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HSLIC Annual Report FY2000-01

Health Sciences Library and Informatics Center

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Annual Report 2000-2001

UNM

Health Sciences Center

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Health Sciences Library
and Informatics Center
Annual Report
FY01

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

Executive Summary

Extended Vision, Expanded Scope

Changing models for electronic resources have challenged our resources. Diversification of funding has become critical for maintaining our electronic journals and databases. Many changes accrued in staffing, in growing our programs, in changing our internal structure to focus on education and resources, and in moving from local and regional to more national and international proposals. Concepts of collaboration and rethinking our vision have pushed us once again to a new organization. The Health Sciences Center Library/ Health Sciences Center Computing Services, under Director Holly Buchanan, EdD moved the two areas closer together but still apart. In a major step toward integration, a new name brought both groups together in a single concept**: *Health Sciences Library and Informatics Center (HSLIC)*.**

Featured grants:

IAIMS
In February 2000, the University of New Mexico Health Sciences Center was awarded an IAIMS (Integrated Advanced Information Management Systems) planning grant (G08 LM6755) from the National Library of Medicine (NLM) with Holly Buchanan, EdD as Principal Investigator (PI) and Fred Hashimoto, MD as co-Principal Investigator (co-PI).

During the two years of the planning grant, the IAIMS program at the University of New Mexico Health Sciences Center will develop an organizational mechanism to manage more effectively the knowledge of medicine and to provide for a system of comprehensive and convenient information access. Particular emphasis has been placed upon providing easy "one-stop information shopping" for the user, ensuring that all users at the UNMHSC will have information when they need it, where they need it, and in the format they need to facilitate academic study, research, and clinical care.

The process began by identifying the potential players who were crucial to constructing a unified infrastructure throughout the Health Sciences Center. The first step was to work in close collaboration with CIRT (Computer and Information Resources and Technology) General Libraries on main campus, and the IT departments at University Hospital and the Health Sciences Center. As a communication tool, the website for the IAIMS planning project has been re-launched with a new design and format. To get an update on current Knowledge

Management Information Technology (KMIT) planning activities and upcoming events, go to: http://hsc.unm.edu/iaims.

The IAIMS program has identified five key goals to ensure ongoing Knowledge Management and Information Technology planning across the HSC campus.

1. Envision the UNMHSC as the comprehensive, easily accessible, electronic healthcare resource and leader for New Mexico.

2. Identify leadership and a planning infrastructure that assures continuous planning, evaluation and process improvement of information systems, is consistent with ongoing UNMHSC planning initiatives, and involves and partners with key constituencies.

3. Assess UNMHSC information technology infrastructure and establish system readiness to support IAIMS implementation, including existing communication systems and networks, especially as they relate to tele-health.

4. Identify and assess information needs for patient care, research, education, and administration.

5. Create a Master IAIMS plan that will serve as a long-range guide for integration of information systems across the campus.

In keeping with these goals, the IAIMS program will make substantial progress in intra-campus communication and integration. This progress can be categorized in ten key areas: Development of Bioinformatics Program; Increasing Resources; Clinical Systems; Development; IT Standardization; Communication; Education; Information Dissemination; Evaluation; Planning; Outreach/Collaboration.

LASM
The LASM (Latin American Social Medicine) grant entered its second year, with Howard Waitzkin, MD, PhD (PI) and Holly Buchanan, EdD (co-PI). The LASM grant website became a reality and was posted on the web (http://hsc.unm.edu/LASM). The Web Development Team, led by Kevin Wiley, worked on the LASM website and its Oracle database parameters. The LASM Team (Howard Waitzkin, MD, PhD, Holly Buchanan, EdD, Celia Iriart, PhD, Russ Davidson, PhD, Jonathan Eldredge, PhD, and Ruth Morris, PhD) continued to focus on obtaining subscriptions and creating abstracts in Spanish and English from Latin American sources. Steady progress was made toward the writing and translating of structured abstracts. The LASM Team also developed the evaluation component for the LASM project's first year. With the increased dissemination of the issues of social medicine via the web, the work on this project is bearing fruit and includes the following aims:

1. Continue to enhance the prominence of UNM Latin American and Iberian programs, promoting the participation of as many academic units as is possible.

2. Increase UNM international presence by developing a topical initiative with international stature that builds on special UNM strengths in Latin American and Southwest studies.

3. Make UNM a strongly bilingual campus by developing ways for students to use their second language substantially throughout their studies in all fields.

4. Integrate the activities of the Latin American and Iberian Institute, the Office of International Programs and Studies, and the new global initiative, and other international activities of instructional and research units through the office of an Associate Provost for International Affairs.

The above aims are expected to offer opportunities for the LASM program to become integrated into UNM programming. We anticipate that a new Associate Provost may serve as a focal point for some ongoing support of LASM.

Project TOUCH

Project TOUCH began in August 2000 as a collaborative effort (Dale Alverson MD – Primary Investigator; Holly Buchanan EdD -Investigator) between the University of New Mexico and the University of Hawaii and their associated high performance computing centers. Project TOUCH is a multi-year program funded by the Office for the Advancement of Teleheath (grant #1D1B TM00003-01) designed to demonstrate the feasibility of employing advanced computing methods such as virtual reality, to enhance education in a problem-based learning (PBL) format currently used in the curriculum in the two schools, applying specific clinical cases (initially brain-injury) as models, and deploying to remote sites and associated workstations over the Next Generation Internet Access Grid. This initiative has also been developed to objectively evaluate the impact of these advanced technologies on actual learning.

The John A. Burns School of Medicine at the University of Hawaii and the University of New Mexico's School of Medicine chose to collaborate on this special project. Hawaii and New Mexico face similar healthcare challenges in providing and delivering services and training to remote and rural areas. Both states must deal with common challenges such as barriers to healthcare access (water in Hawaii, land in New Mexico), unique indigenous populations, large multicultural populations, and isolation of healthcare professionals and students/trainees in remote settings. Recognizing that health care needs are local and require local solutions, both states are focused on improving health care delivery to their unique populations and have begun to benefit from sharing information and experiences. Emerging telehealth technologies can be applied using existing high performance computing and communications resources present in both states.

One of the new needs identified includes development of interdisciplinary health education collaboration, which reflects the changes occurring in the healthcare environment in which health teams work together to address community health issues. A new problem identified entails addressing the difficulties in communication and coordination over distances. In addition, the assessment of process, content, and results via distance education, as well as assessment of student performance and knowledge acquisition via distance education, is a welcomed challenge that will be addressed in future phases

Significant progress has been made thus far in the TOUCH project:

1. Establishment of Next Generation Internet Access Grid studios and networking as the communication backbone to support deployment of the advanced computing tools to enhance problem based learning.

2. Development of a virtual environment for using these innovative learning tools.

3. Further development of a virtual patient simulator to depict a variety of clinical scenarios based on artificial intelligence and virtual reality displays.

4. Graphical animated enhancements of a variety of images, which can placed in three-dimensional environments.

5. Development of an instructional format for production and integration of these tools within a problem-based learning structure.

6. Establish methods of integration of virtual tools with other forms of patient simulation.

7. Development of a comprehensive analytical evaluation system to assess usability and impact on learning of these methods and tools.

Budget for Collection Resources

A proposal to the Legislature to expand funding for journals and books resources was submitted for FY02. The requested funding would enable the HSLIC to add electronic resources which will increase access to information for researchers and clinicians at the Health Sciences Center (HSC) as well as other health professional throughout New Mexico. The request totaled $378,900: Books ($61,110), Journals ($299,790), and Electronic Resources ($18,000).

1. Funding of this request would enable the HSLIC to approach the midpoint rank among regional peer institutions.

2. Continue the transition to electronic collections.

3. Retain the knowledge base required for faculty retention, student recruitment, discovery, cost competitiveness, and educational innovation.

Remodeling and Infrastructure (HSLIC 2001 Project):

The focus this year was on upgrading power throughout the building and preparing for new occupants in the Technology Integration Information Services (TILS) area. The server room was upgraded and a new heating and air conditioning unit was put in. A power audit for Building 234 led to upgrading for the entire building. Americans with Disabilities Act (ADA) compliant signage was installed throughout the building (PHASE II). Six offices were remodeled (211,213, 214, 216E, 230B, 240) to increase space for new occupants. New specialized lighting

(both conference and TV lighting) was installed in Room 228 (conferences/access grid). A fire protection system (water) for the New Mexico Health Historical Archives room was installed.

Web-based Advances:

The Web Team has expanded the number of online courses developed in WebCT from eight to over twenty. These courses represent efforts in conjunction with all HSC educational components.

The Web Team, together with the Human Research Review Committee (HRRC), developed a web-based training application for all researchers working in areas involving human subjects. This application met a National Institutes of Health (NIH) requirement.

The Web Team also has implemented systems necessary to provide streaming media on the HSC Web. They are working with different departments to begin building an online repository of educational presentations.

Over twenty new web sites were established within the HSC.

Planning and design have begun for a redesigned HSC web site that will be presented at the beginning of next year.
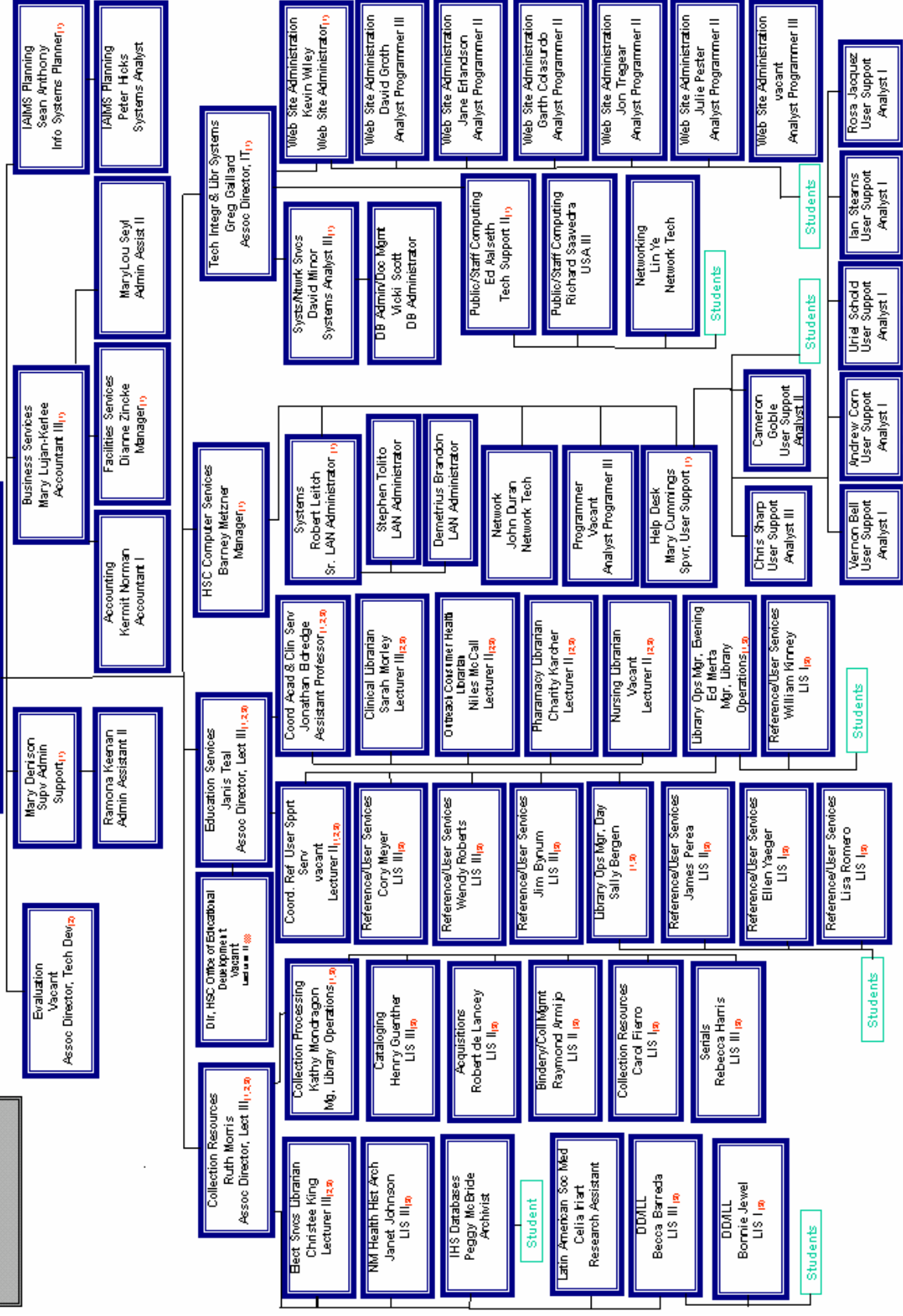
Staffing: Organization Chart as of June 30, 2001

The following page includes the Organizational Chart for the Health Sciences Library and Informatics Center.

