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

INSIDE:

HSLIC Awards 2
Technology Survey. 2
Web Development 3
And Much More!



Holly Buchanan
Photo by Sally Bowler-Hill

From the Director

In 1956 the Armed Forces Medical Library was re-christened as the National Library of Medicine (NLM®). To celebrate this 50th anniversary, the next two issues of *adobe medicus* will feature information about the NLM organization, and its products and services. This issue (see page 4) profiles a new NLM publication, NIH MedlinePlus® Magazine.

In addition, to the new NIH publication, I am pleased to announce that the Health Sciences Library and Informatics Center (HSLIC) has reallocated funding to license several new products that we believe will be highly valued by our users. Please see the article that follows below, for descriptions of the Faculty of 1000 evaluation service; an images database for faculty use with online courses; and additional full-text nursing journals linked to the CINAHL® database.

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

New Library Resources

HSLIC is pleased to announce the addition of two new products starting July 1st: 1) Faculty of 1000 Biology and Faculty of 1000 Medicine, and 2) Images.MD. In addition, basic CINAHL has been upgraded to CINAHL®Plus with FullText. HSLIC selected these products to stimulate and support your educational and professional efforts. Each product is linked from the HSLIC "Databases" web page (<http://hsc.unm.edu/library/databases.shtml>).

Please take the time to test drive these new products and let us know what you think; questions and comments are always welcome. More detailed descriptions will be forthcoming in the next issue.

Holly Phillips
Coordinator, Electronic Resources and Access

New Support Strategies Using UNM's FastInfo System

A new technology support tool used by UNM main campus is now available for use by Health Science Center (HSC) employees. User Support at HSLIC has worked with main campus Information Technology Services (ITS) to bring a searchable knowledge base called FastInfo to our users. FastInfo can be used to search for answers to technical questions or "how to" information. The answers or "hits" will provide you with helpful data, step by step instructions, or whom to contact for assistance. The knowledge base is already populated with a significant amount of information by ITS, and HSC technology related questions and answers have been compiled since the beginning of the year. The information is collected and reviewed by HSC User Support, and it is updated in real time so it remains current and applicable.

In addition to the searchable knowledge base, there is a section where you can ask a question. When you ask a question, it will go to a support technician who can assist you or create a help desk ticket to have the problem or issue resolved. As more information is collected from questions and answers added to the database, the information will be readily available for the next person who searches the database. Over time, FastInfo will be able to search more precisely and it will become a valuable tool for the HSC.

There is a section of FastInfo labeled Chat Now which is being used on main campus but not the HSC. Please be aware that the person monitoring the chat sessions is not an HSC employee and does not use the same technologies that are available at the HSC.

To access FastInfo and Ask a Question, please go to the user support web page at <http://hsc.unm.edu/library/usersupport/> and select the link at the bottom of the right column labeled FastInfo Knowledge Base. If you have questions about FastInfo or would like to have your department trained to use it, please contact Mary Cummings at 272-1694.

Rick Adcock
Manager, User Support



From left to right Almea Matanock, Shree Chanchani, and Ursa Brown Glaberman. Photo by Jon Eldredge

HSLIC Honors UNM Medical Students

HSLIC faculty honored three medical students this May with the first annual HSLIC Student Awards.

Shree Chanchani received the Excellence in Teaching

Service award. This award honors a graduating senior medical student for demonstrating life-long learning practices by evaluating and sharing information with the healthcare team and by educating patients about medications, procedures, choices in healthcare, and disease management.

Ursa Brown Glaberman received the Excellence in Informatics award for her paper, "Alternative Administration of Camptothecin Analogs" published in the March 2005 issue of *Expert Opinion on Drug Delivery*. The paper, co-authored with Ian Rabinowitz and Claire Vershraegen showed excellent integration of electronic database searches into the conduct of research.

Almea Matanock, a student completing phase I, received the third award, Excellence in Information Seeking & Critical Appraisal, for best demonstrating skills in information seeking and information evaluation during tutorial sessions.

