

2011

adobe medicus 2011 3 May-June

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BIMONTHLY BULLETIN OF THE HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER

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Vol. 34, No. 3
May/June 2011

From the Desk of the Associate Vice President

This year HSLIC has taken three distinct actions to improve customer service, which will begin to see outcomes by year's end. First, in February HSLIC participated in a national survey designed to measure, through a randomized questionnaire, how faculty, students and staff view the library and computing services in relationship to customer service. An in depth article on the results of the survey will be in the next issue of *adobe medicus*, but I wanted to share with you some preliminary data. While various parts of the survey indicate areas in need of improvement, some of the summative points were very highly rated:

- The **IMPORTANCE** of library and computing services to faculty/students/staff were both rated over 80%.
- The **SATISFACTION** with library and computing services were both rated 85% or above.

Second, HSLIC has licensed customer relationship management software, along with UNMH and UNM IT, which will significantly improve our ability to track and manage service requests, trouble reports, and incidents. The system will also include a service catalog, making it easier to know how to access IT services provided by UNMH and HSLIC. This particular initiative will be rolled out over the next six months.

And finally, HSLIC faculty members have been assigned to be Envoys with academic programs of the HSC. Please read more about this new service in Brian Bunnett's article about the Envoy Program.

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

HSLIC Launches Envoy Program

Excellent customer service is one of HSLIC's highest priorities. And although our customers and patrons typically rate us highly in this area, we are always looking to improve. For this reason, HSLIC is implementing a Customer Relationship Management (CRM) approach to improving customer service. CRM is based on a simple yet effective premise – that a close, long-term, and collaborative relationship must exist between users and service providers.

HSLIC's new Envoy Program will help to establish these close relationships. All HSLIC faculty members will be assigned several HSC departments in order to provide customized services to the members of that department. Some of these services include:

- Searching the biomedical literature
- Recommending computer equipment
- Developing a departmental web site
- Consulting on educational technologies and online learning
- Collaborating on grant applications with knowledge management or informatics components
- Setting up a server and other data management services for a grant funded project
- Providing free customized talks or training on using programs such as GroupWise and EndNote

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Continued from page 1: HSLIC Launches Envoy Program

The communication and collaboration that will result from the relationships HSLIC Envoys develop with their departmental contacts will ensure that HSLIC remains sensitive to the needs of its users and provides the sort of services they will find most beneficial.

Your Envoy will be in touch with your department soon. Or call him or her by consulting the following list:

Jason Bengtson, MLIS	<ul style="list-style-type: none"> • Cell Biology / Physiology • Radiology
Patricia Bradley, MLS, AHIP	<ul style="list-style-type: none"> • Obstetrics and Gynecology • Surgery
Holly Buchanan, MLn, MBA, EdD, AHIP	<ul style="list-style-type: none"> • HSC Leadership
Brian Bunnett, MLS, MA, AHIP	<ul style="list-style-type: none"> • Anesthesiology • UNM Hospitals
Dick Carr, MLS, AHIP	<ul style="list-style-type: none"> • Pathology • Pharmacy
Jon Eldredge, MLS, PhD, AHIP	<ul style="list-style-type: none"> • Dermatology • Pediatrics • Occupational Therapy • Dental Medicine • Undergraduate Medical Education • UNM CTSC
Owen Ellard, MLS, MA	<ul style="list-style-type: none"> • Sandoval Regional Medical Center
Ingrid Hendrix, MILS, AHIP	<ul style="list-style-type: none"> • Nursing
Christee King, MLS, AHIP	<ul style="list-style-type: none"> • Biochemistry / Molecular Biology • Molecular Genetics / Microbiology • Orthopaedics / Rehabilitation • Physical Therapy • Psychiatry
Philip Kroth, MD, MS	<ul style="list-style-type: none"> • Family and Community Medicine
Sarah Morley, MLS, AHIP	<ul style="list-style-type: none"> • Emergency Medicine • Graduate Medical Education • Internal Medicine • Neurology • Neurosciences • Neurosurgery

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

Coming Soon: Secure Email



Screen shot of a secure email notification.

HSLIC's Information Services group is pleased to announce that secure email is coming soon to all GroupWise customers at the HSC. Secure email is a new feature that will allow you to securely send and receive messages containing electronic protected health information (ePHI) and other confidential information to recipients outside of the GroupWise system. This is an optional new service that all HSC faculty, staff and students will have access to.

One of the many benefits to secure email will be enabling health care providers to safely communicate ePHI with patients and external colleagues over email. Secure email will protect these messages during transmission over the Internet and storage in the recipient's mailbox. External recipients will also be able to use secure email to safely send reply messages back to the GroupWise sender.

Look for more details about secure email to be announced in the coming weeks.

Jon Sibray
Technical Support Analyst 3
Information Services

2011 HSLIC Student Awards

HSLIC is pleased to announce its student awards for 2011:

Christina Brady, for the Award for Excellence in Information Seeking and Critical Appraisal, awarded to a Phase 1 medical student.

James Lesmeister, for the Award for Excellence in Information Retrieval, Analysis and Communication awarded to a senior PharmD student.