Legend
Supervisory Managers (1)
Faculty (2)
Service Desk (3)

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Health Sciences Library & Informatics Center
Holly Shipp Buchanan, EdD
Director/Associate Professor[1,2,3]

IAIMS Planning
Sean Anthony
Info Systems Planner[1]

IAIMS Planning
Peter Hicks
Systems Analyst

Business Services
Mary Lujan-Kerlee
Accountant III[1]

MaryLou Seyl
Admin Assist II

Facilities Services
Dianne Zincke
Manager[1]

Accounting
Kermit Norman
Accountant I

Mary Denison
Supv Admin
Support[1]

Ramona Keenan
Admin Assistant II

Evaluation
Vacant
Assoc Director, Tech Dev[2]

Education Services
Janis Teal
Assoc Director, Lect III[1,2,3]

Dir, HSC Office of Educational Development
Vacant
Lecturer III[2]

Collection Resources
Ruth Morris
Assoc Director, Lect III[1,2,3]

Tech Integr & Libr Systems
Greg Gaillard
Assoc Director, IT[1]

Web Site Administration
Kevin Wiley
Web Site Administration[1]

Web Site Administration
David Groth
Analyst Programmer III

Web Site Administration
Jane Erlandson
Analyst Programmer II

Web Site Administration
Garth Colasurdo
Analyst Programmer II

Web Site Administration
Jon Tregear
Analyst Programmer II

Web Site Administration
Julie Pester
Analyst Programmer II

Web Site Administration
vacant
Analyst Programmer III

Systs/Ntwrk Srvcs
David Minor
Systems Analyst III[1]

DB Admin/Doc Mgmt
Vicki Scott
DB Administrator

Public/Staff Computing
Ed Aalseth
Tech Support II[1]

Public/Staff Computing
Richard Saavedra
USA III

Networking
Lin Ye
Network Tech

HSC Computer Services
Barney Metzner
Manager[1]

Systems
Robert Leitch
Sr. LAN Administrator[1]

Stephen Tolito
LAN Administrator

Demetrius Brandon
LAN Administrator

Network
John Duran
Network Tech

Programmer
Vacant
Analyst Programmer III

Help Desk
Mary Cummings
Spvr, User Support[1]

Cameron Goble
User Support
Analyst II

Chris Sharp
User Support
Analyst III

Vernon Bell
User Support
Analyst I

Andrew Corn
User Support
Analyst I

Uriel Schild
User Support
Analyst I

Ian Stearns
User Support
Analyst I

Rosa Jacquez
User Support
Analyst I

Students

Coord Acad & Clin Serv
Jonathan Eldredge
Assistant Professor[1,2,3]

Clinical Librarian
Sarah Morley
Lecturer III[2,3]

Outreach Consumer Health Librarian
Niles McCall
Lecturer II[2,3]

Pharmacy Librarian
Charity Karcher
Lecturer II[2,3]

Nursing Librarian
Vacant
Lecturer II[2,3]

Library Ops Mgr, Evening
Ed Merta
Mgr, Library Operations[1,3]

Reference/User Services
William Kinney
LIS II[3]

Coord. Ref User Spprt Serv
vacant
Lecturer II[2,3]

Reference/User Services
Cory Meyer
LIS III[3]

Reference/User Services
Wendy Roberts
LIS II[3]

Reference/User Services
Jim Bynum
LIS III[3]

Library Ops Mgr, Day
Sally Bergen
[1,3]

Reference/User Services
James Perea
LIS II[3]

Reference/User Services
Ellen Yaeger
LIS I[3]

Reference/User Services
Lisa Romero
LIS I[3]

Students

Collection Processing
Kathy Mondragon
Mg, Library Operations[1,3]

Cataloging
Henry Guenther
LIS III[3]

Acquisitions
Robert de Lancey
LIS II[3]

Bindery/Coll Mgmt
Raymond Armijo
LIS II[3]

Collection Resources
Carol Fierro
LIS I[3]

Serials
Rebecca Harris
LIS III[3]

Elect Srvcs Librarian
Christee King
Lecturer III[2,3]

NM Health Hist Arch
Janet Johnson
LIS III[3]

IHS Databases
Peggy McBride
Archivist

Latin American Soc Med
Celia Hart
Research Assistant

Student

DDMLL
Becca Barreda
LIS III[3]

DDMLL
Bonnie Jewel
LIS I[3]

Students

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Contributions to the Health Sciences Center's Mission

Information in this section contains contributions from the HSLIC that add value to health care by providing innovative, collaborative education; by delivering health care services at the forefront of science; by advancing science through research; and by facilitating partnerships.

1. Providing innovative, collaborative education

GroupWise was established as the email system for all HSC faculty, staff and students. All major components of the Health Sciences Center (HSC): the School of Medicine, College of Nursing, College of Pharmacy, and University Hospitals are using GroupWise email.

The completion of the HSC Directory was a major milestone for the HSC. As a unified Novell server directory a great many applications can use this resource as a foundation for identifying and authenticating users affiliated with the HSC.

Every classroom computer was replaced with current HSC standard hardware, and for the first time, the HSC standard operating system setup was used on all classroom, staff and public machines.

A search began for the Educator position to provide consulting services for effective delivery of education and training at the HSC.

An additional web developer was hired for web course creation and delivery.

There was continued development of web-based courses in the College of Nursing and the Master of Public Health program; the School of Medicine also added courses.

Participation in programming and architect selection for the new Education Building took place.

Wireless networks are now installed throughout all floors of the HSLIC.

In January 2001 the Pharmacy Librarian was hired to enhance and support library and information services for the College of Pharmacy.

A search was begun for a Nursing Librarian who would support research and information services for College of Nursing faculty and staff.

Sharing electronic resources through Full-Text finder across campuses has increased collaboration across campuses.

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

The Web Team, together with the Human Research Review Committee (HRRC), developed a web-based training application to meet a NIH requirement for all researchers working in areas involving human subjects.

Increased UNM's international presence by developing a topical initiative with international stature that builds on special UNM strengths in Latin American and Southwest Studies.

Through the LASM grant, abstracted seminal articles and books on social medicine in three languages (English, Spanish, and Portuguese) to disseminate research globally.

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

Information identified for the Consumer Health Information Grant from the National Library of Medicine included numerous health sites and materials during this year. One aspect of this project involved creation and maintenance of a web site devoted to identifying locally relevant and culturally sensitive health education materials on the Internet.

Classes were provided to train medical students to find evidence-based literature.

Staff participated in learning about and promoting HIPAA and its implications for the Health Sciences Center through videoconferences and speakers.

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

The Latin American Social Medicine grant integrated the activities of the Latin American and Iberian Institute, the Office of International Programs and Studies, and the new global initiative, and other international activities of instructional and research units through the office of an Associate Provost for International Affairs.

Discussions began about partnering with McMaster University faculty in research into the efficacy of training medical students for lifelong learning.

The library continued to implement the goals of the Consumer Health Information Coalition through a grant from the National Library of Medicine, with PI responsibilities reassigned to Holly Buchanan after the departure of the original PI, Eileen Sullivan. Christee King became the project manager, and Virginia Gillmer undertook maintenance of the consumer health website (http://hsc.unm.edu/chic).

Management of the State Library's grant for the Health Reference Center Academic database was shifted from Access Services to Collection Resources and to the Electronic Resources Librarian. The program was successfully renewed for a second year and statistics are provided to the State Library under the agreement for this full text database made available to all public, academic, tribal and high school libraries across New Mexico.

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

Personnel

Collection Resources saw major changes in the unit, with Kathy Mondragon becoming Manager, Library Operations for Collection Resources and taking over daily supervision of Collection Processes (a group of activities including Serials, Cataloging, Acquisitions, books and journal processing) and Document Delivery/Interlibrary Loan. Kathy retained her roles as Innopac administrator and her activities on electronic journals. With Becca Barreda's impending departure in July, Wendy Roberts began training on the daily activities in DD/ILL. With new technologies approaching for this unit, next year should be a step up in our ability to quickly respond to requests for articles.

This year was dominated by changes in electronic resources. For the first time, we found ourselves participating in an embargo against a journal whose pricing model jumped approximately $5,000 over the previous price. Journals originally offering free electronic with print journals began to charge for electronic separately. Pricing was often dependent on a count of students, researchers, faculty, etc. for all of UNM. The average amount of increase for individual journals was $250 to $300. These issues will continue in the coming year.

Collection Development moved to a new model when the former Collection Development officer (Jonathan Eldredge) took on a new position as Coordinator, Academic and Clinical Services. Rather than hiring another Collection Development position, two groups were created to design a different model for Collection Development. These committees were PERC (Print and Electronic Collections) to define policy, and RDG (Resource Development Group) to select/deselect resources according to PERC guidelines. PERC, headed by the Associate Director for Collection Resources included the Associate Director for Education Services, Manager, Business Services, and the Electronic Resource Librarian, and the Director. PERC defines budgets, strategies, and policies for the collections. RDG, headed by the Electronic Research Librarian included the Associate Directors for Collection Resources and Education Services, and faculty members for Academic Services, Clinical Services, Pharmacy Librarian, and Electronic Resources Librarian. RDG is primarily a selection and deselection committee, with responsibility to bring issues or resources/databases for discussion with the group and to implement policies from PERC.

A review of the Government Documents program generated a committee that recommended that we drop our status as a Selective Depository. With a small staff we are no longer able to fully catalog and publicize the hundreds of items that we receive. We have begun to identify the items we will need to continue to get for the collection from other sources. This change will be enacted in FY02.

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

In July 2000 the Library stopped locally mounting the Ovid group of databases (the Library's most popular online resource) on Library servers, and began accessing the databases from the

Ovid site in Utah. This switch allows for more timely updates and less database maintenance required from the Library staff.

Also in July 2000 proxy server access was made available for HSC faculty, staff, students and preceptors throughout the state. By the end of the fiscal year over 700 proxy account requests had been received and processed by Library staff.

Library staff created "virtual" departmental library web sites for the Anesthesiology, OB/GYN and Surgery departments. This service provides custom designed, subject specific web pages featuring full textbooks and journals of particular interest to the department. Sharing expenses for creating these special web sites helps both the departments and the HSLIC by having the departments pay for some of the electronic resources that can be shared with HSLIC patrons.

The Library web site continues to be by far the most frequently visited location on the HSC web. In this fiscal year we added more interactive and updateable items to the site. These include the ability to order Document Delivery/Interlibrary Loan via forms on the site, a daily list of journals received and links to the General Libraries' Full Text Finder for locating electronic journals available at UNM. Also added to the web site were the medical student research papers for the previous two years.

A variety of licenses for electronic journals and databases were negotiated and activated. In addition to the resources the Library acquires individually, we partnered with The Alliance for Innovation in Science and Technology Information, and with the South Central Academic Medical Library group.

To meet increased customer demand, additional licenses were added for MDConsult and Harrison's Online.

The Electronic Resources Librarian assumed the role of the Principal Investigator on the Consumer Health Information Grant from the National Library of Medicine. One aspect of this project involved creation and maintenance of a web site devoted to locally relevant and culturally sensitive health education materials on the Internet.

Management of the State Library's grant for the Health Reference Center Academic database was shifted from Access Services to Collection Resources and to the Electronic Resources Librarian. The program was successfully renewed for a second year and statistics are provided to the State Library under the agreement for this full text database made available to all public, academic, tribal and high school libraries across New Mexico.

❈ Document Delivery/Interlibrary Loans
Prepared by Becca Barreda, LIS III and Wendy Roberts, MLS, LIS III.

