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HSLIC Annual Report FY2002-03

Health Sciences Library and Informatics Center

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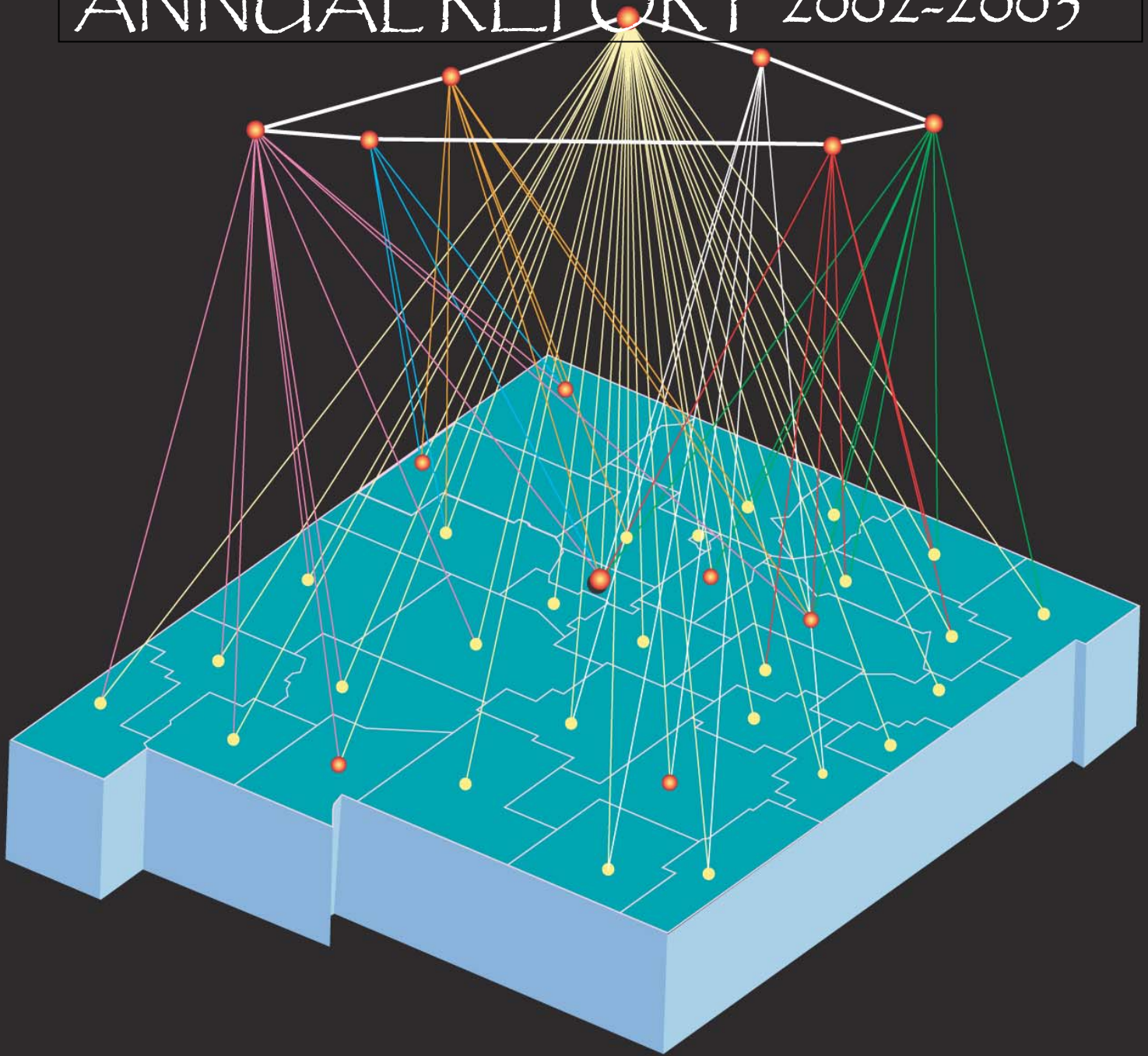
ANNUAL REPORT 2002-2003

THE UNIVERSITY OF NEW MEXICO
HEALTH SCIENCES LIBRARY
AND INFORMATICS CENTER

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HSLIC MISSION STATEMENT

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

HSLIC VISION STATEMENT

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

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

In FY03 Health Sciences Library and Informatics Center (HSLIC) activities could be described by the terms "structure and function." Strategic planning and security requirements formed a structure for innovative and improved functions in the areas of both Library Services and Technology Services (TECHS).

