

2000

# HSLIC Annual Report 1999-00

Health Sciences Library and Informatics Center

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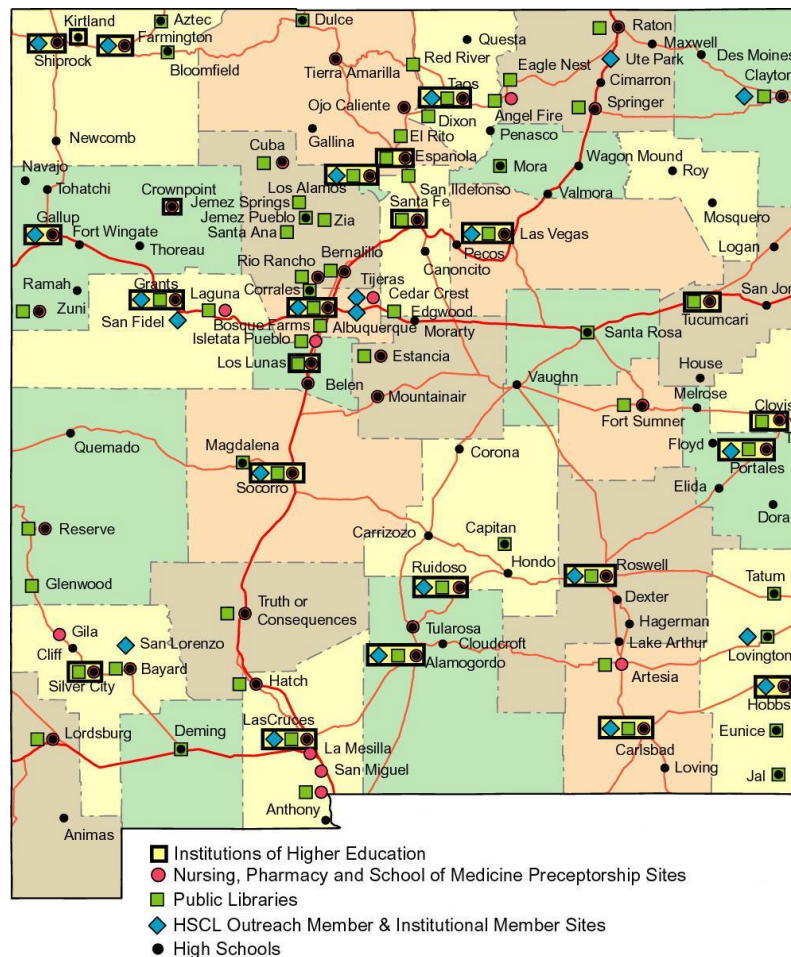
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# The University of New Mexico

## Health Sciences Center Library And Computer Services



## Annual Report

1999/2000

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# **Health Sciences Center Library and Computer Services Annual Report FY00**

**Submitted by  
Holly Shipp Buchanan, EdD, Associate Professor, Director  
Ruth C. T. Morris, MLS, Associate Director for Collection Resources**

## ***Executive Summary***

### **Technology, Collaboration, and Knowledge Management**

This was an extraordinary year for grants. The range of topics and the size of funding mark a new high for HSCL/CS faculty and staff. The amount of money (\$1.4 million) is impressive, but more impressive is what these projects are creating and what they will mean for UNM, for New Mexico, and for the country. The grants clearly show that the HSCL/CS is focused on collaborations utilizing specialized technologies and knowledge management initiatives. They point to a future engaged in crossing boundaries: virtual reality, social medicine, collaboration, education, integration, and access.

#### **Grants and Contracts:**

- IAIMS Planning for the University of New Mexico to develop an integrated information system; NIH/National Library of Medicine; Buchanan (PI) and Hashimoto (co-PI).
- Project TOUCH (Telehealth Outreach for Unified Community Health), a collaboration between the University of Hawaii Burns School of Medicine, University of New Mexico School of Medicine, and the High Performance Computing Center in each state, to explore whether advanced computing (e.g., virtual reality technology using a brain injury model) can enhance the PBL learning experience at remote sites. Alverson (UNM PI) and Buchanan (Project Director).
- Telemedicine Virtual Collaboratory, NASA IPA, a joint program of NASA and HSC Telemedicine Program to develop advanced computing models for solving complex medical problems of patients in remote areas, such as astronauts during space exploration, independent of time or distance. Alverson (PI).
- Enhanced Access for Latin American Social Medicine; NIH/National Library of Medicine; a multi-country collaboration bringing social medicine information to English-speaking countries through translations. Waitzkin (PI) and Buchanan (co-PI).
- Consumer Health Database access for higher education institutions, high schools, and public libraries; NM State Library; Buchanan (PI)
- Access to Electronic Health Information for the Public; NIH/National Library of Medicine; in partnership with Albuquerque Public Library; Sullivan (PI)
- Provide Electronic Access to the Collections available in the New Mexico Health Historical Archives, New Mexico Historical Records Advisory Board (NMHRAB), Morris (PI).
- Hire a half-time archival assistant to Process, Inventory and Catalog Collections of particular interest to the Health Sciences Center and to provide several historical exhibits, The Khatali

Alumni Association of the University of New Mexico's School of Medicine, Morris (PI).

### **Expanding the role of the HSC Library:**

The Clinical Medical Librarian program at UNMHSCS was initiated in June 1999 as a result of several programmatic initiatives to improve services for various constituencies at the Health Sciences Center and in recognition of recent trends in library and information management.

A faculty liaison council was commissioned by the Vice President for Health Sciences to support two-way dialogue among faculty and HSC leadership concerning information/telecommunication technologies needed to support education, research, patient care, and administration. The charge was to assist in visioning the future and identifying faculty needs in the information/telecommunication technologies and knowledge management resources supporting HSC Strategic Planning Goals in education, research, clinical care and administration. Technologies and resources include those needed to support the curriculum, distance learning, continuing education, patient care and telehealth, research processes, outreach, training and professional development (including simulation), administrative services, workstation and network support, application support, web-based technologies for internet/intranet development, public access computing, classrooms, and audio/visual production. This council advised Holly Buchanan, Robert Earnest, and Ron Margolis.

### **Remodeling (HSC Library 2000 Project):**

The academic year began with fanfare as the new library state-of-the-art electronic classroom opened in August. This was the second electronic classroom designed and operated by the library, the first being the 20-station classroom in Medical Building 2. The new Library Classroom (room 226 on the Plaza level of the library) has 12 workstations, an instructor station, ceiling projection, and state-of-the-art technology including flat-panel monitors. Decorated in purple and cream, with contemporary black tables and Aeron chairs, the Library Classroom is an example of high tech functionality and attractiveness. In its first year of operation, this room was reserved for instructional use approximately 30% of available time. A Conference Room was created and a Multi-Use Development room (MUD Room) was also created to allow special programs and technologies specific to the needs of faculty, staff, or students.

After moving the Media Desk to the 2<sup>nd</sup> floor last year, a further consolidation was implemented and a single point of service was developed. The purpose of the change was to have more staff available that could handle both media and circulation functions during heavy traffic. The media collection and the reference collection were integrated in the shelves near the point of service desk. Staff was assigned to triage (phone answering) in order to give the desk staff more time to respond to our customers.

With additional or new activities for staff resulting from reorganization in Access Services, changes in the physical placement of staff were inevitable. Most of Access Services staff moved into different areas or acquired new office mates.

## **Systems Infrastructure:**

The most visible accomplishment of FY 2000 is that the unit's core Information Technology services were not compromised by the date rollover on January 1. While remediation efforts began in 1998, the last six months of 1999 were intensely focused on finalizing application adjustments and disaster recovery procedures. Perhaps the most remarkable feature of this and other accomplishments from July to December is that several full-time positions were vacant during that hectic time. Fortunately four key positions were filled by July 2000 and the Technology Integration & Library Systems Division was finally able to restructure in a way that the department could better meet increased demand for public computing and web services.

Complementing the effort to rebuild and restructure was a deepened commitment to reinforce collaborative relationships between HSCCS, University Hospital MIS and CIRT. HSC access to VA clinical systems, the faculty workstation replacement project (FWRP) and the gigabit backbone migration are just a few examples of HSC-wide projects which included TILS staff and stood outside the unit's traditional 'library systems, public computing and web development' responsibilities.

During the year we moved forward toward consolidating basic services offered through HSCCS. In particular, the explosion of different mail systems that had evolved over the years saw a dramatic decline. An organized effort to inform users, offer training, and provide high quality support has made GroupWise the standard for email communication at the HSC. File and print services offered by the department have continued to gain ground as the standard for workstation configurations. Conversion of many workstations from the Macintosh operating system to the Windows operating system has reduced the complexities of supporting end users. These efforts have lead to several other projects aimed at standardizing equipment, software, training and support offerings.

## **Web-based Advances:**

In August 1999 the HSC website was re-launched with a new look and feel and refined top-level navigation. Design standards for departmental web sites were revised to be more flexible and functional. The server environment was extended to provide support for more specialized departmental requests as well as the latest generation of web development and multimedia technologies.

The web-based curriculum program made tremendous progress by offering 6 full-fledged online courses for the College of Nursing and Masters in Public Health Program. Most of the effort invested in these projects was spent training faculty and students so that subsequent courseware-based projects can take better advantage of the technology.

A dedicated ColdFusion application server was brought online to support quick-time-to-development web-based applications.

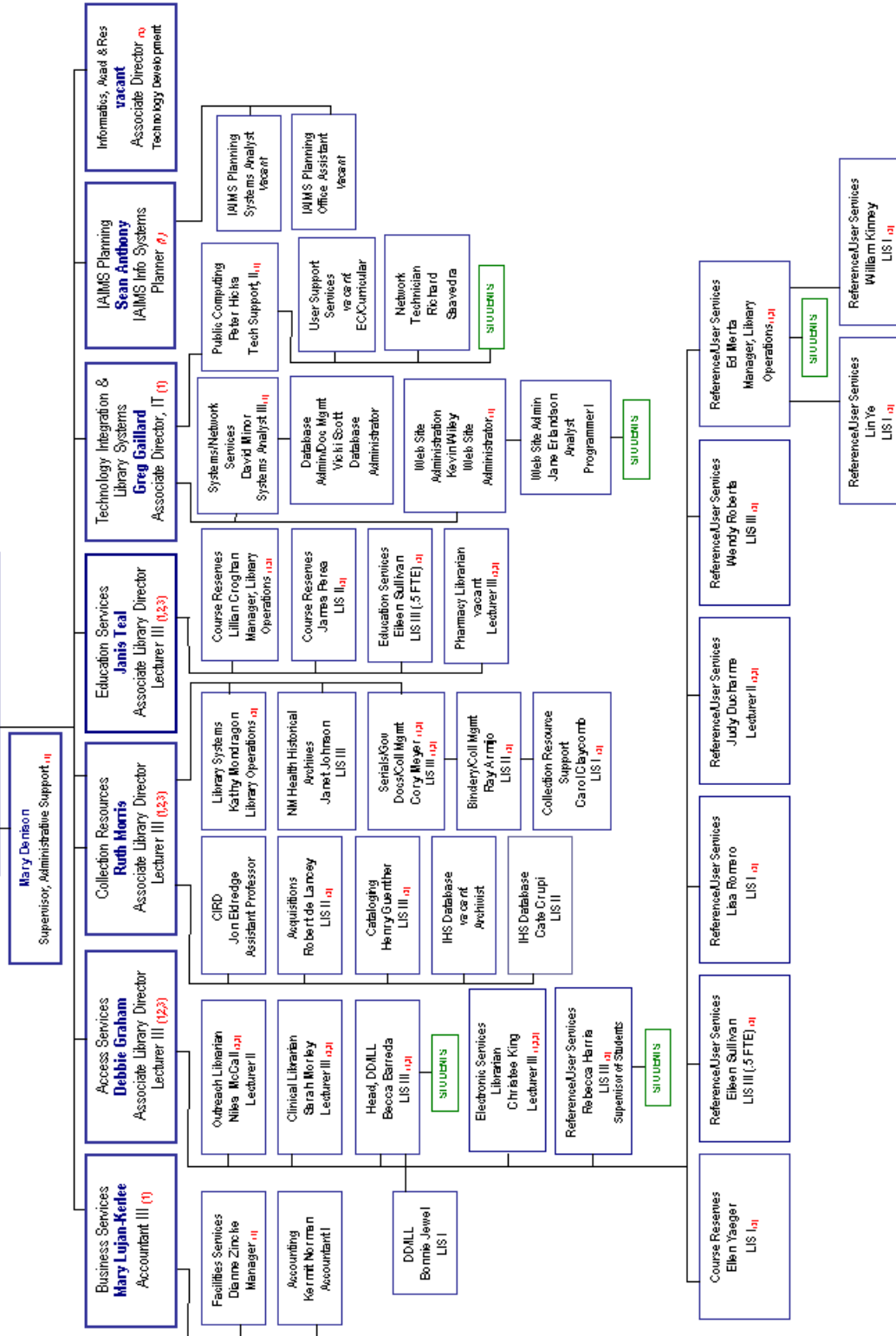
## **Staffing:** Organization Chart as of June 30

The following two pages include Organizational Charts for the Health Sciences Center Library and the Health Sciences Center Computer Services.

