

The University of New Mexico

Health Sciences Library and Informatics Center
Annual Report 2001-2002



THE UNIVERSITY OF NEW MEXICO
HEALTH SCIENCES CENTER

Table of Contents

| | |
|---|----|
| Executive Summary | 3 |
| Organizational Charts | |
| • Summary Chart | 6 |
| • Library Services | 7 |
| • Technology Services | 8 |
| • Business Services, Planning Office, and Administration | 9 |
| Unit Accomplishments | 11 |
| Library Services | |
| • Academic and Clinical Services | 12 |
| • Collection Resources | 13 |
| ○ Figure 1: Library Web Site Visits | 13 |
| • Reference and User Support Services | 14 |
| ○ Figure 2: Gate Count | 14 |
| • Special Collections | 15 |
| Technology Services | |
| • IT Systems | 16 |
| • User Support Services | 16 |
| • Web Development | 17 |
| Administrative Services | |
| • Business Services | 18 |
| • Planning Office | 19 |
| Grants | 23 |
| • Integrated Advanced Information Management Systems Planning | 24 |
| • Latin American Social Medicine | 24 |
| • Native Health Research Database | 25 |
| • Outreach Subcontract | 25 |
| • Project TOUCH | 26 |
| Appendices | 27 |
| • Employee Development and Continuing Education Activities | 28 |
| • Employee Committees and Service | 31 |
| • Faculty Publications | 33 |
| • Presentations, Exhibits, and Demonstrations | 33 |
| • Special Achievements and Awards | 35 |
| ○ Staff Appreciation - Special Recognition Awards | 25 |
| • Staff Roster | 36 |

| | |
|--|----|
| Statistics | 39 |
| Collection Resources | 40 |
| • Table 1: Collection Size | 40 |
| • Figure 3: Unique and Overlapping Serials | 41 |
| • Table 2: Changes to the Collection | 41 |
| • Table 3: Collection Development Expenditures | 42 |
| • Table 4: Resource Use - Interlibrary Loan/ Document Delivery Summary | 42 |
| • Table 5: Resource Use - Interlibrary Loan Detail | 42 |
| Reference and User Support Services | 43 |
| • Table 6: Number of Mediated Searches | 43 |
| • Table 7: Number of Reference Questions | 43 |
| • Table 8: Annual Gate Count | 43 |
| • Figure 4: 2001-2002 Gate Count by Month | 43 |
| • Figure 5: Use of Library Resources | 44 |
| • Table 9: Use of Library Materials | 44 |
| • Figure 6: Checkouts by User Groups | 45 |
| Academic and Clinical Services | 45 |
| • Table 10: Library Instruction Series | 45 |
| • Table 11: Curricular Support Instruction | 46 |
| • Table 12: Orientations and Tours | 46 |
| • Table 13: Total Instructional Programs, Curricular Support, and Orientations/Tours | 46 |
| Technology Services | |
| IT Systems | 47 |
| • Table 14: Systems | 47 |
| User Support Services | 47 |
| • Table 15: HelpDesk | 47 |
| Web Development | 47 |
| • Table 16: Web-Based Courses Using WebCT | 47 |
| • Table 17: Web-Enhanced Courses Using WebCT | 48 |
| • Figure 7: HSC Web Site Page Views - Totals | 48 |
| • Figure 8: HSC Web Site Page Views - On-campus and Off-campus | 48 |
| New Journal Subscriptions | 49 |
| Cancelled Journals | 49 |
| Frequently Requested Statistics | 50 |
| Credits | 50 |

Executive Summary

**By Holly Buchanan, MLn, MBA, EdD, Director
Janis Teal, MLS, MAT, Deputy Director, Library Services,
and Greg Gaillard, Deputy Director, Technical Support Services**

Fiscal Year 2002 was the first full year of the new organization of the Health Sciences Library and Informatics Center (HSLIC), formed by the merger of the Library and Computing Services. Inherent with this name change, we must redefine and reshape the organization over the next several years. Faculty and staff must begin to answer complex questions such as: What is a library for the 21st century? What is an informatics center? Where do they intersect? How can we support knowledge management and information technology in new ways in this new Center? How should we organize for it, staff it, allocate space for it, and fund it? FY02 ended with HSLIC leadership initiating a strategic planning process that will offer a venue for formally addressing these questions.

Also of note during the year was a shift in perception of our users about the organization. Library faculty and staff were invited to participate in key planning and decision-making activities and key indicators of service increased. Even with a 107% increase in the use of electronic resources, visits to the library and informatics center increased 30%, a notable contrast to the trend experienced by other health sciences libraries across the country that have seen decreased on-site use. The library's instructional role expanded as well, reaching 3,311 customers, a 30% increase in curriculum support programs, orientations, and tours. The computer HelpDesk served users through over 50,000 transactions, including phone calls, emails, workstation/printer installations, and office desktop support.

Important themes bridged all units of the Health Sciences Library and Informatics Center during fiscal year 2002. The themes include leveraging the web and internet services; strengthening collaborations; investing in leadership talent; improving processes through standards; and improving the physical work environment. The section below examines these themes and the direction they provided for the organization during the FY02.

The importance of the **Web** as both a mission-critical business resource and as a major research and academic resource for the Health Sciences campus was exhibited in several ways.

- Major revisions were made to the HSC website, including the library's site, and use of the HSC website increased to more than 5.6 M page views of more than 110 individual unit sites.
- Web-enhanced and web-based courses increased through support by the HSLIC web team, with almost 90 courses on the Web in FY02.
- To support distance learning and working, electronic resources were emphasized; HSLIC licenses or links to 74 databases, 1,139 electronic serials, and 232 electronic books.

Collaborations both on campus and beyond were highlights of the year.

- The Advisory Council and Operations Council for HSC Knowledge Management and Information Technology continued as important communication linkages with customers and collaborators.
- UNM Hospitals and HSLIC collaborated on the licensing and implementation of software (HEAT) to support their respective HelpDesk call tracking and monitoring processes, facilitating information sharing, and thereby improving services to users.
- Representatives from HSLIC and UNM General Libraries planned an electronic interlibrary library loan request system (ILLiad) and evaluated the possibility of merging catalogs, however favorable cost/benefits for the catalog were not identified.
- HSLIC faculty and staff continued active partnership with faculty in other departments and universities on major externally-funded projects: Project TOUCH funded by the Office for the

Advancement of Telehealth; Latin American Social Medicine and the IAIMS Planning Grant funded by the National Library of Medicine; and the Native Health Research Database funded by the Indian Health Service.

- A consolidated network management team to provide services across the HSC was approved to become effective July 1, 2002, under the leadership of UNM Hospitals Management Information Systems.
- The Knowledge Management Information Technology program offered many opportunities to partner with other units. As an example, HSLIC supported an initiative undertaken by UNM Facilities Planning to develop a strategic master plan for infrastructure to support building construction and renovation UNM-wide.

Key **leadership** positions were identified to assure a successful transition to a new paradigm for managing knowledge and information technology.

- Two deputy director positions were created April 1, 2002, each to provide leadership and operational oversight for a major component of the HSLIC organization.
 - The Deputy Director for Library Services, Janis Teal, has responsibility for four units: Academic and Clinical Services; Collection Resources, Reference and User Support; and Special Collections, a new unit including Archives and the proposed Hall of Achievement for the new Education Building.
 - The Deputy Director for Technology Support Services (TECHS), Greg Gaillard, oversees three units: IT Systems, User Support, and Web Development.
- Key faculty and staff positions were filled.
 - New web services positions were added and filled for application programming and graphic design. A vacancy in the information systems planner was filled.
 - Three library faculty positions were filled for the Coordinator of Reference and User Support, Nursing, and Outreach/Consumer Health.
- Details of the major reorganization are reflected in an organizational chart following this Executive Summary.
- Faculty searches for new positions in informatics and educational development were unable to be filled which will require continuing those searches in FY03.

To ensure consistency in the delivery of services, the deputy directors emphasized **standards**.

- Technology standards were developed for faculty workstations and policies were drafted on electronic communications and website management for the Health Sciences Center.
- Given that TECHS manages over 3 terabytes of space on more than 60 servers, supports almost 6,000 email accounts, including about 1,300 new accounts annually, standardization of IT systems is a priority, resulting in the formation of a new unit to provide direction for this area.
- Library Services policies were written or revised for: Hours; Noise and Disruptive Behavior in the Library; Property Disposal; Service Desk Scheduling; and Circulation, Media, and Reserves.

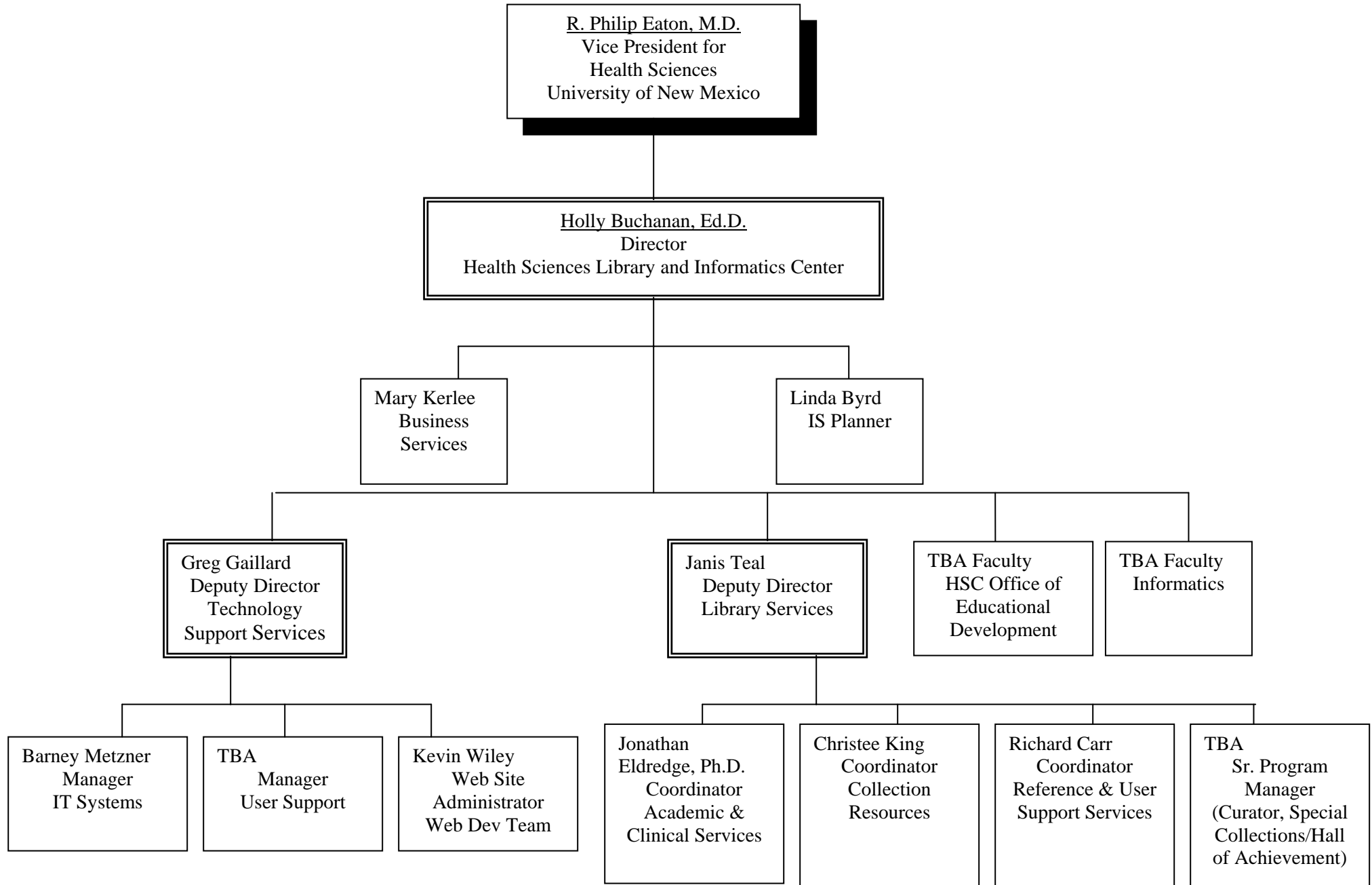
With the expansion of scope of services, HSLIC managers realigned **space** to support these initiatives.

- HelpDesk offices were relocated from the Basic Research Facility to the main floor of the library to better integrate services and improve access to HSC users.
- A new Administrative suite of offices was created on the library's 4th floor, accommodating new programs of Informatics and Educational Development.
- A new Operations suite was created for the Deputy Directors' in the former Administrative offices on the 2nd floor, allowing close access to service units.
- Access Grid technology, initially installed and tested in room 228, was also planned for the first floor of the library building, in the Biomedical Communications area.

