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BIMONTHLY BULLETIN OF THE HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER

From HSLIC's Executive Director

What makes a library?

A building? A librarian? A learner? A collection of knowledge? Quiet, contemplative study space with a dramatic view? A fast Internet connection? In the past, we thought of a lone student huddled around a collection of print books and a box of bones.

Today, the library building is very different than when it was built in the late 1970s. HSLIC occupies the top three floors of the building, housing the faculty and staff who support its three main functions: a mostly electronic library (although print resources are still available), IT systems supporting the Health Sciences Center and the biomedical informatics program. Students now tend to work collaboratively in group study rooms. They use HSLIC's computers, along with a collection of smartphones, tablets and laptops, and are often in consultation with library faculty for help with their medical research projects or searching tips. HSC faculty often stop by to consult on systematic reviews or e-book licensing, to help someone figure out how to find the proverbial needle in the digital haystack or to meet with IT staff on digital data plans or with attorneys on e-discovery issues.

The question I pose to you is this: What should the HSLIC building become for the next 20 years? We are beginning a strategic planning process to answer that very question, so I need to hear from you. Please send me an email at hbuchanan@salud.unm.edu.

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

Dr. Charles Friedman to speak at HSC



Charles "Chuck" Friedman, PhD, an internationally known biomedical informatics scholar and health IT expert, is scheduled to visit the HSC campus in December. He will give a talk as part of the Chancellor's Leadership Forum titled "Educating Health Professionals in the Era of Ubiquitous Information."

All HSC faculty, staff and students are welcome to attend this talk on Dec. 17 from 9:30 to 11 a.m. in the Domenici Center, Room 2410.

Continued on p. 2

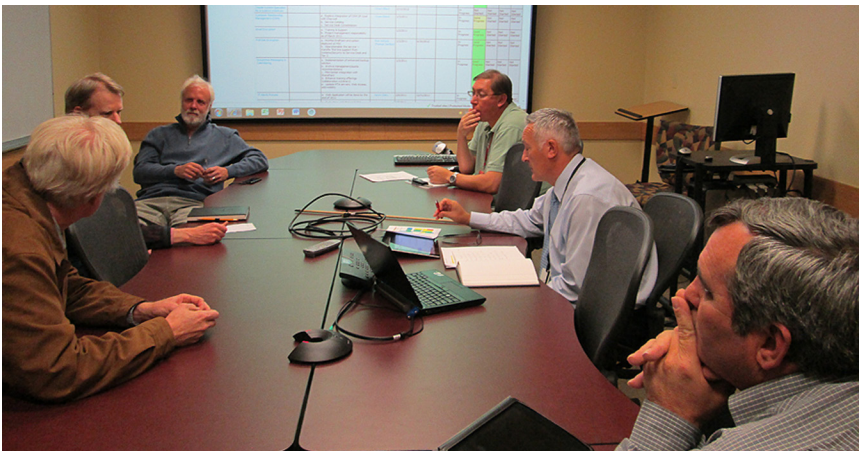
Dr. Friedman also will meet with HSLIC faculty and staff as part of the kick-off to HSLIC's eScience Initiative. This talk, titled "What Every Health Librarian Should Know About Informatics," will focus on the critical roles libraries and librarians play in the future of the science of biomedical informatics.

Since 2011, Dr. Friedman has been a professor at the

University of Michigan School of Information, and he is the Director of its Health Informatics Program. He is also the author of a well-known informatics textbook and serves as associate editor for the *Journal of the American Medical Informatics Association (JAMIA)*.

To read more about Dr. Friedman's experience, please visit <http://www.si.umich.edu/people/charles-friedman>.

HSLIC adopts ITIL®, a new framework for managing services



Owen Ellard (center right), Director of HSLIC's Technology Support Services, meets with TECHS managers (from left) Kevin Wiley, Dick Carr, Jon Tregear, Tom Gutierrez and Rick Adcock. The team is adopting ITIL® at HSLIC.

In an effort to more fully align IT services with the current and future needs of the Health Sciences Center (HSC), HSLIC is adopting a framework for managing services known as Information Technology Information Library, or ITIL®. This quality improvement framework complements the Lean Quality Initiative that HSC is currently undertaking in its clinical areas.

