemic. The library went entirely virtual March 19, 2020. The Public Services Division quickly brought online a new chat service, accessible from HSLIC's website. Through the ingenuity of Public Services staff, HSLIC's interlibrary loan service was only offline for a few days. In addition, borrowing books from other libraries as well as document delivery of scanned articles from the print collection were back online in early June. With careful planning and communication by the Resources, Archives, and Discovery (RAD) unit, course reserves went 100% electronic for the fall term, including scanning book excerpts within copyright limitations when possible.

The Education, Consultation, and Reference Services (ECRS) unit adapted all instruction to an online format, incorporating best practices for engagement and active learning. They offered all consultations via video conferencing, and responded to a spike in demand for in-depth research consultations from March-June 2020. An ECRS faculty member participated in the New Mexico Governor's Medical Advisory Team, providing high quality information when needed on pandemic-related policy issues and contributing to the daily HSC COVID-19 briefings. A RAD staff member also participated in the Governor's COVID-19 task force to produce daily briefings curated from scientific findings, along with policy recommendations and news items. In addition, the RAD unit preserved HSC institutional and academic materials related to COVID-19, and created a space for community members to submit individual images or reflections as they live(d) through the pandemic.

Throughout FY20, HSLIC's Interim Co-Directors worked with HSC leadership to designate the library as an autonomous academic unit of the University. Since the library's inception in the early 1960's, its faculty have held appointments in the School of Medicine. Even before the creation of the UNM Health Sciences Center in the early 1990's, the library served all of the health science disciplines at UNM; and, with the commencement of a search for a new Executive Director of the library, HSC leadership wanted HSLIC to have an independent status. In the fall, the Interim Co-Directors drafted the library's first set of bylaws governing its faculty. Throughout the spring, they worked with HSC and UNM Leadership as well as the Faculty Senate Committee on Governance to receive approval of HSLIC's status as an autonomous academic unit. A group of faculty also worked on updating HSLIC's promotion and tenure policy; and at the close of the fiscal year, work began updating the faculty compensation plan and performance review form. This work will continue through most of the next fiscal year.

As in years past, inflation rates for health sciences library resources outstripped HSLIC's collection budget. HSLIC projected a $50,000 shortage for FY20, and $200,000 shortage for FY21. In January, HSLIC presented this information to HSC leadership and received an additional $100,000 in funding for FY21. While not enough to sustain all of HSLIC's subscriptions for FY21, the additional funding will provide some needed support to license critical library resources.

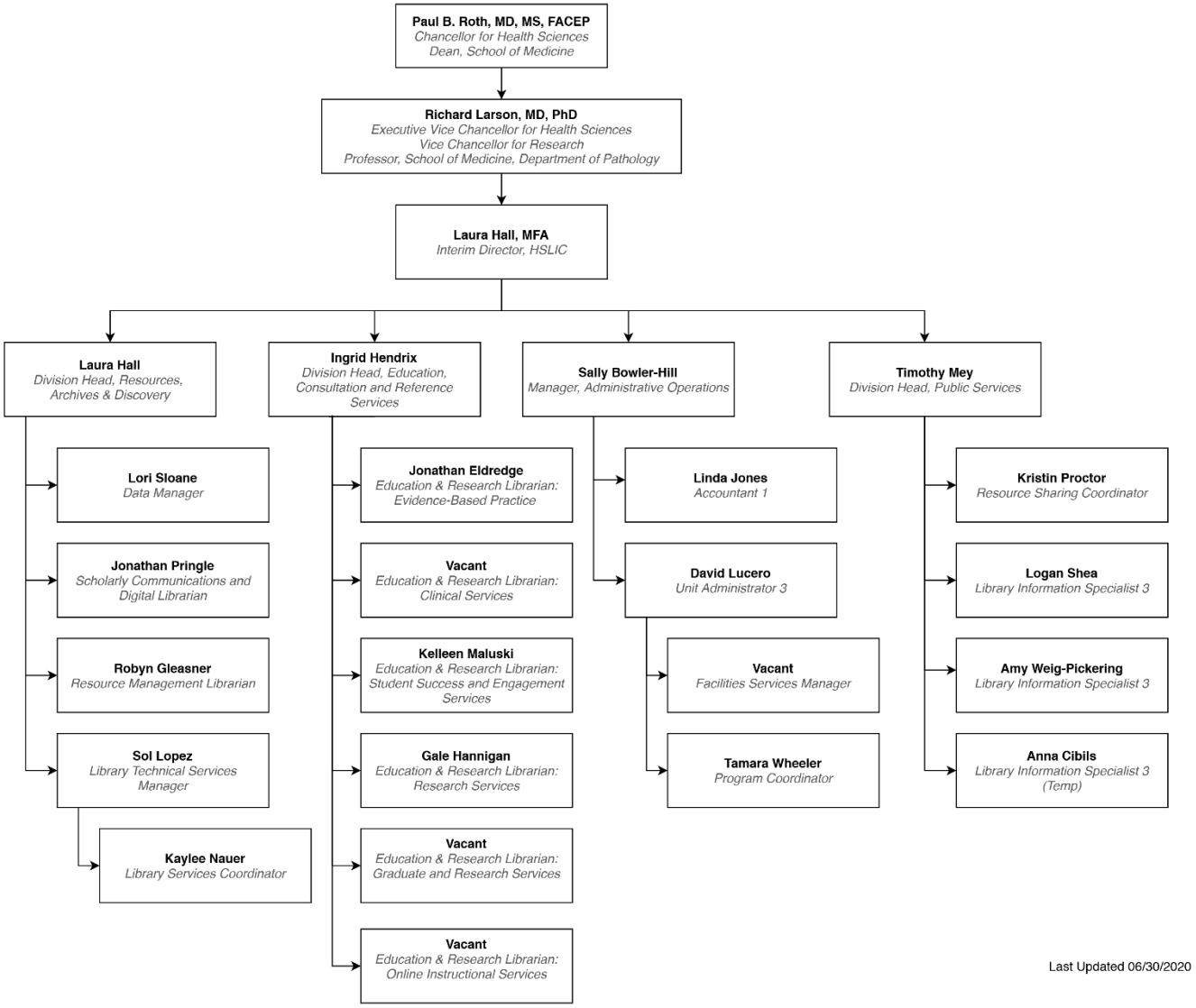
FY20 was also marked by the notable departures of longtime faculty and staff. In December, Philip Kroth, MD, MS, Director of HSLIC's Biomedical Informatics Research, Training and Scholarship unit left UNM. His departure caused HSLIC's biomedical informatics program to be mostly suspended, with responsibility for the Clinical Informatics Fellowship, transferring to other faculty within the Department of Internal Medicine. Jonathan Eldredge, PhD, has continued to support the program with his teaching activities and support of fellowship. In February, HSLIC's longtime night manager, Jim Bynum, retired. Management of the library's front desk was consolidated to a single Division Head for Public Services; and planning and renovations have commenced to enable the library to make its entry floor available to students unstaffed, 24x7, sometime after the pandemic ends. Finally, the Division Head of ECRS and HSLIC Interim Co-Director, Sarah Morley, retired after 21 years of outstanding service to HSLIC. Her leadership, with Laura Hall, through many transitions of the HSLIC organization, greatly strengthened the library's ability to improving the success of HSC students.

As HSLIC enters a new fiscal year, with the pandemic persisting and the library building still closed, its committed faculty and staff are continuing to find opportunities to serve HSC students and faculty and enable their success.

ORGANIZATIONAL CHART

HEALTH SCIENCES LIBRARY & INFORMATICS CENTER

The University of New Mexico
Health Sciences Library and Informatics Center



Last Updated 06/30/2020

Unit Reports

Education, Consultation, and Reference Services (ECRS)

Ingrid Hendrix, MILS, Division Head

The Education, Consultation and Reference Services (ECRS) Division had in place services that made the transition to a virtual environment easier. Librarians already offered the option of consultations via Zoom, and some classes had been taught on Zoom as well. ECRS faculty responded to the COVID-19 pandemic by adapting all instruction to an online format, incorporating best practices for engagement and active learning.