Consistent with a general Health Sciences Center (HSC) emphasis on strategic planning the Health Sciences Library and Informatics Center (HSLIC) undertook a **strategic planning process**. An External consultant was engaged to prepare and lead two days of retreat for HSLIC leadership in June 2002, culminating in creation of a mission statement, a vision statement (both printed as a preface to this report), core values, and strategic goals and objectives. The Operations Management Team (OMT) convened monthly during FY03 as a follow-up to the strategic planning retreat to further organize the goals and objectives as well as the teams to implement them. Major goals follow here, and objectives for FY04 are presented at the end of this Executive Summary.

Major Goals of HSLIC Strategic Plan
- Develop and maintain programs, products and services that consistently provide added value.
- Continually develop and assess internal systems to ensure effective support of HSLIC programs, products and services.
- Develop and maintain communication methods that illuminate HSLIC services for customers.

In 2003, **security** emerged as a focus. Year-end dollars were used to protect library users and employees through the installation of video surveillance cameras, installation of supplemental lighting, and structural reinforcement of shelving to prevent toppling. A different type of security issue was addressed as all employees passed federally-required HIPAA training in the spring, and HIPAA training was added to the standard orientation for new HSLIC employees. HSC Administration recognized the increasing importance of network security and allocated funding for a security analyst position, effective in FY04. In order to assure continuity of service, another aspect of security, TECHS and Library Services implemented back-up systems to achieve redundancy. For example, Library Services added a second public printer, and TECHS assured regular back-ups of departmental servers located in HSLIC. In compliance with HIPAA and HSC policies, TECHS User Support adopted privacy standards and implemented them through such practices as wiping clean all drives on equipment to be surplussed or used elsewhere. Secure individualized user authentication was implemented for all new applications in FY03.

Both TECHS and Library Services gave attention to **evaluation of services** in order to assure high quality service and products. Web usability testing was implemented before the new HSC website redesign was made public. Library services were evaluated through participation in LibQual+™, a national quality survey of libraries. For the past 20 years, HSLIC had used internally developed surveys to elicit user opinion and feedback; by contrast, participation in LibQual+™ will allow benchmarking comparison with other academic health science libraries and members of the Association of Research Libraries. HSLIC data will be received and analyzed in the fall of 2003.

Building on standards and policies developed during 2002, HSLIC divisions reviewed **processes** to standardize and improve services as well as to initiate new services. These changes resulted in **new roles** throughout HSLIC. HSLIC faculty began the development of a liaison program by identifying departmental subject areas for which each faculty member would serve as a selector and weeder. Library Services coordinators examined outdated practices, which resulted in improved services regarding open hours and borrowing privileges; the pricing structure for library services was simplified for customer convenience; because of the ready availability of government information on the Web, the library's status as a partial government depository library was discontinued; a refined donations policy clarified the procedures for donors to use, in order to reduce unnecessary labor in processing donations; furniture stored off-site was examined and surplussed where possible, in order to reduce costs associated with off-site storage.

New services implemented by Technology Support (TECHS) included a workstation display area to enable departments to try new equipment before making a decision to purchase. A server colocation service was begun in order to house departmental servers in HSLIC facilities to maximize their security. All web applications are now developed using a standard process involving the whole team; systems standardized escalation procedures allow for customers to work with the whole team rather than a single individual.

During FY02, HSLIC **partnered** with several departments and units **on various initiatives** and received external funding from outside the HSLIC budget. Examples of these included the following: a) The Cancer Research and Treatment Center funding of a User Support Analyst 3 to deliver desktop support to the CRTC faculty and staff, supervised by HSLIC; b) College of Pharmacy funding of .5 of the Pharmacy Librarian; and c) various SOM departments funding to support licensing a complementary medicine database.

In January 2003, the HSC's annual partnership publication, *Alliances* featured an article on the **value but high cost of electronic resources** . Entitled, "Electronic Journals Provide New Mexicans with Better Health Care," this article set the stage for explaining why electronic resources are increasingly needed by HSC faculty, students, and staff and underscored the fiscal demand those resources place on a flat acquisition budget impacted by the high-inflation publishing industry.

