

2012

HSLIC Annual Report FY2011-12

Health Sciences Library and Informatics Center

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HEALTH SCIENCES LIBRARY
and INFORMATICS CENTER

Annual Report 2011-2012



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CREDITS

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Production Assistant	Catherine Brandenburg

HSLIC MISSION STATEMENT

“We improve and enhance human health through support, innovation, and leadership in the organization, delivery, and use of quality information. We create an environment that fosters the development and sharing of knowledge for the UNM Health Sciences Center and its partners.”

HSLIC VISION STATEMENT

“Through commitment to the expertise of multidisciplinary teams, the UNM Health Sciences Library and Informatics Center employees create innovative, high quality solutions to complex information and technology challenges. These solutions provide the means for answering the most important questions of human health.”

EXECUTIVE SUMMARY

Holly Shipp Buchanan, MLn, MBA, EdD, Chief Information Officer, Administration and Academic Systems, and HSLIC Executive Director

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

Owen Ellard, MALS, MA, Director, Technology Support Services

Philip Kroth, MD, MS, Director, Biomedical Informatics Research, Training and Scholarship

Preserving, protecting, and promoting responsible data management for the University of New Mexico Health Sciences Center (UNM HSC) was a key theme in the Health Sciences Library and Informatics Center's (HSLIC) work in fiscal year 2011-2012 (FY2012).

Education

In July 2011, the HSC's request was approved to change the scope of its Health Resources and Services Administration (HRSA) \$3.5 million construction grant award. HSLIC's Executive Director is the principal investigator on this grant that originally was designated to help fund phase three of the Domenici Center for Health Sciences Education. The new scope includes renovating 13 classrooms in five HSC buildings, constructing four new classrooms, and equipping the Interprofessional Health Care Simulation Center (IHSC) with additional technology and simulation equipment. These classrooms incorporate the new HSLIC classroom technology standard, which includes a robust IT infrastructure capable of recording, sending and receiving large amounts of data, including high-quality audio and video.

HSLIC admitted its third Biomedical Informatics Fellow in FY2012. Prior to starting the fellowship, Shamsi Daneshvari, PhD, worked with our Director of Biomedical Informatics Research, Training and Scholarship (BioMIRTS), Philip Kroth, MD, MS, as a graduate student on the Orthodontics Collection Database Project. Now as a fellow, her own research will focus on developing a metadata standard for a database of whole-body CT scan images being created at the New Mexico Office of the Medical Investigator. Dr. Daneshvari is also the first HSLIC fellow to use the new fellowship curriculum that includes participation in the Clinical and Translational Science Center's (CTSC) Master of Science in Clinical Research (MSCR) program.

During FY2012, HSLIC faculty members continue in key leadership roles in various HSC curricula. Dr.

Kroth began as co-chair of the School of Medicine's (SOM) Medical Student Research Committee. Jonathan Eldredge, MLS, PhD, continues to co-chair SOM's Evidence Based Medicine block and the Biomedical Informatics courses in the MSCR program. Additionally, Ingrid Hendrix, MILS, authored a book chapter, "Evidence," in the newly published textbook *Concept Based Nursing* and received a faculty appointment in Occupational Therapy.

Research

The heart of HSLIC's work in FY2012 was to refocus toward providing digital data management services for the HSC's research mission. Digital data management involves maintaining, preserving, and adding value to big data for research, by improving access to and interpretation of it throughout its lifecycle. In the fall, HSLIC was asked by the HSC Vice Chancellor for Research to assist with the implementation of the VIVO research networking system at the HSC. HSLIC faculty developed a project plan to test and implement the VIVO Harvester, which imports references to journal articles in PubMed for HSC investigators listed in VIVO. In FY2013, HSLIC will conduct a pilot with 24 HSC CTSC faculty members. Eventually all CTSC affiliated investigators at the HSC will have profiles in VIVO.

Another accomplishment was to hire a new System Administrator to assist in developing and implementing HSLIC's contribution toward an enterprise-wide data management strategy for eScience initiatives at the HSC. One of this position's first projects is to implement the open-source, large scale image repository, OMERO, in HSLIC's data center. The System Administrator will work with faculty and staff in the New Mexico Center for the Spatiotemporal Modeling of Cell Signaling, and the Cancer Nanotechnology Training Center to identify data management support services HSLIC can provide in support of OMERO. This project will help HSLIC recognize the types of data management services the HSC needs and identify gaps in the organization's skill set needed to provide these services.

Some of HSLIC's other data management support work during FY2012 included Dr. Kroth's continued activities on the HSC Human Tissue Repository to help the HSC comply with the data collection requirements as part of its five-year contract with the National Cancer Institute. He also began consulting with a faculty member in the Department of Neurology on the design and pilot testing of a new patient registry for Occulopharyngeal Muscular Dystrophy.

Clinical/Service

During FY2012, HSLIC made a significant advancement in how it provides library and technology support to the HSC community. In July, HSLIC consolidated its Information Desk and Help Desk to form the new Service Point. This new service desk includes both library and technology staff members, who have been cross-trained to provide tier one support in both service areas. More complex library questions are routed to library faculty in Reference and User Support Services, and more complicated technology support issues are escalated to the Technology Support unit for tier two support. Along with the new service model, the old Service Desk area in the HSLIC lobby was remodeled in the fall, and the former Information Desk was removed.

Additionally, HSLIC faculty began to develop a systematic review service. Systematic reviews are scientifically rigorous and comprehensive literature searches that summarize the current scientific evidence on a specific topic. During FY2012, faculty members surveyed the systematic review services of other health sciences libraries and invited Ann McKibbin, PhD from McMaster University, an international expert on systematic reviews, to give a workshop at UNM. Library faculty members have participated in several systematic review teams, and two of these efforts have already resulted in publications in the peer reviewed literature.

Technology

As part of an HSC goal, HSLIC led a cross-organizational effort with UNM Hospitals Information Technology department (UNMH IT) to begin developing a plan for a new HSC data center. In late 2011, the team engaged an external consultant to conduct an infrastructure assessment of the HSC's current data centers, including HSLIC's two data center facilities. In FY2013, the team will perform a

cost/benefit analysis of remediating issues with our existing data centers versus building a new data center to meet the all HSC's needs.

In FY2011 and continuing through FY2012, HSLIC is collaborating with UNMH IT and UNM Information Technology (UNM IT) to implement a new service management application known as Help.UNM. Future phases of this project include implementing change management, portfolio management, and refining the service catalog within Help.UNM. This project supports HSLIC's adoption of industry best practices and continuous process improvement activities.

Administration

Finally, FY2012 saw significant changes to the IT governance structure of the UNM HSC. HSC leadership created the new HSC IT Leadership Council. The Council is charged with advising the Chancellor for Health Sciences regarding planning; prioritization; budgeting; understanding technology principles, policies and standards; implementation; security; and enhancement of technology at the UNM HSC. It is co-chaired by HSLIC's Executive Director in her capacity as Chief Information Officer for Administration and Academic Systems and the Chief Medical Information Officer of the new UNM health system, Gary Iwamoto, MD. The Council's initial accomplishments include drafting a policy to establish an official email and calendaring system for the HSC, compiling an HSC-wide dashboard of collaborative IT projects, and instituting a goal for a single identity management solution across the HSC.

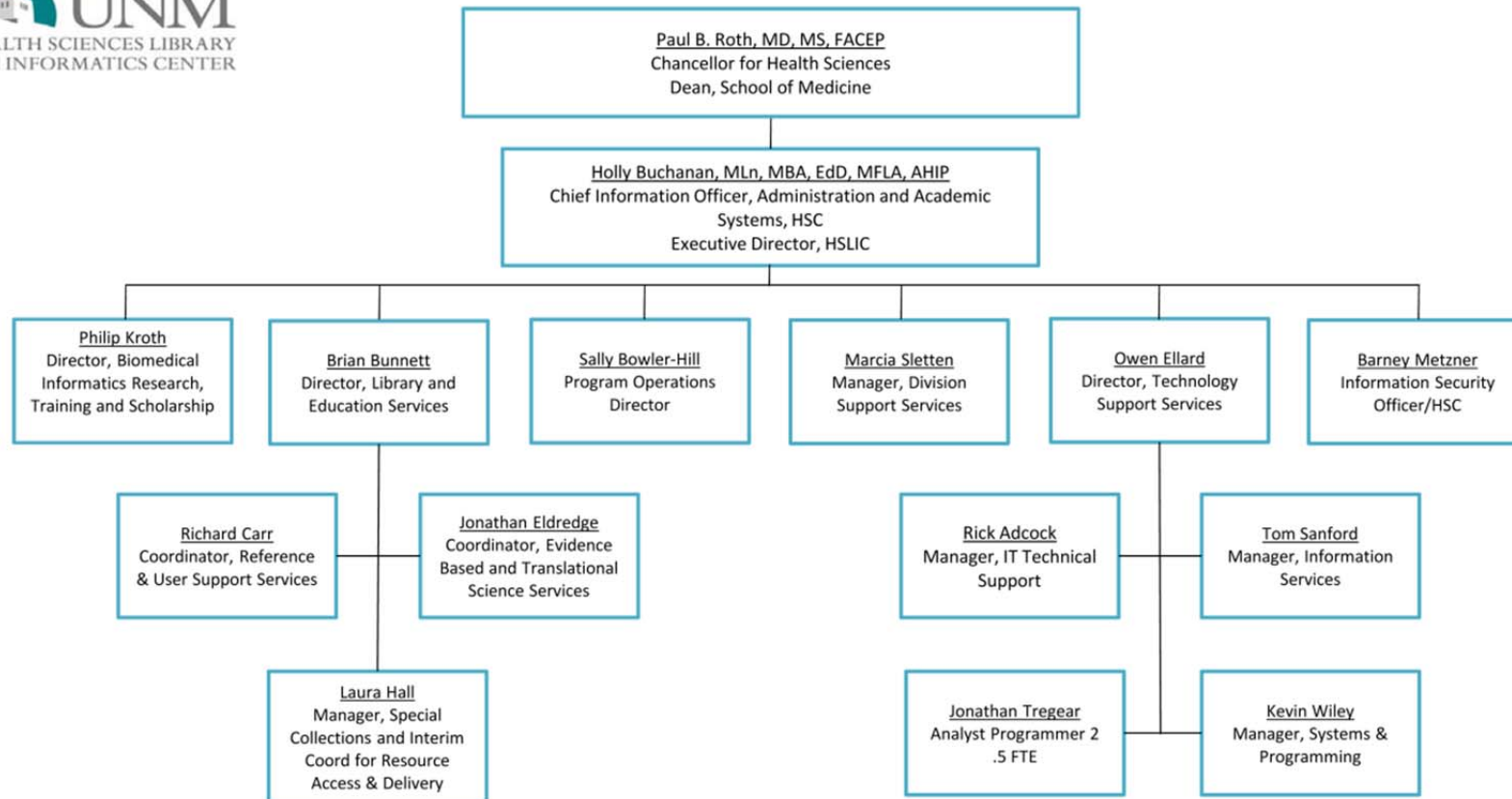
During this last fiscal year, the HSC IT Security Council's role also continued to grow. In FY2012, this group, which includes representatives from HSLIC, UNMH IT, the UNM Medical Group, Sandoval Regional Medical Center (SRMC) and others, completed a major review and consolidation of the existing UNM HSC's IT security policies. They are now in the process of writing procedures and developing standards supporting these policies.

In FY2013, HSLIC will maintain its commitment to preserve, protect, and promote responsible data management, by continuing to evolve its services to meet the exponentially growing data management needs of HSC investigators.

ORGANIZATIONAL CHARTS



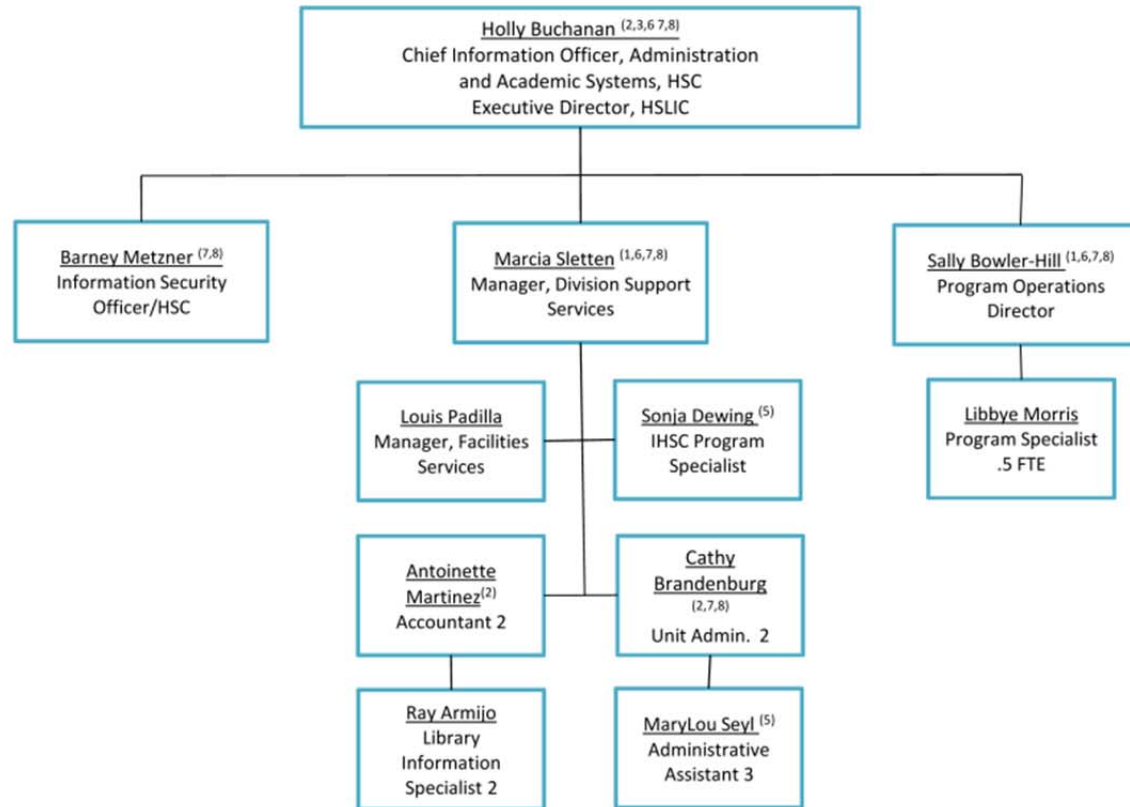
The University of New Mexico Health Sciences Library and Informatics Center



Revised June 2012

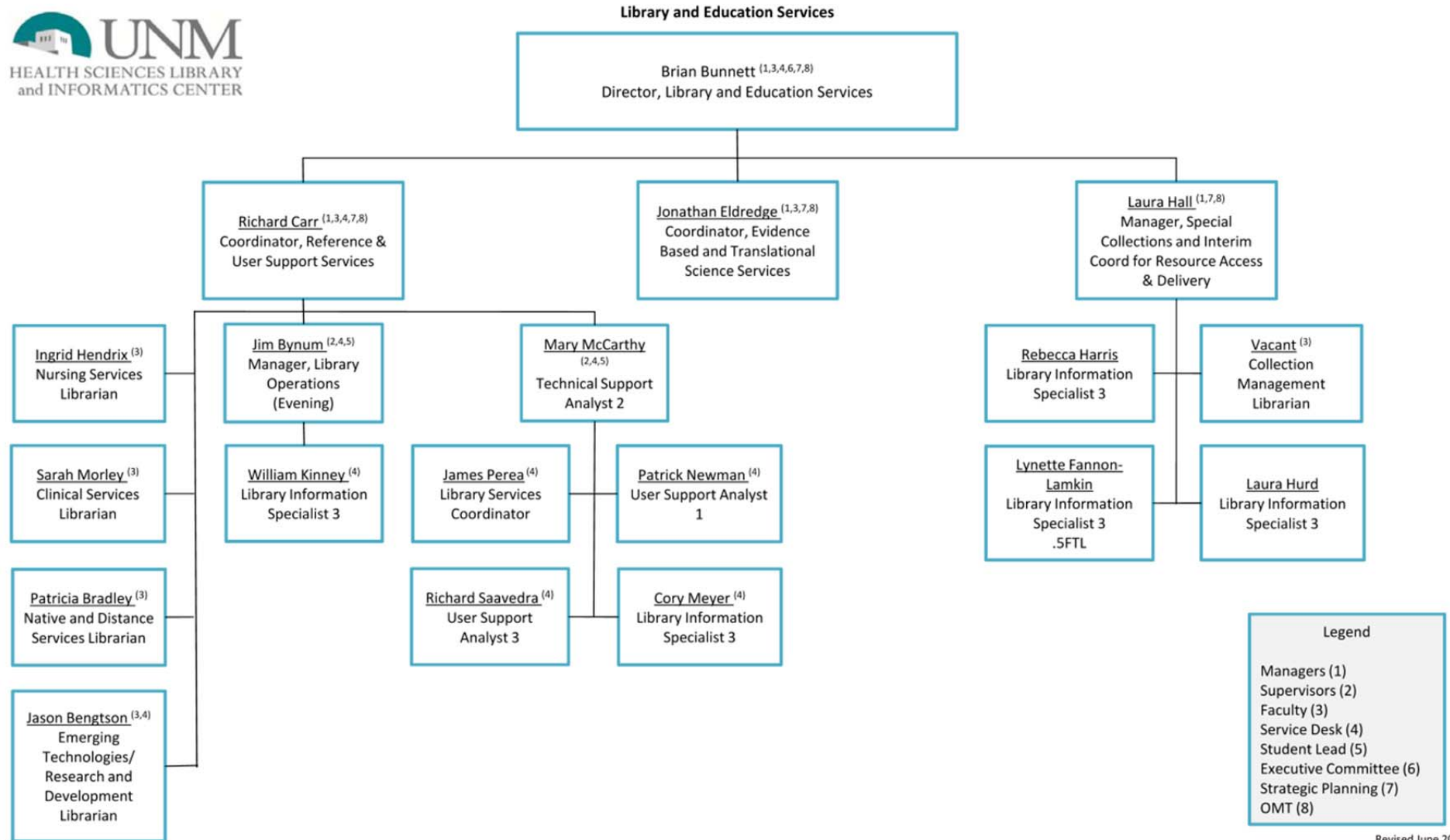


Business Services, Planning Office and Administration



Legend
Managers (1)
Supervisors (2)
Faculty (3)
Service Desk (4)
Student Lead (5)
Executive Committee (6)
Strategic Planning (7)
OMT (8)