Students may be nominated for these awards annually by any School of Medicine faculty member, fellow, or resident. Nomination details are updated and disseminated each fall. (See <http://hsc.unm.edu/library/awards/index.shtml> for the 2006 criteria).

Randall Stewart, MD, Informatics Fellow
Jon Eldredge, Ph.D., Library Knowledge Consultant

Movin' In and Movin' Up

When Lynette Fannon-Lamkin, Library Information Specialist 3, is not in the library working on your InterLibrary Loan requests, you might find her in Children's Hospital with her long-eared furry companion, Isabella. Lynette and Isabella earned their national certification as a Pet-Assisted Therapy Team and are members of the Southwest Canine. Lynette received her Master of Arts in Librarianship from the University of Denver and worked in Montana. Lynette is creating a new life in Albuquerque with her son who is a UNM student.

A fascination with information technology inspired Kathleen Yeppa, new HSLIC Fiscal Services Technician, to earn a Management Information Systems degree from the UNM Anderson Schools of Management. After graduation, Kathleen worked for the U.S. Department of Veterans Affairs as an intern in the IT Division in Washington, DC. Before joining HSLIC Kathleen worked for UNM HSC in the Office of Research.

Sally Bergen
Library Operations Manager

2006 HSLIC Technology Support Survey

In April 2006, the HSC community gave feedback about information technology services at HSLIC through an online survey. Responses to this biennial survey provide valuable customer feedback about the HSC's Help Desk and HSLIC public computing, as well as support for WebCT, Learning Central and GroupWise. Full survey results and responses to customer comments can be found at http://hsc.unm.edu/library/usersupport/IT_Survey.shtml.

HSLIC received 230 responses to the 2006 Technology Support survey, nearly double the 108 received in 2004. 132 respondents identified themselves as staff, with 46 faculty and 41 student responses. For affiliation, 50% of the respondents identified themselves as coming from the UNM School of Medicine, with 13% from the College of Pharmacy, 12% from UNM Hospitals and 6% from the College of Nursing.

Highlights of the 2006 survey included increased satisfaction with the GroupWise e-mail client. Overall, respondents' impressions of GroupWise and the speed of the network at the HSC showed the greatest improvement of any category from 2004. This change is due in part to the upgrade to GroupWise 7, which has a more user-friendly web interface. While quantitative scores improved, some of the comments indicate remote access is still difficult for some.

Responses to the technology support section (e.g. HSC Help Desk at HSLIC) indicate technician response time still does not meet customer expectations. Confusion about which Help Desk to contact (HSC, UNM Hospitals, etc.) also exists. However, several respondents noted significant improvement in the HSC's Help Desk services over the last 2 years. Moreover, technician courtesy rated highly once again with a mean score of 3.42 out of 4.

2006 also marked the first year users were asked about Learning Central, the new learning management system implemented UNM-wide for employee training and professional development. The aggregate mean score for this section was 2.65 on a 4 point scale. Comments about Learning Central suggest users find it cumbersome to navigate, often requiring multiple steps to find courses. Some comments also reflect the need to get new employees into the system before their first day of employment so they can be enrolled in orientation courses as soon as possible. The UNM Human Resources Department and HSLIC's Learning Design Center are working on improvements to Learning Central, detailed at the survey results web page referenced above.

For further questions about the 2006 HSLIC Technology Support Survey, please contact Sally Bowler-Hill (sbowler-hill@salud.unm.edu) or Rick Adcock (radcock@salud.unm.edu).

Sally Bowler-Hill
Information Systems Planner

Protecting Information Resources

The loss of a Veteran's Affairs laptop containing the names, social security numbers, and dates of birth of over 2 million active duty military personnel and their families created a media storm last month. As you may have heard, an employee took his laptop home against VA policy and burglars stole it. Fortunately, authorities have recovered the laptop and it appears that the personal data was not accessed. However, this security incident served as a wake-up call to the VA as well as other organizations that manage sensitive personal information.

As a higher education institution and major healthcare provider for the State of New Mexico, the UNM HSC manages a large amount of personal information on a daily basis. We have an obligation to protect this data to meet federal legislation such as the Health Insurance Portability and Accountability Act (HIPAA).

