

2005

HSLIC Annual Report FY2004-05

Health Sciences Library and Informatics Center

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THE UNIVERSITY OF NEW MEXICO HEALTH SCIENCES CENTER

LIBRARY AND
INFORMATICS
CENTER

ANNUAL REPORT

2004-2005

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CREDITS

Editor
Production Assistant

Janis Teal
Catherine Brandenburg

HSLIC MISSION STATEMENT

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

HSLIC VISION STATEMENT

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

EXECUTIVE SUMMARY

Holly Shipp Buchanan, MLn, MBA, EdD

Associate Vice President for Knowledge Management and IT, and Director

Janis Teal, MLS, MAT, Deputy Director, Library Services

Greg Gaillard, Deputy Director, Technology Support

In FY2005 the Health Sciences Library and Informatics Center (HSLIC) expanded its role on campus and broke new ground in the areas of development, education, technology, and library services.

The year started with the funding of the George L. and Mary W. Voelz Endowment, HSLIC's first true endowment. This endowment accompanied the FY2004 donation of the Voelz Collection of the Classics of Medicine Library, reported in the HSLIC 2003-2004 annual report. This first endowment was followed later in the year by the funding of the Larry and Nedra Gordon Endowment for Environmental Health. Larry Gordon formerly served as President of the American Public Health Association and the New Mexico Cabinet Secretary for Health and Environment. HSLIC will also be the repository for Mr. Gordon's collection of papers. These endowments were the first steps towards HSLIC's new strategic goal of diversifying funding sources.

With the arrival of Deborah LaPointe, PhD, as Assistant Director of Education Development, HSLIC assumed its new role of educational consulting to HSC faculty, offering expertise in instructional design. To support the new education role, in June HSLIC administration announced an internal reorganization creating the Learning Design Center.

The Informatics Program, begun in 2004, identified roles for HSLIC to play in RIOS Net (Research in the Outpatient Setting) and in the Cancer Research and Treatment Center's tissue repository data bank. Philip Kroth, MD, Assistant Director, Health Sciences Informatics Program Development, established a Medical Informatics Seminar Series to lay the foundation for an informatics fellows training program. Erinn Aspinall, MSI, selected the Library and Informatics Center as the site where she

wished to complete the second year of her National Library of Medicine (NLM) Fellowship, marking the first time HSLIC served as a site for an NLM Second Year Associate.

The implementation of new technologies characterized FY2005 and helped HSLIC to meet its objective of establishing pilot environments for technology development. HSLIC played an important role in the expansion of InfoEd research tracking software on the Health Sciences campus, implemented blade servers for cost-effective data management, adopted a Storage Area Network (SAN) for efficient data storage, and adopted cascading style sheets (CSS) and templates to assure HSC website consistency and response speed. During the year HSLIC piloted the adoption of Microsoft's Active Directory (AD) service prior to its planned dissemination across the Health Sciences Center later in 2005 and in 2006. Technology Support (TECHS) and Library Services collaborated to move the library's online catalog from a proprietary operating system to a cost-effective Linux-based system, becoming the first library in the country to do so. Library Services and TECHS also collaborated to implement the Pharos swipe-card system for users to pay for printing and copying, and new copiers replaced all old public copiers in summer 2005. HSLIC also converted to the University's new Banner finance system, a process which involved all areas within HSLIC.

The HSLIC Planning Office completed the final IAIMS (Integrated Academic Information Management Systems) report, through December 2004. The work of that office as detailed in the IAIMS report and in the development of other IT planning documents laid the foundation for high quality future IT developments. These documents included IT security to meet HIPAA compliance standards, the

Knowledge Management and Information Technology (KMIT) strategic plan and objectives updated for FY 2005-2007 as well as an update of KMIT Health Sciences Center Information Technology Standards. Reflecting HSLIC's importance in the delivery of IT services on campus, HSLIC Director and Associate Vice President for Knowledge Management and Information Technology Holly Shipp Buchanan, EdD, became a member of the UNM IT Cabinet which will address campus-wide IT planning. HSLIC's Planning office also conducted a strategic planning retreat for HSLIC managers in January, 2005.

The HSLIC Public Relations Committee developed a set of brochures and templates for slide and poster presentations based on the Health Sciences Center's Healthy Outlook campaign. These materials won 3rd place in a national competition at the Medical Library Association annual meeting in May.

Library Services' Reference and User Support (RUSS) unit broke new ground by creating a health news website which offers RSS (Really Simple Syndication) feeds to customize and aggregate health news for delivery to the user's desktop. A RUSS faculty member served on a campus-wide

committee to implement an institutional repository for the university. The Special Collections unit developed foundational documents for two unique new library projects, the Hall of Discovery (formerly the Hall of Achievement) and the Sculpture Garden of Healing and Memorial Garden Walkway. The Sculpture Garden collection grew by three pieces which were created by artist Ernest Shaw, MD and donated by Michael Rosenbaum, MD and family in memory of Milton Rosenbaum, MD. Special Collections also hosted its first history of medicine lecture, "Secrets of the Worm: the History of Appendicitis," by Chris Engdahl, UNM history student.

HSLIC was awarded funding for several new projects in FY2005, including the Rocky Mountain Online Archive, Evidence-Based Public Health Informatics Training for Public Health Practitioners in New Mexico, and New Mexico Go Local, an online directory of sources of health information in the state. HSLIC submitted its first successful proposal to the Student Fee Review Board and received funding for an electronic reserves system.

The following table indicates progress on goals and objectives in FY2005.

Strategic Goals and Objectives for FY2005

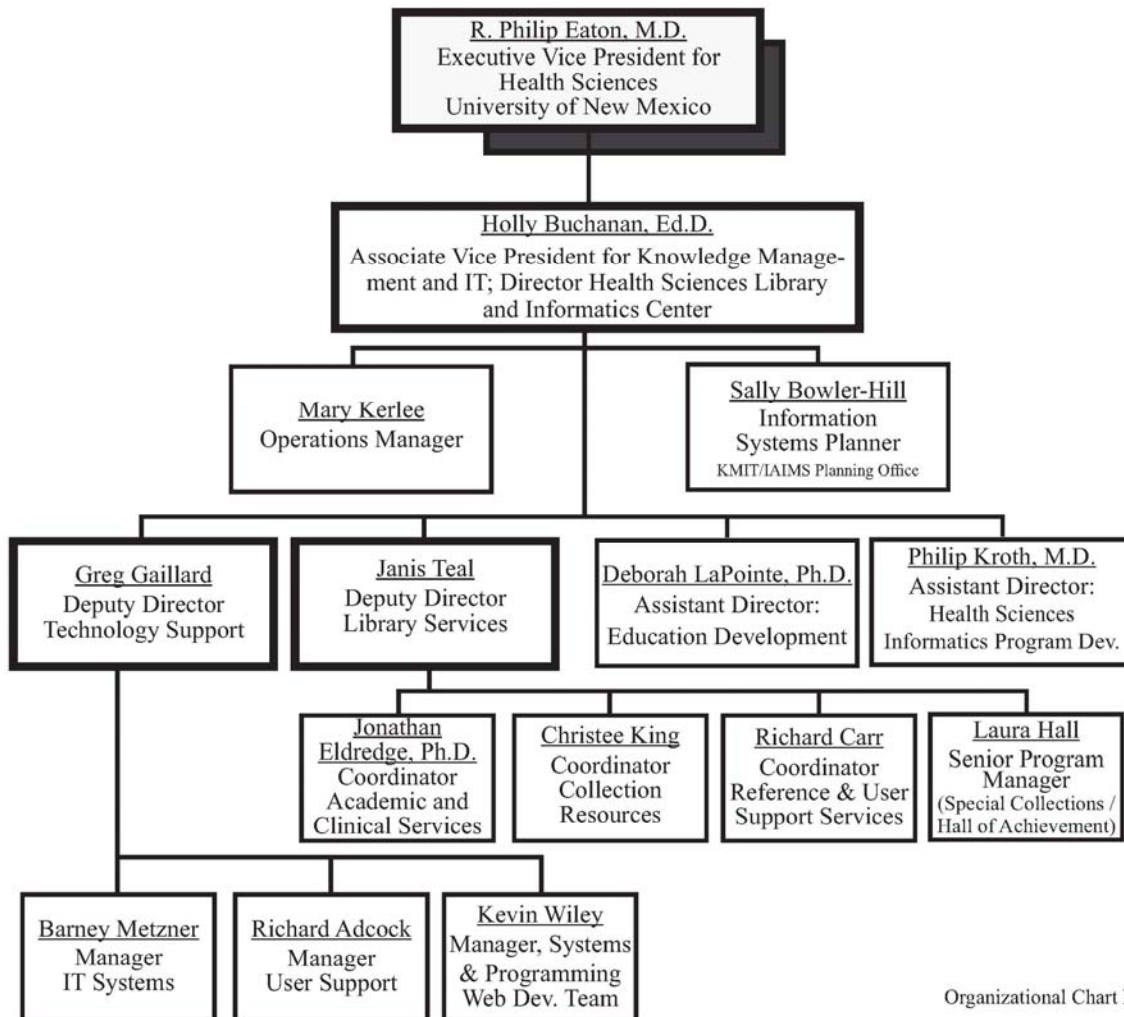
| Goal / Objective | Status (√ = Complete) |
|--|------------------------------|
| Goal 1: Develop and maintain programs, products and services that consistently provide added value. | |
| ❖ Implement the Hall of Achievement and Sculpture Garden of Healing | Continuing |
| ❖ Establish development of pilot environments for the development of IT applications, operating systems, and networks | √ |
| ❖ Help define and develop effective archival systems policies | √ |
| ❖ Online delivery of instructional sessions | Continuing |
| Goal 2: Continually develop and assess internal systems to ensure effective support of HSLIC programs, products and services. | |
| ❖ Integrate and evaluate the HSLIC expression of HSC core values into the workplace | Continuing |
| ❖ Establish a management training program to assure team functionality | √ |
| ❖ Establish/implement means to continually identify and assess technologies in the New Mexico Research Corridor and beyond | Continuing |
| ❖ Annually determine emerging technologies to be evaluated by HSLIC as a development site for future HSC/HSLIC use | √ |
| ❖ Establish and define internal management standards/means for measuring quality | Continuing |
| ❖ Identify means to find, increase and diversify funding sources for HSLIC | Continuing |

Strategic Goals and Objectives for FY2006

| <u>Goal / Objective</u> | <u>Status</u> (√=Complete) |
|--|---|
| Goal 1: Education | |
| ❖ Create a plan for integrated educational services development and delivery for informatics, information literacy, computer literacy, and healthcare compliance | |
| ❖ Facilitate the integration of HSLIC-delivered information systems with an initial focus on web, directory and database integration initiatives | |
| Goal 2: Research | |
| ❖ Develop procedures and tools to strengthen HSLIC's internal and external strategic partnerships | |
| ❖ Improve research processes through support of InfoEd modules and developing flowcharts of the research enterprise | |
| Goal 3: Service | |
| ❖ Consolidate and expand tribal health information services by creating a strong, integrated, effective program | |
| ❖ Meet expectations of clientele and take advantage of advanced technology, by transitioning to electronically based ways of working | |
| Goal 4: Administration | |
| ❖ Diversify funding sources by raising awareness and visibility; differentiating and defining HSLIC and connecting HSLIC with potential donors | |
| ❖ Develop assessment program for managers to monitor HSLIC operations and process improvement | |

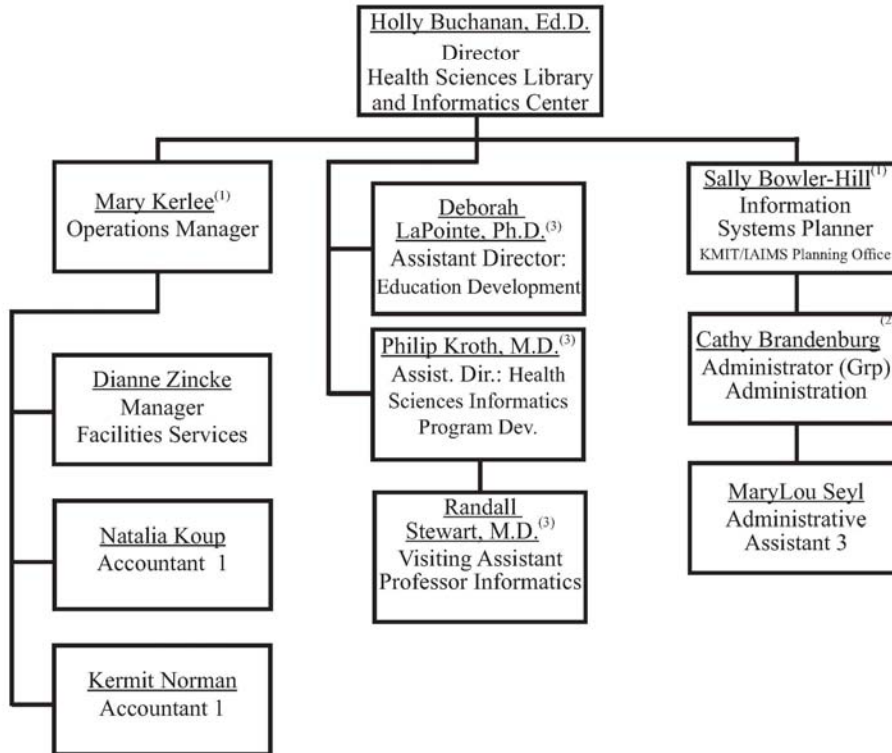
ORGANIZATIONAL CHARTS

**The University of New Mexico
Health Sciences Library and Informatics Center**



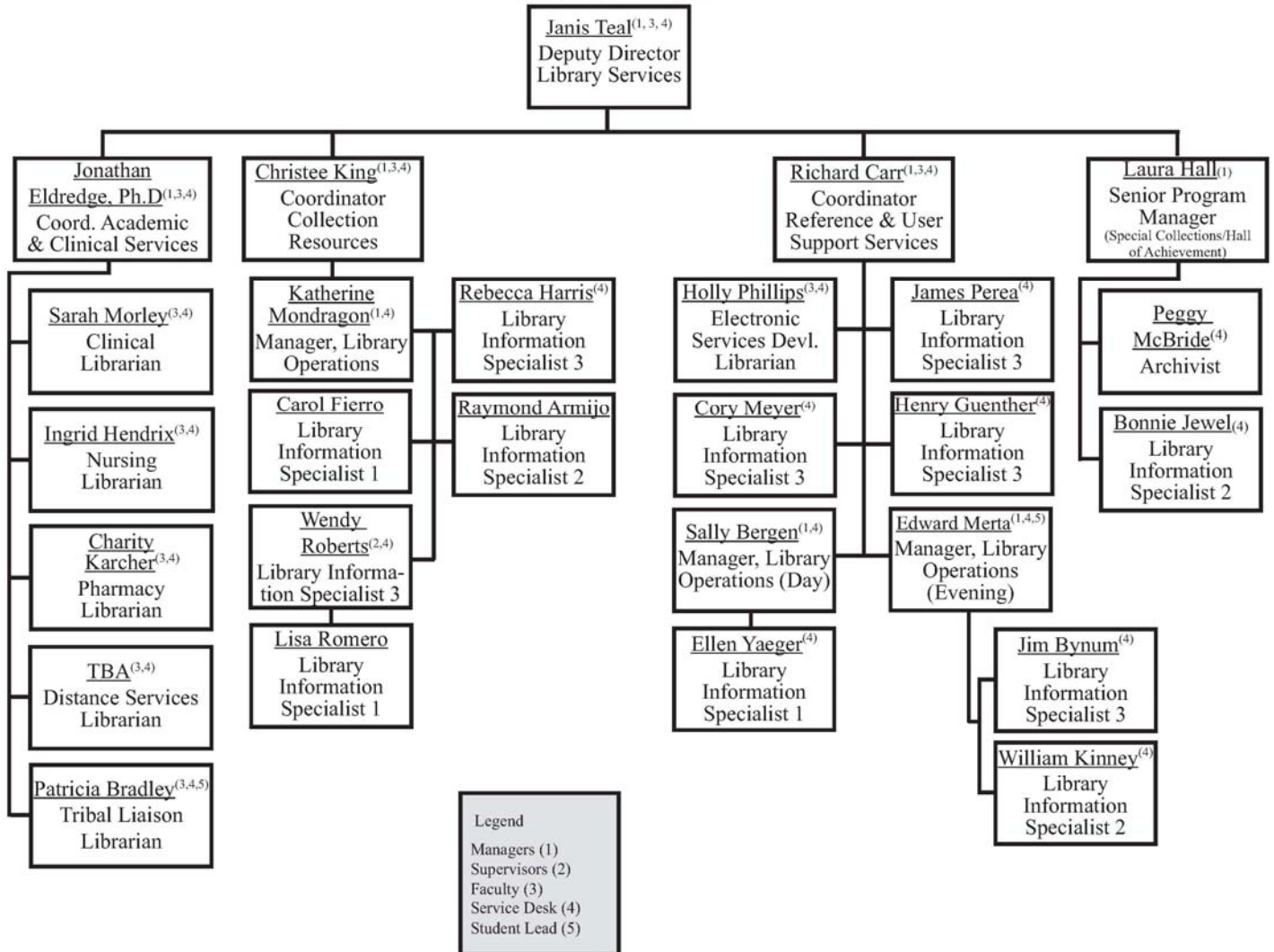
Organizational Chart Revision, June 1, 2005