ITIL® is a comprehensive collection of best-practice approaches intended to facilitate the delivery of high-quality information technology services. It is

now the most widely accepted approach to IT service management in the world. Developed in the early 1990s as a guide for the U.K. government, the framework provides a systematic approach to the management of IT services that are user-centric and focused on delivering value.

"Over the next several months, HSLIC will review and revise all its basic operating procedures to conform to the best possible standards for providing IT services at the HSC," said Owen Ellard, Director of HSLIC's Technology Support Services. "One of the most important aspects of this approach will be the continual improvement of the Help.UNM support desk system, which has ITIL® principles embedded into the flows that will guide how we respond to problems, issues and changes. The goal is to improve service quality and availability. The ITIL® framework will enable HSLIC to focus on the delivery of quality IT services."

In adopting ITIL® best practices, HSLIC will be joining a growing number of IT organizations, both at UNM and nationally, that have moved in a similar direction. UNM IT has been working with ITIL® for a number of years, and the UNM Hospitals (UNMH) IT staff is working closely with HSLIC to align our ITIL® efforts. Vanderbilt University Medical Center, Weill Cornell Medical College and Indiana University Health are among the medical schools and health systems that have made a significant investment in ITIL®.

Thao Tran and Beth Rodgers win IHSC photo contest

A view of the Domenici Center's unique architecture set against a cloud-filled blue sky and an up-close shot of a pensive roadrunner are the winning photos in the Interprofessional Healthcare Simulation Center's (IHSC's) recent photo contest. "We wanted to help personalize this space by giving staff, faculty and students the opportunity to submit photos to the contest," said Sonja Dewing, the IHSC Program Specialist who coordinated the contest.

The committee that judged the photos also oversees the facility and is made up of faculty from the School of Medicine, College of Pharmacy, College of Nursing and HSLIC.

The contest was split into two categories: New Mexico and UNM HSC. The grand-prize winners will receive a printed, matted and framed copy of their photo and, along with the five finalists in each category, will have their photo displayed in the IHSC.

Thao Tran was the grand-prize winner in the HSC category with his upward view of the Domenici Center titled "Towering Lines and Curves." Thao was also a finalist in this category with his photo titled "Lines, Curves & Colors," along with Jarrett Hines-Kay for "Habitat: Moth on Cactus," Connie Volker for "Promise of Rain," Sonja Dewing for "Domenici Plaza" and Michael Riblett for "Bricks and Lines at the HSC."

In the New Mexico category, the grand-prize winner was Beth Rodgers for "Roadrunner on Guard." The finalists in this category were Sonja Dewing for "Butterfly Field," Adam Kludt for "Albuquerque Bosque," Leslie Kumpf for "Jemez Snow," Natalie Martinez for "Gate" and Doreen Bird for "Blue Corn Glory."

Winning photos to be featured at open house

Come see the winning photos at an IHSC open house on Friday, December 14, at 2 p.m. Light refreshments will be served.

Also, staff will give tours of IHSC to show visitors how medical, nursing, pharmacy and other health care students are learning through simulation.

IHSC is located on the first floor of the Domenici Center for Health Sciences Education in the northeast building.



Thao Tran won the grand prize in the HSC category of the IHSC photo contest with his photo, "Towering Lines and Curves."



Beth Rodgers won the grand prize in the New Mexico category of the IHSC photo contest with her photo, "Roadrunner on Guard."

“100 Years” exhibit opens with reception, lecture and film viewing

If you want to learn more about New Mexico’s Spanish influenza outbreak of 1918, the tuberculosis sanatorium movement or midwifery during the 20th century, visit HSLIC’s new exhibit, “100 Years: Celebrating New Mexico’s Health.” Spanning the past century, the new exhibit explores stories about major developments in health that have shaped New Mexico’s history. It will remain on display in the Domenici Center’s auditorium lobby through August 2013. The exhibit is open to the public Monday through Friday from 8 a.m. to 6 p.m. Metered parking is available in the “M” Lot at Tucker and Yale.

The exhibit’s opening reception featured a talk by Karen Armitage, MD, Director of HSC’s Institute for Public Health, and a viewing of five films from the 1930s produced by the New Mexico Department of Health. In partnership with New Mexico’s State Records Center and Archives, the films were shown again on Oct. 23.