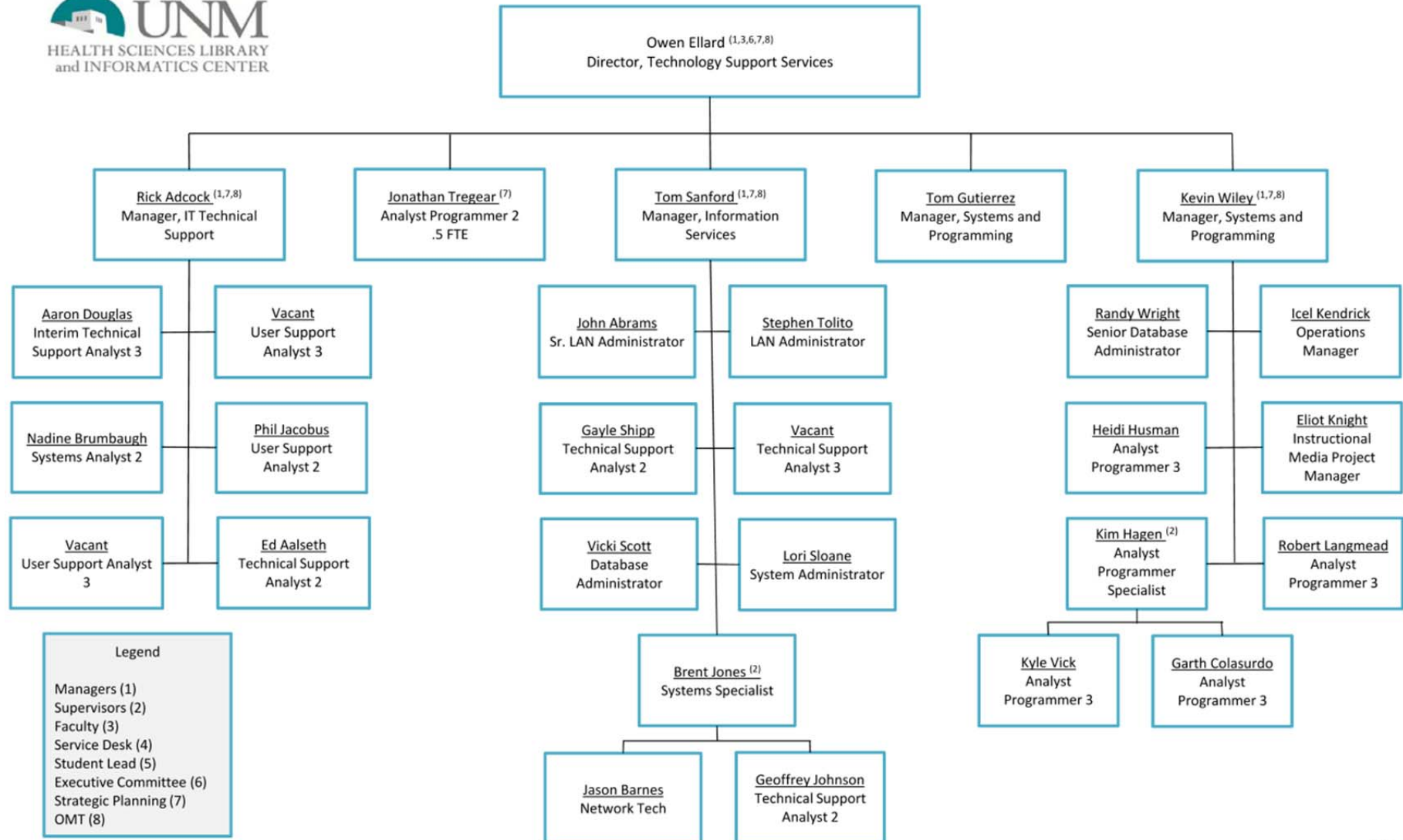
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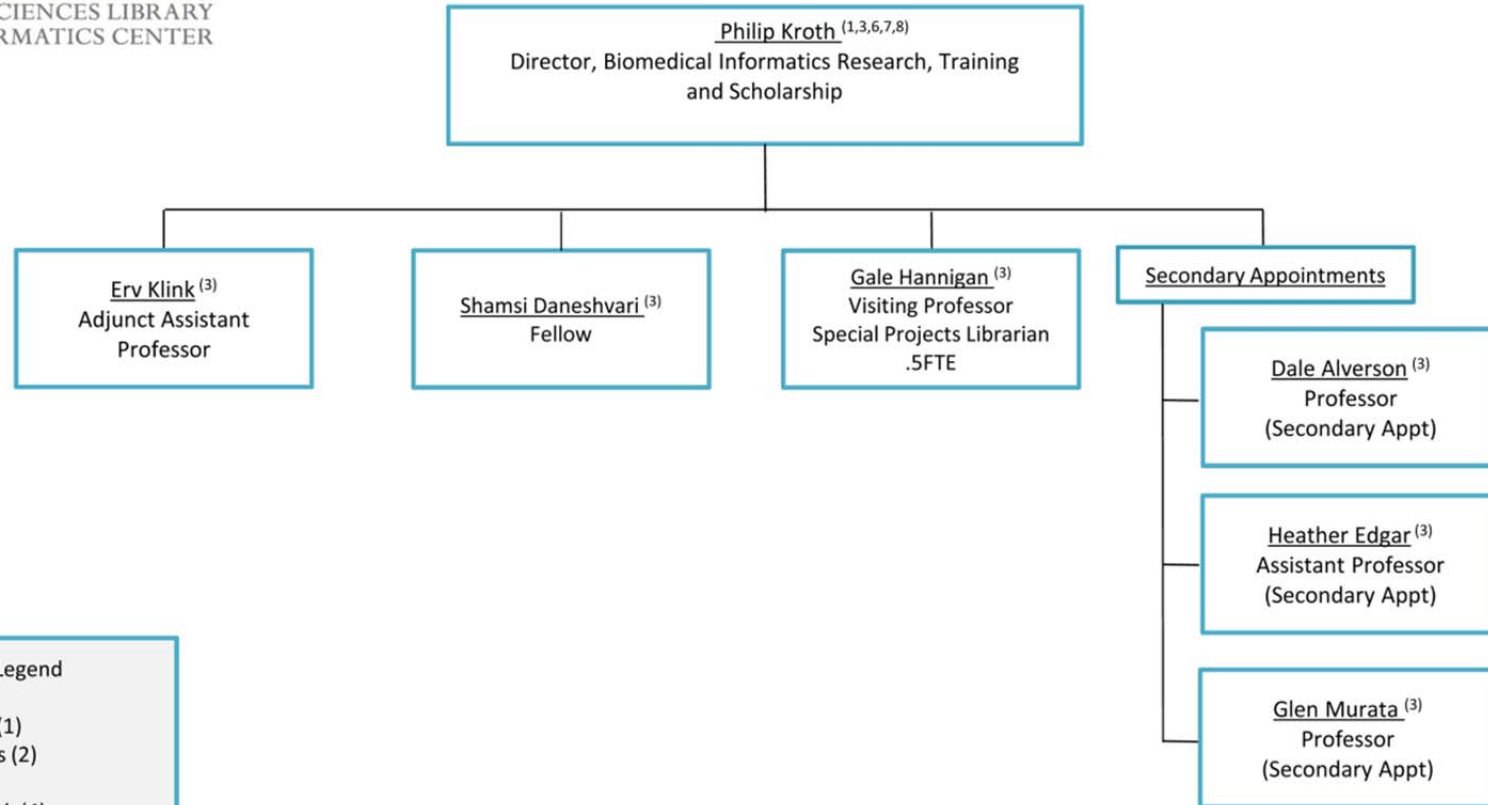


Technology Support Services





Biomedical Informatics Research, Training and Scholarship



Legend

Managers (1)
Supervisors (2)
Faculty (3)
Service Desk (4)
Student Lead (5)
Executive Committee (6)
Strategic Planning (7)
OMT (8)

Revised June 2012

UNIT ACCOMPLISHMENTS

ADMINISTRATIVE SERVICES

BUSINESS SERVICES

Marcia Sletten, MBA, Manager, Division Support Services

During FY2012 Business Services experienced some staffing changes, which provided an opportunity for the team to begin redistributing functions to ensure workloads are manageable and are being handled by the correct position. In addition, procedures were created that allow Business Services to preserve data and information offering clear direction in maintaining HSLIC's business processes.

Accounting

A key system put in place this fiscal year is the Office Procedures Manual that ensures continued work flow in the absence of any Accounting Office personnel. In conjunction with this activity the Accounting Office reviewed current duties to increase efficiency in the overall business processes at HSLIC. This became very useful when our Senior Fiscal Services Tech retired in November 2011.

The Library Information Specialist who assists with facilities now reports to the Accountant and is responsible for processing the majority of HSLIC's purchasing requests. This individual also works with new Facilities Services Manager to assist with various facilities-related tasks and responsibilities. Additionally, the Accountant participated in testing of the upgrades made to the Budget Projections System for finance.

Administration

Administration also saw changes in personnel when the Unit Administrator position became vacant, and was not filled for several months. The lack of personnel did not stop Administration from working on extra activities. The Administrative Assistant 3 served as co-chair for the Registration Committee for the campus wide Administrative Support Alliance Conference. The Manager of Division Support Services assisted with the Scholarly Communication Symposium.

This year the Manager was designated as an HR Agent for HSLIC within the new Human Resources program

at the University. This was good timing given the multiple hiring and retirements that have occurred in HSLIC this fiscal year. HSLIC had 3 retirements, 6 resignations, and 4 moves to different departments. At the same time 7 positions were recruited to fill the various vacancies. The Administration team continues to participate on the HSC Mentorship Planning Committee and has helped to establish a new HSC Staff Awards Program.

Facilities

There were two important construction endeavors that took place in HSLIC. The first was the desk consolidation project. This project combined the Help Desk and the Information Desk into one desk called the Service Point. Also the Mother's Room was completed, which allows mothers who are nursing to have a quiet, private space where then can pump their breast milk. A new Facilities Services Manager began working in April this year. He currently is tackling many of the ongoing projects in HSLIC such as supplies and inventory.

Interprofessional Healthcare Simulation Center

The IHSC upgraded facilities and equipment courtesy of the HRSA Grant. The Acute Care simulation space was upgraded to allow more students in the surrounding classrooms in the IHSC to view live simulations. The Pharmacy Multi-Purpose room (computer lab) was upgraded to include additional computer stations, thereby allowing students to each have their own station. And finally, 24 new hospital beds were installed that will help students (Nursing, Occupational Therapy, Physical Therapy, and Medical) with modern hospital equipment. In addition, the IHSC Program Specialist installed an Automated External Defibrillator (AED) in the facility and became certified as a trainer. Finally, the Program Specialist updated the IHSC website to showcase the spaces in the facility.

BIOMEDICAL INFORMATICS RESEARCH, TRAINING AND SCHOLARSHIP

Philip Kroth, MD, MS, Director, Biomedical Informatics Research, Training and Scholarship

Academic

Orthodontics Collection Database Project: In collaboration with UNM's Maxwell Museum of Anthropology, this highly successful 5-year project was completed, producing a de-identified orthodontics case file system that is freely available for research, education, and patient care see:

<http://hsc.unm.edu/programs/ocfs>). De-identified materials available on the web-based case file system include patient and treatment histories, diagnoses, demographics, intra-oral photographs, and x-ray images. Identified data is secured in a restricted database and the physical collection, including items such as full facial and profile photographs and patient names, is housed at the UNM's Maxwell Museum of Anthropology. These are made available only to investigators with an IRB-approved research protocol. The collection was compiled from 1972 through 1999, and consists of dental casts, cephalometric radiographs, photographs, and treatment records for 6,010 orthodontic patients, including records of approximately 600 sibling pairs and several multi-generational families. Approximately 400,000 photos/images and 20,000 x-ray films are included in the collection. These images represent the facial, skeletal, and dental variation of the contemporary Albuquerque population over the last 35 years, including people from a variety of ancestral backgrounds, including African, Asian, European, Hispanic, and Native American populations. The grant funding for the project ended in March of 2012, but HSLIC will continue to host the database for the foreseeable future.

Informatics Fellowship

Shamsi Daneshvari, PhD, a biological anthropologist, is the third person to enroll in the Biomedical Informatics Fellowship Training Program. Dr. Daneshvari is also the first to begin the updated three year biomedical informatics fellowship curriculum that includes the curriculum from the CTSC MSCR program. Dr. Daneshvari's research focuses on defining a metadata standard for a database of whole-body CT scan images being created at the New Mexico Office of the Medical Investigator. The standard will enable investigators to efficiently

identify and locate images of interest from the database of over 5,000 whole body images.

Service Partnerships

CTSC: This year marked the completion of the sixth class of students in the Biomedical Informatics courses HSLIC provides in support of the MSCR program.

UNMH Associate Chief Medical Information Officer (ACMIO): The BioMIRTS Director is one of two part time ACMIOs for UNMH, reporting to the CMIO, and focuses on support of the electronic medical record system in the ambulatory venue.



Phil Kroth, Holly Phillips (University Libraries)
& Jon Eldredge

UNM Cancer Center: The BioMIRTS director continued in his role as Co-Director for Clinical Protocol and Data Management/Medical Informatics Shared Resource under the National Cancer Institute's Cancer Center Support grant for the UNM Cancer Center.

UNM Human Tissue Repository (HTR) and Experimental Pathology Laboratory: The HTR is in year two of a five year contract to collect Biospecimen for National Cancer Institute project. The BioMIRTS director is funded part-time to act as the project's "Biomedical Informatics and Quality Control Consultant" at UNM.

UNM SOM BA/MD Program: The BioMIRTS director was funded through June of 2012 to act as a part-time "Biomedical Informatics Consultant, Educator, and Mentor" supporting the BA/MD Program.

INFORMATION SECURITY

Barney Metzner, CISM, Information Security Officer

Protecting the information assets of the UNM HSC requires collaboration between HSC components. HSLIC, through the HSC Information Security Office (ISO), promotes stewardship of information assets between these constituents through consultation around process improvement. The impact from changing IT security requirements and new data management strategies can be a significant challenge. The ISO guides improvements by a framework built on principles expressed through HSC policies and procedures. To enhance the effectiveness of these policies in FY2012 a major review and consolidation of existing HSC IT Security policies was undertaken. The outcome was a reduction of IT security policies from fifty to ten. The consolidation focused on improving the effectiveness of HSC IT security policies through linking together policies, standards and supporting procedures.

The impact of this process has been felt across all HSC business areas. Policy-based procedures are adjusted or created to protect patient information and secure business processes. The most notable improvements have been around the

integration of information security reviews into the purchasing process. IT services are rapidly changing and IT security must be agile in recognizing and addressing new risks. Increasing HSC requests for the use of cloud computing and vendor based IT services have driven requirements to demonstrate business values and ensure IT security policy objectives.

The HSC IT Security Council's (ISTC) role continues to grow as the HSC confronts the inevitable compromises experienced by a complex organization working in an even more complex internet connected world. Fundamental to responding, containing and adjusting to new risks is the continued work of

refining the principles, standards and procedures that protect the organization by limiting the HSC's exposure to disruptive events. These efforts have resulted in the formation of an IT Security Standards Task Force to develop consistent standards and promote the development of documented procedures supporting HSC IT security policies.

As the HSC moves into the next fiscal year, the foundations developed through the policy process will extend to cover a comprehensive set of IT security objectives. The ISO has defined seven program areas to meet these objectives: 1. IT Security Standards; 2. Security Integration (project planning); 3. Security Assessments; 4. Incident Management; 5. Asset Management; 6. Technical Security Controls; and 7. Information Security Office Communications.



Barney Metzner and Dr. Richard Larson

In order for HSC components to make progress in these objectives, new communication channels are needed and distributed IT security roles and responsibilities must be clearly established. To facilitate HSC component-level outreach, the ISO established an HSC Unit Security Liaison

group, which will see increasing involvement in the communication of HSC IT security objectives during the next fiscal year.

Significant contributions in support of these efforts have also been provided by HSC leadership; the ITSC; the Knowledge Management and IT Operations Council; UNMH and the HSLIC IT Systems unit, the HSLIC Service Point; and UNMH Networking. We look forward to collaborations in the next fiscal year, which will continue to build on these existing foundations, align with business objectives and respond to new IT Security challenges.

PLANNING OFFICE

Sally Bowler-Hill, MA, Program Operations Director

The Planning Office worked on several efforts during FY2012 that facilitated responsible data management at HSLIC and HSC.

HSC Classroom Renovation Project

In July 2011, the Health Resources and Services Administration approved a change of scope to the HSC's \$3.5 million construction grant award. Originally to help fund phase three of the Domenici Center, the new scope includes renovating 13



IHSC Simulation Control Room

classrooms in five buildings across HSC, building four new classrooms and equipping the IHSC with additional technology and simulation equipment. With assistance from the UNM Office of Capital Projects, the Planning Office led this effort to equip underutilized classrooms across the HSC campus with state-of-the-art classroom technology that will improve the learning experience for HSC students in all educational programs. A key component of these renovations is a new classroom technology standard developed by HSLIC's Technology Support staff, which includes a robust IT infrastructure capable of accommodating new technologies that require recording, sending and receiving large amounts of data, including high-quality audio and video.

Videoconferencing

Related to classroom renovation, throughout FY2012 the Planning Office led a task force to perform a needs assessment for videoconferencing technology at HSC as part of preparations for the opening of the SRMC. The task force compiled a list of conferencing needs from academic departments that will have students at SRMC. They also developed a list of

videoconferencing options available at HSC. The new classroom technology standard created as a result of the HRSA grant also served as a basis for beginning to develop a videoconferencing equipment standard for conference rooms. Moving into FY2013, the Planning Office will continue to collaborate with HSLIC Technology Support and other IT groups to equip large conference rooms for videoconferencing and to develop appropriate support for these systems.

HSC IT Leadership Council

August 11, 2011, marked the inaugural meeting of the HSC IT Leadership Council. The Council's charge is to advise the Chancellor for Health Sciences regarding planning; prioritization; budgeting; understanding technology principles, policies and standards; implementation; security; and enhancements of technology at HSC. It is co-chaired by the HSC's Chief Information Officer for Administration and Academic Systems and by the Chief Medical Information Officer, and the Planning Office coordinates the Council's meetings. The Council has made decisions that will promote responsible data management at HSC, including developing a new policy to establish the official email and calendaring system for HSC and approving the establishment of an HSC-wide goal to implement a single identity management (IDM) solution for HSC.

Strategic Communications

In August 2011, HSC leadership moved the HSC TV program to the HSC Marketing and Communications Department, signaling that this program had developed into a full-scale communication service for HSC. With this departure, Planning Office staff began to focus on enhancing the promotion of HSLIC's services for communication and fund development. In January 2012, HSLIC hired a half-time Program Specialist to focus on HSLIC's promotional materials and building a fund-development program. This position will bring new opportunities to improve the ways in which HSLIC communicates with its primary audiences and will also grow HSLIC's giving program.

In FY2013, the Planning Office will continue to build better strategic communications with the HSC campus about the value of HSLIC's services.

LIBRARY AND EDUCATION SERVICES

EVIDENCE BASED, TRANSLATIONAL SCIENCES, AND E-SCHOLARSHIP COLLABORATION

Jon Eldredge, MLS, PhD, Coordinator

Collaboration

The Evidence Based and Translational Sciences Collaboration (EBTSC) Coordinator collaborates closely with most other HSLIC units and many external partners. These collaborations involve the UNM Clinical and Translational Sciences Center (CTSC), HSC educational programs, and E-Scholarship advocates at UNM. Collaborative ventures with the UNM CTSC consisted of active committee participation, the VIVO Harvester research project, frequent faculty research consultations, overall customer service, and the CTSC health disparities research clusters.

The VIVO Harvester Project exemplifies the EBTSC Coordinator's multifaceted forms of collaboration. VIVO will enable the HSC to offer a dynamic online directory that profiles CTSC core researchers. Eventually others at UNM or elsewhere will be able to query VIVO to learn about UNM CTSC researchers' activities and publications. The VIVO

Harvester imports from PubMedTM references to journal articles authored by researchers listed in VIVO. The VIVO Harvester Project will test the accuracy of this resource using process improvement through various types of enhancements. The research results will not only inform future uses of VIVO Harvester, but when published, will likely be of national interest. This VIVO Harvester Project implementation has involved productive collaborations ranging from the highest to the intermediate levels of both the UNM CTSC and HSLIC.

EBTSC ensured that library and informatics competencies were integrated into medical school, dental medicine, physician assistant, CTSC clinical research, and public health degree program curricula. He and other members of the HSLIC Curriculum Committee compiled and published a 33 page inventory of library and informatics competencies relevant to all HSC educational programs to ensure

HSC curricular compliance with national associations' expectations. To ensure compliance, the EBTSC Coordinator continued to co-direct the required Evidence Based Practice course that longitudinally spans the first three years in the medical school curriculum and the required core Principles of Public Health course for all MPH students. He and Phillip Kroth, M.D. co-taught three levels of CTSC MSCR courses on the Biomedical Informatics. This education role also involved active participation as a voting member on relevant curriculum committees and some new commitments such as the SOM Tutorial Rubric and Activating Learning subcommittees.



Jon Eldredge and Ed Merta

Data Management

While serving on the School of Medicine Tenure & Promotion Committee the EBTSC Coordinator was reminded that his faculty colleagues generate impressive research and educational innovation accomplishments. He came to recognize, and act upon, the fact that this impressive

amount of intellectual capital (data, analysis, and publication) needs wise institutional stewardship to preserve authors' rights and the reputation of UNM faculty members. Better copyright management also can protect this intellectual capital. This far-ranging effort involved most HSLIC units and external partners.