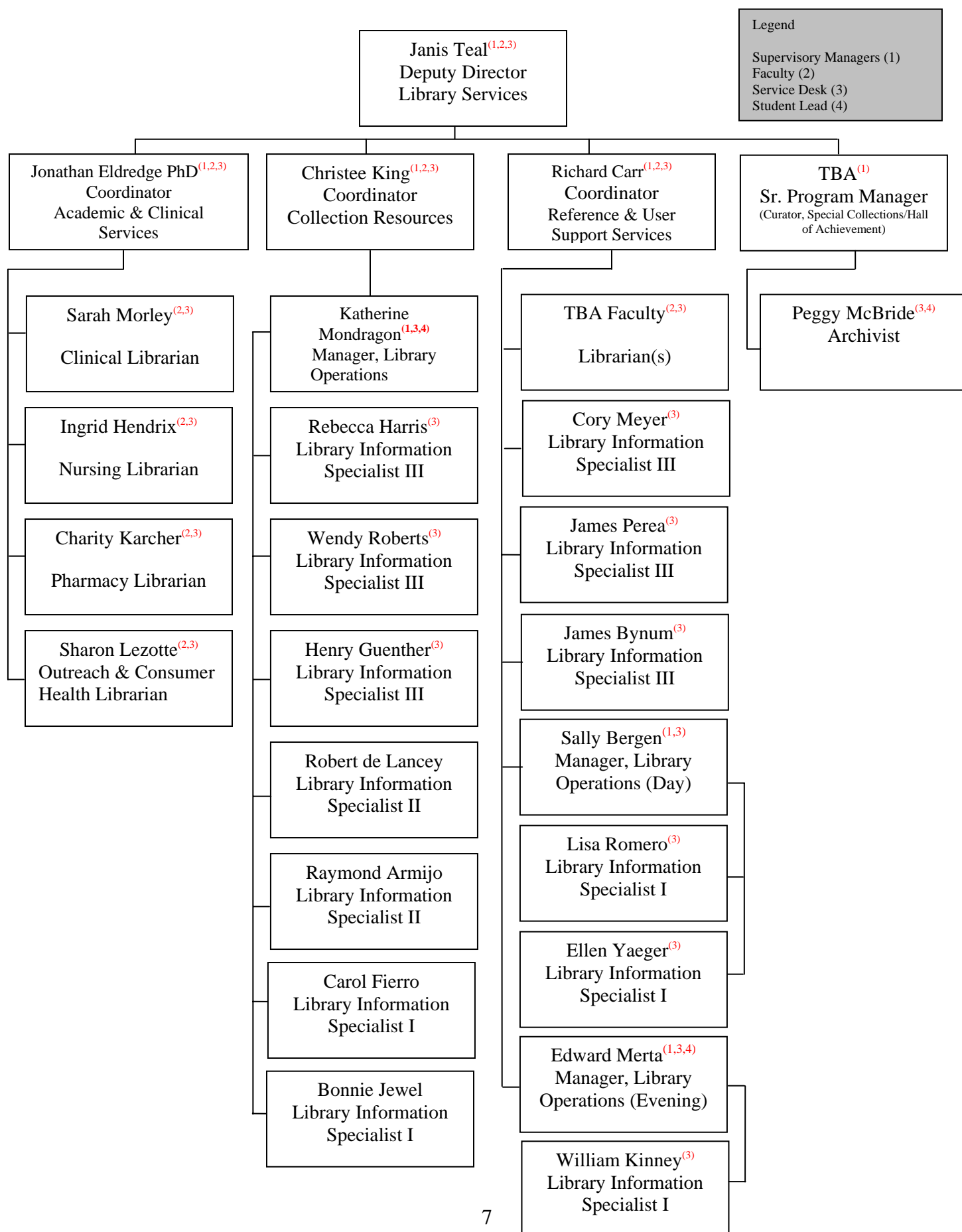
An assessment of the *fiscal resources* of the Health Sciences Library and Informatics Center is mixed. The HSC Vice President's office has strongly supported the HSLIC and has funded staffing to initiate new programs and services and has allocated capital funding for equipment, facility maintenance, and subsidies for standardized faculty workstations.

HSLIC lacks an endowment, development staffing, or fundraising initiatives. Fees-for-service are established to maintain a reasonable service load and are not income-generating. About 15 percent of the budget is formula funded; the remainder is funded by the Health Sciences Center. I & G funding for collections has not kept pace with the instructional and research expansion of the HSC and inflation has significantly eroded the already weak buying power for books and journals. Therefore, in FY02, the library requested significant additional funding to bring its collection budget in line with regional institutions and this summer requested \$600,000 of new funds for the FY04 budget to bring it in line with benchmark institutions as well as provide funding for new electronic resources.

Health Sciences Library and Informatics Center



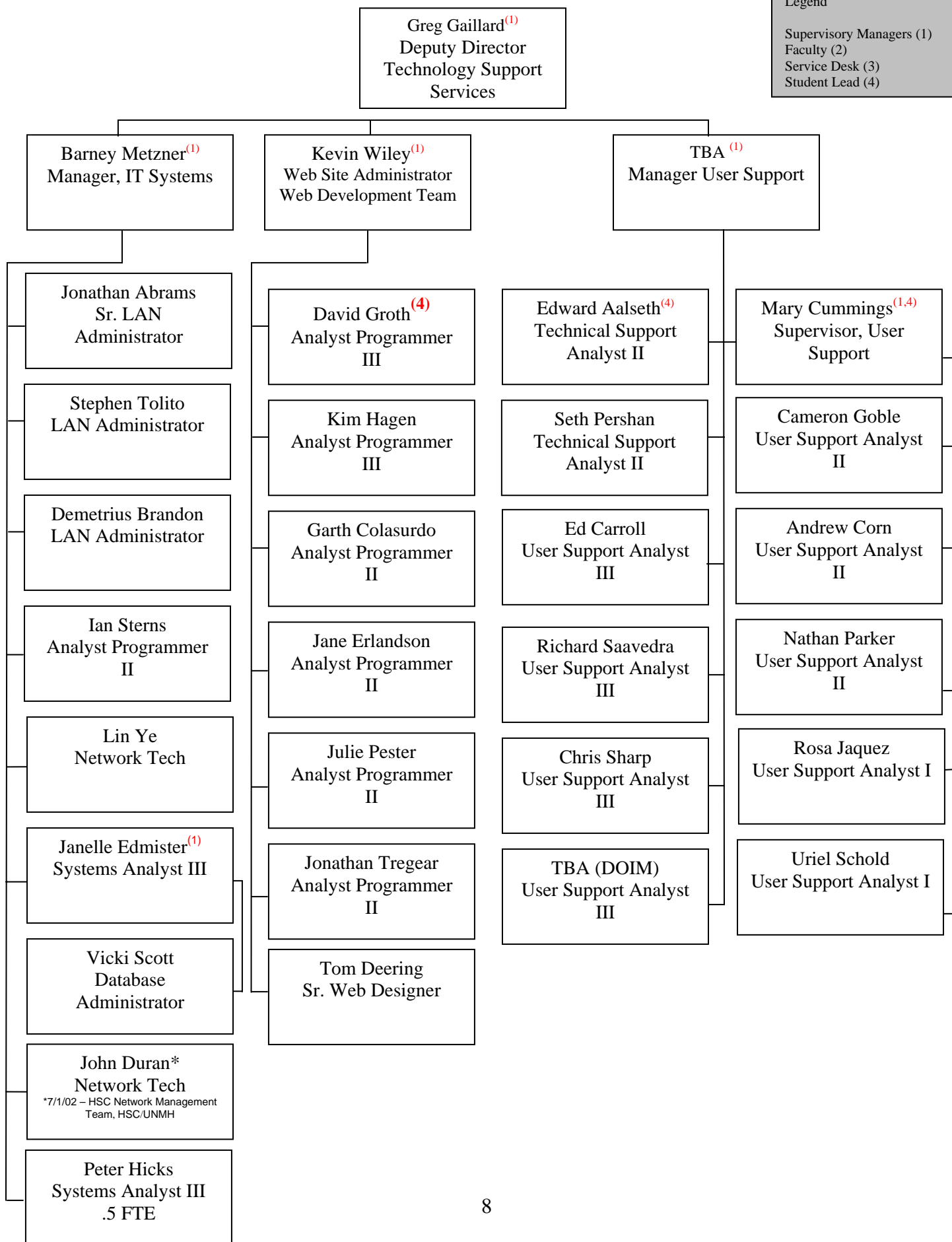
Health Sciences Library and Informatics Center - Library Services



Health Sciences Library and Informatics Center - TECHS

Legend

Supervisory Managers (1)
Faculty (2)
Service Desk (3)
Student Lead (4)



**Health Sciences Library and Informatics Center
Business Services, Planning Office & Administration**

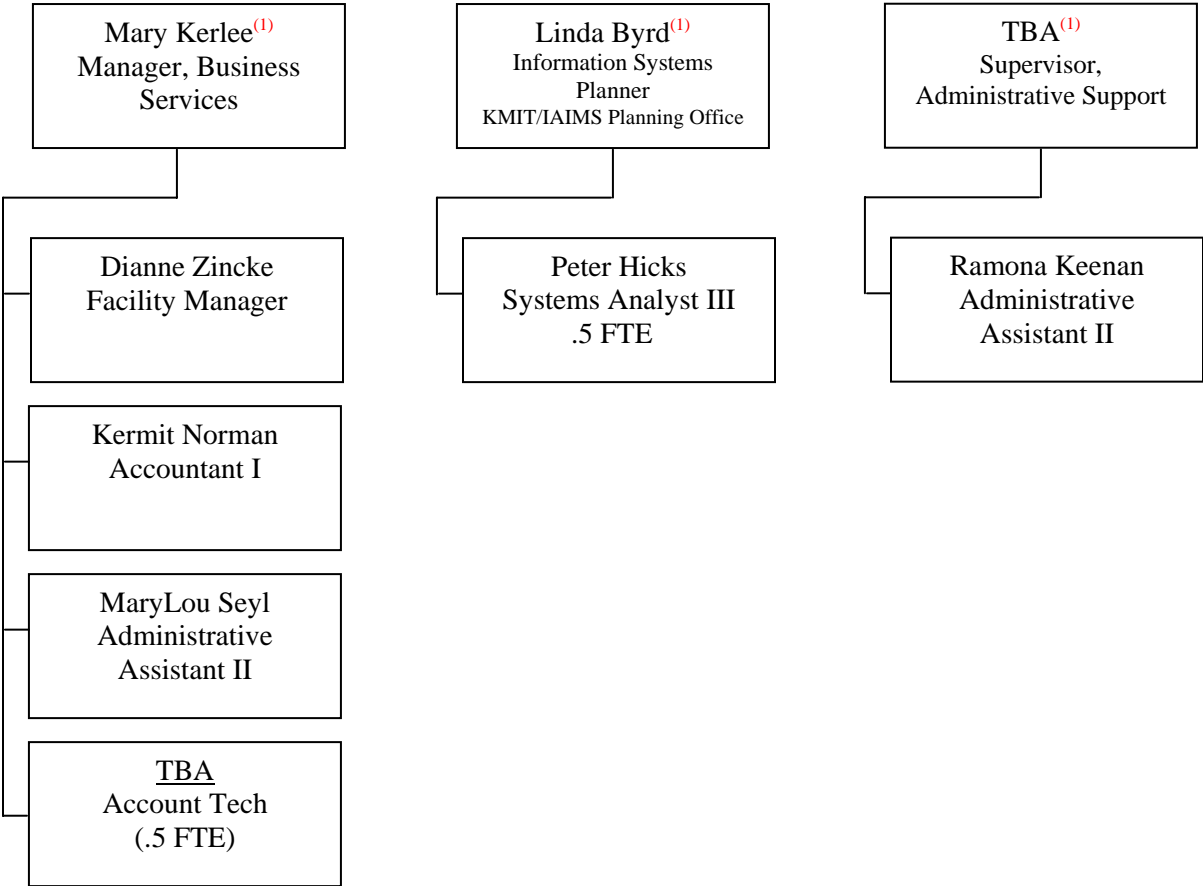
Legend

Supervisory Managers (1)

Faculty (2)

Service Desk (3)

Student Lead (4)





Unit Accomplishments

Academic and Clinical Services

By Jon Eldredge, MLS, PhD, Coordinator, Academic and Clinical Services

The Academic and Clinical Services (ACS) unit ensures that users possess the skills and knowledge to access relevant information. This year ACS pursued this broad goal through three principal strategies:

- curricular integration
- continuity of educational and related services
- knowledge base development

ACS experimented with innovative methods for teaching library/informatics skills as part of the various curricula at the HSC. The AAMC Medical School Objectives Project learning objectives for library and informatics skills were implemented in the new student orientation and Evidence-Based Medicine (EBM) components in the School of Medicine curriculum. During June 2002, aspects of the orientation training sessions were changed to better teach problem-based learning students how to translate learning issues into effective search strategies. These new approaches were piloted successfully during June with new Physician Assistant students in preparation for new medical students during August. First- and second-year medical students also honed their library/informatics skills through the EBM components in the curriculum.

Every HSC curricular program now includes library/informatics training components utilizing innovative and more established teaching strategies. Clinical Librarian Sarah Morley takes library services to residents at patients' bedsides while rounding with clinical teams. Pharmacy Librarian Charity Karcher and new Nursing Librarian Ingrid Hendrix contribute library/informatics training and skills to their respective constituencies while new Outreach/Consumer Health Librarian Sharon Lezotte teaches access skills to professionals throughout the state.

ACS expanded its regular course offerings in the Library Instruction Series classes. In addition to standard database and web searching, this series now includes classes on PubMed, EndNote, PDA Concepts, and PowerPoint. Our new Nursing Librarian Ingrid Hendrix adapted a WebCT tutorial for nursing students, served on both graduate and undergraduate curriculum committees, and created an online Evidence-Based Nursing competency program. Pharmacy Librarian Charity Karcher offered orientations and customized classes, expanded the pharmacy book collection, and participated with College of Pharmacy faculty in curricular support. As new Outreach/Consumer Health Librarian, Sharon Lezotte learned library operations and policies, then headed out to learn first-hand about health information needs in New Mexico. Clinical Librarian Sarah Morley excelled in maintaining services by her devoting 561 hours on the desk and performing 171 mediated searches during calendar year 2001.

ACS faculty served on search committees to fill vacancies for new Nursing and Outreach Librarian positions. They also served on two separate searches for a vitally important colleague, Coordinator of Reference and User Support Services, whose unit collaborates with ACS in many ways.

Knowledge base development occurred through original research and lifelong learning for ACS faculty members. ACS faculty members conducted three randomized controlled trials as well as conducting a survey of HSC PDA users. All members were enrolled in lifelong learning experiences through credit or CE educational activities to build skills for the future.

Collection Resources

By Christee King, MLS, Coordinator, Collection Resources

Responding to changes in processes and in collections highlighted FY02 for the Collection Resources unit. We initiated changes in book selection processes, vendors, collection locations, interlibrary loan, and electronic resources as described below.

Library faculty members began participating in the book selection process for particular subject areas of the collection. Unsolicited on-approval book shipments were discontinued as the selectors targeted titles for ordering. Most book orders became firm under this new Collection Development model. RFPs were issued for both journal subscription vendor and book vendor. EBSCO was selected as the new HSLIC journal vendor, replacing Swets/Blackwell and Harrassowitz. Book vendor selection was ongoing in June 2002.

Three collections were relocated. Media materials moved from the 2nd floor to the 4th floor; Humanities moved from 423 to 415; Atlases moved to new full-sized shelving ranges at the end of the book collection on the 4th floor.

Sixty-four print journal subscriptions were cancelled effective January 2002. Five new print titles were added, of which only one was paid for by Library funds. A list of these titles may be found in the statistical section of this report.

Links to over 500 electronic journal titles were added to the online catalog and to the Full Text Finder application created and maintained by UNM General Libraries. All HSLIC electronic journals are now accessible through the Full Text Finder.

Changes were seen in publishers' management of electronic journal subscriptions. Publishers began charging extra fees for many electronic titles that had formerly been free with a print subscription, thereby stretching the already fully extended journal budget.

Changes to Library database offerings included adding UpToDate, a highly requested clinical resource, and EBSCO Host PsycINFO and PsycArticles. To use library funding more effectively, a committee of faculty librarians decided to discontinue Ovid versions of PsycINFO and HealthStar at the end of the subscription period (June 30, 2002).