**Business Services, Planning Office
and Administration**

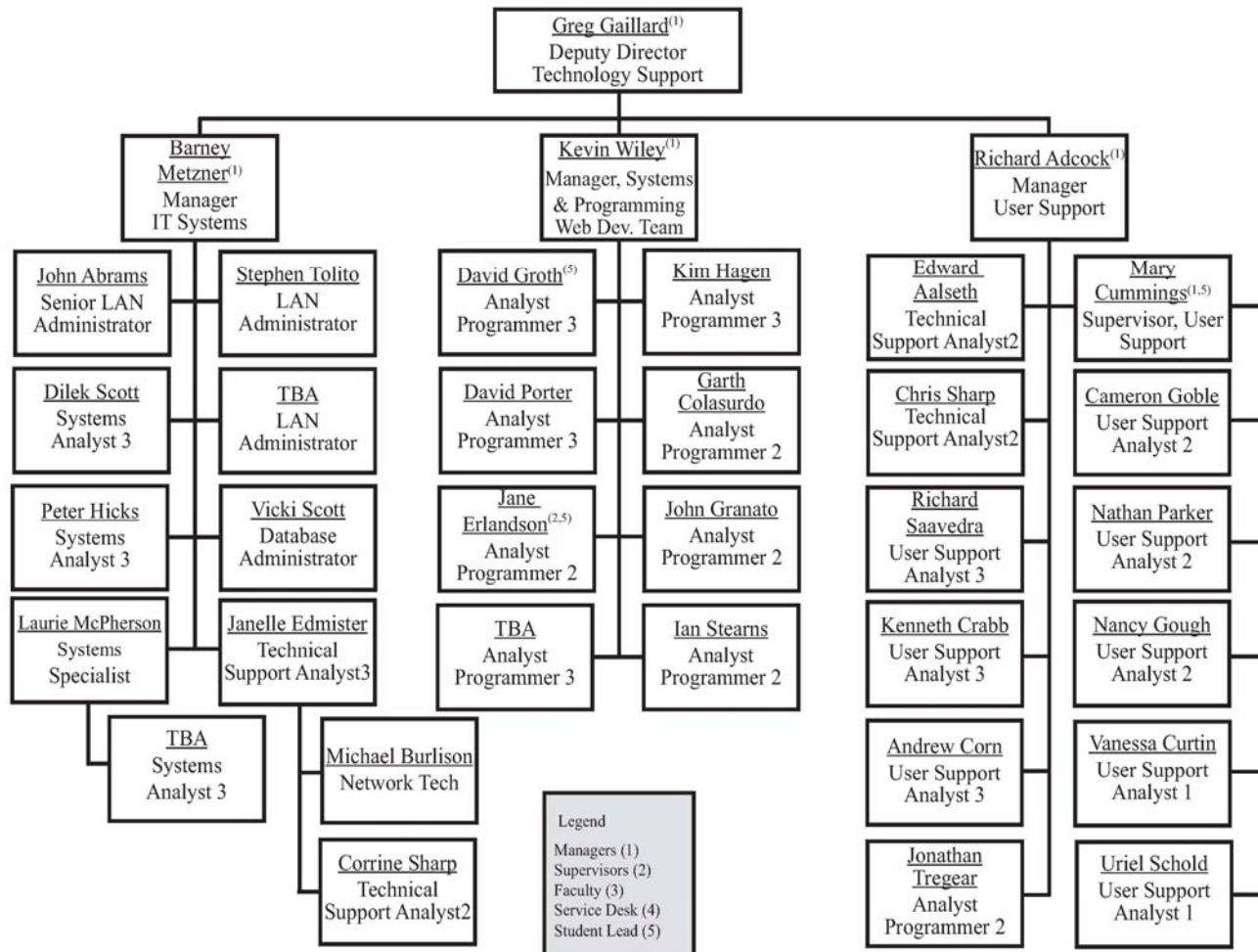


| |
|------------------|
| Legend |
| Managers (1) |
| Supervisors (2) |
| Faculty (3) |
| Service Desk (4) |
| Student Lead (5) |

Library Services



Technology Support



UNIT ACCOMPLISHMENTS



Photo by Barry Staver

ACADEMIC AND CLINICAL SERVICES

Jonathan Eldredge, MLS, PhD, Coordinator, Academic and Clinical Services

ACS broke ground on a number of new projects this year. ACS faculty members designed the content for online instructional modules on subjects such as finding full-text journal articles, placing copyrighted materials on reserve or on WebCT, and searching for nursing and pharmacy information resources. Two ACS faculty members provided instructional sessions for the Health Sciences Informatics Program. In addition, ACS arranged for a two-hour copyright course which was taught twice by UNM Office of University Counsel to HSC faculty members. Clinical Librarian Sarah Morley pioneered monthly intern search training in Pediatrics.

To maximize productivity, ACS faculty members concentrated their teaching on larger groups than in past years. This year ACS faculty members averaged 14 participants per class, up from 12 participants per class reported for FY2004. Fewer Library Instruction Series (LIS) sessions were scheduled due to low attendance in the past. Instead, ACS offered on-demand LIS courses to groups of four or more interested users.

ACS faculty members continued to facilitate the HSLIC in-services program and trained Information Desk employees on both nursing and pharmacy reference tools and skills. These two programs were intended to improve overall quality of service by making HSLIC employees more knowledgeable in targeted subject areas.



Photo by C. Brandenburg

ACS faculty members were involved in the HSLIC strategic planning process. This process determined that HSLIC should consolidate and expand tribal health information services. This led to Patricia Bradley assuming responsibility for the Native Health Databases.

COLLECTION RESOURCES

Christee King, MLS, Coordinator, Collection Resources

Collection Resources (CR) began FY2005 with the ground-breaking move of the online catalog and integrated library services software to a Linux server. HSLIC became the first U.S. institution to install Innovative Interfaces catalog software on the Linux platform and the second institution worldwide. This successful launch and cooperative effort between Library Services and TECHS resulted in a cost effective, high speed interface for staff and library clients. The move laid the foundation for implementing a “search by journal title” capability which accounts for nearly 30% of all catalog searches. Another project accomplished through the collaboration CR

and Reference and User Support staff, was the updating of journal records to reflect print and electronic ISSNs (International Standard Serial Numbers) and National Library of Medicine (NLM) title abbreviations. This project paves the way for improved linking to articles found through database searches.

Collection management addressed materials stored offsite as well as book collections in the Library. CR staff evaluated and withdrew hundreds of outdated audio-visuals stored in HSLIC’s offsite facility, and transferred the remaining items to the library shelves within the HSLIC building. A similar project reintegrated the former “History of

Medicine” books which had also been stored offsite for years. Foreign language journals were withdrawn from offsite storage and offered to other libraries. HSLIC shipped requested volumes to the National Library of Medicine and the University of Colorado. The Classics of Medicine Library collection, donated in FY2004, was established in room 416, creating the George L. and Mary W. Voelz Collection. An October reception marked

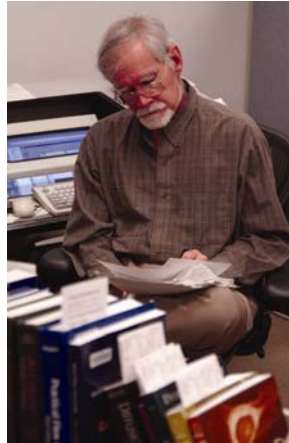


Photo by Barry Staver

the dedication of this collection. The weeding of the book collection, begun in FY2003, continued, resulting in a record number of withdrawals (more than 5000).

The mid-year retirement of Robert DeLancey, LIS 3 cataloger, additional major leave requests from other CR staff and the transfer of an LIS 2 to the Health Historical program necessitated redistribution of duties within the department and provided the opportunity for extensive cross-training.

REFERENCE AND USER SUPPORT SERVICES

Richard Carr, MALS, Coordinator, Reference and User Support Services

The central responsibility of the Reference and User Support Services (RUSS) unit is service to HSLIC users, whether in person, by phone, or via electronic communication. RUSS gears its efforts and innovations towards service and broke new ground in several areas during FY2005.

The major services of public printing and photocopying were greatly improved with a new vendor agreement that resulted in new copy machines, expanded printing capability, and a pay-per-print service (Pharos) installed September 22, 2004 in conjunction with University Libraries. Pharos is a one-card, campus-wide system that covers both printing and copying, thereby eliminating a large volume of cash handling at the Information Desk. Implementation of the Pharos system corrected nonpayment problems with the previous “honor” system of payment for printing.

The data on use of HSLIC-provided electronic resources (Figure 4, p. 57) demonstrates the importance of the HSLIC web page as a gateway to electronic resources. RUSS is responsible for the currency, accuracy and usability of the HSLIC web pages. This year HSLIC added a New Mexico-oriented consumer health

webpage to help patients, their families and other visitors track down useful information on health-related topics.

In another ground-breaking effort, RUSS staff worked with a main campus team in the creation of DSpaceUNM, the UNM institutional repository of scholarly works designed to provide an alternative to conventional commercial publishing. RUSS also expanded the information on open access publishing posted on a HSLIC web page.

In looking for additional ways to assist with the HSLIC goal of delivering targeted information via the Internet, RUSS supplemented the Health News page with information on using RSS (Really Simple Syndication) feeds so that users can receive desired information on a regular basis.

RUSS broke new ground with a successful application for UNM Student Fee Review Board (SFRB) funding for an electronic reserves system. HSLIC had not previously received SFRB funding. The SFRB funding will enable HSLIC to collaborate with the University Libraries’ Docutek e-reserves system so that all students will have a single point of entry, regardless of class location, to

their class reserves articles, chapters and lecture notes.

RUSS was instrumental in restructuring the process whereby HSC preceptors and volunteer faculty are granted borrowing privileges, GroupWise accounts and access to electronic resources. This goal was achieved by working with the Network team to streamline the process and eliminate shadow systems.

In order to extend the Library's role as a statewide resource, HSLIC joined the New Mexico Consortium of Academic Libraries (NMCAL) Passport program, which provides reciprocal borrowing among university, college and community college libraries throughout New Mexico.

RUSS participates in several ways in developing partnerships with other campus

libraries. RUSS staff also instituted a joint group that communicates on security issues affecting libraries on campus. This, along with the Pharos and Docutek systems and the NMCAL Passport program are part of a foundation of campus- and state-wide library collaboration designed to improve service to all users.



Photo by Barry Staver

SPECIAL COLLECTIONS

Laura Hall, MFA, Senior Program Manager, Special Collections

From participating in the Rocky Mountain Online Archive (described in the grants section of the annual report) to having a new employee join the unit in the spring, Special Collections became much more active than in previous years. The unit has moved forward on several initiatives that will build a strong foundation for future endeavors, while breaking new ground on others that are critical to the department's major programs including the New Mexico Health Historical Collection, the Hall of Discovery, and Sculpture Garden of Healing.

New Mexico Health Historical Collection (NMHHC)

Several new oral histories were added to the NMHHC. Three of the histories were sponsored by the New Mexico Medical Society; two were sponsored by the UNM College of Pharmacy. All five interviews were conducted by Jake Spidle, PhD, Professor of History at UNM. Those interviewed were: Frances Blair, PharmD, Ralph Gutierrez, RPH, Fred Hanold, MD,

William Kridelbaugh, MD, and Effie Medford, MD.

Through a competitive process, HSLIC was designated as a host site for the National Library of Medicine's "Changing the Face of Medicine" exhibit. HSLIC is scheduled to host the exhibit in the spring of 2009; special programming including a lecture series will accompany the exhibit.

Bonnie Jewel, Library Information Specialist 2, left Collection Resources to join the unit in March.

In April, Special Collections hosted its first history of medicine lecture entitled, "Secrets of the Worm: the History of Appendicitis," by Chris Engdahl, UNM history student. The lecture was well received and attended.

Throughout the year, the Special Collection archivist continued her efforts to complete the NMHHC inventory by processing 60 of the housed collections. In addition, a new brochure for the NMHHC was developed.

A new HSLIC Special Collections policy was written and approved. This policy is the first to be written specifically for NMHHC and lays the foundation for building a more cohesive and unique resource for New Mexicans.

Hall of Discovery

Over the past year the Senior Program Manager for Special Collections, has continued to assess the planning and viability of this program including a name change from the “Hall of Achievement” to the “Hall of Discovery.”

The Program Manager made progress in implementing this program by establishing an Exhibition Plan and a Programmatic Plan. The Exhibition Plan defines the conceptual organization and space planning for the three major areas or galleries set aside for the program; the Programmatic Plan defines the mission, vision, goals, audience, community advisory committee, organizational structure, collection development, and the ongoing estimated costs for the program. Included in the above mentioned HSLIC Special Collections Policy is the governance for the Hall of Discovery collection as it emerges. All three of these documents build a strong foundation for the program to grow and prosper in the future.

Opening exhibits for the Hall of Discovery, which will open with the new health education building – Pete Domenici Center – in January 2007, have been decided upon. The expected cost for the opening exhibits is approximately \$400,000. Special Collections

along with the HSC Development Office will be seeking external funding support.



Photo by Barry Staver

HSC Sculpture Garden of Healing

The planning efforts for the HSC Sculpture Garden of Healing continued under the direction of the Program Manager. The planning committee met on a monthly basis to discuss issues involving master planning documents, the acceptance of donations, policies to govern the garden, the emergence of the Memorial Garden Walkway, as well as other issues. In partnership with the UNM School of Architecture and Planning, and the Office of the Vice President for Health Sciences, a graduate

student from the landscape architecture program was hired to produce the overall master planning drawings.

As an outcome of this year’s planning efforts, the committee has concentrated on what is being called the Memorial Garden Walkway – an east-to-west pedestrian corridor which will be developed over the next five years. The estimated cost for the walkway is \$2.9 million, and the UNM HSC will be seeking external funding support.

Through the efforts of the UNM Hospitals Development Office, the HSC Sculpture Garden of Healing accepted three new sculptures by Ernest Shaw, MD. These pieces were donated by Michael Rosenbaum, MD and family in memory of Milton Rosenbaum, MD. HSLIC hosted a dedication ceremony on April 9, 2005.

IT SYSTEMS

Barney Metzner, MM, Manager, IT Systems

Over the past year the IT Systems group broke ground in a number of new areas. The manager of the group, Barney Metzner, was designated as the HSC Security Officer. This position was developed to address HIPAA regulations that went into effect in April, 2005. To support the security priorities a new security team was formed.

As well as security developments, the IT Systems group put major technology foundations into place in FY2005. These include installation of a Storage Area Network (SAN) and support and development of Linux. Formerly the operating system on less than 5% of HSLIC-administered systems, Linux is now poised to be installed on as many as 50% of our systems, the other 50% being Windows 2003.

Along with these changes came the development of new policies and procedures to meet a growing list of regulatory and administrative challenges. Over 40 new policies covering administrative, technical and physical security requirements address

HIPAA regulations. IT Systems works with all HSC departments to assess each department's level of compliance with the new policies and regulations. As assessments are completed, department managers and HSC administration can more clearly determine the level of security risks at the HSC and plan to address them.

Another transforming process that has been slowly taking place is the support and development of departmental and research systems. Although HSLIC's IT Systems group has always supported a number of departmental systems, the rate of growth has dramatically increased over the past year. A list of departments reads like a who's who list: Biocomputing, Cancer Research and Treatment Center, Emergency Medicine, Family and Community Medicine, Geriatrics, Institute for Public Health, Information Solutions Department, the lab of C. Richard Lyons, MD, PhD, the New Mexico Poison Center, Obstetrics and Gynecology, Pediatrics, the RIOS Net (Research in the Outpatient Setting) group, the School of Medicine Application Group, and departments using ERAS, the electronic residency application software. To meet these departmental needs IT Systems must be flexible and have a solid infrastructure. The Storage Area Network allows efficient use of disk storage. Along with this, IT Systems is moving to a new server architecture: blade servers. Blade servers are a space-saving technology, accommodating 10 servers in the same area formerly occupied by a single server.

Staff changes included the departure of Peter Hicks in June to accept an informatics fellowship at the Centers for Disease Control.



Photo by Tom Deering

USER SUPPORT SERVICES

Richard Adcock, Manager, User Support Services

User Support Services (USS) began many initiatives in FY2005 with an overlying theme of Self Help, by which USS can provide customers the ability to quickly install updated software, be aware of pending issues, and find quick answers to the most common problems. Those initiatives currently include website development, the faculty workstation project, and availability.



Photo by Barry Staver

The USS website was re-organized in FY2005 by partnering with several departmental technicians with knowledge of what customers would want from this website. Based on their specific input, the website now contains real time information pertaining to current issues with the computing environment, the listing of common problems and their solutions, and lastly what is new or upcoming in technology at the HSC. The website can be accessed at <http://hsc.unm.edu/library/usersupport/>, and will be continuously refined to better meet the needs of our customers.

In FY2005 the workstation replacement project once again provided departments the ability to purchase current high-end, low cost computers. This successful program placed 250 workstations and laptops throughout the HSC, replacing workstations that are no longer supported. These devices have the latest technology and updated software from our standard computer images; if the devices or software should fail, USS is staffed with

Dell Certified Technicians to quickly place them back in service.

USS is also working on ways to be more accessible to HSC customers. One component to this strategy was to open a technical support desk inside of the library for customers to stop by and ask questions or seek help. Another improvement was the staffing of phone support starting at 7:00 am instead of 8:00 am.

In FY2005 USS continued to provide products and services for the public computing area and classrooms maintained by the library. The public computing area and both electronic classrooms have been designed to provide the latest software applications and the latest hardware platforms for ease of use and reliability. USS has added additional workstations and printers to the public computing area to ease congestion during busy periods.

At the end of FY2005, USS started implementing Microsoft Active Directory across the HSC campus. The Active Directory service provides single-logon capability and a central repository for information for the entire HSC infrastructure, vastly simplifying user and computer management and providing superior access to networked resources. This will eliminate the need to create local workstation accounts for everyone who might need to use the system.