During FY03, the School of Medicine published the *Institutional Self-Study, 2003* (May) in preparation for accreditation by the Liaison Committee on Medical Education (LCME) and the Committee on Accreditation of American Medical Schools. This self-study identified four weaknesses within the School, one of which was: "Our Health Sciences Library and Informatics Center is under-funded for acquisitions when compared to regional and national benchmarks." The study recommended "seeking extramural support for our HSLIC to increase acquisitions." To respond to this recommendation and to support the extraordinary growth of the HSC research enterprise, the HSC Vice President's office committed to increase the HSLIC acquisitions by $100,000 for FY04.

In addition, during FY03, HSLIC prepared an **FY04 legislative proposal** to provide funding to retain existing high cost acquisition, add materials to support educational and research programs, and enable access to HSC electronic resources at several pilot sites around the State. This proposal for $750,000 was eventually ranked by the HSC as the number two priority for I & G funding. We are hopeful that the NM Legislature will review this proposal favorably during the upcoming 2004 legislative session.

Goals and Objectives for FY04

The following selected objectives outline FY04 HSLIC work within the structure of the three strategic goals:

Goal 1: Develop and maintain programs, products and services that consistently provide added value.
- ❖ Re-assess reproduction services (printers and copiers)
- ❖ Begin annual assessment of the HSLIC physical environment
- ❖ Increase customer satisfaction by ensuring the User Support Desk works as a cohesive group
- ❖ Implement InfoEd products
- ❖ Improve usability and security of remote access technologies
- ❖ Implement document management software (Work2gether) to manage HSC-wide policies
- ❖ Develop mechanisms to keep abreast of new HSC research fronts and education programs in order to keep the collections relevant and current
- ❖ Implement the Library Liaison program
- ❖ Implement the Hall of Achievement
- ❖ Establish development of pilot environments for the development of IT applications, operating systems, and networks

Goal 2: Continually develop and assess internal systems to ensure effective support of HSLIC programs, products and services.
- ❖ Assess HSLIC staff meetings and committees for effectiveness and efficiency
- ❖ Assess current means of internal communications and develop a plan to improve communications

❖ Integrate and evaluate the HSLIC expression of HSC core values into the workplace
❖ Define, implement, and evaluate HSLIC internal management systems (Human Resources, Financial, Policies and Procedures, and Quality Improvement)
❖ Establish a management training program to assure team functionality
❖ Establish effective means for good account management, especially for external client accounts

Goal 3: Develop and maintain communication methods that illuminate HSLIC services for customers
❖ Develop multiple communication plans to market and explain HSLIC services
❖ Work with Public Affairs and other HSC components to make the HSC Intranet a central location for employee information and communication

Health Sciences Library and Informatics Center

R. Philip Eaton, M.D.
Vice President for
Health Sciences,
University of New Mexico

Holly Buchanan, Ed.D.
Director,
Health Sciences Library and Informatics Center

Mary Kerlee
Manager,
Business
Services

Linda Byrd
IS Planner

TBA
Supervisor,
Admin. Support

Greg Gaillard
Deputy Director,
Technology
Support

Janis Teal
Deputy Director,
Library Services

TBA Faculty
HSC Office of
Educational
Development

TBA Faculty
Informatics

Barney Metzner
Manager,
IT Systems

Richard Adcock
Manager,
User Support

Kevin Wiley
Web Site
Administrator,
Web Dev Team

Jonathan Eldredge,
Ph.D.
Coordinator,
Academic &
Clinical Services

Christee King
Coordinator,
Collection
Resources

Richard Carr
Coordinator,
Reference & User
Support Services

TBA
Sr. Program
Manager
(Curator, Special
Collections/Hall of
Achievement)

Health Sciences Library and Informatics Center - Library Services

Janis Teal[1,2,3]
Deputy Director,
Library Services

Jonathan Eldredge PhD[1,2,3]
Coordinator,
Academic & Clinical
Services

Christee King[1,2,3]
Coordinator,
Collection Resources

Richard Carr[1,2,3]
Coordinator,
Reference & User
Support Services

TBA[1]
Sr. Program Manager
(Curator, Special Collections/Hall
of Achievement)