Document Delivery/Interlibrary Loan staff began planning the transition to the ILLiad online document ordering service. The ILLiad system is a collaborative effort between General Libraries, who host the software on their server, HSLIC, and Skeen Library at the New Mexico Institute of Mining and Technology.

A completely revised Library web site debuted on March 15, 2002, featuring a flatter navigation scheme and more intuitive menu choices. Web site visits increased by 19% from 2000-2001 (see Figure 1).

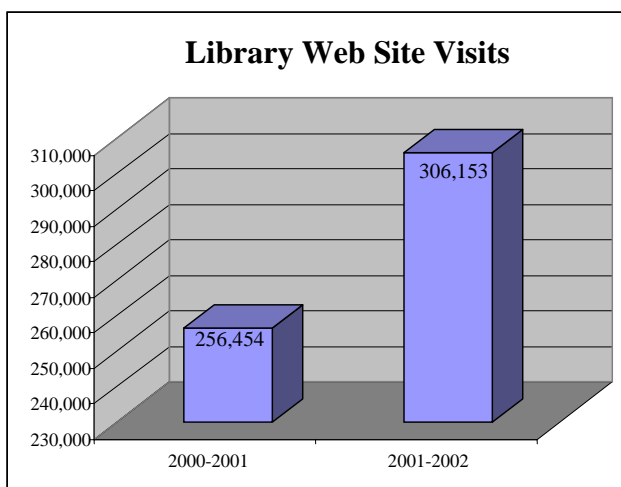


Figure 1

Ruth Morris, Associate Director for Collection Resources since 1995, left the library in April 2002. Christee King, who was previously the Electronic Resources Librarian, now with the title Coordinator of Collection Resources, assumed leadership of Collection Resources.

Reference and User Support Services

By Richard Carr, MLS, Coordinator, Reference and User Support Services

Reference and User Support Services (RUSS) staff continued to work improvements in the Information Desk and the arrangement of resources during FY02. Cabinets were built for the anatomical models, and the Audio Digest audiocassette tapes, housed in a former card catalog cabinet, were relocated near the Reference collection. A glass enclosure was built at the back of the Information Desk to decrease noise and wind from the building entrance.

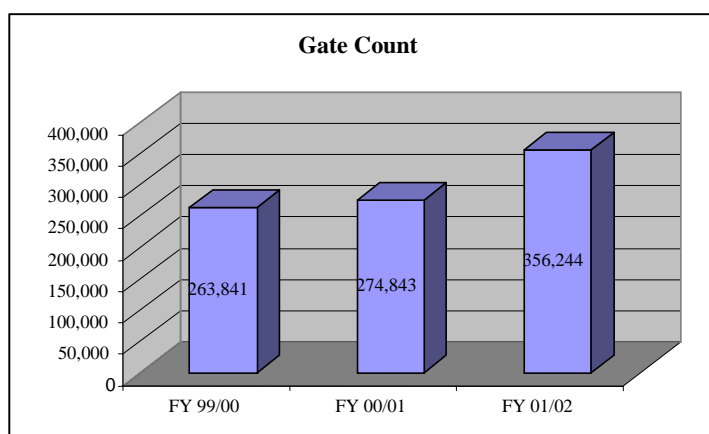


Figure 2

A new 3M security gate was installed in March 2002; flat screen monitors were installed at the Information Desk to avoid the interference caused by ordinary computer monitors. The new gate provides a more reliable count of people entering the library; however, it is likely that previous years' gate counts were undercounted (see Figure 2).

The hours of operation continued as in the past, at 91 hours per week. The Library extended regular academic year hours in both December and in June in order to accommodate medical students studying

for the last summative exam of the school year. In the future, the library will not reduce hours for Summer or Winter break until summative exams are finished for the term.

Library Hours, 2001-2002

| | Academic Year | Summer |
|-----------------|------------------------|-----------------------|
| Monday-Thursday | 7:30 a.m. – 11:00 p.m. | 7:30 a.m. – 9:00 p.m. |
| Friday | 7:30 a.m. – 6:00 p.m. | 7:30 a.m. – 6:00 p.m. |
| Saturday | 9:30 a.m. – 6:00 p.m. | 9:30 a.m. – 6:00 p.m. |
| Sunday | 1:00 p.m. – 11:00 p.m. | 1:00 p.m. – 9:00 p.m. |

The staff roster for RUSS did not change, except for the addition of RUSS Coordinator Dick Carr in May 2002.

Special Collections

**By Peggy McBride, MLIS, Archivist,
and Janis Teal, MLS, MAT, Deputy Director, Library Services**

New Mexico Health Historical Archives

During FY02, there were many changes and activities for the New Mexico Health Historical Archives (Archives). A reorganization of the Archives was started after the retirement of Janet Johnson, who managed the Archives from 1984 until April 2, 2002. Supervisory responsibility for the Archives was transferred from Collections Resources to the Deputy Director for Library Services under a new Special Collections unit of the library. Archivist Peggy McBride began reviewing the archival collections and working on a new collections policy and set of procedures.

This year the Archives initiated a project for digitally scanning 38 of the oral history transcripts, a portion of what was originally the New Mexico Medical History Program, started in 1982. Also, the Archives sponsored a traveling exhibit, *The Anatomy of Anatomy*, consisting of photographs, text, and complimentary copies of a book of the same name, for two weeks during the fall.

The Native Health History (NHHD) and Research (NHRD) databases, once part of Collection Resources, became a special collection within the Archives during the year.

Hall of Achievement

In 2001, the Vice President for Health Sciences developed a vision for a Health Sciences Center Hall of Achievement, to “highlight...the UNM Health Sciences Center’s history and achievements in education, research, clinical care, and partnerships; to display information and materials that document the HSC’s broad spectrum of achievements; and to honor ‘lifetime achievers’ in healthcare.” This vision included placement of the Hall of Achievement in the planned new Education Building, with administrative oversight of the Hall of Achievement to fall within the special collections area of the Library and Informatics Center.

In order to make initial plans, a Planning Committee was organized with representation from all units of the Health Sciences Center and leadership provided by Holly Buchanan, Library Director, and Laura Hall, Executive Assistant to the Vice President. Denise Jurca served as a consultant to the project. A position of Special Program Manager (grade 14) was identified as being most appropriate for overseeing the Hall of Achievement, with funding for that position targeted to begin in July 2003.

Initial Accomplishments of the Planning Committee:

- A timeline was begun to track salient events in the history of the Health Sciences Center.
- Denise Jurca and Laura Hall initiated discussion to identify potential funding sources for various aspects of the Hall of Achievement. The planning committee offered input on the nature of grants which would best address the mission of the Hall.
- In order to identify a design consultant for the Hall, an RFP was created and sent out, resulting in the further discussions with Marshall Monroe, an engineer affiliated with the project architects, regarding the vision for the Hall of Achievement.

IT Systems

By Barney Metzner, MM, Manager, IT Systems

This year saw the creation of the Systems Group, an integrated part of the HelpDesk for most of the year, as a separate and distinct function of the Library and Informatics Center Technology Support Services. While this reorganization positioned the group to meet a growing need for dedicated centralized system support, it was only one phase in an already maturing set of services offered by the system team.

Among the most significant work done over the past year was: introduction of Hierarchical Storage Management (HSM, a tool for making it possible to offer nearly unlimited storage space to our users); an upgrade to GroupWise 6 with enhanced web access functionality; an upgrade to Netware 6 as a standard platform with a wealth of web based remote access possibilities; a new account request form with automated account processing features; and a computer room enhancement including gigabit networking, rack mounted systems, UPS and emergency power, and funding for a new climate control unit.

As the year closed out, the systems used by the library for primary library services and the rapidly growing HSC web site came under this single management structure that promises to improve the operational requirements for keeping these systems reliable and secure. The promise and complexity of new systems are staggering. We have made the most of what we have and believe we can deliver on an amazing array of new technologies.

User Support Services

By Barney Metzner, MM, Manager, IT Systems

FY02 was a pivotal year in the continuing maturation of our efforts to centralize HelpDesk services to the HSC. The HelpDesk's organizational shift to the Library and Informatics Center is now complete, and staff members quickly adjusted to working with our new collaborators in the library. The move provided the opportunity to reorganize and become completely integrated members of the Library and Informatics Center.

With this integration have come new opportunities to enhance and refine our services. Enhancement has primarily focused on the development of a single standard for HelpDesk service covering the entire HSC. We completed the installation and deployment of our service tracking application called Heat. This project represents continued progress in our effort to make the use of technology services at the HSC a seamless experience for users, whether they are employees of UNM or of University of New Mexico Hospital (UNMH).

At the same time, we began to refine our service in a number of key areas: increasing the percentage of requests that are answered by professional full-time staff as opposed to part-time students; adding new positions to provide a richer skill set to address the growing sophistication of our users; automating the processes for escalating attention to requests that are not completed to our standards; and continuing the expansion of our scope into departments that had not previously benefited from our assistance.

The rapidly changing nature of the technologies we support has resulted in innovative responses. Among the most prominent ideas to affect us have been: standardizing our hardware configuration to support fast setups and quick replacement of failed equipment; use of advanced techniques for "imaging" systems to meet the demand of systems that are open and flexible yet customized for ease of use and reliability; standardization on an antivirus application for the entire HSC; and incorporation of Personal Digital

Assistance (PDA, Palm pilots, Pocket PCs, G3 phone devices) into our support model covering basic use and email integration.

At the same time we were addressing those issues, the HelpDesk was undergoing a new transition. For most of this year, the HelpDesk was a single organization that incorporated phone support, desktop support, and centralized server support for email, file and print services as well as network electronics and wiring. By the end of this year, we had been reorganized into separate units to better address our areas of expertise. The HelpDesk now has a reporting structure separate from the systems group and the network group. With this reorganization, a new position was created: Manager, User Support. The previous manager is now responsible for only the systems group. Management of the HelpDesk continued under the previous manager as the funding and hiring process for the new manager began.

With this reorganization came a major project to enhance the visibility of the HelpDesk. Plans were made to move the HelpDesk to a new location in the library in full view and easy access for all customers. The year ended with a very positive sense of accomplishment for the work of the past year and a true sense of excitement about a new beginning for the Technology Support Services department.

Web Development

By Kevin Wiley, MS, Web Administrator

The HSC Web Team made significant advances in all of its three main areas of responsibility during FY02. The most visible change was the redesign of the HSC home page (<http://hsc.unm.edu>) and the introduction of a standard navigation bar that will be used by all component level web sites, which currently number more than 110 individual component, departmental and program sites. The new navigation bar provides for consistent high-level navigation throughout the HSC sites. The web team is working with the School of Medicine to revamp its web site, and, when that redesign is complete, all of the top-level components within the HSC will use the standard navigation bar.

Another step forward in the realm of web design was the hiring of a Senior Web Designer. Our new designer, Thomas Deering, will be working in the web team and be responsible for setting the artistic direction for the HSC sites.

Online course offerings continued to grow this past year. The UNM College of Nursing received the Regional Educational Technology Award from Sigma Theta Tau International, the honor society of nursing, for being a leader among nursing schools in the use of web based courses. Jane Erlandson of the web team has been working with the College of Nursing on its online offerings from the very beginning, and this award is a testament to her hard work and understanding of this field. Julie Pester has worked with the School of Medicine to put all Phase I blocks and a good percentage of Phase II blocks online.

In the area of application development, the web team made major strides this past year. Several Cold Fusion applications are now using SSL encryption and LDAP-based authentication for improved security. Other applications were developed for HSC departments (see box). Of particular interest to the library

was the migration of the NHRD and NHHD databases to a new server and new programming language so that the web team could better support this application. Another project with a library slant was the development of the Latin American Social Medicine online database of article citations and abstracts.

Finally, the web team added Kimberly Hagen as the new Analyst/Programmer III. Kim brings five years of experience as a programmer in the internet world and her skill and perspectives are a great addition to the team. Kim's main customers will be the departments that fall within HSC Finance and Administration.

Web Applications

New Applications

- RIOS Net – a practice based research network for NM doctors
- Family and Community Medicine clerkship evaluations
- Electronic voting for School of Medicine voting
- LCME student survey
- Geriatric Education Center online conference with streaming media
- Online Image Gallery with over 300 high-quality, professional photographs
- Latin American Social Medicine eJournals application

Updated applications

- HSC Calendar application was updated to provide more flexibility for HSC components and departments to enter their events, etc.
- LDAP Authentication is being used on four internal applications

Business Services

By Mary Kerlee, Business Manager

Facility Management

In FY02, building space inside the Health Sciences Library and Informatics Center was reconfigured and reallocated to better serve the needs of departments in the HSLIC. Facility Management was also responsible for regular building maintenance and upkeep operations such as product research, vendor screening, purchasing documentation, physical installation and testing.

Enhancements were made to the equipment inventory database for emphasis on control and integration of all inventories for the Health Science Library and Informatics Center.

Additional notable activities included:

- Allocation of separate spaces for the accounting and facility management staff
- Creation of facility and work space for the HelpDesk
- Installation of server room air conditioning unit
- Installation of library security gate and theft detection system
- Coordination of the installation of new power distribution panels in rooms 230 and 230G, which enabled the HelpDesk move and fourth floor renovation
- Acquisition, in collaboration with Facility Planning, 730 square feet of off-site storage for library shelving in the Elks Lodge

- Installation of ADA-compliant door handles in four offices on level 2 and an automatic door opener in room 423
- Participated in the coordination of the BioMed Studio Access Grid #2 by dealing with vendors and monitoring the progress of projector installation, painting, furniture purchases and lighting
- An increase of 46.7% in equipment inventory that impacted all other aspects of the physical equipment inventory and maintenance for this fiscal year

Accounting:

With the integration of the Health Sciences Library and Informatics Center, the increase in the volume of routine functions of the unit was especially noticed in the processing of expenditure documents (e.g., there was an increase of 43% in travel, 18 % in Small Purchase Orders, and 16 % in Check Requests).

In addition, Business Services facilitated the hiring of eight new employees (four in newly created positions) in various units of the Health Sciences Library and Informatics Center Department.

Several new projects were introduced:

- The Faculty Workstation Project, which required processing of purchase documents, monitoring of receiving equipment, inventory control, and expensing to respective departments
- Collaboration with departments to establish procedures in departmental support of information technology and library services
- Analysis of the accounting management system

Planning Office

By Linda Byrd, Information Systems Planner

In July 2000, the UNMHSC established a key strategic infrastructure theme: Knowledge Management and Information Technology (KMIT). The Planning Office evolved from that vision. The Planning Office operates under the credo “we plan in order to serve.” This means that we foster the creation of a knowledge management environment to maximize the power of information technologies.¹

We define those terms as follows:

Knowledge management creates a user-centered environment that ensures easy access to and ethical use of appropriate information resources. Effective policy and training, as well as a ubiquitous, unobtrusive information technology infrastructure are essential to a knowledge management program providing stewardship of the collection, storage, organization, retrieval, archiving, and access to data and information.