Improvements in Active Directory deliver key strategic benefits for the HSC, enabling greater administrator and user productivity. It will also allow administrators the ability to deliver consistent virus protection, and an additional layer of system security from outside systems. The HSC can benefit from further reductions in cost while increasing the efficiency with which employees share data and manage the various elements of the enterprise.

WEB DEVELOPMENT

Kevin Wiley, MS, Manager Systems and Programming

The HSC Web Team undertook a number of new projects in FY2005 while continuing to provide the centralized services developed over the past five to six years.

Web Sites

One of the largest projects was the redesign and relaunch of the HSC web site in March, meeting two main goals. The first goal was to align the design of the HSC web site with the print designs used in HSC marketing and develop efforts. The second goal was to introduce new templates based on cascading style sheets. These templates are easier to work with and help make the file size of the web pages smaller, enabling shorter download times.

The Web Team also developed a training course for HSC Web Authors. The course provides background information about the HSC web effort, lists the most important tasks for web authors and provides hands-on instructions with the new HSC templates. Regularly scheduled classes began in the summer of 2005.

Overall usage of the HSC web site continues to grow. There were over fourteen million page views in FY2005, an increase of over two million from the previous fiscal year.

Application Development and Support

The application development group was involved in a number of interesting projects this year. The web team worked with a group led by Dr. Deborah Helitzer to develop a patient risk assessment survey which will provide doctors with real-time information that can be used in their visits with patients.

The application development group began partnering with RIOS Net, a practice-based research network that allows providers from around New Mexico to participate in the common research studies and share

professional knowledge and experiences. This groundbreaking project will provide many opportunities for new technologies to be used in new ways to benefit healthcare in the state.

The Web Team's work on InfoEd and Work2gether continued in FY2005. In September 2004, the HSC upgraded to version 10 of InfoEd, which will allow for the implementation of two new modules in early FY2006.

UNM-Wide Involvement

In FY2005, Web Team became increasingly involved in UNM-wide committees and projects. These projects include the following implementations: the new UNM student and employee portal, the new learning management system that will be used for all employee training at UNM, and the new version of WebCT, known as Vista. David Groth from the Web Team was selected by the UNM Staff Council to serve on the UNM IT Cabinet. HSLIC's lead in the InfoEd implementation has a UNM-wide impact also, as a number of the modules implemented at the HSC will be used by the whole UNM research community.

Personnel

Garth Colasurdo moved to the RIOS Net project as an Analyst/Programmer 3 but remains part of the Web Team.

Formerly part of the Systems unit, Ian Stearns joined the Web Team as an Analyst/Programmer 2 in June, 2005 to develop applications for the School of Medicine's Center for Community Partnerships.

Jane Erlandson, long-time Analyst/Programmer II who supported WebCT, moved to a position with UNM's New Media and Extended Learning department.

BUSINESS SERVICES

Mary Kerlee, Operations Manager

Accounting

The Health Sciences Library and Informatics Center's (HSLIC) Business Services unit achieved a significant milestone and broke new ground as the Banner Finance implementation went live on July 1, 2004. The Banner system brought a major cultural change to the business and administrative processes for the University and HSLIC. The two Accountant 1 positions, the Facilities Services Manager, and the Operations Manager acquired new roles, providing support to other HSLIC users to improve their knowledge base and facilitating communication between Business Services and other units. HSLIC users joined 2600 other users accessing Banner in sharing information across the institution; entering electronic transactions into Higher Market, the web e-procurement application used to create external purchase requisitions; completing electronic approvals; and acquiring access to financial reports utilizing the Hyperion reporting tool.

To create a foundation in support of strategic initiatives the Operations Manager, designed a plan to centralize the distribution and purchasing of supply inventories. The unit created a transition process and reorganized the office supply inventory. Staff members were reassigned to serve as backup and support to the supply inventory process.

Facility Management

Focusing on design enhancements that create a foundation for growth, the Business Services Manager in partnership with the HSC Facility Planning Office, the HSC Physical Plant Department, and UNM Telecommunications embarked on a number of HSLIC improvement projects including renovation and remodeling.

Renovations to the HSLIC building include the new exterior lettering and the acquisition and installation of an upgraded fire alarm system. The stairwell was repaired due to wear and tear, and the grates at the main

entrance were replaced. Remodeling room 316 on level 3 created office space for HSLIC's newly developed fellowship program. Additional remodeling was completed in room 230, creating work space for the Web Development Team staff and students.

Human Resources

The Operations Manager supported recruitment of 13 staff positions, resulting in 5 new hires and 3 internal promotions; the remaining open positions are expected to be filled in FY2006. HSLIC received a Partnership Award from the Health Sciences Human Resources Department for 100% participation in the performance review and new employee orientation processes. In partnership with HSC Human Resources (HR), Business Services represented the HSLIC in a recruitment event at the Indian Pueblo Cultural Center, meeting with attendees interested in employment opportunities in HSLIC.

The Operations Manager introduced a written procedure for recruitment of staff positions through the creation of a "Staff Recruitment Procedure Manual" that will serve as a guide to search committees in HSLIC recruitment efforts and also implemented backup training in the Business Services unit for these processes.



Photo by Richard Saavedra

EDUCATION DEVELOPMENT

Deborah LaPointe, PhD, Assistant Director of Education Development

Consistent with the theme of this year's annual report, breaking new ground, HSLIC broke new ground when it added the office of Education Development to its organizational structure. The office of Education Development brings an increased focus on active and collaborative learning by integrating pedagogical design with technology as well as focusing on social and intellectual interaction. The unit seeks to foster the universal availability and effective use of learning tools for students and teachers. In its first year, the office of Education Development began work toward these aims by becoming involved in several institutional initiatives in three main areas—by supporting compliance, curriculum, and employee development.

In its support of compliance, the Education Development office consulted with the Human Research Review Committees (HRRC) on the HRRC approval process and obtained CME credit for UNM faculty for knowledge gained through preparation and service on the HRRC review committees. In collaboration with University of New Mexico Hospitals (UNMH) and the HSC HIPAA Security Officer, the Education Development office participated in the creation and development of the HIPAA security training module and the revision of the HIPAA privacy module. The unit, in collaboration with UNMH, developed and executed plans for training implementation and communication about the training modules across UNM. Table I (p. 21) illustrates the compliance rates for the HIPAA Security and revised HIPAA Privacy training modules as a result of the collaborative efforts as of June 2005.

Additionally, the office assisted with the organization and development of the UNM Conflict of Interest online module. The office is currently consulting with the InfoEd team in the design of an InfoEd training program.

In the area of curricular support the Education Development office is participating in the implementation planning of WebCT Vista for use with academic courses in fall 2006. Working with the College of Education, New Media and Extended Learning, and TECHS, the Education Development office piloted an online WebCT course using synchronous communication technologies. Research and data analysis regarding learners' perceptions of their experiences in the course are underway. Individual interviews were conducted with the School of Medicine leadership to gather opinions and visions regarding



Photo by Barry Staver

the priorities for and the use of technology within the curriculum in the future and presented an overview of the results at the New Teaching Tools for Geriatrics Workshop in April 2005. Additionally, the Assistant Director served on a School of Medicine committee preparing a strategic plan for the support and incorporation of technology in the HSC curricula.

To support employee and staff professional development at the HSC, the Education Development office participated in the selection of a learning management system (Plateau) with UNMH and UNM HR for professional development activities at the HSC and UNMH.

Table I: Compliance with HIPAA Training Requirements as of June 2005

| Organization | Employees for Whom Training Required | Employees Completing Training | % Compliant |
|-----------------------|--------------------------------------|-------------------------------|-------------|
| UNMH | 4,659 | 4,454 | 96% |
| Required UNM | 96 | 86 | 90% |
| HSC | 3,941 | 3,187 | 81% |
| HSC Clinical Students | 1,538 | 844 | 55% |
| UNMHSC | 10,234 | 8,571 | 84% |

HEALTH SCIENCES INFORMATICS PROGRAM

Philip Kroth, MD, MS, Assistant Director Health Sciences Informatics Program Development

New faculty, new collaborations, and new research punctuated FY2005 for the Medical Informatics Program.

New Faculty

The faculty in the HSLIC Medical Informatics Program increased with the addition of Erv Klink, PhD, Chief Information Officer at TriCore Labs.



Photo by Barry Staver

searchable data warehouse tailored to support the clinical research performed by UNM's practiced-based research network, RIOS Net.

New HSC Tissue Repository: Dr. Kroth chaired the SOM's human Tissue Oversight Technical Subcommittee. In this capacity he helped choose the hardware and software for the new HSC wide human tissue repository. Dr. Kroth will continue to advise the project on medical informatics issues as it transitions into the implantation phase. The goal is to have a pilot version of the new system up and running by the fourth quarter of 2005.

CRTC: Dr. Kroth was also named Co-Director of the UNM Cancer Research and Treatment Center's Clinical Protocol Data/Medical Informatics Shared Resource as part of the Cancer Center's "P-30" application for the National Cancer Institute's Comprehensive Cancer Center Grant. Dr. Kroth will act as a consultant for the Cancer Center on informatics projects.

New Collaborations

RIOS Net: The Informatics Program and HSLIC TECHS Department collaborated on a contract proposal awarded to Rob Williams, MD in the Department of Family and Community Medicine from the National Heart Lung and Blood Institute in the fall of 2004. The \$3.3 million, 3-year contract is targeted to expand the capability of RIOS Net's (Research in the Outpatient Setting) IT infrastructure. The contract is also the first awarded to researchers in the HSC through the NIH's new "Roadmap" initiative. The contract provides for three new IT positions in HSLIC's TECHS Department. The goal of the 3-year project is to create new, standardized data collection tools and a

First Medical Informatics Fellow: HSLIC's first medical informatics fellow, Randy Stewart, MD, submitted a revised version of his grant application for the National Library of Medicine's Individual Biomedical Informatics Fellowship Grant. A funding decision is expected early in FY2006. Meanwhile, Dr. Stewart's research project is underway with approval having been received from UNM's Human Research Review Committee for the protocol. The project involves assessing patient satisfaction before and after implementation of an electronic medical record in a behavioral health setting.

PLANNING OFFICE

Sally Bowler-Hill, MA, Information Systems Planner

In FY2005 the Planning Office focused on revitalizing its Integrated Advanced Information Management System (IAIMS) program known as KMIT (Knowledge Management and Information Technology). In July 2004, the IAIMS web site was re-launched to focus on its KMIT branding. The new web site (<http://hsc.unm.edu/library/kmit>) more clearly defines the KMIT program and provides extensive, up-to-date information regarding its activities.

The Planning Office assisted the KMIT committees with updating the HSC's core IT planning documents including:

- UNM Health Sciences Center 3-Year Strategic Plan for Knowledge Management and Information Technology (FY 2005-2007)
- KMIT 3-Year IT Planning Objectives (2001-2007)
- KMIT Health Sciences Center Information Technology Standards for Users

These documents in conjunction with the UNM Information Technology Infrastructure Plan make up the HSC's IAIMS Master Plan. The Planning Office also participated on a task force overseeing the implementation of the HIPAA Security Rule which went into effect in April, 2005. The office designed and implemented a communication plan to inform HSC leadership and the broader UNM community about the Security Rule. Moreover, the KMIT Operations Council assumed technical oversight of IT security related initiatives in March 2005.

In conjunction with updating the HSC's IT planning documents, the Planning Office facilitated the revision of HSLIC's strategic plan. The office coordinated a planning retreat for unit managers in January 2005, including gathering feedback on potential strategic directions from HSLIC employees

in the form of concept papers and unit brainstorming sessions. Development of goals and objectives for the FY2005 – FY2007 HSLIC Strategic Plan continued with coordination by the Planning Office through the spring. In addition, in March 2005 the office held a strategic planning in-service designed to communicate how the organization will transition from the previous strategic plan to the new one.

Finally, the Planning Office continued its Vice President's Leadership Forum with presentations by J. Marc Overhage, MD, PhD from the Regenstrief Institute at Indiana University and Daniel Greenstein, PhD from the University of California. Dr. Overhage discussed Regenstrief's computerized provider order entry system and a new initiative to link the clinical systems of several Indiana hospitals. As part of the Third Annual Scholarly Communications Symposium, co-sponsored by University Libraries, the Law Library, and the offices of the Provost and Executive Vice President for Health Sciences, Dr. Greenstein discussed the University of California's institutional repository. This presentation was followed by the unveiling of UNM's new virtual repository, DSpaceUNM, in which HSLIC is a partner.



Daniel Greenstein - Photo by Sally Bowler-Hill

SPONSORED RESEARCH AND PROJECTS



ELECTRONIC RESERVES (Dick Carr, MLS, Principal Investigator). This funding, the first ever received by HSLIC from the Student Fee Review Board, enables the library to provide an electronic reserves system. (UNM Student Fee Review Board, \$5,500; May 2005-May 2006).

EVIDENCE-BASED PUBLIC HEALTH (EBPH) INFORMATICS TRAINING FOR PUBLIC HEALTH PRACTITIONERS IN NEW MEXICO (Jonathan Eldredge, MLS, PhD, Principal Investigator). The project will provide training on evidence-based literature searching skills for Department of Health professional-level employees over the course of eight separate three-hour sessions. The eight training sessions will occur in Santa Fe, Albuquerque, Roswell, and Las Cruces at the main offices of all Department of Health regions serving the entire state. The research component of the project will collect questions from the training participants regarding the effect of training on the articulation of questions and on the types of questions posed by public health professionals, as determined through a subject domain content analysis. (National Library of Medicine, NLM Contract N01-LM-1-3515 through the Houston Academy of Medicine - Texas Medical Center Library; \$25,000; April 2005-March 2006).

FOUR CORNERS ON MEDLINE PLUS (Janis Teal, MLS, MAT, Principal Investigator). This funding supports a collaboration with academic health sciences libraries in Arizona, Colorado, and Utah to create an online directory of health information services in the Four Corners area. The Go Local feature will allow users of MedlinePlus to find information on local sources for health information, e.g. from local providers, agencies, and societies. At the end of FY2005, the Go Local database contained 322 records for Native Americans living in the Four Corners area and was waiting launch by the National Library of Medicine. (National Library of Medicine through MidContinental Regional Medical Library, subcontract no. 62919; \$30,623; March 2004-March 2006).

THE LATIN AMERICAN SOCIAL MEDICINE (LASM) PROJECT (Howard Waitzkin, MD, PhD, and Holly Buchanan, MLN, MBA EdD, Principal Investigators). Although the funding from the National Library of Medicine for the Latin American Social Medicine (LASM) project ended in June 2004, the writing of the Spanish versions of structured abstracts, with translations into both the Portuguese and English languages, continued during the 2004-2005 fiscal year in order to complete the project. In June 2005 there were 316 structured abstracts in the LASM Database, an increase of 66 over the previous year. This year there were 18,538 visits to the LASM website with over 24,000 page views, indicating its continued usefulness to researchers and practitioners. Discussions with representatives from the University of Guadalajara in Mexico about future sustainability of the LASM project also occurred during the fiscal year. (National Library of Medicine, OM06688-03; \$487,480, of which approximately \$93,968 was HSLIC's portion; February 2000-June 2004).

NATIVE HEALTH DATABASES (Holly Buchanan, MLN, MBA EdD, Principal Investigator). The Native Health Databases project funding through the Indian Health Service (IHS) ended in September 2004 although the period of performance extended until March 2005. The Native Health History Database and the Native Health Research Database (collectively known as the Native Health Databases or NHD), received national recognition in FY2005. HSLIC was invited to exhibit the Native Health Databases at a symposium held in conjunction with the opening of the Smithsonian Institution's National Museum of the American Indian in September, 2004. Residual funds were used to send a promotional mailing of the NHD brochure and an accompanying letter to 1300 recipients including Indian health care agencies, tribal colleges, tribal libraries, universities with Native Studies programs, and strategic healthcare organizations. The promotional mailing as well as the ability to send electronic documents in fulfillment of user requests for articles caused the demand for articles to reach a record high, nearly 2000 requests. In March 2005, responsibility for database management was shifted to Patricia Bradley, Tribal Liaison Librarian, in order to

consolidate HSLIC's Native American health information services. An additional major project involved the identification of individuals suitable to be named to an advisory board for the databases. Subsequent follow-up resulted in eight individuals' agreeing to serve on the advisory board. A meeting was planned for early in FY2006. (Indian Health Service contract number 242-00-0059; \$104,247; October 2002-March 2005).

OUTREACH SUBCONTRACT (Jonathan Eldredge, MLS, PhD, Principal Investigator). The HSLIC Distance Services program reached 251 participants in training programs from 22 of New Mexico's 33 counties during the past year under a new outreach subcontract model from the National Network of Libraries of Medicine. HSLIC submitted a new outreach proposal to the National Network of Libraries of Medicine for \$11,000 in February 2005. This new subcontract targets counties in the eastern and southeastern areas of New Mexico. (National Network of Libraries of Medicine, 3R17K; \$11,000; May 2005-April 2006).

CANCER RESEARCH AND TREATMENT CENTER (Cheryl Willman, MD, Principal Investigator). Provides funding for HSLIC faculty member Philip Kroth, MD, Assistant Director of Health Sciences Informatics Program Development to act as a consultant for the Cancer Center on informatics projects as part of the Cancer Center's application for the National Cancer Institute's Comprehensive Cancer Center Grant.