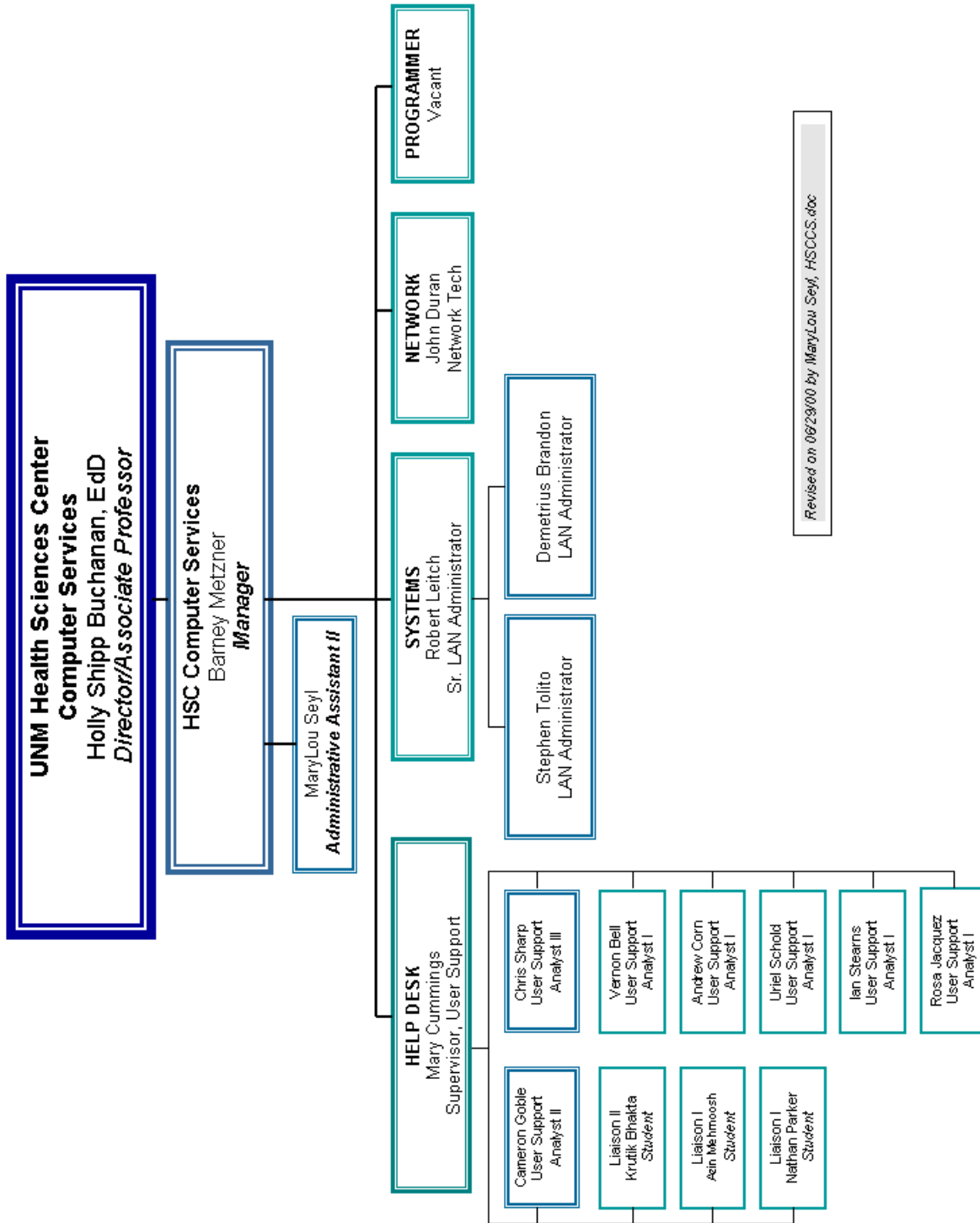
**LES END**  
Supervisory Managers (1)  
Faculty (2)  
Access Desk (3)

**HSC Library**  
**Holly Shipp Buchanan, EdD**  
Director/Associate Professor (1,2)

Revised by Mary Deaton 7/21/00  
File Name: H:\Mary Deaton\org\hsc.lib.doc







## ***Contributions to the Health Sciences Center's Mission***

### **1. Providing innovative, collaborative education**

The completion of the library's second electronic classroom in August 1999 opened the door for increasing collaboration between the library and other HSC units to deliver education in an innovative manner. Joining a 20-workstation classroom which opened in 1998, the Library Classroom with 12 user workstations, instructor station, and permanent ceiling-mounted projection, created a second state-of-the-art venue for delivery of electronically based education. The flexibility of two electronic classrooms allowed the library to participate in the hosting and delivery of several collaborative orientations.

We continued to participate in delivery of the School of Medicine Intern Orientation, with informatics topics including library resources, GroupWise email, and access to the patient information systems at both University Hospital and at the Albuquerque VA Hospital. The Assistant Dean for Faculty Development of the School of Medicine organized a series of orientations for new faculty members, and again, the library electronic classrooms provided the setting for informatics training by library faculty and for PowerPoint presentations by the offices of Faculty Affairs, Academic Affairs, Research Administration, and others. The Continuing Medical Education (CME) office invited the library to participate in delivering a series of CME classes on Evidence-Based Medicine. Library faculty and staff also used the classrooms to deliver direct instruction to the medical students in their Evidence-Based Medicine/Pharmacology block.

An even more innovative educational collaboration is being planned under the auspices of the Telehealth Outreach for Unified Community Health (TOUCH) Grant. Under terms of this grant, the UNM School of Medicine, the HSC Library, and the Albuquerque High Performance Computing Center are collaborating with the John A. Burns School of Medicine at the University of Hawaii and Maui High Performance Computing Center to test the use of virtual reality in delivering educational content to students in remote locations in New Mexico and Hawaii.

A different type of educational collaboration was an outcome of a retreat held by the School of Medicine to consider aspects of Phase I of the medical school curriculum. At that retreat, a decision was made to create a database to reflect Phase I of the curriculum. The database is to include curriculum topics, how taught (lecture, lab, tutorial, etc.), how assessed, USMLE code number, and more. Several library faculty joined the planning process for the building of this database.

Meanwhile, with the support of the library's web application developer for curricula, the College of Nursing and the Robert Wood Johnson Partnerships for Training Program continued to deliver web-based and web-enhanced courses to distance students. The Masters in Public Health Program also joined the ranks of those programs with web-enhanced courses.

In a collaboration to formalize a library liaison to the College of Pharmacy, a faculty position was created. The College of Pharmacy and the School of Medicine support this position jointly. It is an innovative collaboration to offer both educational and research support from the library to the College of Pharmacy.

Library faculty members, Judith Ducharme, Jon Eldredge, Deborah Graham, Christee King and Janis Teal all served as library liaisons to School of Medicine block committees. Library faculty also participated in the tutorial aspects of the curriculum by attending weekly tutor meetings, serving on block curriculum committees and co-authoring cases. The close contacts with block planning in the development of the School of Medicine curriculum has enabled the library to closely match book (and to a lesser extent, journals) selection to support student pursuit of learning issues.

## **2. Advancing frontiers of science through research critical to the future of health care**

Support for research was advanced with the licensing of two major electronic journal packages (Blackwell Science and Ideal) that increased the number of full-text ejournals at the HSCL to over 1000. Both packages focus on medicine and related areas.

The Electronic Journal Task Force was created at the suggestion of Dr. Eaton in March 2000. The purpose of the Task Force was (1) to provide easy access for UNM researchers to be aware of the work that was being done at UNM, and (2) to create a place that showcases and fosters existing and future collaborations within and outside UNM. Under the leadership of Dr. Ken Miller (CON) a group of faculty was convened to explore creating an "electronic journal." Dr. Holly Buchanan, Deborah Graham, and Ruth Morris participated in creating a template for research and collaboration. During the initial phase, categories for future web pages were designated for Announcements & Opportunities, Featured Research, Research Commons, and Recent Publications.

Two members of the Anesthesiology Department (David Wilks, Gordon Minton) met with Holly Buchanan, Deborah Graham, and Ruth Morris to discuss creating a web page for their Department. The purpose was to create a page specifically featuring electronic journals, books, other important sites, etc. that meet the needs of the Anesthesiology Department. The pages were developed and continue to be refined as more resources are found. The Anesthesiology Department will provide a deposit account of \$5000 for the library to purchase the electronic resources. This collaboration sparked interest in the Ob/Gyn Department (Meggan Smelzer has been the contact) in having a similar site.

## **3. Delivering health care services that are at the forefront of science**

The Clinical Medical Librarian program at UNM HSCL was initiated in June 1999 as a result of several programmatic initiatives to improve services for various constituencies at the Health Sciences Center and in recognition of recent trends in library and information management. The Clinical Medical Librarian (CML), Sarah Morley, is the Library's liaison to HSC affiliated clinical facilities and programs, including coordination of the Literature Attached to Charts (LATCH) program.

The CML attends rounds with different teams, providing literature searches and articles in response to clinical questions for specific patients and conditions. There were 316 requests for LATCHes, an increase of 8% over the previous year. In addition to enhancing patient care, the CML can use rounds as an educational tool by teaching members of the health care team how to frame the clinical question, identify appropriate information sources, and perform a relevant

search. Ms. Morley is a regular member of two Internal Medicine teams (Red, Blue). She also goes on rounds weekly with a psychopharmacology team in the Child and Adolescent Psychiatry Program, as does Christee King, Electronic Resources Librarian.

#### **4. Facilitating partnerships with public and private biomedical and health enterprises**

A conference entitled "Health-e: Building a Collaborative Health Information Network for New Mexico for State-Wide Planning" was held in April 1999. Twenty-six individuals from health professions, government agencies, academic, public, and health sciences libraries, and interested citizens met at the New Mexico State Library to explore options for developing state-wide cooperative resources and networks for the delivery of health information. Participants identified many unmet information needs and barriers to networks unique to New Mexico; and also suggested interesting ideas for initiatives and projects to pursue that reflect the special strengths of the state, such as the diversity of its medical heritage from many cultures. A series of meetings for the specific interest groups are being planned for the coming year, and a second statewide meeting is targeted for 2001.

The HSCL is a full member of the Alliance for Innovations in Science and Technology Information. The Alliance mission is to acquire science and technology information and to create collaborative tool sets exploiting these to the best advantage for our researchers. Its vision is to be an innovative leader in cyber SCI/TECH information, producing new models of scholarly communication

Dr. Jon Eldredge continued a series of consultancy visits to the New Mexico State University Library in Las Cruces to lend his expertise in the selection of books and journals in the health arena.

"Access to Electronic Health Information for the Public in New Mexico", is funded by a grant to the HSCL from the Houston Academy of Medicine, Texas Medical Center Library, National Network of Libraries of Medicine, South Central Region, a program of the National Library of Medicine. The goals of the project are: 1) to link individuals, communities, and organizations interested in consumer health in New Mexico, 2) to identify and promote awareness of existing local and regional consumer health information resources and, 3) to provide training on existing consumer health information sources. The Albuquerque/Bernalillo County Library System is a primary partner in the project.

The Health Reference Center Academic Database was made available statewide under a grant from the New Mexico State Library with funding from the Federal Library Services and Technology Act. Deborah Graham, MLS, Associate Director, the HSC Library Access Services Division administers these funds and provides for the provision of this database to all public, academic and high school libraries statewide.

The TOUCH project, which is collaboration between the University of Hawaii Burns School of Medicine, the University of New Mexico School of Medicine, and the High Performance Computing Center in each state, is another example of partnership facilitation.

## ***Collection Resources Division***

Prepared by Ruth Morris, MLS, Associate Director for Collection Resources

Electronic advances in several areas marked fiscal year 2000 in Collection Resources. The WebPac online catalog was fully implemented and all VT terminals were replaced by PC workstations. WebPac gives the Library a point-and-click online catalog. Access to electronic versions of journals tripled and several new aggregated electronic packages were purchased. These electronic resources created special challenges in licensing, registration, IP address issues, managing, and organizing a very diverse and expanding collection. Collection Resources personnel have been working together to make all of these added resources more easily available via both our library home page and our WebPac catalog.

### **\* Cataloging Services**

Prepared by Henry Guenther, MLS, LIS III

The year's cataloging activity amounted to a total of 2,497 new orders, gifts, media materials and government publications. An additional 274 titles were re-cataloged, mostly monographic series that had, in the past, been treated as if they were periodicals. The majority of these monographs were publications of the National League of Nursing dating back to the 1980's. These materials, while old, still represent an important collection of nursing and nursing education related monographs. This project was undertaken to: a) provide additional room in the journal area and: b) to provide better access to them in the online catalog. Furthermore, the relocation of these titles into the regular collection will allow for their serendipitous discovery by those patrons who enjoy browsing the shelves within call number areas. An interesting gift that came to this library was the Schottstaedt Gift of Southwestern Health & Medicine. This wonderful collection, presented to the library by William W. Schottstaedt, MD and Mary Francis Schottstaedt, MD, is an extensive collection covering such varied topics as cultural anthropology, shamanism and traditional native medical practices. Over 175 volumes, this collection will be a rich source for researchers in many fields.