Information technology supports knowledge management and includes a variety of devices and the connectivity that links them, in order to enable all forms of electronic communication.²

¹ Adapted from Ralph W. Muller, University of Chicago, October 29, 2000

² Adapted from AAMC's [better-health@here.now](http://www.aamc.org/better-health-at-here-now)

These two definitions speak volumes about the work and goals of the Planning Office. Being a young office, in FY02 there was a tremendous amount of growth and an exciting barrage of activities.

Information Technology Planning

The Planning Office played a major role in developing technology standards through the following accomplishments:

- Developed an ongoing 3 -year Information Technology Plan for the HSC
- Revised the HSC Technology Standards policy
- Worked with UNM Facility Planning and the Vantage Technology Consulting Group to draft a UNM-wide Information Technology Infrastructure Plan that will be finalized in the Fall of 2002.
- Began discussions to establish an HSC-wide electronic grant submission and information management system
- Continued work on the IAIMS Planning Grant

The Planning Office conducted and analyzed results of three major surveys:

- HSC-wide IT Survey to catalog and inventory Information Servers across the HSC campus. Results revealed 239 individual devices operating as Information Servers within the HSLIC, the School of Medicine, the College of Nursing, the College of Pharmacy, and University Hospitals.
- Health Sciences Library Patron Survey, which was available online for library patrons during a two week period in April. Results of the survey gave Library staff kudos in certain activities, and offered insights into customer improvements for FY03.
- Deans' Survey on Information Technology, a part of the IT Infrastructure Planning Project. In concert with the Office of the Provost, the surveys were sent to each Dean. Remarkably, the response rate was almost 100%. The aggregate UNM results will be used for comparison purposes against several peer institutions that completed the same survey.

The Office also assumed a role in HSC plans to comply with the federal Health Insurance Portability and Accountability Act (HIPAA):

- Participated in HIPAA project plan development
- Created a HIPAA Assessment Tool and Education Packet
- Presented a Research Database Forum for KMIT in order to assess regulatory changes vis-à-vis the needs of clinical researchers (February 20, 2002)

Communications

A large responsibility of the Planning Office is to share information within the HSC community about KMIT activities. FY02 highlights follow:

KMIT Leadership Council, KMIT Advisory Council, KMIT Operational Group, and IS Directors Group

- These groups, composed of HSC leadership, faculty, staff and IT professionals, assist in charting the future and identifying needs in the information technologies and knowledge management resources supporting HSC Strategic Planning goals in education, research, clinical care and administration. The Planning Office assured bi-directional communication with these groups.

Under the auspices of the IAIMS planning grant, the Planning Office implemented the Vice President's Leadership Forum which:

- Engaged nationally recognized Informaticians Sharon Stansfield ("Experiential Training for Emergency Responders Using Virtual Reality," July 26, 2001), Charles Friedman ("Creating an

Informatics Community,” January 30, 2002), and Patricia Flatley Brennan (“Creating Community-wide Health Information System Architecture: Partnering with Regional Planning Groups,” May 23, 2002) to speak to the HSC community

- Hosted videoconference “Innovation in Planning for Student Services: Models that Blend High Touch with High Tech” (April 18, 2002)
- Began planning a campus-wide scholarly communication symposium

Policy Writing was initiated in order to create a body of IT-standards.

- Established a policy creation and approval process for KMIT-related initiatives
- Supported the drafting of a web site development policy
- Began work on the development of an Electronic Communications Policy and the a Silo Systems Policy

The Planning Office accepted a key role in external communications.

- Maintained an active web site for KMIT communications and documentation (<http://hsc.unm.edu/iaims>)
- Assisted in rewriting the TECHs web site
- Participated with the New Mexico Council for Higher Education Computing and Communication Services (CHECS) to dialogue about support and direct technology in higher education

The Planning Office is proud of our collaborative achievements with multi-disciplinary teams across the campus, and we look forward to the continued growth and development of the many plans set in motion during the course of the year.



Grants

Integrated Advanced Information Management System Planning

By Linda Byrd, Information Systems Planner

“The future of education and healthcare will be mandated by how we manage information.”

- R. Philip Eaton, MD

The closing of the fiscal year in June 2002 was a milestone signaling that the Integrated Advanced Information Management System (IAIMS) Planning Grant project was drawing to a close. After two years of dedicated efforts, IAIMS became an integral part of the technology planning process on campus.

The National Library of Medicine awarded the two-year Planning Grant (#G08 LM06755) to the University of New Mexico Health Sciences Center in 2000. It was extended through January 2003. Since the initial award (\$149,775), Principal Investigator Holly Shipp Buchanan, EdD, and co-Principal Investigator Frederick Hashimoto, MD, made tremendous efforts to create an organizational mechanism to more effectively manage the knowledge of medicine, and to provide for systems of comprehensive and convenient information access.

Dovetailing perfectly with the HSC's strategic visions about Knowledge Management and Information Technology, the IAIMS Planning Grant allowed the HSC to develop an ongoing, standardized process to:

- plan systems which create an integrated health sciences center
- take into consideration multi-disciplinary needs across our campus
- incorporate Internet/Intranet technology and instructional technologies, including distance education
- have strong outreach components to provide statewide coordination and services

With enthusiastic backing from the Knowledge Management and Information Technology (KMIT) councils and assistance from the Planning Office, the IAIMS Planning Grant team encouraged and offered support campus-wide to witness the successful participation and collaboration among HSC leadership, faculty, and staff about a wide variety of technology planning and implementation issues.

Additionally, since only a small group of universities and colleges nationally received IAIMS funding, the IAIMS Planning Grant team looked to other IAIMS institutions to benchmark and examine processes occurring on other campuses. Through the engagement of recognized speakers, IAIMS expertise came to the HSC to share the benefits and pitfalls of engaging in such a formidable task.

With the Planning Grant nearing completion, the team is looking for opportunities to obtain an operational grant or a pilot project grant to put our HSC IAIMS lessons into practice. Ultimately, the success of IAIMS planning has made a lasting impact on the HSC community and promises us even more successes in the future.

Latin American Social Medicine

By Jon Eldredge, MLS, PhD, Coordinator, Academic and Clinical Services

The Latin American Social Medicine (LASM) project, under the leadership of principal investigator Howard Waitzkin, MD, PhD, Department of Family and Community Medicine, and co-principal investigator Holly Shipp Buchanan, EdD, moved ahead during FY02 in accordance with the grant proposal approved by the US National Library of Medicine (#LM06688-03). \$702,500 was allocated by

the grant for the three-year period from February 2000 to March 2003. HSLIC faculty and staff were involved in seven components of this grant: overall project management; evaluation; authoring structured abstracts in Spanish; quality assurance of structured abstracts; publications; electronic journals publishing; and formulating strategies for sustainability.

Project Manager Dr. Celia Iriart authored approximately 70 structured abstracts in Spanish during FY02. Drs. Waitzkin and Eldredge reviewed the abstracts as part of the project's quality assurance plan. HSLIC staff members ensured that the structured abstracts included Medical Subject Heading indexing terms for searchability and the piloting of meta-data for possible inclusion in the Open Archives Initiative. The HSLIC Director and ACS Coordinator designed a web-based evaluation instrument to elicit LASM web site users' views. This evaluation instrument met with LASM Steering Committee, LASM Peer Selection Committee, and UNM Human Research Review Committee approval. The instrument also was translated into both Portuguese and Spanish and will be posted in FY03.

Publications co-authored by LASM team members regarding LASM appear in the appendices of this annual report with additional submissions planned for *College & Research Libraries* and *JAMA*. Brochures in English, Portuguese and Spanish now promote LASM with potentially interested researchers and practitioners. The UNM HSLIC Web Team continued to address technical and administrative issues facing the mounting of electronic LASM journals. The LASM team developed various sustainability scenarios for the long-range continuation of the LASM project.

Native Health Research Database

By Peggy McBride, MLIS, Archivist

The Indian Health Service contract (contract no. 242-97-0061 for \$50,000) supporting the Native Health Research Database was extended through September 2002. Work continued on the upgrading of the software interface for the Native Health Research Database (NHRD) and Native Health History Database (NHHD). A redesign for the NHRD webpage was initiated with implementation planned for the end of 2002. The Archivist continued to add citations to NHRD, and there now are more than four thousand listed online. The Archivist exhibited NHRD and NHHD at the IHS Annual Research Conference, the National Indian Health Board's Consumers Conference, and the New Mexico Geriatrics Education Center's Summer Seminar, and gave a presentation at Indian Health Service Headquarters North. In FY02, 373 Native Health Research Database document copy requests and 101 Native Health History Database document copy requests were filled.

Outreach Subcontract

**By Janis Teal, MLS, MAT, Deputy Director, Library Services,
and Sharon Lezotte, MHE, MLIS, Outreach and Consumer Health Librarian**

The Library and Informatics Center once again received funding under a National Library of Medicine program administered through the National Network of Libraries of Medicine (NN/LM) to be a resource library for the South Central Region of NN/LM, primarily serving the state of New Mexico (NLM contract no. NO1-LM-1-3515 for \$10,000). Sharon Lezotte, MHE, MLIS, was hired as the new Outreach and Consumer Health Librarian and began work in November 2001. The HSLIC earned only \$6,704 of the \$10,000 contract amount in FY02 because the Outreach Librarian position was vacant for five

months. Once hired, Sharon's duties include administration of the outreach subcontract, serving as an outreach contact for health professionals and clinics in New Mexico, and advocating for consumer health in the library. Under the contract, Sharon and members of the Academic and Clinical Services Unit of the Library collaborated to conduct 14 training sessions, demonstrations, and/or exhibits. For example, Sharon worked with the New Mexico State Library to conduct presentations in various locations around the state about handling health/medical questions in public libraries; participated in the New Mexico Library Association annual meeting; and participated in the New Mexico Health Department annual meeting.

Sharon developed a 2002-2004 strategic plan for outreach services, emphasizing those market groups identified by NN/LM as being target groups for each year. She participated in a revision of the library's general fee structure, especially as it affected members of the HSLIC's Outreach Program and deposit accounts established for library services by hospitals, clinics, and other organizations. A special event in April 2002 was a luncheon organized to recognize Elizabeth Eaton, the new Director of the Houston Academy of Medicine, Texas Medical Center Library. The Houston Academy of Medicine Library is the Regional Library for the South Central Region, and administers the Outreach subcontract. Local hospital librarians as well as tribal librarians and state librarians attended the luncheon.

Project TOUCH

By Holly Shipp Buchanan, MLn, MBA, EdD, Director

Library faculty and staff participated in year two of Project TOUCH (Telehealth Outreach for Unified Community Health). TOUCH is a collaborative initiative of the Schools of Medicine of UNM and the University of Hawaii, Northern Navajo Medical Center, Maui Community College, and the high performance computing centers of each state. Project TOUCH is partially funded by a grant from the Office for the Advancement of Telehealth, Health Resources and Services Administration (#ZDIB TM00003-02). Year One of the award began in August 2000 with \$894,956, and Year 2, from August 2001 through August 2002, was \$720,000; Dale Alverson, MD, is the principal investigator. The following HSLIC faculty and staff supported the project during FY02: Buchanan, Teal, Gaillard, Aalseth, Tregear, and Keenan.

The goal of the project is to demonstrate the feasibility of employing advanced computing methods to enhance education in a problem-based learning format, using a specific clinical case (traumatic brain-injury) as a model, and deploying it to remote sites/workstations.

During FY02, HSLIC installed the access grid studio in August 2001; used the studio for weekly TOUCH project planning meetings, beginning Oct. 2001; conducted usability studies in January through March; and supported the successful conduct of experiment conducted with PBL groups during late Spring.



Appendices

Employee Development and Continuing Education Activities

John Abrams

- Novell BrainShare Networking conference

Ray Armijo

- Windows, UNM Continuing Education

Sally Bergen

- Essentials of Performance Appraisal
- Civil rights at Work, pts. 1-2
- Applications of the Diffusion Model: Spread and Consequences of the Internet
- HIPAA Training
- Review of HSC Strategic Planning Process
- High touch with High Tech Teleconference
- Marketing the Academic Library, the New Mexico State Library, November 16, 2001
- Virtual Reference Teleconference

Demetrius Brandon

- Completed 28 hours towards his MBA

Holly Buchanan

- AMIA Annual Symposium and AAMC Annual Meeting, Washington, DC, November 2001
- Workshop on Fundraising for Deans and Fund Raising Staff, UNM, February 14, 2002

Linda Byrd

- Servant Leadership, UNM Employee & Organizational Development, March 26, 2002
- Appreciative Inquiry: A New Approach to Change, UNM Employee & Organizational Development, April 16, 2002
- Sync or Swim: Managing the Flood of PDAs in Health Care, MLA Teleconference on PDAs, February 6, 2002
- Disruptive Technologies: Reinventing Academic Medicine; AAMC Group on Information Resources and the IAIMS Consortium, Pasadena, March 2002
- InfoEd Annual Users Conference, Chicago, June 2002

Dick Carr

- Colleges and Copyright: Avoiding Infringement and Managing Risk, teleconference sponsored by the National Association of College and University Attorneys, May 31, 2002

Garth Colasurdo

- Beginning XML

Mary Cummings

- Heat Administrator one-week training session

Bob De Lancey

- Innovative Users' Group Annual Meeting, Houston, TX

Jon Eldredge

- Creating Test Questions: The Nuts and Bolts, UNM School of Medicine, April 18, 2002
- Medical Library Association Annual Meeting, Dallas, TX. May 18-22, 2002
- Spanish 101, UNM, Spring 2002

Carol Fierro

- Performance Evaluation / Goals, UNM Employee Development

Greg Gaillard

- Basic Management Training Course, UNM Anderson School of Management, Summer 2002

David Groth

- Beginning XML

Henry Guenther

- Amigos Annual Meeting, Dallas, TX
- OCLC Metadata Teleconference on May 29, 2002

Ingrid Hendrix

- Sync or Swim: Managing the Flood of PDA's in Health Care, MLA Teleconference on PDA's, February 6, 2002
- CLT 720 Faculty Orientation, February 26-28, 2002
- Tutor Training Workshop, UNM School of Medicine, March 12-13, 2002
- Art of Lecturing and Making Presentations: Strategies for Improving Your Skills, May 8, 2002
- Medical Library Association Annual Meeting, Dallas, TX. May 18-22, 2002
- Finding the Best Resources to Answer Nursing Questions, MLA Annual Meeting, May 18, 2002