Sarah Morley[2,3]
Clinical Librarian

Katherine Mondragon[1,3,4]
Manager, Library Ops.
Operations

Anne Sklar[3]
Library Information
Specialist 3

Peggy McBride[3,4]
Archivist

Ingrid Hendrix[2,3]
Nursing Librarian

Rebecca Harris[3]
Library Information
Specialist 3

Cory Meyer[3]
Library Information
Specialist 3

TBA Faculty[2,3]
Electronic Services
Development Librarian

Charity Karcher[2,3]
Pharmacy Librarian

Wendy Roberts[3]
Library Information
Specialist 3

James Perea[3]
Library Information
Specialist3

Vacant[2,3]
Outreach & Consumer
Health Librarian

Robert de Lancey
Library Information
Specialist 2

James Bynum[3]
Library Information
Specialist 3

Raymond Armijo
Library Information
Specialist 2

Henry Guenther[3]
Library Information
Specialist 3

Carol Fierro
Library Information
Specialist 1

Sally Bergen[1,3]
Manager, Library
Operations (Day)

Ellen Yaeger[3]
Library Information
Specialist1

Bonnie Jewel
Library Information
Specialist 1

Lisa Romero[3]
Library Information
Specialist 1

Edward Merta[1,3,4]
Manager, Library
Operations (Evening)

William Kinney[3]
Library Information
Specialist 1

Legend

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

Health Sciences Library and Informatics Center – TECHS

Greg Gaillard[1]
Deputy Director,
Technology Support

Barney Metzner[1]
Manager, IT Systems

Kevin Wiley[1]
Web Site Administrator
Web Development Team

Richard Adcock [1]
Manager, User
Support

John Abrams
Sr. LAN
Administrator

Stephen Tolito
LAN Administrator

Corinne Sharp
LAN Administrator

Ian Sterns
Analyst Programmer 2

Lin Ye
Network Tech

Dilek Scott[1]
Systems Analyst 3

Vicki Scott
Database
Administrator

Peter Hicks
Systems Analyst 3
.5 FTE

David Groth[4]
Analyst Programmer 3

Kim Hagen
Analyst Programmer 3

Garth Colasurdo
Analyst Programmer 2

Jane Erlandson
Analyst Programmer 2

Julie Pester
Analyst Programmer 2

Jonathan Tregear
Analyst Programmer 2

Tom Deering
Sr. Web Designer

Edward Aalseth[4]
Technical Support
Analyst 2

Chris Sharp
Technical Support
Analyst 2

Nancy Prewett
User Support Analyst 2

Richard Saavedra
User Support Analyst 3

Vacant
User Support Analyst 3
(Cancer Center)

Andrew Corn
User Support Analyst 3

Mary Cummings[1,4]
Supervisor, User
Support

Cameron Goble
User Support Analyst 2

Andrew Corn
User Support Analyst 2

Nathan Parker
User Support Analyst 2

Rosa Jaquez
User Support Analyst 1

Uriel Schold
User Support Analyst 1

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

NOTE: Given the number of significant changes within TECHS during the Summer of 2003, this chart reflects the organization of TECHS at the time the annual report was prepared.

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

Mary Kerlee[1] Manager, Business Services	Linda Byrd[1] Information Systems Planner KMIT/IAIMS Planning Office	TBA[1] Supervisor, Administrative Support

Dianne Zincke Facility Manager	Diane Wax Visiting Lecturer	Ramona Keenan Administrative Assistant 2

Kermit Norman
Accountant 1

Randy Stewart, MD
Visiting Assistant
Professor, Informatics

MaryLou Seyl
Administrative
Assistant 2

TBA
Account Tech
(.5 FTE)

Legend

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

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Unit Accomplishments

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

The Academic and Clinical Services (ACS) division seeks to improve all users' skills in using information resources effectively. ACS faculty members accomplish this goal by utilizing varied instructional methods within different contexts. ACS activities generally can be categorized into three major types: orientation, curricular integration, and freestanding classes. Orientation consists of creating awareness in users of the availability of relevant resources. Curricular integration involves training students on how to use relevant information resources effectively as part of their academic curriculum. Finally, ACS provides classes in a freestanding, regularly scheduled "Library Instruction Series" (LIS), covering a variety of subjects ranging from PowerPoint to MEDLINE instruction.

