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BIMONTHLY BULLETIN OF THE HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER

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Vol. 35, No. 1
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From the Desk of the CIO for Administration & Academic Systems

I'm pleased to highlight several new developments within HSLIC. First, on January 30th, HSLIC will host a reception to celebrate some of HSLIC's newest services, including a new Mother's Room, Help.UNM, the new Service Point desk, and our new service catalog. In addition, attendees were able to provide input on concept drawings for facilities that will better meet student needs. Feedback from that event will be used to reinvigorate the library's main floor. The next issue of *adobe medicus* will overview some of these ideas.

I'd also like to call your attention to a new searching aid that HSLIC has licensed, along with UNM main campus...see the announcement on this same page about EBSCO's Discovery Service. This campus-wide collaborative project should improve "ease of practice" for all users as well as librarians, as it simplifies searching across multiple databases and catalogs, thus making information more easily discoverable.

And, finally, I'd like to announce that HSLIC was recently visited by library directors from the science library at the University of Chicago who wanted to learn about what HSLIC is doing in the area of e-Science initiatives, space planning, and collaborations with HSC faculty. We were pleased to host their January visit and also learned about their initiatives in these areas as well as informatics.

Holly Shipp Buchanan, MLn, MBA, EdD, FMLA, AHIP
Chief Information Officer (CIO), Administration and
Academic Systems
Executive Director, HSLIC



Discover HSLIC's New Discovery Service

We are pleased to offer a new kind of search service – EBSCO Discovery Service (EDS). EDS provides a single, familiar interface, which searches nearly 100 databases and thousands of electronic journals subscribed to by UNM's libraries. The contents of our online catalog and the University Libraries' Libros catalog are also included in the search results. All the content is loaded on servers at EBSCO. This makes for a very fast response time.

EDS is especially useful for subjects that cross disciplines, because of the diversity of the databases that it indexes.

Links to the online catalogs and to full-text books and journals are also integrated into the product. You may find EDS on the HSLIC website Databases page.

Christee King, MLS, AHIP
Collection Management and Special Projects
Librarian

“Things We Want You to Know About Your Mobile Device”

More and more of us have mobile devices (e.g., iPads®, smartphones, etc.) and use them for our work at the HSC. The HSLIC Service Point staff can help you manage your mobile. What should you do?

- First you should read the Owner’s Manual to become familiar with your device.
- Next you should keep the device’s Operating System up-to-date and accept or frequently check for updates. Keeping your device’s Operating System current is essential, because it keeps your device secure, running smoothly and solves many specific issues.

For personally owned mobile devices, HSLIC technicians can only provide assistance with the services offered by HSLIC, such as email and calendaring. Unfortunately, we can’t help you with obtaining updates for your personally owned device. If you need help, your service provider (e.g., Verizon, AT&T, etc.) or specific vendor (e.g., Apple, Motorola, etc.) is the best place to start.

GroupWise email is available for most mobile devices:

- More information about the GroupWise Mobility Server can be found here:
<http://hsc.unm.edu/library/usersupport/support/mobility.html>
- To get set up on the GroupWise Mobility Server to receive email and sync your GroupWise calendar, submit a service request through [Help.UNM](#).
- Device configuration instructions will be emailed to you.

When submitting a service request to synchronize GroupWise to your mobile device through Help.UNM, please select:

- Business Line: "Communications and Collaboration"
- Category: "Mobile Services"
- Service: "Mobile Synchronization"
- Request Type: "New"

To see if your mobile device is supported by this service, view the “Currently Supported” column in the Device List table at http://wiki.novell.com/index.php/Data_Synchronizer_Mobility_Connect or [Devices](#) before contacting the Service Point.

If you have further questions or concerns about mobile devices or the GroupWise Mobility Server please call 272-2311.

Patrick Newman
User Support Analyst 1



Equipment for Loan

At HSLIC, we are always looking for ways to better serve the HSC community. You can now check out the following hardware components for up to four hours each:

Laptop computers – We have three of these available for checkout, with more on the way.

iPads® – We have three iPad2s available.

Video camera with tripod – There is one video camera with tripod.

These can all be checked out to individuals with a valid LoboCard or HSC ID badge. We hope that this service will be useful to you and look forward to seeing you at the Service Point.

Mary McCarthy
Technical Services Analyst 2

Henry Stewart Talks Biomedical & Life Sciences Collection

Henry Stewart Talks is a streaming media product featuring over 1,300 online seminars by leading world experts, including Nobel Prize winning scientists and researchers. The talks range from 30 minutes to over one hour and come with printable PDF slide handouts and detailed slide indexes.