New Departmental Unit for Document Delivery
The Document Delivery/Interlibrary Loan Department moved organizationally from the Library's Access Services/Reference and User Support Services Unit to the Collection Resources Unit. The department now reports to Katherine Mondragon, Operations Manager, and Ruth Morris, Associate Director for Collection Resources.

Staffing
Becca Barreda announced her retirement plans to leave UNM on July 2, 2001, after 25 years of service with UNM, including 22.5 years with the library and 12.5 years with the DD/ILL department. Wendy Roberts, Library Information Specialist III, was selected to replace Becca. Students Sarah Fields and Corinna Saiz both left the DD/ILL Department after 3 years of service each. Student assistants Matt Diven and Sheldon Benally were hired to replace Sarah and Corinna. Sheldon will primarily be working for the Native Health Research Database project.

Document Delivery/Interlibrary Loan Electronic Request Form
A task force for the DD/ILL electronic, web-based request form began work in July 2000. Task Force members were Becca Barreda, Wendy Roberts, Christee King and Rebecca Harris, with Kevin Wiley providing technical assistance. A few new policies were adopted in conjunction with the development of the new form.
1. We will now allow UNM Main Campus Students to order Interlibrary Loans.
2. We will no longer have a $4.00 Fax Fee, because ARIEL is so widely used as a method of delivery. We will have a $4.00 Same Day Processing fee instead for those who need "rush" delivery.

Testing of the form took place in late December and early January with many of our active patrons participating in the testing. Implementation of the form took place at the beginning of the Spring 2001 semester. As of the end of June 2001, approximately 80% of requests are being submitted electronically. Response from our patrons to the electronic form has been very positive.

Prospero Installed
Prospero software was installed on our ARIEL station and DD/ILL staff were trained to use it. Prospero is a free software package that works with ARIEL, and allows us to send documents electronically via email to our patrons. Peter Hicks helped us install Prospero. We updated all our request forms to offer our patrons the option of "electronic delivery" of their articles.

New Fees
SCAMeL Resource Libraries changed their assessment fee from fifty cents to $1.00 per request to support the staff managing the newly developed Electronic Fund Transfer System (EFTS). Therefore the basic fee that SCAMEL Resource Libraries charge increased from $8.00 to $9.00 per article.

HSLIC also increased their Document Delivery fees due to the SCAMeL increase. Our basic charges before the increase were $8.00 for articles the Library owns and $16.00 for articles we have to obtain from other libraries. The charges are now $9.00 and $18.00, respectively. While we also increased the charges for our "Preferred Deposit" accounts, we still give discounts to these customers. These charges increased from $7.00 to $8.00 and from $14.00 to $16.00, respectively.

New Web Based DOCLINE
New DOCLINE was implemented in July 2000. In September 2000, Becca, Bonnie and Wendy attended a training class presented by Ruicha Mishra from NN/LM Regional 5 office in Houston.

QuickDoc

The QuickDoc (QD) software, which is used with NLM's DOCLINE to capture the data needed for the Electronic Fund Transfer System (EFTS) was installed in November 2000. With the help of Vicki Scott from TILS a QD Portal to capture data was initially installed and the data then transferred to the newly installed QD software.

CSEL and HSLIC Document Delivery Reciprocal Agreement

The UNM Centennial Science and Engineering Library (CSEL) and the HSLIC have been sending each other free documents using ARIEL scanners for about a year. When statistics were reviewed, it was clear that Centennial was ordering approximately ten requests for every request ordered by HSLIC. It was also clear that most of the requests coming from CSEL were from the Ibero American Science and Technology Education Consortium (ISTEC) program. CSEL asked if they could send a CSEL student employee to HSLIC to do the ISTEC scanning. We agreed that they could use our ARIEL scanner about 3-4 hours a week.

HSLIC Preceptors and Outreach Members

The DD/ILL department was asked to be the Library's liaison for HSC Preceptor contacts, and to oversee the processing of new preceptor lists and individual authorization forms for all HSC Preceptors. We were also asked to oversee the processing of new, expiring and renewing Outreach Memberships. Ellen Yaeger was asked to help DD/ILL with this processing. Outreach Membership information has to be added or edited in Innopac and in shared files posted on the Library's network.

Other Activities

The DD/ILL department helped the Consumer Health Information Coalition (CHIC) initiative in several ways. We helped send out surveys and made follow-up phone calls to encourage responses to the Initiative. We helped with photocopying and mailing CHIC materials. We set up policies and procedures, including paper and Web-based ordering forms for CHIC related Document Delivery requests, and filled document requests.

DD/ILL helped set up Document Delivery service for the Border Health Information & Education Network (BIEN) Project, a grant that was issued to New Mexico State University.

NMCAL Document Delivery Committee

Becca and Wendy assisted with proposals to the New Mexico Consortium of Academic Libraries (NMCAL) to provide ARIEL and Prospero equipment and service for NM Libraries. The committee is also promoting an OCLC Union List for all NM Libraries.

NN/LM SCR Document Delivery Committee

Wendy represented the Health Sciences Library as a member of the National Network of Libraries of Medicine (NN/LM) South Central Region's (SCR) Document Delivery Committee. She attended the Committee's Annual Meeting in El Paso in October, which was held in conjunction with the Medical Library Association/South Central Chapter's Annual Meeting. Wendy's committee assignment was to write a paper on national Interlibrary Loan standards and codes, which then became a chapter of the NN/LM SCR's Web-based *DOCLINE Manual.*

✶ Native Health Research Database (NHRD)
Prepared by Peggy McBride, MLS, Archivist

The NHRD is a comprehensive collection of information covering contemporary health care research and Indian Health Service publications regarding North American Indians. The documents in the collection date from 1965 to the present. A companion archival collection, the Native Health History Database, covers the years 1636 to 1965.

In May 2001, Peggy McBride was hired to fill the position of Collection Archivist.   A student employee, Sheldon Benally, was hired in February 2001.

Document Delivery
A decision was made with the Indian Health Service (IHS) for a trial period to not charge requestors who are ordering documents from the NHRD database. The Indian Health Service agreed to financially support document delivery through December 2001 to allow the library to offer the service for free. Over this period, information on the cost of document delivery will be collected to allow for an informed decision on the continuation of this service. Changes were made to link document requests to the new DD/ILL web-based ordering form. Changes were also made on some of the database pages and on the DD/ILL online ordering form to integrate and implement the new process. This new procedure has been developed to process requests ordered through the database's online document request page.

NHRD Demonstrations and Presentations
The databases were exhibited at two conferences in May. Library staff worked on revisions of the database brochures for future use.

Continued NHRD Archive Collection Development
A series of computer hardware and software problems led to the decision to move the databases to a new server and to replace the front-end software. The database was moved in June and work was started on developing a new program in Cold Fusion to replace the original Silver Stream software. An Access database of accession numbers and brief citations was established for both NHRD and NHHD.

A review of the archival files of NHRD and NHHD was started to ensure that full-text document copies in the archives backed the bibliographic information on the databases. A comparison of *PubMed* citations from 2000-2001 with those currently on NHRD for that period is ongoing to ensure that all pertinent materials have been cited. The Indian Health Service is being queried regarding published documents for the same time period.   As of the end of June 2001, there were approximately 3600 entries on NHRD.

Budget and Long-term Plan
Work has started on determining the cost of operating the two databases. This information will be used in future budget projections, development of long-term plans, and in seeking additional funding sources.

❋ New Mexico Health Historical Archives
Prepared by Janet Johnson, MA, LIS III

Oral History Project
This year a single, lengthy interview was transcribed, reviewed by the narrator, and finalized. Another interview awaits transcription, while an interrupted interview's continuance and completion is yet to be scheduled.

Discussions are underway regarding possible outsourcing for optical scanning of the more than 170 completed transcriptions for ease of access, possibly via the Archives web pages.

History of Medicine Committee
Eighteen New Mexico physicians, appointed by the President of the New Mexico Medical Society, serve as an advisory body to assist Library staff in building archival collections documenting medical practice in the state. Following the resignation of its Chair (Fred Hanold, MD) after 15 years of service, the Committee met to assess future plans and staffing needs, and voted to request additional financial support be considered by the Society's President and budget committee. With Dr. Hanold's resignation, George Omer, MD was unanimously selected to chair the History of Medicine Committee.

Grants
A grant from the UNM School of Medicine's Khatali Alumni Association during the fiscal year 1999-2000 had made possible the hiring of a part-time archives assistant to increase physical and intellectual control of unprocessed archival materials. A request for continuing support from that group was approved to provide additional funds, $10,000 in Fiscal Year 2002 and $5,000 in 2003.

Deceased New Mexico Physicians
Eulogies were prepared in observance of the deaths of 23 New Mexico physicians. The eulogies, based on obituary notices and information from family and colleagues of the deceased, were submitted for publication in the newsletters of the New Mexico Medical Society and/or the Greater Albuquerque Medical Association.

Living History
During this year a number of researchers contacted the Archives to learn whether records of the Lovelace Clinic and Lovelace Foundation, and the Library's Oral History Project, contained useful information for their projects. These researchers' subjects of interest included early U.S. space travel planning, the U-2 spy plane program, high-altitude flight, woman pilots seeking inclusion in the NASA astronaut program, and a study of aging in male commercial and armed services pilots. In some cases, materials in the Archives were, indeed, found to be of value to this disparate group of scholars.

Collections Acquired
Based on acquisitions during this year, as well as research requests as noted above, this fiscal year might be called "The Lovelace Lode." A large and varied quantity of records and publications were received which document the institutional administrative, research, educational, hospital and managed care histories of the Lovelace family of corporate entities. Included are The Lovelace Clinic, Bataan Memorial Methodist Hospital, Lovelace-Bataan Medical

Center, The Lovelace Foundation for Medical Education and Research, Inhalation Toxicology Research Institute (ITRI), The Lovelace Institutes (TLI), Lovelace Biomedical and Environmental Research Institute (LBERI), Lovelace Medical Foundation, Lovelace Health Plan and Lovelace Respiratory Research Institute (LRRI). The materials include annual, research and financial reports, rosters and vitae of medical staff, newsletters, board minutes, policy documents, brochures and informational publications, building floor plans, and photographs. This rich collection of historical documentation dates variously from 1947 to 1999, and came from two principal sources: (1) The personal files of Clayton S. White, M.D., Director of the Lovelace Foundation for Medical Education and Research from 1966 to 1974, and (2) the former Lovelace Clinic Library, via today's Lovelace Respiratory Research Institute (LRRI).

❋ Library Systems / Collection Processing / Government Documents
Prepared by Katherine Mondragon, BUS, Manager, Library Operations

Major staffing changes and reorganization took place this year. As the Library Operations Manager in Collection Resources, Kathy was named to head the Collection Processing team, which includes management and supervision of Library Systems, Acquisitions, Cataloging, Serials, Collection Management and Government Documents. Supervision of Document Delivery/Interlibrary Loan was also later added. Rebecca Harris joined the team in the Serials role, as Cory Meyer moved to the Education Services Division. With Jon Eldredge's move to Academic and Clinical Services as well as Cory's move, many of their responsibilities were re-assigned to staff in Collection Resources. Robert deLancey took over the processing for Government Documents and the Pamphlet Collection. Henry Guenther took over responsibility for processing monograph gifts and cataloging of Government Documents. Rebecca continued to work with Cory in both Serials and Circulation tasks for a smooth transition for both positions. With DD/ILL joining Collection Resources, Carol Fierro has been cross-trained and helps out in DD/ILL whenever needed.

All backlogs in processing of Government Documents, Approvals and Gifts were cleared out. Another impact to the workload in Collection Processing this year was the closing of the North Campus Mail room. With all of the Health Sciences Center's mail now being processed together with all of the University's mail we have found more misdirected mail and Government Documents, and more lost journal issues (causing more claims for un-received or late serial issues). Because we are no longer able to take outgoing mail to the mailroom any time of day we have had to change the library's schedule for mail delivery and pick-up.

In Library Systems the Innovative Interfaces Innopac software was upgraded to the new release and the Millennium Serials module was added. With the addition of the Millennium Serials module staff training was required, as the serials check-in, binding and claims processes were all changed to this new system. All of our system printers were also reconfigured to laser printers and all forms were re-designed to be sent to the networked laser printers.