HSLIC faculty promote student success by ensuring that HSC students meet their library, informatics, and evidence-based practice competencies set by accrediting organizations. ECRS faculty accomplished this by serving as guest instructors, instructors of record, active members of curriculum committees, and by participating in accreditation preparation initiatives. To transform the learning environment and advance the success of HSC students, ECRS developed numerous events and workshops, including PubMed Now, Zotero, Managing Impostor Syndrome, and Bullet Journaling 101. Standardized feedback forms were used to monitor consistency and relevance of the activities.

The division continued to overhaul HSLIC LibGuides to increase accessibility, discoverability, and functionality in order to offer instructional materials for students (and other learners and practitioners) to use at point of need. A new and more uniform approach to literature search requests was also created, which resulted in a team-based approach to distributing search requests, streamlining the request process through the Ask a Librarian page, and establishing a community of practice to share knowledge and ideas among the searchers. A significant improvement to this service was the addition of a staff member to the search team from the Public Services Division, resulting in increased collaboration and expertise.

Requests for mediated search requests also increased. This may be due to the implemented changes or the fact that more people are working remotely and may have additional time to focus on research projects. ECRS faculty was able to quickly respond to the sudden spike in demand for in-depth research consultations, which surged during March-June 2020. An ECRS faculty member participated in the NM Governor's Medical Advisory Team - providing high quality information on demand regarding pandemic-related policy issues and contributing to the daily HSC COVID-19 briefings. This activity increased the visibility and value of librarians as curators of accurate and valuable information during this time of increased information and misinformation.

ECRS rebuilt the statistics-gathering mechanism for help, reference, and instructional activities to allow improved strategic evaluation of the needs of our patrons for planning purposes. Faculty in ECRS supported staff development through planning and coordinating Knowledge Sharing opportunities, thus enhancing all HSLIC employees' ability to share information and respond to the current needs of patrons.

ECRS experienced numerous personnel changes during the year. The Division Head of ECRS and HSLIC Interim Co-Director, Sarah Morley, retired after 21 years of outstanding service to HSLIC. Her leadership, mentorship and vast institutional knowledge are greatly missed. The Student Success and Engagement Librarian position was updated to reflect the identified needs of all HSC learners, with responsibilities to build a holistic and strategic approach to student success initiatives within the library. The Research Services Librarian joined ECRS, with the departure of HSLIC's Director of Biomedical Informatics. Four faculty searches were conducted in spring 2020: for a Clinical Services Librarian, the Division Head of ECRS, a Graduate and Research Services Librarian, and an Online Instructional Librarian. Ingrid Hendrix, MILS, was named the new Division Head, and started in June 2020. Deborah Rhue,MSLIS was named the new Clinical Services Librarian and will start in the new fiscal year, and the other two postings resulted in failed searches.

Planning and Business Support

Sally Bowler-Hill, MA, Manager, Administrative Operations

FY20 was a year of great change for HSLIC's Planning and Business Support unit as it supported the organization's efforts to transform the learning environment and advance the success of UNM HSC students.

Human Resources
This year HSLIC saw 7 employees retire or leave for new opportunities, including the unit's Facilities Services Manager and Unit Administrator 3. We welcomed 5 new hires, including a Library Services Coordinator, Library Technical Services Manager, Unit Administrator 3, Library Info Specialist 3, and Scholarly Communications and Digital Librarian. In addition, two staff were promoted to higher grade staff positions; one faculty member successfully competed for an administrative appointment; and one staff member was the successful incumbent for a library faculty position. At the close of the fiscal year, a new Clinical Services Librarian was confirmed to start.

Throughout FY20, the Manager of Administrative Operations coordinated the search for the library's next Executive Director. The search committee consists of faculty representatives from each of the four HSC Colleges/Schools and the HSC Office for Diversity, Equity and Inclusion, as well as HSLIC's Interim Co-Directors and a representative from the HSC Student Council. The committee is chaired by the Vice Chancellor for Academic Affairs. Due to the COVID-19 pandemic, there was a delay in the recruitment process after the first interviews. Second, virtual, interviews are scheduled for July 2020 with the hope of bringing on an incumbent by the end of the calendar year.

Additionally, both of HSLIC's former and current Unit Administrator 3's undertook a project to create standardized job descriptions for all of the library faculty and staff positions. These job descriptions will be updated regularly and provide a more efficient means for creating position announcements as vacancies arise.

Facilities
Throughout FY20, Planning and Business Support staff participated in the project to renovate the library's third floor. In particular, unit staff worked with contractors, including coordinating the purchasing paperwork, to order new furniture for the space and refurbish the lounge chairs, which are original to the building. They also helped coordinate with a moving company to deliver remaining deaccessioned journal volumes to create book murals, designed to create intimate study areas under the mezzanine on the third floor. Unit staff also coordinated with UNM Special Activities to reintegrate existing furniture and equipment with the new pieces to finish off the third floor renovation project.

In early 2020, the Manager of Administrative Operations coordinated with HSC Facilities to develop plans for renovating the storefront of the library. When complete, the new entrance will be enabled for badge access. This will help the library with contact tracing during the pandemic and eventually will facilitate 24x7 access for students to the second floor.

Administration
In early 2020, the Unit Administrator 3 began a project to update HSLIC's departmental policies, including getting them into the UNM HSC's newest template. This project will culminate in an HSC-wide project to migrate all departmental policies and procedures to an enterprise policy management system. In the fall, the Accountant 1 led a project to streamline HSLIC's travel request procedures. This led to a unit-wide project, expedited by the pandemic, to streamline and digitize work flows for many more of HSLIC's internal business

documents, utilizing digital signatures. The Accountant 1 also spent significant time during the pandemic securing sanitation and personal protective equipment, in the midst of broken supply chains and numerous organizations vying for the same supplies.

Toward the end of the year, HSLIC's Program Coordinator launched the library's first official social media account on Twitter. This was the culmination of several months of work consolidating the library's Google and YouTube accounts and developing detailed operational plans, which were approved by the HSC Social Media Steering Committee. The new Twitter account will enable to the library to reach broader audiences and better communicate about its services, especially while HSLIC operates mostly virtually during the pandemic.

FY21 will continue to bring many changes to the unit, including orienting a new Executive Director; continuing to streamline and digitize internal business processes; and steering the library's planning for the COVID-19 pandemic and beyond, as the organization moves into the next decade.

Public Services

Tim Mey, MLIS, Division Head

During FY20, the Public Services unit sought to refine service offerings and concentrate staff time and expertise to provide the greatest benefit to the students, faculty, and staff of the Health Sciences Center. To help inform our plans to maintain service standards and deploy staff hours in the most efficient way possible, Public Services conducted a survey of students regarding their use of the library building, asking for frequency of visits and specific days and times. We collected 113 responses and will use this data to ravamp our staffing strategy as the library plans for a new model for 24/7 access to library spaces.

After the completion of the third floor renovation, Public Services partnered with the rest of the library to celebrate with our students and provide study breaks with our Fuel for Finals events in December. The events were a great success, seeing 325 students in attendance. During the events, HSLIC performed another survey (collecting 166 responses), asking students how they felt about the new study space and what improvements they would like to see as we continue to improve learning and study environments at the library.

As the full scale of the COVID-19 pandemic became apparent, HSLIC's operations moved off site in mid-March. Within days of HSLIC's virtual-only presence, we started a new chat service, accessible via the main HSLIC site from 8:00 am to 5:00 pm, Monday through Friday. Chat enables Public Services staff to reach patrons through an online portal and serves in place of the desk that our patrons find so approachable. Chat service has been so successful that we plan to continue this service once the library is open to patrons again.

Interlibrary loan service presented another challenge to the Public Services unit, but this service was only offline for a few days. Resourceful staff members in the unit developed new workflows and worked with our vendors and partner libraries to overcome the technical hurdles of a work from home situation to provide interlibrary loan—a vital service to our researchers.

As we returned to the building in a limited capacity, with five hour shifts twice a week, Public Services implemented book pickup service for HSC patrons. Having two on-site days a week also allowed us to fulfill document delivery requests from our print journals in offsite storage, lowering the financial cost for this service.

One bright spot of the building closure is that the situation has allowed us to consolidate the staff into daytime-only shifts. This has led to greater cooperation and collaboration between the Public Services staff—particularly the Library Information Specialists—and the other units in the library. Public Services staff have provided much needed assistance and expertise with literature searches, virtual class sessions, and LibGuide maintenance and improvement projects. From the perspective of the Public Services unit, HSLIC has come together to meet the challenges of the COVID-19 pandemic and will emerge from limited operations as a stronger, more innovative, and more collaborative organization.