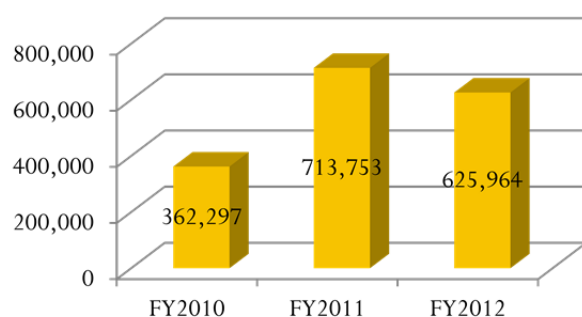
The EBTSC unit contributed to this broad intellectual property protection effort through open access publishing, service as Chair of the UNM E-Scholarship Committee, the institutional repository LoboVault, advocacy, the HSLIC Envoy Program, national service and HSLIC strategic planning processes during FY 2012. At UNM he spoke to a number of faculty and administrative groups to promote open access publishing and the institutional repository LoboVault. These efforts seemed to yield some success such as the Department of Orthopaedics publishing a new peer reviewed open-access research journal during early 2012.

REFERENCE & USER SUPPORT SERVICES

Richard Carr, MLS, Coordinator

The Reference and User Support Services (RUSS) unit experienced considerable change during the past year. The faculty unit expanded to include the Distance Services unit, which disbanded June 30, 2011. The four staff members of RUSS, together with three staff from the User Support unit, joined to form a new Service Point unit July 1, 2011. The faculty and staff units are both managed by the RUSS Coordinator.

Public Printing in HSLIC



Service Point

The new staff unit, along with several student employees, now mans the Service Point, a combined service desk that provides library and technology support to users and is the HSLIC unit that provides direct customer service whenever the building is open. The new staff unit engaged in considerable cross-training on the use of Help.UNM (for managing incidents and service requests), iManager (for restarting network accounts), the Innopac circulation system, computer imaging, mobile device troubleshooting, and library opening, closing and operational procedures. The former Information Desk was removed and customer service operations of the Service Point moved to a remodeled desk October 12, 2011.

HSLIC public service continues to adapt to changing means of accessing and managing information, and changing needs of faculty and students in the HSC curricula. Service Point staff members manage the two main HSLIC phone lines, answering over 14,000 calls during the fiscal year. Service Point staff management of group study room, classroom and

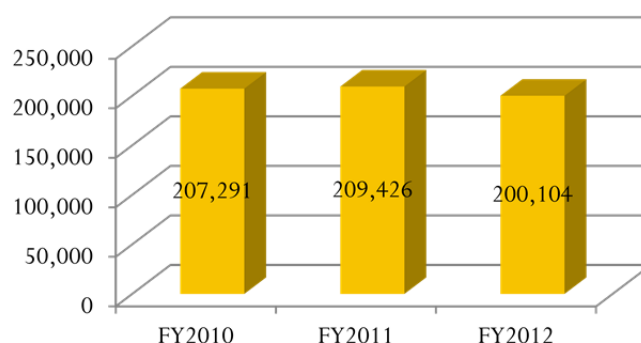
conference room reservations continues to grow, as do the ability for students to check out laptops and iPads. Checkouts of classroom keys, laptops, iPads and other computer equipment constitute 40% of total circulation.

Faculty Activities

The RUSS faculty unit shared responsibility for reference assistance and consults, education sessions, distance services activities, literature searches, curricular involvement, recognizing and utilizing emerging technologies for improving customer service and promoting data management, and traditional faculty responsibilities for research and publication. RUSS faculty members are increasingly involved with other HSC faculty in developing systematic reviews of the literature, and with developing curricular courses and materials. RUSS faculty members also play a major role in developing course offerings to support the medical student research requirement. Faculty highlights include:

- Meeting with the internal medicine residents twice during their training
- Developing a successful new Perspectives in Medicine (PIM) elective on the Art & Science of Searching
- Creating a syllabus for a Teacher and Education Development (TED) faculty workshop, "Information Survival Skills for Your Learners"
- Receiving a secondary faculty appointment in Occupational Therapy for the Nursing Services Librarian

HSLIC Gate Count



- Publishing 16 web-based topic guides (Libguides)
- Training disaster response personnel in the use of National Library of Medicine (NLM) disaster information tools, including the RUSS Coordinator joining the UNM Emergency Management Committee and deploying with the New Mexico Medical Reserve Corps as part of a Disaster Health Information Outreach grant received from NLM



Pat Bradley – Distance Services Librarian

Distance Services

With the departure of the Distance Services Coordinator in June 2011, the Native & Distance Services Librarian and other Library and Education Services faculty members distributed HSLIC's outreach activities, including conducting classes, exhibits and health fairs. Native and Distance Services accomplishments include:

- Providing three continuing education opportunities on health information resources for librarians in New Mexico
- Reaching out to Hispanic/Latino health consumers in New Mexico at two exhibits
- Providing health information training to the Navajo Nation health educators, community health representatives, and New Mexico Department of Health staff
- Training public health nurses at an Indian Health Service facility on the Navajo Nation
- Reaching out to public school (K-12) health educators and those working to improve student health and academic success at two exhibits
- Publishing five articles on health information resources in the New Mexico State Library newsletter

RESOURCES, ACCESS & DELIVERY AND SPECIAL COLLECTIONS

Laura Hall, MFA, Coordinator

As the designated stewards of HSLIC library resources and collections, the Resource Access and Delivery (RAD) and Special Collections unit continued its work this year to protect and promote the use of HSLIC resources and data. The unit took on numerous projects to improve customer experience while improving the unit's processes and cross-training.

In the fall of 2011, HSLIC commissioned consultant Shelley Bader to evaluate the newly joined RAD and Special Collections units for efficiency and appropriate staffing level. After Ms. Bader's two-day on-site visit, a report with 14 recommendations was submitted to the HSLIC Executive Committee.

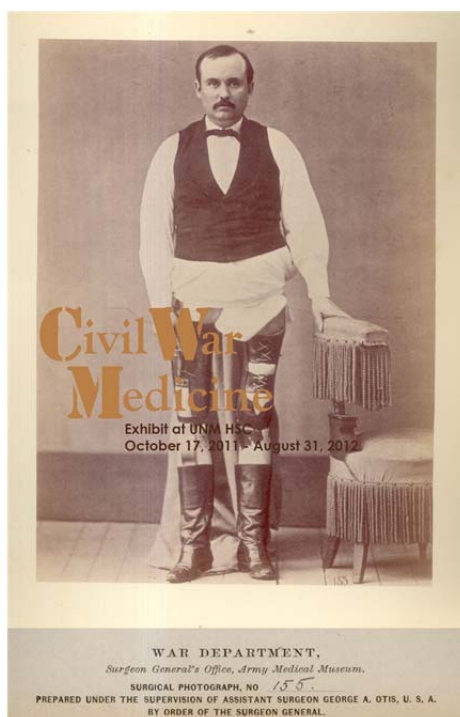
Projects and Resources

HSLIC Strategic Planning Committee commissioned a small taskforce made up of HSLIC staff, faculty and representation from University Libraries to investigate a new Integrated Library System (ILS). The taskforce met several times and discussed patron expectations and staff requirements for new system. Final report and recommendations were submitted in June 2012.

New resources were added this year to improve collection holdings and to address the increasing use of e-books over traditional monographs. New resources include Access Pharmacy, Aclands Video Atlas, various e-book packages, and VisualDx. The UpToDate contract was renewed for four-years and expanded to include the opening of the Sandoval Regional Medical Center in collaboration with UNM Medical Group.

The New Mexico/Southwest monograph collection was disbanded and integrated into both the general collection and the NM Health Historical Collection.

The unit also began a new project to fully process the HSC institutional photograph collection. The project goal is to better serve our patrons' ease of access, while protecting and preserving the collection. Processing began in November 2011.



Civil War Medicine

Exhibits

During the year the unit curated three new exhibits including – “The Artistry of Bookplates,” “Food of the Gods: Mycelium, Medicine and the Sacred,” and “Civil War Medicine.” Along with “Civil War Medicine,” HSLIC hosted an opening lecture by Dr. Jamal Martin.

In April the unit hosted a community exhibit in partnership with Albuquerque's Alvarado Gardens Neighborhood Association, entitled “Joining Hands.” The exhibit was accompanied by an opening reception and panel discussion on building healthier communities. The panel was comprised of representatives from the HSC and Albuquerque community.

Personnel

After nearly ten years of serving as HSLIC's archivist, Peggy McBride, retired from the UNM in August 2011. Christee King retired from the University in January 2012, after nearly 22 years of service. Ms. King started her career at HSLIC in the public services area as electronic resources librarian, moved on to become the head of Reference and User Services before joining the collection resources unit where she has served for the last several years in various roles. Upon retirement, Ms. King was granted Emerita faculty status.

HSLIC commenced a search to fill the vacancy left by Ms. King's departure in April 2012. Search process is in progress.

TECHNOLOGY SUPPORT

EMERGING TECHNOLOGIES

Jonathan Tregear, Analyst Programmer

The Emerging Technologies (ET) unit tracks and analyzes trends in information, education, healthcare, and communication technologies that have the potential to provide HSC communities with innovative services and enhancements to existing services. In FY2012, ET continued to foster collaborative and effective partnerships to promote the advancement and usage of these technologies

Projects and Initiatives

ET continued to support HSC classroom technology, the event management system and digital signage operations during FY2012. The ET analyst participated in a HSC video conferencing planning group that will utilize existing Meeting.UNM, Vidyo desktop-based H.323 conferencing, and other widely used video conferencing technologies to standardize video conferencing at the HSC. The unit contributed to HSC classroom technology deployment projects and provided emerging classroom technology alternatives to support e-learning and collaboration in HSC shared spaces. These alternatives will also support advanced capability and flexibility in the fast-changing classroom technology environment.

Lecture capture is now being used widely at the HSC, with a number of new and planned installations including within the UNMH. In FY2012, the ET unit coordinated a major upgrade to the HSC's lecture capture platform (SonicFoundry MediaSite 6). This upgrade significantly enhanced the capabilities of the platform to include support for mobile devices to access lectures and other content captured by the system. The upgrade now supports all iOS and Android smartphones and tablets.

Mobile device use continues to expand rapidly at the HSC. In the first quarter of 2012, mobility statistics compiled by the HSLIC Systems unit reveal this trend. Significantly, Apple devices now comprise almost 80% of our mobility environment, up from approximately 70% at last count. Of 1,494 HSC mobility users (comprising 1,852 separate devices) Apple iOS devices accounted for 1,457 and Android accounted for 389 of the total number of mobile devices connected to the HSC mobility servers.

Supporting the transition from legacy laptop and desktop devices for our faculty, student, and clinical constituencies is a primary challenge for HSC IT over the coming years.



Anatomy App

The ET unit continues to investigate and promote information technologies and trends that support the missions of HSLIC and the HSC. The ET analyst tracked, reported on, and collaborated on transformative cloud-based provisioning of core IT services in support of the HSC Vision 2020 initiative. The unit also provided research and participates in new HSLIC initiatives in data management and analytics.

Finally, ET represents the HSC on a UNM planning committee to explore UNM and HSC participation in the US Ignite initiative to promote US leadership in developing applications and services for ultra-fast broadband and software-defined networks. An initiative of the White House Office of Science and Technology Policy, the primary goal of the US Ignite Partnership is to catalyze approximately 60 advanced, next-generation applications over the next five years in six areas of national priority: education and workforce development, advanced manufacturing, health, transportation, public safety, and clean energy. UNM and partner participation in US Ignite includes UNM and HSC IT, LCF Research, and the Navajo Nation.

INFORMATION SYSTEMS

Thomas Sanford, Manager, Information Systems

The Information Systems unit manages the two data centers and core information technology services including: the Novell GroupWise communications and collaboration suite of software; network storage; enterprise backup; and applications servers that support the academic and research operations at the HSC. One of our primary responsibilities is to manage services and equipment to preserve and protect data for the HSC academic, administrative and research functions. Due to the nature of our work, the Systems unit is heavily involved in data management and is closely invested in HSLIC's data management initiatives.

Data Center

In FY2012, as part of HSLIC's strategic goal to develop a plan for a new data center, we engaged a vendor to conduct an infrastructure assessment of the HSLIC's two data center facilities. The evaluation focused on building infrastructure systems (electrical and cooling systems and capacity, fire detection/suppression systems, security systems, and overall structural condition) and compared our existing capabilities with industry benchmarks. The next phase of the project will be to evaluate the potential costs and benefits of remediating the issues with our existing data center or creating a new data center to meet the HSC's needs.

Network File Storage

In an effort to improve customer responsiveness and streamline processes, the Systems unit has been migrating to Microsoft Windows 2008R2 file servers and implementing the Microsoft Distributed File System (DFS). DFS has allowed us to begin to streamline provisioning shared folder access and has made features such as ShadowCopy available to users to retrieve versions of documents that have been saved to network storage and deleted or overwritten. We are also designing a solution to provide redundancy for critical departmental shared files.

Email

Based on feedback received from HSC students, the HSLIC GroupWise administration team re-evaluated GroupWise e-mail retention policies for students and

implemented a space-based storage allocation process in contrast with the time-based storage allocation for faculty and staff. HSC students indicated that they need to retain e-mail messages for the duration of their studies at the HSC. A new post office server was procured using student technology fee funding. The new server was installed and student accounts have been migrated to the new post office.

The SOM Undergraduate Medical Education program began recommending that incoming students use iPads and the GroupWise Mobility Service for mobile device synchronization. In response HSLIC GroupWise administration team procured and installed a dedicated virtual host server to provide dedicated resources to student use of GroupWise Mobility Services.



The Systems Group

Back-up System

In FY2012, we began to re-design our enterprise backup system in response to the increased need for network storage; this re-design will include data de-duplication software and a disk-to-disk backup solution. As the demand for network data storage has increased, the process of backup to tape has become cumbersome and slow. The backup-to-disk process is expected to improve the efficiency of enterprise backup processes and will enable us to grow network storage to meet the needs of the academic, research and administrative components of the HSC.

TECHNOLOGY SUPPORT

Richard Adcock, Manager, IT Technical Support

FY2012 began with an organizational change, which separated the HSLIC User Support unit into a tier one group that merged with the library support services to form the HSLIC Service Point and a tier two group that became HSLIC Technology Support. This change brings HSLIC classroom technology support back into the unit, and the partnership will provide synergies for the ongoing development and implementation of technologies like the lecture capture system into the classroom environment.

This change also focuses on providing a greater degree of customer service, while eliminating a second service desk within HSLIC. The new Technology Support unit is tasked with providing both customer support and support to other HSLIC units responsible for IT services. One of the major goals of the group is to provide automation to IT related work processes and establish a procedure for continued improvement. The outcome of this automation will be a greater degree of customer service in a timely manner.

Help.UNM

In order to provide continuous process improvement, HSLIC along with UNMH IT and UNM IT have collaborated for the last two years to implement an IT service management toolkit. In FY2012 we implemented an IT service management toolkit known as Help.UNM. This toolkit collects and organizes our IT related data, allowing HSLIC to analyze the data in a manner that will assist us in prioritizing our activities toward providing continuous process improvement. During this process, many of HSLIC's internal work flows were analyzed and modified in order for all Help.UNM organizations to collaboratively create and manage data. We now have a great amount of detailed information about our services and processes that we can use to develop

methods for delivering better services. For example, HSLIC can now differentiate between incidents and service requests. Additionally, we can determine which services are the most or least requested and focus our efforts on making the most popular or used services the easiest to receive. Moreover, we can also see which services are provided among all of the providers in Help.UNM and determine if any services can be consolidated so they can be delivered more efficiently.



The new Service Point incorporates Library and Tech Support

Although there is already a wealth of information coming from Help.UNM, prioritizing the work to provide process improvement is equally important in order to ensure that the products and services we offer provide the highest degree of benefit to our constituents and collaborators. We are actively working with UNMH IT and UNM IT to prioritize that work effort and begin to implement process improvements.

WEB AND APPLICATIONS DEVELOPMENT

Kevin Wiley, MS, Manager, Systems and Programming

Website Production

During FY2012 the Web and Applications unit worked with HSC web authors to help move their sites into UNM's content management system (CMS). Sites created and maintained in the CMS include: HSLIC, College of Nursing (CON) and the following SOM departments: Anesthesiology, Dental Medicine, Dermatology, Family and Community Medicine, Molecular and Genetics and Microbiology, Orthopedics, Pediatrics, Psychiatry.

Unit members continue to teach two classes per month: the HSC Web Author Class and the HSC Web Author Lab. In addition to the classes, we conduct many one-on-one training sessions per month. The unit also helped organize and schedule periodic meetings in which HSC web authors discuss common issues and solutions.

Application Development

A great deal of this unit's programming work is either maintenance or rewrites of existing applications. In most cases, this is necessary because of new or changing business processes, which the applications must accommodate. In other cases new technologies or tools make it possible for programmers to provide better solutions. Below are some projects this unit worked on in FY2012 that involved maintenance or rewrites to existing applications:

Medical School and Combined BA/MD Admissions: Over 500 applicants completed online applications in the two systems combined. Process changes and technical improvements mean these two applications are in a nearly constant state of fine-tuning.

Locum Tenens: The Web and Applications unit worked with the UNM Medical Group's Locum Tenens program to refactor and rewrite this scheduling and payment application. The new version of the application is being developed in Ruby on Rails, the development environment HSLIC adopted last year. Some of the benefits Locum Tenens will see are a streamlined user interface and a simpler database design.

PEAR (Program Evaluation, Education and Research) Block Evaluations: This is a case of a major refactoring and rewriting of an application that has been in use for roughly nine years. Some of the benefits will include streamlined user interface for creating evaluations and better reporting tools.

The unit also developed two new applications this year. One was a system to support Dr. Rob Williams's Medical Decision Making research project. The group also worked with HSC Faculty Hiring and Contracts to develop a database application to print CON and College of Pharmacy faculty contracts. This was in addition to the group's long standing work on SOM faculty contracts.

Application Administration

In FY2012 the Web and Applications unit took on administrative duties for the Learning Management Systems used at the HSC (including Moodle, Learning Central and WebCT). In addition, the group is preparing for the adoption of Blackboard Learn, which will replace WebCT during FY2013. The unit worked with HSLIC Information Systems to begin migrating SharePoint sites to SharePoint 2010. This project involved careful planning and execution in order to preserve all of the documents and data in the system.



Student in HSLIC

SPONSORED RESEARCH

SPONSORED RESEARCH

ARRA-State Fiscal Stabilization Fund Program (Paul Roth, MD, Chancellor of the UNM Health Sciences Center, PI). This funding supports the BMI Director's part-time efforts as the *Biomedical Informatics Consultant, Educator, and Mentor* to provide BMI consultation and support for the University of New Mexico School of Medicine BA/MD Program. (New Mexico Higher Education Department; S394A090032, 2-yr total \$1,918,400.00; May 2010–June 2012).

Biospecimen Contributing Institutions for Research Studies in Cancer Tissue Pre-Analytical

Variables (Thérèse Bocklage, MD, Director, University of New Mexico Human Tissue Repository and Experimental Pathology Laboratory, PI). This funding supports the BMI Director's part-time efforts as the *Biomedical Informatics and Quality Control Consultant* to provide consultation on BMI issues and to assist with key parts of the quality control process design and operation. UNM is one of two institutions awarded this contract to help the NCI study the complexities of collecting tissue samples with standardized clinical annotations. (National Cancer Institute; NCI S09-148, 5-yr total: \$3,829,130.00; September 2010–September 2015).

Domenici Education Center – Phase III (Holly Shipp Buchanan, MLn, MBA, EdD, PI). The HSC received partial funding to construct Phase III of the Domenici Center for Health Sciences Education. In July 2011, the sponsor approved a change of scope to enhance classrooms in five buildings across the HSC with state-of-the-art technology, install additional technology and equipment in the Interprofessional Healthcare Simulation Center, and build four new classrooms for the Emergency Medicine Department in the new Innovation and Discovery Training Complex. The (Health Resources and Services Administration; C76HF09655-01-01; \$3,556,208; August 2008–January 2013).