❋ Cataloging Services
Prepared by Henry Guenther, MLS, LIS III

During this fiscal year Henry, in addition to regular cataloging, processed the entire backlog of 450 GPO microfiche. Henry also developed a new system for notifying faculty members of new books of interest in their fields, replacing the old "blue card" system finally with an e-mail form. This allows for faster notification while reducing cost and paper. Finally, Henry also took over the process of reviewing gifts of books and journals (formerly done by Jonathan Eldredge).

❋ Acquisitions Services
Prepared by Robert de Lancey, MLS, LIS II

The trends observed in FY 99-00 were still in evidence in FY 00-01, with continued increases in overall orders and receipts, in the number of titles received on approval, and in the percentage of receipts derived from our approval plan. We obtained 1,702 titles not including donations; this represents an increase of more than 14% over FY 99-00, and about 20% over FY 98-99 totals. The percentage received on approval was 87%, compared to 86% in FY 99-00 and 82% in FY 98-99.

The only significant downward trend was in the number of approval titles returned to our vendor. This figure declined to 269 in FY 00-01, or 18% of approval titles received, compared to 341 (27%) in FY 99-00 and 457 (close to 40%) in FY 98-99.

Department Library Collections
Cataloging requests from department libraries increased considerably in FY 00-01, with 300 titles processed, up 40% from the 214 titles cataloged in FY 99-00, but down 14% with respect to 350 titles in FY 98-99. Activity levels were high for only three collections: the Health Sciences Ethics Program, the New Mexico Grief Intervention Program, and the Physician Assistant Program. Substantial cataloging requests from the Dermatology and Psychiatry Departments were received late in FY 00-01 and will be reflected in next year's statistics.

Cataloging activity for Department Collections from July 2000 through June 2001 is summarized on the table with the same name in the Tables Section on page 34.

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

- Health Sciences Ethics Program: two by title, two by author. There were 763 titles in this collection as of 1/12/01, and 788 titles as of 6/7/01.
- Physician Assistant Program: one by title, one by call number. As of 11/15/00 there were 327 titles in this collection.
- Radiology: one by call number. There were 653 titles in this collection as of 4/17/01.

The Orthopedics Department has embarked on a major weeding project.

✸ Serials Unit
Prepared by Rebecca Harris, BA, LIS III

During this fiscal year the Serials unit underwent some changes, as Rebecca Harris took over the serials position and we began to use the new serials interface. Much of Rebecca's year was spent learning the department's calendrical cycle, and Innopac's serials modules. In addition, Rebecca spent time checking and updating the Library's direct journal titles. Carol Fierro and Rebecca did the daily serials check-in, and Carol, Ray Armijo, and Rebecca alternated generating the pull slips. The unit began using the Innovative Interfaces Millennium serials package in March after extensive testing by Carol. Carol also took over the Major's direct orders. Rebecca helped on the Latin American Social Medicine grant by creating a spreadsheet for the books and journals purchased for the grant.

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

Personnel and Organization
The Education Services division of the library underwent significant changes in personnel and organizational structure in 2000-2001. Reference librarian Judith DuCharme, MLS, and Lillian Croghan, Manager of Library Operations both announced their retirements, their last workdays being in December, 2000. Deborah Graham, Associate Director for Access Services, submitted her resignation in November 2000. Nursing Librarian Eileen Sullivan, LIS III, announced in January that she was taking a position with Telemedicine; and Outreach Librarian Niles McCall, Lecturer II, left the library in June 2001.

The Library's Strategic Planning Group (SPG) consisting of Holly Buchanan, Ruth Morris, and Janis Teal undertook a planning process, which resulted in a reorganization of divisions. Access (public) Services would become part of the Education Services Division. This change was effected in May; between Sept. 2000 and May 2001, Holly Buchanan served as the interim director for Access Services.

In the new reorganization, Education Services has two major units: Reference and User Support Services (the former Access Services, encompassing reference, information, and circulation) and Academic and Clinical Services (primarily educational and curricular support). The Document Delivery/Interlibrary Loan function, which relates closely to the collection, was reassigned to the Collection Resources Division of the library.

Reference and User Support Services (RUSS) will be led by a faculty Coordinator. Reporting to the Coordinator are two Library Operations Managers (one for regular hours, the other for evening hours) as well as the reference staff consisting of three Library Information Specialist (LIS) III's. In May, Sally Bergen, MLS, joined the staff as Manager of Library Operations for regular hours. Sally has worked in the New York Public Library System, and more recently as both project and product manager at Reuter's Health Information Services. Jim Bynum, MS, was named as Library Information Specialist III. Jim has experience at several other UNM libraries, most recently the Law Library.

Academic and Clinical Services is also led by a faculty Coordinator. After an internal search process Jonathan Eldredge, PhD Assistant Professor, was named to this coordinator position. Reporting to Jon are four faculty positions: Clinical Librarian (Sarah Morley), Pharmacy Librarian (Charity Karcher), Outreach Librarian (now changed to Outreach and Consumer Health Librarian), and Nursing Librarian.

Charity Karcher, MLS, was appointed to the new position of Pharmacy Librarian after a national search. Charity formerly worked in Distance Education at the College of Pharmacy at Shenandoah University and joined the faculty here in January.

Searches for the remaining vacant faculty positions (Outreach/Consumer Health, Nursing Librarian, and RUSS Coordinator) as well as a vacant LIS III position, began in the spring of 2001. In order to accommodate the reorganization, offices were reconfigured, and Herman Miller components adjusted accordingly. Pairs of faculty members now share designated offices; other staff share offices with those of similar job classifications.

James Perea, LIS II, who coordinates the reserve collection, successfully applied to participate in the UNM career ladder program. Completion of his career ladder will move him into an LIS III (grade 10) position.

During the reorganization, the Library was pleased to serve as the site for an internship semester for Virginia Gillmer, MSW, who is a candidate for her Master's in Library Science at the University of South Florida. Upon completion of her internship, Ms. Gillmer was hired as a temporary employee to create a computer-based training course in basic computer use. Another temporary part-time employee, Ruth Wheeler, formerly a student employee, was hired after her graduation from UNM Law School, to work at the circulation desk.

In summer, 2001, the library hosted Elizabeth G. (Liz) Bayley, MLS, as a visiting researcher from McMaster University. Ms. Bayley is Head of Systems/Curriculum Integration Coordinator at the McMaster Health Sciences Library and is also Assistant Clinical Professor, School of Nursing, McMaster. While at UNM, she explored the possibilities of future collaborative research between the two universities into issues of lifelong learning and the teaching of evidence-based practice.

A significant accomplishment affecting all faculty and staff of the Health Sciences Library and Informatics Center was the writing and approving of a Professional/Staff Development Policy (no. 01-003), which supports the UNM policy on Career Development (University Business Policy, no. 3260). The library's Professional/Staff Development Policy outlines opportunities for professional development for all members of the staff and faculty of the department.

Grants
The library continued to implement the goals of the Consumer Health Information Grant from the National Library of Medicine, with PI responsibilities reassigned to Holly Buchanan after the departure of the original PI, Eileen Sullivan. Christee King became the project manager, and Virginia Gillmer created a consumer health website (http://hsc.unm.edu/chic).

Inservice Training
In March 2000, service desk functions were united into a single point of service, resulting in a need for staff development regarding library procedures and services which formerly lay outside

their functional area. Janis Teal undertook to organize a series of inservices for desk staff. Beginning in August, 2001, and continuing through May, 2001, 18 inservices were conducted; each inservice was offered twice in order to accommodate staff with varying work schedules. Called the "Red/Green" (for New Mexico chili) series, the inservices included such topics as "They Want an Arm and a Leg: Reserving Media Models;" and "Why We are Doing What We are Doing," a discussion of HSC and library mission statements by Director Holly Buchanan. Topics were identified by a preliminary needs assessment survey, and additional topics were selected for addition based on a list of service desk competencies. Eleven faculty and staff members presented the inservices, led by James Perea, who presented 5 topics. 22 faculty and staff attended a total of 240 sessions, ranging from 2-15 sessions each. The mean number of sessions attended by each person was 11; the median was 15. Six faculty or staff members attended 15 of the 18 sessions. Ellen Yaeger managed the record keeping and maintenance of data.

Concurrently with the Red/Green Series was a reference librarian training series which was conducted by Sarah Morley and Janis Teal, with participants Ed Merta, Cory Meyer, Niles McCall, and Wendy Roberts. Sally Bergen and Jim Bynum joined this group in May. This series stressed competencies in searching MEDLINE, particularly using the Ovid database system.

As the Red/Green Series ended, an Intermediate Info series was started under the leadership of William Kinney, LIS I. This series built skills in using the reference collection itself as well as important web sites to supplement reference texts. Participants are Sally Bergen, Jim Bynum, William Kinney, Ed Merta, Cory Meyer, and James Perea. Instruction was delivered by Charity Karcher (drug information), Sarah Morley (statistical information), Jon Eldredge (Journal Citation Reports), Christee King (PsycINFO), and Janis Teal (Directories). A future goal is to offer this series as web-based instruction.

Media/Course Reserves
Plans were begun to make the media collection more accessible to patrons by moving materials to the open stacks on the 4th floor. Deselection criteria were defined, and a plan was made to move slides to the annex and remaining materials, excluding models, to the 4th floor. These plans will be implemented in the second half of 2001.

Health Sciences Career Promotion
In support of the Health Sciences Center's goal of attracting high school students into health professions, the library conducted tours and database demos for numerous high school groups including Albuquerque, Los Lunas, Mora, and Alamagordo High Schools.

✷ Reference and User Support Services
Prepared by Janis Teal, MLS, MAT, Associate Director for Education Services

Reference and User Support Services educated patrons in new aspects of Ovid online access and in the library's proxy server for remote access to library resources.

Two major policies affecting library users were developed. Ed Merta authored the Library's Noise and Cell Phone Policy (no. 01-002), and the Library's Public Workstation Use Policy (no. 01-004), which were subsequently approved by the Operations Management Team.

Sarah Morley chaired a task force on scheduling guidelines for staff and faculty assignments to Info, Phone Info, and Reference Services, as well as weekend and holiday coverage. In order to provide more accurate telephone information, the phone service point, which had been distributed to staff throughout the library, was once again centralized behind the Info desk.

Two additional important projects were undertaken during the year. Under the direction of Ed Merta, the entire collection was retagged with radio frequency tags to comply with a new security system. The library tested the use of a Pay-for-Print system using CopiCards™ as are used in the photocopiers. Several difficulties were discovered, and it was decided not to go to full implementation mode until the problems could be addressed.

✷ Academic and Clinical Services
Prepared by Jonathan Eldredge, MLS, PhD, Assistant Professor

Curricular Support
Academic programs continued to exert demand for library and informatics instruction services regardless of reduced number of Academic and Clinical Services (ACS) faculty available to teach. The new ACS Coordinator previously had filled a similar role and had tutoring experience so he was able to step in and almost immediately join his ACS colleagues Sarah Morley and Charity Karcher in providing curricular support through instruction.

The AAMC Medical School Objectives Project (MSOP) contains a number of learning objectives involving library and informatics skills for medical students. This document informed much of the ACS involvement in the School of Medicine curriculum in Spring 2001. Associate Director Janis Teal secured agreement from the School of Medicine Case Writing Group to implement the relevant MSOP objectives. This initiative grew out of Janis Teal's Integrated Health Informatics Initiative (IHII) intended to create a comprehensive curriculum. The new ACS Coordinator then translated the broad MSOP objectives that needed to be included in the Phase I curriculum into a draft set of detailed learning objectives. Approximately 15 of these original detailed objectives became part of the new student orientation objectives worked out between the Dean of Undergraduate Education and the ACS Coordinator during June 2001. The broad MSOP objectives and the detailed UNM counterparts form such a coherent and comprehensive template for library and informatics training that the ACS Coordinator introduced most of these same objectives into the 10 hours of new student orientation during June 2001 for the Physician Assistant Program, which has a curriculum that parallels and overlaps with the undergraduate medical curriculum in many significant ways. These objectives even influenced the ACS Coordinator's design and implementation of training for College of Nursing, Occupational Therapy, and Physical Therapy students.