RIOS NET (RESEARCH INVOLVING OUTPATIENT SETTINGS NETWORK) (Robert Williams, MD, Principal Investigator). The goal of the 3-year project is to create new, standardized data collection tools and a searchable data warehouse tailored to support the clinical research performed by UNM's practiced-based research network, RIOS Net. HSLIC faculty member Philip Kroth, MD, Assistant Director of Health Sciences Informatics Program Development and three IT positions are funded to expand the capability of RIOS Net's infrastructure. (National Institutes of Health, National Heart Lung and Blood Institute, 3R19K, \$326,000; October 2004-September 2007).

ROCKY MOUNTAIN ONLINE ARCHIVE (RMOA) (Janis Teal, MLS, MAT, Principal Investigator) In late 2004, Special Collections submitted and was awarded a subcontract to participate in the Rocky Mountain Online Archive (RMOA) by contributing 24 Encoded Archival Descriptions (EADs) from the New Mexico Health Historical Collection. The RMOA is funded by the National Endowment for the Humanities and is a collaboration of the University of New Mexico's Center for Southwest Research, University of Denver, and the University of Wyoming. As of June 2005, Special Collections staff had completed seven of the 24 EADs. (University of Denver through University Libraries; 242Q1; \$4,564; September 2004-May 2006).

TRIBAL CONNECTIONS FOUR CORNERS (TC4C) (Janis Teal, MLS, MAT, Principal Investigator) As part of TC4C, HSLIC participated in conducting a needs assessment to survey the health information needs of providers of health care to the Native American population of the Four Corners area. Approximately 160 surveys were administered, analyzed, and subsequently used to direct planning for a new project. In the spring of 2005, an inter-institutional planning group developed and submitted a proposal for a Translational Informatics Grant from the National Library of Medicine. If funded, the project will be led by UNM HSLIC with participation from the other academic health sciences libraries in the Four Corners states. (NIH contract no. NO1-LM-1-3517, subcontract no. 5415G FB557; \$80,000; March 2004-March 2006).

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APPENDICES



ENDOWMENTS

George L. and Mary W. Voelz Endowment

The Larry and Nedra Gordon
Endowment for Environmental Health

JOURNAL GIFT SUBSCRIPTIONS AND JOURNAL DONATIONS

| | |
|----------------------------------|---------------------------------|
| Pat Burtner | Terry Crowe, Ph.D.,OTR/L, FAOTA |
| Tina McNulty | William Rayburn, MD |
| Eberhard H. Uhlenhuth, MD | Department of Anesthesiology |
| Masters in Public Health Program | Native Health Research Database |
| Occupational Therapy Program | Office of Biocomputing |
| | Physicians Assistance Program |

MEMORIAL GIFTS

| Memorial To | Donor | Date |
|-------------------------|-------|----------------|
| Edwin Herring, MD | GAMA | July 2004 |
| Robert H. Tully, MD | GAMA | July 2004 |
| W.Sterling Edwards, MD | GAMA | August 2004 |
| Richard H. Hinrichs, MD | GAMA | September 2004 |
| Valerie G. Dillon, MD | GAMA | February 2005 |
| H. Franklin Coffey, MD | GAMA | May 2005 |
| David J. Hickson, MD | GAMA | May 2005 |
| Jack Letter, MD | GAMA | June 2005 |
| Edgar Benton Smith, MD | GAMA | June 2005 |

OTHER DONATIONS

| Donor | Date |
|--------------------------|----------------|
| Robert B. Loftfield, MD | September 2004 |
| Friends of UNM Libraries | October 2004 |
| Gregory Paul Alcala | November 2004 |
| Frances Demos Fox | December 2004 |
| Janis Teal | January 2005 |
| Eberhard H. Uhlenhuth | January 2005 |
| Ruth H. Franklin | February 2005 |
| Larry & Nedra Gordon | June 2005 |

NEW SERIAL SUBSCRIPTIONS 2004 – 2005

| | |
|---|--|
| Cell Calcium | International Journal of Nursing Education Scholarship |
| Clinics in Sports Medicine | Journal of Family Nursing |
| Current HIV Research | Journal of Psychoactive Drugs |
| European Journal of Gynaecological Oncology | Journal of Substance Abuse Treatment |
| Forensic Science International | Regional Anesthesia and Pain Medicine |

PRINT SERIAL TITLES CANCELLED 2004 - 2005

| | |
|--|--------------------------------|
| Journal of the American Psychiatric Nurses Association | Molecular and Cellular Biology |
|--|--------------------------------|

PRINT SERIAL TITLES TRANSFERRED TO ELECTRONIC ONLY 2004 - 2005

| | |
|---|--|
| AACN Clinical Issues | Journal of Computer Assisted Tomography |
| AIDS Research and Human Retroviruses | Journal of Developmental and Behavioral Pediatrics |
| Alcoholism: Clinical and Experimental Research | Journal of Hypertension |
| American Journal of Clinical Oncology | Journal of Infusion Nursing |
| American Journal of Forensic Medicine and Pathology | Journal of Intellectual Disability |
| American Journal of Surgical Pathology | Journal of Laparoendoscopic and Advanced Surgical Techniques |
| Anesthesia and Analgesia | Journal of Medicinal Chemistry |
| Annals of Plastic Surgery | Journal of Neurotrauma |
| Annals of Surgical Oncology | Journal of Neurosurgical Anesthesiology |
| Antimicrobial Agents and Chemotherapy | Journal of Occupational and Environmental Medicine |
| Applied and Environmental Microbiology | Journal of Pediatric Gastroenterology |
| Asaio Journal | Journal of Pediatric Hematology Oncology |
| Biochemistry | Journal of the American Academy of Child and Adolescent Psychiatry |
| Chemical Research in Toxicology | Journal of Virology |
| Clinical Journal of Pain | Journal of Women's Health |
| Clinical Neuropharmacology | Laryngoscope |
| Clinical Nuclear Medicine | MCN |
| Clinical Nurse Specialist | Medical Care |
| Clinical Obstetrics and Gynecology | Medicine and Science in Sports and Exercise |
| Clinical Orthopaedics and Related Research | Melanoma Research |
| Current Opinion in Obstetrics and Gynecology | Menopause |
| Current Opinion in Oncology | Obstetrical and Gynecological Survey |
| Current Opinion in Pediatrics | Pediatric Emergency Care |
| Current Opinion in Rheumatology | Pediatric Infectious Disease Journal |
| Epidemiology | Pediatric Research |
| Family Process | |
| Human Gene Therapy | |

Infection and Immunity

International Journal of Gynecological Pathology

Investigative Radiology

Journal of Alternative and Complementary Medicine

Journal of Bacteriology

Journal of Cardiovascular Pharmacology

Journal of Cerebral Blood Flow and Metabolism

Journal of Clinical Gastroenterology

Journal of Clinical Microbiology

Journal of Clinical Psychopharmacology

Philosophical Transactions Royal Society London
Biological Sciences

Psychosomatic Medicine

Scandinavian Journal of Clinical and Lab Investigation
and Supplement

Spine

Surgical Laparoscopy Endoscopy and Percutaneous
Techniques

Therapeutic Drug Monitoring

Thyroid

Transplantation

EMPLOYEE DEVELOPMENT AND CONTINUING EDUCATION ACTIVITIES

John Abrams

- Certificate of completion, Dell EMC, Storage Area Network Management, February 2005

Erinn Aspinall

- HSLIC Medical Informatics Seminar Series
- The Art and Practice of Electronic Journal, Book, and Database Licenses: Practical Tips for Health Care Organizations, MLA Teleconference, September 2004
- Licensing, MLA Teleconference, September 2004
- Vice Presidents Leadership Forum with Marc Overhage, MD, PhD, October 2004
- American Public Health Association Conference, November 2004
- Copyright Essentials for Health Sciences Center Faculty Members
- Partnering for Public Health: Information, Librarians, and the Public Health Workforce, MLA Teleconference, March 2005
- Third Annual Scholarly Communications Symposium, March 2005
- Biocomputing @ UNM Workshop, April 2005
- Influential Leadership: Making a Difference that Lasts and Communication Mistakes Only Really, Rally Smart or Busy People Make, MLA CE Course, May 2005
- Seeds of Transformation for Digital Libraries, AISTI Mini Conference, May 2005
- Medical Library Association Conference, May 2005
- Applying Fair Use Doctrine in Colleges and Universities, Teleconference, August 2005
- Attended 9 in-service or in-house presentations
- Attended 4 Human Resources Classes

Raymond Armijo

- HSC Team Training session on "Essentials of Team Effectiveness," June 2004
- Attended 6 in-service or in-house presentations

Sally Bergen

- EBM Session One - Reference Databases Overview, Medical Informatics Seminar Series, February 2005
- HSC Team Training session on "Essentials of Team Effectiveness," July 2004
- Partnering for Public Health: Information, Librarians and the Public Health Workforce, webcast, March 2005
- University Libraries Reference and Instruction Retreat, May 2005
- Attended 14 in-service or in-house presentations

Sally Bowler-Hill

- Vice President's Leadership Forum on Informatics with Mark Overhage, MD, PhD, October 2004
- UNM 3rd Annual Scholarly Communications Symposium, March 2005
- NIH Regional Seminar on Program Funding and Grants Administration, April 2005
- Attended 6 in-service or in-house presentations

Patricia Bradley

- Symposium on Community-Based Organization Health Information Outreach, National Library of Medicine, December 2004
- Nutrition Issues in the Elderly, UNM School of Medicine, April 2005
- Writing Research Articles for Publication, April 2005
- Attended 3 in-service or in-house presentations

Catherine Brandenburg

- Grants Management Program: General Workshop, December, 2004
- IT Team Leadership Training, December, 2004
- Balancing Act-Successful Management at HSC, February 2005

-
- Faculty and Tier II Hiring at UNM, March 2005
- Completed 10 hours toward Archaeology degree
- Attended 4 in-service or in-house presentations

Holly Shipp Buchanan

- AAMC Executive Development Seminar, Ft. Lauderdale, FL, October 2004
- Vice President's Leadership Forum on Informatics with Marc Overhage, MD, October 2004
- Annual Meeting, MLA/SCC, Houston, TX, October 2004
- AAMC/AAHSL Annual Meetings, Boston, MA, November 2004
- EDUCAUSE, ECAR Research Symposium, San Diego, CA, November 2004
- National Library of Medicine Symposium on Community-Based Health Information Outreach, December 2004
- 3rd Annual UNM Scholarly Communications Symposium, Albuquerque, NM, March 2005
- SOM "Aging" Electronic Resources Workshop, Albuquerque, NM, April 2005
- Biocomputing Day @ UNM, Albuquerque, NM, April 2005
- HSC Workshop on Mutual Gains Negotiation, Albuquerque, NM, May 2005

Jim Bynum

- HSC Team Training session on "Essentials of Team Effectiveness," July 2004
- Attended 11 in-service or in-house presentations

Richard Carr

- Four Corners Reference Meeting, November 2004
- EBM Session One - Reference Databases Overview, Medical Informatics Seminar Series, February 2005
- EBM Session Two - Advanced Searching Techniques, Medical Informatics Seminar Series, March 2005
- UNM 3rd Annual Scholarly Communications Symposium, March 2005
- Partnering for Public Health: Information, Librarians and the Public Health Workforce, webcast, March 2005
- AISTI Mini-Conference, May 2005
- University Libraries Reference and Instruction Retreat, May 2005
- Attended 10 in-service or in-house presentations

Garth Colasurdo

- OLIT 501 Instruction Design and Development, (3 Hours Non-Degree) January 2005

Andrew Corn

- FHA Linux Fundamentals, September 2004 - October 2004
- FHA Supporting Linux Workstations, October 2004
- Dell Certified Technician, May 2005

Janelle Edmister

- Security Certification: Certified Information Systems Security Professional, January 2005

Jonathan Eldredge

- Calibrated Peer Review. UNM School of Medicine, Albuquerque, November 2004
- Writing SMART Objectives. UNM School of Medicine, Albuquerque, December 2004
- Cultural Transformation of the University's Knowledge Base, UNM Health Sciences Library and Informatics Center/University Libraries, Albuquerque. March 2005
- What's Your Teaching Style? UNM, Albuquerque, April 2005

Jane Erlandson

- AISTI Mini-Conference, May 2005

Carol Fierro

- HSC Team Training session on "Essentials of Team Effectiveness," July 2004
- Attended 15 in-service or in-house presentations

Greg Gaillard

- Mutual Gains Negotiation Seminar, May 2005

Jack Granato

- Plateau Registrar Training, Spring 2004
- Beginning Cold Fusion. UNM Continuing Education, Spring 2004
- Intermediate Cold Fusion. UNM Continuing Education, Spring 2004
- OLIT: Adult Learner (Masters), Spring 2004
- OLIT: Principles of Instructional Design (Masters), Spring 2004
- OLIT: Advanced Instructional System Design (PhD), Spring 2004

David Groth

- HSC Team Training session on "Essentials of Team Effectiveness," July 2004
- AIIM Enterprise Content Management Association - How to Manage Your Content Before it Mismanages You. August 2004
- American Management Association: Effective Management Series of courses, Fall 2004
- ElementK Web Design and Usability Techniques series of courses, Fall 2004
- AMA Effective Management Series Certificate, September 2004
- Growth, Change, and the Thousand Pound Elephants enter the room, December 2004
- AIIM Enterprise Content Management Association - Enterprise Content Management, 2005
- AISTI Mini Conference, May 2005

Henry Guenther

- HSC Team Training session on "Essentials of Team Effectiveness," July 2004
- Beginning Excel, March 2005
- Attended 5 in-service or in-house presentations

Kim Hagen

- Completed 12 hours towards MBA degree

Laura Hall

- Museum Visitor Studies Association Annual Meeting, August 2004
- NIH Grant Writing Workshop, October 2004
- Private Foundation Grant Writing Workshop, February 2005
- Changing Face of Medicine Orientation, National Library of Medicine, April 2005
- Attended 4 in-service or in-house presentations

Rebecca Harris

- HSC Team Training session on "Essentials of Team Effectiveness," July 2004

Peter Hicks

- Completion of MPH degree, June 2005

Ingrid Hendrix

- Public Health Resources, NN/LM, September 2004
- Copyright Essentials for Health Sciences Center Faculty, December 2004
- MLA Teleconference Partnering For Public Health, March 2005
- CON 1st Annual Nursing Research Conference, April 2005
- Attended 5 in-service or in-house presentations

Bonnie Jewel

- Attended 4 in-service or in-house presentations

Charity Karcher

- “The Art and Practice of Electronic Journal, Book, and Database Licenses: Practical Tips for Healthcare Organizations.” Medical Library Association Teleconference, September 2004
- Attended 4 in-service or in-house presentations

Mary Kerlee

- UNM Leave Policies and Procedures, July 2004
- ePAN Training, November 2004
- Hiring Options at UNM, March 2005
- Workmen’s Compensation - Beyond the Basics, June 2005
- Attended 3 in-service or in-house presentations

Christee King

- Medical Library Association. Tips for Negotiating Electronic Licenses Webcast. January 2005

William Kinney

- HSC Team Training session on "Essentials of Team Effectiveness," July 2004
- Attended 14 in-service or in-house presentations

Natalia Koup

- English Class 100, January 2005 (3 Hours Non-Degree)
- Performance Review for Staff, February 2005
- Hiring Options at UNM, March 2005
- Interviewing Skills for UNM Staff, April 2005
- Communication Skills for Staff, May 2005

Philip Kroth

- American Medical Informatics Association/MedInfo meeting in San Francisco, September 2004
- Vice-President’s Leadership forum J. Marc Overhage, MD: “CPOE – The Good, the Bad, and the Ugly”, “Islands of Information Linking Clinical Data”, November 2005
- HSC Copyright workshop, December 2004
- UNM Primary Care Conference, March 2005
- UNM 3rd Annual Scholarly Communications Symposium, March 2005
- NIH Regional Seminar on Program Funding & Grants Administration, NIH, April 2005
- New Mexico Telehealth Alliance Meeting , May 2005
- RIOS Net Annual Members’ Meeting, May 2005
- Attended 4 in-service or in-house presentations

Deb LaPointe

- American Society for Training and Development Fall Conference, October 2004
- EduCause 2004, October 2004
- SMART Objectives Workshop, School of Medicine, October 2004
- Tutor Training Workshop, School of Medicine, November 2004
- Constructing Tutorial Cases, School of Medicine, November 2004
- Group on Information Resources, April 2005
- Advanced Multiple Choice Questions: Testing Higher Levels of Thinking, April 2005
- Negotiation Training, Health Sciences Center, May 2005
- Computer Supported Collaborative Learning Conference, May 2005
- Attended 2 in-service or in-house presentations

Peggy McBride

- Society of American Archivists Workshop: Management/Preservation of Architectural Records, January 2005
- Society of American Archivists Workshop: Management/Preservation of Photographic Collections, May 2005
- Society of Southwest Archivists Annual Meeting, “Today’s Archivists: Building the Bridges to the Future,” May 2005

- Attended 7 in-service or in-house presentations

Ed Merta

- HSC Team Training session on "Essentials of Team Effectiveness," July 2004
- Attended 14 in-service or in-house presentations

Barney Metzner

- RiskWatch security assessment training, February 2005

Cory Meyer

- HSC Team Training session on "Essentials of Team Effectiveness," July 2004
- New Mexico Library Association Annual Meeting, March 2005
- UNM 3rd Annual Scholarly Communications Symposium, March 2005
- Attended 10 in-service or in-house presentations

Kathy Mondragon

- HSC Team Training session on "Essentials of Team Effectiveness," July 2004
- Performance Management/Before Loudermill, August 2004
- Accessing public health websites: Evidence-Based Public Health, "Health Education & Promotion", Statistics and GIS, September 2004
- Medical Library Association Teleconference "The Art and Practice of Electronic Journal, Book, and Database Licenses: Practical Tips for Health Care Organizations", September 2004
- EOD 376 - Labor Relations 101: Managing in a Union Environment, November 2004
- Attended 15 in-service or in-house presentations