Justin Taylor, for the Award for Excellence in Teaching Service, awarded to a graduating senior medical student.

Jessica Valdez, for the Award for Excellence in Informatics, awarded to a graduating senior medical student.

The Award for Excellence in Information Seeking and Critical Appraisal, awarded to a graduating undergraduate senior nursing student, was not awarded this year, as the requisite Nursing Research class was not taught this Spring.

Each January, HSLIC solicits nominations from the School of Medicine, College of Nursing, and College of Pharmacy faculty for its student awards. Details about the awards and the nomination process can be found at <http://hsc.unm.edu/library/awards/index.shtml>.

Dick Carr, MLS, AHIP
Coordinator, Reference and User Support Services



2011 Student Award winners with Chancellor Roth (middle). Pictured left to right are Jessica Valdez, Dr. Paul Roth, Justin Taylor, and Christina Brady.



Dick Carr (left) with James Lesmeister (right) at the College of Pharmacy student awards ceremony.

Jason Bengtson Moves into the Emerging Technologies/R&D Librarian Position at HSLIC



Jason Bengtson, MLIS, recently moved into HSLIC's vacant Emerging Technologies/Research and Development (R&D) Librarian position. The Emerging Technologies/R&D Librarian is responsible for spearheading HSLIC's Library and Education Services efforts to explore new technologies, such as mobile devices and the latest web-based tools. Previously, Jason served as HSLIC's Information Services Librarian, managing the library reference desk.

As a librarian, Jason has always been interested in digital technologies. In graduate school he studied databases and digital systems, using the PHP web scripting language to design an application that simulated the experience of shelf-browsing in a web-based environment. He is currently one of the co-editors of the Technology column of the *Journal of Hospital Librarianship*.

He has taken the lead in HSLIC's transition from static help pages to the LibGuides product, a hosted content management system designed to create subject guides and other tools to aggregate digital library resources. Jason is responsible for maintaining HSLIC's library web pages. He is also involved in HSLIC's efforts to increase mobile device usage and maintains HSLIC's presence on the HSC mobile site. His future projects include forming a journal club on emerging technologies, giving public brown-bag presentations on useful technology topics, and conducting an environmental scan of HSLIC technology issues. While many of his responsibilities have changed, Jason still remains part of the HSLIC Reference and User Support Services team, providing individual consultations and instruction on research and library resources.

Jason Bengtson, MLIS
Emerging Technologies/R&D Librarian
Reference and User Support Services

New in the Media Collection

HSLIC has recently added some new resources on DVD and continued to obtain more popular older items in DVD format.

Acland's DVD Atlas of Human Anatomy – This six-disc set features dissected unembalmed human specimens in three-dimensions. Voice-over narration and keyword searching add to the superior learning experience offered by this resource.

Power and Control: Domestic Violence in America – This documentary film follows a mother of three in Duluth, Minnesota as she tries to make a fresh start. It also profiles the "Duluth Model" of domestic violence policies.

Domestic Violence and Health Care: Best Practices in Action – This film is a companion piece to Power and Control. Mercy Medical Center in Baltimore, Maryland and their Sexual Assault Forensic Examination program are profiled in this look at best practices in domestic violence prevention programs.

Meth Inside Out: Brain & Behavior and Windows to Recovery – Brain & Behavior focuses on the biologic mechanism of meth addiction and recovery. Windows to Recovery explores a variety of treatment programs.

Christee King, MLS
Collection Management
Librarian
Resource Access and Delivery

Grand Opening Celebration for the New Student Collaborative Space – The Collaboratory

On April 4th, HSLIC hosted a grand opening celebration for the new student collaborative study space on the library's 3rd floor. Many students attended as did several HSC faculty. The guests mingled about in the group study rooms and the large open space with casual seating, while enjoying snacks and beverages. They also were able to enter into a drawing for door prizes and vote on a name for the space.

The opening of this space added 3 new study rooms for HSC students that may be reserved at the Information Desk. Each room is equipped with modular tables and rolling chairs, which can be moved for different room functionality. The rooms have large monitor's that can attach to laptops for group equipped with an Epson smart projector, which can turn the white board into the computer's desktop. This smart technology affords students the opportunity to save notes they've written on the white board to the computer.

The winning name for this new space is The Collaboratory! Come by and see it some time.

Marcia Sletten
Manager, Division Support Services



Students enjoying the new study space conference room



Reference and User Support Services Coordinator, Dick Carr, giving a demonstration of the new Epson smart projector.



Students studying in one of the three new study rooms.

Eldredge and SOM Faculty Participate in WGEA Conference

Jon Eldredge, MLS, PhD, and other UNM School of Medicine colleagues recently participated in the Association of American Medical College's Western Group on Educational Affairs (WGEA) Western Regional Conference at Stanford University. Jon made three presentations during WGEA:

Eldredge JD, Heskett K, Henner T, Tan J. New Horizons for Integrating Library/Informatics Skills into Medical Curricula: Report of the 2010 LiME Research Study. Contributed Paper.

Eldredge JD, Palley T, Cosgrove E, Arndell C. A New Approach to Teaching Evidence Based Practice at a Western US Medical School. Poster Session.