Impact of an Ethnically Diverse, Web-based Case File in Orthodontic Education (Heather JH Edgar, PhD, Curator of Human Osteology, Maxwell Museum of Anthropology, PI). This highly successful, 5-year project that ended in March of 2012, produced a de-identified orthodontics case file system that is freely available for research, education, and patient care. (See: <http://hsc.unm.edu/programs/ocfs>). In addition, a total of three peer-reviewed, open-access journal articles, three open-access published abstracts, and a 4-minute project summary video were produced. (See: <http://www.youtube.com/watch?v=GROjv5Znptg>). De-identified materials available on the web case file system include patient and treatment histories, diagnoses, demographics, intra-oral photographs, and x-ray images. Identified data is secured in a restricted database and the physical collection including items such as full facial and profile photographs and patient names is housed at the UNM's Maxwell Museum of Anthropology. These are made available only to investigators with an IRB approved research protocol. The collection was compiled from 1972 through 1999, and consists of dental casts, cephalometric radiographs, photographs, and treatment records for 6,010 orthodontic patients, including records of approximately 600 sibling pairs and several multi-generational families. Approximately 400,000 photos/images and 20,000 x-ray films are included in the collection. These images represent the facial, skeletal, and dental variation of the contemporary Albuquerque population over the last 35 years, including people from a variety of ancestral backgrounds, such as African, Asian, European, Hispanic, and Native American populations. (National Library of Medicine; NIH 1 G08 LM009381-01A1, 5-yr total: \$413,000.00; August 15, 2007–March 14, 2012).

New and Familiar Horizons for Outreach in New Mexico - Resource Library Outreach Subcontract (Patricia Bradley, MLS, AHIP, PI). The New and Familiar Horizons for Outreach in New Mexico project will meet the following four objectives. Conduct a health information needs assessment with interviews of selected key partners in New Mexico—state health professions organizations and health care sites to identify health care providers' information needs. Connect with consumers, students, and health professionals to promote NLM resources as well as our Distance Services and Native American Health Information Services. Continue promotion of NLM's K-12 resources, MedlinePlus, and PubMed to students and school health professionals in New Mexico. Provide continuing education opportunities and health information resource awareness to librarians in New Mexico. (National Network

of Libraries of Medicine through the South Central Region Library [Houston Academy of Medicine – Texas Medical Center Library] Prime Contract No. HHSN-276-2011-00007-C; \$15,000, May 2012–April 2013).

Role of Librarians and Informationists in Disaster Response (Laura Banks, DVM, Director UNM Center for Disaster Medicine, PI). Brian Bunnett and Dick Carr are co-investigators. The goal of the project is to develop and implement processes for improving emergency response personnel's ready access to quality disaster management information in time of need. The project will also focus on extending the role of librarians and informationists in information access and provision to disaster response agencies. (Disaster Health Information Outreach & Collaboration Project 2011; \$30,000; NLM-11-130-KDB, September 2011–August 2012).

Support for Guidelines in Determining Deaths from Opioid Overdose (Kurt Nolte, MD, Assistant Chief Medical Investigator, University of New Mexico's Department of Pathology, PI). HSLIC librarians are providing expert searching and information management support for a CDC-funded joint effort of the National Association of Medical Examiners and the American College of Medical Toxicology to develop a position paper that would provide guidelines for determining deaths due to opioid overdose. The goal is to provide uniform case definition and uniform standards for autopsy and toxicologic evaluations resulting in consistent death certificate data and improved public health surveillance (Center for Disease Control and Prevention (CDC) \$100,000 September 2011–January 2013).

Sustaining the Health Information Network in New Mexico – Resource Library Outreach Subcontract (Patricia Bradley, MLS, AHIP, PI). HSLIC will focus on reconnecting with many organizations in New Mexico through an array of demos, classes, exhibits, and health fairs. This project will specifically target the Hispanic/Latino populations in New Mexico through the promotion of NLM's Spanish language and bilingual resources. This project will also highlight NLM's K-12 resources for students and school health professionals and will reach older students from underrepresented populations exploring potential careers in the health sciences. HSLIC will continue its role in supporting the continuing education needs of hospital, biomedical, public, academic, and school librarians in the state. (National Network of Libraries of Medicine through the South Central Region Medical Library [Houston Academy of Medicine-Texas Medical Center]; Prime Contract No. HHSN-276-2011-00007-C; \$15,000, May 2011-April 2012).

Vision 2020 Mini Grant: Overcoming Disparities in Health Information Access in New Mexico (Brian Bunnet, MLS, PI). This funding will be used to work with staff from the Department of Family and Community Medicine's RIOS Net program to develop information needs assessment questions and to create a portal to information resources. This will help HSLIC librarians pilot a health information intervention study and learn more about the health information needs of practitioners who are not affiliated with UNM. (HSC Vision 2020/NM Cares mini-grant: \$4,500, April 1, 2012–March 31, 2013).

University of New Mexico Cancer Center Support Grant (Cheryl Willman, MD, Director, University of New Mexico Cancer Center, PI). This funding supports the BMI Director's part-time efforts as *Co-Director of the Clinical Protocol and Data Management / Medical Informatics Shared Resource*. The BMI Director acts as a biomedical informatics consultant to the Cancer Center on biomedical informatics issues and related projects. The BMI Director helped write the BMI section in the renewal application for this 5-yr grant program. (National Cancer Institute; NIH NCI P30 CA118100-06, 5-yr total: \$7,141,704.00; September 2010 –August 2015).

APPENDICES

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 TITLES CANCELED 2011 – 2012

(1 Title)

SALUD PUBLICA DE MEXICO

NEW SERIAL SUBSCRIPTIONS 2011-2012

(4 Titles)

BONEKEY
INTERNATIONAL JOURNAL OF PHARMECEUTICAL COMPOUNDING
JOURNAL OF NURSING EDUCATION
PREHOSPITAL AND DISASTER MEDICINE

EMPLOYEE DEVELOPMENT AND CONTINUING EDUCATION ACTIVITIES

Aalseth, Edward

- Help.UNM Basic, August 2011

Abrams, John

- Attended 3 HSLIC in-services or in-house presentations

Adcock, Richard

- Help.UNM Basic, August 2011
- Web Content Management System, November 2011

Armijo, Raymond

- Building Trust and Customer Relationships, September 2011
- Cash Management, January 2012
- General Finance Overview, March 2012
- Banner Fundamentals & Navigation Competency, April 2012
- Purchasing & A/P Policies & Procedures, June 2012
- Purchasing Process for Departments Lab, June 2012
- Attended 9 HSLIC in-services or in-house presentations

Bengtson, Jason

- Multiple Choice Questions, TED August 2011
- The Agile Librarian, SCC/MLA, October 2011
- ECMS, SCC/MLA, October 2011
- Help.UNM Training, January 2012

- NCBI Training, NCBI, February 2012
- TED Med, April 2012
- 14 hours toward MA in Literacy Studies
- Attended 2 Biomedical Informatics Seminar Series presentations
- Attended 4 HSLIC in-services or in-house presentations

Barnes, Jason

- Cisco Lunch & Learn "VSS Testing" October 2011
- Cisco Lunch & Learn "Cisco Security Strategy Overview" December 2011
- Cisco Lunch & Learn "Cisco Wireless" February 2012
- Aquila Lunch & Learn "Aruba Clear Pass" May 2012
- Attended 3 HSLIC in-services or in-house presentations

Bowler-Hill, Sally

- HSC Mentorship Brown-Bag Presentations, September 2011 – June 2012
- Dealing with Difficult Situations, September 2011
- Mediation Training, September 2011
- Social Media Seminar, September 2011
- New Mexico Technology in Education Conference, October 2011
- UNM Scholarly Communications Symposium, October 2011
- MLA eScience Webinar, November 2011
- UNM Web Author Class, November 2011
- ARL Assessment Metrics Webinar, December 2011
- The New Fundraising: How to Capture, Market and Sell Your Impact Webinar, January 2012
- KC Green Campus Computing Project Lecture, April 2012
- UNM TECH Days, June 2012
- Attended 5 Biomedical Informatics Seminar Series presentations
- Attended 3 HSLIC In-services or in-house presentations

Bradley, Patricia

- Shifting Roles in a Changing Culture: The Future of Academic Scholarship, October 2011
- Connecting E-Science and Team Science: the Changing Nature of Research, MLA, November 2011
- PubMed News and Updates, MLS, January 2012
- From Beyond Our Borders: Providing Health Information to Refugee Populations, January 2012
- Spring is in the Air: Get Ready with Help from the NLM Disaster Information Management Research Center, March 2012
- Attended 10 Biomedical Informatics Seminar Series presentations
- Attended 14 HSLIC in-services or in-house presentations

Brumbaugh, Nadine

- Help.UNM Basic, August 2011
- ITIL Version 3 Certification, February 2012
- Dell Desktop Certification, March 2012
- Dell Laptop Certification, March 2012

Buchanan, Holly Shipp

- Executive Leadership in Academic Medicine Workshop, July 2011
- New Mexico Council for Higher Education Computing, NMCHECS, July 2011
- HSC/SOM Strategic Planning Retreat, Activating Learning, SOM, October 2011

- AAMC Summit, AAMC October 2011
- NIH Review, NIH, October 2011
- UNM Scholarly Communications Symposium, October 2011
- Association of America Medical Colleges Meeting, AAMC, November 2011
- MLA Webinar on e-Sciences, MLA, November 2011
- HS/HSC Core Values Retreat, December 2011 & February 2012
- CASE Webinar: The New Fundraising, March 2012
- TED Med, April 2012
- HSC Education Day, June 2012
- UNM Health System Strategic Planning Retreat, June 2012
- Attended 10 Biomedical Informatics Seminar Series presentations
- Attended 2 HSLIC in-services or in-house presentations

Bunnett, Brian

- E-Science, Research Enterprise Support and Hot Topics, AAHSL, November 2011
- Ann McKibbin's Systematic Review Workshop, April 2012
- Evolution of the Web: From Static to Semantic, SLA, June 2012
- HSC Education Day, June 2012
- Attended 2 Biomedical Informatics Seminar Series presentations
- Attended 6 HSLIC in-services or in-house presentations

Bynum, Jim

- Advanced Help.UNM training, May 2012
- Attended 5 HSLIC In-services and Desk Training sessions

Carr, Richard

- Adobe X Workshop, Adobe July 2011
- SCC/MLA Annual Meeting, October 2011
- Systematic Reviews: the role of the librarian, SCC/MLA, October 2011
- Connecting E-Science and team science, MLA, November 2011
- PubMed News and Updates Webcast, MLA, January 2012
- From Beyond Our Borders, Providing Health Information to Refugee Populations, NLM, January 2012
- Leveraging Mobile Technologies for Health Sciences Librarians, MLA, April 2012
- Attended 8 Biomedical Informatics Seminar Series presentations
- Attended 5 HSLIC in-services or Desk Training sessions

Colasurdo, Garth

- Attended 2 HSLIC in-services or in-house presentations

Daneshvari, Shamsi

- American Medical Informatics Association 2011 Annual Symposium, AMIA, October 2011
- 15 credit hours towards MS in Clinical Research
- 12 credit hours towards certificate in Biomedical Informatics
- Attended 10 Biomedical Informatics Seminar Series presentations

Diddel, Randy

- Help.UNM Basic, August 2011
- ITIL Version 3 Certification, February 2012

Douglas, Aaron

- Web Content Management System, December 2011

Eldredge, Jonathan

- Dealing with Difficult Situations, September 2011
- 2011 Mentoring Conference, October 2011
- Generalists in Medical Education Annual Meeting, Generalists in Medical Education, November 2011
- Association of American Medical Colleges Annual Meeting, AAMC, November 2011
- Student Open Source Day 2011, November 2011
- Hypothesis-Driven Research (MERC), AAMC/MERC, November 2011
- AAMC/MERC Questionnaire Design and Survey Research, AAMC, January 2012
- Strategies for Conducting Successful Focus Groups, February 2012
- Understanding E Sciences, February 2012
- Interactive Engagement Techniques, Assessments, and Their Research Basis Workshop, February 2012
- Seventh Annual Success in the Classroom Conference, February 2012
- National Health Disparities Conference, NMPHA, April 2012
- Medical Library Association Annual Meeting, MLA, May 2012
- HSC Education Day, June 2012
- Medical student Research Project Retreat, June 2012
- Attended 4 Biomedical Informatics Seminar Series presentations
- Attended 11 HSLIC in-services or in-house presentations

Ellard, Owen

- Service Strategy Lifecycle, ITIL, June 2012
- Service Design Lifecycle, ITIL, June 2012
- Attended 6 Biomedical Informatics Seminar Series presentations
- Attended 5 HSLIC in-services or in-house presentations

Fannon-Lamkin, Lynette

- Amigos Basic Book Repair class, July 2011
- Attended 11 HSLIC in-services or in-house presentations

Gutierrez, Tom

- Project Management Teams, June 2012

Hagan, Kimberly

- Rails Best Practices Online Training, The Code School, June 2012
- Attended 2 HSLIC in-services or in-house presentations

Hall, Laura

- NISO Webinar: Assessment Metrics, December 2011
- Webinar: Harness your usage and cost stats for collection development, May 2012
- NM State Historian Scholar Series – Public Health, June 2012
- Attended 10 HSLIC in-services or in-house presentations

Hannigan, Gale

- Attended 14 Biomedical Informatics Seminar Series presentation
- Attended 6 HSLIC in-services or in-house presentations

Hanson, Scott

- Help.UNM Basic, August 2011

Harris, Rebecca

- Amigos Basic Book Repair class, July 2011
- EBSCO host Admin Online Training, September 2011
- CPR and AED Training, November 2011
- NISO Webinar: Assessment Metrics, December 2011
- WCMS Training, January 2012
- Web Author Forum, May 2012
- Attended 12 HSLIC in-services or in-house presentations

Hendrix, Ingrid

- SCR/NNLM Connections: Creating Effective Questionnaires Part II, NNLM, July 2011
- Textbook and Academic Authors Annual Meeting, July 2011
- SCR/NNLM Connections: Increasing Response Rate, August 2011
- Dealing with Difficult Situations, September 2011
- Defining, Assessing, and Using Learning Outcomes for Your Course, September 2011
- Transforming Care at the Bedside, October 2011
- Health Policy Legislative Forum, NMPHA, December 2011
- Unwrapping Mobile Technology Trends, NNLM, December 2011
- SCR Connections: PubMed Update, NNLM, January 2012
- Quality Improvement vs. Research: Regulatory Issues in Improvement Science, Improvement Science Research Network, January 2012
- Super Searcher: Enhancing Your Online Search Super Powers, NNLM, January 2012
- From Beyond Our Borders: Providing Health Information to Refugee Populations, January 2012
- Leveraging Mobile Technologies for Health Sciences Libraries, MLA, April 2012
- NM Public Health Association Health Disparities Conference, NMPHA/UNM, April 2012
- So Your Poster Got Accepted – Now What? Poster Design Tips, NNLM, April 2012
- HSLIC Systematic Reviews, April 2012
- Security of Electronic Information: It's Your Information, How Secure Is It?, Rio Grande Chapter of SLA, May 2012
- CON Scholarship Day, May 2012
- HSC Education Day, June 2012
- Attended 4 Biomedical Informatics Seminar Series presentation
- Attended 3 HSLIC in-services or Desk Training Sessions

Hurd, Laura

- NSAR Training, August 2011
- OCLC's Conditional Debate, August 2011
- Copyright Clearance's Get it Now, September 2011
- CPR and AED training, November 2011
- NISO Webinar: Assessment Metrics, December 2011
- Encoded Archival Description, Society of American Archivists, May 2012
- Millennium System Coordinator Basics, June 2012
- Millennium Reports and Statistics, June 2012
- Rocky Mountain Online Archives Training, June 2012
- Attended 11 HSLIC in-service or in-house presentation

Husman, Heidi

- PHP Programming, Online Training, July 2011
- Attended 3 HSLIC in-services or in-house presentations

Jacobus, Phil

- Finance Overview, August 2011
- Data Privacy, August 2011
- Help.UNM Basic, August 2011
- Purchasing Process for Departments, February 2012

Johnson, Geoff

- XML Class, December 2011
- Attended 3 HSLIC in-services or in-house presentations

Jones, Brent

- Attended 2 HSLIC in-services or in-house presentations

Kendrick, Icel

- Responsive Web Design, William and Mary College Webinar, April 2012
- Advanced XSL Training Parts 1 – 4, Online Training, May 2012
- Database Publishing on Cascade Server, Online Training, University of Detroit, June 2012
- Merging Dynamic Content with Cascade Server, Online Training, University of Maryland, June 2012
- Ruby Essential Training, Online Training, Kevin Skoglund, June 2012
- Attended 1 HSLIC in-services or in-house presentations

King, Christee

- NISO Webinar: Assessment Metrics, December 2011
- Attended 5 HSLIC in-services or Desk Training sessions

Kinney, William

- Attended 5 HSLIC in-services or Desk Training sessions

Kroth, Philip

- The Unintended Consequences of Health Information Technology, April 2012
- Health Information Exchanges, May 2012
- Meeting Meaningful Use and Other Quality Measures Using Electronic Health Records (How ARRA/HITECH, PPACA and MU Affect Us), May 2012
- Attended 11 Biomedical Informatics Seminar Series sessions
- Attended 2 HSLIC In-service sessions or in-house presentations

Langmead, Rob

- Attended 4 HSLIC in-services or in-house presentations

Martinez, Antoinette

- Essentials of Leadership, September 2011
- Building Trust and Customer Relationships, September 2011
- Purchasing & A/P Policies and Procedures, October 2011
- PCard Program, October 2011
- PCard for Travel, October 2011
- Conducting a Performance Review, November 2011

- Management Academy Graduate, March 2012
- Department Time Approvals, April 2012
- Attended 6 HSLIC in-services or in-house presentations

Metzner, Barney

- VMWare VCloud Solution Lunch and Learn, August 2011
- Fortinet Demo with University of New Mexico Health Science Center Security Officer, August 2011
- The 20 Critical Controls and The Australian Top 4: Effective Utilization to Improve Security, September 2011
- Certification from ISACA: Certified Information Security Manager, September 2011
- Co3 Systems Demo, October 2011
- MS-ISAC Cyber Security and You: Top 10 Tips, October 2011
- A Holistic Approach to Identity and Access Management, October 2011
- 2011 US Infosecurity Virtual Conference, November 2011
- Tech-Security Conference 2011, December 2011
- 2012 OCR Audits: A View from the Front Lines, February 2012
- InCommon IAM: Policy and Privacy Considerations for Identity and Access Management in a Federated World, February 2012
- No One is Immune to Being Hacked. Strategies for Staying Out of the Headlines, February 2012
- Dell Road Map, March 2012
- HDI: The Power of Metrics for Optimal ITSM Performance, March 2012
- Animal Rights: What To Do When Your Institution is Targeted, April 2012
- Mobile Device Management: Sensitive Data on Personal Devices?, April 2012
- Addressing the Unintended Consequences and Safety Risks of Health Information Systems, April 2012
- The Emerging Legal Framework for Identity and Access Management, May 2012
- EDUCAUSE Security Professionals On-line Conference, May 2012
- IT Security Summit New Mexico - "The Perfect Storm", May 2012
- ISACA: FBI Albuquerque Cyber Program: Addressing Cyber Threats, June 2012

Meyer, Cory

- Webinar - Natural Standards, July 2011
- Help.UNM training, August 2011 and May 2012
- Dealing with Difficult Patrons, September 2011
- Imaging Training, October 2011
- Help.UNM training, May 2012
- Attended 5 HSLIC in-services or Desk Training sessions

Morley, Sarah

- Questionnaire Design, NN/LM SCR, July 2011
- Difficult Situations, July 2011
- Smart Phones, July 2011
- Questionnaire Design: Part II SCR/NNLM, August 2011
- Multiple-Choice Item Writing, September 2011
- Assessment, September 2011
- Activating Learning in Phase I, UNM SOM Retreat, October 2011
- SCC/MLA Annual Conference, SCC/MLA, October 2011
- Systematic Reviews, MLA, October 2011
- SOM Education Strategic Planning Retreat, October 2011
- Generalists in Medical Education 32nd Annual Conference, GiME, November 2011