HSLIC offers university-wide access for unlimited simultaneous users. Access is available from the HSLIC Databases A-Z listing.

Christee King, MLS AHIP
Collection Management and Special Projects Librarian

HSLIC Research and Scholarship

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

Dale C. Alverson, MD, published a paper titled *Defining Core Issues in Utilizing Information Technology to Improve Access: Evaluation and Research Agenda* in the January issue of the Journal of General Internal Medicine.¹ The paper summarizes the potential of information technology to enhance healthcare access, key gaps in current evidence linking IT and access, and methodologic challenges for related research.

Jason Bengtson, MLIS, gave a presentation titled *Preparing for the age of the digital palimpsest* at the South Central Chapter of the Medical Library Association Conference, October 14-19, 2011, in Baton Rouge, LA. Mr Bengtson examined the possibility of an Information Science specialty pursuing the reconstruction of “digital palimpsests”, where data that later becomes historically significant has been deleted or partially overwritten on digital media.

Brian Bunnnett, MLS, presented a paper titled *Keep this, get rid of that: Revivifying an existing liaison program* at the annual meeting of the South Central Chapter of the Medical Library Association, Baton Rouge, LA, October 17, 2011 and at the New Mexico Technology in Education Conference, Albuquerque, November 1, 2011.

Richard Carr, MLS, presented a poster titled *Creating a combined library and IT service desk for an academic health sciences campus* at the South Central Chapter of the Medical Library Association Conference, October 14-19, 2011, in Baton Rouge, LA.

Philip J. Kroth, MD, MS, Shamsi Daneshvari PhD, and Heather H. J. Edgar, PhD, published a paper titled *Using LOINC to link 10 terminology standards to one unified standard in a specialized domain* in the October 19th issue of the Journal of Biomedical Informatics.² The paper summarizes their work using the LOINC terminology standard to unite the cephalometric definitions from ten disparate sources into one global standard.

Sarah Morley, MLS, presented a paper titled *Information literacy in graduate medical education: instrument development* at the Generalist in Medical Education 32nd Annual Conference in Denver, CO, on November 4-5, 2011.

Sarah Morley, MLS and Ingrid Hendrix, MILS, presented a poster titled *Librarians in medical education: Information survival skills* at the Generalist in Medical Education 32nd Annual Conference in Denver, CO, on November 4-5, 2011.

¹ Jackson GL, Krein SL, Alverson DC, Darkins AW, Gunnar W, Harada ND, Helfrich CD, Houston TK, Klobucar TF, Nazi KM, Poropatich RK, Ralston JD, Bosworth HB. Defining core issues in utilizing information technology to improve access: evaluation and research agenda. J Gen Intern Med. 2011 Nov 26 Suppl 2:623-7.

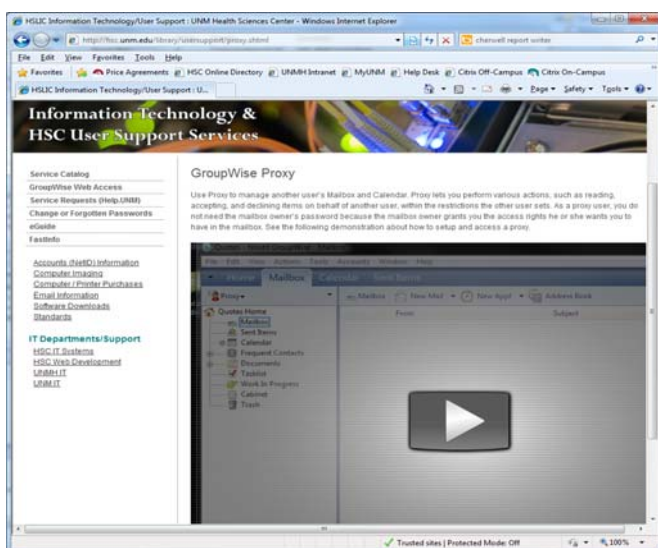
² Kroth PJ, Daneshvari S, Harris EF, Vreeman DJ, Edgar HJ. Using LOINC to link 10 terminology standards to one unified standard in a specialized domain. J Biomed Inform. 2011 Oct 19.

HSLIC Information Technology: Changing Words into Actions through Video Training

Have you ever looked on the HSLIC technology support web page for instructions on how to configure and create your email archive? It used to be that you would find a web page about a quarter of a mile long with detailed instructions and terminology that just didn't make sense. Naturally, you would have to print it so you could keep track of where you were in the instructions. Then you would get lost or confused and throw away the instructions and tell yourself that you will tackle this project another day. Yes, now it's a project, not a simple tell me how to do something.