Peter Hicks

- Sync or Swim: Managing the Flood of PDAs in Health Care, MLA Teleconference on PDAs, February 6, 2002
- Completed HRRC Compliance Training
- HERSA Webcast for CON
- BRIN Conference
- Completed 18 hours of graduate-level Public Health classes

Charity Karcher

- American Association of Colleges of Pharmacy Meeting, Toronto, Canada, July 2001
- Alliance for Innovation in Science and Technology Information Mini-Conference, Santa Fe, October 2001
- Sync or Swim: Managing the Flood of PDA's in Health Care, MLA Teleconference on PDA's, February 6, 2002
- EBSCOHost training, Zimmerman Library, March 2002
- Tutor Training Workshop, UNM School of Medicine, March 12-13, 2002

Mary Kerlee

- The Art of Listening
- Coaching: Bringing out the Best in Others
- Putting your Strengths to Work
- Proactive Principles for Working with Your Boss

Christee King

- Alliance for Innovation in Science and Technology Information Mini-Conference, Santa Fe, October 2001

William Kinney

- EBSCO training course, Zimmerman Library, 19 March 2002
- UpToDate class, Spring 2002
- MDConsult class, Spring 2002
- Ovid class, Spring 2002

Sharon Lezotte

- Marketing the Academic Library, the New Mexico State Library, November 16, 2001
- Sync or Swim: Managing the Flood of PDA's in Health Care, MLA Teleconference on PDAs, February 6, 2002
- Conference on the Scholarship of Teaching and Learning, UNM College of Education for Faculty at UNM, February 15, 2002
- CLT 720 Faculty Orientation, February 26-28, 2002
- Ethics Curriculum Retreat, UNM HSC, April 3, 2002
- Art of Lecturing and Making Presentations: Strategies for Improving Your Skills, May 8, 2002
- Medical Library Association Annual Meeting, Dallas, TX. May 18-22, 2002
- 6th Annual Houston Conference on Health Informatics: Virtual Medicine, Houston, TX, June 10, 2002
- NN/LM Outreach training, Houston, TX, June 11-12, 2002

Ed Merta

- NMLA Conference, Las Cruces, 17-19 April, 2002
- Basic Web Design class, Spring 2002
- Computer Programming class, Spring 2002

Barney Metzner

- Completed CNE "Certified NetWare Engineer" re-certification test for NetWare 6
- Novell BrainShare Networking conference

Sarah Morley

- Ethics and Genetics, the Eighth Biomedical Ethics Symposium, UNM Office of Continuing Medical Education, October 4-6, 2001
- Workshop: How To Be a More Effective Inpatient Attending, UNMHSC Teacher and Educational Development, December 3, 2001
- Paralegal Internship, UNM HSC Risk Management Department, Spring 2002
- Health Policy, Law and Ethics class, UNM Law School, Spring 2002
- The Plagues of the Middle Ages, UNM Institute for Medieval Studies, February 1-2, 2002
- New Mexico Health Law Institute, NM Bar Association, March 22, 2002
- Ethics Curriculum Retreat, UNM HSC, April 3, 2002
- Paralegal Certificate Program at Albuquerque TVI, April 2002
- Medical Library Association Annual Meeting, Dallas, TX. May 18-22, 2002

Julie Pester

- Beginning XML

Wendy Roberts

- Completion of Master of Library Science Degree, August 2001
- SCAMeL Interlibrary Loan meeting, March 2002, Dallas, TX
- ILLiad Training, June 2002, Dallas, TX

MaryLou Seyl

- UNM Policies and Procedures Introduction
- Performance Review for Staff

Ian Stearns

- One week Heat Administrator training session
- Completed his CNA "Certified NetWare Administrator" test
- Heat User Conference where topics included: BPAM, Heat Self Service, Crystal Reports, talked to other institutions about how they use Heat

Janis Teal

- Mini-Conference, "Emerging Trends for the New Digital Library," Alliance for Innovation in Science and Technology Information, Santa Fe, Oct. 16, 2001
- Third Harvill Conference on Higher Education, "Developing a Sense of Place for Distance Education," Tucson, Arizona, Jan. 24-26, 2002 (Funded by Medical Education Scholars program)
- MLA Satellite Teleconference, "Sync or Swim: Managing the Flood of PDA's in health Care," Feb. 6, 2002
- SOM Phase II Education Retreat, Albuquerque, March 2002
- Medical Library Association Continuing Education Course, "Library Directors: Knowledge, Skills, and Career Paths," May 18, 2002
- Workshop Sponsored by the Rio Grande Chapter of the Special Libraries Association, "Designing Creative Learning and Work Environments," Santa Fe, May 30, 2002
- Colleges and Copyright: Avoiding Infringement and Managing Risk, teleconference sponsored by the National Association of College and University Attorneys, May 31, 2002
- Completed Medical Education Scholars program of the School of Medicine

Steve Tolito

- Novell BrainShare Networking conference

Kevin Wiley

- Beginning XML

Ellen Yeager

- HIPAA information class, 8 May, 2002

Dianne Zincke

- Redesigning For Today's Library

Employee Committees and Service

Sally Bergen

- UNM Staff Council
- UNM Staff Council Standing Committee on Communications

Holly Buchanan

- Treasurer, Alliance for Innovation in Science and Technology Information
- President-Elect, South Central Association of Medical Libraries
- Secretary/Treasurer, Association of Health Sciences Libraries
- Editorial Board, Journal of Hospital Librarianship; publisher: Neal-Schuman
- UNM IT Task Force
- Leadership Council Chair, Knowledge Management and Information Technology
- Advisory Member, HSC Research Council
- School of Medicine, Volunteer Faculty Committee, chair of subcommittee on Information/Services/Rewards
- School of Medicine, Continuing Medical Education Advisory Board
- Co-chair, HSC Information Systems Directors Group
- University Hospital, IS Steering Committee
- University Hospital, Clinical Implementation Committee for Cerner Implementation

Jon Eldredge

- Interim Block Chair, Evidence-Based Medicine Block for Phase 2 medical students January-February 2002
- Oversight Committee to the Collection Development Policy Manual, National Library of Medicine
- Medical Library Association National Program 2004 Committee
- Chair-elect/Chair, Medical Library Association Research Section
- Research Committee, Medical Library Association/South Central Chapter

Ingrid Hendrix

- Site Administrator, The Role of Nursing and Public Health During Times of War and Terrorism, satellite teleconference, U.S. Department of Health and Human Services, U.S. Public Health Service, May 2, 2002
- Institutional Animal Care and Use Committee
- UH Nursing Research Council
- College of Nursing Undergraduate and Graduate Curriculum Committee

Charity Karcher

- UNM Computer Use Committee

Christee King

- Technology Advisory Committee, National Network of Libraries of Medicine, South Central Chapter
- Fellowship Selection Committee, AMIGOS

Sharon Lezotte

- Counsel Representative and Member of the Board of Directors, Consumer and Patient Information Section of the Medical Library Association
- Treasurer, Cancer Section of the Medical Library Association
- Board of Directors of the State AHEC
- RiosNet Committee

Sarah Morley

- President-Elect, Rio Grande Chapter Special Libraries Association, 2001-2002
- MLA Chapter Council Representative Alternate, South Central Chapter/Medical Library Association, 2002-2005
- Program Committee, South Central Chapter/Medical Library Association, 2001-2002
- Nominating Committee, South Central Chapter/Medical Library Association, 2001-2002
- Coordinator, Sync or Swim: Managing the Flood of PDAs in Health Care, satellite teleconference presented by the Medical Library Association, February 6, 2002
- Coach, UNM Faculty Dispute Resolution class, February 16, 2002
- Mediator, UNM Faculty Dispute Resolution, October 30, 2001
- Chair, UNM HSLIC PDA Task Force
- GME Internal Review Committee
- UH Cerner Patient Information System Committee
- UH Continuous Process Improvement Committee

James Perea

- General Libraries Docutek Implementation Committee (e-reserves) from April-June 2002

Janis Teal

- School of Medicine Education Council
- KMIT Advisory Council

Faculty Publications

Holly Buchanan

- Buchanan HS, Waitzkin H, Eldredge, J, Davidson R, Iriart C. Digital information for Latin American Social Medicine: case study. In: Van Reenen J, ed. Digital libraries and virtual workplaces. Washington, DC: Organization of American States, 2002; 179-86.

Jon Eldredge

- Buchanan HS, Waitzkin H, Eldredge, J, Davidson R, Iriart C. Digital information for Latin American Social Medicine: case study. In: Van Reenen J, ed. Digital libraries and virtual workplaces. Washington, DC: Organization of American States, 2002; 179-86.
- Eldredge JD. Evidence-Based Librarianship: what we might expect in the years ahead? Health Information and Libraries Journal 2002 June; 19(2): 71-7.
- Eldredge JD, Piper D, Hannigan G. La Biblioteca Médica Nacional: The National Medical Library of Cuba. Journal of the Medical Library Association 2002 April; 90 (2): 246-8.
- Booth A, Eldredge JD. Evidence-Based Librarianship: a Socratic dialogue. Bibliotheca Medica Canadiana 2002 Summer; 23(4): 136-40.
- Eldredge JD. The challenges ahead for Evidence-Based Librarianship. Bibliotheca Medica Canadiana 2001 Winter; 23(2): 57-60.
- Eldredge JD. First International EBL Conference. Hypothesis 2001 Fall; 15 (3): 1,3.
- Eldredge JD. Making Evidence-Based Librarianship (EBL) a reality. South Central Connection 2001 Fall: 13-4.

Presentations, Exhibits, and Demonstrations

Holly Buchanan

- Buchanan HS, Mitchell S, Jacobs J, Caudell TP, Saiki SM, Alverson DC. Poster: "Access Grid Technology: Lessons Learned Integrating TCP/IP, Collaborating Conferencing, High Performance Computing, and 3-D Simulations at the Schools of Medicine in Hawaii and New Mexico," American Medical Informatics Association Annual Symposium, Washington, DC, November 5, 2001
- Infotechnica: Who we Are and What We Do for You, HR Study Group, June 4, 2002
- Buchanan, HS, "Multidisciplinary, Collaborative Research: Creating High Performing Teams, Defining the Virtual Collaborative Clinic Model," NASA VCC, Albuquerque, NM, August 22, 2002
- Buchanan, HS "Access Grid Studios: Making Them Work", Association of A Biomedical Communications Directors Annual Meeting, Keystone, CO, September 22, 2002
- Buchanan, HS, "Integrating Advanced Computing Methods with the Curriculum at Two Schools of Medicine", Association of Biomedical Communications Directors Annual Meeting, Keystone, CO, September 22, 2002

Linda Byrd

- Hosted videoconference "Innovation in Planning for Student Services: Models that Blend High Touch with High Tech"

Jon Eldredge

- Medline searching strategies (with Janis Teal), part of the SOM-sponsored CE course for faculty on Evidence-Based Medicine, Summer-Fall 2001
- Full-day sessions on Evidence-Based Librarianship (EBL) for graduate students at the University of North Texas School of Library and Information Science during October 2001 and April 2002; at Oxford, England, during September 2001; and Waterloo, Ontario, during June 2002
- Keynote address: "Evidence-Based Librarianship: What Might We Expect in the Years Ahead?" First International Evidence-Based Librarianship Conference, University of Sheffield, England, September 3, 2001
- Poster: "Does weeding a monographs collection increase subsequent usage of unweeded titles? A randomized controlled trial" (with Kathy Mondragon and Carol Fierro), 2002 Medical Library Association Annual Meeting; 2002 Canadian Health Libraries Association/Association des Bibliothèques de la Santé du Canada Annual Meeting
- Poster: "Does face-to-face interaction of a library liaison with faculty change faculty perceptions of or use of a library?" (with Charity Karcher), 2002 Medical Library Association Annual Meeting; 2002 Canadian Health Libraries Association/ Association des Bibliothèques de la Santé du Canada Annual Meeting.
- House Officer Orientation, GME, June 25, 2001
- Medical Resources, part of the General Libraries 2001 Inservice Training Program, Oct. 30, 2001
- HSC New Faculty Orientations, UNM, 2001-2002

Carol Fierro

- Poster: "Does weeding a monographs collection increase subsequent usage of unweeded titles? A randomized controlled trial" (with Kathy Mondragon and Jon Eldredge), 2002 Medical Library Association Annual Meeting; 2002 Canadian Health Libraries Association/Association des Bibliothèques de la Santé du Canada Annual Meeting.

Peter Hicks

- Hosted videoconference "Innovation in Planning for Student Services: Models that Blend High Touch with High Tech"

Charity Karcher

- Poster: "Does face-to-face interaction of a library liaison with faculty change faculty perceptions of or use of a library?" with (Jon Eldredge), 2002 Medical Library Association Annual Meeting; 2002 Canadian Health Libraries Association/ Association des Bibliothèques de la Santé du Canada Annual Meeting.
- "Palm Support and Training for College of Nursing Faculty: a Pilot Program in Library Support of PDA's," the Alliance for Innovation in Science and Technology Information, Santa Fe, October 2001

Christee King

- HSC New Faculty Orientations, UNM, 2001-2002

Kathy Mondragon

- Poster: "Does weeding a monographs collection increase subsequent usage of unweeded titles? A randomized controlled trial" (with Jon Eldredge and Carol Fierro), 2002 Medical Library Association Annual Meeting; 2002 Canadian Health Libraries Association/Association des Bibliothèques de la Santé du Canada Annual Meeting.