- Getting Started: Hypothesis Driven Research, AAMC, November 2011
- Systematic Reviews, December 2011
- Questionnaire Design and Survey Research, MERC, January 2012
- PubMed Update, SCR/NNLM, January 2012
- GME Retreat, February 2012
- Success in Classroom Annual Conference, February 2012
- Data Management and Preparing for Statistical Consultation, MERC, March 2012
- Strategies for Enhancing Learning in Large Groups, TED, March 2012
- NBME Customized Assessment Services, NBME, March 2012
- Systematic Review Workshop, April 2012
- Medical Library Association Annual Conference, MLA, May 2012
- School of Medicine Education Day, June 2012
- Neurosciences Research Day, June 2012
- 7th Annual Neuroscience/Neurology/Neurosurgery Resident Faculty Research Day, June 2012
- Attended 5 Biomedical Informatics Seminar Series presentations
- Attended 7 HSLIC in-services or in-house presentations

Morris, Libbye

- CASE Webinar: The New Fundraising, March 2012
- TED Med, April 2012
- UNM Writers' Conference, April 2012
- Computer Graphics: An Introduction, April/May 2012
- InDesign: Beginning, June 2012
- Attended one HSLIC in-service

Padilla, Louis

- Lockout/ Tagout, October 2011
- Treating Customers Right, October 2011
- Changing Perspectives of Time Management, November 2011
- Confined Space Awareness, March 2012
- FAMIS Training, May 2012
- New Manager Orientation, May 2012

Perea, James

- Attended 6 HSLIC in-services or Desk Training sessions

Saavedra, Richard

- Attended 10 HSLIC in-services or in-house presentations

Sanford, Thomas

- HELP.UNM Basic Training Class, August 2011
- Building Trust and Customer Relationships, September 2011
- HELP.UNM Advanced Training, May 2012
- Attended 3 HSLIC in-services or in-house presentations

Scott, Vicki

- Maximizing Sharepoint Webinar, March 2012
- Topaz 5.X Training Webinar, April 2012
- Advance User Help.UNM Training, May 2012
- Building Trust and Customer Relationships, July 2012

- Attended 2 HSLIC in-services or in-house presentations

Seyl, MaryLou

- Robert's Rules for Meetings, August 2011
- ASA Alliance Conference, October 2011
- Leading Your Workgroup, March 2012
- Attended 2 HSLIC in-services or in-house presentations

Shipp, Gayle

- VMWare VCloud Virtual Private Cloud, August 2011
- VMWare System Administration, August 2011
- SANS Webcast: The 20 Critical Controls and The Australian Top 4: Effective Utilization to Improve Security, September 2011
- MS-ISAC Cyber Security and You: Top 10 Tips, October 2011
- 2011 US Infosecurity Virtual Conference, November 2011
- InCommon IAM: Policy and Privacy Considerations for Identity and Access Management in a Federated World, February 2012
- AAMC: NIST HIPAA Security Rule Self-Assessment Toolkit, February 2012
- McAfee HIPS Training, February 2012
- HDI: The Power of Metrics for Optimal ITSM Performance, March 2012
- ISACA: Mobile Device Management, April 2012
- Cyber Security Emerging Trends and Threats for 2012, April 2012
- IT Security Summit New Mexico - "The Perfect Storm," May 2012
- EDUCAUSE Security Professionals On-line Conference, May 2012
- ISACA: FBI Albuquerque Cyber Program: Addressing Cyber Threats, June 2012
- Evaluating Healthcare Breach Incidents, June 2012
- Attended 5 HSLIC in-services or in-house presentations

Sletten, Marcia

- Building Trust and Customer Relationships, October 2011
- Purchasing & A/P Policies and Procedures, October 2011
- Effort Certification Training, February 2012
- NIH Electronic Submission Lecture and Lab, April 2012
- Understanding EPAF Processes, June 2012
- Staff Hiring Certification Training, June 2012
- Attended 2 HSLIC in-services or in-house presentations

Tolito, Steve

- Attended 2 HSLIC in-services or in-house presentations

Vick, Kyle

- Attended 4 HSLIC in-services or in-house presentations

Wiley, Kevin

- CS 253: Web Application Engineering, April – May 2012, Udacity.com
- Attended 2 HSLIC in-services or in-house presentations

Wright, Randy

- Attended 9 Credit hours at UNM
- Attended 5 HSLIC in-services or in-house presentations

EMPLOYEE COMMITTEE AND SERVICE (EXTERNAL TO HSLIC)

Abrams, John

- HSC Secure Remote Access Working Group, Member
- HSC Information Systems Directors, Member
- HSC IDM Implementation committee Co-Chair
- IT-UNM, Member
- UNM Enterprise E-Mail Messaging Calendaring Task Force Technical Committee, Member
- UNM GroupWise Technical Committee, Member
- UNM Identity Management Task Force, Member
- UNM Identity Management Technical Group, Member

Adcock, Richard

- Help.UNM Steering Committee, Member
- HSC Information Systems Directors, Member
- HSC Knowledge Management and Information Technology Operations Council, Member
- UNM IT Managers Council, Member

Bengtson, Jason

- Journal of Hospital Librarianship Technology Column, Co-editor
- Medical Library Association South Central Chapter Continuing Education Committee, Member
- Medical Library Association South Central Chapter Program Committee, Member
- National Network/Libraries of Medicine South Central Region Technology Advisory Committee, Member
- Technology Column of the Journal of Hospital Librarianship, Co-Editor and Member
- UNM Digital Data Curation Committee, Member
- UNM Social Media Guidelines Committee, Member
- Web Design Team, Rio Grande Chapter of the SLA, Member

Bowler-Hill, Sally

- HSC Information Systems Directors, Member
- HSC Knowledge Management and Information Technology Advisory Council, Ex Officio
- HSC Knowledge Management and Information Technology Operations Council, Member
- UNM College Academic Report Group, Member
- UNM eScholarship Committee, Member
- UNM IT Managers Council, Ex Officio

Bradley, Patricia

- American Indian Library Association, Member
- HSC Community Health Group, Member
- HSC Faculty Workforce Diversity Committee, Member
- Medical Library Association, Member
- Native American Libraries Special Interest Group, New Mexico Library Association, Member
- New Mexico Library Association, Member
- Outreach Connections Steering Committee, Member
- SOM Cultural Competency Curriculum Task Force, Member
- South Central Chapter/ Medical Library Association Governmental Relations Committee, Member
- Tribal Connections Four Corners, Member
- UNM Combined BA/MD Program Admissions Committee, Member

Buchanan, Holly Shipp

- Association of Academic Health Sciences Libraries, Member
- Association of Academic Health Sciences Library, Program and Education Committee, Member
- BATCAVE Executive Committee, Member
- Editorial Board, Journal of Hospital Librarianship, Member
- Enterprise Resource Planning Committee, Member
- Four Corners Library Leadership Group, Member
- HSC Interprofessional Health Simulation Center Advisory Committee, Member
- HSC Dean's Council, Member
- HSC Board of Directors, Member
- HSC Executive Compliance Committee, Member
- HSC Executive Council, Member
- HSC Facilities Oversight Committee, Member
- HSC Leadership Council, Member
- HSC Information Technologies Leadership Council, Co-Chair
- HSC Information Systems Directors Group, Co-Chair
- HSC Knowledge Management and Information Technology Advisory Council, Ex Officio
- HSC Knowledge Management and Information Technology Operations Council, Chair
- LCF Research Board of Directors, Member
- National Network/Libraries of Medicine 2011-2016 Contracts Review Committee, Member
- New Mexico Consortium of Academic Libraries, Member
- New Mexico Nursing Education Consortium IT Collaborative Committee, Member
- National Library of Medicine Board of Regents, Consultant
- SOM Committee of Chairs, Member
- SOM Executive Deans Council, Member
- SOM La Tierra Sagrada Society Board of Directors, Member
- University of North Texas School of Library and Information Sciences Board of Advisors, Member
- UNM eScholarship Committee, Member
- UNM Faculty Senate Library Committee, Ex Officio
- UNM IT Cabinet, Member
- UNM IT Managers Council, Ex Officio
- UNMH IS Steering Committee, Member

Bunnett, Brian

- Association of Academic Health Sciences Libraries Future Leadership Committee, Member
- Four Corners Library Leadership Group, Member
- HSC Faculty Council, Member
- HSC Knowledge Management and Information Technology Advisory Council, Ex Officio
- Medical Library Association International Cooperation Section, Chair
- Medical Library Association Lindberg Research Fellowship Jury, Chair
- New Mexico Consortium of Academic Libraries, Treasurer
- SOM Curriculum Committee, Member
- South Central Academic Medical Libraries Consortium Professional Development Committee, Member
- UNM Faculty Senate Library Committee, Member
- UNM Faculty Senate, Member
- UNM Web Advisory Committee, Member

Bynum, Jim

- UNM Libraries Security Group, Member

Carr, Richard

- Enterprise Print RFP Committee, Member
- HSC College of Pharmacy Curriculum Committee, Member
- HSC Knowledge Management and Information Technology Operations Council, Member
- Lecturer Task Force, Member
- New Mexico State Library Bookmobile West, Volunteer
- National Network Libraries of Medicine/South Central Region Emergency Preparedness Committee, Member
- South Central Chapter/Medical Library Association Bylaws Committee, Member
- UNM Emergency Management Committee, Member

Douglas, Aaron

- Help.UNM Steering Committee, Member

Eldredge, Jonathan

- Communications in Information Literacy, Editorial Board Member
- CTSC Biomedical Informatics Core Committee, Member
- CTSC MSCR/CTS Steering Committee, Member
- Evidence Based Library and Information Practice, Associate Editor
- HSC NM CARES Committee, Member
- Hypothesis Editorial Board, Member
- Medical Reference Services Quarterly, Editorial Board Member
- Medical Library Association International Research Collaboration Liaison, Chair
- Medical Library Association Research Section Agenda Committee, Chair
- Medical Library Association Translational Sciences Collaboration Special Interest Group, Chair
- SOM Active Learn Committee, Member
- SOM Curriculum Committee, Member
- SOM MPH Academic Committee, Member
- SOM Public Health Certificate Steering Committee, Member
- SOM Tutorial Steering Committee, Member
- UNM E-Scholarship Committee, Member
- UNM Open Source Community Committee, Member
- WGEA Libraries in Medical Education (LiME) Research Committee, Chair

Ellard, Owen

- HSC Education Day Planning Committee, Member
- HSC Faculty Senate - HSCC, Member
- HSC Information Systems Directors, Member
- HSC IT Security Council, Member
- HSC Knowledge Management and Information Technology Advisory Council, Ex Officio
- HSC Knowledge Management and Information Technology Operations Council, Member
- HSC Research Enterprise Software RFP Committee, Member
- HSC SharePoint Steering Committee, Member
- HSC Task Force on IT Security Standards, Member
- UNM Backboard Learn Advisory Committee, Member
- UNM IT Cabinet, Member
- UNM IT Design Considerations, Member
- UNM Faculty Senate Technology Use Committee, Member
- UNM IT Managers Council, Member

- UNM HELP.UNM Steering Committee, Member
- UNM Faculty Senate, Member

Hall, Laura

- Phil and Olga Eaton Sculpture Garden of Healing Campus-Wide Planning Committee, Chair
- Medical Muse, Design and Photo Editor

Hannigan, Gale

- Medical Library Association, Medical Library Education Section, Chair
- South Central Chapter/Medical Library Association, Membership Liaison to MLA, Member

Hendrix, Ingrid

- College of Nursing Curriculum/Graduate Committee, Member
- College of Nursing Education Team, Member
- College of Nursing PhD Planning Subcommittee, Member
- College of Nursing Practice Team, Member
- College of Nursing Research Team, Member
- College of Nursing Web/IT Advisory Committee, Chair
- HSC Interprofessional Education Committee, Member
- HSC Knowledge Management and Information Technology Advisory Council, Chair-Elect
- JMLA Reviewer, Member
- Occupational Therapy Graduate Student Research Committee, Member
- Occupational Therapy Research Posters, Judge
- UNM Facilities Access Committee, Member
- UNMH Nursing Research Council, Member

Jones, Brent

- HSC Information Systems Directors, Member
- UNM Cherwell/ITSM Change Management Working Group, Member

Kendrick, Icel

- UNM Information Architecture Summer Classes Committee, Member

King, Christee

- HSC Faculty Senate Council, Member
- National Network Libraries of Medicine/South Central Region Document Delivery, Member
- UNM Faculty Senate, Member
- UNM Faculty Staff Benefits Committee, Member

Kroth, Philip

- Agency for Healthcare Research and Quality (AHRQ) Health Care Effectiveness and Outcome Research (HEOR) Study Section, Member
- American Medical Informatics Association Academic Forum, Member
- American Medical Informatics Association Academic Forum Clinical Informatics Subspecialty Accreditation Task Force (CISPA), Member
- American Medical Informatics Association Education Committee, Member
- BREP Program Directors' Meeting, Member
- CTSC Biomedical Informatics Core Committee, Member
- CTSC MSCR Steering Committee, Member
- HSC BREP Program Directors' Meeting, Member

- HSC Knowledge Management and Information Technology Advisory Council, Ex Officio
- HSC Human Tissue Repository, Ex Officio
- HSC Scientific Advisory Counsel, Member
- SOM Dossier Review Committee, Member
- SOM Medical Student Research Committee, Co-Chair
- UNMH IT Oversight Committee, Member
- UNMH Ambulatory IT Leadership Committee, Member

Metzner, Barney

- Animal Research Crisis Planning Team, Member
- Email DLP Task Force, Member
- Email RFP IT Security Review, Member
- HSC HIPAA Oversight Committee, Member
- HSC IT Security Council, Member/Coordinator
- HSC Knowledge Management and Information Technology Operations Council, Member
- HSC Policy Working Group IT Security Council Subcommittee, Member
- HSC SharePoint Steering Committee, Member
- HSC Unit Security Liaison Committee, Chair
- IT Security Standards Task Force, Chair
- NCS IT Security Assessment, Consultant
- New Mexico Compliance Officers Forum, Member
- Policy Working Group, Chair
- Research Enterprise Software RFP, IT Security Review Member
- UNM Email and Calendaring Project, RFP IT Security Scoring, Member
- UNM General Person Committee, Ad-Hoc Member
- UNM IT Managers Council, Member

Morley, Sarah

- Academic Affairs Advisory Committee, Member
- AAMC Western Group on Educational Affairs annual conference, Abstract Reviewer
- ACGME Resident Survey Task Force, Member
- CNM Paralegal Advisory Board, Member
- Graduate Medical Education Evaluation Task Force, Member
- Graduate Medical Education Feedback Intervention Committee, Member
- Graduate Medical Education Forum, Member
- Graduate Medical Education Internal Review Committee, Members
- Graduate Medical Education: Internal Program Review, Child Psychiatry Residency Program Member
- Graduate Medical Education: Internal Program Review, Cytopathology Residency Program, Member
- South Central Academic Medical Libraries Education Group, Member
- South Central Chapter/Medical Library Association Hospital Library Interest Section, Nominating Committee, Chair
- South Central Chapter/Medical Library Association Nominating Committee, Member
- SOM Academic Advisory Council, Member
- SOM Committee on House Officer Scholarly Activities – Internal Medicine, Member
- SOM Faculty Forward Task Force, Member
- SOM Research Day, Judge
- SOM Tutorial Steering Committee, Member
- UME CQI Program Evaluation, Member

Padilla, Louis

- Physical Plant Department Safety Team, Member

Perea, James

- HSC EMS Users' Group, Member

Richard Saavedra

- UNM Enterprise Student Printing Committee, Member
- UNM Pharos Wireless Printing Committee, Member

Sanford, Thomas

- HSC IT Security Council Policy Working Group, Member
- HSC Information Systems Directors Group, Member
- HSC Knowledge Management and Information Technology Operations Council, Member
- HSC Secure Remote Access Working Group, Member
- HSC SharePoint Steering Committee, Member
- UNM Cherwell/ITSM Change Management Working Group, Member
- UNM Cherwell/ITSM IT Security Team, Member
- UNM Enterprise Calendaring and Messaging, E-Mail Task Force, Member
- UNM IT Agents, Member
- UNM IT Manager's Council, Member

Scott, Vicki

- HSC SharePoint Steering Committee, Member
- UNM Database Professional Group, Member

Seyl, MaryLou

- ASA-HSC Administrative Support Alliance, Member and Archivist
- ASA Alliance Conference Registration Committee, Co-Chair
- ASA-SOM Ad-hoc committee, Member

Shipp, Gayle

- HSC IT Security Council Policy Working Group, Member
- HSC Operational Endpoint (Full Disk) Encryption Team, Member
- HSC Operational Secure Email Team, Member
- HSC Secure Remote Access Working Group, Member
- UNM Cherwell/ITSM IT Security Team, Member
- UNM Enterprise Calendaring and Messaging, E-Mail Security Team, Member

Sletten, Marcia

- HSC Administrators Group, Member
- HSC Institutional Funding Committee, Member
- HSC Mentorship Planning Committee, Member
- HSC Pug Burge Staff Awards Committee, Member
- IHSC Advisory Committee, Member
- UNM Fiscal Agent Networking Group, Member
- UNM HR Agent Networking Group, Member
- UNM HR Planning Committee, Member

Tregear, Jon

- HSC Knowledge Management and Information Technology Operations Council, Member
- HSC SharePoint Steering Committee, Member
- HSC Videoconferencing Planning Committee, Member
- UNM Digital Signage Committee, Member
- UNM IT Managers Council, Member
- UNM US Ignite Planning Committee, Member

Wiley, Kevin

- HSC Knowledge Management and Information Technology Operations Council, Member
- UNM IT Managers Council, Member
- UNM Web Advisory Committee, Member

FACULTY PUBLICATIONS

Bengtson, Jason

- Bengtson, J. (2011). AI in the ER: what is Watson and what does it mean for medical librarianship? *Journal of Hospital Librarianship*, 11: 289-293. <http://www.tandfonline.com/toc/whos20/current>.
- Eldredge J, Morley S, Hendrix I, Carr R, Bengtson J. (2012) Library and informatics skills competencies statements from major health professional organizations. *Medical Reference Services Quarterly*, 31: 34-44.

Carr, Richard

- Eldredge J, Morley S, Hendrix I, Carr R, Bengtson J. (2012) Library and informatics skills competencies statements from major health professional organizations. *Medical Reference Services Quarterly*, 31: 34-44.

Daneshvari, Shamsi

- Kroth PJ, Daneshvari S, Harris EF, Vreeman DJ, Edgar HJ. (2011) Using LOINC to link 10 terminology standards to one unified standard in a specialized domain. *J Biomedical Informatics*. <http://px7gv7gt2n.search.serialssolutions.com/?V=1.0&pmid=22036696>.
- Edgar HJ, Daneshvari S, Harris EF, Kroth PJ. (2011) Inter-observer agreement on subjects' race and race-informative characteristics. *PLoS One*, (99): 3.

Eldredge, Jonathan D.

- Eldredge JD, Kroth PJ, Phillips HE. (2011) The translational sciences: a rare open access opportunity. *Journal of the Medical Library Association* 99(3): 193-5. <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3133897/?tool=pubmed>.
- Geppert C, Arndell C, Clithero A, Cosgrove E, Dow-Velarde L, Eldredge J, Kalishman S, Kaufman A. (2011) Reuniting public health and medicine: the University of New Mexico School of Medicine public health certificate. *American Journal of Preventive Medicine* 41(4S3): S214-9.
- Eldredge, JD. (2011) The Research Mentor: Creativity in Research, Part 2: Classifying creativity. *Hypothesis* 23(1): 10-13.
- Eldredge J, Morley S, Hendrix I, Carr R, Bengtson J. (2012) Library and informatics skills competencies statements from major health professional organizations. *Medical Reference Services Quarterly*, 31: 34-44.
- Eldredge JD. (2011) The Research Mentor: Creativity in Research, Part 3: Age and Creative Potential. *Hypothesis* 23(2): 14-19.
- Cooper ID, Eldredge J, Woodson D. (2012) Our past and our future (editorial). *Hypothesis* 23(2): 4-5.
- Arndell C, Eldredge J, Cheek J, Clithero A, Goodkind J. (2012) Dangerous by design: unintentional pedestrian injuries. *UNM School of Medicine PBL Case*: 1-14.