Human Resources
In January 2020, Porcia Vaughn resigned as the Division Head of Public Services; and Library Operations Manager, Jim Bynum, retired after nineteen years of service in February 2020. With Jim's departure, the night Operations Manager position was re-worked as a daytime Resource Sharing Coordinator position, for which HSLIC hired Kristin Proctor, previously a Library Information Specialist with Public Services.

Resources, Archives, and Discovery (RAD)

Laura J. Hall, MFA, Division Head

Throughout the academic and fiscal year, the Resources, Archives and Discovery (RAD) division continued to support and provide collection resources for the UNM HSC's academic, research and clinical programs. While the fall activities for the division were shaped by the 3rd floor remodel project and the removal of print journals from the library building, the unprecedented nature of the pandemic greatly shaped our experience, workflows, and underscored the need for e-resources and their discoverability for the HSC.

Resources and Activities

In September and October, catalog cleanup was completed due to the Journal Removal Project that occurred during the summer of 2019. The shelving location of 483 journal records were changed from Bound Journals – 3rd Floor to Bound Journals – Offsite Storage to reflect their new physical location. 2,198 records were deleted from the catalog for journal titles that were removed from the library.

In September, management of the library's Native Health Database (NHD) was assumed under RAD and the Scholarly Communications and Digital Librarian's stewardship. The most recent addition to the NHD was made in March 2019, just months before Pat Bradley's passing. Since then, this valuable resource has laid quietly dormant while our Scholarly Communications and Digital Librarian has been working behind the scenes, planning for the next iteration of the database. Future plans include the commissioning of a new advisory council, and possible migration to a new platform.

During the summer and fall months, RAD, in collaboration with University Libraries, renegotiated the University's Science Direct and Cell Press license. Given UNM's and the state of New Mexico's continued budget issues it was important to keep the cost and inflation rate low, and we were able to negotiate the terms of the contract favorably.

Due to projected budget shortfalls for FY20 and FY21, RAD identified possible cancellations for the coming 2-years. As a result, Springer Protocols was canceled January 2020. Projected shortfall for FY21 was approximately $200,000; HSC leadership allocated an additional $100,000 for FY21.

RAD worked with HSC colleges, education deans, and curriculum committees on the cancelations for the $100,000 projected deficit and alternative resources. Clinical Key was identified for cancelation. A number of LWW e-book packages were identified as possible alternatives.

During the spring of 2020, our focus shifted entirely to electronic resources. RAD staff and faculty adapted to the pandemic and the closing of the physical library building. Our offices moved to our homes and we began working virtually. Many publishers made electronic resources freely available to libraries that were physically closed due to COVID-19. A Free Resources research guide was created to highlight resources relevant to health sciences education and simulation/point of care tools and 6 collections were added to the catalog with notes explaining these were free for the spring semester.

RAD's Data Manager worked on the Governor's COVID-19 task force to produce daily briefings curated from scientific findings along with policy recommendations and news items. The briefings are preserved in the UNM Digital Repository (https://digitalrepository.unm.edu/hsc_covid19_briefings/). These briefings were produced from April 5 – June 30, consisting of 58 issues and 2,416 articles.

In addition RAD preserved HSC Institutional and Academic Materials related to COVID-19 (https://digitalrepository.unm.edu/hsc_covid19_academic/), and created a space for community members to submit individual images or reflections as they live(d) through the pandemic (https://digitalrepository.unm.edu/hsc_covid19_reflections/). Images submitted showcased resilience and ingenuity, while the raw written words in the reflections spoke truth to the duress and anxiety we have been collectively feeling.

Exhibits

RAD mounted 3 exhibits this year. One of the exhibits highlights Dr. George Eisenberg Collection of baby feeders and related antiques in the Domenici Center auditorium lobby and is semi-permanent. Last fall, RAD mounted an exhibit highlighting scenes from Albuquerque by local photographers. We partnered with the New Mexico Poison Control Center to highlight the Trestrail Toxicology Collection and common poisons. The exhibit is semi-permanent and located at the Center.

In addition, RAD was partnering with the College of Pharmacy on an exhibit celebrating their 75th anniversary. The exhibit was delayed due to the pandemic.

Human Resources

This year marked many changes in the staffing for the RAD unit. Below is a summary:

- September 2019 – Jonathan Pringle, MAS, was hired as our Scholarly Communications and Digital Librarian. He joined us from Northern Arizona University.
- October 2019 – Robyn Gleasner, MLIS, was promoted to the position of Resource Management Librarian leaving her previously held position open.
- January 2020 – Kathleen Dull, MLIS, resigned as Library Services Coordinator in RAD.
- April 2020 – Sol Lopez, MLIS, was hired as our Technical Services Manager.
- May 2020 – Kaylee Nauer, MBA, was hired as our Library Services Coordinator.

Sponsored Research

SPONSORED RESEARCH

Measuring Improvement in Student Question Formulation Skills Based on an Innovative Approach (Jon Eldredge, MLS, PhD, AHIP, Principal Investigator). The pivotal first step in the Evidence Based Practice process involves formulating an answerable question. This funded project sought to develop further and refine an approach to training that includes a new rubric in the Physician Assistant, Clinical Research, Dental, and Public Health degree programs during its first year. This project already has generated three Institutional Review Board approvals and three manuscripts. (Scholarship in Education Allocations Committee, Health Sciences Center, University of New Mexico, #253011, **$7,782**, September 1, 2019-August 31, 2021).

IMPACTS: Improving Medical Performance during Acute Crises through Simulation (**Jon Eldredge, MLS, PhD, AHIP, Cognitive Interviewer).** This year Dr. Eldredge developed his Cognitive Interviewer skills during intensive training at Vanderbilt University School of Medicine. He applied these skills in simulated operating room emergencies involving experienced anesthesiologists until the Covid-19 pandemic suspended this project during March 2020. (Agency for Healthcare Research and Quality, #1-R18-HS026158-01, January 1, 2020-December 31, 2022).

Appendixes

ENDOWMENTS

George L. and Mary W. Voelz Endowment, August 2004–present
The Larry and Nedra Gordon Endowment for Environmental Health, June 2005–present
HSLIC Collections Endowment, November 2005–present
HSLIC Geriatric Collection Endowment, December 2006–present
Waldo Rogers Endowment, October 2006–present

SERIAL TITLE CANCELLATIONS

Aerospace Medicine and Human Performance
Journal of Endocrinology
Seminars in Thrombosis and Hemostasis

PUBLICATIONS

Eldredge, Jonathan

- Bruce V, Eldredge JD, Levya LL, Page KA, Mera JR, English K,. Hepatitis C virus infection in Indigenous populations: A systematic review of the United States and Canada. Epidemiologic Reviews 2019 nov 19; doi/10.1093/epirev/mxz015/5634012

- Akers KG, Alpi KM, Eldredge JD, Holmes HN, Powell KR, Hoogland MA. Research Roadmap: disseminating your research. Hypothesis 2019 Fall/Winter; 31(1): 1-14.

- Eldredge JD. Evidence to Practice. New Resident and Fellow Training. June 2020. Health Sciences Library and Informatics Center. University of New Mexico. Albuquerque, NM. Video available at: https://hscmediasite.unm.edu/mediasite/Play/31e1b801bed84c88832595af92d0c5831d

- Eldredge JD. Searching PubMed for the Epidemiologic Aspects of Disease. November 2019. Health Sciences Library and Informatics Center. University of New Mexico. Albuquerque, NM. Video available at: https://hscmediasite.unm.edu/mediasite/Play/68d7d15f829f449bbb163d54137dd28b1d

- Eldredge JD. Searching PubMed for the Etiologic Aspects of Disease. November 2019. Health Sciences Library and Informatics Center. University of New Mexico. Albuquerque, NM. Video available at: https://hscmediasite.unm.edu/mediasite/Play/6aaed615b18c47139e3319e324950dee1d

Gleasner, Robyn

- McElfresh KR, Gleasner RM. Evaluating a historical medical book collection. *J Med Libr Assoc*. 2019;107(4):560-565. doi:10.5195/jmla.2019.666

Hall, Laura

- Hall LJ. Medical Muse [ISSN 2638-8332, 2638-3867]. Managing Editor and Designer. 2020;24(1). University of New Mexico School of Medicine (Albuquerque, NM).