For a second year the Health Sciences Library and Informatics Center played major roles in the School of Medicine's Evidence-Based Medicine (EBM) Block for second year students. ACS provided three afternoon-long informatics labs over the course of the Block for a total contact time of three (3) hours with EBM informatics for each student. ACS also sponsored drop-in labs to assist students with hands-on applications of practicing EBM. Dr Jon Eldredge served as a tutor again and as a case writer for the EBM Block this year.

ACS was involved in facilitating the quarterly New Faculty Orientations organized by Dr. Susan Scott's unit for a second year. These sessions are conducted in the Library & informatics facilities. ACS conducts or coordinates the library and informatics skills instruction for approximately 2.5 hours of these three daylong sessions. These sessions cover basic orientation to the facilities, services, and resources of greatest potential interest to new faculty. These sessions also include training with the online catalog and the OvidWeb databases as well as basic GroupWise training.

Tables 18 through 22 reveal that even amidst reorganization and multiple personnel changes ACS faculty continued to maintain a critical mass of instruction and orientation activities to meet user demand. Similarly, ACS faculty rose to the challenges of filling in on service desks, conducting LATCH requests, and mediated searches so that larger Education Services changes would have minimal impact upon users.

The ACS Coordinator facilitated the Library and Informatics Center components of the accreditation processes for the College of Nursing and the Occupational Therapy Program as well as a comparable internal review during 2000 for the College of Pharmacy. As a Tutor Trainer for the School of Medicine Tutor Training courses, the ACS Coordinator was able to work with staff to ensure the reference collection contained materials needed by simulated students from tutorials.

Library Instruction Series
The Library Instruction Series continued with active involvement of ACS faculty and Computer Services staff. These classes provide needed skills to HSC faculty, staff, and students. Cameron Goble of HSC Computer Services regularly taught both Basic and Advanced GroupWise classes as well as FrontPage. Sarah Morley and Janis Teal taught OvidWeb classes and new Pharmacy Librarian Charity Karcher taught the Medical Web Searching class. Becca Barreda and Wendy Roberts taught the Library IQ class.

Library Liaisons
Before her departure in January 2001, Nursing Librarian Eileen Sullivan made progress on creating support for nursing research at the UNM Hospital. She also became a member of the College of Nursing Curriculum Committee. These accomplishments reflect the level of involvement of the Library & Informatics Center in extramural research and education projects which will be continued by the next Nursing Librarian. New Pharmacy Librarian Charity Karcher undertook extensive in-house training in the reference and online searching areas in preparation for her liaison work with the College of Pharmacy.

New Developments
ACS ventured into new areas this year. As part of a larger effort to support Personal Data Assistant/PDA (Palm Pilot) learning, the Library and Informatics Center offered four opportunities for College of Nursing faculty to take a PDA class. ACS provided EndNote instruction as part of its ongoing customized classes offerings. Associate Director Janis Teal taught a special EBM course for surgeons. Dr Buchanan arranged for the ACS Coordinator and staff member Ginny Gillmer to offer a descriptive presentation on services and resources as part of the Science for ALL program on June 21st. With the newly formed ACS unit in place and hoped-for faculty to fill vacant positions ACS anticipates new developments in the year ahead:

conducting original research, marketing Library Instruction Series courses, exploring online registration options, and identifying new course needs.

Latin American Social Medicine
The ACS Coordinator continued to work on the Latin American Social Medicine (LASM) grant project during 2000-2001. The LASM website became a reality along with the UNM Team's making steady progress toward writing and translating structured abstracts for the website. Dr. Buchanan and the ACS Coordinator developed the evaluation component of the LASM project. The ACS Coordinator worked with the Web Development Team led by Kevin Wiley on the LASM website and its Oracle database parameters, tracked all action items for biweekly meetings and presented a poster on the LASM project at the PAHO/WHO Fifth Regional Congress on Health Sciences Information (CRICS V) held in Havana, April 25-27, 2001.

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

The Clinical Medical Librarian (CML) program is in its second year of operation. This year, 44% of all LATCH requests were generated by the CML attending rounds. Ms. Morley attends daily post-call rounds with the four Internal Medicine teams and weekly with a psychopharmacology team in the Child and Adolescent Psychiatry Program. For a description of the program see: Morley SK, Buchanan HS. Clinical Medical Librarianship: extending library resources to the clinical setting. *J Hosp Librarianship* 2001 Spring 1(2): 15-30.

As the Library's liaison to HSC affiliated clinical facilities and programs, Ms. Morley took part in the October JCAHO survey. In June, Ms. Morley was responsible for coordinating the Information Management sessions held during the Graduate Medical Education new House Officer Orientation.

✳ Outreach
Prepared by Jonathan Eldredge, MLS, PhD, Assistant Professor

The Outreach Librarian attends to the diverse health information needs of New Mexico citizens not affiliated with UNM. This year the Outreach Librarian traveled to rural areas of the state such as Taos or Gallup to provide training sessions on such varied resources as MEDLINE via PubMed. The Outreach Librarian also coordinates with the Interlibrary Loan/Document Delivery area to ensure that unaffiliated users are obtaining needed journal articles. In some instances unaffiliated people will come to campus to attend classes. During March 2001 both affiliated and unaffiliated users were able to attend two workshops arranged by the Outreach Librarian and taught by the National Online Training Center on searching National Library of Medicine databases and other electronic resources such as ClinicalTrials.gov.

With the pending departure of the Outreach Librarian the ACS Coordinator began to fill that role toward the end of the fiscal year. The ACS Coordinator planned a workshop in Gallup with the National Diabetes Prevention Center and attended the National Network of Libraries of Medicine/South Central Region Contacts Meeting during June in Houston to ensure a continued Outreach presence.

✹ Pharmacy Library Services
Prepared by Charity Karcher, MLIS, Pharmacy Librarian, Lecturer II

The Pharmacy Librarian liaison position is a new one in the Health Sciences Library and Informatics Center, the result of a collaborative effort between the School of Medicine and the College of Pharmacy. This position was created to enhance library and informatics services and support to the faculty, staff and students of the College of Pharmacy. The Pharmacy Librarian, Charity Karcher, began work in January. Additions have been made to the library's collection of Pharmacy resources, and progress is continuing on the identification and addition of yet more. GroupWise email accounts were created for the College of Pharmacy in the Spring of 2000, and training on this application was also provided. At the request of faculty, classes on using Medline via Ovid were scheduled for Pharmacy students, and an additional GroupWise orientation session was presented to faculty. Efforts are underway to continue and expand the curricular support role of the Pharmacy Librarian into the new year.

Technology Integration and Library Systems Division
Prepared by Greg Gaillard, BA, Associate Director for Information Technology

For TILS fiscal years 1999 and 2000 were shaped by a tremendous infusion of new staff and systems. Fiscal year 2001 was different in that much of TILS' energy was spent refining established services. Perhaps the most visible example of this approach was in public and staff computing. While public computing areas and classrooms were not expanded in terms of the number of available seats, every classroom computer was replaced with current HSC standard hardware, and for the first time the HSC standard operating system setup was used on all classroom, staff and public machines. In fact, TILS was responsible for creating and debugging the two primary system 'images' used elsewhere on campus. Classroom projection equipment was also upgraded to complement the new higher performance computers. The public computing 'functional areas' were consolidated so that curriculum applications are now available on all 32 productivity workstations.

All of the new TILS staff positions created in FY '01 were added to the Web Development Team with the intention of deepening the group's ability to respond to requests for more sophisticated applications. In a way the year marked the completed transition from a website/page creation service to an application development group. Several applications (HRRC, eVote, MSeCME) use ColdFusion in ways that haven't been explored until this year. These applications take advantage of new back-end systems and technologies such as SSL, LDAP and audio/video streaming. The reworked HSC Intranet site represents another type of transition - a move toward a more managed approach using templates and data-driven/content management technologies. The team hopes to more broadly distribute the use of these technologies after a planned December re-launch. Online education is another major initiative for the Web Development Team, and over the course of the year the program enjoyed tremendous success, aided in part by hiring another online education course developer. The number of active WebCT courses tripled and all three schools are now participating.

As with other TILS services, the library network and back-end systems became more refined in FY '01. The website moved to three new servers in September. The migration to the online implementation of the OVID application is now complete and would not have been possible without the development/implementation of a proxy server.   Almost every Intel-based system was upgraded or moved to current generation hardware. The server room upgrade project was completed and features new equipment shelving and racks as well as data center class air conditioning and UPS systems. Finally, the Access Grid project facilitated the replacement of the building's network electronics and the development of a state-of-the-art IP based video-conferencing room. This facility is a good example of how the Library can serve as a technology incubator and 'model environment' for new technologies being considered for campus-wide implementation.

Health Sciences Center Computer Services Division
Prepared by Barney Metzner, MM, Manager, HSC Computer Services

The help desk experienced another dramatic increase in the number of help requests. For example, phone service increased 61% over the past year.   This trend is an indication of the importance of IT services in our organization. This increased activity has had an impact on several major projects that strained our resources and pushed the computer competencies of our users to new heights.

An important accomplishment was the approval of our HSC Information Technology Standards document for desktop computing. With this document many users and support staff have a common reference for identifying the proper framework for making IT decisions.

Two other major projects marked successful milestones during this year as well. GroupWise was established as the email system for all HSC faculty, staff and students. All major elements of the HSC, SOM, CON, COP and Administration are using GroupWise email. This has lead to an upswing in the use of many of the more advanced features of GroupWise, including calendaring, proxy, vacation rules, etc.

Another crucial project was the deployment of the HSC Novell Server Directory. Previously the academic part of the HSC and the Clinical part (UH) had separate directories. During the winter break we successfully combined the two directories into a single directory. The completion of this project was a major milestone for the HSC. With a unified directory a great many applications can use this resource as a foundation for identifying and authenticating users affiliated with the HSC.

There was a great deal of progress made in a host of other areas as well. These include:
- A standardized image for all new workstations that uses the latest technologies and has been thoroughly customized for the specific needs of our organization.
- Major upgrades to all the network electronics.
- Development of the Faculty Workstation Replacement Project (FWRP) for keeping faculty workstation up to the newest standards was initiated.
- A project to upgrade GroupWise to version 6 was formalized and begun.

- The use of Novell ZenWorks for imaging and the deployment of applications like antivirus software and the Citrix client for access to Powerchart.

These projects have kept us very busy. To help us address the increasing workload we have also been working to bring the two helpdesks closer together (HSCCS and UH). A project was begun to combine our help desk applications into a single application that will have far reaching effects on the quality of our support organizations. The groundwork was agreed on and a jointly funded position was established for supporting this new arrangement.

While all this was going on we also managed to implement the new employee review process. Along with attention to compensation and career ladder opportunities the department has kept a positive outlook. Approval of title upgrades for vacant positions has given us a bright outlook for the coming year.

Major Continuing Education Activities

Staff attended the listed Continuing Education opportunities.

Sally Bergen
- Advanced GroupWise on 24 May.
- OvidWeb class on 5 June.
- Intermediate Reference class series on 5 June.

Robert de Lancey
- Workshop: Preserving Your Historic Records, on August 10, 2000 at the Bibliographical Center for Research, Aurora, CO.
- Beginning Excel 2000 class in September 2000.
- Workshop: OCLC FirstSearch: Elements of Searching, on April 24, 2001 in Albuquerque.

Jon Eldredge
- SCC/MLA Annual Meeting, El Paso, October 13-17, 2001
- Spanish I UNM Continuing Education January-May, 2001
- National Library of Medicine, Keeping up with NLM's PubMed, the NLM Gateway and ClinicalTrials.gov. March 12, 2001 8 hours
- Medical Library Association Annual Meeting, Orlando, FL, May 26-30, 2001
- V Congreso Regional de Informacion en Ciencias de las Salud (PAHO/WHO) Havana April 24-27, 2001.

Janet Johnson
- Workshop: Automating Finding Aids at New Mexico State Records Center and Archives, Santa Fe, 9/6/00.
- Workshop: Basic Electronic Records Management At New Mexico State Records Center & Archives, Santa Fe. 2/23-24/01.
- Workshop: Digitizing Photographic Collections At New Mexico State Records Center and Archives, Santa Fe, 5/14/01.