Sarah Morley

- Research Writing workshop, April 2005
- Medical Library Association annual meeting, May 2005
- Attended 9 in-service or in-house presentations
- Completed 15 hours towards an Educational Psychology PhD

Kermit Norman

- Performance Review for Staff, December 2004

James Perea

- HSC Team Training session on "Essentials of Team Effectiveness," July 2004
- UNM 3rd Annual Scholarly Communications Symposium, March 2005
- University Libraries Reference and Instruction Retreat, May 2005
- Attended 16 in-service or in-house presentations

Holly Phillips

- AISTI Mini-Conference, May 2005
- Beginning Dreamweaver, UNM CE, July 2004
- HSC Team Training session on "Essentials of Team Effectiveness," July 2004
- PubMed for Experts, NN/LM SCR, July 2004
- Keeping Up With PubMed, NN/LM SCR, July 2004
- Gold Rush Training, University Libraries, August 2004
- Understanding Project Management, UNM CE, September 2004
- Public Health on the Web, NN/LM SCR, September 2004
- Art and Practice of Electronic Journal, Book, and Database Licenses, Medical Library Association, September 2004
- Project Management, UNM CE, October 2004
- CPOE (Computer Provider Order Entry) - The Good, the Bad, and the Ugly, HSC VP Leadership Forum, October 2004
- Internet Librarian Annual Conference, November 2004
- Four Corners Reference Meeting, November 2004
- Tips for Negotiating Electronic Licenses, MLA Satellite Teleconference, January 2005

- EBM Session One - Reference Databases Overview, Medical Informatics Seminar Series, February 2005
- EBM Session Two - Advanced Searching Techniques, Medical Informatics Seminar Series, March 2005
- Partnering for Public Health: Information, Librarians, and the Public Health Workforce, MLA Satellite Teleconference, March 2005
- UNM 3rd Annual Scholarly Communications Symposium, March 2005
- Attended 15 in-service or in-house presentations

David Porter

- InfoEd Lab Animals Development Training, Spring 2005
- InfoEd User Conference, June 2005

Wendy Roberts

- EOD 367 - Performance Review for Managers: Setting Expectations, July 2004
- EOD 367 - Performance Review for Managers: Conducting the Review, July 2004
- HSC Team Training session on "Essentials of Team Effectiveness," July 2004
- Performance Management/Before Loudermill, August 2004
- EOD 368 - Performance Coaching Session 1, September 2004
- EOD 368 - Performance Coaching Session 2, September 2004
- EOD 376 - Labor Relations 101: Managing in a Union Environment, November 2004
- Amigos Imaging Class, November 2004
- New Supervisor and Manager Training, April 2005
- Attended 12 in-service or in-house presentations

Lisa Romero

- HSC Team Training session on "Essentials of Team Effectiveness," September 2004
- Amigos OCLC's New ILL Interface Training, April 2005
- Attended 6 in-service or in-house presentations

MaryLou Seyl

- EOD 320 Understanding Communication Styles, November 2004
- FIN AP 201 AP Direct and General Encumbrance Payment Lab, July 2004
- EOD 389 Making the Most of Your Day, February 2005
- EOD 302 Proactive Techniques for Working with Your Boss, February 2005
- Attended 9 in-service or in-house presentations

Ian Stearns

- Microsoft Visual Basic Scripting Edition & Microsoft Windows Script Host Essentials, February 2005.
- Scripting Microsoft Windows Management Instrumentation, February 2005
- Completed 3 hours towards Computer Science degree

Randall Stewart

- Vice-President's Leadership forum J. Marc Overhage, M.D.: "CPOE – The Good, the Bad, and the Ugly", and "Islands of Information Linking Clinical Data" October, 2004
- Grant Management Workshop, UNM, April 2005
- NIH Regional Seminar on Program Funding & Grants Administration, NIH, April, 2005
- Research Writing Workshop, UNM, April 2005

Janis Teal

- HSLIC Journal Club, 6 sessions, 2004-2005
- Team Leadership Training for HSLIC Operations Management Team, December 2005
- Medical Library Association Teleconference on Negotiating Electronic Licenses, January 2005
- UNM Scholarly Communications Symposium, March 2005
- SCAMeL Directors Meeting, Santa Fe, NM, April 2005
- Medical Library Association Annual Meeting, San Antonio, TX, May 2005

- Attended 2 in-service or in-house presentations

Steve Tolito

- Certificate of completion, Dell-EMC, Storage Area Network Management, February 2005

Kevin Wiley

- AISTI Mini-Conference, May 2005

Ellen Yeager

- HSC Team Training session on "Essentials of Team Effectiveness," July 2004
- UNM 3rd Annual Scholarly Communications Symposium, March 2005
- Attended 6 in-service or in-house presentations

Dianne Zincke

- Performance Review for Staff, November 2004
- PowerPoint 2000, March 2005
- Attended 3 in-service or in-house presentations

EMPLOYEE COMMITTEE AND SERVICE (EXTERNAL TO HSLIC)

Richard Adcock

- HSC Knowledge Management and Information Technology, Operations Council, Council, Member

Erinn Aspinall

- Medical Library Association Task Force on Professional Development for Current and Aspiring Middle Managers (PDCAMM), Member
- Programming Committee for the Library and Management Section of the Medical Library Association, Member
- UNM Scholarly Communication Symposium Planning Committee, Member

Sally Bowler-Hill

- HSC Information Systems Directors, Member
- HSC Knowledge Management and Information Technology Advisory Council, Ex Officio Member
- HSC Knowledge Management and Information Technology, Operations Council, Council, Member
- HSC Sculpture Garden of Healing Planning Committee, Member
- UNM Scholarly Communication Symposium Planning Committee, Member

Sally Bergen

- Anderson School Executive Masters in Business Administration Scholarship Committee, Member
- HSC Medical Muse Board, Member
- UNM Staff Council, Member

Patricia Bradley

- Tribal Connections Four Corners, Member
- Tribal Connections Four Corners, Needs Assessment Sub-committee, Chair
- Tribal Connections Four Corners, Go Local Sub-committee, Member

Holly Buchanan

- Association of Academic Health Sciences Libraries, Member
- Association of Health Sciences Libraries, Secretary/Treasurer
- Chapter Benchmarking Representative, South Central Chapter, MLA, Chair
- Editorial Board, Journal of Hospital Librarianship, Member
- HSC Building Committees (Education, Research) Steering Committees, Member
- HSC Executive Compliance Committee, Member
- HSC Leadership Council, Member

- HSC Research Council, Member
- HSC Information Systems Directors, Co-Chair
- HSC Knowledge Management and Information Technology Advisory Council, Ex-Officio
- HSC Knowledge Management and Information Technology, Leadership Committee, Chair
- HSC Knowledge Management and Information Technology, Operations Council, Chair
- National Library of Medicine, Board of Regents, Member
- National Network of Libraries of Medicine South Central Region, Member
- South Central Association of Medical Libraries Board of Directors, Member
- SOM Continuing Medical Education Advisory Board, Member
- SOM Strategic Research Planning Committee, Member
- UNM Faculty Senate Library Committee, Ex-Officio
- UNM IT Cabinet, Member
- UNMH Clinical Implementation Committee for Cerner, Member
- UNMH IS Steering Committee, Member

Richard Carr

- Faculty Senate, Member
- Faculty Senate North Campus Caucus, Member
- UNM Scholarly Communication Symposium Planning Committee, Member
- SCC/MLA Bylaws Committee, Member

Garth Colasurdo

- Medical Education Data System Planning Group, Member

Greg Gaillard

- HSC Knowledge Management and Information Technology, Operations Council, Member
- UNM AMI-project Committee, Chair
- UNM Luminis Steering Committee, Member
- UNM IT Cabinet, Member

Jonathan Eldredge

- BMC Biomedical Digital Libraries, Associate Editor
- Hypothesis, Editorial Board, Member
- Medical Library Association, Evidence-Based Librarianship Implementation Committee, Chair
- Medical Library Association, International Research Collaboration Committee, Chair
- Medical Library Association 2004 National Program Committee, Member
- Medical Library Association, Research Policy Task Force, Member
- Medical Library Association, Research Section, Immediate Past Chair
- Medical Library Association/SCC Research Committee, Member
- National Library of Medicine, Collection Development Manual Oversight Committee
- New England Journal of Medicine, Library Advisory Board.
- NN/LM SCR Outreach Committee, Member
- SCAMeL Educators Summit, Member
- SOM Integrating Group, Member
- SOM Population Task Force, Member
- SOM Tutorial Steering Committee, Member
- UNM Government Relations, Member
- UNM Masters of Public Health Academic Committee, Member

David Groth

- Cancer Research & Treatment Center Web Redesign Committee, Member
- UNM Staff Council, Grade 14 Representative
- UNM Staff Council Communications Committee, Member
- UNM Staff Council Rules & Regulations Committee, Member

Laura Hall

- HSC Sculpture Garden of Healing Planning Committee, Chairperson

Ingrid Hendrix

- CON Graduate Curriculum Committee, Member
- CON PhD Planning Committee, Member
- CON Undergraduate Curriculum Committee, Member
- HSC Institutional Animal Care and Use Committee, Member
- SCAMeL 2004 Program Planning Committee, Member
- SCAMeL Nominating Committee, Member
- UH Nursing Research Council, Member

Charity Karcher

- College of Pharmacy Curriculum Committee, Member
- College of Pharmacy Dean's Leadership Group, Member
- HSC Groupwise 7, Beta Test Group
- Remote and Mobile Data Devices Standards Taskforce, Member
- SCAMeL Education Librarians, Member
- UNMH Internet Redesign Focus Group, Member

Mary Kerlee

- Banner Users Group, Member
- HSC Human Resources Network, Member
- Pathways to Success Mentorship Program, Member
- Star Council Diversity Initiative, Member

Christee King

- HSC Knowledge Management and Information Technology Advisory Council, Member
- North American Serials Interest Group Bylaws Committee, Member
- NNLM/SCR Technology Advisory Committee, Member
- School of Medicine Science Advisory Council, Member
- South Central Chapter, Medical Library Association Credentialing Committee, Member
- South Central Chapter, Medical Library Association Government Relations Committee, Chair

Philip Kroth

- Division of Internal Medicine Ad-hoc Committee on General Medicine Clinic redesign, Chair
- Division of Internal Medicine Faculty supervision for the General Medicine Clinic, Member
- HSC Knowledge Management and Information Technology Advisory Council, Ex Officio Member
- Human Tissue Oversight Technical Subcommittee, Chair
- Medical Student Research Committee, Member
- RIOS Net: "BAA Road map - Re-engineering the clinical research enterprise" at the National Heart, Lung and Blood Institute, Member
- RIOS Net IS Steering Committee, Chair
- SOM Evidence-Based Medicine, Course Instructor
- UNM Cancer Research and Treatment Center P-30 Shared Resource Planning Committee, Member
- UNM SOM Medical Student Research Day, Judge
- UNM Primary Care Conference Planning Committee, Member

Deb LaPointe

- American Society of Training and Development, New Mexico Chapter, Vice President
- Health Science Center HIPAA Oversight Committee, Member
- Organizational Learning and Instructional Technologies Faculty Committee, Member
- SOM Educational Plan Work Group, Member
- UNM Conflict of Interest Training Group, Member
- UNM Plateau Implementation, Member
- UNM Web CT Vista, Member

Natalia Koup

- Pathways to Success Mentorship Program, Member

Laurie McPherson

- Primary Care Multiethnic Network Collaborative, IT Group, Member

Barney Metzner

- UNM General Person Area Committee, Member
- UH HIPAA Oversight Committee, Member
- KMIT Operations Committee, Member
- Network and Systems Group, Member
- UNM Calendar and Email Review Committee, Member

Sarah Morley

- Graduate Medical Education, Forum, Member
- Graduate Medical Education, Internal Review Committee, Member
- Health Science Center Work2gether Executive Committee, Member
- Majors MLA Chapter Project of the Year Jury, Member
- Medical Library Association Grants & Scholarships Committee, Member
- Medical Library Association, Vice-Chair
- SCC/MLA Hospital Library Interest Section Nominating Committee, Member
- SCC/MLA Chapter, Council Representative
- Special Libraries Association Rio Grande Chapter, Past President

Kermit Norman

- UNM Star Council Diversity Initiative, Member

Holly Phillips

- HSC Web Re-launch Committee, Member
- Institutional Repository Application Group, Member
- Luminis Content Planning Group, Member
- PA Committee for Student Promotion and Evaluation, Member
- WebJunction Planning Group, Member
- UNM Scholarly Communication Symposium Planning Committee, Member

Wendy Roberts

- New Mexico Interlibrary Loan Practitioners, Member
- NN/LM Region 5 Document Delivery Committee, Member
- SCAMeL Interlibrary Loan Committee, Member

Randall Stewart

- HSC Knowledge Management and Information Technology, Operations Council , Member
- HSC TOUCH Committee, Member,
- IS Management Committee, Member
- UNMH CRIS Implementation Team, Member
- UNMH HIPAA IT Security Committee, Member

Janis Teal

- Advisory Committee for NM Selected Health Statistics Annual Report, Member
- TC4C Grant Planning Group, Chair
- HSC Education Council, Member
- HSC Knowledge Management and Information Technology, Operations Council, Member
- HSC Marketing Roundtable, Member
- HSC Medical Muse Board, Member
- HSC Memorial Committee, Member
- HSC Sculpture Garden of Healing Planning Committee, Member
- HSC Anniversary Celebration Planning Committee, Member
- NN/LM SCR Outreach Committee, Member

- UNM Faculty Senate Library Committee, Ex-Officio

Kevin Wiley

- HSC Knowledge Management and Information Technology, Operations Council, Member
- UNM Luminis Portal Implementation Committee, Member

FACULTY PUBLICATIONS

Erinn Aspinall (NLM 2nd Year Associate Fellow)

- Cynthia B, Szczur M, Higgins M.W., and Aspinall E.E. "Tox Town: An Internet Introduction to Environmental Health and Toxic Chemicals." *Children, Youth and Environments*, 15(1): 307-317, 2005.

Holly Shipp Buchanan

- Eldredge JD, Waizkin H, Buchanan HS, Teal J, Iriart C, Wiley K, Tregear J. The Latin American Social Medicine database. *BMC Public Health*, 4: 69, Dec 2004.
- Teal, Janis, Buchanan, Holly. Continuous Library Facility Improvement: A Case Study at the University of New Mexico Health Sciences Library and Informatics Center. *Planning, Renovating, Expanding, and Constructing Library Facilities in Hospitals, Academic Medical Center and Health Organizations*. Elizabeth Connor, Editor, The Haworth Press, New York. 2005.
- Alverson D.C., Saiki S.M. Jr, Caudell T.P., Summers K., Panaiotis, Sherstyuk A, Nickles D., Holten J, Goldsmith T, Stevens S, Kihmm K, Mennin S, Kalishman S, Mines J, Serna L, Mitchell S, Lindberg M, Jacobs J, Nakatsu C, Lozanoff S, Wax DS, Saland L, Norenberg J, Shuster G, Keep M, Baker R, Buchanan HS, Stewart R, Bowyer M, Liu A, Muniz G, Coulter R, Maris C, Wilks D. Distributed immersive virtual reality simulation development for medical education. *Journal of the International Association of Medical Science Educators*, 15(1): 19-31, 2005.

Jonathan Eldredge

- Teal J, Wax D, Eldredge J, Hendrix I. Instructional objectives: A means to designing effective instructional sessions for hospital librarians. *Journal of Hospital Librarianship*, 4(2): 47-56, July 2004.
- Eldredge JD, Waizkin H, Buchanan HS, Teal J, Iriart C, Wiley K, Tregear J. The Latin American Social Medicine database. *BMC Public Health*, 4, 69, Dec 2004.
- Eldredge JD. Search strategies for population and social subjects in a medical school curriculum. *Medical Reference Services Quarterly*, 23(4): 35-47, Dec 2004.

Ingrid Hendrix

- Hendrix, I. RefWorks. *Journal of the Medical Library Association*, 92: 111-112, Jan 2004.
- Teal J, Wax D, Eldredge J, Hendrix I. Instructional objectives: A means to designing effective instructional sessions for hospital librarians. *Journal of Hospital Librarianship*, 4(2): 47-56, July 2004.

Randall Stewart

- Alverson, D.C., Saiki, S.M. Jr., Caudell, T.P., et al. Distributed Immersive Virtual Reality Simulation Development for Medical Education. *Journal of the International Association of Medical Science Educators*, 15(1):19-30, 2005.

Janis Teal

- Teal J, Wax D, Eldredge J, Hendrix I. Instructional objectives: A means to designing effective instructional sessions for hospital librarians. *Journal of Hospital Librarianship*, 4(2): 47-56, July 2004.
- Eldredge JD, Waizkin H, Buchanan HS, Teal J, Iriart C, Wiley K, Tregear J. The Latin American Social Medicine database. *BMC Public Health*, 4: 69, Dec 2004.

- Teal, Janis, Buchanan, Holly. Continuous Library Facility Improvement: A Case Study at the University of New Mexico Health Sciences Library and Informatics Center. *Planning, Renovating, Expanding, and Constructing Library Facilities in Hospitals, Academic Medical Center and Health Organizations*. Elizabeth Connor, Editor, The Haworth Press, New York, 2005.