Hendrix, Ingrid

- Hendrix, I. Evidence. In: Giddens, J., ed. *Concepts for Nursing Practice.* 3rd ed. St. Louis, MO: Elsevier; 2020.

Morley, Sarah

- Garrison L, Morley S, Chambers CD, Bakhireva LN. Forty years of assessing neurodevelopmental and behavioral effects of prenatal alcohol exposure in infants: What have we learned? Alcohol Clin Exp Res. 2019 Aug; 43(8):1632-1642. PMID: 3120743

Shea, Logan

- Ortiz K, Nash J, Shea L, Oetzel J, Garoutte J, Sanchez-Youngman S, et al. Partnerships, Processes, and Outcomes: A Health Equity–Focused Scoping Meta-Review of Community-Engaged Scholarship. Annu Rev Public Health [Internet]. 2020 Jan 10 [cited 2020 Jan 12]; Available from: https://doi.org/10.1146/annurev-publhealth-040119-094220

Sloan, Lori

- Lambert CG, Stoicu S, Hendrix I, Sloane L, et al. Daily UNM global health COVID-19 briefings. *UNM Digital Repository.* 2020 Jun 30 [cited 2020 Sep 4]. Available from: https://digitalrepository.unm.edu/hsc_covid19_briefings/59

PRESENTATIONS, EXHIBITS AND DEMONSTRATIONS

Eldredge, Jonathan

- Foundations of Research Methodologies. Physician Assistant Program, School of Medicine, University of New Mexico, Albuquerque, NM, June-July, 2019, class
- Biomedical Informatics. Masters of Science in Clinical Research Program, School of Medicine, University of New Mexico, Albuquerque, NM, July-August, 2019, class
- The Information You Need: New Student Orientation to HSLIC. Undergraduate Medical Education, School of Medicine, University of New Mexico, Albuquerque, NM, Co-facilitated with Laura J. Hall, July 16, 2019, training
- Health Statistics Workshop. Health in New Mexico course. School of Medicine, University of New Mexico, Albuquerque, NM, July 19, 2019, workshop
- Family Medicine Clerkship. Four (4) contact hours per clerkship every seven weeks. Undergraduate Medical Education, School of Medicine, University of New Mexico, Albuquerque, NM, July 2019-March 2020, class
- Quantitative Medicine Two. Undergraduate Medical Education, School of Medicine, University of New Mexico, Albuquerque, NM, August-December 2019, class
- Facilitating Learning in the Clinical Reasoning Courses. Office of Medical Educator Development, School of Medicine, University of New Mexico, Albuquerque, NM, August 19, 2019, class
- Evidence Based Dentistry. Department of Dental Medicine, School of Medicine, University of New Mexico, Albuquerque, NM, August 23, 2019, workshop
- Determinants and Equity in Public Health. MPH Program, College of Population Health, University of New Mexico, Albuquerque, NM, August-December 2019, class
- EMS 475. Emergency Medicine Academy, School of Medicine, University of New Mexico, Albuquerque, NM, September 5, 2019, class
- Faculty QuickStart. School of Medicine, University of New Mexico, Albuquerque, NM, September 12, 2019, presentation

- Biomedical Informatics Advanced Course. Masters of Science in Clinical Research Program, School of Medicine, University of New Mexico, Albuquerque, NM, November 2019-March 2020, class
- Gun Violence and Public Health. College of Population Health, University of New Mexico, Albuquerque, NM, November 21, 2019, workshop
- Problem-Based Learning Workshop. University of Texas Rio Grande Valley, School of Medicine, Edinburgh, TX, December 12-13, 2019, workshop
- Facilitating Learning in the Clinical Reasoning Courses. Office of Medical Educator Development, School of Medicine, University of New Mexico, Albuquerque, NM, January 13, 2020, class
- Evidence Based Dental Hygiene. Dental Hygiene Program, School of Medicine, University of New Mexico, Albuquerque, NM, January 22, 2020, class
- Clinical and Translational Investigators Program. Clinical and Translational Sciences Center, Health Sciences Center, University of New Mexico, Albuquerque, NM, January 21, 2020, program moderator
- Evidence Based Dental Hygiene. Dental Hygiene Program, School of Medicine, University of New Mexico, Albuquerque, NM, February 5, 2020, class
- Roles for Librarians in Systematic Reviews. Health Sciences Library, University of Nevada, Las Vegas, NV, February 25, 2020, webinar
- Evidence Based Dental Hygiene. Dental Hygiene Program, School of Medicine, University of New Mexico, Albuquerque, NM, March 4, 2020, class
- HSLIC Information Resources. Internal Medicine Clerkship. Undergraduate Medical Education, School of Medicine, University of New Mexico, Albuquerque, NM, March 3, 2020, class
- Integrity of Scientific Evidence. Biomedical Informatics Seminar Series, University of New Mexico, Health Sciences Center, Albuquerque, NM, March 5, 2020, presentation
- Evidence Based Practice. Physician Assistant Program, School of Medicine, University of New Mexico, Albuquerque, NM, March 13, 2020, journal club facilitator
- Data Standards and Ontologies. Biomedical Informatics Seminar Series, University of New Mexico, Albuquerque, NM, May 7, 2020, presentation

Gleasner, Robyn

- HSLIC Remodel and Bound Journal Removal Project. University of New Mexico College of University Libraries and Learning Sciences, Albuquerque, NM, October, 2019, presentation
- Changes in library collections and proposal for increased funding. University of New Mexico School of Medicine curriculum committee and block chairs, Albuquerque, NM, January, 2020, presentation
- Changes in library collection and proposal for increased funding. University of New Mexico College of Pharmacy curriculum committee, Albuquerque, NM, January, 2020, presentation
- Changes in library collections and proposal for increased funding. University of New Mexico College of Nursing curriculum committee, Albuquerque, NM, February, 2020, presentation
- Providing Course Reserves on a Limited Budget. Electronic Resources and Libraries, Austin, TX, March, 2020, poster

Hall, Laura

- Copyright and Intellectual Property. BIOM-564. University of New Mexico, Albuquerque, NM, August, 2019, lecture
- Clinical Reasoning 1. University of New Mexico, School of Medicine, Albuquerque, NM, August-December, 2019, small-group facilitator
- HSLIC Remodel and Bound Journal Removal Project. University of New Mexico College of University Libraries and Learning Sciences, Albuquerque, NM, October, 2019, presentation
- Changes in library collections and proposal for increased funding. University of New Mexico School of Medicine curriculum committee and block chairs, Albuquerque, NM, January, 2020, presentation
- Changes in library collection and proposal for increased funding. University of New Mexico College of Pharmacy curriculum committee, Albuquerque, NM, January, 2020, presentation
- Changes in library collections and proposal for increased funding. University of New Mexico College of Nursing curriculum committee, Albuquerque, NM, February, 2020, presentation
- Changes in library collection and proposal for increased funding. University of New Mexico Health Sciences Center Faculty Council, Albuquerque, NM, February, 2020, presentation