In the past, teaching faculty had been notified of new books of interest in their field by blue cards with the title and call number on them. These had to be filled out and addressed by hand, a laborious and time-consuming process. This year, in consultation with Jonathan Eldredge and with the technical assistance of Greg Gaillard, I was able to replace this old method with a new paperless system of notification. Now the relevant information is simply cut and pasted from the electronic record into an e-mail message, which can then be sent simultaneously to as many recipients as necessary. This new system has garnered many favorable comments from the teaching faculty.

## **\* Acquisitions Services**

Prepared by Robert de Lancey, MLS, LIS II

The Acquisitions Department maintained its support of the Library's collections through monograph ordering from a broad range of sources. We received 1,487 titles in FY 1999-00, not including donations. This represents an increase of more than 5% over FY 1998-99 totals, and about 41% over FY 1997-98, a year of fiscal austerity. There was a slight increase in the percentage of total receipts derived from approval plan selections, which represented 86% of the total in FY 1999-00, compared with 82% in FY 1998-99 and 81% in FY 1997-98.

## **Department Library Collections**

Cataloging requests from department libraries declined considerably in 1999-00, with 214 titles processed, a reduction of 39% from the 350 titles cataloged in 1998-99, and a 13% drop compared to 245 titles in 1997-98. Most departments did not add substantially to their cataloged collections. Exceptions were Orthopedics, Psychiatry, Radiology and, especially, the Physician Assistant Program, which is still having its core collection cataloged as well as acquiring new materials.

Cataloging activity for Department Collections from July 1999 through June 2000 is summarized on the table with the same name in the Tables Section on page 35.

Comprehensive lists of holdings in multiple formats were generated at the request of four department libraries, as follows:

- Health Sciences Ethics Program: 1 by title, 1 by author. There were 689 titles in this collection as of 10/1/99.
- New Mexico Grief Intervention Program: 1 by title, 1 by call number. As of 7/8/99 there were 766 titles in this collection.
- New Mexico Prenatal Care Network: 1 by title, 1 by call number. These lists, which did not include serials received by the department, indicated holdings of 502 titles as of 4/20/00.
- OB/GYN: 1 by title. There were 383 titles in this collection as of 5/26/00.

Personnel changes in some departments led to postponement of some previously announced cataloging projects and collection reorganizations.

## **\* Collection Management / Government Documents / Serials Unit**

Prepared by Cory J. Meyer, MLS, LIS III

The majority of the year was spent settling in to new work areas and perfecting processes that had to be changed due to the configuration of the new Collection Resources area on the 3<sup>rd</sup> floor of the Library. Several of the Collection Management bindery and repair duties were relocated to the Annex and allowed staff greater space for many of the messier processes involved with repair.

The Unit was busy throughout the year in identifying government documents that had migrated to an electronic format and obtaining electronic versions of some of the Library's print subscriptions. This year also saw the start of a major project to enter records in the online catalog for government microfiche and 959 records had been added by June 30, 2000. An Access97 database was also created to better manage the Annex government document collection.

Minor shifting of journals continued during the year to adjust for any measurement discrepancies after the major move of last year. Unit staff withdrew 1410 items that were identified by the Chief of Collections & Information Resources Development and changed the location on 168 items moving from the Consumer Reference area on the 2<sup>nd</sup> floor to the Book Collection on the 4<sup>th</sup> floor.

A new shelf-reading plan for all Access Services and Collection Resources staff was developed with a more equitable distribution of ranges, allowing staff to complete their assignments with greater ease.

Annex requests doubled from the year before, from just over 2 requests per day to just over 5 requests per day. The estimate for next year is extrapolated to be just over 10 requests per day and the unit is investigating alternatives to manually retrieving physical volumes.

### **• Library Systems**

Prepared by Katherine Mondragon, BUS, Manager, Library Operations

Preparing for the year 2000 and a greater World Wide Web presence were emphasized in Library Systems this fiscal year.

In order for all of the date-sensitive functions in the Library's online catalog and circulation system to work properly, major Y2K updates of the Innopac Software were performed and tested. With every new release of the software come changes and enhancements as well as problems caused by bugs in the new software. Staff training on these changes, enhancements and problems were an important part of this FY. There were also several new products and updates to equipment made that necessitated training and changes in the way things are done. Some of these included: GUI and/or Web interfaces for Cataloging and Management Reports and a switch to TCP/IP access for system printing and portable scanner downloading.

The new Web interface to the Library's Online catalog (WebPac) meant that HTML pages for all of the introduction, menu and help screens for the WebPac had to be created. With the Web interface we now have the capability to have hyperlinks in our catalog records for all of the journals that we have electronic access to. All of those titles required that the online subscriptions be registered, and links be added to our catalog records.

In addition to the responsibility for the Library's WebPac, the Innopac Systems Administrator became responsible for maintaining the Library's Electronic Journals and Texts web page, the NHRD and NHHD Web Pages and for creating and maintaining web pages for the New Mexico Health Historical Archives Collection.

## **✳ Collections & Information Resources Development (CIRD)**

Prepared by Jonathan Eldredge, MLS, PhD, Assistant Professor

### **Curricular Support**

CIRD Chief, Dr. Jonathan Eldredge, has served as a tutor in the innovative School of Medicine Phase 1 curriculum for the past four years. In this role he is in a position to understand the information needs of the students and of the curriculum requirements. Dr. Eldredge contributes by attending weekly tutor meetings, serving on block curriculum committees, co-authoring cases, and acting as a library liaison to several School of Medicine block committees. (The September 1998 issue of *Health Libraries Review* 15(3): 185-94 describes in detail the library liaison role at the UNM HSC Library.) The close contacts with other faculty in the development of the School of Medicine curriculum has enabled him to closely match book (and to a lesser extent, journals) selection to support student pursuit of learning issues. Close contacts with other faculty also create an environment more conducive to open communication and collaboration.

### **Research Resources**

The annual journal cancellations and new journal selection process were successfully concluded. Journal cancellations are always a sensitive matter with various HSC constituencies. For the third consecutive year, faculty members have accepted Dr. Eldredge's explanation of the methods used for canceling journals without complaint. Those subscriptions fulfilling two or more of the following criteria were considered for cancellation: two-year inflation rate or a price increase of more than \$300, chronic low use, and an annual price of over \$1,000 per subscription. One final criterion was a high cost per use. These cancellations enabled recommendations for approximately \$5,000 worth of new subscriptions to meet increased demands upon collections or to support new programs at the HSC. The tables at the end of this annual report list the canceled and new journal titles.

In a joint publication, Dr. Eldredge collaborated with Henry Guenther on an article about an innovative weeding project they had conducted the previous fiscal year. The article was accepted for publication following peer review for the *Bulletin of the Medical Library Association*. He also had two publications on Evidence-Based Librarianship (EBL) accepted following peer review processes for the journals *Medical Reference Services Quarterly* and *Bulletin of the Medical Library Association*. At the 2000 Annual Meeting of the Medical Library Association in Vancouver, BC, he presented a paper to an audience of about 150 attendees, entitled "Cohort Studies in Librarianship: An Underutilized Research Method." This paper included his experiences based upon his own research.

### **Evidence-Based Librarianship (EBL)**

Dr. Eldredge created a new continuing education course sponsored by the Medical Library Association, entitled Evidence-Based Librarianship (EBL) last fiscal year. EBL resembles Evidence-Based Medicine (EBM) in its heavy reliance upon scientifically valid evidence to support decision-making in libraries. He presented this course to medical librarian colleagues at the following sites: Norman, Oklahoma; San Diego; and, twice in Miami Beach. He also



presented this course at no cost to medical librarian colleagues at the UNM Health Sciences Center.

### **Forging Collaborative Partnerships**

As CIRD Chief, Dr. Eldredge participated in coordinating a joint venture between seven institutions to bring 240+ new electronic only journal subscriptions published by Blackwell Science. This joint venture relied upon the expertise of his counterparts at the University of Nevada and the University of Arizona to become a reality. The contract for MD Consult, a service that provides approximately 40 clinical journals and 40 clinical texts in electronic only form, was also renegotiated. MD Consult has proven to be immensely popular with first year medical students and residents.

Beginning in July 1999, Dr. Eldredge initiated a series of collection development consultant visits to the library at New Mexico State University in Las Cruces. In recent years NMSU has expanded the depth, breadth, and enrollment of its health sciences programs. The faculty at the NMSU Library has been relying upon him during this past year to help develop book and journals collections. These activities were described in a complimentary article in the NMSU Library's April 2000 newsletter *Citations*. These consulting trips also extended to the library at the Memorial Medical Center in Las Cruces.

As part of his responsibilities as CIRD Chief, Dr. Eldredge also coordinated the receipt of significant donations from both the Lovelace Respiratory Research Institute and the Drs Schottstaedt of Santa Fe. The Lovelace donation consisted of original editions of some famous medical classics. The Schottstaedt collection consisted of materials concerning ancient or traditional healthcare practices in the region. These gifts represented significant additions to the HSC Library collections. Dr. Eldredge also continued to be closely involved again this year with the National Library of Medicine's research grant to make Latin American Social Medicine books and journals more accessible via the Web.

### **\* Native Health Research Database (NHRD)**

Prepared by Ruth Morris, MLS, Associate Director, Collection Resources

The NHRD is a comprehensive collection of information about American Indian, Alaska Native, and Canadian Indian health issues. The documents in the collection date from 1965 to the present. Earlier documents are contained in the Native Health History Database (NHHD), a database that is linked to the NHRD.

NHRD Archivist, Tom Kauley resigned on February 29th to be with his wife in Baltimore. Half-time Library Information Specialist II, Bonne Burton, resigned on October 21, 1999 to take a full-time job. She was replaced by Catherine Crupi, who turned in her resignation to be effective at the end of July 2000 to take a teaching job in New Hampshire. These positions have not been filled due to the soon-approaching expiration of the grant, but several library staff members have volunteered to support the database until the grant receives new support. While these volunteers are much appreciated, time constraints mean that they will only be able to offer a minimum of support.

By the end of July 2000, the NHRD had 3409 entries, continuing to exceed the stated goal for the end of FY00. Editing of NHRD entries was done to eliminate some duplicates and clean up some entries.

All IHS Staff Office of Planning, Evaluation and Research (SOPER) documents received by the HSCL to date were abstracted and placed on the NHRD. All appropriate articles from the IHS Primary Care Provider issues (1990 to the present) received by the HSCL to date have been catalogued, abstracted and placed on the NHRD.

The pages of the web site were re-edited. Several new links to resources were added as well as four new pre-defined expert searches, on Alcoholism, Obesity, Kidney Diseases and Cardiovascular Diseases.

### **Document Delivery**

Document delivery has continued to process requests. A new form was created for NHRD staff to request journal articles for inclusion in the NHRD.

### **NHRD Demonstrations and Presentations**

Demonstrations have been made to several high school and college groups. Introduction was made to the Center for Native American Health at the University of AZ in Tucson. Two articles regarding the database appeared in journals in February. A document outlining a typical demonstration was created to insure more consistency in demonstrations and presentations.

### **Continued NHRD Archive Collection Development**

The collection was relocated to another part of the annex where the new shelves were installed. The collection was reorganized and relabeled with new labels.

### **Policies and Procedures**

A file of information that is accessible to library staff augmented the Policies and Procedures manual.

Several staff members were trained in abstracting documents, importing documents to the NHRD, pulling requested documents from the archives, and maintaining the collection. This was done in order to protect the future of the database, as in the past only the NHRD staff has had this information.

### **Budget and Long-term Plan**

NHRD staff developed and finalized FY2000 NHRD/NHHD Budget and Activity Proposals for the 3d year contract.

In March, a 27-page grant proposal was designed and written. The document was sent to IHS Project Officer, IHS Research Program Director, and Office of Director representative as a basis for future discussions regarding long-term NHRD sustainability. Other granting agencies will also be approached. The objectives of the document are: 1) update and maintain the Native Health Research Database; 2) update and maintain the Native Health Research Database Archival Collection containing hard copies of all items located on the database; 3) provide document ordering, retrieval, and delivery services upon request; 4) provide a multi-purpose Native Health Information Partnership Web Site; 5) establish an interactive AI/AN Health

Information Partnership Network to promote collaborations on database development and use to target audiences; and 6) provide training on the use of health information electronic resources for AI/AN tribes, organizations and health personnel. An in-depth evaluation plan is described as part of the grant proposal.

As an alternative, a proposal to IHS for continued support for the NHRD was designed for 2001 with an option for two additional years. The proposal was accepted, and the database will be supported for 2001 with an option for the next two years.

## **\* New Mexico Health Historical Archives**

Prepared by Janet Johnson, MA, LIS III

### **Oral History Project**

UNM History Professor, Dr. Jake Spidle, conducted oral history interviews with Howard L. Wilson MD, John B. Roberts MD, Phillip M. Day DVM, R. Robert Castillo MD and Larry J. Gordon MS, MPH. Janet Johnson transcribed, or is in the process of transcribing the interviews.

Bibliographic records for 13 oral histories now available for research use were added to the library's online catalog, and a listing of all the oral histories, completed and in process, can now be accessed via the library's home page.

That oral history web page includes information on 169 interviews with New Mexico physicians and other health professionals, including an abstract of each interview. The web page listing was made possible through a grant from the New Mexico Historical Records Advisory Board.