Over the past year, ACS librarians have assumed new roles in instruction and related areas. A new kind of activity has emerged which this author terms "Curricular Immersion". This new activity encompasses tutoring in problem-based learning curricula at the HSC and the co-teaching of courses once solely within the domain of non-librarians. Charity Karcher, Ingrid Hendrix, Sarah Morley, and Coordinator, Jon Eldredge, all participated this year by tutoring in the School of Medicine and the College of Pharmacy. Ingrid Hendrix and the Coordinator also co-taught regular credit courses alongside non-librarian faculty members in both College of Nursing and MPH Program curricula respectively, receiving positive evaluations from students and from faculty co-teachers.

Curriculum development was another new area of faculty librarian participation in the past year. Nursing Librarian Ingrid Hendrix worked with three different curriculum committees for the College of Nursing (the Undergraduate Curriculum Committee, the Graduate Curriculum Committee and the PhD Planning SubCommittee). Pharmacy Librarian Charity Karcher followed a parallel path by participating in College of Pharmacy curriculum planning,

ACS librarians also played important roles in accreditation reviews of the School of Medicine and the College of Pharmacy. Holly Buchanan, EdD, served on the Liaison Committee on Medical Education (LCME) Institutional Self-Study Task Force; Janis Teal was a member of the Library and Information Systems Committee; Jon Eldredge, PhD, was the library point person and was responsible for writing the library's self-study document. Charity Karcher represented the library and was responsible for the library's self-study document for the College of Pharmacy review by the American Council on Pharmaceutical Education (ACPE).

ACS faculty members this year presented successfully at a variety of professional conferences. Ingrid Hendrix presented original research involving a randomized controlled trial for which she and the Coordinator won the South Central Chapter/Medical Library Association Research Award during October 2002. Charity Karcher was a key presenter on Personal Digital Assistants at the 27th Annual Conference on Advances in Primary Care. This primary care conference workshop was funded by a Technology Awareness Grant from the National Library of Medicine,* a grant written by Outreach Librarian Sharon Lezotte and Linda Byrd. Ingrid Hendrix presented a paper at the MLA Annual Meeting related to her work with Kathy Lopez-Bushnell, Clinical Nurse Researcher, RNC, Ed.D, MPH, MSN on Evidence-Based Nursing. Charity Karcher and Sarah Morley engaged in original descriptive survey research on Personal Digital Assistant (PDA) use, which will be reported during the next annual report cycle.

Collection Resources
By Christee King, MLS, Coordinator, Collection Resources

For the second consecutive year, Collection Resources examined how the unit works and what it does that has meaning and adds value for HSLIC. As did other HSLIC units, Collection Resources looked for those processes and policies which may have lost meaning or value over the passage of time, resulting in changes described below.

Because of the ready availability of government information on the Web, HSLIC made the decision to discontinue the Library's status, after twenty-nine years, as a selective federal government publications depository. The U.S. Superintendent of Documents accepted the decision and shipments stopped in the late fall of 2002.

Libraries universally must examine their practices regarding receipt of gift materials, in order to assure that the added value to the collection outweighs the labor of processing the materials. This year Collection Resources assessed the old donations policy and created a new policy to ensure that gifts accepted are relevant and useful additions to HSLIC collections.

Because of a State requirement to reexamine vendor contracts regularly, Collection Resources participated in State-required RFP's for the library's book vendor and bindery services. Majors Scientific Books and Roswell Bookbinders were both successful in their bids to continue providing services to HSLIC.

A process to identify and remove outdated collection materials was organized, and library faculty selectors began to weed their respective sections in the Library and in the Annex storage. After being posted for faculty comment, withdrawn volumes in FY03 totaled 3,149 and provided a continuous stock for an ongoing book sale of materials offered for a nominal fee.

Library faculty continued to refine collection development and to undertake new roles by implementing a subject-specific selector model. The Resources Development Group (all selectors) were allotted budget amounts for subject categories at the start of the fiscal year; and these budget amounts were adjusted midyear to reallocate the remaining dollars. The subject selector roles will form the basis for an HSC-wide liaison program being developed by HSLIC faculty.
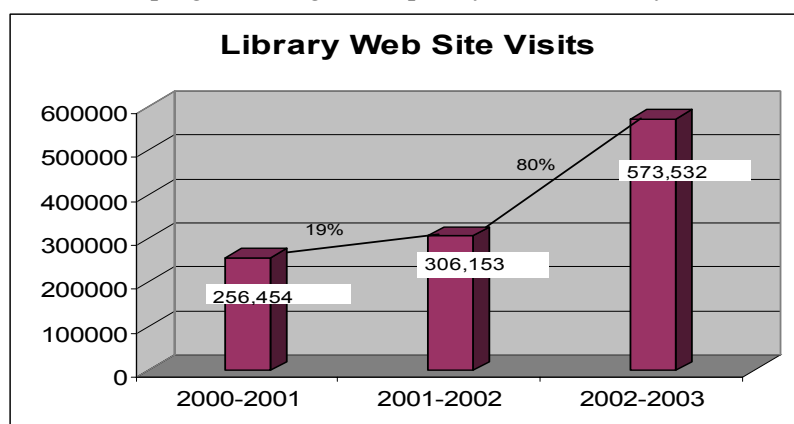