Hendrix, Ingrid

- Physical Therapy Evidence Based Practice. Albuquerque, NM, August 23, 2019, class
- Occupational Therapy Graduate Program. Evidence Based Practice. Albuquerque, NM, September 10, 2019, class
- College of Nursing Considerations in Caring for Patients with Disabilities. Albuquerque, NM, September 11, 2019, presentation
- Occupational Therapy Graduate Program. Advocacy, Communication and Leadership, Albuquerque, NM, September 17, 2019, presentation
- Considerations in Caring for Patients with Disabilities in Neurology. UNMH Neurology Grand Rounds, Albuquerque, NM, September 26, 2019, presentation
- New Mexico Academy of Physician Assistants Fall Primary Care Conference. Considerations in Caring for Patients with Disabilities. Albuquerque, NM, September 29, 2019, presentation
- UNMH Foundation Series for Unit Based Educators. Searching for Evidence. Albuquerque, NM, October 11, 2019, January 30, 2020, and June 15, 2020, class
- Occupational Therapy Graduate Program. Searching Funding Resources. Albuquerque, NM, December 3, 2019, presentation
- School of Medicine. Department of Orthopedics. Library Resources for New Residents. Albuquerque, NM, November 6, 2019, presentation
- School of Medicine. Doctoring IV. Albuquerque, NM, October 9-December 4, 2019, class
- Occupational Therapy Graduate Program. Problem based Learning Facilitator. Albuquerque, NM, September 2019-December 2019, and January 2020-March 2020, class
- College of Engineering. Biomedical Engineering Consumer Perspectives. Albuquerque, NM, February 7, 2020, presentation
- UNMH Nursing Research Rounds. Turning Practice into Research: Steps in the Literature Search. Albuquerque, NM, March 10, 2020, presentation
- College of Nursing. MSN Orientation. Albuquerque, NM, May 11, 2020, class
- College of Nursing. Literature Searching and Information Management for Midwifery Students. Albuquerque, NM, May 14, 2020, class
- College of Nursing DNP/PhD Residency Week. Searching the Literature. Albuquerque, NM, June 1, 2020, class
- College of Nursing. Faculty Forum. Navigating the Information Maze: HSLIC Resources and Services to the Rescue. Albuquerque, NM, June 5, 2020, presentation
- UNMH Foundation Series. Question Formulation and Literature Searching. Albuquerque, NM, June 15, 2020, class
- Occupational Therapy Graduate Program. Searching for Grant Funding. Albuquerque, NM, June 23, 2020, video, https://hsc-unm.zoom.us/rec/share/eYw62b8Sqyv7IrueceVCK4AU5HpyHgv2GfS3XIDeU0WJVgrZVU5KO8QVvop_cNML.wWHDC4DszA0k621d
- Physical Therapy Evidence Based Practice. Searching PubMed. Albuquerque, NM, June 26, 2020, video, https://hsc-unm.zoom.us/rec/share/6pHWMKGMVC1BQeY9SlcSAZgmeRvsXnNPNsrqnvvvEIyK4aCFTvMQx7bbVg4TOFTR.PjYUTzO7tH9vz8kb
- Physical Therapy Evidence Based Practice. Searching CINAHL and SportDISCUS. Albuquerque, NM, June 26, 2020, video, https://hsc-unm.zoom.us/rec/share/iH_yO6DYmTifuclyTJs6T-gn2_UVFiw3TXnTdm7OiRLRqsLsIQ3m_GeaOrD4s5zR.OloQAaP8_K2AzQo

Maluski, Kelleen

- Pharmacy 770 Drug Information and Clinical Toxicology APPE, Part 1. Albuquerque, NM, July 1, 2019, class
- Pharmacy 770 Drug Information and Clinical Toxicology APPE, Part 2. Albuquerque, NM, July 2, 2019, class
- Biomedical Sciences Graduate Program (BSGP) Orientation. Albuquerque, NM, August 15, 2019, presentation

- Albuquerque Public Schools Career Enrichment Orientation (APS). Albuquerque, NM, August 19, 2019, class
- BSN Level 1 Orientation. Albuquerque, NM, August 27, 2019, class
- Biomedical Sciences Graduate Program (BSGP) Resources. Albuquerque, NM, September 10, 2019, class
- Pre Health Professions. Albuquerque, NM, September 11, 2019, class
- Pre Health Professions. Albuquerque, NM, September 11, 2019, class
- Biomedical Sciences Graduate Program (BSGP) Zotero. Albuquerque, NM, September 17, 2019, class
- Urology Residents: Starting Literature Searches. Albuquerque, NM, September 20, 2019, class
- Understanding & Managing Impostor Syndrome (Surgery Students). Albuquerque, NM, October 11, 2019, class
- Meditations on Contemplation: Building Mindfulness and Reflective Practice into Your Work. South Central Chapter of Medical Library Association Annual Meeting, Oklahoma City, OK, October 14, 2019, roundtable facilitator
- OBGYN Zotero Orientation. Albuquerque, NM, October 28, 2019, presentation
- Small but Impactful: Approaches for Creating Critical Engagement and Learning through Holistic Outreach. New Mexico Library Association/Mountain Plains Library Association Joint Conference, Albuquerque, NM, November 1, 2019, presentation
- Urology Residents: Publishing & Keeping Track of Research. Albuquerque, NM, November 15, 2019, class
- PHRM 832: Introduction to Evidence-Based Medicine. Albuquerque, NM, January 6, 2019, class
- PHRM 852: Aspects of Patient Care VI. Albuquerque, NM, January 8, 2020, class
- BSN Level 1 Orientation. Albuquerque, NM, January 9, 2020, class
- PHRM 832: Introduction to Evidence-Based Medicine. Albuquerque, NM, January 10, 2020, class
- Chinle Nursing Course. Albuquerque, NM, March 3, 2020, class
- Pharmacy 813 Aspects of Patient Care. Albuquerque, NM, March 31, 2020, class
- Pharmacy 813 Aspects of Patient Care. Albuquerque, NM, April 2, 2020, class
- Zotero Science Writing Workshop. Albuquerque, NM, April 21, 2020, class
- PubMed Now Workshop. Albuquerque, NM, April 29, 2020, class
- PubMed Now Workshop. Albuquerque, NM, May 4, 2020, class
- PubMed Now Workshop. Albuquerque, NM, May 21, 2020, class
- PubMed Now Workshop. Albuquerque, NM, May 28, 2020, class
- DPT Orientation. Albuquerque, NM, June 26, 2020, class
- PHRM 770: Drug Information and Clinical Toxicology. Albuquerque, NM, June 30, 2020, class

Morley, Sarah

- Fellows Orientation. Albuquerque, NM, July 2019, presentation
- Pharmacy 770 Drug Information Rotation. Albuquerque, NM, July 2019, class
- Phase II Internal Medicine Clerkship. Albuquerque, NM, July 2019, presentation
- Pharmacy Student Orientation. Albuquerque, NM, July 2019, presentation
- Internal Medicine Residency Program. Thursday School, Albuquerque, NM, August 2019, presentation
- Radiologic Sciences Orientation. Albuquerque, NM, August 2019, presentation
- Phase II Internal Medicine Clerkship. Albuquerque, NM, August 2019, presentation
- Pediatric Residency Program Orientation. Albuquerque, NM, September 2019, presentation
- HED 582. Albuquerque, NM, September 2019, class
- Freshman Learning Communities. Pre-Health Professions course, Albuquerque, NM, September 2019, class
- Phase II Internal Medicine Clerkship. Albuquerque, NM, September 2019, presentation
- Pediatric Residency Program. Research session, Albuquerque, NM, October 2019, presentation
- South Central Academic Medical Library (SCAMeL). Annual Director's Meeting, Library Remodel Project Update, Oklahoma City, OK, October 2019, presentation
- Pediatric Residency Program. Research Group, Albuquerque, NM, November 2019, presentation
- Phase II Internal Medicine Clerkship. Albuquerque, NM, November 2019, presentation
- Faculty QuickStart. Albuquerque, NM, February 2020, presentation

Pringle, Jonathan

- Protocols for Native American Archival Materials: A Macro-Level Approach to Reconciliation. International Conference of Indigenous Archives, Libraries, and Museums, Temecula, CA, October, 2019, presentation
- Protocols Webinar Series (1): Building Relationships of Mutual Respect. Society of American Archivists' Native American Archives Section Webinar Series (Virtual), Albuquerque, NM, November, 2019, webinar
- Preservation for Physical Materials. Indian Pueblo Cultural Center Tribal Librarian Project, Albuquerque, NM, January, 2020, workshop

Sloane, Lori

- Smartsheets. University of New Mexico, Division of Community Behavioral Health, Albuquerque, NM, September, 2019, presentation
- Data Reproducibility. University of New Mexico CTSC Researchers, Albuquerque, NM, October, 2019, presentation
- Mitigating Human Error: Case Studies on Responsible Data Stewardship. University of New Mexico BioMISS, Albuquerque, NM, December, 2019, presentation
- What is different about clinical data? RDAP-Ask me Anything Townhall (Virtual), Albuquerque, NM, January, 2020, webinar, https://digitalrepository.unm.edu/hslic-posters-presentations/80
- Disseminating Responsibly. University of New Mexico Prevention Research Center, Albuquerque, NM, February, 2020, presentation
- Data Sharing. KL2 Scholars, Albuquerque, NM, May, 2020, presentation