### **History of Medicine Committee**

This committee of retired and practicing New Mexico physicians, appointed by the President of the New Mexico Medical Society (NMMS), serves as an advisory group to the library regarding the pursuits of the Archives Program. There were three meetings during the year, at the last of which, in February, Fred H. Hanold MD relinquished the chairmanship, which he had held since September 1984. His contributions to the library and the history program over those many years are incalculable, and his absence from the helm will be keenly felt.

George E. Omer, MD, retired founding chairman of the University of New Mexico's Department of Orthopedics and Rehabilitation, has been a member of the Committee for some years, and consented to take over the chairmanship from Dr. Hanold should that be the wish of the NMMS President.

The Committee voted to submit a formal request to the state medical society that its Budget Committee consider matching the grant from The Khatali Alumni Association to further assist the work of the archives in making historical materials available for research purposes.

### **Grants**

The first of two grants received in support of the Archives Program this year was from the New Mexico Historical Records Advisory Board (NMHRAB). Its goal was to convert manual finding

aids to electronic format to provide access to archival collections that had been largely unknown to historians and researchers interested in the history of health and medicine in the state.

The NMHRAB grant enabled the library to create web pages describing and listing the collections available in the New Mexico Health Historical Archives. This is the first time the Archive Collection has been able to make its resources available on the Web. The collections so listed include the Subject Collections (searchable by title and by subjects), Photoarchives, Oral Histories, Vertical Files, Serials, Health Sciences Center Archives, and Artifacts.

The second grant was received from The Khatali Alumni Association of the University of New Mexico's School of Medicine. With that grant the library was able to hire a half-time archival assistant to process, inventory and catalog collections of particular interest to the Health Sciences Center, and to mount several historical exhibits in the library's foyer and archives room. Collections processed by virtue of this grant included the founding and subsequent history of the University of New Mexico School of Medicine; the planning, construction, staffing, history and expansion of University Hospital in Albuquerque, which opened in 1954 as Bernalillo County-Indian Hospital; and the A. Earl Walker, MD Collection, including books, papers, slides, memorabilia, and art works from the estate of an internationally respected author, teacher and neurosurgeon who was on the faculty at both Johns Hopkins University and The University of New Mexico.

### **Deceased New Mexico Physicians**

Eulogies were prepared in observance of the deaths of 16 New Mexico physicians. These brief pieces, based on obituary notices in local newspapers, and with additional information from family or colleagues of the deceased, were forwarded to the New Mexico Medical Society (NMMS) and/or the Greater Albuquerque Medical Association (GAMA) for publication in their newsletters.

### **Living History**

Health-related issues at the forefront of public debate and concern continue to be the impact on physicians, patients and hospitals of management care programs. Part of the whirlpool of related topics are lack of mental health services, frustrated physicians leaving the state because of low (and late) Medicaid reimbursement, and HMO's dropping Medicare patients due to rising costs. At the same time, the state and the nation await legislation on patient protection and senior citizens' prescription costs.

Two sets of governing boards' minutes of local historical value were dealt with in different ways this year. First, the Minutes of the Board of Trustees of Bernalillo County-Indian Hospital (Albuquerque) for the period 1949 to 1969 were digitized and made available to the University Hospital administration and the Archives on compact discs, the first such project undertaken by the archives. Secondly, arrangements were made with the administration of Lovelace Respiratory Research Institute (LRRRI) regarding procedures that will be followed when historians request access at the archives to the Minutes of the Board of Governors of The Lovelace Clinic (1967-1973) or the Minutes of the Board of Trustees of The Lovelace Foundation for Medical Education and Research (1947-1973).

## **Collections Acquired**

Bruce Trigg MD donated three cartons of papers documenting the efforts of a number of advocacy groups to affect access and cost of health care, and health reform, in the state of New Mexico. These groups consist of consumers and of health professionals concerned with increasing costs and scarcity of health care 'providers,' groups of individuals trying to have a voice in the deliberations that may lead to "health reform." Included are such established groups as the New Mexico Public Health Association and the New Mexico Health Policy Commission, as well as grass roots coalitions, plus such single-payer proposals to the state legislature as "New Mexicare." The papers encompass the 1990's in New Mexico.

Larry J. Gordon MPH donated photocopies of scrapbook pages documenting a wide variety of public health initiatives undertaken between 1959 and 1973 by the Albuquerque Environmental Health Department.

Nine cartons of records were deposited by the Office of Undergraduate Medical Education of the UNM School of Medicine, documenting the Robert Wood Johnson grant, "Preparing Physicians for the Future – A Program of Medical Education at the University of New Mexico" 1991-1996.

## ***Access Services Division***

Prepared by Christee King, MLS, Electronic Resources Librarian, Lecturer III, for Deborah Graham, MLS, Associate Director for Access Services.

## **Personnel and Organization**

Access Services completed its goal to consolidate desks to a single-service point. Physical collections were reorganized to integrate the Permanent Reserves collection into the Reference Collection, to provide Media Services from the single-service desk, and to create an area for Course Reserve materials in the same physical vicinity as the Reference Collection. All items in Reference and Reserve became items that circulate for three hours and overnight at closing time.

The position of Electronic Resources Librarian was instituted in March, and was assumed by Christee King. At that same time, Education Services became its own Library Division, headed by Janis Teal, formerly of Access Services. Niles McCall joined the Library in February as the Outreach Librarian, filling a long-standing vacancy. William Kinney became a member of the Library's evening services team in April. Ed Merta was promoted to Library Operations Manager and became the evening services supervisor. Deborah Graham presented all members of the Access Services Team with Certificates of Appreciation.

## **Grants Received**

The Library received \$40,000 to promote access to consumer health information. The project, "Access to Electronic Health Information for the Public in New Mexico", is funded by a grant to the HSCL from the Houston Academy of Medicine, Texas Medical Center Library, National Network of Libraries of Medicine, South Central Region, a program of the National Library of

Medicine. The goals of the project are: 1) to link individuals, communities, and organizations interested in consumer health in New Mexico, 2) to identify and promote awareness of existing local and regional consumer health information resources and, 3) to provide training on existing consumer health information sources. The Albuquerque/Bernalillo County Library System is a primary partner in the project. To date, the project has held several training sessions on consumer health information, provided free document delivery of medical articles to public libraries, and created a consumer health web site in partnership with the Consumer Health Information Coalition (CHIC) <http://hsc.unm.edu/chic>. Eileen Sullivan, MLS is the Principal Investigator.

The Health Reference Center Academic Database was made available statewide under a grant from the New Mexico State Library with funding from the federal Library Services and Technology Act. Deborah Graham, MLS, Associate Director, the HSC Library Access Services Division administers these funds and provides for the provision of this database to all public, academic and high school libraries statewide.

Niles McCall, Outreach Coordinator, continued the ongoing activities of the NN/LM Outreach grant. One of the activities of this grant is to match up qualifying institutions to appropriate NLM grants such as Library Improvement or Internet Connectivity. The HSC Library was instrumental in two NN/LM Library Improvement Grants being awarded to San Juan Regional Medical Center in Farmington and to Holy Cross Hospital in Taos, and one NN/LM Internet Connectivity Grant awarded to Sierra Vista Hospital in Truth or Consequences.

### **✿ Clinical Medical Librarian Services**

Prepared by Sarah Knox Morley, MLS, Clinical Medical Librarian, Lecturer III

The Clinical Medical Librarian program at UNMHSC was initiated in June 1999 as a result of several programmatic initiatives to improve services for various constituencies at the Health Sciences Center and in recognition of recent trends in library and information management. The Clinical Medical Librarian (CML), Sarah Morley, is the Library's liaison to HSC affiliated clinical facilities and programs, including coordination of the Literature Attached to Charts (LATCH) program. The CML attends rounds with different teams, providing literature searches and articles in response to clinical questions for specific patients and conditions. In addition to enhancing patient care, the CML can use rounds as an educational tool by teaching members of the health care team how to frame the clinical question, identify appropriate information sources, and perform a relevant search. Ms. Morley is a regular member of two Internal Medicine teams (Red, Blue). She also rounds weekly with a psychopharmacology team in the Child and Adolescent Psychiatry Program, as does Christee King, Electronic Resources Librarian.

### **✿ Document Delivery/Interlibrary Loans**

Prepared by Becca Barreda, LIS III

The ILL coupon redemption system that was used for over a decade by the South Central Chapter Region of Medical Libraries was replaced with an "Electronic Transfer Fund System" (EFTS). EFTS works in conjunction with Docline and QuickDoc software. HSC participated in the test pilot of the system. The entire region converted to EFTS in June 2000.

The standard \$8.00 Interlibrary Loan (ILL) fee that all the South Central Academic Libraries (SCAMEL) charged went up to \$9.00 effective June 1, 2000. SCAMEL also raised the ILL assessment fee for items that SCAMEL Libraries fill for one another from 50 cents to \$1.00. HSCL will send a separate report to the SCAMEL office for the documents that they fill for NM hospitals that don't use Docline. All HSCL EFTS files had to be edited to reflect these changes.

We have 125 Loansome Doc registrants to date; this is a 40% increase compared to last year's 89 registrants. We believe this is due to the popularity of NLM's PubMed on the Internet.

Policies and procedures were implemented for the department's new copy service, for the Native Health Research Database and for the Consumer Health Grant project. We added sections to our monthly statistical report for all these services. A new section was added to our Document Delivery form for the copy service and we developed new request forms for NHRD and Consumer Health Grant requests.

Becca Barreda is a Document Delivery Committee member for the NM Academic Library Association. One of her assignments was to help initiate an OCLC Union List for the state of NM. Becca gave detailed information to Ben Wakashige, NM State Librarian, who now is working on the implementation of a Union List for the state.

The agreement between HSCL and UNM Centennial Science and Engineering Library (CSEL) to exchange articles and deliver via ARIEL stopped temporarily in August 1999 because CSEL had a temporary staffing problem. The agreement was reinstated in May 2000.

ARIEL delivery has become even more popular among interlibrary loan departments all over the country. The turnaround time is generally 1-3 days. Denison Memorial Medical Library in Denver, CO, has become a very active borrower because of our ARIEL delivery and turnaround time, generally 24 hours. Denison has set up a deposit account with HSCL. We guesstimate that 80% of the interlibrary loans we request are delivered to us via ARIEL.

Our department physically moved to the 3rd floor of the library last summer and the new location includes a service window. We regularly train our student employees to help our users at the window; our permanent staff helps users when the student staff is not available. The window is a great service for users on the 3rd floor, especially when they can't find what they are looking for. The service activity at the window is very steady Monday- Friday, 8am - 5pm.

Becca Barreda trained Niles McCall, the new Outreach Librarian, on all the activities of Document Delivery and their NM clients and how this all relates to the Outreach Librarian's position. Becca is training Wendy Roberts on a regular basis.

Wendy Roberts is actively working on an Access Database for all our Document Delivery customers.

Becca Barreda would like to acknowledge the great teamwork of the Document Delivery Staff, Bonnie Jewel, Wendy Roberts and the student staff, Sarah Kehrman and Corinna Saiz. The unit went through a lot of changes from physically moving to another location to learning QuickDoc (a new software that was needed for EFTS to work). The implementation of all the EFTS

records and editing of new fees was very time consuming. We are offering new services, which involved making new forms and creating new policies and procedures for all of us to adapt to.

## ✿ **Outreach**

Prepared by Niles McCall, MLS, Outreach Librarian, Lecturer II

Many new developments took place during the past year in outreach under the leadership of Deborah Graham. First, a new outreach librarian, Niles McCall, began work in February. Second, two NN/LM Library Improvement Grants were awarded to San Juan Regional Medical Center in Farmington and to Holy Cross Hospital in Taos. Also, a NN/LM Internet Connectivity Grant was awarded to Sierra Vista Hospital in Truth or Consequences. Next, a statewide planning meeting was held in Santa Fe, sponsored by the NN/LM SCR, to discuss building a collaborative health information network for New Mexico. In the area of consumer information, the library received a NN/LM SCR award to develop Web-based consumer information resources. Also in this area of consumer health, the library was awarded an LSTA grant of \$70,000 from the New Mexico State Library to provide access to the Health Reference Center Academic Database for every public, academic, and high school library in the state.

Niles McCall continued the activities of the NN/LM Outreach grant during the year. Several follow-up visits were made to the Library Improvement Project sites of Gallup Indian Medical Center, the Acoma/Canoncito/Laguna Indian Health Hospital, the PHS Santa Fe Indian Hospital, the Northern Navajo Medical Center, the San Juan Regional Medical Center in Farmington and Holy Cross Hospital in Taos. A PubMed exhibit was held for the New Mexico Primary Care Association annual meeting in Taos. Two special medical database workshops were conducted at the Navajo Dine College in Gallup for health professionals, librarians, and Navajo students and staff. Preceptors, health staff, and residents at the Eastern New Mexico Medical Family Practice Residency Program in Roswell were given a workshop on medical databases and library Web resources.