A lecture was held in conjunction with the exhibit’s opening on Oct. 15. The talk, titled “How the Past and Present Collide in Healthcare for Hispanic New Mexican Patients,” was delivered by Leslie Morrison, MD, pediatric neurologist and Vice Chancellor for Academic Affairs; and Joaquin Baca, Diversity Program Director for UNM’s Health Sciences Center. The lecture was sponsored by Diversity Mavens in conjunction with Hispanic Heritage Month. HSLIC also published “Stories from the Archives” on its website that featured public-health newsmakers who

made significant public-health contributions in New Mexico:

- **Anne Fox, RN**, who changed the way midwives were trained in New Mexico during the mid-20th century (<http://hsc.unm.edu/library/resources/spc/100exhibit/fox.html>)
- **Myrtle Greenfield**, who is credited with establishing a remarkable and enduring legacy as the first director of the public health laboratory in New Mexico (<http://hsc.unm.edu/library/resources/spc/100exhibit/greenfield.html>)
- **Robert Derbyshire, MD**, whose lifelong dedication and commitment to improving physician professionalism made a lasting impact on both local and national levels (<http://hsc.unm.edu/library/resources/spc/100exhibit/derbyshire.html>)
- **Ashley Pond III, MD**, who was called “Taos’ first modern physician.” He cared for Taoseños for nearly fifty years and helped to establish Taos’ first hospital (<http://hsc.unm.edu/library/resources/spc/100exhibit/pond.html>)
- **Wilhelm Rosenblatt, MD**, who made significant contributions in controlling tuberculosis in New Mexico and helped develop the Master’s in Public Health Program at UNM (<http://hsc.unm.edu/library/resources/spc/100exhibit/Rosenblatt.html>)

Sponsors for the exhibit include the New Mexico Medical Society, the UNM College of Nursing, the UNM Foundation and the HSC Office of Diversity.



In the left photo are Dr. Karen Armitage (l), who made a presentation at the exhibit’s opening reception; Dr. Holly Buchanan, HSLIC’s Executive Director; and Laura Hall, the exhibit curator.

In the right photo, John Hyrum Martinez (l), State Records Administrator with the New Mexico Commission of Public Records’ State Records Center and Archives, visits with Brian Bunnett, HSLIC’s Director of Library and Information Services.

HSLIC seeks input in designing data management planning service

UNM's Health Sciences Center (HSC) is using the Information Technology Infrastructure Library (ITIL) process to ensure that IT services properly align with institutional needs and priorities. (See more about ITIL on page 2). An essential feature of the ITIL process involves gathering potential users' views on a proposed service to ensure that it meets their requirements. Now HSLIC plans to adopt this process to explore our constituents' data management planning needs.

Data management planning comprises many different activities, all of which are becoming more prevalent at HSC. Elements of careful data management planning include the creation of data sharing plans that must now accompany grants submitted to NIH or NSF. "Responsible data management planning goes much

further than that, though. It also includes arranging for the storage of sometimes large amounts of data, creating contingency plans for converting the stored data into new file formats or deciding if the data need to be embargoed or freely shared. We also must consider security concerns, assigning descriptive metadata and the organization and access of the data," said Brian Bunnett, HSLIC's Director of Library and Education Services.

The members of HSLIC's Envoy Program (<http://hsc.unm.edu/library/resources/envoys.html>) will be contacting their departments soon to discuss HSLIC's data management planning service and to learn how this service can best serve you, our customers. These discussions will allow us to help you design the data management planning service that best fits your needs.

HSLIC data management video entertains, makes a point

When the evil Boris of the Slobbovian Uranium Cartel (Jason Bengtson, MLIS, AHIP, HSLIC's Emerging Technologies Librarian) threatens to wipe out the data from research compiled by a university scientist (Sonja Dewing, IHSC Program Specialist), he sees that his plan for world data domination will not be realized. Why? Because HSLIC anticipated threats like Boris and backed up data, assigned metadata to research documents and used open access to allow researchers all over the world to use researchers' data.

This scenario took place in a brief, entertaining video that HSLIC produced and submitted to a DataOne video competition designed to enliven data management. Titled "Forever Operation: Data Storage," the video is available on YouTube at <http://www.youtube.com/watch?v=CpOYUy4e8ok>. Patrick Newman, BAAS, Service Point User Support Analyst, produced the video.

This video further builds the HSLIC film-making body of work, which includes "Fastest Librarian in the West," in which a stranger on horseback uses non-quadruped mobile technology to avert a medical catastrophe (<http://www.youtube.com/watch?v=CpYvQAc8e4w>). In 2011, that video was a first runner-up in a national video competition to promote information resources available through the National Library of Medicine.