Library Web Site Visits

Year	Visits
2000-2001	256,454
2001-2002	306,153 (19%)
2002-2003	573,532 (80%)

Figure 1

A new service, web-based interlibrary loan and document delivery service (ILLiad), went live on August 1, 2002. This service is a collaborative effort with The UNM General Libraries.

New databases licenses in FY03 were:

ScienceDirect; Natural Medicines Database (supported by several SOM departments and HSLIC); SciFinder (funded by the Office of Biocomputing); BioMed Central (partly funded by the SCAMeL Consortium) and RefWorks (funded by the College of Nursing).

Major new electronic journal offerings included: Nature Reviews and The Nature academic journals, purchased collaboratively with the South Central Academic Medical Libraries (SCAMeL) and the Nature research journals purchased collaboratively by the Alliance for Innovation in Science and Technology Information (AISTI).

The Academic Press IDEAL package of nearly 300 titles was sold to Elsevier and incorporated into ScienceDirect. Although HSLIC licensed other publications in Science Direct, we did not continue the IDEAL titles. This accounts for the drop in the count of electronic journals by 60% as shown in Table 1.

Other service enhancements achieved during FY03 included:
- Initiating transition to and support for EZ proxy remote access services for the fall 2003 semester.
- Utilizing PubMed's LinkOut feature to display print and electronic holdings.
- Acquiring and providing the Bates Physical Examination series as a streaming media product.
- Implementing the use of order records to track our journal expenses in the online catalog.

Collection Resources reorganized in April of 2003, with current staff assuming new positions in acquisitions and cataloging. An LIS 3 position (Henry Guenther) was transferred to Reference and User Support Services (RUSS) and an LIS 1 (Lisa Romero) moved from RUSS to the Document Delivery/Interlibrary Loan section of CR.   This exchange better positioned each unit to meet their goals more efficiently.

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

Reference and User Support Services (RUSS) staff examined outdated practices and implemented several changes in Information Desk and HSLIC operations designed to improve access to the Library and use of the collection. In response to survey comments the Library opening time was moved from 7:30 a.m. to 7:00 a.m. weekdays in order to provide a full hour of library time prior to the daily start of classes. This allows students more time to complete assignments, print class materials, and study. The new opening time took effect with the beginning of Fall, 2002 classes.

After examining outdated borrowing policies, the RUSS unit made changes in the policies to increase the number of regular

collection items a person can check out (from six to ten), to increase the number of renewals possible (from one to three), to increase users' access to journals by allowing journals older than the current three years to circulate (previously the requirement was five years), and also to reduce the loan period for journals from three days to 24 hours.

Because current health information is so readily available on the web, the topical vertical files and residency files were discarded, with a few unique files retained. RUSS staff collaborated with TECHS in a new service of lending hard drives to users while their PC is "in the shop." These hard drives are now able to be checked out like other library materials. RUSS staff also created catalog records for equipment used by HSLIC employees in order to better track the use and location of this equipment.

Information Desk services were augmented by the addition of green, for-sale parking permits, in order to bring HSLIC into full compliance with UNM's parking policies. In addition, the policies on Circulation, Service Desk Scheduling, Parking Permits, and Hours were revised.

Security concerns during the year resulted in drafting of two policies: "Retention and Destruction of Library Records Containing Patron Information" and "Release of Private Patron Information." These policies progressed through the approval process, and are operational while awaiting final approval from HSC Legal Counsel. In order to ensure uninterrupted services, a second public printer was installed in the public computing area, and a second telephone was added at the Information Desk.

The installation of dictionary stands on each floor of the library improved access to reference books including unabridged English language dictionaries, medical dictionaries, and geographical atlases. In addition, the movable barriers were removed from the north end of the reference stacks, substituting signage to remind users to check out reference books removed from the area.