Well, you're not alone. IT professionals frequently encounter the same frustration when getting information from vendors or finding resolutions to common problems. But, there is a better way. HSLIC Information Technology is now utilizing "How To" videos. These short, discrete videos are intended to show you how to do things, like creating an email archive, and are embedded in our web pages so you can view them as many times as you would like without having to download them to your computer. Here is list of what you can find as of this writing:

- How To Setup and Configure GroupWise Proxy (<http://hsc.unm.edu/library/usersupport/proxy.shtml>)
- How to Create and Configure your Email Archive (http://hsc.unm.edu/library/usersupport/Imaging_archive.shtml)



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Enhancements Make Submitting Help.UNM Requests Easier



Based on feedback from the HSC community, an enhancement has been added to the Help.UNM Self-Service Portal. When you need to place a new request in Help.UNM, you will now find links to the most common requests at the top of the page. By selecting one of these common requests, the request form will be automatically populated for you. All you will need to do is include any additional information, if needed, and click on "Save" to submit the request. These pre-populated requests save time because you no longer need to classify your request for common items.

Your feedback is instrumental to our ability to continue to improve the Help.UNM self-service portal, and this is the first of many planned enhancements. UNMH IT and UNM IT will add their most common requests soon. If you have any questions about this or future enhancements to Help.UNM, please contact HSLIC Technology Support at helpdesk@salud.unm.edu. Thank you for your input.

Rick Adcock
Manager, Technology Support

2012 Information Security Policy Update

As part of the HSC's regular policy update process, a major consolidation and update of HSC Information Security policies has been completed by a policy working group with members from UNM Hospitals (UNMH), HSLIC, the UNM Medical Group and the HSC Information Security Officer (ISO). As security and privacy standards evolve, the HSC must update its policies to meet these new standards as well as ensure compliance with updated regulations, such as HIPAA / HITECH Act. Effective information security is based on an institutional policy set that is supported by understandable, enforceable and achievable standards, guidelines and procedures.

Security decisions are often complex and can include difficult ethical issues. The original HSC electronic Protected Health Information (ePHI) Information Security policies were created by an HSC multidisciplinary committee to meet the HIPAA Security Rule requirements which went into effect in 2005. In 2009, the HITECH Act went into effect adding new components such as clearly defined encryption requirements and notification requirements when privacy is breached. These new HSC institutional policies provide a framework to establish the boundaries, expectations and consequences necessary to support HSC business objectives and secure HSC information (including ePHI). The new HSC Information Security policies are:

- HSC-200 Security and Management of HSC IT Resources
- HSC-210 Security of HSC Electronic Information
- HSC-220 Information Access and Security
- HSC-230 Electronic Data Storage and Transmission
- HSC-240 IT Security Incident Response
- HSC-250 Systems and Network Security
- HSC-260 Device and Media Control
- HSC-270 Information Systems Activity Review
- HSC-280 Physical Security
- HSC-300 ePHI Security Compliance



To provide the HSC workforce a better understanding of how the HSC expects compliance with federal requirements, these new policies provide a comprehensive set of objectives for improved security management practices. Policy HSC-200 "Security and Management of HSC IT Resources" establishes a new process across the HSC, which specifies a new role, the Unit Security Liaison (USL). The USL program has been established to provide a two-way conduit for communicating security information, HSC requirements and the security needs of the Units that make up the HSC. The policy also establishes the requirement that every information technology device connected to the HSC network must have at least one individual managing the security of that device.

The previous HSC policy set was consolidated and updated into ten information security policies (down from 50). This new policy set clarifies responsibilities and provides the foundation for departments to build standards, guidelines and procedures aligned with the unique business needs of each department and HSC policy. Nine of the new policies apply to all information assets at the HSC and the tenth policy was written to provide the rules for securing ePHI. While all of the policies are needed to properly secure ePHI, Policy HSC-300 "ePHI Security Compliance" provides specific guidance and should be the starting point for individuals who access, create, store or transmit ePHI. You can find these new policies on the UNMH/HSC Policy portal by going to the HSC Intranet page and selecting the link for the UNMH & HSC Policy and Procedures.