Hendrix, Ingrid

- Eldredge J, Morley S, Hendrix I, Carr R, Bengtson J. (2012) Library and informatics skills competencies statements from major health professional organizations. *Medical Reference Services Quarterly*, 31: 34-44.
- Winkle M, Crowe TK, Hendrix I. (2012) Service dogs and people with physical disabilities partnerships: a systematic review. *Occupational Therapy International*, 19: 54-66.
- Hendrix, I. (2012) Evidence. In JF Giddens (Ed.), *Concepts for Nursing Practice* (pp. 453-462). Mosby Elsevier.

Kroth, Philip J.

- Kroth PJ, Daneshvari S, Harris EF, Vreeman DJ, Edgar HJ. (2011) Using LOINC to link 10 terminology standards to one unified standard in a specialized domain. *J Biomedical Informatics*.
<http://px7gy7gt2n.search.serialssolutions.com/?V=1.0&pmid=22036696>.
- Edgar HJ, Daneshvari S, Harris EF, Kroth PJ. (2011) Inter-observer agreement on subjects' race and race-informative characteristics. *PloS One*, (99): 3.
- Eldredge JD, Kroth PJ, Phillips HE. (2011) The translational sciences: a rare open access opportunity. *Journal of the Medical Library Association*, 99(3): 193-5.
<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3133897/?tool=pubmed>.

Morley, Sarah

- Eldredge J, Morley S, Hendrix I, Carr R, Bengtson J. (2012) Library and informatics skills competencies statements from major health professional organizations. *Medical Reference Services Quarterly*, 31: 34-44.
- Stippler M, Smith C, McLean AR, Carlson A, Morley S, Murray-Kreza C, et al. (2012) Utility of routine follow-up head CT scanning after mild traumatic brain injury: A systematic review of the literature. *Emergencymedical Journal*, 29: 528-32.

PRESENTATIONS, EXHIBITS, AND DEMONSTRATIONS

Adcock, Richard

- 5 "Help.UNM Technician Trainings," Instructor, HSLIC, Albuquerque, NM

Bengtson, Jason

- KOB Health Fair, HSLIC Booth, Co-Presenter, KOB Health Fair, Albuquerque, NM, January 2012
- "The Evolution of the Web: From Static to Sematic in Three Big Steps," Presenter, RGC SLA Webcast, February 2012
- "The Art of Redirection: Putting Mobile Devices Where You Want Them," Presenter, Lib Tech 2012, St. Paul, MN, March 2012
- "Imagining Emergent Metadata, Realizing the Emergent Web," Presenter, Lib Tech 2012, St. Paul, MN, March 2012
- TEDMED webcast facilitator, Albuquerque, NM, April 2012
- School of Medicine Education Day, HSLIC Booth, HSC, Albuquerque, NM, June 2012

Bowler-Hill, Sally

- "Getting to the Root: Implementing IT Problem Reviews at UNM," Co-Presenter, NM TIE 2011 Conference, Albuquerque, NM, October 2011
- "2011 MISO Survey," Presenter, UNM IT Cabinet, Albuquerque, NM, August 2011

Bradley, Patricia

- “Cancer Information: From Questions to Answers,” Presenter, Cancer Services of New Mexico, Glorieta, NM, September 2011
- “Native American Health Information on the Internet,” Presenter, Native American Health Information on the Internet Conference, Albuquerque, NM, September 2011
- “From A(norexia) to Z(its): Providing Health Information to Teens,” Co-Presenter, Gallup McKinley County Schools, Gallup, NM, November 2011
- “Resources and Services of the Health Sciences Library and Informatics Center,” Presenter, University of St. Francis, Albuquerque, NM, January 2012
- “Resources and Services of the Health Sciences Library and Informatics Center,” class #2, Presenter, University of St. Francis, Albuquerque, NM, January 2012
- “Finding Health and Medical Information,” Presenter, UNM Health Education 471, Albuquerque, NM, February 2012
- “Feria de Salud,” Presenter, New Mexico Hispanic Medical Association, Albuquerque, NM, April 2012
- “Head to Toe 16: A Conference on School Health,” Presenter, State of New Mexico Department of Health, Albuquerque, NM April 2012
- “Spring 2012 Family Cancer Retreat,” Presenter, Cancer Services of New Mexico, Albuquerque, NM, April 2012
- “Integration, Innovation & Inspiration – Creating a Healthy New Mexico,” Presenter, New Mexico Public Health Association, Albuquerque, NM, April 2012
- “Finding Information on Native American Health and Medical Topics,” Presenter, Navajo Nation Department of Health, Window Rock, AZ, May 2012
- “Finding Health and Medical Information,” Presenter, Summer Policy Academy, Santa Fe Indian School, Albuquerque, NM, June 2012
- “Finding Health and Medical Information,” Presenter, Health Careers Academy, SOM Office of Diversity, Albuquerque, NM, June 2012
- “Finding Information on Native American Health and Medical Topics,” Presenter, Navajo Nation Community Health Representative & Outreach Program, Gallup, NM, June 2012
- “Finding Information on Native American Health and Medical Topics,” Presenter, Indian Health Service Public Health Nurses, Chinle, AZ, June 2012

Buchanan, Holly Shipp

- Digital Data Stewardship, BioMISS, Albuquerque, NM, September 2011
- Strategic planning for digital data stewardship: Head in the clouds but feet on the floor,” AAMC/AAHSL Annual Meeting, Denver, CO, November 2011

Bunnett, Brian

- “Revivifying an Existing Library Liaison Program,” Presenter, MLA/SCC, Baton Rouge, LA, October, 2011
- “Revivifying an Existing Library Liaison Program,” Presenter, NMTIE, Albuquerque, NM, November 2011
- KOB Health Fair, HSLIC Booth, Co-Presenter, KOB Health Fair, Albuquerque, NM, January 2012
- “NLM’s DMRIC Resources”, Presenter, Second Annual Disaster Volunteer Training Summit, Albuquerque, NM, February 2012
- “Building Strong Liaison Connections,” Presenter, UT Southwestern Medical Center, Dallas, TX, March 2012
- “The Role of Librarians & Informationists in Disaster Response,” Poster Presenter, Integrated Medical Public Health Preparedness and Response Training Summit, Nashville, TN, May 2012

Carr, Richard

- Library Resources, Presenter, UNM Freshman Learning Community 628, Albuquerque, NM, August 2011
- Library Resources, Presenter, UNM Freshman learning Community 582, Albuquerque, NM, September 2011

- Library Resources, Presenter, UNM Freshman learning Community 610, Albuquerque, NM, September 2011
- Library Resources, Presenter, UNM Freshman learning Community 602, Albuquerque, NM, September 2011
- Statistical Resources, Presenter, UNM Statistics 538 Class, Albuquerque, NM, October 2011
- InfoEd Resources, Presenter, Robert Wood Johnson, Albuquerque, NM, October 2011
- “Creating a Combined Library and IT Service Desk for an Academic Health Sciences Campus,” Presenter, SCC/MLA, Baton Rouge, LA, October 2011
- “NLM’s DMRIC Resources,” Presenter, Second Annual Disaster Volunteer Training Summit, Albuquerque, NM, February 2012
- Finding Funding class, Presenter, UNM OT, Albuquerque, NM, February 2012
- “Disaster Information Resources for Volunteers,” UNM Center for Disaster Medicine, Albuquerque, NM February 2012
- “Disaster Information Resources for EMS Students,” UNM Center for Disaster Medicine, Albuquerque, NM March 2012
- Library Resources, Presenter, Las Cruces Family Practice Residents and Faculty, Las Cruces, NM, April 2012
- “The Role of Librarians & Informationists in Disaster Response,” Poster Presenter, Integrated Medical Public Health Preparedness and Response Training Summit, Nashville, TN, May 2012

Daneshvari, Shamsi

- “Biomedical Imaging Informatics: The DICOM Standards,” Presenter, HSLIC, Albuquerque, NM, April 2012
- “Body Mass Prediction: The Accuracy of Estimating Overweight Individuals,” American Association of Physical Anthropology Annual Meeting, Portland, OR, April 2012

Douglas, Aaron

- 3 “Help.UNM Advanced User Training,” Instructor, Albuquerque, NM
- Cherwell Demo, Presenter, Department of Health Albuquerque, NM, February 2012
- “Help.UNM RSS feeds - What they can do,” Presenter, HSLIC, Albuquerque, NM, March 2012
- “Help.UNM Project update,” Presenter, HSLIC, Albuquerque, NM, March 2012
- “Help.UNM Users Group,” Presenter, HSLIC Albuquerque, NM, March 2012
- “Help.UNM Project update,” Presenter, HSLIC, Albuquerque, NM, June 2012

Eldredge, Jonathan

- “Faculty Mentoring for Required Medical Student Research: Observations and Lessons Learned,” Presenter, Mentoring Conference: Learning Across Disciplines, Albuquerque, NM, October 2011
- “Finding Solutions to Rising Medical Textbook Costs,” Presenter, Generalists in Medical Education Annual Meeting: Reaching New Heights, Denver, CO, November 2011
- “Providing Feedback that Matters: A Model for Evaluating Students in a Developmental Problem-Based Learning Curriculum,” Co-Presenter, Association of American Medical Colleges, Western Group on Educational Affairs (AAMC/WGEA) Conference, Asilomar, CA, March 2012
- “Overcoming the Challenges of Finding Authoritative Evidence in Health Disparities,” Presenter, National Health Disparities Conference and New Mexico Public Health Association Joint Conference, Albuquerque, NM, April 2012
- “One of a Kind: the New Public Health Certificate for Medical Students at the University of New Mexico School of Medicine,” Co-Presenter, National Health Disparities and New Mexico Public Health Association Joint Conference, Albuquerque, NM, April 2012
- “Educational Roles of Libraries in CTSA,” Presenter, Medical Library Association Annual Meeting, Seattle, WA, May 2012

- “A New Approach to Assessing Students' Developmental Progression in a Problem-Based Learning Curriculum,” Co-Presenter, International Association of Medical Science Educators Annual Meeting, Portland, OR, June 2012

Ellard, Owen

- “Presentation Skills,” Presenter, CTIP, Albuquerque, NM, March 2012
- “Prezi,” Presenter, HSC Education Day, Albuquerque, NM, June 2012

Hall, Laura

- “The Artistry of Bookplates,” Exhibit Curator, HSLIC, Albuquerque, NM, September 2011
- “The Medical Muse: Building Community Within an Academic Health Center,” Poster Presentation, The Network: TUFH Austria International Conference, September 2011
- “Civil War Medicine,” Exhibit Curator, HSLIC, Albuquerque, NM, October 2011
- “Joining Hands,” Exhibit Curator, HSLIC, Albuquerque, NM, April 2012

Hannigan, Gale

- Community Health Information, Presenter, Online Course University of North Texas, July – August 2011

Hendrix, Ingrid

- “Nursing Publication Workshop,” Presenter, UNMH CNE, Albuquerque, NM, July 2011
- “The Librarian and the Occupational Therapist: Collaboration for Evidence Based Practice,” Presenter, NMOTA, Albuquerque, NM, September 2011
- “Introduction to Evidence-Based Practice,” Presenter, Occupational Therapy, Albuquerque, NM, September 2011
- EBM PT class, Presenter, Albuquerque, NM, September 2011
- Pharm 728, Presenter, Albuquerque, NM, September 2011
- “Theory I: Nursing Knowledge Development - (N601),” Presenter, Albuquerque, NM, September 2011
- “Theoretical Foundations of Advanced Nursing Practice - (N501),” Presenter, Albuquerque, NM, September 2011
- “RefWorks for Nursing Theory: N501,” Presenter, Albuquerque, NM, September 2011
- UNM Freshman Learning Community, Presenter, Albuquerque, NM, September 2011
- “OT PBL,” Instructor, OT Department, Albuquerque, NM, September-December 2012
- “Endnote training for Surgery Department writing workshops,” Presenter, Albuquerque, NM, October 2011
- NLM Exhibit, Presenter, Field to Feast at Indian Pueblo Cultural Center, Albuquerque, NM, October 2011
- RefWorks training Biomed 505 section 9, Presenter, Albuquerque, NM, November 2011
- “Nursing Publication Workshop II,” Presenter, UNMH CNE, Albuquerque, NM, November 2011
- “Librarians in Medical Education: Information Survival Skills,” Co-Presenter, Generalists in Medical Education, Denver, CO, November 2011
- “Librarians in Medical Education: Information Survival Skills,” Co-Presenter, UNM College of Education, Albuquerque, NM, November 2011
- “Bibliographic Management Software,” Presenter, MSCR/CTSC, Albuquerque, NM, January 2012
- “Introduction to Nursing Research & Evidence-Based Practice – (N332),” Presenter, Albuquerque, NM, January 2012
- “Theoretical Foundations of Advanced Nursing Practice - (N501),” Presenter, Albuquerque, NM, January 2012
- “RefWorks for Nursing Theory: N501,” Presenter, Albuquerque, NM, January 2012
- Refworks training for Orthopedic residents, Presenter, Albuquerque, NM, February 2012
- COP PCL lab, Presenter, Albuquerque, NM, February 2012

- “Endnote training for Surgery Department writing workshops,” Presenter, Albuquerque, NM, February 2012
- “PhD Seminar – (N609),” Presenter, Albuquerque, NM, February 2012
- “OT PBL,” Instructor, OT Department, Albuquerque, NM, February-May 2012
- “PhD Seminar – (N609),” Presenter, Albuquerque, NM, February 2012
- UNMH Nurse Educator’s class, Presenter, Albuquerque, NM, March 2012
- UNMH Nurse Resident Orientation, Presenter, Albuquerque, NM, April 2012
- HSLIC Outreach Exhibit, Co-Presenter, School Health Educator Institute, Albuquerque, NM, April 2012
- NLM Exhibit, Presenter, School Health Educator Institute, Albuquerque, NM, April 2012
- “Evidence-Based Practice in Nursing & Health Care – (N504),” Presenter, Albuquerque, NM, May 2012
- N690 CON PhD resident week, Presenter, Albuquerque NM, May 2012
- “Theory I: Nursing Knowledge Development - (N601),” Presenter, Albuquerque, NM, May 2012
- “Theoretical Foundations of Advanced Nursing Practice - (N501),” Presenter, Albuquerque, NM, May 2012
- “Performance on the Field: From Information Confusion to Skill Acquisition,” Co-Presenter, MLA, Seattle, WA, May 2012
- “Introduction to Nursing Research & Evidence-Based Practice – (N332),” Presenter, Albuquerque, NM, May 2012
- “PDSA: Finding the Evidence,” Instructor, UNMH CNE, Albuquerque, NM, June 2012
- “Evolution of an Information Course,” Co-Presenter, UNM HSC, Albuquerque, NM, June 2012
- “RefWorks for Nursing Theory: N501,” Presenter, Albuquerque, NM, June 2012

King, Christee

- EBSCO Discovery Service Staff and Faculty training sessions, Instructor, HSLIC, Albuquerque, NM, January 2012

Kroth, Philip

- “Electronic Health Records: A Summary of the Evidence,” Presenter, UNM SOM Department of Internal Medicine, Albuquerque, NM, May 2012

Meyer, Cory

- University of St Francis Orientation, Presenter, Albuquerque, NM, January 2012

Morley, Sarah

- GME Fellows Orientation, Presenter, Albuquerque, NM, July 2011
- Geriatric Interest Rounds, Presenter, Albuquerque, NM, July 2011
- Neurology Residency Program, Presenter, Albuquerque, NM, July 2011
- Neurosurgery Residency Program, Presenter, Albuquerque, NM, July 2011
- PEPPOR Orientation, Presenter, Albuquerque, NM, August 2011
- EMS 400, Presenter, Albuquerque, NM, August 2011
- 33rd Annual NM Conference on Aging, Exhibitor, Albuquerque, NM, August 2011
- Nephrology Division Noon Conference, Presenter, Albuquerque, NM, August 2011
- EMS 398, Presenter, Albuquerque, NM, September 2011
- PReP, Presenter, Albuquerque, NM, September 2011
- COP Pharm 728, Presenter and Lab Instructor, Albuquerque, NM, September 2011
- APS Career Enrichment Center LPN program, Presenter, Albuquerque, NM, September 2011
- SOM Perspectives in Medicine elective, Instructor, Albuquerque, NM, October-December 2011
- “Information Literacy in Graduate Medical Education: Instrument Development”, Paper, Generalists in Medical Education Annual Conference, Denver, CO, November 2011

- “Librarians in Medical Education: Information Survival Skills”, Poster, Generalists in Medical Education Annual Conference, Denver, CO, November 2011
- “The New Mexico EMS Interventions Assessment Project: Assessing one state’s EMS scope of practice for utility and risk”, Poster, NAEMSP Annual Conference, Tucson, AZ, January 2012
- NMAFP 39th Annual Winter Refresher, Exhibit, Albuquerque, NM, February 2012
- Interprofessional Education Event, Tutor, HSC, Albuquerque, NM March-April 2012
- Transitions Block, Tutor, SOM, Albuquerque, NM, March-April 2012
- COP Pharm 704L, Presenter and lab instructor, Albuquerque, NM, April 2012
- HSLIC Outreach Exhibit, Co-Presenter, School Health Educator Institute, Albuquerque, NM, April 2012
- “Performance on the Field: From Information Confusion to Skill Acquisition”, Paper Presentation, Medical Library Association annual conference, Seattle, WA, May 2012
- “Embedded Librarian” MLA Sharing Roundtable, Facilitator, Seattle, WA, May 2012
- “Evolution of an Information Course”, Poster, HSC Education Day, UNM SOM, Albuquerque, NM, June 2012
- New House Officer Orientation, Presenter, GME, Albuquerque, NM, June 2012
- House Officer Orientation, Internal Medicine Department, Presenter Albuquerque, NM, June 2012
- “PDSA: Finding the Evidence”, Presenter, CNE course, UNMH, Albuquerque, NM, June 2012
- “Information Literacy in Graduate Medical Education: Instrument Development”, Dissertation proposal hearing, UNM Educational Psychology Program, Albuquerque, NM, June 2012

Perea, James

- 75 Domenici Center Audiovisual demos, Presenter, DOMCTR, Albuquerque, NM
- 4 EMS demos, Presenter, HSLIC, Albuquerque, NM
- 20 HSLIC tours/orientations, HSLIC, Presenter, Albuquerque, NM

IN-SERVICES JULY 2011 THROUGH JUNE 2012

Subject	Lead Presenter	Date
Special Topics		
Assessment and Learning Center	Nancy Sinclair	July 12 & 13 2011
HSLIC Envoy Program	Brian Bunnett	July 20 & 21, 2011
Professional Writing	Sonja Dewing	November 22, 2011
Conference Round-up	Brian Bunnett	November 29 & 30, 2011
Annual Report	Holly Buchanan, Brian Bunnett, Owen Ellard, Sally Bowler-Hill and Marcia Sletten	December 9 & 13, 2011
Alternative Commuting to HSLIC	Jon Eldredge & Nadine Brumbaugh	May 15 & 16, 2012
Unit Reports		
Technology Support Unit	Rick Adcock	May 22, 2012

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
# of In-service Events	24	17	7	-59%
Average Attendance	18	17	22	-14%
In-service provided info valuable in performing job (1 -5 rating scale)	Unavailable	4.25	4.65	NA

LIBRARY HOURS 2011 - 2012

	Hours
Monday-Thursday	7:00 a.m. – 11:00 p.m.
Friday	7:00 a.m. – 6:00 p.m.
Saturday	9:30 a.m. – 6:00 p.m.
Sunday	12:00 p.m. – 11:00 p.m.