Diane Wax

- Teal J, Wax D, Eldredge J, Hendrix I. Instructional objectives: A means to designing effective instructional sessions for hospital librarians. *Journal of Hospital Librarianship*, 4(2): 47-56, July 2004.

PRESENTATIONS, EXHIBITS, AND DEMONSTRATIONS

John Abrams

- Technologies Department Instructor - Open Source Network Security, TVI, Albuquerque, January 2005 - May 2005

Erinn Aspinall

- Taught course on NLM resources for UNM School of Pharmacy, Albuquerque, NM, February 2005
- Taught course on copyright in higher education for UNM's Organizational Learning and Instructional Technologies program, Albuquerque, NM, February 2005
- Co-Taught one course for HSLIC's Medical Informatics Seminar Series on PubMed Central and the NIH Enhanced Public Access Policy, Albuquerque, NM, March 2005
- Presented on the NIH Enhanced Public Access Policy to UNM Internal Medicine Residents, Albuquerque, NM, August 2005
- Presented poster titled "Multi-Institutional Collaborative Grants: Managing Institutional and Geographic Diversity," at the annual Medical Library Association Conference, San Antonio, TX, May 2005
- Presented poster titled "Portraying US-Mexico Border Environmental Health Concerns," at the annual Medical Library Association Conference, San Antonio, TX, May 2005

Sally Bergen

- "Partnering for Public Health: Information, Librarians and the Public Health Workforce," Albuquerque, NM, March 2005

Patricia Bradley

- "Tribal Connections Four Corners," Navajo Nation Fair, Window Rock, AZ, September 2004
- "Tribal Connections Four Corners," Indigenous Nations Library Program, Albuquerque, NM September 2004
- "Tribal Connections Four Corners," Area Indian Health Board, Albuquerque NM. October 2004
- "Tribal Connections Four Corners," New Mexico Tribal Librarians, Santa Fe, November 2004
- "Tribal Connections Four Corners," Native Diabetes Prevention Conference, Phoenix, AZ, January 2005
- "Online Health Information Resources," Gallup Indian Medical Center Physical Therapy Department, Gallup, NM, March 2005
- "Native Health Databases," Indian Health Service Hospital, Chinle, AZ, May 2005
- "Tribal Connections Four Corners and Native Health Databases," Navajo Nation Human Research Review Board Conference, Window Rock, AZ, June 2005

Holly Shipp Buchanan

- Presentation at SOM Phase I Block Chairs Retreat, "Infotechnica: Who We Are and What We Can Do for You," July 2004
- Kroth, P. and Buchanan, H.S. "Technological Factors Implementing Informatics Support Tools for RIOS Net, an AHRQ Practice-Based Research Network." (May 5, 2005) *DSpaceUNM*. Abstract and poster as presented at the Integrated Advanced Information Management Systems Consortium Annual Meeting, April 9-10, 2005, Boston, MA <https://repository.unm.edu/handle/1928/382>

Richard Carr

- “Genius/SMARTS” SOM New Faculty QuickStart Academic Orientation, Albuquerque, NM July 2004
- “Genius/SMARTS” SOM New Faculty QuickStart Academic Orientation, Albuquerque, NM October 2004
- “Genius/SMARTS” SOM New Faculty QuickStart Academic Orientation, Albuquerque, NM, March 2005
- “NCBI Desk Training Sessions,” Albuquerque, NM, April 2005

Jonathan Eldredge

- “Keynote Address: Evidence-Based Librarianship,” Mid-Continental Chapter/Medical Library Association Annual Meeting, Kansas City, MO, September 2004
- “Evidence-Based Librarianship,” Medical Library Association Continuing Education Course Medical Library Association Annual Meeting, San Antonio, TX. May 2005

Greg Gaillard

- “Linux Can Change the Face of Automated Library Information Systems,” Poster, MLA Conference, San Antonio TX, May 2005

Laura Hall

- “Hall of Discovery and Sculpture Garden of Healing,” Four Corners Health Sciences Libraries Group, Albuquerque, NM, January 2005

Ingrid Hendrix

- “Information for Everyone: Finding Quality Health Information on the Internet,” Southwest Conference on Disability, Albuquerque, NM October 2004
- “Expanding Roles: Taking the Librarian Out of the Library,” NMLA Annual Meeting, Albuquerque, NM April 2005
- “NAHRS Section Moderator,” MLA Annual Meeting, San Antonio, TX, May 2005
- “Finding the Evidence,” Grand Rounds Rehobeth McKinley Hospital. Gallup, NM, June 2005

Charity Karcher

- “Expanding Roles: Taking the Librarian Out of the Library,” NMLA Annual Meeting. Albuquerque, NM April 2005
- “Walking Through a Pubmed Literature Search,” New Mexico Pharmaceutical Association, Albuquerque, NM. June, 2005

Mary Kerlee

- “What is Project Link,” Albuquerque, NM, January 2005

William Kinney

- “Exam Master,” desk training sessions, Albuquerque, NM, June 2005

Philip Kroth

- “Osteoporosis,” General Medicine Clinic, Albuquerque, NM, September 2004
- “Introduction: What is Medical Informatics?” Medical Informatics Seminar Series, Albuquerque, NM, September 2004
- “Electronic Medical Records – Complexity Run Wild,” Medical Informatics Seminar Series, Albuquerque, NM, January 2005
- “Electronic Decision Support and Computerized Physician Order Entry,” Medical Informatics Seminar Series, Albuquerque, NM, January 2005
- “Clinical Database Research – The Spoils and the Pitfalls,” Medical Informatics Seminar Series, Albuquerque, NM, February 2005
- “Clinical Data Acquisition,” Medical Informatics Seminar Series, Albuquerque, NM, April 2005
- “Electronic Medical Systems – Implementation Issues,” Medical Informatics Seminar Series, Albuquerque, NM, April 2005

- “Clinical Signal Acquisition,” Medical Informatics Seminar Series, Albuquerque, NM, May 2005
- “UNM Dept. of Pathology Grand Rounds,” Albuquerque, NM, October, 2004
- “Medical Informatics Development at the UNM HSC,” UNM SOM Committee of Chairs, Albuquerque, NM, February 2005
- “Technological Factors Implementing Informatics Support Tools for RIOS Net, An AHRQ Practice-Based Research Network,” Poster Presentation, IAIMS National Meeting, Boston, MA, April 2005
- “Osteoporosis Screening and Prevention: Make No Bones About It,” Family Medicine, Albuquerque, NM, March 2005
- “Osteoporosis Screening and Prevention: Make No Bones About It,” Internal Medicine, Albuquerque, NM, June 2005
- “What is Medical Informatics?” Internal Medicine, Albuquerque, NM June 2005

Peggy McBride

- “Native Health Databases,” exhibit at Oklahoma Conference on Child Abuse and Neglect, September 2004
- “Native Health Databases,” exhibit at Indian Health Service 1st Annual Tribal Health Summit, September 2004
- “New Mexico Health Historical Collection,” Libros Book Art Club: The History of the Herbals, October 2004
- “New Mexico Health Historical Collection,” New Mexico Medical Society Annual Meeting, May 2005

Barney Metzner

- “HIPAA Security Regulations – April 21st Countdown,” Presentations in Albuquerque, NM, February - April 2005

Sarah Morley

- “Expanding Roles: Taking the Librarian Out of the Library,” NMLA Annual Meeting. Albuquerque, NM April 2005
- “Promoting Health Through Information, 28th Advances in Primary Care,” Albuquerque, NM, March 2005
- “PubMed,” UNM School of Law, Albuquerque, NM, February 2005
- “UNM Freshman Learning Communities,” Albuquerque, NM September 2004
- “NNLM Database Training,” Albuquerque, NM September 2004
- “UNM CASTL Workshop,” Albuquerque, NM September 2004

Holly Phillips

- “DSpace” desk training sessions, Albuquerque, NM, June 2005

Corrine Sharp

- “Security threats, vulnerabilities, and prevention pertaining to the HSC environment” Albuquerque, NM, April 2005

Janis Teal

- “Library Services to Freshman Learning Communities,” presentation, Albuquerque NM, August 2004 and October 2004
- Conducted class on searching the education literature for Medical Education Scholars program, December, 2004
- “Native Health Databases to Four Corners,” Presentation at Directors’ Meeting, Albuquerque, NM, January 2005
- “Annual Report,” Presentation, HSLIC In-Services (2), January 2005
- “Linux Can Change the Face of Automated Library Information Systems,” Poster presented to Medical Library Association Annual Meeting, San Antonio, TX, May 2005
- “Multi-Institutional Collaborative Grants: Managing Institutional and Geographic Diversity,” Poster presented to Medical Library Association Annual Meeting, San Antonio, TX, May 2005

Dianne Zincke

- “Campus Construction,” Co-presenter, Albuquerque, NM. Aug 2004 and September 2004

IN-SERVICES JULY 2004 THROUGH JUNE 2005

| Title | Date (s) | Presenter |
|----------------------------------|-------------------------------|--|
| Essentials of Team Effectiveness | July 13 & 14, 2004 | Anne Mayer |
| Giving Back: United Way | October 12 & 13, 2004 | Patrick Vigil |
| HSLIC Budget | September 7 & 8, 2004 | Janis Teal, Holly Buchanan, Greg Gaillard & Mary Kerlee |
| Campus Construction Update | August 31 & September 1, 2004 | Holly Buchanan & Diane Zincke |
| Academic Environment of HSC | November 9 & 10, 2004 | Jon Eldredge, Charity Karcher, Sarah Morley & Ingrid Hendrix |
| Essentials of Team Effectiveness | December 3, 2004 | Anne Mayer |
| Project Link | February 1 & 2, 2005 | Mary Kerlee |
| LibQual | March 8 & 9, 2005 | LibQual Team |

2005 – STAFF APPRECIATION AND AWARDS

| | |
|-----------------|------------------------------|
| David Porter | Most Professional Growth |
| Jim Bynum | Outstanding Customer Service |
| Garth Colasurdo | Outstanding Customer Service |
| MaryLou Seyl | Outstanding Customer Service |
| Corrine Sharp | Outstanding Customer Service |
| Chris Sharp | Outstanding Performance |
| Dilek Scott | Outstanding Performance |
| Ed Merta | Process Improvement |
| Holly Phillips | Process Improvement |

**HEALTH SCIENCE LIBRARY AND INFORMATICS CENTER STAFF ROSTER
JULY 2004 THROUGH JUNE 2005**

| Name | Unit/Title | Start Date | End Date |
|-----------------------|--|------------|----------|
| Aalseth, Ed | User Support Services (USS), Technical Support Analyst (TSA) 2 | 04-30-01 | |
| Abrams, John | IT Systems, Senior LAN Administrator | 10-22-01 | |
| Adcock, Richard | USS, Mgr., User Support | 11-11-02 | |
| Armijo, Ray | Collection Resources, Library Information Specialist (LIS) 2 | 01-02-95 | |
| Bergen, Sally | Reference and User Support Services (RUSS), Mgr., Library Operations, Days | 05-14-01 | |
| Bowler-Hill, Sally | Administration, Information Systems Planner | 09-08-04 | |
| Bradley, Patricia | Academic and Clinical Services (ACS), Tribal Liaison Librarian | 03-29-04 | |
| Brandenburg, Cathy | Administration, Administrator (Group) | 11-08-04 | |
| Buchanan, Holly Shipp | Vice President for Knowledge Management and IT, Director | 08-15-97 | |
| Burlison, Michael | IT Systems, Network Tech | 04-04-05 | |
| Bynum Jim | RUSS, LIS 3 | 05-14-01 | |
| Carr, Richard | RUSS, Coordinator | 05-15-02 | |
| Colasurdo, Garth | Web Development, Analyst Programmer (AP) 2 | 10-09-00 | |
| Corn, Andrew | USS, User Support Analyst (USA) 3 | 03-20-00 | |
| Crabb, Kenneth | USS, USA 3 | 03-22-04 | |
| Cummings, Mary | USS, Supervisor, User Support | 05-05-97 | |
| Curtin, Vanessa | USS, USA 1 | 10-18-04 | |
| Deering, Thomas | Web Development, Senior Web Designer | 05-13-02 | 12-07-04 |
| de Lancey, Robert | Collection Resources, LIS 3 | 08-01-94 | 01-31-05 |

Health Sciences Library and Informatics Center, Annual Report FY 2004-2005
Holly Shipp Buchanan, EdD, Director

| | | | |
|--------------------|--|----------|----------|
| Duran, John | IT Systems, Network Tech | 06-01-04 | 09-10-04 |
| Edmister, Janelle | IT Systems, TSA 3 | 02-09-04 | |
| Eldredge, Jon | ACS, Coordinator | 01-01-86 | |
| Erlandson, Jane | Web Development, AP 2 | 09-21-98 | |
| Fierro, Carol | Collection Resources, LIS 1 | 12-04-89 | |
| Gaillard, Greg | TECHS, Deputy Director | 08-03-98 | |
| Goble, Cameron | USS, USA 2 | 06-15-98 | |
| Gough, Nancy | USS, USA 2 | 07-21-03 | |
| Granato, John | Web Development, AP 2 | 05-10-04 | |
| Groth, David | Web Development, AP 3 | 06-04-01 | |
| Guenther, Henry | RUSS, LIS 3 | 10-16-95 | |
| Hagen, Kimberly | Web Development, AP 3 | 03-04-02 | |
| Hall, Laura | Special Collections, Senior Program Mgr. | 04-01-04 | |
| Harris, Rebecca | Collection Resources, LIS 3 | 10-23-95 | |
| Hendrix, Ingrid | ACS, Nursing Librarian | 12-03-01 | |
| Hicks, Peter | IT Systems, Systems Analyst (SA) 3 | 10-11-99 | |
| Jewel, Bonnie | Collection Resources, LIS 2 | 05-28-96 | |
| Karcher, Charity | ACS, Pharmacy Librarian | 01-08-01 | |
| King, Christee | Collection Resources, Coordinator | 09-15-90 | |
| Kinney, William | RUSS, LIS 2 | 04-17-00 | |
| Koup, Natalia | Business Services, Accountant 1 | 06-16-04 | |
| Kroth, Philip | Administration, Assistant Director, Health Sciences Informatics Program Development | 03-01-04 | |
| LaPointe, Deborah | Administration, Assistant Director, Health Sciences Education Program Development | 08-02-04 | |
| Lujan-Kerlee, Mary | Business Services, Operations Manager | 07-28-86 | |
| McBride, Peggy | Special Collections, Archivist | 05-09-01 | |
| McPherson, Laurie | IT Systems, Systems Specialist | 05-16-05 | |
| Merta, Ed | RUSS, Mgr., Library Operations, Evenings | 09-21-98 | |
| Metzner, Barney | TECHS, Mgr., IT Systems | 07-26-93 | |
| Meyer, Cory | RUSS, LIS 3 | 09-05-91 | |
| Mondragon, Kathy | Collection Resources, Mgr., Library Operations | 07-10-75 | |
| Morley, Sarah | ACS, Clinical Librarian | 06-01-99 | |
| Norman, Kermit | Business Services, Accountant 1 | 10-29-98 | |
| Parker, Nathan | USS, USA 2 | 04-01-02 | |
| Perea, James | RUSS, LIS 3 | 05-22-95 | |
| Phillips, Holly | RUSS, Electronic Services Development Librarian | 10-15-03 | |
| Porter, David | Web Development, AP 3 | 11-24-03 | |
| Roberts, Wendy | Collection Resources, LIS 3 | 10-22-97 | |
| Romero, Lisa | RUSS, LIS 1 | 02-24-86 | |
| Saavedra, Richard | USS, USA 3 | 10-25-99 | |
| Schold, Uriel | USS, USA 1 | 03-20-00 | |
| Scott, Dilek | TECHS, SA 3 | 06-01-03 | |

Health Sciences Library and Informatics Center, Annual Report FY 2004-2005
Holly Shipp Buchanan, EdD, Director

| | | | |
|------------------|---|----------|----------|
| Scott, Vicki | IT Systems, Database Administrator | 12-03-98 | |
| Seyl, MaryLou | Administration, Administrative Assistant 3 | 08-02-99 | |
| Sharp, Chris | USS, USA 3 | 11-02-98 | |
| Sharp, Corrine | IT Systems, TSA 2 | 07-07-03 | |
| Sklar, Annelise | RUSS, LIS 3 | 02-13-03 | 09-03-04 |
| Stearns, Ian | IT Systems, AP 2 | 11-29-99 | |
| Stewart, Randall | Administration, Visiting Faculty, Informatics | 08-04-03 | |
| Teal, Janis | Library Services, Deputy Director | 04-15-94 | |
| Tolito, Stephen | IT Systems, LAN Administrator | 10-13-97 | |
| Tregear, Jon | Web Development, AP 2 | 11-20-00 | |
| Wax, Diane | Administration, Visiting Faculty | 08-02-02 | 07-31-04 |
| Wiley, Kevin | Web Development, Mgr., Systems & Programming | 03-12-00 | |
| Yaeger, Ellen | RUSS, LIS 1 | 05-13-96 | |
| Zincke, Dianne | Business Services, Facilities Services Mgr | 02-02-99 | |

| Temporary Staff | Student Assistants | |
|------------------|--------------------|-------------------|
| Daniel Atencio | Stephanie Benally | Natasha Mondragon |
| Matthew Divan | Amanda Blea | Kelechi Okoro |
| Jonathan Goodwin | Rebecca Brown | Linda Rescic |
| Patricia Pabisch | Callie Diven | Vinodha Sadasivam |
| Felix Trujillo | Purnima Dwivedi | Consuelo Salazar |
| Keith Vinson | Yuan Fang | Roland Sandoval |
| | George Ho | Eric Seale |
| | Vijaya Jagannathan | Dallas Smith |
| | Sarah Johnson | Julie Thurman |
| | Amaris Ketcham | Geneva Williams |
| | Dexin Li | Holly Victorson |

| Fellow | Funding Source | Start Date | End Date |
|-----------------|---|------------|----------|
| Aspinall, Erinn | National Network of Library of Medicine | 09/01/05 | 08/30/05 |