In the film, Jason Bengtson, HSLIC's Emerging Technologies Librarian, depicts the evil Slobbovian named Boris, who tries to erase HSLIC's data but is thwarted by HSLIC's effective data management practices.

Moving in/moving up



Gayle Shipp recently received her designation as a Certified Information Systems Auditor (CISA). The CISA is a credentialing process that requires the candidate to complete a comprehensive exam and demonstrate significant applicable experience.

CISAs are recognized internationally as professionals with the knowledge, skills and experience to offer enterprise solutions that include leveraging standards, managing vulnerabilities, ensuring compliance and instituting security controls.

Gayle is HSLIC's IT Security Analyst. She joined HSLIC in August 2008.

Library, technology satisfaction survey to be administered in February

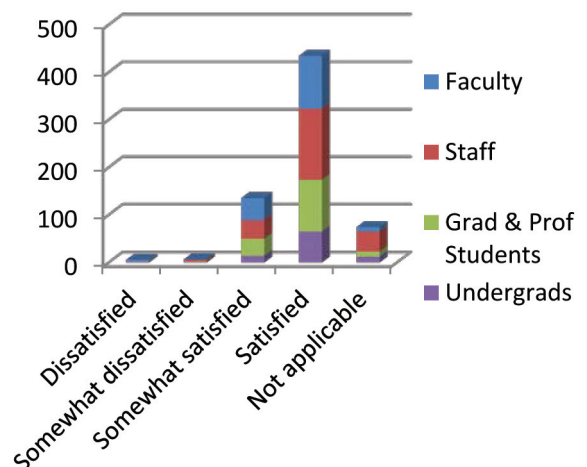
In February 2013, the UNM Health Sciences Center (HSC) will participate in the national Merged Information Services Organization (MISO) customer satisfaction survey once again. This web-based, quantitative survey is designed to measure how faculty, students and staff view library and computing services in higher education.

When we last administered the survey in February 2011, HSLIC received a 36 percent response rate overall and a 42 percent response rate from faculty. In general, respondents in 2011 indicated a high rate of satisfaction with almost all HSLIC services. Eighty-eight percent of all respondents rated their overall satisfaction with HSLIC services as either satisfied or somewhat satisfied, with 65 percent rating their satisfaction as satisfied, the highest rating in the survey (please see charts at right).

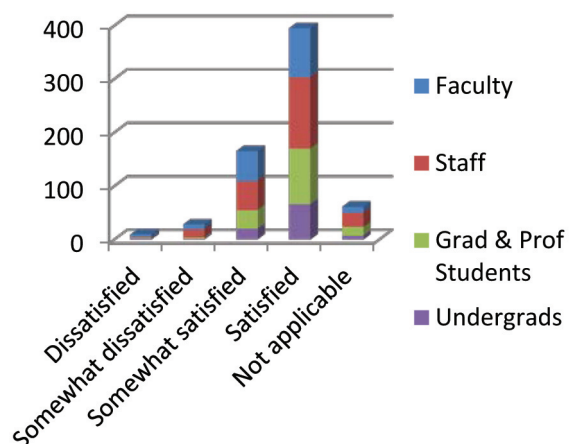
We have used the data collected in the 2011 survey to improve services. For example, we now offer more services that can be accessed with smartphones and tablets, and we have improved communication with the Health Sciences Center community through our departmental Envoy Program.

We hope to receive similar results again in February. If you receive an invitation to take the survey from HSLIC's Executive Director, Dr. Holly Buchanan, please consider taking 10 minutes to complete it. Feedback from the HSC community will help us provide relevant library and IT services that meet our users' needs.