2012 - STAFF APPRECIATION AND AWARDS

Antoinette Martinez, MACCT	Degree or Certification (UNM Management Academy)
Jon Sibray, MBA	Degree or Certification (Masters in Business Administration)
Jason Bengtson, MILS	Major Publications
Ingrid Hendrix, MILS, AHIP	Major Publications
Geoff Johnson	Most Professional Growth
Aaron Douglas	Outstanding Customer Service
Cory Meyer, MLS	Outstanding Performance
Kevin Wiley, MS	Outstanding Process Improvement

**HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER
STAFF ROSTER 2011-2012**

Name	Unit, Title	Start Date	End Date
Aalseth, Edward	Technology Support, Technical Support Analyst 2	04-30-01	
Abrams, John	IT Systems, Senior LAN Administrator	10-22-01	
Adcock, Richard	Technology Support, Manager IT Technical Support	11-11-02	
Armijo, Raymond	Business Services, Library Information Specialist 2	01-02-95	
Arnold, John	Administration, TV/Production Manager/Director	08-18-08	09-11-11
Barnes, Jason	IT Systems, Network Tech	05-21-07	
Bengtson, Jason	Reference & User Support Services, Emerging Technologies/Research and Development Librarian	05-17-10	
Bowler-Hill, Sally	Administration, Program Operations Director	09-08-03	
Bradley, Patricia	Distance Services, Native and Distance Services Librarian	03-29-04	
Brandenburg, Cathy	Business Services, Unit Administrator 2	04-31-12	
Brumbaugh, Nadine	IT Systems, Systems Analyst 2	02-16-09	
Buchanan, Holly Shipp	Administration, HSC Academic Chief Information Officer, HSLIC Executive Director	08-15-97	
Bunnett, Brian	Library and Education Services, Director	12-01-08	
Bynum, Jim	Reference & User Support Services, Manager Library Operations	05-14-01	
Carr, Richard	Reference & User Support Services, Coordinator	05-15-02	
Colasurdo, Garth	Web & Application Development, Analyst Programmer 3	10-09-00	
Collaros, Sophia	Administration, Privacy Officer/HSC	07-01-08	06-30-12
Diddel, Randy	Technology Support, User Support Analyst 3	01-03-07	02-28-12
Dewing, Sonja	Business Services, Program Specialist	09-01-11	
Douglas, Aaron	Technology Support, Interim Technical Support Analyst 3	05-14-07	
Eldredge, Jon	Evidence Based and Translational Science Services, Coordinator	01-01-86	
Ellard, Owen	Technology Support Services, Director	09-01-09	
Fannon-Lamkin, Lynette	Resource Access & Delivery, Library Information Specialist 3	04-03-06	
Grabowski, Dorella	Administration, Senior Paralegal	07-01-08	06-30-12
Groth, David	Web & Application Development, Web Site Administrator	06-04-01	08-31-11
Gutierrez, Tom	TECHS, Manager of Systems and Programming	02-01-06	
Hagen, Kimberly	Web & Application Development, Analyst Programmer Specialist	03-04-02	
Hall, Laura	Special Collections, Senior Program Manager/Resource Access & Delivery, Coordinator	04-01-04	
Hannigan, Gale	Biomedical Informatics Research, Training, and Scholarship, Special Projects Librarian	06-27-11	
Hanson, Scott	User Support Services, User Support Analyst 2	04-14-08	10-07-11
Harris, Rebecca	Resource Access & Delivery, Library Information Specialist 3	10-23-95	
Hendrix, Ingrid	Reference & User Support Services, Nursing Services Librarian	12-03-01	
Hurd, Laura	Resource Access & Delivery, Library Information Specialist 3	06-13-11	
Husman, Heidi	Web & Application Development, Analyst Programmer 3	09-10-07	
Jacobus, Phillip	Technology Support, User Support Analyst 2	02-02-06	
Johnson, Geoff	IT Systems, Technical Support Analyst 2	10-16-06	

Health Sciences Library and Informatics Center, Annual Report FY 2010-2011
Holly Shipp Buchanan, EdD, Executive Director

Jones, Brent	IT Systems, Systems Specialist	12-14-09	
Kendrick, Icel	Web & Application Development, Operations Manager	11-01-10	
King, Christee	Resource Access & Delivery, Faculty Working Retiree	05-21-12	
Kinney, William	Reference & User Support Services, Library Information Specialist 3	04-17-00	
Knight, Eliot	Web & Application Development, Instructional Media Project Manager	09-14-09	
Kroth, Philip	Biomedical Informatics Research, Training and Scholarship, Director	03-01-04	
Langmead, Robert	Web & Application Development, Analyst Programmer 3	12-18-06	
LeGrand, Linda	Business Services, Sr. Fiscal Services Tech	03-10-08	11-10-11
Martinez, Antoinette	Business Services, Accountant 2	12-01-08	
McBride, Peggy	Special Collections, Archivist	05-09-01	08-07-11
McCarthy, Mary	Reference & User Support Services, Technical Support Analyst 2	05-05-97	
Metzner, Barney	Administration, Information Security Officer/HSC	07-26-93	
Meyer, Cory	Reference & User Support Services, Library Information Specialist 3	09-05-91	
Morley, Sarah	Reference & User Support Services, Clinical Services Librarian	06-01-99	
Morris, Libbye	Administration, Communications Specialist	01-23-12	
Padilla, John	Technology Support, User Support Analyst 2	03-03-12	06-06-12
Padilla, Louis	Business Services, Facilities Services Manager	04-16-12	
Newman, Patrick	Reference & User Support Services, User Support Analyst 1	07-06-10	
Pena, Stan	Business Services, Manager, Facilities Services	10-04-10	01-03-12
Perea, James	Reference & User Support Services, Library Services Coordinator	05-22-95	
Romero, Lisa C.	Business Services, Unit Administrator 2	03-01-10	11-01-11
Saavedra, Richard	Reference & User Support Services, User Support Analyst 3	10-25-99	
Sanford, Thomas	IT Systems, Manager, Information Services	02-16-09	
Sandoval, Leslie	Learning Design Center, Training Support Analyst	04-24-08	06-21-11
Scott, Vicki	IT Systems, Database Administrator	12-03-98	
Seyl, MaryLou	Business Services, Administrative Assistant 3	08-02-99	
Shipp, Gayle	IT Systems, Technical Support Analyst 2	08-04-08	
Sibray, Jonathan	IT Systems, Technical Support Analyst 3	02-08-10	05-25-12
Sletten, Marcia	Business Services, Manager, Division Support Services	12-15-05	
Tolito, Stephen	IT Systems, LAN Administrator	10-13-97	
Tregear, Jon	TECHS, Analyst Programmer 2	11-20-00	
Vick, Kyle	Web & Application Development, Analyst Programmer 3	02-01-06	
Wiley, Kevin	Web & Application Development, Manager of Systems & Programming	03-12-00	
Wright, Randy	Web & Application Development, Senior Database Administrator	02-01-06	

Student Assistants	
Biedermann, Kyle	Florkowski, Kelcey
Chaires, Robert	Friedland, Zachary
Chavez, Miguel	Hafez, Alexander
Coronel, Patrick	Holmes, Leroy
Edwards, Alexandra	Moneyhan, Karen

STATISTICS

ADMINISTRATIVE SERVICES

Table 1: HSLIC Personnel

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
Library Services and Education Services				
Professional Staff	11.95	10.00	8.70	-13%
Support Staff	10.00	6.50	9.50	46%
Students	2.00	1.50	5.18	245%
Techs				
Professional Staff	5.00	4.00	4.00	0%
Support Staff	27.00	27.50	21.50	-22%
Students	2.00	1.0	0.00	-100%
Other (Admin, Biomedical Informatics, etc.)				
Professional Staff	6.00	7.50	6.00	-20%
Support Staff	6.49	6.49	6.50	0%
Students	0.25	0.75	0.75	0%
Total HSLIC				
Professional Staff	22.95	21.50	18.7	-13%
Support Staff	43.49	40.49	37.5	-7%
Students	4.25	3.25	5.93	82%
Total HSLIC Staff	70.69	65.24	62.13	-5%

DOMENICI CENTER FOR HEALTH SCIENCES EDUCATION

Figure 1: Usage of the Domenici Center

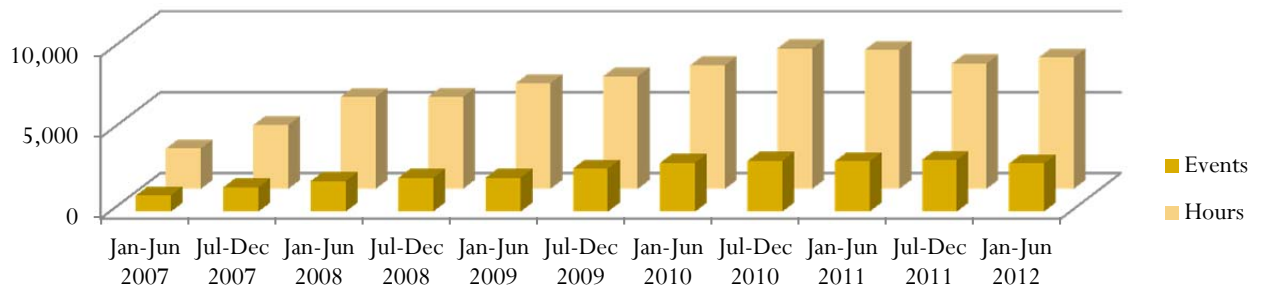
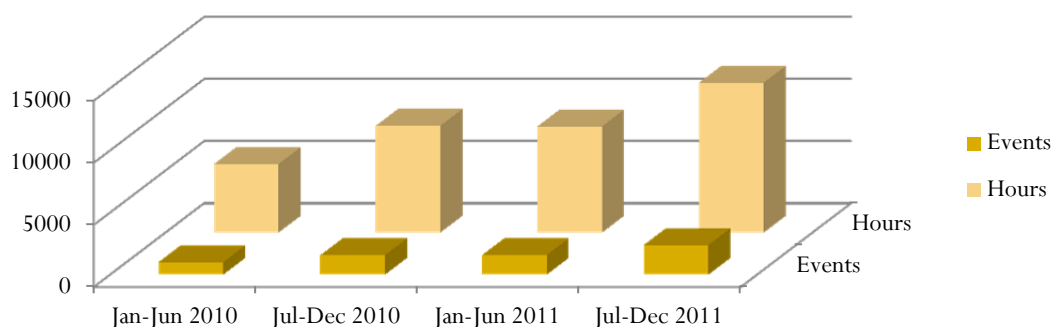


Figure 2: Usage of the Interprofessional Healthcare Simulation Center



LIBRARY AND EDUCATION SERVICES

Table 2: Instructional Programs/Orientations (Excludes Distance Services and Online Education)

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
# of Sessions to Primary or Affiliated Users	154	260	401	54%
# of Sessions Provided within Curricula	517	234	219	-6%
Total # of Sessions	671	494	620	26%
Attendees	5,111	5,548	6,047	9%
Contact Hours	686	742.25	871	17%

Table 3: Distance Services Training

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
Totals: # of Sessions ¹	26	30	19	-37%
Attendees	914	487	368	-24%
Contact Hours ¹	107.25	111	23	-79%

¹ In FY2012, revised counting methodology to exclude staffing exhibits.

Table 4: Total Instructional Services

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
Instructional Sessions (Lib. / Distance services)	697	524	639	22%
Individual Consultation Sessions ¹	Unavailable	235	175	-26%
Total All Sessions	697	675	814	21%
Instructional Attendees (Lib. / Dis. Services)	6,025	6,035	6,415	6%
Individual Consultation Attendees	Unavailable	235	207	-12%
Total Attendees	Unavailable	6,000	6,466	8%
Instructional Contact Hours (Lib./Dis. Services)	793.25	853.25	894	5%
Individual Consultation Contact Hours	Unavailable	235	176	-25%
Total Contact Hours	Unavailable	919	1,070	16%

¹ Consultation data for FY2011 is incomplete.

Table 5: HSLIC Sponsored Lectures

2011/2012			
	Biomedical Informatics	Special Collections	Chancellor's Leadership Forums
Totals: # of Lectures	14	4	1
Attendees	196	136	~80
Offered for CME	14	0	0

Table 6: Size of General Collection (Titles)

	Titles 2009/2010	Titles 2010/2011	Titles 2011/2012	% Change from Prior Year
Total Print Monographs	42,241	36,597	30,994	-15%
Total Electronic Monographs	441	491	448	-9%
Unique Print Serials	38	37	33	-11%
Print Serials / Free or Gifts	6	5	3	-40%
Electronic Serials Purchased	1,824	1,734	1,744	1%
Electronic Serials free or gifts	56	62	63	2%
Total electronic serials in catalog or listed on web site	1,880	1,796	1,807	1%
Total accessible serials	1,924	1,838	1,843	0%
Film/Video/DVD	1,454	1,476	693	-53%
Graphics (Includes Models, Kits, Slides, Transparencies, Photos & Charts) ¹	436	430	319	-26%
Audio	22	21	16	-24%
CD ROMs/Software ³	327	389	47	-88%
Microforms	1	1	0	-100%
Educational Software ²	64	3	3	0%
Productivity Software	9	11	10	-9%
Number of Databases	141	157	162	3%

¹ Models/Kits, Slides/Transparencies and Photos/Charts were combined in FY2010 to align with library statistical surveys.

² CD-ROMS accompanying books were counted as ed. software prior to FY2011, and were therefore double-counted.

³ From FY2012 forward, CD-ROMS accompanying books are counted as nonprint volumes, not as nonprint titles.

Table 7: Size of General Collection (Volumes)

	Volumes 2009/2010	Volumes 2010/2011	Volumes 2011/2012	% Change from Prior Year
Total Print Monographs	45,814	39,136	32,484	-17%
Print volumes in library	106,873	99,347	91,157	-8%
Physical nonprint volumes in library (microforms, CD Rom)	3,456	3,476	2,030	-42%
Print volumes in remote storage	45,538	45,596	46,402	2%
Physical nonprint volumes in remote storage	294	285	332	16%
Total print volumes (monographs & serials)	152,411	144,943	137,559	-5%
Total physical non print volumes	3,765	3,761	2,371	-37%
Film/Video/DVD	1,951	2,017	1,292	-36%
Graphics (Includes Models, Kits, Slides, Transparencies, Photos & Charts) ¹	692	661	471	-29%
Audio	656	609	203	-67%
CD ROMs/Software ²	391	458	403	-12%
Microforms	2	2	2	0%
Educational Software	64	3	3	0%
Productivity Software	9	11	10	-9%
Volumes Commercially Bound	85	57	61	7%

¹ Models/Kits, Slides/Transparencies and Photos/Charts were combined in FY2010 to align with library statistical surveys.

² CD-ROMS accompanying books are counted as nonprint volumes.

Table 8: Changes to the General Collection

	Titles (Volumes) 2009/2010	Titles (Volumes) 2010/2011	Titles (Volumes) 2011/2012	Titles % Change from Prior Year
Monographic Titles Added	356 (405)	719(892)	730(858)	2%
Monographic Titles Withdrawn	1,062 (1,337)	6,363(7,570)	4,916(5,837)	-22%
Print Monographs Added -Purchased	226 (271)	685(845)	530(634)	-23%
Print Monographs Added – Gifts	39 (43)	34(47)	56(65)	65%
Electronic Monographs Added – Free	9	0	0	0%
Electronic Monographs Added – Purchased	81	89	144	62%
Electronic Monographs Added – Gifts	1	0	0	0%
Print Serials Added – Purchased	0	1	0	-100%
Print Serials Added – Gifts	0 (6)	0(8)	0(3)	0%
Print Serials Withdrawn ¹	83 (823)	49(790)	82(1,547)	67%
Electronic Serials Added – Purchased	97	32	29	-9%
Electronic Serials Added – Free	0	0	0	0%

Table 9: Special Collections Summary Table

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
Manuscripts (Archives in linear feet)	1,925	1,962	1,963	0%
Photos/Slides/Negatives ¹	6,736	6,736	6,736	0%
Audio ¹	701	701	701	0%
Film/Video/Disks ¹	172	172	172	0%
Total Graphic Materials	8,118	8,118	8,118	0%
Number of Digitized Collections	67	78	131	68%
Size of Collections (Megabytes)	17,477	27,872	37,265	34%
Total Items in Digitized Collections	734	890	1,073	21%
Number of Times Accessed ²	45,099	46,693	Unavailable	NA
Volumes/Pamphlets Digitalized	3	3	5	67%
Unbound Sheets Digitalized	3,066	3,303	4,613	40%
Photographs/Non-paper Items Digitalized	554	713	788	11%

¹ Actual number of items.

² Excludes the Rocky Mountain Online Archive. Increase in number of times accessed due in part to the implementation of a new web analytics tool at the HSC, which more comprehensively captures pages views for HSC web pages. In FY12, page view counts were inaccurate and therefore not reported.

Table 10: Library Database Digitization Activities

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
Number of Digital Collections ¹	3	1	1	0%
Size in Megabytes ²	127.26	76.5	42.9	-44%
Items ¹	10,618	9,034	9,148	1%
Number of Times Accessed	NA	6,262	13,700	119%

¹ Part of 2009-2010 increase in items due to miscounting of items in the Latin American Social Medicine (LASM) database in prior years. LASM moved to UNM institutional repository and divided into 2 collections. LASM was removed from the count of HSLIC's digitization activities in 2010-2011.

² Difference in database size was due to a redesign, moving from Oracle to SQL Server.

Table 11: Collection Development (General Expenditures – Dollars)

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
Print Monographs ¹	\$20,361	\$67,606	\$50,438	-25%
Electronic Monographs	\$62,816	\$81,268	\$187,656	131%
Print Serials	\$870	\$742	\$1,078	45%
Electronic Serials	\$850,580	\$933,345	\$1,051,274	13%
Electronic Databases	\$122,631	\$124,534	\$153,883	24%
Other Library Material (media) ²	\$2,262	\$5,681	\$7,047	24%
SubTotal	\$1,059,520	\$1,213,176	\$1,451,403	20%
Contract Binding	\$1,029	\$715	\$751	5%
ILL Expenditures	\$10,854	\$9,825	\$10,173	4%
Total	\$1,071,403	\$1,223,718	\$1,462,326	19%
Consortial Expenditures	\$262,022	\$243,677	\$258,710	6%

¹ Increase due to increased baseline funding from UNM Health Sciences Center administration.

² Increase due to updating formats to current media standards.

Figure 3: Collection Development (General Expenditures – Percent)

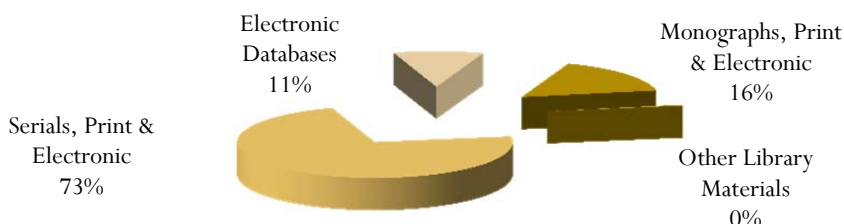


Table 12: Resource Use – Interlibrary Loan/Document Delivery Summary

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
Items Borrowed	1,803	1,552	1,255	-19%
Borrowing Requests	1,884	2,242	2,012	-10%
Loan Requests Filled	1,321	1,052	804	-29%
Loan Requests Received	2,245	1,820	1,291	-8%
Items Copied for Affiliated Users	129	143	132	-14%
Items Copied for Unaffiliated Users	209	165	133	-20%
Total Document Delivery	338	308	265	-14%
Total Filled Borrowing, Lending and Document Delivery Requests	3,462	2,912	2,324	-20%

Figure 4: Interlibrary Loan/Document Delivery Trends

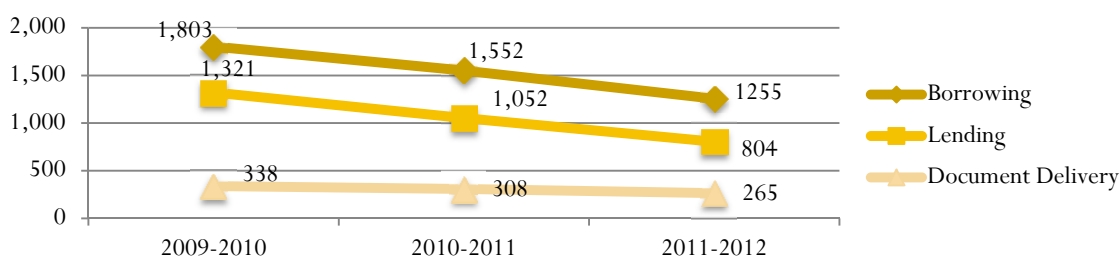


Table 13: Use of Library

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
Book and Journal - Checkouts	7,583	7,758	7,469	-4%
Reserve - Checkouts	3,082	2,739	3,446	26%
Media – Checkouts and In-House Use	1,179	1,258	847	-33%
Total Use	18,515	16,957	17,793	5%
All Formats – Checkouts	11,844	11,755	11,762	0%
All Formats - In-house Use	6,671	5,202	6,031	16%
Initial Circulations	8,724	8,911	8,316	-7%
Annual Gate Count	207,291	209,426	200,104	0%
Service Hours per Week	94.5	94.5	94.5	0%

Figure 5: Library Resource Use

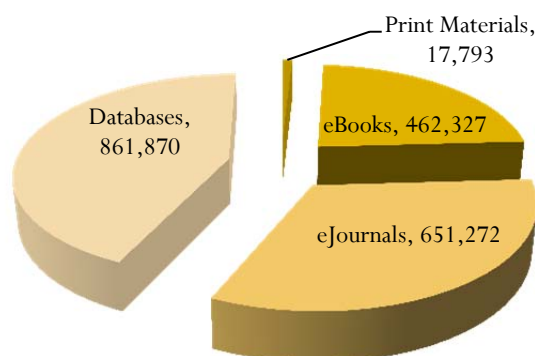


Table 14: Use of Electronic Collection

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
Electronic Monograph Requests (est. uses)	255,781	363,042	462,327	27%
Electronic Serials Full-text Requests (est. uses)	780,030	779,643	651,272	-16%
Database Requests (est. uses based on search data) ³	903,979	860,477	861,870	0%
Electronic Reserves Use ³	69,262	71,592	1,732	-98%
Total Electronic Resources Use	2,009,052	2,074,754	1,386,346	-33%
Total # Page Views for HSLIC Web Site	3,081,166	2,609,159	2,840,397	9%
Total # Visitor Sessions (Visits) for HSLIC Web Site ¹	1,417,336	Unavailable	Unavailable	NA

¹ HSLIC changed web analytic tools during FY2011 and no longer has the capability of counting visits for any sub-site of the HSC.