LIBRARY HOURS, 2004-2005

| | Academic Year | Summer |
|-----------------|-------------------------|------------------------|
| Monday-Thursday | 7:00 a.m. – 11:00 p.m. | 7:00 a.m. – 9:00 p.m. |
| Friday | 7:00 a.m. – 6:00 p.m. | 7:00 a.m. – 6:00 p.m. |
| Saturday | 9:30 a.m. – 6:00 p.m. | 9:30 a.m. – 6:00 p.m. |
| Sunday | 12:00 p.m. – 11:00 p.m. | 12:00 p.m. – 9:00 p.m. |

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STATISTICS



BUSINESS SERVICES

BUSINESS SERVICES

| Table 1: HSLIC Personnel | | | | |
|--------------------------------------|-------------|-------------|-----------|-----------------------------|
| | 2002/2003 | 2003/2004 | 2004/2005 | % Change from Previous Year |
| Library Services | | | | |
| Professional Staff (FTE) | Unavailable | Unavailable | 14.8 | Unavailable |
| Support Staff (FTE) | Unavailable | Unavailable | 20.0 | Unavailable |
| Students (FTE) | Unavailable | Unavailable | 3.3 | Unavailable |
| TECHS | | | | |
| Professional Staff (FTE) | Unavailable | Unavailable | 11.0 | Unavailable |
| Support Staff (FTE) | Unavailable | Unavailable | 20.0 | Unavailable |
| Students (FTE) | Unavailable | Unavailable | 3.8 | Unavailable |
| Total HSLIC Staff (FTE) | 73 | 73 | 72.4 | -1% |
| Total HSLIC Professional Staff (FTE) | 21.0 | 25.5 | 25.8 | 1% |
| Total HSLIC Support Staff (FTE) | 44.0 | 41.5 | 40.0 | -4% |
| Total HSLIC Students (FTE) | 5 | 5 | 7.1 | 42% |

LIBRARY SERVICES

ACADEMIC AND CLINICAL SERVICES

| Table 2: Total Instructional Programs/Orientations (Excludes Distance Services and Online Education) | | | | |
|---|-----------|-----------|-----------|-----------------------------|
| Totals: | 2002/2003 | 2003/2004 | 2004/2005 | % Change from Previous Year |
| # of Sessions | 370 | 361 | 379 | 5% |
| Attendees | 4,214 | 4,184 | 5,307 | 27% |
| Contact Hours | 590 | 645 | 600 | -7% |
| FTE Contact Hours | 650 | 658 | 621 | -6% |

| Table 3: Distance Services Training | | | | |
|-------------------------------------|-----------|-----------|-----------|-----------------------------|
| Totals: | 2002/2003 | 2003/2004 | 2004/2005 | % Change from Previous Year |
| # of Sessions | 12 | 27 | 13 | -52% |
| Attendees | 100 | 310 | 251 | -19% |
| Contact Hours | 28 | 50 | 49 | -2% |
| FTE Contact Hours | 34 | 52 | 49 | -6% |

COLLECTION RESOURCES

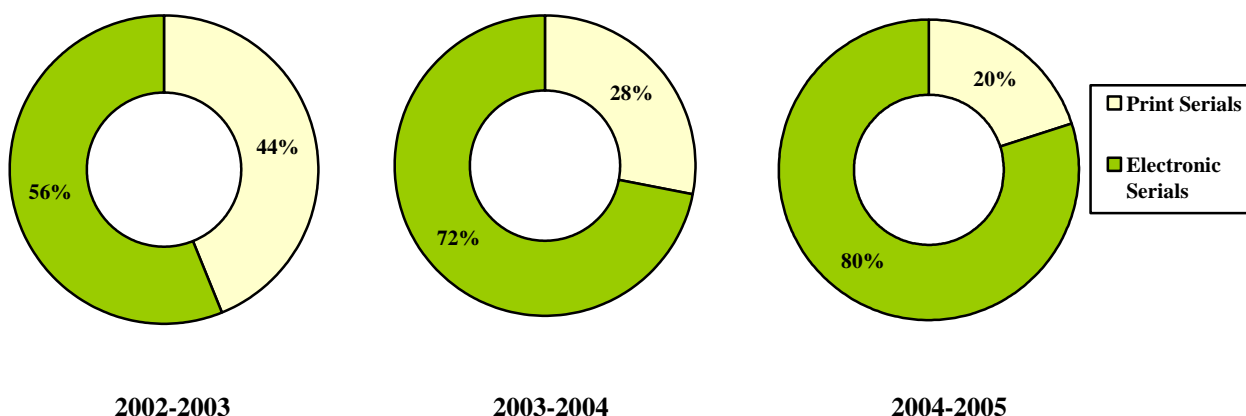
| Table 4: Size of General Collection (Titles) | | | | |
|---|---|---|---|--|
| | Number of Titles 2002/2003 | Number of Titles 2003/2004 | Number of Titles 2004/2005 | % Change from Previous Year |
| Total Print Monographs | 60,131 | 58,602 | 55,884 | -5% |
| Total Electronic Monographs | 379 | 519 | 715 | 38% |
| Unique Print Serials | 526 | 437 | 332 | -24% |
| Print Serials / Free or Gifts | 13 | 18 | 11 | -39% |
| Electronic Serials Purchased | 680 | 1,130 | 1,024 | -9% |
| Electronic Serials free or gifts | Unavailable | Unavailable | 378 | Unavailable |
| Total Electronic Serials | 680 | 1,130 | 1,402 | 24% |
| Total Serials Print & Electronic | 2,059 | 1,567 | 1,734 | 11% |
| Film/Video | Unavailable | Unavailable | 1,509 | Unavailable |
| Models | 87 | 97 | 83 | -14% |
| Audio | Unavailable | Unavailable | 22 | Unavailable |
| Slides/Transparencies | Unavailable | Unavailable | 154 | Unavailable |
| CD ROMs | Unavailable | Unavailable | 387 | Unavailable |
| Graphics (Photos) | Unavailable | Unavailable | 207 | Unavailable |
| Microforms | 495 | 501 | 1 ¹ | -99% |
| Educational Software | 165 | 166 | 306 ² | 84% |
| Productivity Software | 9 | 9 | 9 | 0% |
| Number of Databases | 74 | 77 | 74 | -4% |
| Volumes Commercially Bound | Unavailable | Unavailable | 1,771 | Unavailable |

¹ Discontinued government document program

² Project to put all programs on public computers into catalog

| Table 5: Size of General Collection (Volumes) | | | | |
|--|--|--|--|--|
| | Number of Volumes 2002/2003 | Number of Volumes 2003/2004 | Number of Volumes 2004/2005 | % Change from Previous Year |
| Total Print Monographs | 60,131 | 62,765 | 62,705 | -1% |
| Total Volumes (Monographs & Serials) | 179,786 | 171,577 | 171,223 | -2% |
| Film/Video | Unavailable | Unavailable | 1,970 | Unavailable |
| Audio | Unavailable | Unavailable | 632 | Unavailable |
| Slides/Transparencies | Unavailable | Unavailable | 356 | Unavailable |
| CD ROMs | Unavailable | Unavailable | 398 | Unavailable |
| Graphics (Photos) | Unavailable | Unavailable | 210 | Unavailable |

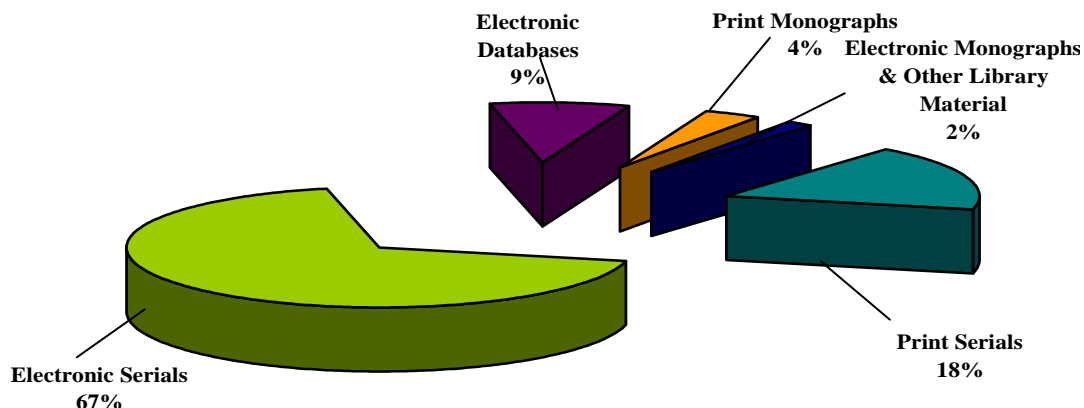
Figure 1: Print and Electronic Serials 2002-2005



| Table 6. Changes to the General Collection | | | | |
|--|-------------------------------|-------------------------------|--|--|
| | Number of Titles 2002/2003 | Number of Titles 2003/2004 | Number of Titles (Volumes) 2004/2005 | Number of Titles % Change from Previous Year |
| Monographic Titles Added | 1,642 | 886 | 839 (1,076) | -5% |
| Monographic Titles Withdrawn | Unavailable | 2,801 | 4,018 (5,139) | 43% |
| Print Monographs Added -Purchased | 697 | 593 | 383 | -35% |
| Print Monographs Added – Gifts | 261 | 125 | 340 (597) | 172% |
| Electronic Monographs Added - Free | 192 | 125 | 50 | -60% |
| Electronic Monographs Added – Purchased | 11 | 16 | 20 | 25% |
| Electronic Monographs Added – Gifts | 0 | 0 | 50 | 100% |
| Print Serials Added-Purchased | 9 | 6 | 3 | -50% |
| Print Serials Added – Gifts | 1 | 0 | 3 (50) | 100% |
| Print Serials Withdrawn | Unavailable | Unavailable | 175 (1,506) | Unavailable |

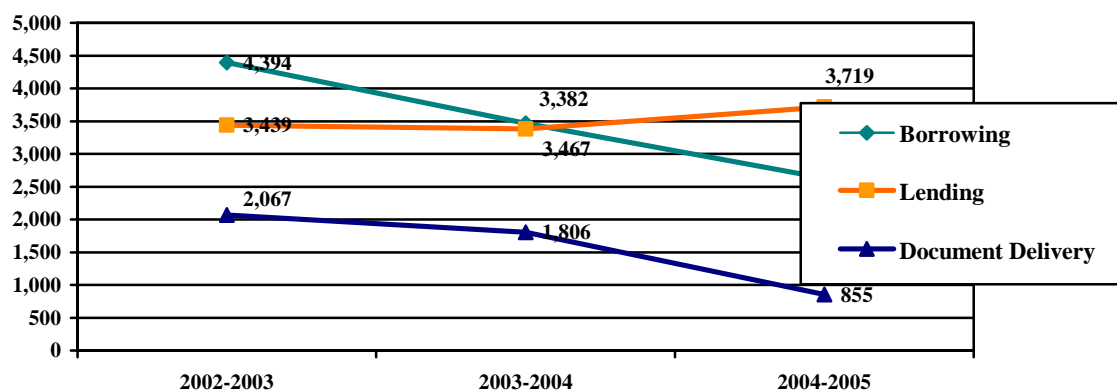
| Table 7: General Collection Development Expenditures | | | | |
|--|-----------|-----------|-----------|--------------------------------|
| | 2002/2003 | 2003/2004 | 2004/2005 | % Change from Previous Year |
| Print Monographs | \$53,727 | \$53,660 | \$32,486 | -39% |
| Electronic Monographs | \$3,500 | \$3,825 | \$3,716 | -3% |
| Print Serials | \$593,674 | \$506,517 | \$160,042 | -68% |
| Electronic Serials | \$97,119 | \$252,800 | \$614,842 | 143% |
| Electronic Databases | \$112,515 | \$122,115 | \$78,928 | -35% |
| ILL Expenditures | \$10,292 | \$15,944 | \$11,112 | -30% |
| Other Library Material (media) | \$6,142 | \$3,600 | \$378 | -90% |
| SubTotal | \$876,969 | \$942,517 | \$901,504 | -4% |
| Contract Binding | \$26,811 | \$20,300 | \$17,134 | -16% |
| Total | \$893,488 | \$962,817 | \$918,638 | -5% |
| Consortial Expenditures | \$10,905 | \$43,440 | \$76,561 | 76% |

Figure 2: General Collection Development Expenditures



| Table 8: Resource Use – Interlibrary Loan/Document Delivery Summary Table | | | | |
|---|-------------|-------------|-----------|-----------------------------|
| | 2002/2003 | 2003/2004 | 2004/2005 | % Change from Previous Year |
| <i>Interlibrary Borrowing</i> | | | | |
| Items Borrowed | 4,394 | 3,467 | 2,629 | -24% |
| Borrowing Requests | 5,279 | 4,359 | 3,315 | -24% |
| <i>Interlibrary Lending</i> | | | | |
| Loan Requests Filled | 3,439 | 3,382 | 3,719 | 10% |
| Loan Requests Received | 4,734 | 4,650 | 4,849 | 4% |
| <i>Document Delivery</i> | | | | |
| Items Copied for Affiliated Users | Unavailable | Unavailable | 269 | Unavailable |
| Items Copied for Unaffiliated Users | Unavailable | Unavailable | 586 | Unavailable |
| Total Document Delivery | 2,067 | 1,806 | 855 | -53% |
| <i>Summary</i> | | | | |
| Total Filled Borrowing, Lending and Document Delivery Requests | 9,900 | 8,655 | 7,203 | -17% |

Figure 3: Interlibrary Loan/Document Delivery Trends



REFERENCE AND USER SUPPORT SERVICES

| Table 9: Number of Mediated Searches and Reference Questions | | | | |
|--|-----------|-----------|-----------|-----------------------------|
| | 2002/2003 | 2003/2004 | 2004/2005 | % Change from Previous Year |
| <i>Latch</i> | | | | |
| Non-LATCH Searches | 117 | 172 | 77 | -55% |
| LATCH Searches | 195 | 124 | 76 | -39% |
| Total Searches | 312 | 296 | 153 | -48% |
| <i>Number of Reference Questions</i> | | | | |
| Reference Questions (In Person & Via Phone) | 16,195 | 12,572 | 11,100 | -12% |
| Electronic Reference Questions | 125 | 205 | 241 | 18% |
| Total Reference Questions | 16,320 | 12,777 | 11,258 | -12% |
| | | | | |
| Total Reference Questions and Mediated Searches | 16,632 | 13,073 | 11,411 | -13% |

| Table 10: Use of Library | | | | |
|------------------------------------|-----------|-----------|-----------|-----------------------------|
| | 2002/2003 | 2003/2004 | 2004/2005 | % Change from Previous Year |
| Book and Journal - Checkouts | 12,168 | 10,683 | 9,667 | -10% |
| Reserve - Checkouts | 11,333 | 10,335 | 6,916 | -33% |
| Media – Checkouts and In-House Use | 4,466 | 4,119 | 3,678 | -11% |
| Total Use | 123,614 | 98,003 | 71,125 | -27% |
| All Formats – Checkouts | 27,967 | 25,137 | 20,261 | -19% |
| All Formats - In-house Use | 95,647 | 72,866 | 50,864 | -30% |
| Initial Circulations | 15,983 | 13,900 | 12,659 | -9% |
| Electronic Resources | 1,251,973 | 1,889,379 | 2,379,926 | 26% |
| Grand Total – Use of all formats | 1,375,587 | 1,987,382 | 2,423,901 | 22% |
| | | | | |
| Annual Gate Count | 314,068 | 325,646 | 297,299 | -9% |
| Service Hours per Week | 93.5 | 94.5 | 94.5 | 0% |