Sarah Morley

- Paper: "Clinical Medical Librarianship," Medical Library Association/Triple Chapter Meeting, New Orleans, LA, October 26, 2001
- House Officer Orientation, GME, June 25, 2001
- HSC New Faculty Orientations, UNM, 2001-2002

Janis Teal

- Medline searching strategies (with Jon Eldredge), part of the SOM-sponsored CE course for faculty on Evidence-Based Medicine, Summer-Fall 2001
- Medical Resources, part of the General Libraries 2001 Inservice Training Program, Oct. 30, 2001
- HSC New Faculty Orientations, UNM, 2001-2002

Special Achievements and Awards

Jon Eldredge

- Research Award from the Medical Library Association (with Kathy Mondragon and Carol Fierro), May 2002
- Honorable Mention from the Medical Library Association in its Research Award competition (with Charity Karcher)

Carol Fierro

- Research Award from the Medical Library Association (with Jon Eldredge and Kathy Mondragon), May 2002

Charity Karcher

- Honorable Mention from the Medical Library Association in its Research Award competition (with Jon Eldredge)

Kathy Mondragon

- Research Award from the Medical Library Association (with Jon Eldredge and Carol Fierro), May 2002

Sarah Morley

- UNM SOM Dean's Award of Distinction in Recognition of Outstanding Faculty Performance

Janis Teal

- UNM SOM Dean's Award of Distinction in Recognition of Outstanding Faculty Performance

2002 Staff Appreciation – Special Recognition Awards

| | |
|---------------------|------------------------------|
| Wendy Roberts | Completion of Degree |
| Jon Eldredge | Most Professional Growth |
| William Kinney | Most Professional Growth |
| Lin Ye | Most Professional Growth |
| Mary Denison | Outstanding Customer Service |
| Edward Merta | Outstanding Customer Service |
| Kermit Norman | Outstanding Customer Service |
| James Perea | Outstanding Customer Service |
| Richard Saavedra | Outstanding Customer Service |
| Dianne Zincke | Outstanding Customer Service |
| Edward Carroll | Outstanding Performance |
| Garth Colasurdo | Outstanding Performance |
| John Duran | Outstanding Performance |
| Jane Erlandson | Outstanding Performance |
| Katherine Mondragon | Outstanding Performance |
| Ian Stearns | Outstanding Performance |

Health Sciences Library and Informatics Center Staff Roster

July, 2001 through June, 2002

| Name | Unit/Title | Start Date | End Date |
|-----------------------|--|------------|----------|
| Aalseth, Ed | USS, Technical Support Analyst II | 04-30-01 | |
| Abrams, John | IT Systems, Senior LAN Administrator | 10-22-01 | |
| Anthony, Sean | IAIMS Planning, System Planner | 06-12-00 | 07-06-01 |
| Armijo, Ray | Collection Resources, LIS II | 01-02-95 | |
| Barreda, Becca | Collection Resources - DD/ILL | 01-30-79 | 07-02-01 |
| Bergen, Sally | RUSS, Manager, Library Operations, Days | 05-14-01 | |
| Brandon, Demetrius | IT Systems, LAN Administrator | 01-20-98 | |
| Buchanan, Holly Shipp | Director | 08-15-97 | |
| Bynum, Jim | RUSS, LIS III | 05-14-01 | |
| Byrd, Linda | Planning, Information Systems Planner | 01-14-02 | |
| Carr, Richard | RUSS, Coordinator | 05-15-02 | |
| Carroll, Edward | USS, USA III | 09-01-01 | |
| Colasurdo, Garth | Web Development, Analyst Programmer II | 10-09-00 | |
| Corn, Andrew | USS, USA II | 03-20-00 | |
| Cummings, Mary | USS, Supervisor, User Support | 05-05-97 | |
| Deering, Thomas | Web Development, Analyst Programmer III | 05-13-02 | |
| de Lancey, Robert | Collection Resources, LIS II | 08-01-94 | |
| Denison, Mary | Supervisor, Administrative Support | 02-07-00 | 06-30-02 |
| Duran, John | Computer Services, Network Tech. | 09-14-98 | |
| Edmister, Janelle | IT Systems, Systems Analyst III | 01-14-02 | |
| Eldredge, Jon | Academic and Clinical Services, Coordinator | 01-01-86 | |
| Erlandson, Jane | Web Development, Analyst Programmer II | 09-21-98 | |
| Fierro, Carol | Collection Resources, LIS I | 12-04-89 | |
| Gaillard, Greg | TECHS, Deputy Director | 08-03-98 | |
| Gobel, Cameron | USS, USA II | 06-15-98 | |
| Groth, David | Web Development, Analyst Programmer III | 06-04-01 | |
| Guenther, Henry | Collection Resources, LIS III | 10-16-95 | |
| Hagen, Kimberly | Web Development, Analyst Programmer III | 03-04-02 | |
| Harris, Rebecca | Collection Resources, LIS III | 10-23-95 | |
| Hendrix, Ingrid | Academic and Clinical Services, Nursing Librarian | 12-03-01 | |
| Hicks, Peter | IAIMS, Systems Analyst III | 10-11-99 | |
| Iriart, Celia | Collection Resources – Research Scientist III | 11-22-99 | |
| Jacquez, Rosa | USS, USA I | 05-24-99 | |
| Jewel, Bonnie | Collection Resources, LIS I | 05-28-96 | |
| Johnson, Janet | Collection Resources – Archives | 02-06-84 | 3-31-02 |
| Karcher, Charity | Academic and Clinical Services, Pharmacy Librarian | 01-08-01 | |
| Keenan, Ramona | Administrative Support, Administrative Assistant II | 03-26-01 | |
| King, Christee | Collection Resources, Coordinator | 09-15-90 | |
| Kinney, William | RUSS, LIS I | 04-07-00 | |
| Leitch, Robert | Computer Services, Senior LAN Administrator | 06-12-00 | 08-10-01 |
| Lezotte, Sharon | Academic and Clinical Services, Outreach and Consumer Health Librarian | 11-01-01 | |
| Lujan-Kerlee, Mary | Manager, Business Services | 07-28-86 | |
| McBride, Peggy | Collection Resources (NHRD) | 05-09-01 | |
| Merta, Ed | RUSS, Manager, Library Operations, Evening | 09-21-98 | |
| Metzner, Barney | IT Systems, Manager | 07-26-93 | |
| Meyer, Cory | RUSS, LIS III | 09-05-91 | |
| Minor, David | TILS - Systems Administrator | 11-16-98 | 10-10-01 |
| Mondragon, Kathy | Collection Resources, Manager, Library Operations | 07-10-75 | |
| Morley, Sarah | Academic and Clinical Services, Clinical Librarian | 06-01-99 | |

| | | | |
|-------------------|--|----------|----------|
| Morris, Ruth | Collection Resources, Associate Director | 04-15-95 | 03-31-02 |
| Norman, Kermit | Business Services – Accounting | 10-29-98 | |
| Parker, Nathan | USS, USA II | 04-01-02 | |
| Perea, James | RUSS, LIS III | 05-22-95 | |
| Pershan, Seth | USS, Technical Support Analyst II | 01-07-02 | |
| Pester, Julie | Web Development, Analyst Programmer II | 03-12-01 | |
| Roberts, Wendy | Collection Resources, LIS III | 10-22-97 | |
| Romero, Lisa | RUSS, LIS I | 02-24-86 | |
| Saavedra, Richard | USS, USA III | 10-25-99 | |
| Schold, Uriel | USS, USA I | 03-20-00 | |
| Scott, Vicki | IT Systems, Database Administrator | 12-03-98 | |
| Seyl, MaryLou | Business Services, Administrative Assistant II | 08-02-99 | |
| Sharp, Chris | USS, USA III | 11-02-98 | |
| Stearns, Ian | IT Systems, Analyst Programmer II | 11-29-99 | |
| Teal, Janis | Library Services, Deputy Director | 04-15-94 | |
| Tolito, Stephen | IT Systems, LAN Administrator | 10-13-97 | |
| Tregear, Jon | Web Development, Analyst Programmer II | 11-20-00 | |
| Wiley, Kevin | Web Development, Web site Administrator | 03-12-00 | |
| Yaeger, Ellen | RUSS, LIS I | 05-13-96 | |
| Ye, Lin | IT Systems, Network Tech. | 06-16-98 | |
| Zincke, Dianne | Business Services – Facilities | 02-02-99 | |

| Temporary Staff | Student Assistants | |
|--|--|--|
| Gregory Brown Russell Ervin Daniel Fahl Virginia Gillmer Janet Johnson Denise Jurca Antony Klugman Nathan Parker Jennifer Reid Annelise Sklar Ruth Wheeler | Deepika Addagada Lawrence Baca Sheldon Benally Young Chung Ravi Kumar Dasari Matthew Diven Rola Elmaoued Nathan Engquist Lincoln Fisher Lindsey Gunn Edris Hoover Larrisa Kramer Gurish Kumar Harold Litiku | Jillian Littell Celia Lloyd Timothy Maria Oliver Meyers Jessica Neff Alexander Piltch Nancy Prewetts Caviedes Romero Viodha Sadasivam Jason Schmitt Caloway Schupbach Douglas Seymour Robert Velasquez |



Statistics

Collection Resources

| Table 1: Collection Size | | | | | |
|---|-----------------------------|-----------------------------|--------------------------------|-----------------------------------|---------------------------------|
| | Number of Titles 1999/00 | Number of Titles 2000/01 | Number of Titles 2001/02 | % Change from Previous Year | Number of Volumes 2001/02 |
| Total Print Monographs | 56,994 | 58,613 | 59,314 | 1% | 69,908 |
| Total Electronic Monographs | 40 | 45 | 232 | 81% ^A | N/A |
| Total Print Serials (Volumes) | N/A ^B | N/A ^B | N/A ^B | N/A | 112,149 |
| Total Print Serials Subscriptions | 1,694 | 1,640 | 1,538 | -6% | |
| Unique Print Serials | 1,694 | 1,640 | 849 | -48% ^C | N/A |
| Unique Electronic Serials | 943 | 967 | 393 | -59% ^C | N/A |
| Unique Current Serials (Print & Electronic) | 2,637 | 2,607 | 1,242 | -52% ^C | N/A |
| Overlapping Current Serials (Print & Electronic) | 274 | 349 | 746 | 114% ^C | N/A |
| Total Electronic Serials | 1,217 | 1,316 | 1,139 ^G | -13% ^{D, G} | N/A |
| Total Serials Subscriptions (Print & Electronic) | 2,911 | 2,956 | 2,677 ^G | -9% ^G | N/A |
| Number of E Serials with Shared Costs | 486 | 486 | 285 | -41% | N/A |
| Gift Serials / Print or Electronic | 93 | 85 | 12 | -86% | 102 |
| Audio Visuals | 2,201 | 1,988 | 1,912 | -4% ^E | 4,045 |
| Models | 89 | 89 | 82 | -8% ^E | N/A |
| Microforms | 210 | 496 | 494 | -0% | N/A |
| Educational Software | 231 | 267 | 50 | -81% ^E | N/A |
| Productivity Software | N/A | 7 | 7 | N/A | N/A |
| Number of Databases | 72 | 73 | 74 | 1% | N/A |
| Number of Consortial Databases^F | N/A | 94 | 56 | -40% | N/A |
| Number of Databases available Main Campus | N/A | N/A | 177 | N/A | N/A |

^ATotal electronic monographs increased greatly due to a project to add links in the online catalog for e books included in packages (MDConsult) and to titles already in print in the collection, which included electronic with print. (National Academy of Press: Institute of Medicine titles, in particular)

^BNot given as it would falsely represent holdings by including all serials ever received, title changes, etc.

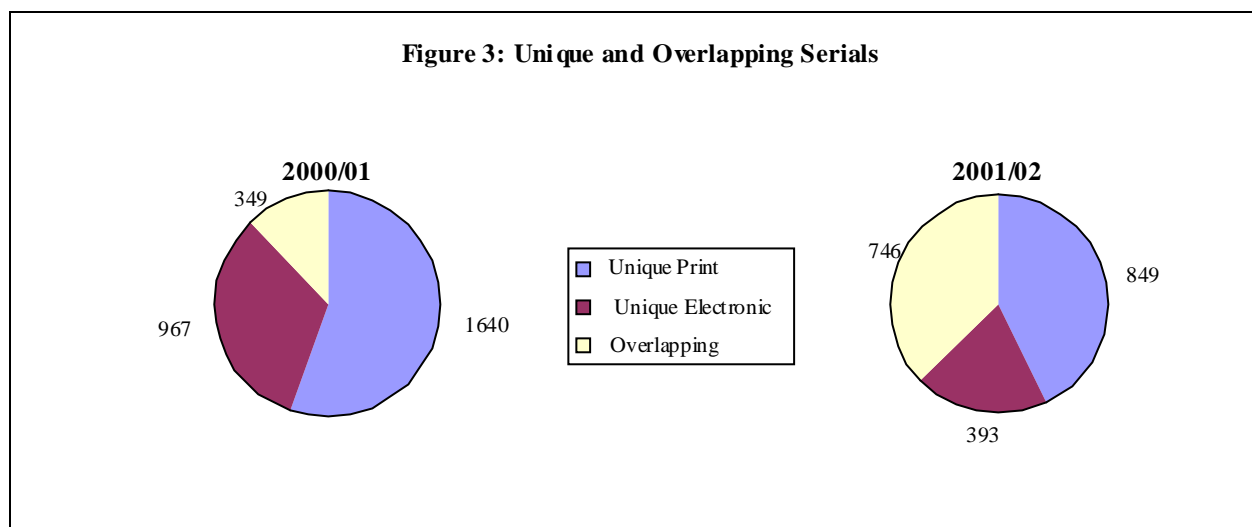
^COur strategy thus far has been primarily one of adding overlap of electronic to print. This explains the decline in total unique print & E serials and the rise in total overlapping print & E serials.

^DTotal current E serials dropped due to the Blackwell Synergy package now being offered by General Libraries instead of by HSLIC.

^EA large number of Media items were withdrawn during a review of Media Collection. Software is part of the Media Collection, which explains the sharp drop in education software.

^FAlso included in "Number of Databases offered" figure.

^GCorrected in printing of 11/20/02.



| Table 2: Changes to the Collection | | | | | |
|--|--------------------------|--------------------------|--------------------------|--|---------------------------|
| | Number of Titles 1999/00 | Number of Titles 2000/01 | Number of Titles 2001/02 | Number of Titles % Change from Previous Year | Number of Volumes 2001/02 |
| Added | 1,958 ^G | 1,672 | 2,154 | 29% | 2,217 |
| Withdrawn | N/A | N/A | N/A | N/A | 690 |
| Print Monographs -Purchased | 1,083 ^H | 1,395 ^G | 1,164 | -17% | 2,011 |
| Print Monographs – Gifts | 119 ^H | 195 ^H | 347 | 78% | 376 |
| Electronic Monographs Added | 1 ^G | 5 ^G | 187 | 3,640% | N/A |
| Electronic Monographs – Purchased | N/A | N/A | 2 | N/A | N/A |
| Electronic Monographs – Gifts | N/A | N/A | 0 | N/A | N/A |
| Print Serials Added-Purchased | 11 ^H | 13 ^H | 5 | -62% | 4 |
| Print Serials – Gifts | N/A | N/A | 1 | N/A | 12 |
| Electronic Serials Added | N/A | N/A | 188 | N/A | N/A |
| Audio Added | N/A | N/A | 1 | N/A | N/A |
| Film/Video Added | 197 ^G | 61 ^G | 50 | -18% | N/A |
| Models/Realia Added | N/A | N/A | 10 | N/A | N/A |
| Educational Software Added | N/A | 39 ^G | 11 | N/A | N/A |
| Productivity Software Added | N/A | 2 ^G | 0 | N/A | N/A |
| Microforms Added | 533 ^I | 1,510 ^I | 1 | -100% | N/A |
| Paid Databases Added | N/A | 2 ^G | 1 | N/A | N/A |
| Archives/Manuscripts | N/A | N/A | 0 | N/A | N/A |
| Cartographic | N/A | N/A | 0 | N/A | N/A |
| Graphic | N/A | N/A | 0 | N/A | N/A |
| Government Documents Added | 489 ^H | 429 ^H | 778 | N/A | 829 |
| Department Books Cataloged | 214 ^G | 300 ^G | 348 | 16% | 433 |

^G AAHSL data

^H Annual Report Data

^I Also counted in total government documents added

| Table 3: Collection Development Expenditures | | | | |
|---|------------------|------------------|----------------|------------------------------------|
| | 1999/00 | 2000/01 | 2001/02 | % Change from Previous Year |
| Print Monographs | \$91,955 | \$55,767 | \$90,904 | 63% |
| Electronic Monographs | N/A ^J | N/A ^J | \$3,025 | N/A |
| Print Serials | \$566,527 | \$616,455 | \$652,307 | 6% |
| Electronic Serials | N/A ^J | N/A ^J | \$114,081 | N/A |
| Electronic Databases | \$247,563 | \$109,820 | \$87,519 | -20% |
| Contract Binding | \$26,563 | \$27,758 | \$23,403 | -16% |
| Other Library Material (media) | \$22,378 | \$6,983 | \$3,879 | -44% |
| Miscellaneous | | | | |
| Total : | \$954,986 | \$816,783 | \$975,118 | 19% |
| Consortial Expenditures^K | \$22,000 | \$21,000 | \$54,317 | (159%) |

^J Electronic "Resources" costs bundled together for 1999/00 & 2000/01.