Eldredge JD. Discovering New Horizons in Medical Education with Student Peer Assessment. Association of American Medical Colleges. Workshop.



Jon Eldredge, MLS, PhD, with co-authors Josephine Tan, MILS, University of California San Francisco and Karen Heskett, MS, University of California San Diego.

UNM School of Medicine colleagues played major roles in the WGEA Conference. Associate Dean for Undergraduate Medical Education Craig Timm, MD, served as Chair of WGEA and conducted a workshop. The following SOM colleagues also either presented or authored papers or posters at WGEA: Teresa Anderson, MD; Peter Barnett, MD; Amy Clithero, MBA; Summers Kalishman, PhD; Kathleen Kennedy, MD; Judith Kitzes, MD; Teresita McCarty, MD; James V. McKinnell, MD; Ann Morrison, MD; Valerie Romero-Leggott, MD; Robert Sapient, MD; Brian Solan, MD, MPH; Lana Wagner, MD; Sharon Wayne, MPH; and Bronwyn Wilson, MD. The full program can be viewed at the following link: <http://med.stanford.edu/wgea-wgsa/program.html>. Congratulations to all!

Jon Eldredge, MLS, PhD
Coordinator, Evidence Based and Translational Science Services

HSLIC Research and Scholarship

The following is a sampling of some of the recent scholarly output of HSLIC faculty:

Ingrid Hendrix, MILS, AHIP, along with OT faculty Melissa Winkle and Terry Crowe had a paper accepted for publication in Occupational Therapy International titled *Service Dogs and People with Physical Disabilities Partnerships: A Systematic Review*.¹ The paper is a systematic review on the research of the benefits of service dogs to the people they serve. The paper will appear online in the June of 2011 issue.

Brian Bunnett, MLS, Director of Library and Education Services, was elected chair of the Medical Library Association's (MLA) International Cooperation Section and was also appointed chair of the MLA's Lindberg Research Fellowship Jury. Both positions run through 2012.

¹ Winkle M, Crowe T, Hendrix I. Service Dogs and People with Physical Disabilities Partnerships: A Systematic Review. Occupational Therapy International. (In press.)

The Fastest Librarian in the West

HSLIC was recently named as first runner-up in a national video competition to promote information resources available through the National Library of Medicine (NLM). Its video, "The Fastest Librarian in the West," was filmed and produced entirely by HSLIC staff, who also performed the music and did all the acting. The video will be highlighted on the NLM's web site and was shown at the Medical Library Association annual meeting in Minneapolis in mid-May. A link to the video on YouTube and a summary of this epic film follow:

Tragedy strikes a pioneer couple in the Old West. Disaster is averted by the providential appearance of a mysterious stranger who uses the ultimate weapon - the most current biomedical information - to save the day. This powerful saga, filmed on location in Peralta, New Mexico, uses breath-taking scenery, hard charging steeds, heart-wrenching sufferings, sudden plot twists, and finely observed period costumes, to create a hopeful and life-affirming message - the ineluctable victory of knowledge over ignorance.

<http://www.youtube.com/watch?v=CpYvQAc8e4w>

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

Library Summer Holiday Hours

Memorial Day weekend

Saturday, May 28: Open 9:30 a.m. – 6:00 p.m.

Sunday, May 29: Open noon – 6:00 p.m.

Monday, May 30: Closed

Fourth of July weekend

Saturday, July 2: Open 9:30 a.m. – 6:00 p.m.

Sunday, July 3: Open Noon – 6:00 p.m.

Monday, July 4: Closed



Screen shot of "The Fastest Librarian of the West" video entry.
Cowboy played by HSLIC's Systems and Programming Manager,
Kevin Wiley.

Associate Vice President of Knowledge Management and IT:

Holly Shipp Buchanan, EdD, MBA, MLn

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

Editor, *adobe medicus*

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505-272-5350

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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 Upgrades Network File Storage at the HSC

The HSLIC Information Services group recently completed a migration of user's home drives from the HSC-MAIN and HSC-ACC Novell servers to new server hardware. Both the HSC-MAIN and HSC-ACC servers were approximately six years old and were at capacity.

The new servers have been configured with the latest Microsoft® Windows® server operating system (Windows Server 2008 R2). In addition to providing significantly more storage space than the servers they are replacing, the new servers incorporate tools including Distributed File System and Shadow Copy that allow us to better manage file services.

Shadow Copy will allow users to revert to a snapshot of a previously saved version of a file without having to request the previous version be restored from a tape backup. Server snapshots are taken daily and are retained based on available space (typically 1 to 2 weeks). Previous file versions can be accessed under the Previous Versions tab on a file or folder's properties. The Distributed File System service allows HSLIC's Information Services group to reallocate network storage space between multiple servers in a manner that is transparent to users to accommodate the ever-increasing demand for file storage space in a more manageable way.

With the completion of this project, we will begin work to move departmental files from HSC-Common to a new Windows server. Additional information regarding this project will be published through HSC Public Affairs as we finalize our plans. Even though we have added a significant amount of storage space, we would like to remind users that network storage is an HSC resource and is intended for business-related use.

Tom Sanford
Manager, Information Services