Although it is not against policy to take work-issued laptops home, we encourage everyone to avoid storing sensitive information on laptops or on other removable or portable media such as zip drives, CDs and USB keys. If data must be stored on such devices, we strongly encourage departments to encrypt the data.

Rather than store sensitive data on portable devices, the HSLIC security team (Barney Metzner, Janelle Edmister, Corrine Sharp and Michael Burlison) prefers that departments store such information on the centrally located and managed servers managed by HSLIC. By storing sensitive data on central servers, departments can better protect their data. Servers managed by HSLIC reside in an environmentally controlled server room ensuring around the clock cooling and power. Additionally, physical access to servers is limited to key staff only. Access to the files on these servers is limited as well; we only grant access to authenticated users via Novell logins.

With legislation such as HIPAA and the Federal Educational Rights and Privacy Act (FERPA), the University must work diligently to protect its information resources from theft or unauthorized modification. The HSLIC security team encourages departments to contact us for more information on how to secure your data most effectively.

Janelle Edmister
Technical Support Analyst 3

Security Day For faculty, staff, and students Tuesday, October 3rd

Look for announcements in September.
Events will be held on UNM main campus,
HSC campus and at UNM Hospital.

From the Front Lines of Web Development

During the spring of 2006, the HSC Web Development Team worked with the UNM College of Pharmacy to redesign and re-launch the College of Pharmacy (COP) web site which went live June 16th. This project improves the accessibility of the most relevant information for the site's primary audiences (current and prospective students). The project also improved the consistency of the user experience and streamlined the content development process by using the HSC standard template that is based on cascading style sheet technology.

A new online application system for the new School of Medicine (SOM) combined BA and MD degree program will go live in August. The state-wide committee that reviews the applications will be able to review the applications online from anywhere.

Finally, HSLIC has begun using Opinio, a new survey creation and deployment tool licensed by UNM. The HSLIC Technology Support Survey profiled in this issue was the first project to use Opinio and based on that experience and other tests, it is clear that the new application will help both the Web Development Team and customers efficiently produce high quality surveys and assessment tools.

Kevin Wiley
Manager, Systems and Programming

UNM GroupWise Calendar Project

UNM main campus and HSC faculty and staff have long expressed a desire for a cross-campus calendaring system to ease the difficulty of scheduling meetings that involve employees from both campuses. In July, their wish will come true.

In the late 1990's GroupWise was established as the HSC's official integrated email and calendaring system. A few years later ITS offered Corporate Time as a main campus equivalent. As use of the systems increased, so did the desire to integrate the two services into a seamless, single system. In view of this need for a seamless system as well as several significant price increases to the Corporate Time product, ITS decided it was time to look at alternatives. After considering several options, they chose to install a GroupWise system that would satisfy current Corporate Time user needs and link to the HSC system.

GroupWise calendaring on UNM's main campus will be made available to current Corporate Time users in mid-July, and to the rest of campus shortly thereafter. While the current project is focused on calendaring, the implications for UNM in terms of standardizing other systems and business processes is tremendous.

Barney Metzner
Manager, IT Systems

New NIH MedlinePlus Magazine Promotes Lifelong Health

The National Library of Medicine (NLM) at the National Institutes of Health (NIH) recently launched NIH MedlinePlus Magazine aimed at making research and health care information more accessible to health professionals and patients alike.

Each issue of NIH MedlinePlus Magazine will profile laboratory scientists, public figures, and patients who share their own health-related experiences and discuss how these issues may affect others. Additional regular features include the latest advice on prevention, diagnosis, treatment and research findings, as well as information on how to stay healthy for a lifetime.

The quarterly publication is based on NLM's MedlinePlus website (<http://medlineplus.gov>), which provides consumer-friendly information on over 700 health conditions as well as medical news, clinical trials, and drug information.

Patients, families, and health care providers can access NIH MedlinePlus Magazine online and can request a free print subscription at: <http://www.nlm.nih.gov/medlineplus/magazine.html>.

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

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