Charity Karcher
- Keeping up with NLM's PubMed, on March 12.
- The Art of Lecturing and Making Presentations; Strategies for Improving Your Skills, on May 16.
- The Annual Meeting of the Medical Library Association, May 25-30, in Orlando, Florida.
- The Medical Library Association Continuing Education Course, Teaching Evidence-Based Health Care Resources, May 25, in Orlando, Florida.

Christee King
- The South Central Chapter/Medical Library Association meeting in El Paso.

Ed Merta
- Civil Rights at Work at UNM, July 2000, UNM Human Resources.
- Management Basics, Introductory Workshop, July 2000, UNM Human Resources.
- SHEA Safety Training for Managers, August 2000, UNM Human Resources.
- Course for credit: Chemistry 121, summer 2000, UNM.

Cory Meyer
- Advanced Access, UNM Division of Continuing Education.
- Intermediate PageMaker, UNM Division of Continuing Education.
- Advanced Excel, UNM Division of Continuing Education.
- Beginning PowerPoint, UNM Division of Continuing Education.
- Keeping up with NLM's PubMed on March 13-14.
- Presentation Skills for Trainers, 3/5/01 - 4/2/01

Katherine Mondragon
- Developing Goals and Performance Standards, Parts I & II, University of New Mexico Employee and Organizational Development, 2001, Albuquerque, NM.
- Conducting Performance Reviews, University of New Mexico Employee and Organizational Development, 2001, Albuquerque, NM.
- The Effects of E-Journals on Your Library. A Medical Library Association satellite teleconference, Health Sciences Center Library, University of New Mexico, 2000, Albuquerque, NM.
- Managing Worst Workplace Scenarios, University of New Mexico Employee and Organizational Development, 2000, Albuquerque, NM.
- Management Basics, University of New Mexico Employee and Organizational Development, 2000, Albuquerque, NM.

Sarah Morley
- Law Reference for the Medical Librarian, Medical Library Association, El Paso, TX, October 3, 2000.
- Basic Mediation Process, Skills and Practice, UNM Faculty Dispute Resolution training, Fall 2000.
- Keeping Up with NLM's PubMed, the NLM Gateway and ClinicalTrials.gov, National Library of Medicine, Albuquerque, March 12, 2001.
- Advanced Seminar in Contemporary Legal Issues, Albuquerque TVI, Spring 2001.

Wendy Roberts
- NLM-sponsored class on "Introduction to Web-based Searching for the Librarian and Information Specialist: Using PubMed, the NLM Gateway and *ClinicalTrials.gov* to Search NLM's Databases." In March.
- The South Central Chapter/Medical Library Association meeting in El Paso.
- Completed 14 hours towards MLS degree at Emporia State University.
- New Mexico Interlibrary Loan Librarian's sharing session in Socorro in November.

Lisa Romero
- Beginning PageMaker(PC and Macintosh), June19-23, 2000.
- Beginning MS Access 2000, July 16-20, 2001.
- Intermediate PageMaker, August 6-10, 2001.
- Outstanding Receptionist, August 29, 2001.
- Advanced PageMaker, September 10-September 14, 2001.

Janis Teal
- "Lecturing and Making Formal Presentations: Strategies for Improving Your Skills," sponsored by SOM Teacher and Educational Development, January 10, Albuquerque.
- The Annual Meeting of the Medical Library Association, May 25-30, Orlando, Florida.
- Medical Library Association Continuing Education Course, May 26, Orlando, Florida: Evaluating Medical Student Searches.
- Medical Library Association Continuing Education Course, May 26, Orlando, Florida: Benchmarking.

Ellen Yaeger
- Completed 15 hours of work towards her BA at UNM.

Awards and Special Achievements

Christee King
- Served as Chair of the South Central Chapter/Medical Library Association Bylaws Committee.
- Served on the National Network of Libraries of Medicine Technology Committee.
- Served on the Amigos Fellowship Awards Committee.
- Facilitated a Medical Library Association journal club for library staff & faculty.

Sarah Morley
- Coordinated a live webcast for UNM HSC, Beyond Wired: Wireless Technology and Health Information, presented by the Houston Academy of Medicine/Texas Medical Center, June 7, 2001.
- UNM SOM Dean's Award of Distinction in recognition of Outstanding Faculty Performance.
- Distinguished Member, Academy of Health Information Professionals, Medical Library Association, credentialing period March 2001 – February 2006.
- Mentor for Wendy Roberts, Emporia State University, MLS program, 2000-2001.
- Chair, SCC/MLA 2000 Governmental Relations Committee.
- Member, SCC/MLA Nominating Committee 2000-2001.

- University Hospital JCAHO Accreditation survey, library liaison, Fall 2000.
- Member, 2000-2001 Program Committee, Legal Division, for the Special Libraries Association 2001 Annual Conference, San Antonio, TX, June 9-14, 2001.
- Member, Award Guidelines Development Committee, Special Libraries Association, Rio Grande Chapter, 2000.
- Member, UNM HSLIC PDA Task Force.
- Member, University Hospital Cerner Patient Information System Committee.
- Member, University Hospital Continuous Process Improvement Committee.
- Member, UNMHSC Internal Medicine Curriculum Committee.

Janis Teal
- Was accepted into the Medical Education Scholars program, January 2001.
- Mentor to Marian Frear, local health sciences librarian, for Academy of Health Information Professionals.
- HSC Education Building Committee.
- Knowledge Management Information Technology Advisory Council.
- Knowledge Management Information Technology Operations Group.
- Curriculum subcommittee for the TOUCH project.
- Participant on the Technology in Undergraduate Medical Education (TUME) Committee.
- Served as a member of the Integrating Group.
- Participated in a brainstorming group for the University of New Mexico strategic planning process.

Publications

Holly Buchanan
- Buchanan HS. Integrating Problem-Based Learning and Active Intelligent Environments: Cultural clash or cooperativeness? 2001 Virtual Worlds and Simulation Conference Proceedings, January 8-11, 2001.
- Morley SK, Buchanan HS. Clinical Medical Librarianship: extending library resources to the clinical setting. *J Hosp Librarianship* 2001 Spring 1(2): 15-30.
- Buchanan HS, Alverson DC, Saiki SM, Jacobs J, Caudell TP, Greenfield J, Minor D. Access Grid Technology: Integrating TCP/IP, high performance computing, and 3-D simulations into telemedicine applications. ATA 2001: Expanding the Practice of Medicine Through Telecommunication Technology Proceedings, June 3-6, 2001.

Christee King
- King, C, IP Addresses. NN/LM Technology Fact Sheet. http://www.nnlm.nlm.nih.gov/scr/techsheets/ipaddres.htm

Sarah Morley
- Morley SK, Buchanan HS. Clinical Medical Librarianship: extending library resources to the clinical setting. *J Hosp Librarianship* 2001 Spring 1(2): 15-30.
- Davis LM, Garcia CZ, Naseyowma J, Morley SK, Lafrada LJ. A Medical Library and American Indian Health Board Partnership: development of a culturally relevant literature database for intimate partner violence. *J Hosp Librarianship* 2001 Spring 1(2): 41-50.

Ruth Morris
- Morris, R, Online Tables of Contents for Books: Effect on Usage. *BMLA* 2001 Winter 89(1): 29-36.

Wendy Roberts
- Roberts, W, Chapter, "National Interlibrary Loan Standards and Codes" for the NN/LM SCR's *DOCLINE Manual.* http://nnlm.gov/scr/netwk/standards.htm

Presentations/Exhibits/Demos

Holly Buchanan
- Presentation to the Science Advisory Council on the electronic journal collection and the Nature licensing issues.
- Invited speaker. Integrating Problem-Based Learning and Active Intelligent Environments: Cultural clash or cooperativeness? 2001 Virtual Worlds Simulation Conference; January 9, 2001; Phoenix, AZ
- Presenter. Access Grid Technology: Integrating TCP/IP, high performance computing, and 3-D simulations into telemedicine applications. ATA 2001; American Telemedicine Association annual meeting; June 4, 2001; Ft. Lauderdale, FL

Christee King
- Sharing Session Facilitator: Acquiring Electronic Resources: nuts and bolts. SCC/MLA Annual Meeting, El Paso, TX, October 16, 2000
- Presentation to the Science Advisory Council on the electronic journal collection and the Nature licensing issues.

Niles McCall
- Presented a half-day workshop in March, on Internet searching at the National Diabetes Prevention Center Southwest's Staff Training Workshop in Gallup, NM.

Ed Merta
- Presented "The Nanotechnology Agenda: Molecular Machines and Social Transformation in the 21st Century," New Mexico CHECS Conference, November 2, 2000, Albuquerque.

Cory Meyer
- Presented to the National Diabetes Prevention Program w/ Niles McCall, Feb. 23, 2001. Gallup, New Mexico.
- Conducted Study Room Procedures Inservice, Feb. 21, and Feb. 28

Sarah Morley
- Sharing Session Facilitator: Acquiring Electronic Resources: nuts and bolts. SCC/MLA Annual Meeting, El Paso, TX, October 16, 2000
- Sharing Session Facilitator: Governmental Relations Committee Hot Topics. SCC/MLA Annual Meeting, El Paso, TX, October 16, 2000
- Invited speaker: Finding Disability Information on the Internet, March 7, 14, 29 2001 for Albuquerque/Bernalillo county Public Library personnel.

- Presented EBM and Informatics curriculum, UNM School of Medicine, January-February 2001
- Presented Fellow Core Curriculum, GME, August 30, 2000
- Presented House Officer orientation, GME, June 26, 2001
- Presented HSC New Faculty orientations, UNM.

Wendy Roberts
- Presented a half-day workshop in March, on Internet searching at the National Diabetes Prevention Center Southwest's Staff Training Workshop in Gallup, NM.

Janis Teal
- Invited participant in a panel discussion, Higher Education Information Literacy Initiatives in New Mexico, at the New Mexico Library Association Meeting, April 20, Albuquerque.
- Presented Evidence-Based Medicine for Surgeons, Surgery Grand Rounds, March 9, 2001, Albuquerque.
- Presented a hands-on class, Evidence-Based Medicine for Surgeons, April 4, 2001, Albuquerque.
- Presented a hands-on class for Medical Education Scholars, Searching Databases for Information on Educational Research, May 10, 2001, Albuquerque.

Staff Honored During Staff Recognition Day
Date May 15, 2001

Staff Recognition Committee Members: Mary Kerlee, Rebecca Harris, MaryLou Seyl, Mary Denison, James Perea, Vicki Scott and Lin Ye.

Holly Buchanan presented the following Certificates of Service Awards:

5 Years	Mary Cummings
	Chris Sharp
	Rebecca Harris
	Raymond Armijo
	Ruth Morris

10 Years	Christee King
25 Years	Katherine Mondragon

Outstanding recognition awards were presented to HSLIC staff:

Outstanding Customer Service

Mary Cummings	Jane Erlandson	James Perea

Continued Outstanding Performance

Garth Colasurdo	Cameron Goble	Katherine Mondragon
John Duran	Edward Merta	Richard Saavedra

Most Professional Growth

Ellen Yaeger

Completion of Ph.D.