Barney Metzner, HSC Information Security Officer
David Grisham, UNMH Manager, IT Security
Gayle Shipp, HSLIC IT Security Analyst

Scholarly Communication Update



HSLIC co-sponsored the 2011 Symposium on Scholarly Communication on October 17th in the UNM Student Union Building. Keynote speaker James J. Duderstadt, PhD, President Emeritus and University Professor of Science and Technology at the University of Michigan spoke on “The Future of the American Research University.” A panel of four UNM faculty members and the Director of the UNM Press responded to and built upon Dr. Duderstadt’s keynote in a subsequent program “Shifting Roles for Libraries, Research, Promotion and Tenure, and the University Press.”

The Symposium capped a productive calendar year for the UNM E-Scholarship Committee. During 2011 the E-Scholarship Committee additionally promoted open access publishing of peer reviewed journals, established a physical space for the UNM Office of eScholarship, and enlarged the holdings in the UNM institutional repository now known as LoboVault. Members of the Committee worked with the UNM School of Law to transition both the *New Mexico Law Review* and *Natural Resources* journals to the Open Journals System. Committee members advised the UNM Department of Orthopaedics on its new open access journal. Designated members of the Committee promoted faculty and graduate student submissions to the UNM institutional repository LoboVault. As of November 4, 2011 LoboVault contained 10,202 files that had experienced 13,143 page views up until that date during 2011.

The UNM Office of eScholarship offers consultations on matters related to electronic scholarly communication, particularly related to open access publishing. While this office now will occupy a physical space most of its work still occurs virtually. A new LibGuide assists faculty members in identifying their rights in the publishing process. The UNM Office of eScholarship’s website <<http://escholar.unm.edu>> offers information and resources on the subject for interested UNM faculty members, students, and other interested individuals.

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

Training Videos Continued from page 4

- How to Create and Configure your Email Archive
(http://hsc.unm.edu/library/usersupport/Imaging_archive.shtml)
- How to Send Secure Email (<http://hsc.unm.edu/library/usersupport/secure-email.shtml>)
- How to Change your HSC NetID Password or Forgotten Password
(<http://hsc.unm.edu/library/usersupport/hscaccountinfo.shtml>)
- How to use the Help.UNM Self-Service Portal (<http://hsc.unm.edu/library/usersupport/helpunm.shtml>)

Other how-to videos are in the works; and if you have an idea that you would like us to consider, please send them to helpdesk@salud.unm.edu.

Rick Adcock
Manager, Technology Support

HSLIC Open's New Mother's Room on 3rd Floor

HSLIC is proud to announce the opening of a new Mother's Room for faculty, staff and students! HSLIC room 325 is available on a first-come-first-served basis. The room is equipped with a hospital grade pump, glider rocker, table and supplies. To obtain a free kit for use with the pump please register at

<http://www.unm.edu/~brstfeed/Howtoregister.html>. HSLIC thanks the following entities for their generous contributions to make this room a reality: UNM Women's Resource Center, Consolidated Builders, and Budget Blinds. If you have any questions, please contact Marcia Sletten (msletten@salud.unm.edu).

Marcia Sletten, MBA
Manager, Business Services



Christee King Announces her Retirement

Christee King has announced her retirement from UNM, which will take place January 31, 2012. Christee joined the HSLIC (then UNM Medical Library) in September of 1990. She started her career here in the public services area as electronic resources librarian, moved on to become the head of reference & user services before joining the collection resources unit. Please offer your congratulations and best wishes to her as she enters the next phase of her life.

Laura Hall, MFA
Interim Coordinator for Resource Access and Delivery

CIO. Administration and Academic Systems

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

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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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2012 HSLIC Student Awards: Call for Nominations

Each year, the HSLIC solicits nominations from SOM, CON, and COP faculty for its student awards. These awards recognize students who excel in various aspects of Biomedical Informatics, including teaching, information seeking and critical appraisal, and research. Recipients will each receive a \$100 award. This is an excellent opportunity to encourage excellence in student information fluency.

To nominate a student, nominators should send a Letter of Recommendation to the award's faculty contact outlining why their nominee is deserving of this award. Letters may be sent on paper or as e-mail attachments. For the SOM Award for Excellence in Informatics and the CON Award for Excellence in Information Seeking & Critical Appraisal, nominators should also send an electronic copy of the student's research paper. The awards will be presented at the Annual Medical Student Award Ceremony in May, the College of Nursing convocation for graduating BSN students, or the COP Graduation Banquet.

Nominations are due by March 31st. For information on the faculty contacts and qualifications for the individual awards, see the HSLIC Student Awards web page: <http://hsc.unm.edu/library/about-hslc/awards.html>.

Jason Bengtson, MLIS
Emerging Technologies/R&D Librarian