Satisfaction with Overall Library Service



Satisfaction with Overall Computing Service



HSLIC faculty publish and present

Jason Bengtson, MLIS, AHIP, published an article and made two presentations in October. His article, published in the *Journal of Hospital Librarianship*, is titled “Scaling into the Future with Smartlinks.” It describes the adaptive “smart links” that HSLIC has developed and tells how they can be used to support a “responsive web design” model for web pages.¹ Jason also made two presentations—one on a digital scavenger hunt and one on smart links—at the South Central Chapter of the Medical Library Association Conference (SSC/MLA) in Lubbock, Texas, October 13–17. His Tech Expos introduced a digital tutorial tool developed at HSLIC and showcased HSLIC’s responsive “smart link” web code.^{2,3}

Brian Bunnett, MLS, AHIP, presented a paper with Martha Bedard, Dean of University Libraries at UNM, titled “Promoting E-Science through Library Based Intra-Institutional Data Management Services: The University of New Mexico Experience” at the annual meeting of the South Central Chapter of the Medical Library Association in Lubbock, Texas, on October 16.⁴ At the same meeting on Oct. 23, Brian presented a poster with **Dick Carr, MLS, AHIP**, titled “The Role of Librarians and Informationists in Disaster Response.”⁵

Sarah Morley, MLS, AHIP, is a co-author of an article published in *Prehospital and Disaster Medicine* in October. The article describes results from a survey identifying high-priority interventions from the NM EMS Scope of Practice for subsequent evidence-based analysis.⁶ Also, Sarah co-presented a paper titled “Librarians in the Curriculum: A Case Study” at the South Central Chapter of the Medical Library Association in Lubbock, Texas, in October.⁷ At the same meeting, Sarah and **Ingrid Hendrix, MILS, AHIP**, presented a poster titled “Evolution of an Information Course.”⁸

1. Bengtson J. Scaling into the future with smartlinks. *Journal of Hospital Librarianship*. 2012 10/01; 2012/10;12(4):378-383.

2. Bengtson J. Digital scavenger hunt. Tech Expo presented at the South Central Chapter of the Medical Library Association Conference; Lubbock, TX; 13-17 Oct 2012.

3. Bengtson J. Smart links. Tech Expo presented at the South Central Chapter of the Medical Library Association Conference; Lubbock, TX; 13-17 Oct 2012.

4. Bunnett B, Bedard M. Promoting e-science through library based intra-institutional data management services: the University of New Mexico experience. Paper presentation, SCC/MLA, 16 Oct 2012, Lubbock, TX.

5. Banks L, Bunnett B, Carr R. The role of librarians and informationists in disaster response. Poster presentation, SCC/MLA, 23 Oct 2012, Lubbock, TX

6. Munk MD, Fullerton L, Banks L, Morley S, McDaniels R, Castle S, Thornton K, Richards ME. Assessing EMS scope of practice for utility and risk: the New Mexico EMS Interventions Assessment Project, phase one results. *Prehosp Disaster Med* (2012) Oct;27(5):452–7.

7. Morley SK, Hicks E, Kerdolff K. Librarians in the curriculum: a case study. Paper presentation, SCC/MLA, 16 Oct 2012, Lubbock, TX.

8. Morley SK, Hendrix IC. Evolution of an information course. Poster presentation, SCC/MLA, 15 Oct 2012, Lubbock, TX.



Dick Carr, MLS, AHIP, is shown with the poster he co-presented on Oct. 23.

CIO, Administration & Academic Systems, HSLIC Executive Director:
Holly Shipp Buchanan, MLn, MBA, EdD, FMLA, AHIP

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

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HSLIC adds e-books to nursing collection

HSLIC recently added a group of electronic books to support our nursing students. The titles address various nursing theories and ethical issues. All titles may be accessed from the library's online catalog. If you are viewing an electronic version of this newsletter, you can click on the links below to see the descriptions:

- [A Contemporary Nursing Process: The \(Un\)Bearable Weight of Knowing in Nursing](#)
- [Depression Research in Nursing: Global Perspectives](#)
- [Ethical Challenges in Health Care: Developing Your Moral Compass](#)
- [Ethical Decision Making in Nursing and Health Care: The Symphonological Approach](#)
- [Expertise in Nursing Practice: Caring, Clinical Judgment, and Ethics](#)
- [Middle Range Theory Development Using King's Conceptual System](#)
- [Middle Range Theory for Nursing](#)
- [Nursing Knowledge Development and Clinical Practice: Opportunities and Directions](#)
- [Nursing Policy Research: Turning Evidence-Based Research into Health Policy](#)
- [Nursing Theories: Conceptual and Philosophical Foundations](#)
- [Outcome Assessment in Advanced Practice Nursing](#)
- [Quality Caring in Nursing: Applying Theory to Clinical Practice, Education, and Leadership](#)
- [Spirituality in Nursing: From Traditional to New Age](#)
- [Theory-Directed Nursing Practice](#)

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