Lin Ye

Health Sciences Library and Informatics Center Staff
July, 2000 through June, 2001

Name	Title/Unit	Start Date	End Date
Aalseth, Ed	TILS, Public/Staff Computing	04-30-01	
Anthony, Sean	IAIMS Planning, Syst. Planner	06-12-00	
Armijo, Ray	Collection Resources (Coll. Mgmt)	01-02-95	
Barreda, Becca	Collection Resources (DD/ILL)	01-30-79	
Bell, Vernon	Computer Services, USA I	06-21-99	05-19-01
Bergen, Sally	RUSS, Mgr. Libry Ops, Days	05-14-01	
Brandon, Demetrius	Computer Services (LAN Adm.)	01-20-98	
Buchanan, Holly Shipp	Director	08-15-97	
Bynum, Jim	RUSS, LIS III	05-14-01	
Colasurdo, Garth	TILS, Web Development	10-09-00	
Corn, Andrew	Computer Services, USA I	03-20-00	
Croghan, Lillian	Education Services (Course Reserv)	05-22-78	01-01-01
Crupi, Catherine	Collection Resources (Archives)	09-07-99	07-28-00
Cummings, Mary	Computer Serv. (Supv Help Desk)	05-05-97	
de Lancey, Robert	Collection Resources (Acquis.)	08-01-94	
Denison, Mary	Supervisor, Admin. Support	02-07-00	
Ducharme, Judith	RUSS (Reference Librarian)	10-18-82	01-01-01
Duran, John	Computer Services, Network Tech.	09-14-98	
Eldredge, Jon	Coord. Acad. & Clin. Serv.	01-01-86	
Erlandson, Jane	TILS, Web Development	09-21-98	
Fierro, Carol	Collection Resources	12-04-89	
Gaillard, Greg	Associate Director, TILS	08-03-98	
Gobel, Cameron	Computer Services, USA II	06-15-98	
Graham, Deborah	Assoc. Director, Access Services	04-23-90	11-16-00
Groth, David	TILS, Web Development	06-04-01	
Guenther, Henry	Collection Resources (Cataloging)	10-16-95	
Harris, Rebecca	Collection Resources (Serials)	10-23-95	
Hicks, Peter	IAIMS, Systems Analyst III	10-11-99	
Iriart, Celia	Collection Resources (Res Sci III)	11-22-99	
Jacquez, Rosa	Computer Services, USA I	05-24-99	
Jewel, Bonnie	Collection Resources (DD/ILL)	05-28-96	
Johnson, Janet	Collection Resources (Archives)	02-06-84	
Karcher, Charity	Acad. & Clin. Serv., Pharmacy Librn	01-08-01	
Keenan, Ramona	Admin. Support, Admin. Assist. II	03-26-01	
King, Christee	Collect. Resources, Elec. Res Librn	09-15-90	
Kinney, William	RUSS, LIS I	04-07-00	
Leitch, Robert	Computer Services, Sr. LAN Adm.	06-12-00	
Lujan-Kerlee, Mary	Manager, Business Services	07-28-86	
McBride, Peggy	Collection Resources (NHRD)	05-09-01	
McCall, Niles R.	Acad. & Clin. Serv., Outreach	02-15-00	06-30-01
Merta, Ed	RUSS, Mgr. Libry Ops, Evening	09-21-98	
Metzner, Barney	Manager, Computer Services	07-26-93	
Meyer, Cory	RUSS, LIS III	09-05-91	

Name	Title/Unit	Start Date	End Date
Minor, David	TILS (Systems Administrator)	11-16-98	
Mondragon, Kathy	Collect. Resources, Mgr. Libry Ops	07-10-75	
Morley, Sarah	Acad. & Clin. Serv., Clinical Librn	06-01-99	
Morris, Ruth	Assoc. Director, Collect. Resources	04-15-95	
Norman, Kermit	Business Services (Accounting)	10-29-98	
Perea, James	RUSS, LIS II	05-22-95	
Pester, Julie	TILS, Web Development	03-12-01	
Roberts, Wendy	RUSS, LIS III	10-22-97	
Romero, Lisa	RUSS, LIS I	02-24-86	
Saavedra, Richard	TILS (Networking)	10-25-99	
Schold, Uriel	Computer Services, USA I	03-20-00	
Scott, Vicki	TILS (Database Admin)	12-03-98	
Seyl, MaryLou	Business Services, Adm. Asst. II	08-02-99	
Sharp, Chris	Computer Services, USA III	11-02-98	
Stearns, Ian	Computer Services, USA I	11-29-99	
Sullivan, Eileen	Access Services/Education Services	09-15-97	01-15-01
Teal, Janis	Assoc. Director, Education Services	04-15-94	
Tolito, Stephen	Computer Services, LAN Admin.	10-13-97	
Tregear, Jon	TILS, Web Development	11-20-00	
Wiley, Kevin	TILS, Web Administrator	03-12-00	
Yaeger, Ellen	RUSS, LIS I	05-13-96	
Ye, Lin	TILS (Networking)	06-16-98	
Zincke, Dianne	Business Services (Facilities)	02-02-99	

Temporary Staff

Chavez, Rose
Ervin, Russell
Gilmer, Virginia
Sklar, Annelise
Wheeler, Ruth

Student Assistants

Baca, Lawrence
Benally, Sheldon
Bhakta, Krutik*
Diven, Mathew
Elmaoued, Rola
Engquist, Nathan
Fisher, Lincoln
Gassner, Matthew*
Giron, Albert
Hench, Charles*

Hines, Ryan
Hoover, Edris
Kaiser, Lori
Kakumanu, Anu
Kakumanu, Niru
Kehrman, Sarah
Kumar, Girish
Kumar, Karthik
Linzmeyer, Karl
Litiku, Harold
Lloyd, Celia
Lucero, Al
Majithia, Vishal
Maria, Timothy
McWhite, Jillian
Mehrnoosh, Azin *
Meyers, Oliver
Nett, Jessica

Owolawi, Bolanle
Parker, Nathan*
Pidaparthi, Raghu Ram
Raman, Balaji
Rhymer, Scott*
Rodriquez, Michael
Romero, Yolanda
Saiz, Corinna
Shah, Bijal
Schmitt, Jason
Smith, Heather
Snider, Kyle
Weimer, Veronica
Wheeler, Ruth

* HSC Computer Services

Health Sciences Library
and Informatics Center
Annual Report
FY2001

1. Cataloging Activities

	1998/99		1999/00		2000/01	
	Titles	Volumes	Titles	Volumes	Titles	Volumes
Monographs	1,325	1,562	1,769	1,958	1,672	2,119
Media	90	123	197	426	61	383
Serials/Journals	76	85	69	*2,426	53	2,407
Government Documents	434	457	489	1,327	429	675
Total items cataloged	**1,925**	**2,227**	**2,497**	**6,137**	**2,215**	**5,584**
Items for Departmental Libraries	179	350	98	214	152	308
Journal Titles Added	n/a	n/a	43	n/a	35	n/a
Grand Total items cataloged	**2,104**	**2,577**	**2,638**	**6,351**	**2402**	**3803**
Original Cataloging	52	n/a	22	n/a	12	n/a
Location Change	n/a	18,125	689	689	163	n/a
Withdrawn	n/a	6,491	1,410	1,410	285	n/a

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

2. Cataloging Activity for Department Collections

Department Collection	New Titles	Item Records Added to Existing Bib. Records
Anesthesiology	**0**	**0**
Dermatology	**0**	**0**
Health Sciences Ethics Program	**50**	**15**
Neurology	**1**	**2**
NM Grief Intervention Program	**18**	**12**
NM Prenatal Care Network	**2**	**1**
OB/GYN	**0**	**0**
Orthopedics	**0**	**0**
Physician Assistant Program	**73**	**123**
Psychiatry	**0**	**0**
Radiology	**1**	**2**
TOTAL:	**145**	**155**

3. Acquisitions Comparisons

Monographs:	1998/99	1999/00	2000/01
Approvals Received	1,155	1,274	1,475
Approvals Returned	457	341	269
Direct Orders Received	256	213	227
Direct Orders Returned/Cancelled	19	63	38
Gifts Received	234	1,596	356
Gifts Retained	160	119	195

4. Acquisitions Activities

	1998/99	1999/00	2000/01
Materials Ordered	1,498	1,504	1,780
Materials Received	1,411	1,487	1,702
Materials Paid	960	1,138	1,003

5. Annex Requests

Item Type	1996/97	1997/98	1998/99	1999/00	2000/01
Archives	9	8	19	15	7
Books	112	133	70	72	95
Journals	109	250	570	1217	1082
TOTAL	**230**	**391**	**659**	**1304**	**1184**

Status of Requestor	1998/99	1999/00	2000/01
Faculty	166	289	199
Staff	93	179	166
Student	133	302	273
Other	267	528	526
TOTAL	**659**	**1298**	**1164**

6. Serials Statistics: Active Titles

Category	1998/99	1999/00	2000/01
Vendor Subscriptions	1,261	1,183	1,156
Vendor Standing Orders	207	206	190
Direct Subscriptions	21	27	49
Direct Standing Orders	38	51	33
GovDocs/Serials	155	134	127
Gift Subscriptions	93	93	85
TOTAL ACTIVE TITLES	**1,716**	**1,694**	**1,640**
Titles Added	0	11	13*
Titles Cancelled	56	14	10*
Titles Ceased Publication	7	11	5
Bound Volumes Withdrawn	5,597	0	0
Titles Withdrawn	346	0	0

Figures Based on titles in table 28

7. Journal Subscriptions 2000
Journal Additions for 2000 (for 2001 subscriptions)

Australian Family Physician	Journal of Nursing Measurement
Bibliotheca Medica Canadiana; BMC	Molecular Cell
Cadernos de Saude Publica*	Pediatric Physical Therapy*
Cuadernos Medico Sociales*	Revista Cubana de Salud Publica*
Current Opinion in Oncology	Saude e Sociedade*
Interface*	Thyroid
Journal of Hospital Librarianship	

Subscriptions Not paid for with Library Funds – donated by HSC Departments.

Journal Cancellations for 2000 (for 2001 subscriptions)

Applied Psychophysiology and Biofeedback	Library Literature
Cell Calcium	Library Systems
Clinical Immunology	NMR in Biomedicine
International Journal of Andrology	Pediatric Pathology and Molecular Medicine
International Pharmaceutical Abstracts (print)	Psychological Abstracts (print)

8. Government Documents

	1998/99	1999/00	2000/01
Paper	1,770	1,656	1,041
Microfiche	1,510	533	195
Electronic	52	43	46
Totals	**3,332**	**2,232**	**1,282**

9. Collection Inventory: Library Holdings

	1998/99		1999/00		2000/01		% Change	
	Titles	Volumes	Titles	Volumes	Titles	Volumes	Titles	Vols
Annex--bound journals & monographs	5,072	36,452	5,247	36,383	5,625	36,566	7%	1%
Archives	1,085	1,282	1,087	1,311	1,154	1,341	6%	2%
Atlas Collection	1,512	1,626	1,529	1,683	1,591	1,726	4%	3%
Book Stacks	50,860	52,403	51,679	54,234	51,619	55,969	0%	3%
Consumer Information	181	183	**	**	**	**	**	**
Microfiche	n/a	n/a	353	959	623	1,388	76%	45%
Humanities Room	629	652	653	663	685	707	5%	7%
Index/Abstracts	97	2,016	91	2,040	50	2,028	-45%	-1%
Journals	4,081	65,946	3,816	68,300	3,858	71,992	1%	5%
Media Center	2,480	4,629	2,378	4,280	2,286	4,363	-4%	2%
New Mexico/Southwest	443	720	463	761	449	827	-3%	9%
Oversize	15	15	*	*	*	*	*	*
Reference	1,376	1,549	1,555	1,861	1,512	2,085	-3%	12%
Reserve	306	425	*	*	*	*	*	*
TOTAL	**68,137**	**36,452**	**68,851**	**172,475**	**69,452**	**178,992**	**1%**	**4%**

* Disbanded Reserve & Oversize collections and integrated them into the Reference & Atlas collections
**Disbanded Consumer collections and integrated them into regular collection

10. Use of Library Materials

	1998/99	1999/00	2000/01	% Change
Circulation	20,046	17,699	13,171	-26%
Reserve	16,205	17,116	11,962	-30%
Media	10,816	10,481	*9,075	-13%
In-house Use	151,398	158,907	140,179	-12%
Totals	**198,465**	**204,203**	**174,387**	**-15%**

Media collection was weeded out.