Figure 4: Use of Library Resources

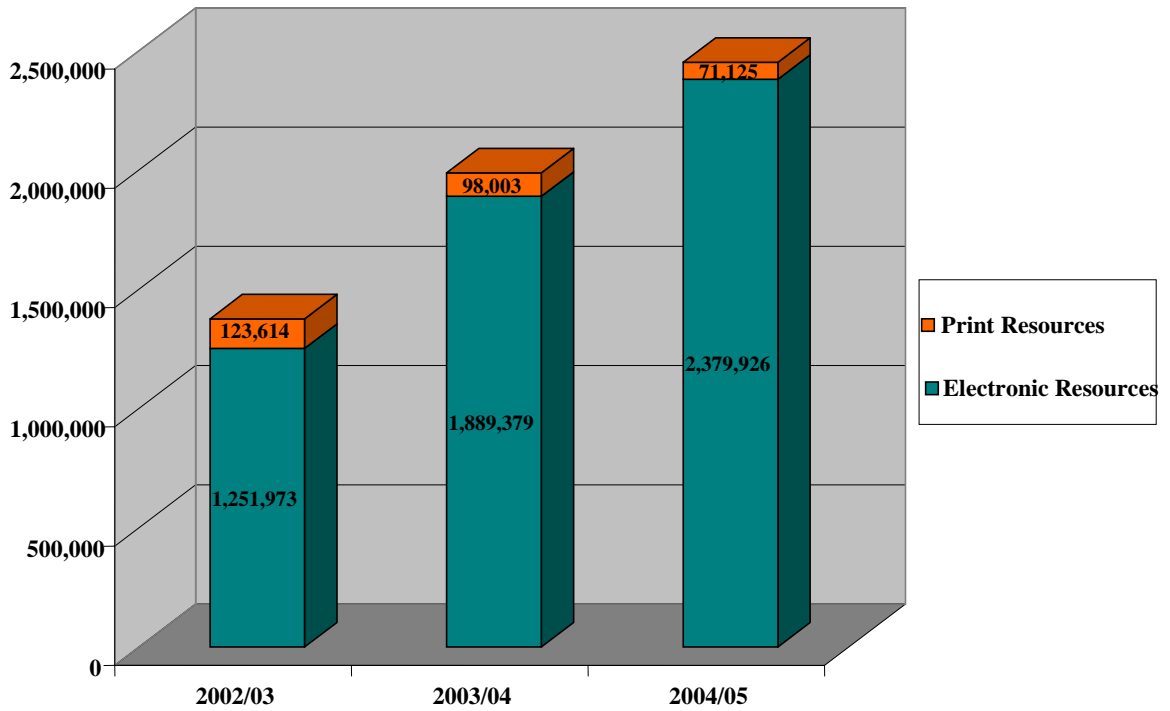
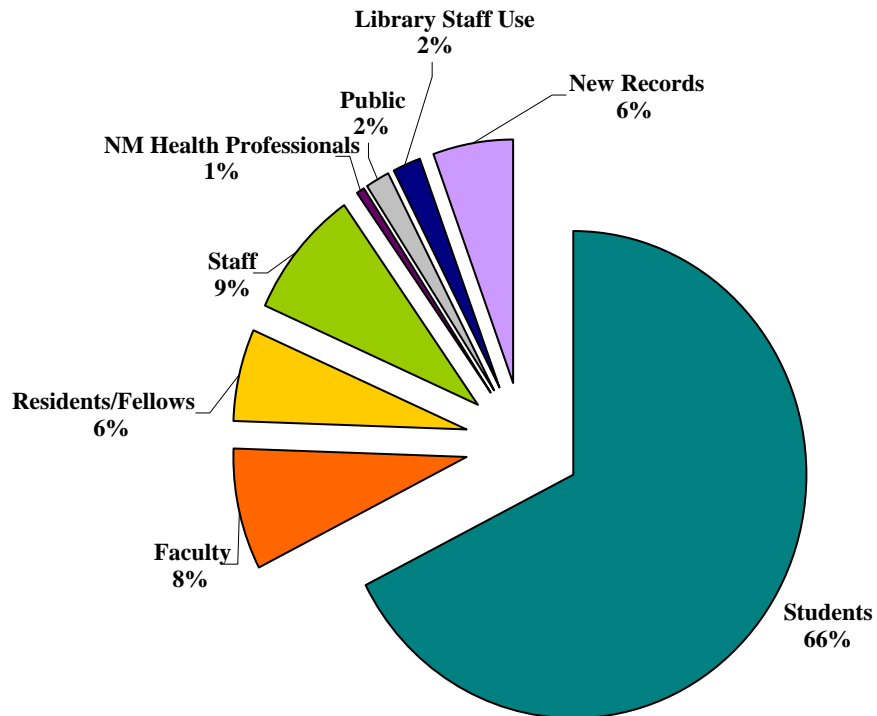


Figure 5: Checkouts by User Groups



SPECIAL COLLECTIONS

| Table 11: Special Collections Summary Table | | | | |
|---|-------------|-------------|-------------|-----------------------------|
| | 2002/2003 | 2003/2004 | 2004/2005 | % Change from Previous Year |
| Manuscripts (Archives in linear feet) | 1,200 | 1,200 | 1,807 | 51% |
| Photos/Slides/Negatives* | Unavailable | Unavailable | 6,736 | Unavailable |
| Audio* | Unavailable | Unavailable | 660 | Unavailable |
| Film/Video/Disks* | Unavailable | Unavailable | 171 | Unavailable |
| Total Graphic Materials | Unavailable | Unavailable | 8,077 | Unavailable |
| | | | | |
| Number of Digitalized Collections | 0 | 6 | 6 | 0% |
| Size of Collections (Megabytes) | 0 | 36.65 | 36.65 | 0% |
| Total Number of Items | 0 | 10 | 10 | 0% |
| Number of times accessed | 0 | Unavailable | Unavailable | Unavailable |
| Number of Volumes/Pamphlets Digitalized | 0 | 7 | 0 | -99% |
| Number of Unbound Sheets Digitalized | 0 | 208 | 208 | 0% |

*Actual number of items

TECHNOLOGY SUPPORT

IT SYSTEMS

| Table 12: Systems | | | | |
|---|-------------|-------------|-------------------------|-----------------------------|
| | 2002/2003 | 2003/2004 | 2003/2004 | % Change from Previous Year |
| Average number of times shared file space is accessed (daily) | Unavailable | Unavailable | ~1500 ¹ | Unavailable |
| Average number of times GroupWise e-mail system is accessed (daily) | Unavailable | Unavailable | ~5,000,000 ² | Unavailable |
| Total Storage Installed | ~5 TB | ~7 TB | ~20 TB | 186% |
| Total Storage in use | 3.5 | 5.5 TB | 8 TB | 45% |
| Total number of accounts | Unavailable | Unavailable | 9,635 | Unavailable |
| Number of active accounts | Unavailable | Unavailable | 3,956 ³ | Unavailable |
| Total Number of Production Servers | 86 | 95 | 104 | 9% |
| Number of Department Servers housed | 20 | 50 | 75 | 50% |

¹User logins per day

²Client server request per day

³Accounts which logged in this year, not including UH

| Table 13: Departmental Databases | | | | |
|----------------------------------|---------|---------|-----------|-----------------------------|
| | 2002/03 | 2003/04 | 2004/2005 | % Change over Previous Year |
| Production MS SQL databases | 41 | 59 | 66 | 12% |
| Test MS SQL database | 15 | 27 | 53 | 96% |
| Production Oracle databases | 3 | 5 | 5 | 0% |
| Test Oracle databases | 4 | 4 | 5 | 25% |

USER SUPPORT SERVICES

| Table 14: Help Desk | | | | |
|---|-----------|-----------|-----------|----------------------------|
| | 2002/2003 | 2003/2004 | 2004/2005 | %Change over Previous Year |
| Number of Documented Logs | 7,700 | 5,825 | 8,184 | 40% |
| Helpdesk Telephone Questions | 13,592 | 11,125 | 13,956 | 25% |
| Helpdesk Incoming Email Questions | 29,692 | 28,932 | 19,050 | -34% |
| Self Service Requests | 126 | 1,101 | 1,455 | 32% |
| New Workstation Installations | 477 | 496 | 573 | 16% |
| Faculty Workstation Project Installations | 200 | 220 | 250 | 14% |

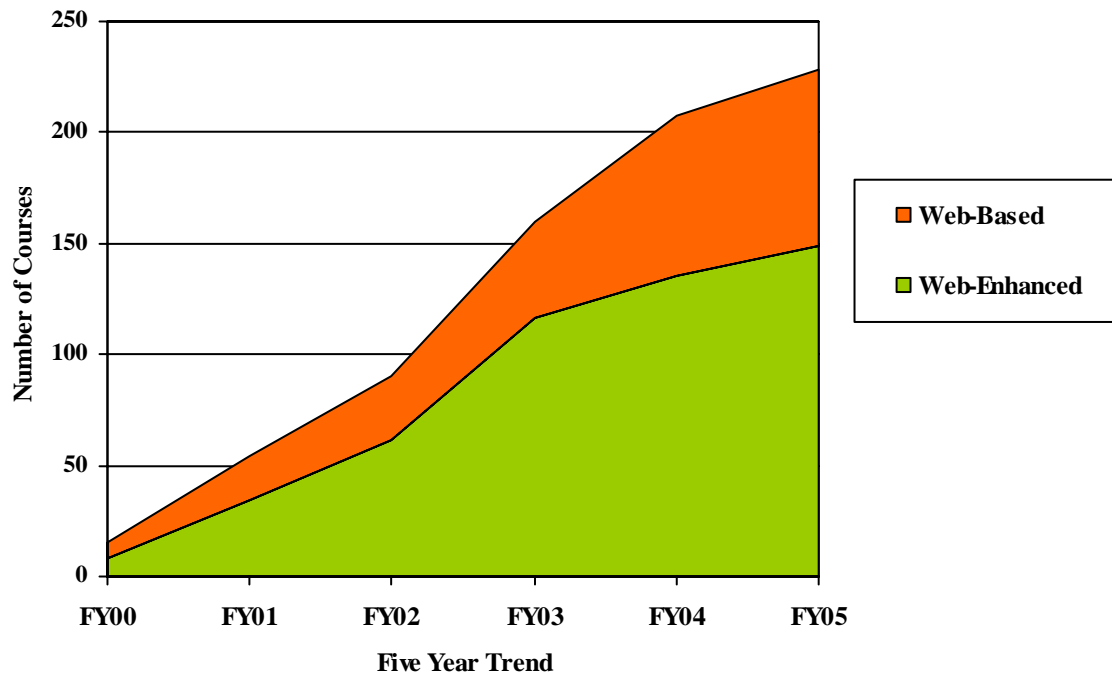
WEB DEVELOPMENT

| Table 15: Web-Based Courses Using WebCT | | | | |
|---|-----------|-----------|-----------|-----------------------------|
| | 2002/2003 | 2003/2004 | 2004/2005 | % Change from previous year |
| School of Medicine* | 5 | 0 | 0 | 0% |
| College of Nursing | 23 | 44 | 48 | 9% |
| College of Pharmacy | 16 | 29 | 30 | 3% |
| Sub-Total | 44 | 73 | 79 | 8% |

| Table 16: Web-enhanced (or hybrid) Courses Using WebCT | | | | |
|--|-----------|-----------|-----------|-----------------------------|
| | 2002/2003 | 2003/2004 | 2004/2005 | % Change from previous year |
| School of Medicine* | 90 | 74 | 77 | 4% |
| College of Nursing | 26 | 61 | 72 | 18% |
| College of Pharmacy | 0 | 0 | 0 | 0% |
| Sub-Total | 116 | 135 | 149 | 10% |
| | | | | |
| Total Web-based & Web-enhanced | 160 | 208 | 228 | 10% |

* includes Diagnostic & Therapeutic Services, Medical Lab Sciences, Masters of Public Health

Figure 6: Web-Based Courses Supported by HSLIC



| Table 17: Application Development and Web Site Support (Cold Fusion*) | | | | |
|---|--------|--------|--------|----------------------------|
| | FY2003 | FY2004 | FY2005 | % Increase FY04 to FY05 |
| HSLIC Developmental Applications in Production | N/A | N/A | 43 | N/A |
| Departmental Websites Hosted | 115 | 150 | 138 | -8% |

* Cold Fusion is an application used to build web accessible databases

Figure 7: 2004/2005 HSC Web Site Page Views from On Campus and Off Campus Locations

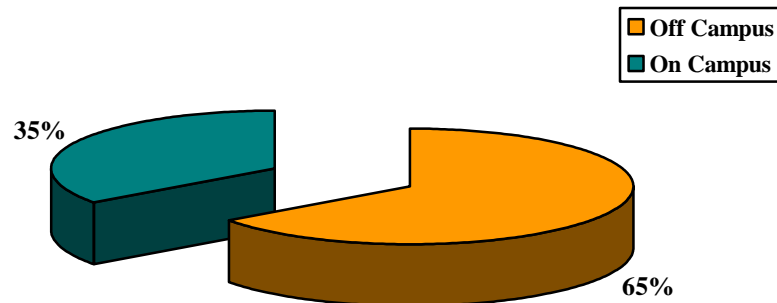
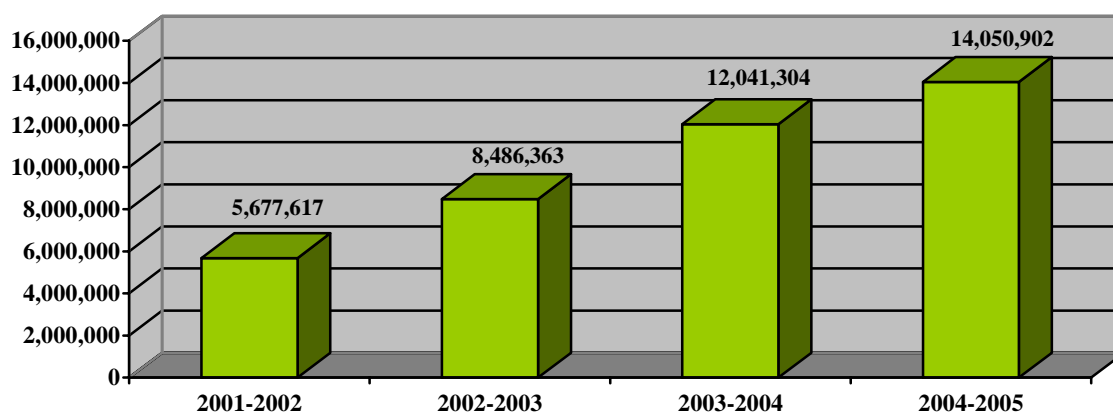


Figure 8: HSC Web Site Page Views – 4-Year Comparison



| Table 18. Top Web Pages within the HSC Web Site in FY 2005 (ranked by number of page views*) | | | |
|--|--------------------------|-----------|---------|
| Rank | Page | Views | Visits |
| 1. | HSLIC Home | 1,508,574 | 658,683 |
| 2. | HSC Home | 885,718 | 569,288 |
| 3. | School of Medicine Home | 320,179 | 143,461 |
| 4. | TECHS User Support Home | 313,967 | 166,314 |
| 5. | College of Nursing Home | 252,847 | 110,212 |
| 6. | College of Pharmacy Home | 156,036 | 100,509 |
| 7. | HSLIC Databases Page | 139,966 | 98,057 |
| 8. | HSC Human Resources | 137,283 | 93,072 |
| 9. | HSC Search Page | 84,975 | 52,931 |
| 10. | HSLIC eJournals Page | 72,353 | 43,590 |

| Table 19: Home Page Views* on Academic Sites | | | | |
|--|---------|-----------|-----------|----------------------------|
| | FY2003 | FY2004 | FY2005 | % Increase FY04 to FY05 |
| HSC | 507,918 | 681,282 | 885,718 | 30% |
| HSLIC home page | 895,283 | 1,024,590 | 1,508,574 | 47% |
| College of Pharmacy | 126,246 | 130,030 | 156,036 | 20% |
| College of Nursing | 154,904 | 252,386 | 252,847 | 1% |
| School of Medicine | 410,822 | 417,595 | 320,179 | -23% |

* A view is when a browser (Internet Explorer, for example) requests a web page from a server. This is the best way to measure web traffic because it is an actual count of how many web pages on our site were requested. A visit is a little less discreet. If one were to visit a web site - hsc.unm.edu/library - and request things from that web site without a pause of more than 30 minutes between requests then that is one visit. One visit can result in many page views.

| Frequently Requested Statistics | | | | |
|--|-------------------------------------|------------------------------------|----------------|----------------|
| | 10 Years Ago 1994/95 | 5 Years Ago 1999/00 | 2003/04 | 2004/05 |
| Total Volume Holdings: | 156,765 | 172,475 | 171,577 | 171,223 |
| Print Serial Subscriptions | 1,820 | 1,420* | 1,141 | 332 |
| Electronic Serials Subscriptions | N/A | 1,217 | 1,130 | 1,402 |
| Total Serials Subscriptions | 1,820 | 2,639 | 1,567 | 1,734 |
| Number of Databases | 3 | 72 | 77 | 74 |
| Amount Spent by Consortia | N/A | \$22,000 | \$43,440 | \$76,561 |
| Total Collection Expenditures Excluding Binding | \$560,973 | \$928,423 | \$942,517 | \$901,504 |
| Gate Count | 255,966 | 263,841 | 325,646 | 297,299 |
| Use of Library Materials (Print, Reserve, Media, Both In-Library and External Circulations) | 306,978 | 187,087 | 98,003 | 71,125 |
| Use of Electronic Resources, Including Databases | N/A | N/A | 1,889,379 | 2,379,926 |
| Total Reference Transactions, Including Literature Searches | 18,940 | 25,073 | 13,073 | 11,411 |
| Interlibrary Borrowing | 5,616 | 4,936 | 3,467 | 2,629 |
| Interlibrary Lending | 6,873 | 6,475 | 3,382 | 3,719 |
| Items Copied for Patrons | 5,886 | 7,647 | 1,806 | 855 |
| Library Presentations to Groups, Including Orientations & Tours | 280 | 208 | 361 | 379 |
| Participants in Library Presentations | 3,472 | 2,366 | 4,184 | 5,307 |
| HelpDesk Requests (Documented) | N/A | 4,626 | 5,825 | 8,184 |
| Web Based & Web Enhanced Courses | N/A | 6 | 208 | 228 |
| HSC Web Sites Hosted | N/A | Unavailable | 150 | 138 |
| HSC Web Site Page Views | N/A | Unavailable | 12M | 14M |
| HSLIC Web Page Viewed | Inception of HSLIC web site | 176,226 | 1,024,590 | 1,508,574 |
| Publicly Accessible Computers (Inside Library) | N/A | 56 | 73 | 73 |
| Public Seating | Unavailable | Unavailable | 317 | 332 |
| Number of Group Study Rooms | 8 | 8 | 6 | 5 |
| Number of Square Feet in Library | 44,171 | 44,171 | 44,171 | 44,171 |
| Total FTE | 40.4 | 45.6 | 73 | 72.4 |
| Service Hours per Week | 91 | 91 | 94.5 | 94.5 |

*Adjusted from 1999-2000 reporting for consistency with 2004-2005 reporting.