Anne Sklar joined RUSS as a LIS 3 in February, 2003; Anne's time is split 80/20 between RUSS and Archives. A staff realignment moved Lisa Romero to DD/ILL and Henry Guenther to RUSS. William Kinney completed his career ladder and was promoted to LIS 2 in August, 2002. RUSS hosted a fieldwork MLS student, Dianne Dragoo in September, 2002.
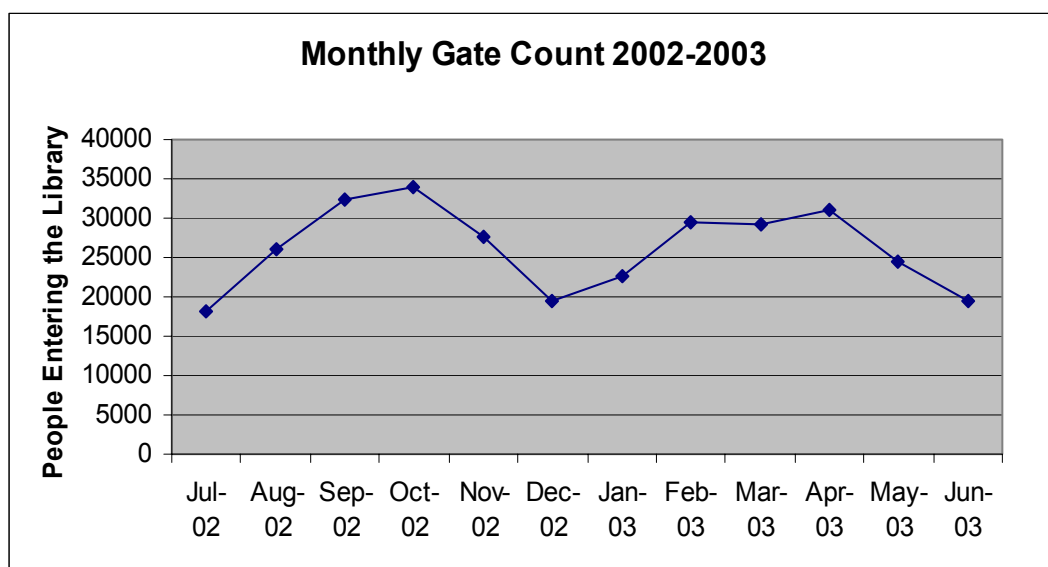

Figure 2

Annual Gate Count 2002-2003
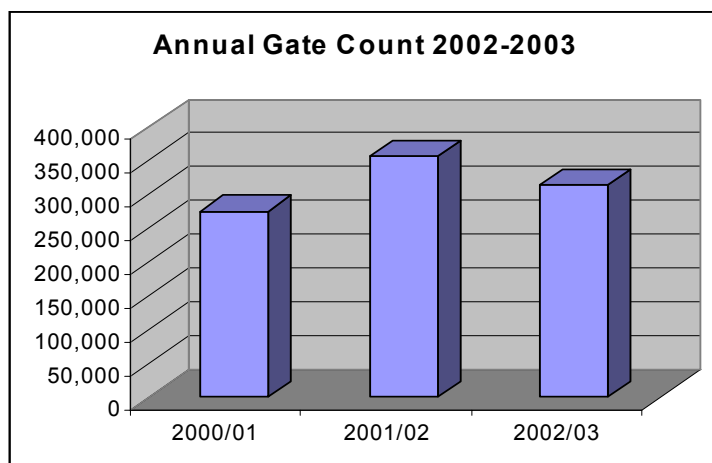
Figure 3

Library Hours, 2001-2002

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

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

- **New Mexico Health Historical Collections**

Identifying needed changes continued in the Special Collections area of the library, resulting in a name change from the New Mexico Health Historical Archives to the New Mexico Health Historical Collection (NMHHC). An advisory committee composed of representatives from the Collection Resources unit, the Reference and User Support Services unit, HSLIC administration, and a member of the New Mexico Medical Society's History of Medicine Committee was appointed to develop policies and procedures to guide the collection and use of NMHHC materials. The University Archivist serves as a consultant to the advisory committee. HSLIC Archivist, Peggy McBride, and staff member Annelise Sklar continued to review the special collection materials while working on a reorganization of the NMHHC storage area in the Health and Human Services Building Annex.