Timothy Mey, Kristin Proctor, Porcia Vaughn, Amy Weig-Pickering

- Virtual Reality Lab: Getting Real about Educational Technology at Your Library. University of New Mexico, School of Medicine Education Day, Albuquerque, NM, October 2019, poster

KNOWLEDGE SHARING SERIES JULY 2019 THROUGH JUNE 2020

Subject	Lead Presenter	Date
What We Can Learn from Swedish Health Sciences Libraries	Jonathan Eldredge	7/17/2019
Integrating Cultural Humility into Practice : Webinar	Set up by Kelleen Maluski	7/24/2019
LibGuides Discussion	Kelleen Maluski	7/30/2019
Lessons Learned at UNM Tech Days	Ingrid Hendrix & Lori Sloane	8/7/20219
LibGuides Best Practices & Tool Box Review (1 of 2)	Kelleen Maluski	8/13/2019
LibGuides Best Practices & Tool Box Review (2 of 2)	Kelleen Maluski	8/16/2019
Advocating for Student Course Material Affordability	Porcia Vaughn	8/20/2019
Building and Editing Guides (1 of 2)	Kelleen Maluski	8/21/2019
Building and Editing Guides (2 of 2)	Kelleen Maluski	8/27/2019
What We Can Learn from Swedish Health Sciences Libraries	Jonathan Eldredge	9/10/2020
Amigos Conference	Set up by Kelleen Maluski	10/10/2019
Meditations on Contemplation: Building Mindfulness and Reflective Practice into Your Work	Kelleen Maluski	10/24/2019
Inspiration from the 2019 International Conference of Indigenous Archives, Libraries, and Museums	Jonathan Pringle	11/21/2019
Small but Impactful: Approaches for Creating Critical Engagement and Learning through Holistic Outreach	Kelleen Maluski	1/30/2020
HSLIC's State of the Collection	Robyn Gleasner	2/4/2020
A New Way to Evaluate Academic Librarian Scholarship (ACRL Webinar)	Set up by Kelleen Maluski	2/6/2020
Fire Evacuation Procedures	Lucas Poloni Cordeiro & Sally Bowler-Hill	2/25/2020
Fire Evacuation Procedures	Lucas Poloni Cordeiro & Sally Bowler-Hill	2/27/2020
ACRL Instruction and Outreach for Diverse Populations: Indigenous Students : Part 1	Set up by Kelleen Maluski	2/28/2020
Working on Ourselves: Mitigating Unconscious Bias in Literature Searching Webinar	Set up by Kelleen Maluski	3/5/2020
RDCAP Recap	Lori Sloane	3/26/2020

Note: Data shown are from the latest date the Knowledge Sharing Series was presented if given more than once.

LIBRARY HOURS 2019-20 (Regular Hours)

Days	Hours
Monday–Thursday	7 a.m. – 11 p.m.
Friday	7 a.m. – 6 p.m.
Saturday–Sunday	12 p.m. – 6 p.m.

LIBRARY HOURS 2019-20 (Pandemic/Virtual Hours)

Days	Hours
Monday–Friday	8 a.m. – 5 p.m.*
Saturday–Sunday	Closed

* Virtual services only, physical library building closed to visitors

STAFF APPRECIATION AND AWARDS

Name	Award
Robby Atala	Major Publication
Tamara Wheeler	Degree or Certification Most Professional Growth
Graeme Chiasson, Hannah Broyles, Isabel Aycock, Katherine Chavez, & Jenny Nguyen	Certificates of Appreciation (Student Employees)
Robyn Gleasner, Tim Mey, Kristin Proctor, Amy Weig-Pickering, Lucas Poloni, Sally Bowler-Hill, Laura Hall, & Jim Bynum	Certificates of Appreciation (Journal Project)
Kyle Duran	Certificate of Appreciation (Third Floor Remodel Project)
Kelleen Maluski	Outstanding Project
Kristin Proctor	Outstanding Customer Service
Lori Sloane	Outstanding Performance

HSLIC STAFF ROSTER 2019-20

Name	Unit, Title	Start Date	End Date
Bowler-Hill, Sally	Planning and Business Support, Manager, Administrative Operations	09-08-03	
Brammer, Patti	Planning and Business Support, Unit Administrator 3	06-19-17	09-06-19
Bynum, Jim	Service Point, Manager Library Operations	05-14-01	02-27-20
Cibils, Anna	Service Point, Library Information Specialist 3	04-01-20	
Dull, Kathleen	Resources, Archives and Discovery, Library Services Coordinator	09-10-18	01-24-20
Eldredge, Jon	Education, Consultation and Reference Services, Education & Research Librarian: Evidence-Based Practice	01-01-86	
Gleasner, Robyn	Resources, Archives and Discovery, Resource Management Librarian	12-02-13	
Hall, Laura	Resources, Archives and Discovery, Division Head, Interim Co-Director	04-01-04	
Hannigan, Gale	Education, Consultation and Reference Services, Education & Research Librarian: Research Services	06-27-13	
Hendrix, Ingrid	Education, Consultation and Reference Services, Division Head	12-03-01	
Jones, Linda	Planning and Business Support, Accountant 1	06-26-18	
Kroth, Philip	Biomedical Informatics Research, Training and Scholarship, Director	03-01-04	01-03-20
Lopez, Sol	Resources, Archives and Discovery, Library Technical Services Manager	04-20-20	
Lucero, David	Planning and Business Support, Unit Administrator 3	11-01-19	
Maluski, Kelleen	Education, Consultation and Reference Services, Education & Research Librarian: Student Success and Engagement Services	02-18-19	
Mercer, Beth	Planning and Business Support, Administrative Assistant 3	08-26-19	09-24-19
Mey, Timothy	Service Point, Manager, Library Operations	10-27-14	
Morley, Sarah	Education, Consultation and Reference Services, Division Head, Interim Co-Director	06-01-99	05-31-20
Nauer, Jennifer	Resources, Archives and Discovery, Library Services Coordinator	05-04-20	
Poloni Cordeiro, Lucas	Planning and Business Support, Facilities Services Manager	12-18-17	06-10-20
Pringle, Jonathan	Resources, Archives and Discovery, Scholarly Communications and Digital Librarian	09-16-19	
Proctor, Kristin	Service Point, Library Services Coordinator	03-26-18	
Shea, Logan	Service Point, Library Information Specialist 3	10-01-19	
Sloane, Lori	Resources, Archives and Discovery, Data Manager	06-25-12	
Vaughn, Porcia	Public Services, Division Head	07-01-19	01-31-20
Weig-Pickering, Amy	Service Point, Library Information Specialist 3	11-12-18	
Wheeler, Tamara	Planning and Business Support, Program Coordinator	11-12-18	

Student Employees	
Arrowsmith, Sarah	Mantohac, Marianne (resigned 01-09-20)
Aycock, Isabel	Nguyen, Jenny (resigned 05-15-20)
Broyles, Hannah (resigned 05-15-20)	Parkinson, Kevin (resigned 05-22-20)
Chavez, Katherine (resigned 05-15-20)	Schalip, Brandon (resigned 12-14-19)
Chiasson, Graeme (resigned 01-06-20)	Sinclair, Patrick
Duboise, Chamique	
Logan, Kara	