### **Outreach visits**

- UNM Valenica Campus, March 13 - introduction and orientation of outreach services and a demonstration of PubMed and other health databases.
- San Juan Regional Medical Center/Farmington, March 21 - demonstration of PubMed, Medline Plus and other health databases.
- Gallup Indian Medical Center in Gallup, March 22 - refresher of skills for PubMed, Medline Plus and orientation to other health databases.
- Acoma-Canoncito-Laguna IHS Service Unit, March 23 - demonstration of PubMed and other Internet health resources.
- Rural Outreach Committee at UNM HSC, May 8<sup>th</sup> - demonstration of NOAH and orientation to other Internet health resources.
- Eastern NM Medical Family Practice in Roswell, May 10<sup>th</sup> - demonstration of PubMed and other Internet health resources.
- Eastern New Mexico University branch at Ruidoso on May 10<sup>th</sup> - provided orientation to HSCL Web resources and outreach program.



- Sierra Vista Hospital in Truth or Consequences, May 11<sup>th</sup> - orientation to outreach services and a demonstration of PubMed and other health databases. Sierra Vista was awarded an NLM Internet Connectivity Grant in March of this year.

### **☛ Reference/Information Services and Electronic Resources**

Prepared by Christee King, MLS, Electronic Resources Librarian, Lecturer III

The position of Electronic Resources Librarian was created in March in recognition of the increasing importance of the role of the Internet and electronic materials in the HSC setting. The Library debuted its new web pages in July. The new site was a collaborative effort of Access Services and the HSC Web Development Team, based in the Library. The Library's new web page look features the design elements approved by HSC Management, and serves as a prototype for all new pages developed for the HSC site. Many library staff and faculty participated in developing and revising content for these new pages.

Planning was begun for moving to the Ovid Online system and away from the combined, so-called "hybrid" version of Ovid. Subscriptions were initiated to approximately 100 full text electronic journals via the Journals@Ovid database.

### ***Education Services Division***

Prepared by Janis Teal, MLS, MAT, Associate Director for Education Services

#### **Personnel and Organization**

In March 2000, in a move that emphasizes the growing role of librarian-as-educator, Education Services became a separate division of the library. Creation of the Education Services Division is a tribute to the new role of librarians in educating library users to access, use, and evaluate the spectrum of databases and electronic resources now available. Education Services includes a Library Operations Manager (Lillian Croghan), and two Library Information Specialists (James Perea and Eileen Sullivan). Eileen's time is divided between Access Services and Education Services.

#### **Education**

The academic year began with fanfare as the new library state-of-the-art electronic classroom opened in August. This is the second electronic classroom designed and operated by the library, the first being the 20-station classroom in Medical Building 2. The new Library Classroom (room 226 on the Plaza level of the library) has 12 workstations, an instructor station, ceiling projection, and state-of-the-art technology including flat-panel monitors. Decorated in purple and cream, with contemporary black tables and Aeron chairs, the Library Classroom is an example of high tech functionality and attractiveness. In its first year of operation, this room was reserved for instructional use approximately 30% of available time.

## **Informatics Curriculum**

In order to create a foundation for the role of education services, a curriculum document was written. This curriculum, called IHII (Integrated Health Informatics Initiative) describes the primary roles, goals, and objectives of major areas of library education services: the Library Instructional Series of classes (LIS); curricular support to HSC educational units; web-based course delivery; collaborative informatics orientations; and liaisons to HSC educational units.

## **Library Instructional Series**

In 1999/2000, the core content of the Library Instructional Series was articulated. CME accreditation for the workshops in this series was applied for and received. An enhancement of the series was to begin to offer training in EndNote bibliographic management software on a by-request basis. Plans were also made to offer classes through the UNM Division of Continuing Education. These classes are designed to reach audiences in the community with an interest in learning about health and medical resources. Three classes will be offered in the fall semester and three in the spring.

## **Curricular Support**

A major development in curricular support during the 1999/2000 academic year was direct instruction of medical students during the Evidence Based Medicine/Pharmacology block, a unit at the end of Phase I in the School of Medicine curriculum. Faculty librarians taught three topical sessions to groups of medical students. (Each session was repeated four times, so that all students received both didactic instruction and hands-on computer practice). Sessions included searching for randomized controlled trials and meta-analyses; searching for systematic reviews; and searching for treatment guidelines.

The library collaborated with the Associate Dean for Faculty Development in the School of Medicine in a new series of faculty orientations that introduced new faculty members of the School of Medicine to the Health Sciences Center. The library participated in collaborative informatics sessions which included library resources, GroupWise email, and access of University Hospital's patient information system.

Recognizing a need for structured orientations for new students in all academic components of the Health Sciences Center, an ad hoc task force was formed by representatives from all library divisions to improve the library's standard orientations. A "Library Orienteering" web page was created, which outlines basic information for a new student or faculty. Orienteering (which features a cartoon of a "library orienteer" complete with backpack and compass) provides the map of library resources and on-campus and off-campus access to them.

## **Library Liaisons**

Although the library has a College of Nursing liaison, and although several library faculty members serve as liaisons and tutors in the School of Medicine curriculum, there was no liaison designated for the College of Pharmacy. Through a collaborative effort between the College of Pharmacy and the School of Medicine (where other library faculty hold their appointments), a

faculty position of College of Pharmacy Liaison Librarian was created. In the spring of 2000 Education Services began a national search to fill this position.

Also in the spring of 2000, the College of Pharmacy faculty and staff began to adopt use of GroupWise email, the HSC standard email/groupware system. Education Services made plans to train Pharmacy faculty and staff in the use of GroupWise during the summer of 2000.

The College of Nursing Liaison began pilot discussions with College of Nursing faculty to assess informatics instruction in the College of Nursing.

### **Inservice Training**

Access Services and ancillary desk staff expressed the need for inservice trainings, in order to upgrade their desk skills after the consolidation of the information, media, and circulation desks. Education Services volunteered to organize a series of trainings to be conducted as part of Access Services meetings and began that process in June. Several staff members in Access Services have been identified to be trained as the next generation of reference librarians. Three of these four individuals either have library science degrees or are studying library science. Yet gaining real expertise in a specialized library such as the Health Sciences Center Library cannot happen solely through academic courses. A mentoring/training project was begun to increase the professional skill level of these individuals.

### **Media/Course Reserves**

1999/2000 was very much a transitional year for Media/Course Reserves. Formerly located on the 3<sup>rd</sup> floor of the library, the collection was moved to the 2<sup>nd</sup> floor, and media desk services merged with information and circulation desk services to form a single service point for the convenience of library users. Print reserves materials were incorporated into the reference collection, and a 3-hour checkout period was instituted for all reference and reserve materials. In order to respond to increasing demands for access to library resources from distance locations, a procedure was developed to create electronic course reserves. The library approached this conservatively by linking to already-licensed full text articles, rather than by scanning articles. New policies were written with the advice of University Counsel for Intellectual Property. New procedures were implemented, requiring a signed copyright compliance form for all course reserves; and new educational web pages were created to educate faculty on fair use guidelines.

### **Health Sciences Career Promotion**

The Health Sciences Center identified during strategic planning that an important goal was outreach to young students in junior high and high school to encourage their consideration of a health science career. To begin the outreach process, the HSC held a recognition reception for science fair winners, their parents, and teachers throughout New Mexico. The library participated by creating a special web page for the event. Librarians wrote "cases" which were made accessible on the web page with hints on using library electronic resources to find more information on each case. On the evening of the event, the 90+ attendees followed the hints to find information about the cases and enjoyed their success in the library.

## **Committees**

In addition to the above, the Associate Director for Education Services began serving on the HSC KMIT (Knowledge Management Information Technology) advisory committee, participated as a member of the Curriculum Committee for the TOUCH grant, and participated in the HSC Strategic Planning process.

## ***Technology Integration & Library Systems Division***

Prepared by Greg Gaillard, BA, Associate Director for TILS

The most visible accomplishment of FY 2000 is that the Library's core Information Technology services were not compromised by the date rollover on January 1. While remediation efforts began in 1998, the last six months of 1999 were intensely focused on finalizing application adjustments and disaster recovery procedures. Perhaps the most remarkable feature of this and other accomplishments from July to December is that several full-time positions were vacant during that hectic time. Fortunately four key positions were filled by July 2000 and TILS was finally able to restructure in a way that the department could better meet increased demand for public computing and web services.

Complementing the effort to rebuild and restructure was a deepened commitment to reinforce collaborative relationships with HSCCS, University Hospital MIS and CIRT. HSC access to VA clinical systems, the faculty workstation replacement project (FWRP) and the gigabit backbone migration are just a few examples of HSC-wide projects which included TILS staff and stood outside the unit's traditional 'library systems, public computing and web development' responsibilities. Listed below are select accomplishments for each functional area within TILS.

### **Public/Staff Computing**

Publicly available workstations increased by 16 to a total of 56. Thirty-four machines were replaced with updated hardware. Older systems were transferred to other HSC departments.

Workstations were replaced in both electronic classrooms with FWRP specification hardware. New projection and input source switching equipment was installed in Med2 classroom.

All public computing and electronic classroom workstations now run the Windows 2000 Professional operating system. Office 2000 productivity software was installed where appropriate. Curricular applications were redistributed to *all* non 'quick-in/quick-out' browsing stations, thereby increasing overall access to course-specific programs. The classroom(s) workstation images are now identical so that instructors have full access to all classroom resources from either building.

### **Web Services**

In August 1999 the HSC website was re-launched with a new look and feel and refined top-level navigation. Design standards for departmental web sites were revised to be more flexible and functional. The server environment was extended to provide support for more specialized

departmental requests as well as the latest generation of web development and multimedia technologies.

The web-based curriculum program made tremendous progress by offering 6 full-fledged online courses for the College of Nursing and Masters in Public Health Program. Most of the effort invested in these projects was spent training faculty and students so that subsequent courseware-based projects can take better advantage of the technology.

A dedicated ColdFusion application server was brought online to support quick-time-to-development web-based applications.

## **Infrastructure**

DEC UNIX servers supporting the catalog and management systems were updated to Y2K compliant operating systems. Two older DEC systems were retired along with all DEC network electronics – a project which dramatically reduced recurring maintenance costs.

Both Library NetWare servers supporting LAN file and Messaging services were replaced with current generation hardware. The operating system and applications were updated.

The Library and Med2 buildings moved to a new IP network and now connect directly to the gigabit backbone. This move eliminated several potential network bottlenecks, returned desperately needed IP numbers to the rest of campus and furthered the effort to introduce multicast services to the library.

The neglected Oracle-based library management system was readied for Y2K and survived not only the date rollover, but also a major hardware failure in the midst of remediation. The Oracle/SilverStream-based NHRD application survived a couple of system updates, and several smaller Access-based office automation type applications were put into production.

A new proxy service was introduced to accommodate off-campus access to the increasing number of IP restricted electronic resources. Additionally, bulletin board and mailing list applications were added to the list of supported services.

## ***Health Sciences Center Computer Services Division***

Prepared by Barney Metzner, MA, Manager, HSC Computer Services

With the transition to the year 2000 came a number of helpdesk and system maintenance issues. The problems related to non-compliant hardware and software had little effect on the department due to significant efforts to resolve problems ahead of time. These efforts provided many opportunities for staff to demonstrate their skill and value in supporting the business processes of the HSC.

At the same time, we moved forward toward consolidating basic services offered through HSCCS. In particular, the explosion of different mail systems that had evolved over the years saw a dramatic decline. An organized effort to inform users, offer training, and provide high

quality support has made GroupWise the standard for email communication at the HSC. File and print services offered by the department have continued to gain ground as the standard for workstation configurations. Conversion of many workstations from the Macintosh operating system to the Windows operating system has reduced the complexities of supporting end users.

These efforts have lead to several other projects aimed at standardizing equipment, software, training and support offering:

- GroupWise accounts for Colleges of Nursing and Pharmacy students
- Faculty Workstation Replacement Project, planning phase
- Unified directory with University Hospital, planning phase
- Coordinated helpdesk responses between HSCCS and UH
- Core infrastructure network upgrades phase II
- Server hardware upgrades
- Windows 2000 initial roll out
- Office 2000 initial roll out
- Support for PDA's (palm pilot)
- Hired Senior LAN Administrator
- Transitioning of the Library LAN Admin position to HSCCS
- Server software upgrade for support of IP only network protocol
- Phase I of transition to an IP only network
- Implemented Novell Distributed Printing Service (NDPS) as part of move to IP only network
- Establish regular GroupWise training as coordinated effort between HSCL and HSCCS
- Piloted the first Front Page 2000 training sessions
- Redeployed our helpdesk (salud) home page with update information
- Received approval and started the process of upgrading our USA I positions to USA II's.

## **Major Continuing Education Activities**

Becca Barreda, Jon Eldredge, Christee King and Sarah Morley attended the South Central Chapter of the Medical Library Association Meeting in Norman, Oklahoma, October 1999.

Becca Barreda, Debbie Graham, Niles McCall and Eileen Sullivan attended the New Mexico Library Association annual meeting in Taos on April 26-28.

Becca Barreda, Holly Buchanan, Debbie Graham, Bonnie Jewel, Niles McCall and Eileen Sullivan attended the New Mexico Library Association, Native American Libraries Special Interest Group Meeting (NALSIG) in Santa Fe on April 25.