^K Amounts are also included in other totals given, as appropriate

| Table 4: Resource Use-Interlibrary Loan/Document Delivery Summary Table | | | | |
|--|----------------|----------------|----------------|------------------------------------|
| <i>Interlibrary Loan</i> | 1999/00 | 2000/01 | 2001/02 | % Change from Previous Year |
| Items Borrowed from Outside Sources | 4,936 | 5,755 | 5,117 | -11% |
| Interlibrary Loan Requests Received | 9,234 | 10,165 | 5,730 | -44% |
| Total Interlibrary Loan Transactions | 14,170 | 15,920 | 10,847 | -32% |
| <i>Document Delivery</i> | | | | |
| Total Document Deliveries (Copies from HSLIC for HSC-Affiliated Requesters) | 3,088 | 3,909 | 2,133 | -45% |
| Total Interlibrary Loan and Document Delivery Transactions | 17,258 | 19,829 | 12,980 | -36% |

Interlibrary Loan borrowing and lending includes photocopies and electronic transmission as well as actual lending of materials. FY02 groups were redefined for better conformity with standard library practice.

| Table 5: Resource Use-Interlibrary Loan Detail Table | | | | |
|---|----------------|----------------|----------------|------------------------------------|
| <i>Interlibrary Loan</i> | 1999/00 | 2000/01 | 2001/02 | % Change from Previous Year |
| Interlibrary Loan Requests Received | 9,234 | 10,165 | 5,730 | -44% |
| Interlibrary Loan Requests Filled | 6,475 | 8,823 | 4,319 | -51% |

Reference and User Support Services

Table 6: Number of Mediated Searches

| | 1999/2000 | 2000/2001 | 2001/2002 | % Change from Previous Year |
|---------------------------|-----------|-----------|-----------|-----------------------------|
| Non-LATCH Searches | 325 | 234 | 216 | -8% |
| LATCH Searches | 316 | 359 | 213 | -41% |
| Total Searches | 641 | 593 | 429 | -28% |

Table 7: Number of Reference Questions

| | 1999/2000 | 2000/2001 | 2001/2002 | % Change from Previous Year |
|--|-----------|-----------|-----------|-----------------------------|
| Reference Questions (In Person & Via Phone) | 19,929 | 18,330 | 16,945 | -8% |
| Electronic Reference Questions | N/A | 144 | 127 | -12% |
| Total Reference | 19,929 | 18,474 | 17,072 | -8% |

Table 8: Annual Gate Count

| | 1999/00 | 2000/01 | 2001/02 | % Change from Previous Year |
|--------------|---------|---------|---------|-----------------------------|
| TOTAL | 263,841 | 274,843 | 356,249 | 30% |

Figure 4: 2001-2002 Gate Count by Month

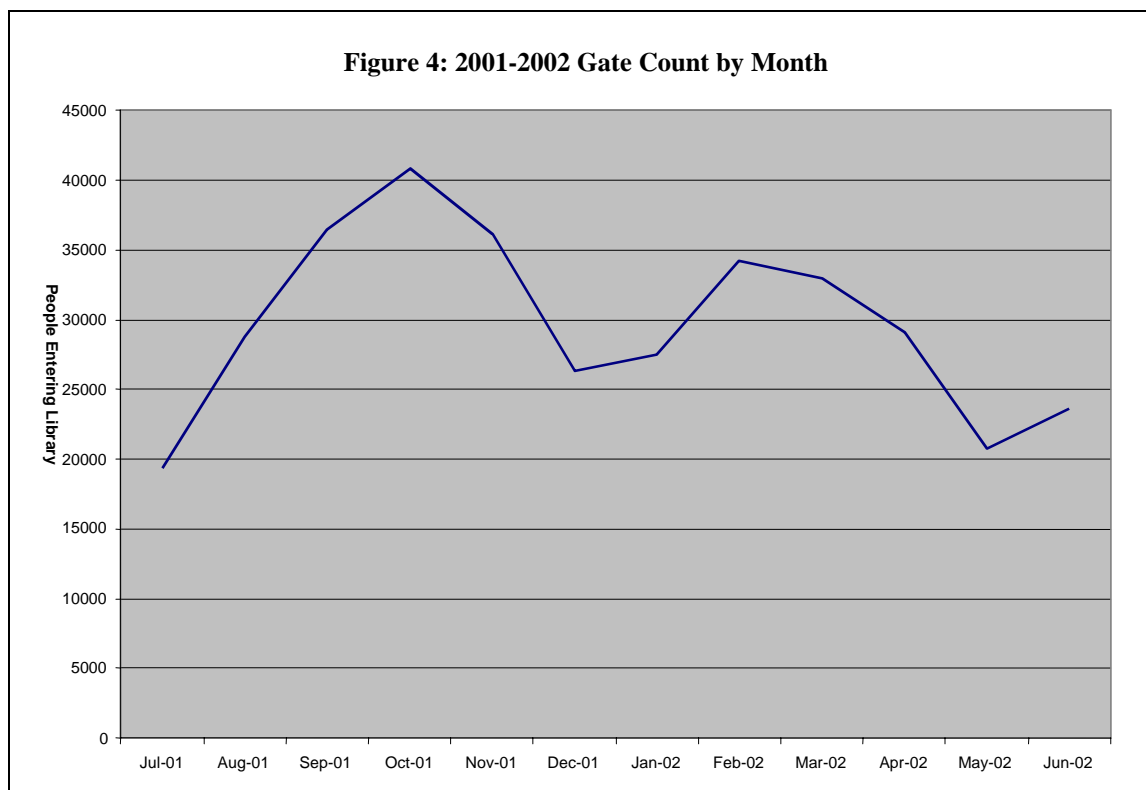


Figure 5: Use of Library Resources

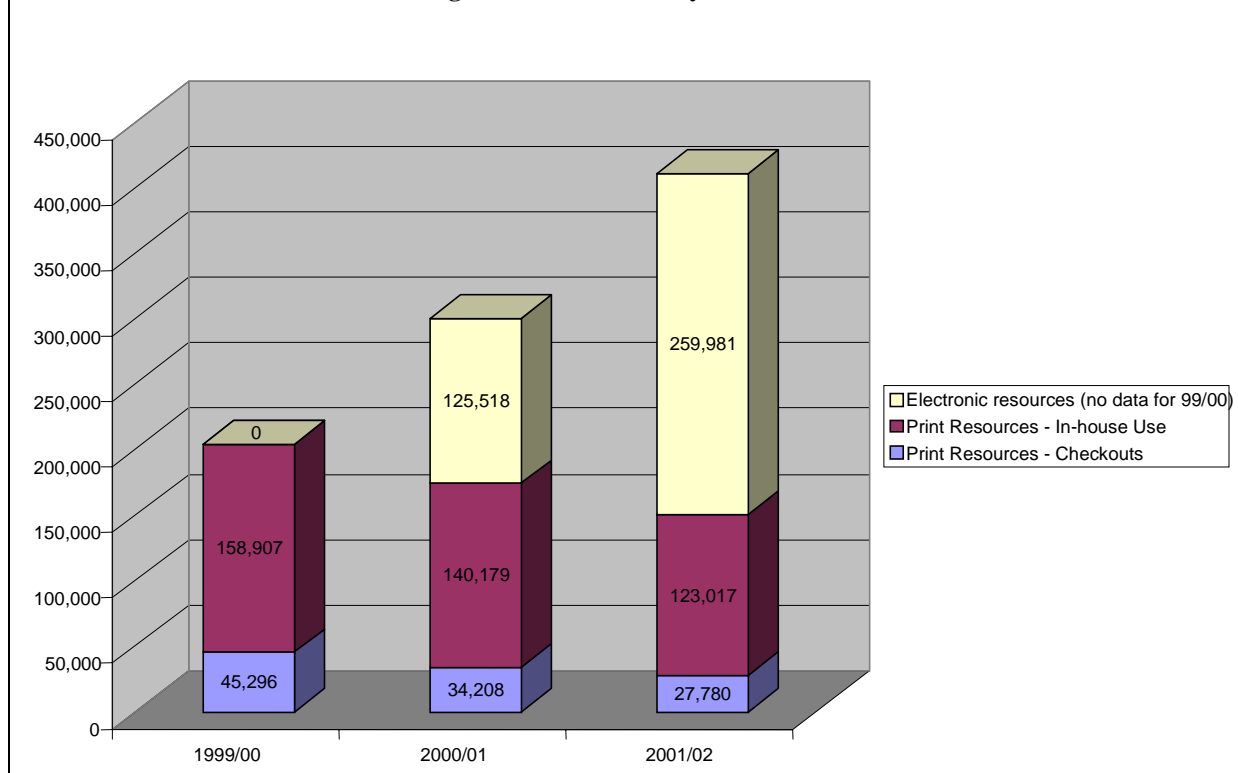
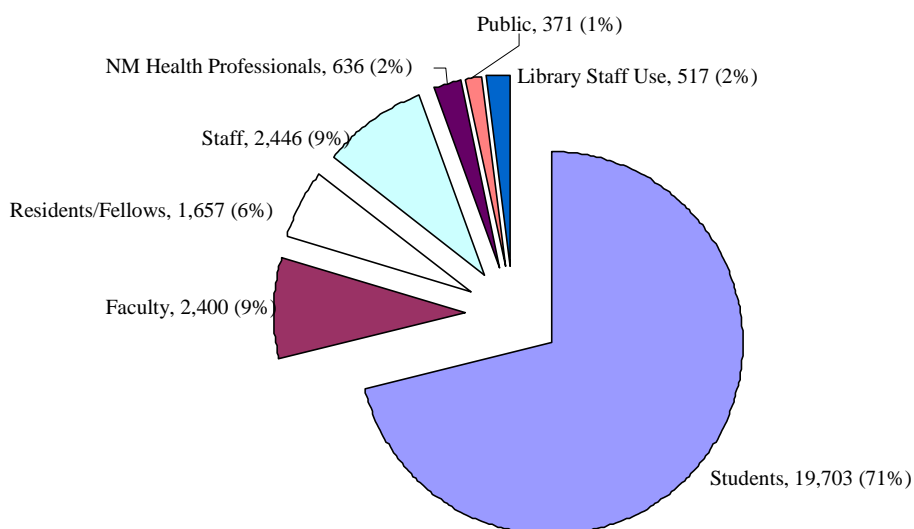


Table 9: Use of Library Materials

| | 1999/00 | 2000/01 | 2001/02 | % Change from Previous Year |
|---------------------------------------|---------|---------|---------|-----------------------------|
| Circulation - Checkouts | 17,699 | 13,171 | 10,377 | -21% |
| Reserve - Checkouts | 17,116 | 11,962 | 10,104 | -16% |
| Media - Checkouts | 10,481 | 9,075 | 7,299 | -20% |
| In-House Use | 158,907 | 140,179 | 123,017 | -12% |
| Totals | 204,203 | 174,387 | 150,797 | -14% |
| Print Resources – Checkouts | 45,296 | 34,208 | 27,780 | -19% |
| Print Resources - In-house Use | 158,907 | 140,179 | 123,017 | -12% |
| Electronic resources | N/A | 125,518 | 259,981 | 107% |
| Grand Total | 204,203 | 299,905 | 410,778 | 37% |