² In FY2012 HSLIC changed calculation methods for resources shared by University Libraries and HSLIC in that we count HSC usage when available.

³ Decrease in Electronic Reserves usage due to College of Pharmacy no longer using Docutek.

Table 15: Number of Mediated Searches and Reference Questions

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
Non-LATCH Searches	240	43	38	-12%
LATCH Searches	62	103	76	-26%
Total Searches	302	146	114	-22%
Reference Questions (In Person & Via Phone)	4,864	7,256	6,572	-9%
Electronic Reference Questions (email) ¹	472	552	293	-100%
Total Reference Questions	5,336	7,808	6,865	-12%
Total Reference Questions & Mediated Searches	5,638	7,954	6,979	-12%

¹ In FY2012, group study room reservation requests were removed from the count of electronic reference questions.

TECHNOLOGY SUPPORT

Figure 6: HSLIC Storage Capacity in Terabytes (TB) (across all server platforms)

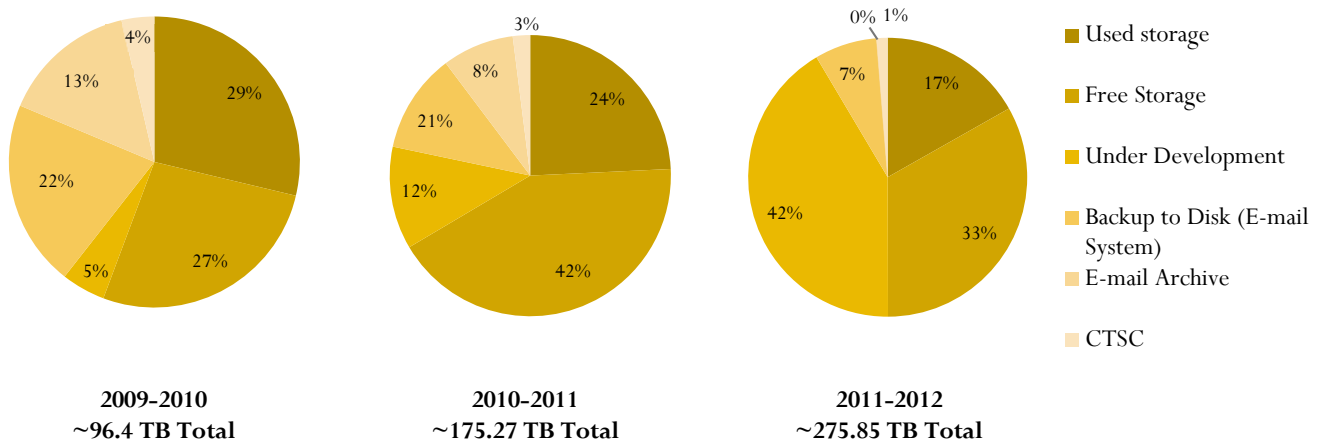


Figure 7: Security Patches and Updates Using Windows Server Update System – 1,588 Total

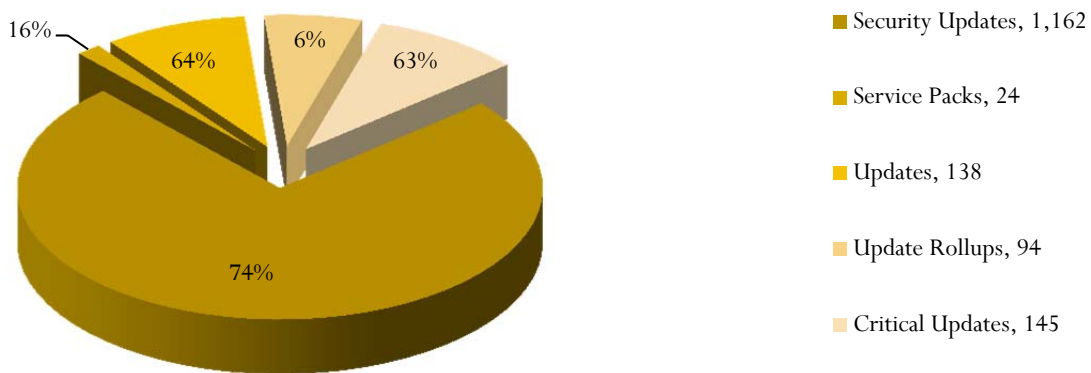


Figure 8: HSC NetID Account Requests

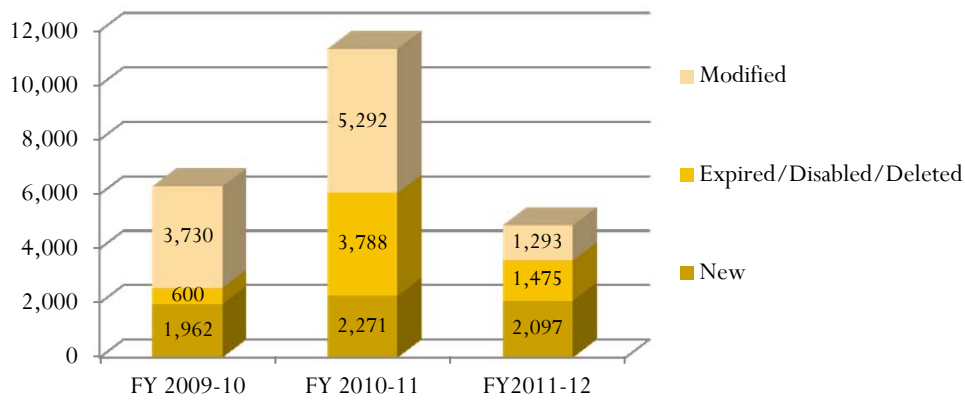


Figure 9: HSC Databases Managed by HSLIC

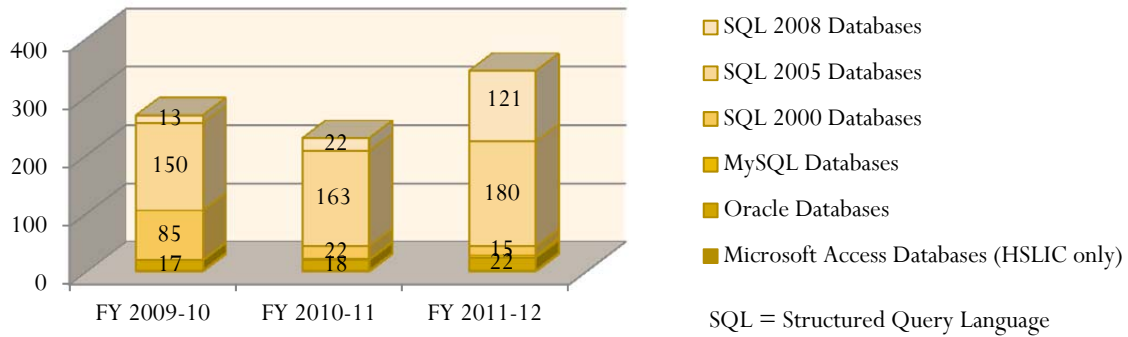


Table 16: Lecture Capture (Video-on-Demand)

	2009/2010					2010/2011					2011/2012				
	SOM	CON	COP	HSC	Total	SOM ¹	CON	COP	HSC ²	Total	SOM	CON	COP	HSC	Total
# Presentations Recorded & Viewed	598	1	325	3	927	793	6	779	41	1,619	975	26	788	171	1,960
# Views	8,765	4	12,453	16	21,238	10,714	57	21,493	1,639	33,903	11,495	393	27,507	3,634	43,029
# HSC Rooms Equipped for Lecture Capture					6					8					9

¹SOM includes usage by Undergraduate Medical Education, Grand Rounds, and the NM1-DMAT Team.

²HSC includes usage by UNM Hospitals.

Table 17: HSC Email, Calendaring and Messaging System (HSLIC & UNMH Systems)

	2011/2012	% Changes from Prior Year
Total # HSC Mailboxes	8,518	NA
Total # Resource Accounts	651	NA
Views to GroupWise Web Access (includes main campus users)	1,904,578	NA
HSC Mobility Users and Devices		
Total HSC Mobility Users	1,915	NA
Apple iOS Devices	1,930	NA
Android Devices	344	NA
Other Devices	10	NA
Use of HSC Secure Email Tool		
Total HSC Secure Unique Email Users	833	NA
Total Outbound Secure Messages Sent	29.6k	NA
Total Encrypted Email Replies	3,169	NA

Table 18: HSC SharePoint Installation

	2009/2010	2010/2011	2011/2012	% Changes from Prior Year
HSC Site Collections ¹	17	16	48	67%
Total Sites ¹	443	472	854	45%
Total Storage (Gigabytes)	57.8	88	151.6	42%
Average # Active Monthly Users	493	579	599	3%
Average # of Monthly Search Queries	135	97	137	29%

¹SharePoint was upgraded during FY2012, and the increase in sites and collections reflects some duplicates between the two versions.

Table 19: Training Courses (Learning Central)

	2009/2010							2010/2011							2011/2012						
	SOM	CON	COP	HSLIC	HSC	UNM	Total	SOM	CON	COP	HSLIC	HSC	UNM	Total	SOM	CON	COP	HSLIC	HSC	UNM	Total
Online Courses	0	0	0	0	34	29	63	0	0	0	4	39	70	113	0	0	0	24	77	70	171
Inclass Courses Scheduled	0	0	0	20	5	240	265	0	0	0	20	5	103	128	0	0	0	16	2	103	121
Learners Served	0	0	0	126	27,213	25,687	53,026	0	0	0	158	28,105	20,970	49,233	0	0	0	71	32,052	20,970	53,093

Table 20: HSC Outreach Courses (Moodle)

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
Online Courses	74	80	125	56%
Learners Served	2,974	6,734	5,346	-21%

Table 21: Technology Support

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
Help.UNM Statistics:				
Incidents	Unavailable	Unavailable	2,698	n/a
Service Requests	Unavailable	Unavailable	4,845	n/a
Total Service Point Service Calls ¹	12,720	11,042	7,543	-32%
Automatic Call Distributor Phone Statistics:				
Total Calls Received ²	12,598	11,353	16,397	44%
Calls Abandoned ²	2,508	1,235	2,310	87%
Calls Answered ²	10,090	10,118	14,087	39%
Calls Answered and Ticketed	3,568	1,644	2,865	74%

¹ Data now excludes non-HSLIC managed service desks.

² Data now includes Service Point and Help Desk calls.

Figure 10: Top 10 Incidents

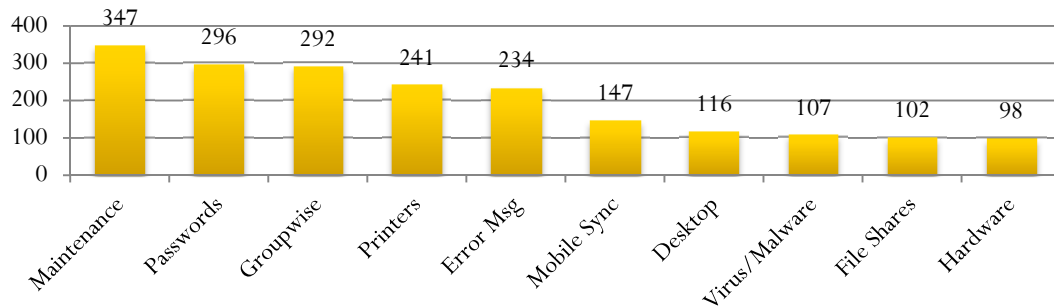


Figure 11: Top 10 Service Requests

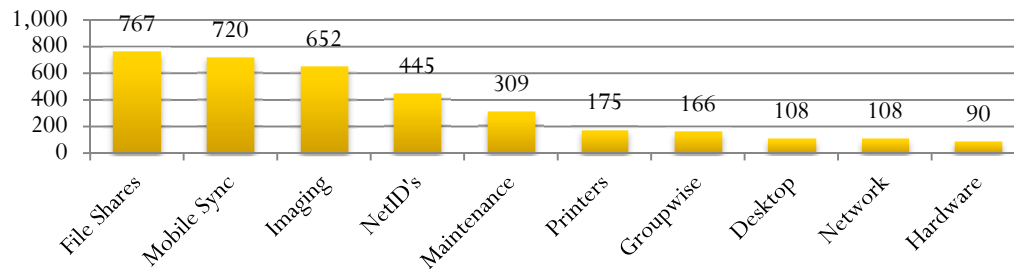


Table 22: Application Development and Web Site Support

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
Applications in Production Developed In-house	54	50	50	0%
Applications in Production Supported (but developed by HSLIC)	3	4	5	25%
Departmental Websites Hosted	544	470	470	0%

Table 23: Top Web Pages within the HSC Web Site in FY 2012 (ranked by number of page views¹)

Rank	Page	Views
1.	GroupWise Web Mail Access	1,904,578
2.	HSC Home Page	1,060,161
3.	Find a Doctor Detail Pages	983,226
4.	HSLIC Home	908,158
5.	HSC Online Map	881,567
6.	Faculty Research Profiles	721,462
7.	HSC Calendar	284,269
8.	Image Gallery	200,815
9.	School of Medicine Home	151,042
10.	College of Nursing Home	144,897

¹ A view is when a browser (Internet Explorer, for example) requests a web page from a server. This is the best way to measure web traffic because it is an actual count of how many web pages on our site were requested.

Table 24: Home Page Views on Academic Sites

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
HSC	1,737,153	1,712,004	1,060,161	-38%
HSLIC Home Page	1,146,903	975,611	908,158	-7%
College of Nursing	237,557	182,349	144,897	-21%
College of Pharmacy	107,682	108,896	116,790	7%
School of Medicine	457,507	176,119	151,042	-14%

Table 25: HSC Mobile Site¹

	2009/2010	2010/2011	2011/2012	% Change from Prior Year
HSC Mobile Site Views	18,345	43,019	61,715	134%
HSC Mobile Site visits	7,266	20,081	34,893	176%

¹ The HSC mobile site was launched in January 2010.

Figure 12: 2011/2012 HSC Web Site Page Views from On Campus and Off Campus Locations

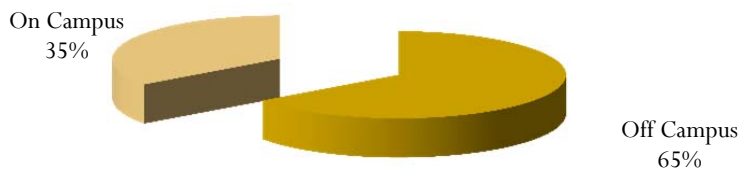
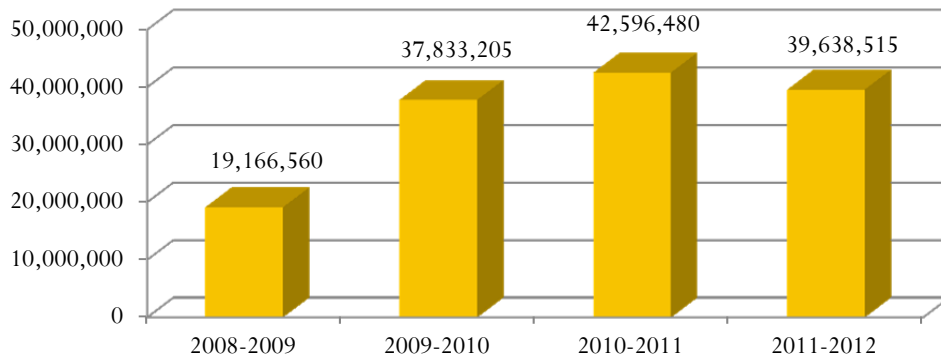


Figure 13: HSC Web Site Page Views (All Sites) – 4-Year Comparison¹



¹ Increase in page views from FY2009 to FY2010 due in part to the implementation of a new web analytics tool at the HSC, which more comprehensively captures pages views for HSC web pages.

FREQUENTLY REQUESTED STATISTICS

	10 Years Ago 2001/02	5 Years Ago 2006/07	2010/11	2011/12
Total Volume Holdings	175,978	153,627	148,704	139,930
Print Serial Subscriptions	1,538	97	42	36
Electronic Serials Subscriptions	1,139	2,090	1,796	1,807
Total Serials Subscriptions	2,677	2,198	1,838	1,843
Number of Databases	74	134	157	162
Amount Spent by Consortia ¹	\$54,317	\$55,030	\$243,677	\$258,710
Total Collection Expenditures Excluding Binding & ILL	\$951,715	\$973,322	\$1,213,176	\$1,451,403
Gate Count	356,249	244,154	209,426	200,104
Use of Library Materials (Print, Reserve, Media, Both In-Library and External Circulations)	150,797	31,847	16,957	17,793
Use of Electronic Resources, Including Databases ²	259,981	4,063,666	2,074,754	1,386,346 ³
Total Reference Transactions, Including Literature Searches	17,501	8,004	7,954	6,979
Interlibrary Borrowing	5,117	2,025	1,552	1,255
Interlibrary Lending	4,319	2,564	1,052	804
Items Copied for Patrons	2,133	729	308	265
Library Presentations to Groups, Including Orientations & Tours	305	549	675	814
Participants in Library Presentations	3,311	5,733	6,035	6,415
Service Point Requests (Documented)	7,405	4,878	11,042	7,543
HSC Web Sites Hosted	110	258	470	470
HSC Web Site Page Views	5.7M	21M	42.5M	39.6M
HSLIC Home Page Views	306,153	1.9M	1.0M	908,158
Publicly Accessible Computers (Inside Library)	67	73	72	56
Public Seating	315	320	353	371
Number of Group Study Rooms	5	5	8	8
Number of Square Feet in Library	44,171	44,171	44,171	44,171
Total FTE	65	78.9	65.24	62.13
Service Hours per Week	91	94.5	94.5	94.5

¹ Prior to 2007/08, consortial expenses only included expenses external to UNM and not intra-UNM consortial expenses.

² Prior to 2008/09, web site views were included in Use of Electronic Resources, including databases.

³ Decrease in Electronic Reserves usage due to College of Pharmacy no longer using Docutek.