Becca Barreda, Holly Buchanan, Carol Claycomb, Robert de Lancey, Judy Ducharme, Henry Guenther, Rebecca Harris, Niles McCall, Sarah Morley, Ruth Morris, James Perea, Eileen Sullivan and Janis Teal attended the Medical Library Association Continuing Education Course on Evidence-Based Librarianship, May 1, 2000, in Albuquerque, NM.

Holly Buchanan, Sarah Morley and Janis Teal attended the Conference on CyberMedicine and the Virtual Collaborative Clinic in Albuquerque, New Mexico on June 19-20, 2000.

Holly Buchanan attended the Benchmarking: Analyzing the Data continuing education course, at the Indiana Health Sciences Library Association Meeting on April 12, 2000 in French Lick, IN.

Holly Buchanan, Jon Eldredge and Janis Teal attended the Annual Meeting of the Medical Library Association, May 5-11, 2000 in Vancouver Canada.

Lillian Croghan & James Perea attended Tom Peters' Seminar: Reinventing Work: Brand Power.

Lillian Croghan attended Beginning Microsoft Windows & Beginning Microsoft Word classes.

Bonnie Jewel completed a beginning PageMaker class.

Bonnie Jewel and Wendy Roberts attended a New Mexico Interlibrary Loan sharing session in Socorro, NM.

Sarah Morley attended the Special Libraries Association annual meeting in Philadelphia, Pennsylvania.

James Perea attended Beginning PowerPoint & Beginning Excel classes.

Wendy Roberts and Becca Barreda completed two Access Database classes.

Eileen Sullivan attended the Online World Conference and Expo in Chicago.

## **Awards and Special Achievements**

The staff of the library was presented a Hippo award by the Medical Students, in appreciation of outstanding service.

Becca Barreda serves on the NNLM Document Delivery and the South Central Chapter of the Medical Library Association Membership committees.

Becca Barreda serves on the New Mexico Consortia for Academic Libraries Document Delivery Committee.

Holly Buchanan is a member of the editorial board of the *Journal of Hospital Librarianship*, published by Neal-Schuman.

Holly Buchanan is a member of the 1999-01 editorial board of the Association of Academic Health Sciences Libraries, *Annual Statistics of the Medical School Libraries in the United States and Canada*.

Holly Buchanan served as a member of the competitive grant study panel, Ad Hoc Review Committee of the National Institutes of Health, National Library of Medicine Internet Connections Grant, on June 8-9, 2000.

Holly Buchanan is the 1999-2000 chair of the Board of Directors, South Central Chapter of the National Network of Libraries of Medicine of the National Library of Medicine.

Holly Buchanan is a 2000 member of the Nominating Committee of the Hospital Library Interest Section of the South Central Chapter of the Medical Library Association.

Holly Buchanan is a 1999-01 member of the Medical Library Association's Benchmarking Taskforce.

Jon Eldredge is Journal Review Editor for *JAMA; Journal of the American Medical Association*.

Jon Eldredge was appointed as Chair of the Research Section, Medical Library Association.

Jon Eldredge is the Chair of the Research Committee of the Medical Library Association/South Central Chapter.

Jon Eldredge is a Member of the Program Committee of the Medical Library Association/South Central Chapter.

Jon Eldredge was featured in the article "MLA's award-winning professionals" *MLA News* 1999 June/July;(317): 7-10.

Christee King was awarded a South Central Chapter of the Medical Library Association Scholarship from the William D. Postell Professional Development Fund in the amount of \$340.

Christee King is a member of the South Central Chapter of the Medical Library Association HomePage Committee and the NNLM/SCR Technology Committee, which met in Houston in March. An MLA journal club was formed in June, with Christee acting as the facilitator.

Sarah Morley serves as Chair for the Governmental Relations Committee and is a member of the Hospital Library Interest Section Program Planning Committee of South Central Chapter of the Medical Library Association.

Sarah Morley received the Distinguished Service Award, from the South Central Chapter of the Medical Library Association in October 1999.

Sarah Morley is a Member, University Hospital Continuous Process Improvement Committee.

Sarah Morley is a Member, University Hospital Cerner Patient Information System Committee.

Sarah Morley is a Member, UNMHSC Internal Medicine Curriculum Committee.

Eileen Sullivan and Debbie Graham: Interview with Albuquerque Journal on Consumer Health Information. Article appeared 3/27/00



Eileen Sullivan is a member of the New Mexico Health Connection Advisory Council.

Eileen Sullivan is a member of the NN/LM Consumer Health Advisory Board.

Janis Teal was awarded a fellowship to attend the National Library of Medicine's Medical Informatics Course at Woods Hole, Massachusetts, October 1999.

## **Publications**

Buchanan, HS. Human resources management. In, The Medical Library Association Guide to Managing Health Care Libraries. R. Holst and S. A. Phillips (eds.) New York, Neal-Schuman Publishers, Inc., 2000.

Buchanan, HS, et al. Digital information for Latin American social medicine: A case study. In, Digital Libraries and Virtual Workplaces: Important Initiatives for Latin America in the Information Age. J. van Reenan, (ed.) Washington, D.C., Organization of American States, 2000. (Accepted for publication)

Buchanan, HS, Morris, RCT, Kauley, TD. Serving native health needs: merging technology and traditional information services. *Western Journal of Medicine* 1999 Nov/Dec; 171(5-6):373-375.

Buchanan, HS. Benchmarking: analyzing the Data: Course Syllabus. Approved for CEUs by the Medical Library Association, 2000.

Eldredge, J. Characteristics of peer reviewed clinical medicine journals. *Medical Reference Services Quarterly* 1999 Summer; 18(2): 13-26.

Eldredge, J. Evidence-Based Librarianship (EBL) needs international collaboration. *Hypothesis* 1999 Summer; 13(2):14-16.

Merta, E. Contributed 15 sidebar essays to a published book: The Reader's Companion to the American Presidency, edited by Alan Brinkley and Davis Dyer, published by Houghton Mifflin.

Morley, SK, Buchanan, HS. Clinical Medical Librarians: extending library resources to the clinical setting. *Journal of Hospital Librarianship* Summer 2001; 1(2). (Accepted for publication)

Morris, RCT. Online Tables of Contents: Effect on Usage. (Submitted to *Bulletin of the Medical Library Association* 12/99)

Sullivan, E. Chapter on Health Literacy was published in online manual, Consumer Health Web Manual, Consumer Health Advisory Board Committee, National Network of Libraries of Medicine, South Central Region. <http://www.nnlm.nlm.nih.gov/scr/conhlth/manualidx.htm>

## Presentations/Exhibits/Demos

Holly Buchanan and Jon Eldredge presented: "LASM: The Latin American Social Medicine Literature Project. Forging New Collaborative Relationships to Improve International Health" at the Transborder Library Forum and FORO Transfronterizo de Bibliotecas in Albuquerque, NM, on March 25, 2000.

Holly Buchanan presented: "The Future of Education: Knowledge Management via Information Technology; Making it Happen at the Health Sciences Center Library" to the UNM Board of Regents Health and Services Committee on May 12, 2000.

Jon Eldredge presented an Invited paper: "Cohort studies in librarianship: an underutilized research method", Medical Library Association/Canadian Health Libraries Association Annual Meeting, Vancouver, BC, May 2000.

Jon Eldredge taught his CE course "Evidence-Based Librarianship (EBL)" at: Norman, Oklahoma; San Diego; and, twice in Miami Beach.

Niles McCall presented two workshops to the Dine College, in Shiprock, on May 16<sup>th</sup>, demonstrating and allowing for hands-on practice of the NHRD & NHHD Databases, PubMed, MEDLINEplus and other Internet resources; workshop offered to public librarians, health professionals, Native American students from Dine College and surrounding colleges and universities including University of Nevada, University of Southern Colorado, and UNM – Gallup

Niles McCall presented a CME class on June 9<sup>th</sup> at UNM HSC on *Hepatitis C: A Primary Care*.

Niles McCall presented at the New Mexico Primary Care Association, Annual Meeting, in Taos, on June 7-9, an exhibit booth with a live connection to the Internet, and live demonstrations of PubMed and other NLM databases and orientation to Internet health resources.

Niles McCall and Debbie Graham organized and planned the **Health-e: Building a Collaborative Health Information Network for New Mexico** state-wide planning meeting held in Santa Fe, April 25, 2000. Twenty-six individuals from health professions, government agencies, academic, public, and health sciences libraries, and interested citizens met at the New Mexico State Library to explore options for developing state-wide cooperative resources and networks for the delivery of health information.

Sarah Morley facilitated a Sharing Session on Clinical Librarian Services at the South Central Chapter of the Medical Library Association Annual meeting in Norman, Oklahoma on 10/25/99.

Sarah Morley presented *Web Based Resources for Brain Injury Information* at the 14<sup>th</sup> Annual Conference of the Brain Injury Association of New Mexico on 9/25/99.

Sarah Morley presented a contributed paper on *Clinical Medical Librarianship* at the 91<sup>st</sup> Annual Meeting of the Special Libraries Association on 6/11/00. She was also moderator for another contributed paper session at the conference.

Eileen Sullivan presented a pre-conference workshop on "Medical and Scientific Web Searching" at Online World Conference and Expo, in Chicago, 10/99.

Eileen Sullivan was an Invited speaker at Nursing Research Rounds and presented "After the Problem: A Review of the Literature" in January 2000.

Eileen Sullivan presented "Choosing and Using Web Search Tools for Medical Research and Improving Patient Care" for the New Mexico Primary Care Association.

Eileen Sullivan presented two Consumer Health Workshops for the Albuquerque Public Library.

Eileen Sullivan presented a Consumer Health Workshop at the New Mexico Library Association Pre-Conference.

Janis Teal presented a poster on "Integrated Health Informatics Initiative: An Organizational Approach to Teaching Computing and Informatics Skills" at an Academic Health Sciences Center at the Medical Library Association Annual Meeting in May 2000.

## **Staff Honored During Staff Recognition Day Date May 24, 2000**

**Staff Recognition Committee Members:** Mary Kerlee, Carol Claycomb, MaryLou Seyl, Mary Denison, James Perea, Vicki Scott and Lin Ye.

**Holly Buchanan presented the following Certificates of Service Awards:**

<b>5 Years</b>	Robert de Lancey	<b>15 Years</b>	Jon Eldredge
	Barney Metzner		Janet Johnson
	Janis Teal		Mary Kerlee
<b>10 Years</b>	Carol Claycomb	<b>20 Years</b>	Mary Denison
			Henry Guenther

**Two Outstanding recognition awards were presented to HSCL/CS staff:**

- Richard Saavedra received an Outstanding Recognition Award in recognition of his support in TILS, jumping in quickly and taking on a great amount of responsibility in such a short time to accomplish the goals of the TILS unit.
- John Duran received an Outstanding Recognition Award in recognition of his network support in HSCCS and keeping up with a steady, demanding and increasing workload at the Health Sciences Center.

**Unit managers gave out certificates of Appreciation/Staff Recognition for all staff members.**

## HSC Library and Computer Services Staff July, 1999 through June, 2000

Name	Title/Unit	Start Date	End Date
Anthony, Sean	IAIMS Planning, Syst. Planner	06-12-00	
Armijo, Ray	Collection Resources (Coll. Mgmt)	01-02-95	
Barreda, Becca	Access Services (DD/ILL)	01-30-79	
Begay, Emerson	TILS (USA III)	08-02-99	01-14-00
Bell, Vernon	HSC Comp. Serv. (USA I)	06-21-99	
Brandon, Demetrius	HSC Comp. Serv. (LAN Adm.)	01-20-98	
Buchanan, Holly Ship	Director	08-15-97	
Burton, Bonne	Collection Resources (NHRD)	12-21-98	10-21-99
Chavez, Louise	Administration	06-21-99	10-18-99
Claycomb, Carol	Collection Resources	12-04-89	
Corn, Andrew	HSC Comp. Serv. (USA I)	03-20-00	
Croghan, Lillian	Education Services (Course Reserv)	05-22-78	
Crupi, Catherine	Collection Resources (Archives)	09-07-99	
Cummings, Mary	HSC Comp Serv. (Supv. Help Desk)	05-05-97	
de Lancey, Robert	Collection Resources (Acquis.)	08-01-94	
Denison, Mary	Supervisor, Admin. Support	02-07-00	
Ducharme, Judith	Access Services (Ref./User Svs)	10-18-82	
Duran, John	HSC Comp. Serv. (Network Tech.)	09-14-98	
Eldredge, Jon	Collection Resources (CIRD)	01-01-86	
Erlandson, Jane	TILS (Web Administration)	09-21-98	
Gaillard, Greg	Assoc. Director, TILS	08-03-98	
Ginther, Damian	HSC Comp. Serv. (USA I)	06-15-98	10-1-99
Gobel, Cameron	HSC Comp. Serv. (USA II)	06-15-98	
Graham, Deborah	Assoc. Director, Access Services	04-23-90	
Guenther, Henry	Collection Resources (Cataloging)	10-16-95	
Harris, Rebecca	Access Services (Ref./User Svs)	10-23-95	
Hicks, Peter	TILS (EC & Public Access Supp.)	10-11-99	
Iriart, Celia	Collection Resources (Res Sci III)	11-22-99	
Jacquez, Rosa	HSC Comp. Serv. (USA I)	05-24-99	
Jewel, Bonnie	Access Services (DD/ILL)	05-28-96	
Johnson, Janet	Collection Resources (Archives)	02-06-84	
Kauley, Tom	Collection Resources (NHRD)	11-24-96	02-29-00
King, Christee	Access Services (Ref./User Svs)	09-15-90	
Kinney, William	Access Services (Ref./User Svs)	04-07-00	
Leitch, Robert	HSC Comp. Serv. (Sr. LAN Adm.)	06-12-00	
Lujan-Kerlee, Mary	Administration (Accounting)	07-28-86	
McCall, Niles R.	Access Services (Outreach)	02-15-00	
McKay, Paulette	Access Services	05-05-98	11-08-99
Merta, Ed	Access Services & Coll. Resources	09-21-98	
Metzner, Barney	HSC Comp. Serv. (Manager)	07-26-93	
Meyer, Cory	Collection Resources (Serials/GD)	09-05-91	
Minor, David	TILS (Systems Administrator)	11-16-98	