Figure 6: Checkouts by User Groups, 2001-2002



Academic and Clinical Services

Table 10: Library Instruction Series 2001-2002

| Table 10: Library Instruction Series 2001-2002 | | | | |
|--|-----------|---------|------------|-----------------------------|
| Class Name | Sessions | | Attendance | |
| EndNote | 3 | | 27 | |
| FrontPage | 4 | | 20 | |
| GroupWise Advanced | 9 | | 23 | |
| GroupWise Basic | 8 | | 37 | |
| Library IQ | 3 | | 7 | |
| OvidWeb Medline | 18 | | 40 | |
| PDA (Personal Digital Assistant) Concepts | 2 | | 5 | |
| PowerPoint Basics | 1 | | 2 | |
| PubMed Medline | 1 | | 3 | |
| Web Searching | 8 | | 17 | |
| Totals | 57 | | 181 | |
| Totals: | 1999/00 | 2000/01 | 2001/02 | % Change from Previous Year |
| # of Sessions | 50 | 54 | 57 | 6% |
| Attendees | 314 | 242 | 181 | -25% |
| Contact Hours | 105 | 112 | 110 | -2% |
| FTE Contact Hours | 156 | 155 | 134 | -14% |

| Table 11: Curricular Support Instruction 2001/02 by Academic Unit | | | | |
|--|-----------------|------------------|------------------|------------------------------------|
| Academic Unit | Sessions | | Attendees | |
| College of Nursing | 16 | | 289 | |
| College of Pharmacy | 3 | | 87 | |
| School of Medicine Programs: | -- | | -- | |
| ----Medical | 72 | | 912 | |
| ----Dental Hygiene | 2 | | 48 | |
| ----Diagnostic and Therapeutic Sciences | 9 | | 124 | |
| ----Physicians Assistant | 4 | | 48 | |
| ----Masters of Public Health | 16 | | 181 | |
| ----Biomedical Graduate | 1 | | 28 | |
| ----Graduate Medical (Residents) | 0 | | 0 | |
| Outreach | 6 | | 62 | |
| Other HSC | 9 | | 66 | |
| Other UNM | 5 | | 111 | |
| Community | 7 | | 268 | |
| Totals: | 1999/00 | 2000-2001 | 2001/02 | % Change from Previous Year |
| # of Sessions | 129 | 133 | 150 | 13% |
| Attendees | 1,579 | 1,534 | 2,224 | 45% |
| Contact Hours | 279 | 264 | 344 | 30% |
| FTE Contact Hours | 324 | 344 | 372 | 8% |

| Table 12: Orientations & Tours 2001/02 by Academic Unit | | | | |
|--|-----------------|----------------|------------------|------------------------------------|
| Academic Unit | Sessions | | Attendees | |
| College of Nursing | 8 | | 92 | |
| College of Pharmacy | 1 | | 1 | |
| School of Medicine Programs: | -- | | -- | |
| ----Medical | 10 | | 93 | |
| ----Dental Hygiene | 0 | | 0 | |
| ----Diagnostic and Therapeutic Sciences | 0 | | 0 | |
| ----Physicians Assistant | 1 | | 12 | |
| ----Masters of Public Health | 1 | | 14 | |
| ----Biomedical Graduate | 0 | | 0 | |
| ----Graduate Medical (Residents) | 4 | | 101 | |
| Outreach | 66 | | 552 | |
| Other HSC | 4 | | 10 | |
| Other UNM | 0 | | 0 | |
| Community | 3 | | 31 | |
| Totals: | 1999/00 | 2000/01 | 2001/02 | % Change from Previous Year |
| # of Sessions | 29 | 31 | 98 | 216% |
| Attendees | 473 | 774 | 906 | 17% |
| Contact Hours | 44 | 74 | 124 | 68% |
| FTE Contact Hours | 52 | 122 | 140 | 15% |

| Table 13: Total Instructional Programs, Curricular Support, and Orientations/Tours—Three-Year Comparison | | | | |
|---|----------------|----------------|----------------|------------------------------------|
| Totals: | 1999/00 | 2000/01 | 2001/02 | % Change from Previous Year |
| # of Sessions | 208 | 218 | 305 | 40% |
| Attendees | 2,366 | 2550 | 3311 | 30% |
| Contact Hours | 428 | 450 | 578 | 28% |
| FTE Contact Hours | 532 | 620 | 646 | 4% |

IT Systems

| Table 14: Systems | | | | |
|---|----------------|----------------|----------------|------------------------------------|
| | 1999/00 | 2000/01 | 2001/02 | % Change over Previous Year |
| Total Storage Installed | N/A | N/A | ~3 Terabytes | N/A |
| Total Storage Space In Use | N/A | N/A | ~1.9 Terabytes | N/A |
| Total Number of HSC Email Accounts | N/A | N/A | 5,694 | N/A |
| New Accounts Created | 2,080 | 726 | 1,296 | 79% |
| Printer Creations | 260 | 295 | 203 | -31% |
| Number of Production Servers | N/A | N/A | 54 | N/A |
| Number of Department Servers Housed by HSLIC | N/A | N/A | 9 | N/A |
| Average File Server Logins Per Day | N/A | N/A | 1,290 | N/A |

User Support Services

| Table 15: HelpDesk | | | | |
|--|----------------|----------------|----------------|-----------------------------------|
| | 1999/00 | 2000/01 | 2001/02 | %Change over Previous Year |
| Number of Documented Logs | 4,626 | 5,035 | 7,405 | 47% |
| HelpDesk Telephone Questions | 8,320 | 11,700 | 12,480 | 7% |
| HelpDesk Incoming Email Questions | 18,680 | 38,664 | 29,238 | -24% |
| Self Service Requests (Pilot) | N/A | N/A | 12 | N/A |
| New Workstation Installations | N/A | N/A | 402 | N/A |
| Faculty Workstation Project Installations | N/A | N/A | 200 | N/A |

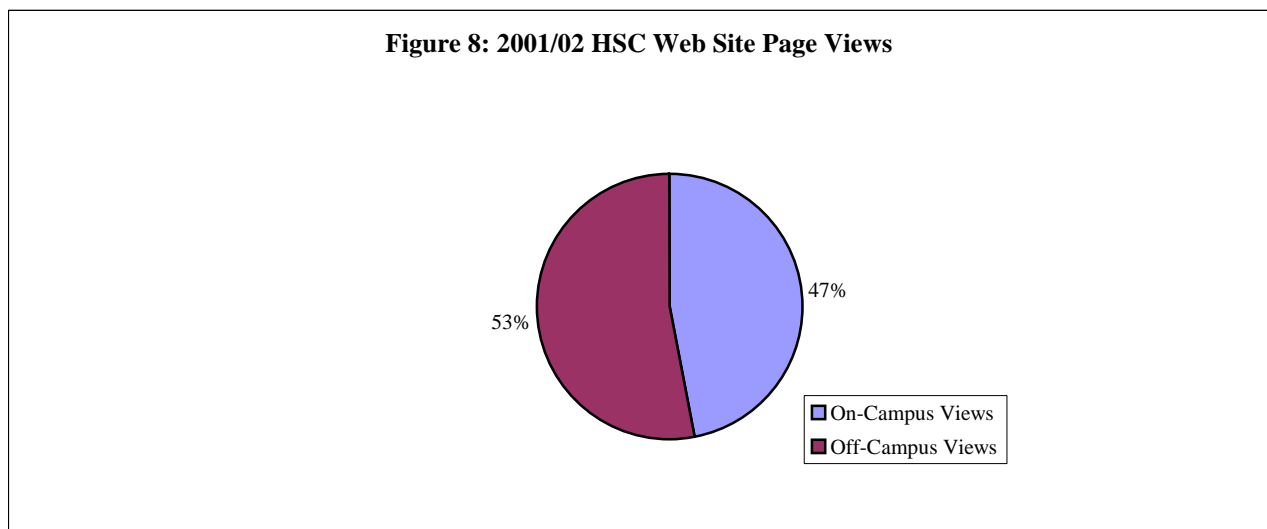
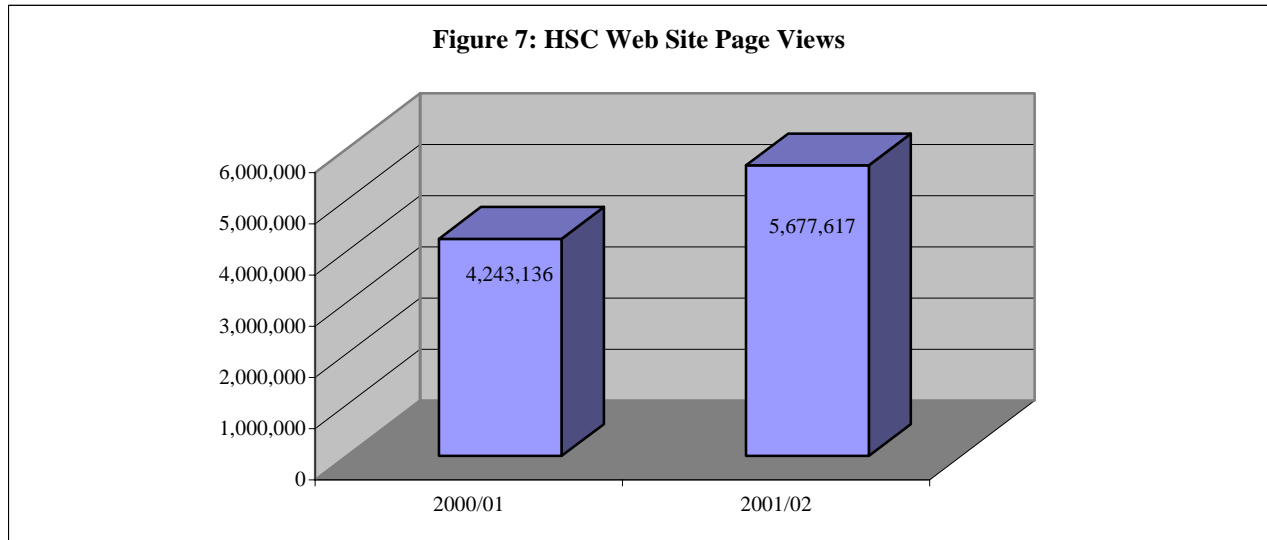
Web Development

| Table 16: Web-Based Courses Using WebCT | | | |
|--|----------------|----------------|----------------|
| | 1999/00 | 2000/01 | 2001/02 |
| School of Medicine | 0 | 0 | 1 |
| College of Nursing | ~7 | 10 | 14 |
| College of Pharmacy | 0 | 10 | 14 |

Above are the number of fully web-based courses for last year, this year and projections for next year. A fully web based class does not meet in a classroom, lecture hall or lab; the whole course is conducted on line.

| Table 17: Web-Enhanced Courses Using WebCT | | | |
|---|----------------|----------------|----------------|
| | 1999/00 | 2000/01 | 2001/02 |
| School of Medicine | 0 | 3 | 38 |
| College of Nursing | ~8 | 11 | 23 |
| College of Pharmacy | 0 | 0 | 0 |

Above is the number of web-enhanced courses for last year, this year and projections for next year. Web-enhanced courses are traditional classroom classes that have supporting materials on-line.



New Journal Subscriptions Starting in 2002

Journal of Public Health Management and Practice (paid from MPH funds)
 Journal of Reconstructive Microsurgery (paid by Orthopaedics Department)
 Journal of the American Academy of Orthopaedic Surgeons (paid by Orthopaedics Department)
 Molecular Cancer Therapeutics (paid by Library)
 Revista Cubana de Medicina Tropical (paid from LASM grant funds)

Journals cancelled as of January 2002

| | |
|--|---|
| Academic Psychiatry | Information Outlook |
| Acta Dermato-Venereologica | Information Technology and Libraries |
| Acta Dermato-Venereologica Supplementum | International Anesthesiology Clinics |
| Acta Haematologica | International Journal of Psychoanalysis |
| Acta Neurochirurgica | Issues in Science and Technology |
| Acta Neuropathologica | Japanese Journal of Physiology |
| Acta Oncologica | Journal of Academic Librarianship |
| AIHAJ : A Journal for the Science of Occupational and Environmental Health | Journal of Behavior Therapy and Experimental Psychiatry |
| American Journal of Dermatopathology | Journal of Cellular Physiology |
| Annals of Oncology | Journal of Clinical Immunology |
| Annual Review of Information Science and Technology | Journal of Cutaneous Pathology |
| Balance | Journal of Electrocardiology |
| Brain & Development | Journal of Immunological Methods |
| Bulletin of the History of Medicine | Journal of Molecular Medicine |
| Cancer Genetics and Cytogenetics | Journal of Nutrition Education |
| Child Maltreatment | Journal of Receptor and Signal Transduction Research |
| Clinica Chimica Acta; International Journal of Clinical Chemistry | Journal of the American Psychoanalytic Association |
| Clinical and Experimental Hypertension | Leukemia Research |
| Complementary Medicine Index | Library Hi Tech |
| Contemporary Psychoanalysis | Library Resources & Technical Services |
| CRC Critical Reviews in Immunology | Medical History |
| Current Opinion in Structural Biology | Medical History Supplement |
| Cytometry | Microbiology and Molecular Biology Reviews : MMBR |
| Diagnostic Molecular Pathology | Neuroendocrinology |
| European Neurology | Ophthalmic Plastic and Reconstructive Surgery |
| Experimental Parasitology | The American Archivist |
| Global Cosmetic Industry | The Cleft Palate-Craniofacial Journal |
| | The International Journal of Clinical and Experimental Hypnosis |
| Haemostasis | The Journal of Nutritional Biochemistry |
| Health Forum Journal | The Pharmacologist |
| Hormones and Behavior | The Physiologist |
| Human Genetics | Vox Sanguinis |
| Immunogenetics | |

| Frequently Requested Statistics | | | | |
|--|-------------------------------------|------------------------------------|----------------|--------------------|
| | 10 Years Ago 1991/92 | 5 Years Ago 1996/97 | 2000/01 | 2001/02 |
| Total Volume Holdings: | 144,596 | 166,867 | 171,692 | 175,978 |
| Print Serial Subscriptions | 1,845 | 1,922 | 1,640 | 1,538 |
| Electronic Serials Subscriptions | N/A | 1 | 1,316 | 1,139 ^a |
| Unique Current Serials (Print & Electronic) | N/A | N/A | 2,607 | 1,242 |
| Total Serials Subscriptions | 1,845 | 1,923 | 2,956 | 2,677 ^a |
| Number of Databases | N/A | N/A | 73 | 74 |
| Patron Logins to Ovid Databases | N/A | ~45,000 | 79,430 | 73,636 |
| Total Collection Expenditures | \$472,188 | \$683,433 | \$816,783 | \$975,118 |
| Gate Count | 241,445 | 274,295 | 274,843 | 356,249 |
| Use of Library Materials (Print, Reserve, Media, Both In-Library and External Circulations) | 231,977 | 306,751 | 174,387 | 150,797 |
| Use of Electronic Resources, Including Databases | N/A | N/A | 125,518 | 259,981 |
| Service Hours | 91 | 91 | 91 | 91 |
| Total Reference Transactions, Including Literature Searches | 40,527 | 69,222 | 19,067 | 17,501 |
| Items Borrowed from Outside Sources | 2,458 | 2,409 | 5,755 | 5,117 |
| Interlibrary Loan Requests Received | 6,602 | 10,075 | 10,165 | 5,730 |
| Library Presentations to Groups, Including Orientations & Tours | 164 | 237 | 218 | 305 |
| Participants in Library Presentations | 1,948 | 2,241 | 2,550 | 3,311 |
| HelpDesk Requests (Documented) | N/A | N/A | 5,035 | 7,405 |
| Web Based + Web Enhanced Courses | N/A | N/A | 34 | 90 ^c |
| HSC Web Sites Hosted | N/A | N/A | N/A | 110 |
| Web Page Views (HSC Web Site) | N/A | N/A | 4.2 M | 5.7 M |
| Publicly Accessible Computers | 30 | 18 | 67 | 67 |
| Public Seating | 334 | 504 | NA | 315 |
| Number of Group Study Rooms | N/A | N/A | 8 | 5 |
| Number of Square Feet in Library | 43,000 | 38,859 | 44,171 | 44,171 |
| Total FTE | 40.51 | 34.98 | 49.6 | 65 |

^aCorrected in printing of 11/20/02.

Credits

| | |
|-----------------------------|--------------|
| Editor | Janis Teal |
| Production Assistant | Anne Sklar |
| Cover Photograph | Barry Staver |

Reprinted 11/20/02