Statistics

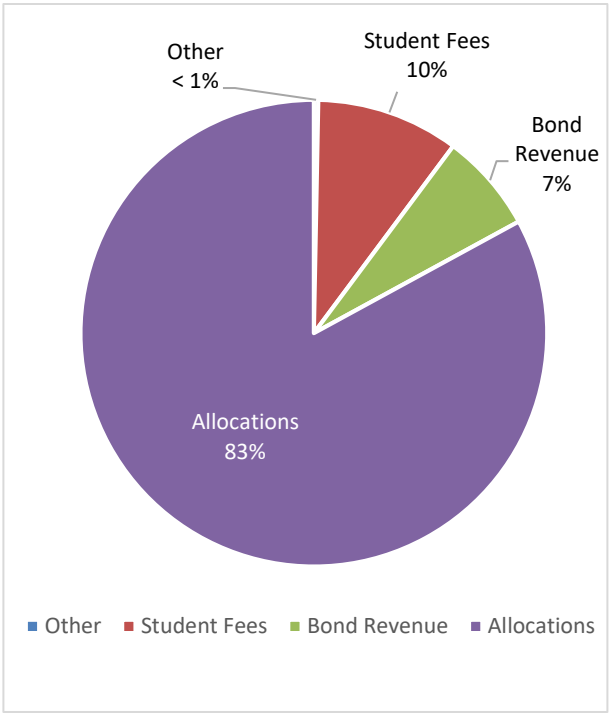
ADMINISTRATION

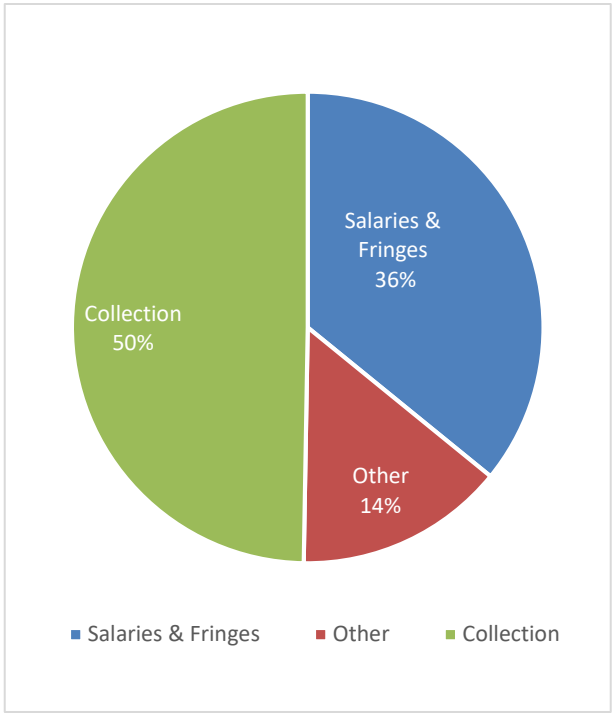
Table 1: HSLIC Personnel (FTE)

	2017–18	2018-19	2019-20	% Change from Prior Year
Library and Education Services				
Professional Staff	8.0	5.0	7.2	44%
Support Staff	8.0	7.0	7.0	0%
Students	5.0	3.5	2.85	-19%
Administration				
Professional Staff	2	1	1	0%
Support Staff	5	3	3	0%
Students	.5	.5	.43	-14%
Total HSLIC[1]				
Professional Staff	13.85	7.20	8.2	14%
Support Staff	13	11	10	-9%
Students	5.5	4.0	3.28	-18%
Total HSLIC Staff	32.35	22.20	21.48	-3%

[1] Prior to FY2019-20, Total HSLIC includes Biomedical Informatics, causing totals to no correlate with Library and Education Services or Administration rows.

Figure 1: HSLIC Revenue and Expenses





Revenue[1]	Expenditures[2]
$3,087,185.58	$3,346,215.66

[1] Revenue does not include collection expenditure incurred directly by other departments or planned spending of carry-forward from prior fiscal years.
[2] Expenditures exceeded revenue due to large remodeling project of the library's main study floor using plant funds accumulated from prior fiscal years.

LIBRARY AND EDUCATION SERVICES

Table 2: Instructional Programs/Orientations

	2017-18	2018-19	2019-20	% Change from Prior Year
Complete Non-Credit Courses Taught by HSLIC Personnel	0	0	0	0%
Complete Credit Courses Taught by HSLIC Personnel	10	10	7	-30%
Total # of Sessions within Courses Above	131	102	88	-14%
# of Guest Sessions within Curricula	51	46	54	17%
# of In-Person Education Sessions[1]	80	90	139	54%
# of New Online Synchronized Education Sessions	0	0	16	1,600%
Total # of Sessions Taught by HSLIC Personnel	262	238	283	19%
Attendees	3,403	2,673	4,889	83%

Table 3: Distance Services Training

	2017-18	2018-19	2019-20	% Change from Prior Year
Totals: # of Sessions[1]	15	9	0	-100%
Attendees	324	188	0	-100%

[1]Distance Services librarian position vacated in FY2018-19 and activities suspended in FY2019-20.

Table 4: Individual Consultations

# of Consultations	2017-18	2018-19	2019-20	% Change from Prior Year
Sessions	205	343	383	12%
Attendees	258	416	630	51%
Total # of Contact Hours	229	345	463	34%

Table 5: Size of General Collection (Titles)

	2017-18	2018-19	2019-20	% Change from Prior Year
Total Print Monographs	29,261	31,755	29,794	-6%
Total Electronic Monographs	10,843	11,482	11,838	3%
Total Physical Media	189	191	164	-14%
Total Electronic Media	5	4	4	0%
Electronic Serials Purchased	4,636	5,263	4,615	-12%
Total Electronic Serials in Catalog /Listed on Website	30,888	32,401	28,428	-12%
Total Physical Serials[1]	2,613	2,603	608	-77%
Total Accessible Serials	2,332	2,897	2,960	2%
Number of Databases	66	65	65	0%

[1]For FY2019-20, 2,045 titles were removed from the library to create a student study space on the 3rd Floor. Number differs from Special Report in FY2018-20 Annual Report because of serial name changes not reflected in system.

Table 6: Size of General Collection (Volumes)

	Volumes 2017-18	Volumes 2018-19	Volumes 2019-20	% Change from Prior Year
Total Print Monographs	32,091	32,255	32,848	2%
Print Volumes in Library	90,259	90,234	30,592	-66%
Physical Nonprint Volumes in Library (Microforms, CD-ROM)	444	504	503	0%
Print Volumes in Remote Storage	47,237	45,421	42,339	-7%
Physical Nonprint Volumes in Remote Storage	252	252	252	0%
Total Print Volumes (Monographs & Serials)	136,696	136,267	72,920	-46%
Total Physical Nonprint Volumes	491	756	755	0%

Table 7: Special Collections Summary Table

	2017-18	2018-19	2019-20	% Change from Prior Year
Manuscripts (archives in linear feet)	2,077	2,077	2,077	0%
Photos/Slides/Negatives[1]	7,740	7,740	7,740	0%
Audio[1]	701	701	701	0%
Film/Video/Disks[1]	202	202	202	0%
Total Graphic Materials	9,184	9,184	9,184	0%
Number of Digitized Collections	137	137	137	0%
Size of Collections (Megabytes)	173,175	174,150	174,150	0%
Total Items in Digitized Collections	5,815	5,924	5,924	0%
Volumes/Pamphlets Digitized	102	102	102	0%
Unbound Sheets Digitized	9,353	9,353	9,353	0%
Photographs/Non-Paper Items Digitized	3,370	3,479	3,479	0%

[1] Actual number of items.

Table 8: Local Collections

	2017-18	2018-19	2019-20	% Change from Prior Year
Native Health Database				
Size in Megabytes	121	109	109	0%
Total # of Items	9,968	10,045	10,046	0%
Number of Times Accessed	5,012	6,417	3,477	-46%
UNM Digital Repository (HSC Collections)				
Items Contributed	129	793	620	-22%
Usage	17,642	24,325	49,056	102%

Table 9: Collection Development (General Expenditures — Dollars)

	2017-18	2018-19	2019-20	% Change from Prior Year
Print Monographs	$6,487	$8,802	$2,529	-71%
Electronic Monographs	$263,985	$232,255	$226,757	-2%
Print Serials	$0	$0	$0	0%
Electronic Serials	$1,267,265	$1,153,928	$1,289,663	12%
Electronic Databases	$137,284	$53,215	$74,080	39%
Other Library Materials (Media)	$1,088	$816	$375	-54%
Subtotal	$1,676,109	$1,448,985	$1,593,404	10%
Bibliographic Utilities	$25,779	$27,588	$28,940	5%
ILL Expenditures	$16,066	$25,329	$24,502	-3%
Total	$1,717,954	$1,501,901	$1,646,846	10%
Consortial Expenditures	$535,255	$537,317	$552,866	3%
Electronic Resources	$1,694,313	$1,439,398	$1,509,500	5%
One-time expenditures (books, journal backfiles)	$88,176	$42,557	$5,531	-87%
Ongoing subscriptions	$1,587,312	$1,434,015	$1,586,958	11%

Table 10: Resource Use: Interlibrary Loan (ILL) and Document Delivery (DD) Summary

	2017-18	2018-19	2019-20	% Change from Prior Year
Total ILL Items Received	2,368	2,170	2,140	-1%
Returnable ILL Items Received	179	117	49	-58%
Non-Returnable ILL Items Received	2,189	2,053	2,091	2%
Interlibrary Loan Fill Rate[1]	58%	50%	86%	72%
Total ILL Items Provided to Other Libraries	831	591	430	-27%
Returnable ILL Items Provided	76	56	37	-34%
Non-Returnable ILL Items Provided	755	535	393	-27%
Items Copied for Affiliated Users	2,196	1,872	1,207	-36%
Items Copied for Unaffiliated Users	127	93	113	22%
Total Document Delivery	2,323	1,965	1,320	-33%

[1] Data collection methodology changed in FY2019-20.