<b>Name</b>	<b>Title/Unit</b>	<b>Start Date</b>	<b>End Date</b>
Mondragon, Kathy	Collection Resources (Library Syst)	07-10-75	
Morley, Sarah	Access Services (Clinical Librarian)	06-01-99	
Morris, Ruth	Assoc. Director, Collect. Resources	04-15-95	
Norman, Kermit	Administration (Business)	10-29-98	
Pawlowski, Nancy	TILS (Web Administration)	07-13-98	07-30-99
Perea, James	Education Services (Course Reserv)	05-22-95	
Powell, Jean	Access Services (Ref/User Svs)	07-07-98	10-26-99
Roberts, Wendy	Access Services (Ref/User Svs)	10-22-97	
Romero, Lisa	Access Services (Ref/User Svs)	02-24-86	
Saavedra, Richard	TILS (Networking)	10-25-99	
Schold, Uriel	HSC Comp. Serv. (USA I)	03-20-00	
Scott, Vicki	TILS (Database Admin)	12-03-98	
Seyl, MaryLou	HSC Comp. Serv. (Adm. Asst. II)	08-02-99	
Sharp, Chris	HSC Comp. Serv. (USA III)	11-02-98	
Stearns, Ian	HSC Comp. Serv. (USA I)	11-29-99	
Sullivan, Eileen	Access Services/Education Services	09-15-97	
Teal, Janis	Assoc. Director, Education Services	04-15-94	
Tolito, Stephen	HSC Comp. Serv. (LAN Admin.)	10-13-97	
Wiley, Kevin	TILS (Web Administration)	03-12-00	
Yaeger, Ellen	Access Services (Course Reserves)	05-13-96	
Ye, Lin	Access Services	06-16-98	
Zincke, Dianne	Administration (Facilities)	02-02-99	

#### **Library Consultant**

Pascaralli, Anne

#### **Temporary Staff**

Alarcon, Maressa

Crupi, Catherine

Denney, Helen

Ervin, Russell

Fitzgerald, Tammi

Leyba, Barbara

Martin, Rena

Seyl, MaryLou\*

#### **Student Assistants**

Baca, Lawrence

Bhakta, Krutik\*

Chalk, Heather

Chavez, Tim

Crown, Dale\*

Diven, Mathew

Elmaoued, Rola

Fields, Ami

Gassner, Matthew\*

Hines, Ryan

Horan-Stevenson, Angie

Kehrman, Sarah

Kern, Mariana

Lerma, Manuel

Luu, James (Duc)

Majithia, Vishal

Mehrnoosh, Azin \*

Merrick, Toby

Myers, David

Owolawi, Bolanle

Parker, Nathan\*

Raman, Balaji

Robins, Nico

Romero, Yolanda

Saiz, Corinna

Sankuratipati, Sireesha

Schold, Uriel\*

Weimer, Veronica

Wheeler, Ruth

\* HSC Computer Services

# Health Sciences Center Library and Computer Services Annual Report FY2000

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## 1. Cataloging Activities

	1997/98		1998/99		1999/00	
	Titles	Volumes	Titles	Volumes	Titles	Volumes
Monographs	1,965	2,104	1,325	1,562	1,769	1,958
Media	166	211	90	123	197	426
Serials/Journals	138	176	76	85	69	*2,426
Government Documents	201	232	434	457	489	1,327
<b>Total items cataloged</b>	<b>2,470</b>	<b>2,723</b>	<b>1,925</b>	<b>2,227</b>	<b>2,497</b>	<b>6,137</b>
Items for Departmental Libraries	102	245	179	350	98	214
Journal Titles Added	48	n/a	n/a	n/a	43	n/a
<b>Grand Total items cataloged</b>	<b>2,620</b>	<b>2,968</b>	<b>2,104</b>	<b>2,577</b>	<b>2,638</b>	<b>6,351</b>
Original Cataloging	67	n/a	52	n/a	22	n/a
Location Change	n/a	3,489	n/a	18,125	689	689
Withdrawn	n/a	1,903	n/a	6,491	1,410	1,410

*\*Prior to this year, this figure only reflected items added by cataloger, the count now includes all journal volumes bound this year.*

## 2. Cataloging Activity for Department Collections

Department Collection	New Titles	Item Records Added to Existing Bib. Records
Anesthesiology	0	0
Health Sciences Ethics Program	3	4
Neurology	0	1
NM Grief Intervention Program	0	0
NM Prenatal Care Network	3	1
OB/GYN	0	1
Orthopedics	8	26
Physician Assistant Program	58	57
Psychiatry	22	9
Radiology	4	17
<b>TOTAL:</b>	<b>98</b>	<b>116</b>

## 3. Acquisitions Comparisons

Monographs:	1997/98	1998/99	1999/00
Approvals Received	856	1,155	1,274
Approvals Returned	229	457	341
Direct Orders Received	270	256	213
Direct Orders Returned/Cancelled	71	19	63
Gifts Received	196	234	1,596
Gifts Retained	193	160	119

#### 4. Acquisitions Activities

	1997/98	1998/99	1999/00
<b>Materials Ordered</b>	1,048	1,498	1,504
<b>Materials Received</b>	1,053	1,411	1,487
<b>Materials Paid</b>	886	960	1,138

#### 5. Annex Requests

Item Type	1996/97	1997/98	1998/99	1999/00
<b>Archives</b>	9	8	19	15
<b>Books</b>	112	133	70	72
<b>Journals</b>	109	250	570	1217
<b>TOTAL</b>	<b>230</b>	<b>391</b>	<b>659</b>	<b>1304</b>

Status of Requestor	1998/99	1999/00
<b>Faculty</b>	166	289
<b>Staff</b>	93	179
<b>Student</b>	133	302
<b>Other</b>	267	528
<b>TOTAL</b>	<b>659</b>	<b>1298</b>

#### 6. Serials Statistics: Active Titles

Category	1997/98	1998/99	1999/00
<b>Vendor Subscriptions</b>	1,240	1,261	1,183
<b>Vendor Standing Orders</b>	255	207	206
<b>Direct Subscriptions</b>	23	21	27
<b>Direct Standing Orders</b>	32	38	51
<b>GovDocs/Serials</b>	163	155	134
<b>Gift Subscriptions</b>	160	93	93
<b>TOTAL ACTIVE TITLES</b>	<b>1,843</b>	<b>1,716</b>	<b>1,694</b>
<b>Titles Added</b>	48	0	11
<b>Titles Cancelled</b>	13	56	14
<b>Titles Ceased Publication</b>	5	7	11
<b>Bound Volumes Withdrawn</b>	0	5,597	0
<b>Titles Withdrawn</b>	0	346	-



## 7. Government Documents

	1997/98	1998/99	1999/00
Paper	1,552	1,770	1,656
Microfiche	**0	1,510	533
Electronic	59	52	43
<b>Totals</b>	<b>1,611</b>	<b>3,332</b>	<b>2,232</b>

\* Continue to refine our selection to reflect the needs of our users

\*\* Due to check-in difficulties, no fiche were processed this fiscal year

## 8. Collection Inventory: Library Holdings

	1997/98		1998/99		1999/00		% Change	
	Titles	Volumes	Titles	Volumes	Titles	Volumes	Titles	Vols
Annex--bound journals & monographs	3,849	21,596	5,072	36,452	5,247	36,383	+3%	0%
Archives	1,020	1,220	1,085	1,282	1,087	1,311	0%	+2%
Atlas Collection	***	***	1,512	1,626	1,529	1,683	+1%	+4%
Book Stacks	45,866	50,465	50,860	52,403	51,679	54,234	+2%	+3%
Consumer Information	177	176	181	183	***	***	***	***
Microfiche	n/a	n/a	n/a	n/a	353	959	n/a	n/a
Humanities Room	614	637	629	652	653	663	+4%	+4%
Index/Abstracts	67	195	97	2,016	91	2,040	-6%	+1%
Journals	4,333	84,905	4,081	65,946	3,816	68,300	-6%	+4%
Media Center	4,030	6,725	2,480	4,629	2,378	4,280	-4%	-8%
New Mexico/Southwest	357	705	443	720	463	761	+5%	+6%
Oversize	15	15	15	15	**	**	**	**
Reference	1,565	1,828	1,376	1,549	1,555	1,861	+13%	+20%
Reserve	438	694	306	425	**	**	**	**
<b>TOTAL</b>	<b>62,331</b>	<b>169,161</b>	<b>68,137</b>	<b>167,898</b>	<b>68,851</b>	<b>172,475</b>	<b>+1%</b>	<b>+3%</b>

\*Increase in title count is due to shift of monographic serials to individually cataloged titles in the book collection. Percent rounded

\*\* Disbanded Reserve & Oversize collections and integrated them into the Reference & Atlas collections

\*\*\*Disbanded Atlas, and Consumer \*collections and integrated them into regular collection. Atlas collection restarted in '98

## 9. Use of Library Materials

	1997/98	1998/99	1999/00	% Change
Circulation	20,443	20,046	17,699	-12%
Reserve	23,226	16,205	17,116	+6%
Media	*27,210	*10,816	10,481	-3%
In-house Use	203,552	151,398	158,907	+5%
<b>Totals</b>	<b>274,471</b>	<b>198,465</b>	<b>204,203</b>	<b>+3%</b>

\*Statistics gathering mechanism changed, eliminating estimated multiple counts for group uses. Approximately 50% of the Media collection was weeded out prior to relocation of collection.

## 10. U.S. Medical Monographs Prices, 1984-2000

YEAR	Average Price	% Increase over Baseline per Year*	HSCL Monographs Budget	% Change from Baseline
1984	4-.65	4.60%	60,000	0.00%
1985	44.36	14.10%	64,050	6.80%
1986	49.99	28.60%	64,050	6.80%
1987	56.56	45.50%	64,050	6.80%
1988	70.74	81.90%	64,050	6.80%
1989	73.95	90.20%	64,050	6.80%
1990	75.49	94.20%	65,311	8.85%
1991	79.95	105.60%	67,944	13.20%
1992	77.81	100.00%	67,944	13.20%
1993	80.51	107.00%	67,944	13.20%
1994	81.01	108.40%	67,944	13.20%
1995	80.85	107.90%	67,944	13.20%
1996	81.18	108.80%	102,944	71.57%
1997	82.67	112.60%	58,000	-3.30%
1998	87.37	124.70%	58,000	-3.30%
1999	90.41	132.54%	58,000	-3.30%
2000	91.36	134.90%	58,000	-3.30%

\*Baseline = Year 1982 \$38.88 Average price.