11. U.S. Medical Monographs Prices, 1984-2001

YEAR	Average Price	% Increase over Baseline per Year*	HSLIC Monographs Budget	% Change from Baseline
1984	40.65	4.60%	60,000	0.00%
1985	44.36	14.10%	64,050	6.80%
1986	49.99	28.60%	64,050	6.80%
1987	56.56	45.50%	64,050	6.80%
1988	70.74	81.90%	64,050	6.80%
1989	73.95	90.20%	64,050	6.80%
1990	75.49	94.20%	65,311	8.85%
1991	79.95	105.60%	67,944	13.20%
1992	77.81	100.00%	67,944	13.20%
1993	80.51	107.00%	67,944	13.20%
1994	81.01	108.40%	67,944	13.20%
1995	80.85	107.90%	67,944	13.20%
1996	81.18	108.80%	102,944	71.57%
1997	82.67	112.60%	58,000	-3.30%
1998	87.37	124.70%	58,000	-3.30%
1999	90.41	132.54%	58,000	-3.30%
2000	91.36	134.90%	58,000	-3.30%
2001	100.49**	158.00%	57,100	-2.0%

*Baseline = Year 1982 $38.88 Average price.   **Est. cost per book vendor.*

12. Service Hours

	1998/99	1999/00	2000/01	% Change
Service Hours per Week	91	91	91	0%
Reference Hours per Week	91	63	86.5	37%

13. Mediated Online Searches & Reference Questions

	1998/99	1999/00	2000/01	% Change
Mediated Online Searches	635	641	593	-7%
Reference Questions (Desk & Phone)	21,995	19,929	18,330	-8%
Electronic Reference Questions	NA	NA	144	NA
Total	22,630	20,570	19,067	-7%

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

	1998/99	1999/00	2000/01	% Change
LATCH Searches	292	316	359	14%
LATCH Articles	915	341	355	4%
Photocopy & Duplicating Services	520	466	471	1%

*Duplicating Services were counted by the number of duplicating jobs rather than number of sets duplicated.

15. Outreach Requests Filled & Referred
Total Interlibrary Loans Filled

	1998/99	1999/00	2000/01	% Change
Outreach Requests Filled/Referred (N.M.)	3,263	3,323	4,199	26%
Total Interlibrary loans Filled	2,791	3,764	4,285	14%

16. Total Document Delivery Requests Filled or Referred & Filled

1998/99	1999/00	2000/01	Percent Change
7,827	7,647	8,824	15%

17. Articles Delivered to Preceptors & Students
in Primary Care Settings

1998/99	1999/00	2000/01	% Change
339	565	665*	18%

*This figure continues to include articles processed for Clinical /Volunteer Faculty

18. Instructional Programs and Curricular Support

	1998/99	1999/00	2000/01	% Change
Total participants	2,296	2,366	2550	+8%
# of Sessions	158	208	218	+5%
Instructor hours	403	532	620	+17%

19. Library Instructional Series

Totals:	1998/99	1999/00	2000/01
# of Sessions	35	50	54
Attendees	160	314	242
Contact Hours	46	105	112
FTE Contact Hours	66	156	155

20. Total Instructional Programs/Orientations & Tours

Totals:	1998/99	1999/00	2000/01
# of Sessions	158	208	218
Attendees	2,296	2,366	2550
Contact Hours	296	428	450
FTE Contact Hours	403	532	620

21. Curricular Support Instruction 2000/01

		Sessions	Attendees
College of Nursing		46	432
College of Pharmacy		11	152
School of Medicine Programs:		----	----
----Medical		23	408
----Dental Hygiene		2	26
----Allied Health		9	123
----Physicians Assistant		7	62
----Masters of Public Health		0	0
----Biomedical Graduate		0	0
----Graduate Medical (Residents)		8	38
Outreach		3	17
Other HSC		7	64
Other UNM		3	34
Community		14	178
Totals:	**1998/99**	**1999/00**	**2000/01**
# of Sessions	86	129	133
Attendees	1,547	1,579	1534
Contact Hours	193	279	264
FTE Contact Hours	240	324	344

22. Orientations & Tours 2000/01

		Sessions	Attendees
College of Nursing		0	0
College of Pharmacy		1	80
School of Medicine Programs:		----	----
----Medical		8	96
----Dental Hygiene		0	0
----Allied Health		1	11
----Physicians Assistant		0	0
----Masters of Public Health		1	17
----Biomedical Graduate		1	17
----Graduate Medical (Residents)		2	15
Outreach		0	0
Other HSC		1	47
Other UNM		4	110
Community		12	381
Totals:	**1998/99**	**1999/00**	**2000/01**
# of Sessions	37	29	31
Attendees	589	473	774
Contact Hours	57	44	74
FTE Contact Hours	97	52	122

23. Circulation: Checkouts and Overdues

Month	Circlation	Circulation	Total	Circulation	Billed Overdues	
	Checkouts	Renewals	Checkouts	Overdues	Items	Indiv.
July	1,417	170	1,587	323	2	2
August	3,142	170	3,312	345	0	0
September	4,169	334	4,503	374	0	0
October	4,461	416	4,877	535	4	3
November	4,040	373	4,413	399	3	2
December	1,956	168	2,124	295	4	3
January	2,757	233	2,990	298	0	0
February	2,944	315	3,259	401	0	0
March	2,982	381	3,363	485	12	5
April	3,182	337	3,519	552	3	1
May	1,766	238	2,004	417	3	3
June	1,392	304	1,696	283	16	9
Total	**34,208**	**3,439**	**37,647**	**4,707**	**47**	**28**

24. Circulation of Library Materials

	1990/91 (10 yrs)	1995/96 (5 yrs)	1999/00	2000/01	% Change
Circulation	25,103	23,315	17,699	22,246	26%
Reserve	11,670	25,590	17,116	11,962	-30%
TOTAL	**36,773**	**48,905**	**34,815**	**34,208**	**-2%**

25. Gate Count

Month	1990/91 Gate Count (10 yrs)	1995/96 Gate Count (5 yrs)	1999/00 Gate Count	2000/01 Gate Count	% Change (last year)
July	12,301	12,719	14,325	13,928	-3%
Aug	16,866	20,614	19,963	22,216	11%
Sept	22,509	27,648	28,317	22,479	-21%
Oct	24,823	28,860	26,745	28,185	5%
Nov	20,860	26,094	26,294	28,174	7%
Dec	13,792	16,601	18,777	17,379	-7%
Jan	16,015	18,018	18,212	20,021	10%
Feb	21,185	24,886	27,462	27,462	0%
Mar	20,048	20,773	25,077	26,527	6%
Apr	22,151	25,685	25,429	26,557	4%
May	15,394	17,039	18,807	24,576	31%
June	12,472	14,003	14,433	17,339	20%
Total	**218,416**	**252,940**	**263,841**	**274,843**	**4%**

26. HSLIC USER POPULATION

User Population	Total Registered Users	% Total Registered Users	Active Borrowers
I. HEALTH SCIENCES CENTER			
HSC FACULTY			
Medicine	663	10%	235
Nursing	56	0.8%	36
Pharmacy	50	0.7%	22
Allied Health	20	0.3%	13
Dental Programs	10	0.1%	2
TOTAL HSC FACULTY	**799**	**12%**	**308**
HSC STUDENTS			
Medicine	649	10%	401
Nursing	576	9%	294
Pharmacy	411	6%	288
Allied Health	235	4%	126
Dental Programs	74	1%	36
TOTAL HSC STUDENTS	**1,945**	**29%**	**1,145**
OTHER HSC USERS			
House Officers	599	9%	241
HSC Staff	806	12%	337
HSC Nurse	116	2%	34
Clinical Associates	110	2%	28
Preceptors	523	8%	11
TOTAL HSC OTHER USERS	**2,154**	**32%**	**651**
TOTAL HSC USERS	**4,898**	**73%**	**2,104**
II. UNM MAIN CAMPUS			
MC FACULTY	**86**	**1%**	**41**
MC STUDENTS			
Undergraduates	938	14%	509
Graduates	438	7%	196
TOTAL MC STUDENTS	**1,376**	**21%**	**705**
MC STAFF	**58**	**0.9%**	**27**
TOTAL MAIN CAMPUS USERS	**1,520**	**23%**	**773**
III. COMMUNITY USERS			
Outreach Members	117	2%	19
Individual Health Professionals	105	2%	41
Institutions	24	0.4%	9
Law Firms	8	0.1%	5
TOTAL COMMUNITY USERS	**254**	**4%**	**74**
TOTAL USER POPULATION	**6,672**	**100%**	**2,951**

27. Total HSLIC Registered Borrowers
Compared to Funding Source

	Number Users 1999/00	Number Users 2000/01	% Change	% Total Users 2000/01	Budget Contribution
HSC	5181	4898	-5%	73%	100%
UNM Main Campus	1627	1520	-7%	23%	0%
Community/ Institutions	276	254	-8%	4%	Fee for Service
TOTAL	**7084**	**6672**	**-6%**	**100%**	**100%**

28. Innopac Statistics

Database Composition:	1998/99	1999/00	2000/01
Bibliographic Records**	71,976	74,735	*69,636
Item Records**	194,226	201,025	*186,360
Authority Records	*48,707	59,767	*59,766
Check-In Records	2,288	2,326	*1,639

* Corrected figure - Now includes actual # of records in Innopac –does Not include deleted records.
** Includes database records for department libraries, materials on order, and personal copies on reserve

29. Innopac Online Catalog Searches

	1998/99	1999/00	2000/01
Onsite	63,921	35,055**	4,038
Offsite	46,666	16,576**	4,306
WWW Searches	2,069*	51,896	96,947

* Access to Innopac via the World Wide Web became available to the public on June 3, 1999.
** These figures reflect telnet access to the catalog, which was phased out during the year.

30. HSC Library Web Pages Summary

	1999/00*	2000/01
HSC Library General Web Summary	**Total Hits**	**Total Hits**
Total Number of Visitors – All Pages	30,926	41,000
Total Number of Visits – All Pages	176,226	256,464
Most Popular Pages	**Total Hits**	**Total Hits**
HSLIC Databases and Indexes	48,550	89,022
HSLIC Electronic Journals	23,713	47,992
Other Research Resources	4,465	2,597
Proxy server instructions	NA	5,095

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

31. HSC Computer Services HelpDesk Usage

	1998/99	1999/00	2000/01	% Change
Number of Documented Logs	3,674	4,626	5,035	9%
Number of Undocumented Logs	n/a	n/a	25,175	n/a
Subtotal Logs	**3,674**	**4,626**	****30,210**	**9%**
Phone Calls				
User Support	10,400	11,700	20,800	78%
Supervisor	0	4,160	6,250	50%
HelpDesk Phone	6,500	8,320	11,700	41%
Administration	0	795	1,409	77%
Subtotal Phone Calls:	**16,900**	**24,975**	**40,159**	**61%**
Emails				
HelpDesk Incoming	11,700	18,680	38,664	107%
HelpDesk Outgoing	0	12,066	52,147	332%
Subtotal Emails:	**11,700**	**30,746**	**90,811**	**195%**
Pages				
User Support	0	528	623	18%
Network	0	700	1,600	129%
Subtotal Pages:	**0**	**1,228**	**2223**	**-49%**
Walk-ins	*1,040	2,600	**4,411**	70%
Account Creations	0	2,080	**726**	-65%
Printer Creations	0	260	**295**	13%
Network Devices Replaced	n/a	n/a	**60**	n/a
Network Devices Upgraded	n/a	n/a	**120**	n/a
Totals Per Year	**37,474**	**67,451**	**169,015**	**148%**

<u>Note</u>: *Corrected figure for FY98-99: Walk-ins were incorrectly estimated; this reflects the correct figure.
**First time counted.

32. Frequently Requested Statistics

	1990/91 (10 yrs)	1995/96 (5 yrs)	1999/00	2000/01
Monographic Titles Added:	1,180	2,237	2,497	1,672
Monographic Volumes Added:	1,238	2,394	6,137	2,119
Current Journal Subscriptions:	2,063	1,860	1,694	1,640
Total Monographic Titles:	46,314	54,330	56,994	58,613
Total Monographic Volumes:	53,025	57,828	61,416	76,398
Total Media Titles:	2,022	2,707	2,378	2,286
Total Media Volumes:	3,956	4,647	4,280	4,363
Total Bound Journal Volumes:	88,260	98,304	102,490	102,735
Total Title Holdings:	50,106	59,487	68,851	69,452
Total Volume Holdings:	141,287	160,779	172,475	178,992
Materials Circulated: (Checkouts, Reserve, Media)	56,632	48,905	45,296	34,206
Materials used in the Library:	154,482	132,611	158,907	140,179
Total DD Requests Processed:	7,489	8,661	9,234	8,824
Total ILL Requests Processed:	2,059	2,864	4,224	4,881
Patron Logins to Ovid Databases:	n/a	36,119	56,241	79,430
HSC Computer Services HelpDesk Totals:	n/a	n/a	67,451	167,415