Table 11: Use of Library Physical Materials

	2017-18	2018-19	2019-20	% Change from Prior Year
Checkouts, All Formats	10,806	4,159	2,173	-48%
Initial Circulations	9,198	3,829	1,968	-49%
Renewals[1]	766	330	205	-38%
Print Reserves	843	470	275	-41%
In-House Use	1,512	1,608	663	-59%
Total Use[2]	12,318	5,767	2,836	-51%

[1] Circulation policy changed 6/2018, extending loan period to four weeks and limiting renewals to two.

[2] Domenici Center keys removed from library circulation 5/2018.

Table 12: Use of Electronic Course Reserves

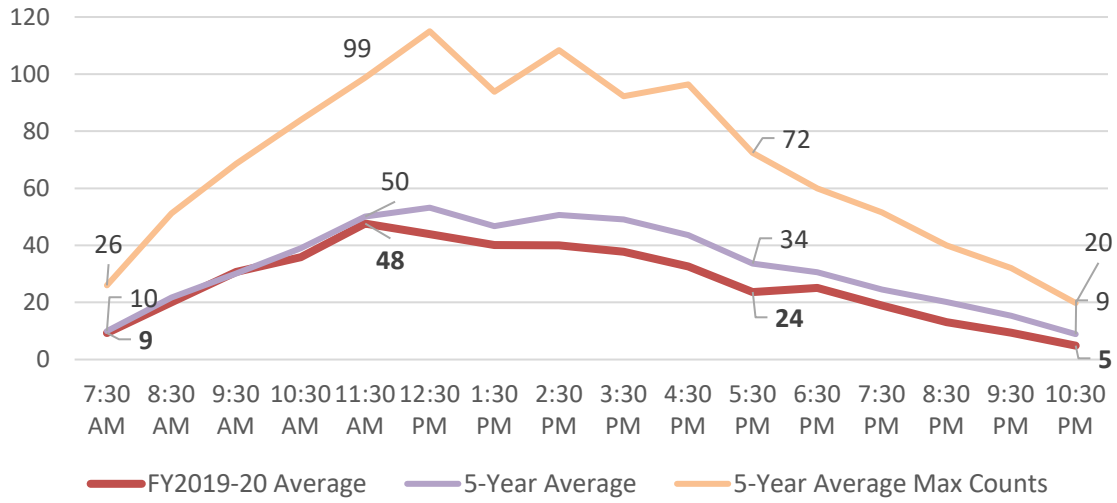
	2017-18	2018-19	2019-20	% Change from Prior Year
Reserves Total Use	41,768	26,422	47,071	78%
Circulation of Print Material[2]	843	471	275	-42%
Electronic Use[1,3]	40,925	28,270	46,796	-83%
Number of Courses Using Course Reserves	135	137	163	19%
Number of Courses with E-Reserves	82	84	72	-14%

[1] Does not include items in packages purchased by University Libraries.
[2] Print items not circulated spring semester 2020 due to disruptions caused by COVID19.
[3] Forced reserves were not implemented in spring of 2019.

Table 13: Use of the Library Building

	2017-18	2018-19	2019-20	% Change from Prior Year
Annual Gate Count	178,769	146,239	92,315	-37%
Group Study Room Reservations	7,137	5,967	3,019	-49%
Electronic Classroom Reservations (226 & Med 2)	606	510	366	-28%
Individual Study Room Use	1,433	1,214	963	-21%
Mother's Room Use	54	299	105	-65%

Figure 2: Patrons in the Library Building [1]



[1] Decrease in FY2019-20 due to remodeling project that closed the third floor of the library the first half of the year. Time period when library was closed for pandemic not included in averages.

Table 14: Use of Electronic Collection

	2017-18	2018-19	2019-20	% Change from Prior Year
Electronic Monograph Requests (est. uses)[1, 3]	231,523	215,085	263,776	23%
Electronic Serials Full-Text Requests (est. uses)	1,131,822	1,002,881	1,198,854	20%
Database Requests (est. based on search data)[1]	2,476,037	2,993,816	2,908,443	-3%
WorldCat Searches[4]	206,680	224,484	192,517	-14%
WorldCat Visitors[4]	120,099	137,784	121,326	-12%
Electronic Subject Guide Views	91,707	82,712	71,532	-14%
Total Electronic Resources Use	3,931,089	4,294,494	4,442,605	3%
Total # Page Views for HSLIC Website[5]	803,022	576,236	511,595	-11%

[1] Decrease in Electronic Monograph Requests and a corresponding increase in Database Requests in FY2019-20 were due to a change in counting VisualDX usage as a database rather than an electronic monograph.
[2] Data not included due to change in metrics used for COUNTER5.
[3] Increase in Electronic Monograph Requests in FY2019-20 was due to change in metrics used in release COUNTER5.
[4] Data miscalculated in FY2018-19. Should be 195,497 searches and 120,452 visitors.
[5] Data includes use of HSLIC Blog, beginning in FY2019-20.

Table 15: Number of Mediated Searches and Reference Questions

	2017-18	2018-19	2019-20	% Change from Prior Year
Mediated Searches	181	120	117	-3%
Reference Questions (In Person & Via Phone)	1,100	899	790	-12%
Electronic Reference Questions (Email)[1]	530	353	547	55%
Total Reference Questions[2]	1,630	1,252	1,337	7%
Total Reference Questions & Mediated Searches	1,811	1,372	1,454	6%

[1] Chat added as an option for reference help in March 2020.
[2] Data missing from July 2019-September 2019 due to intake from system deletion.

FREQUENTLY REQUESTED STATISTICS

	10 Years Ago 2009-10	5 Years Ago 2014-15	2018-19	2019-20
Total Volume Holdings	152,411	138,968	137,081	73,675
Total Serials Subscriptions	1,924	2,438	5,263	4,615
Number of Databases	141	92	65	65
Amount Spent by Consortia	$262,022	$304,644	$537,317	$552,866
Total Collection Expenditures Excluding Binding, ILL & Bibliographic Utilities	$1,036,823	$1,677,020	$1,448,985	$1,593,404
Gate Count	207,291	189,422	146,239	92,315
Use of Library Materials (Print, Reserve, Media, Both In-Library and External Circulations)	18,481	16,557	5,767	2,836
Use of Electronic Resources, Including Databases	2,009,052	1,941,526	4,294,494	4,442,605
Total Reference Transactions, Including Literature Searches[1]	5,638	7,624	1,372	1,454
Total ILL Items Received (Borrowing)	1,803	2,149	2,170	2,140
Total ILL Items Provided to Other Libraries (Lending)	1,321	1,062	591	430
Items Copied for Patrons	697	1,633	1,965	1,320
Library Presentations to Groups, Including Orientations & Tours[2]	697	628	238	283
Participants in Library Presentations	6,025	6,367	2,673	4,889
HSLIC Home-Page Views	1.1M	247,962	576,236	511,595
Publicly Accessible Computers (Inside Library)	75	51	45	--
Public Seating	336	379	457	482
Number of Group Study Rooms	5	8	9	9
Number of Square Feet in Library[3]	44,171	40,749	37,030	37,030
Total FTE	70.7	60.49	22.05	21.48
Service Hours per Week	94.5	94.5	87	81

[1] An error was found in calculating reference questions, and the date was revised for FY2014–15 to reflect corrections. Annual reports for previous years will still reflect this error.

[2] In FY2016-17 the methodology was revised for counting library presentations to groups.

[3] HSLIC revised its library square-footage calculation in FY2014-15 to reflect more accurate building information available using the FAMIS system. In FY2015-16, some HSLIC space became part of the HSC CIO's Office.