## 11. Articles Delivered to Preceptors & Students in Primary Care Settings

1997/98	1998/99	1999/00	% Change
588	339	565	+67%

## 12. Instructional Programs and Curricular Support

	1997/98	1998/99	1999/00	% Change
Total participants	1,514	2,296	2,366	+3%
# of Sessions	310	158	208	+32%
Instructor hours	363.75	403	532	+32%

## 13. Mediated Online Searches & Reference Questions

	1997/98	1998/99	1999/00	% Change
Mediated Online Searches	762	635	641	+1%
Reference Questions	28,154*	21,995	19,929	-9%

\* data collection method changed

## 14. LATCH Searches & Copies of Articles Supplied for UNM Clients

	1997/98	1998/99	1999/00	% Change
LATCH Searches	285	292	316	+8%
LATCH Articles	797	915	341	-63%
Photocopy & Duplicating Services	394	520	466	-10%

**15. Outreach Requests Filled & Referred  
Total Interlibrary Loans Filled**

	1997/98	1998/99	1999/00	% Change
<b>Outreach Requests Filled &amp; Referred (New Mexico)</b>	3,183	3,263	3,323	+2%
<b>Total Interlibrary loans Filled</b>	2,426	2,791	3,764	+35%

**16. Total Document Delivery Requests Filled or Referred & Filled**

1997/98	1998/99	1999/00	Percent Change
6,267	7,827	7,647	-2%

**1999/00 Instructional Programs/Orientations & Tours**

**17. Curricular Support Instruction 1999/00**

	Sessions	Attendees	
College of Nursing	27	440	
College of Pharmacy	0	0	
School of Medicine Programs:			
----Medical	51	520	
----Dental Hygiene	3	64	
----Allied Health	14	273	
----Physicians Assistant	4	40	
----Masters of Public Health	3	36	
----Biomedical Graduate	1	8	
----Graduate Medical (Residents)	0	0	
Outreach	8	71	
Other HSC	11	65	
Other UNM	3	3	
Community	4	59	
Totals:	1997/98	1998/99	1999/00
# of Sessions	189	86	129
Attendees	1,514	1,547	1,579
Contact Hours	311	193	279
FTE Contact Hours	364	240	324

### 18. Orientations & Tours 1999/00

	Sessions	Attendees	
College of Nursing	3	113	
College of Pharmacy	1	80	
School of Medicine Programs:			
----Medical	6	75	
----Dental Hygiene	0	0	
----Allied Health	1	9	
----Physicians Assistant	1	10	
----Masters of Public Health	0	0	
----Biomedical Graduate	1	20	
----Graduate Medical (Residents)	1	1	
Outreach	6	134	
Other HSC	9	31	
Other UNM	0	0	
Community	0	0	
Totals:	1997/98	1998/99	1999/00
# of Sessions	25	37	29
Attendees	199	589	473
Contact Hours	24	57	44
FTE Contact Hours	28	97	52

### 19. Library Instructional Series

<b>Totals:</b>	<b>1997/98</b>	<b>1998/99</b>	<b>1999/00</b>
<b># of Sessions</b>	84	35	50
<b>Attendees</b>	464	160	314
<b>Contact Hours</b>	84 est.	46	105
<b>FTE Contact Hours</b>	94 est.	66	156

### 20. Total Instructional Programs/Orientations & Tours

<b>Totals:</b>	<b>1997/98</b>	<b>1998/99</b>	<b>1999/00</b>
<b># of Sessions</b>	310	158	208
<b>Attendees</b>	2,177	2,296	2,366
<b>Contact Hours</b>	424	296	428
<b>FTE Contact Hours</b>	486	403	532

## 21. Circulation: Checkouts and Overdues

Month	Circulation Checkouts	Circulation Renewals	Total Checkouts	Circulation Overdues	Delinquent Items    Individ.	
July	1210	236	1446	309	6	5
August	1276	142	1418	424	5	3
September	1581	226	1807	479	2	2
October	1800	232	2032	536	2	2
November	1437	254	1691	593	12	6
December	806	98	904	326	3	2
January	1183	166	1349	303	5	4
February	1303	214	1517	421	0	0
March	1428	264	1692	495	2	1
April	1541	252	1793	496	4	1
May	840	168	1008	476	3	3
June	889	153	1042	310	6	4
<b>Total</b>	<b>15,294</b>	<b>2,405</b>	<b>17,699</b>	<b>5,168</b>	<b>50</b>	<b>33</b>

## 22. Circulation of Library Materials

	1989/90 (10 yrs)	1994/95 (5 yrs)	1998/99	1999/00	% Change
Circulation	23,722	23,252	20,046	17,699	-12%
Reserve	10,556	19,627	16,205	17,116	6%
<b>TOTAL</b>	<b>33,278</b>	<b>42,879</b>	<b>36,251</b>	<b>34,815</b>	<b>-4%</b>

Month	1989/90 Gate Count (10 yrs)	1994/95 Gate Count (5 yrs)	1998/99 Gate Count	1999/00 Gate Count	% Change (last year)
July	11,326	12,359	13,803	14,325	9%
Aug	16,527	19,877	16,308	19,963	32%
Sept	20,694	28,906	26,679	28,317	-3%
Oct	21,762	28,529	26,313	26,745	-9%
Nov	20,317	27,104	23,386	26,294	8%
Dec	13,437	18,075	18,131	18,777	6%
Jan	15,992	16,719	16,019	18,212	18%
Feb	19,599	25,404	24,681	27,462	9%
Mar	20,174	24,603	25,165	25,077	8%
Apr	21,364	23,871	24,587	25,429	3%
May	16,348	16,501	16,593	18,807	9%
June	12,603	14,018	15,218	14,433	8%
<b>Total</b>	<b>210,143</b>	<b>255,966</b>	<b>246,883</b>	<b>263,841</b>	<b>6%</b>

\*Gate count lower due to construction and closure for barcoding during these months.

### 23. Innopac Statistics

Database Composition:	1997/98	1998/99	1999/00
Bibliographic Records**	69,350	71,976	74,735
Item Records**	188,411	194,226	201,025
Authority Records	48,707	*48,707	59,767
Check-In Records	2,262	2,288	2,326

\* No new Authority control records added this FY.

\*\* Includes database records for department libraries, materials on order, and personal copies on reserve

### 24. Innopac Online Catalog Searches

	1997/98	1998/99	1999/00
Onsite	69,176	63,921	35,055**
Offsite	55,201	46,666	16,576**
WWW Searches	n/a	2,069*	51,896

\* Access to Innopac via the World Wide Web became available to the public on June 3, 1999.

\*\* These figures reflect telnet access to the catalog, which was phased out during the year.

### 25. Total HSCL Registered Borrowers Compared to Funding Source

	Number Users 1998/99	Number Users 1999/00	% Change	% Total Users 1999/00	Budget Contribution
HSC	5,561	5,181	-7%	73%	100%
UNM Main Campus	1,818	1,627	-11%	23%	0%
Community/ Institutions	266	276	4%	4%	Fee for Service
<b>TOTAL</b>	<b>7,645</b>	<b>7,084</b>	<b>-7%</b>	<b>100%</b>	<b>100%</b>

## 26. HSCL USER POPULATION

User Population	Total Registered Users	% Total Registered Users	Active Borrowers
<b>I. HEALTH SCIENCES CENTER</b>			
<b><u>HSC FACULTY</u></b>			
Medicine	744	10.5%	254
Nursing	64	1%	34
Pharmacy	60	1%	25
Allied Health	24	0.3%	15
Dental Programs	12	0.2%	4
<b><u>TOTAL HSC FACULTY</u></b>	<b><u>904</u></b>	<b><u>13%</u></b>	<b><u>332</u></b>
<b><u>HSC STUDENTS</u></b>			
Medicine	653	9%	431
Nursing	713	10%	362
Pharmacy	433	6%	284
Allied Health	248	4%	172
Dental Programs	69	1%	36
<b><u>TOTAL HSC STUDENTS</u></b>	<b><u>2,116</u></b>	<b><u>30%</u></b>	<b><u>1,285</u></b>
<b><u>OTHER HSC USERS</u></b>			
House Officers	612	9%	265
HSC Staff	844	12%	339
HSC Nurse	139	2%	44
Clinical Associates	91	1%	27
Preceptors	475	7%	9
<b><u>TOTAL HSC OTHER USERS</u></b>	<b><u>2,161</u></b>	<b><u>31%</u></b>	<b><u>684</u></b>
<b><u>TOTAL HSC USERS</u></b>	<b><u>5,181</u></b>	<b><u>73%</u></b>	<b><u>2,301</u></b>
<b>II. UNM MAIN CAMPUS</b>			
<b><u>MC FACULTY</u></b>	<b><u>91</u></b>	<b><u>1%</u></b>	<b><u>33</u></b>
<b><u>MC STUDENTS</u></b>			
Undergraduates	992	14%	521
Graduates	489	7%	179
<b><u>TOTAL MC STUDENTS</u></b>	<b><u>1,481</u></b>	<b><u>21%</u></b>	<b><u>700</u></b>
<b><u>MC STAFF</u></b>	<b><u>55</u></b>	<b><u>1%</u></b>	<b><u>13</u></b>
<b><u>TOTAL MAIN CAMPUS USERS</u></b>	<b><u>1,627</u></b>	<b><u>23%</u></b>	<b><u>746</u></b>
<b>III. COMMUNITY USERS</b>			
Outreach Members	135	2%	21
Individual Health Professionals	107	1.5%	47
Institutions	27	0.4%	7
Law Firms	7	0.1%	5
<b><u>TOTAL COMMUNITY USERS</u></b>	<b><u>276</u></b>	<b><u>4%</u></b>	<b><u>80</u></b>
<b><u>TOTAL USER POPULATION</u></b>	<b><u>7,084</u></b>	<b><u>100%</u></b>	<b><u>3,127</u></b>

## 27. Directional Questions at HSC Library Service Desks

	1997-98	1998-99	1999-00
Directional Questions in Person	28,408	19,183	14,975
Directional Questions by Phone	10,815	11,057	9,239
<b>Total Directional Questions</b>	<b>39,223</b>	<b>30,240</b>	<b>24,214</b>

## 28. Transactions at HSC Library Service Desks

	1997-98	1998-99	1999-00
Transactions in Person	23,782	18,220	16,289
Transactions by Phone	4,372	3,775	3,640
<b>Total Transactions</b>	<b>28,154</b>	<b>21,995</b>	<b>19,929</b>

## 29. Encounters at HSC Library Service Desks

	1997-98	1998-99	1999-00
Encounters in Person	19,221	14,892	13,671
Encounters by Phone	3,284	3,446	3,044
<b>Total Encounters</b>	<b>22,505</b>	<b>18,338</b>	<b>16,715</b>

## 30. Journal Subscriptions 2000

### Journal Additions for 1999 (for 2000 subscriptions)

ACP Journal Club	Clinical Evidence
Alimentary Pharmacology and Therapeutics	Journal of Adolescent Health
Annals of Medicine	Melanoma Research
Annals of Oncology	Pediatric Neurosurgery
Brain and Development	Prehospital Emergency Care
Cell Growth and Differentiation	

### Journal Cancellations for 1999 (for 2000 subscriptions)

American Journal of Cardiovascular Pathology	DNA and Cell Biology
British Journal of Oral & Maxillofacial Surgery	Histochemical Journal
Cancer and Metastasis Review	Journal of the American Society of Nephrology
Cellular Immunology	New Library Scene
Clinical and Experimental Dermatology	PDA: Journal of Pharmaceutical Sci. & Tech.
Clinical Neuroscience	Prostaglandins & Other Lipid Mediators
Clinical Otolaryngology & Allied Science	RCM Midwives Journal



### 31. HSC Computer Services HelpDesk Usage

	1998-99	1999-00	% Change
<b>Number of Documented Logs</b>	3,674	4,626	+26
<b>Phone Calls</b>			
User Support	10,400	11,700	+13
Supervisor	0	4,160	+100%
HelpDesk Phone	6,500	8,320	+28
Administration	0	795	+100%
<b>Subtotal Phone Calls:</b>	<b>16,900</b>	<b>24,975</b>	<b>+48%</b>
<b>Emails</b>			
HelpDesk Incoming	11,700	18,680	+60
HelpDesk Outgoing	0	12,066	+100%
<b>Subtotal Emails:</b>	<b>11,700</b>	<b>30,746</b>	<b>+163%</b>
<b>Pages</b>			
User Support	0	528	+100%
Network	0	700	+100%
<b>Subtotal Pages:</b>	<b>0</b>	<b>1,228</b>	<b>+100%</b>
<b>Walk-ins</b>	*1,040	2,600	+150
<b>Account Creations</b>	0	2,080	+100%
<b>Printer Creations</b>	0	260	+100%
<b>Rights Issues</b>	0	936	+100%
<b>Totals Per Year</b>	<b>37,474</b>	<b>67,451</b>	<b>+80%</b>

*Note: \*Corrected figure for FY98-99: Walk-ins were incorrectly estimated; this reflects the correct figure.*

### 32. HSC Library Web Pages Summary

	1999-00*
<b>HSC Library General Web Summary</b>	<b>Total Hits</b>
Total Number of Visitors – All Pages	30,926
Total Number of Visits – All Pages	176,226
<b>Most Popular Pages</b>	<b>Total Hits</b>
HSCL Databases and Indexes	48,550
HSCL Electronic Journals	23,713
Other Research Resources	4,465

*\* Total reflects August 1999 through June 2000, figures for July 1999 not available.*

### 33. Frequently Requested Statistics

	1989-90 (10 yrs)	1994-95 (5 yrs)	1998-99	1999-00
<b>Monographic Titles Added:</b>	1,386	1,514	1,925	2,497
<b>Monographic Volumes Added:</b>	1,500	1,598	2,227	6,137
<b>Current Journal Subscriptions:</b>	2,063	1,820	1,716	1,694
<b>Total Monographic Titles:</b>	42,000*	48,000*	59,028	56,994
<b>Total Monographic Volumes:</b>	48,000*	56,025	59,993	61,416
<b>Total Media Titles:</b>	1,843	2,804	2,480	2,378
<b>Total Media Volumes:</b>	3,548	4,719	4,629	4,280
<b>Total Bound Journal Volumes:</b>	75,000*	97,171	100,397	102,490
<b>Total Title Holdings:</b>	48,534	55,831	68,137	68,851
<b>Total Volume Holdings:</b>	134,899	156,765	167,898	172,475
<b>Materials Circulated:</b> (Checkouts, Reserve, Media)	47,540	73,050	47,067	45,296
<b>Materials used in the Library:</b>	153,852	185,163	151,398	158,907
<b>Total DD Requests Processed:</b>	7,776	8,547	9,058	9,234
<b>Total ILL Requests Processed:</b>	1,786	5,615	3,085	4,224
<b>Patron Logins to Ovid Databases:</b>	n/a	10,983	60,000*	56,241
<b>HSC Computer Services HelpDesk Totals:</b>	n/a	n/a	33,314**	67,451

\* Partially estimated.    \*\*Estimated during first year of data collection.