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A major effort was to identify a new online inventory system for the Historical Collection materials. With staff assistance, the Archivist reviewed software and products that would produce online finding aids to the collection in the standard Electronic Archival Description format (EAD). Anne Sklar began to enter information from the inventory lists into a database created by the National Library of Medicine to produce EAD finding aids. With the help of a summer student employee, a listing of the newsletter files was produced.

In preparation for the Khatali-sponsored digitization project, the Archivist attended the Northeast Document Conservation Center's (NEDCC) School for Scanning in Los Angeles, and Anne Sklar attended a Northeast Document Conservation Center workshop entitled, "To Film or Scan?"

- **Native Health Databases**

Work continued on the Native Health Databases despite a hiatus in funding from the Indian Health Service (HIS). A redesign process to enhance the Native Health History (NHHD) and Research (NHRD) databases continued. A combined URL named Native Health Databases was launched in January, 2003. A new "Statistics" page was introduced containing links to over 250 online resources for American Indian/Alaska Native health information. In order to prepare for streamlined unified searching of the databases, the Archivist began a restructuring of the fields of the NHRD and NHHD. The Archivist added 1160 citations to NHRD and there are now more than five thousand listed online.   The Archivist exhibited the databases at the Annual Indian Health Service Research Conference, the National Rural Health Association's Annual Rural Minority Health Conference, and at the New Mexico Geriatrics Education Center's Summer Seminar, and gave a presentation to Native American Research Centers for Health (NARCH) directors and staff at the Indian Health Service Headquarters North. While in Maryland the Archivist met with IHS directors for clinical services to discuss the databases and how they might be improved.

- **Hall of Achievement**

Work on the Hall of Achievement moved from the large Planning Committee which was active in FY02 to a smaller working group of individuals: Holly Buchanan, HSLIC Director; Laura Hall, Executive Assistant to the Vice President for Health Sciences; Janis Teal, Deputy Director for Library Services; and Annelise Sklar, Library Information Specialist 3. Based on work undertaken in FY02 to identify potential funding sources, this group identified those funding sources to which inquiries would be sent.

Letters of inquiry were sent to the following:

- The PNM Foundation
- The Henry Luce Foundation
- The Gladys Krieble Delmas Foundation
- The New Mexico Endowment for the Humanities
- The Los Alamos National Laboratory Foundation

The latter two foundations required proposals beyond a letter of inquiry. The proposal submitted to the New Mexico Endowment for the Humanities, "Milestones," would highlight important events in the history of the Health Sciences Center. The proposal submitted to the Los Alamos National Laboratory (LANL) Foundation centered on Hantavirus and was called "Sleuthing the Mystery Disease." While neither of these two proposals was funded in the first round of application, each foundation responded with suggestions regarding further development of the proposal. The LANL Foundation proposal was resubmitted at the end of FY03, and the NMEH proposal will be resubmitted in fall of 2003. At the end

of FY03, La Tierra Sagrada Society announced the competition for their annual award, and work commenced on a proposal to the Society.

IT Systems
By Barney Metzner, MM, Manager, IT Systems

The 2002-2003 fiscal year was full of difficult challenges for the newly-formed Systems unit. While building this new unit, use of the HSC server storage service continued to grow at a very high rate. At the same time there was also a 59% increase in the number of servers under Systems' responsibility (see Table 13) as well as new hardware in support of in-house services.

In meeting these challenges, the Systems unit began to see the benefits of the re-organization done in the previous year, when the help desk was separated from the systems group. This new unit identity is an example of roles changing throughout HSLIC. Outside departments began to see Systems as a distinct group within the TECHS organization leading to an increase in the level and scope of support the group is providing. The group is continuing to develop a more professional approach that links to industry best practices by setting new standards for the level of quality and service.

While the group was able to continue making progress on a number of strategic initiatives including account management, remote access, enhanced GroupWise system, and consolidation around LDAP services, the year was most notable for the staff changes and adoption of new responsibilities that sprang from those changes. LAN Administrator, Demetrius Brandon, left after nearly 5 years to be replaced by Corrine Sharp. Demetrius had been very involved in the HSC faculty workstation project, participating in purchasing and setting up hundreds of machines during his years at HSLIC. Corrine Sharp was hired at the end of the annual year and is changing the role of the LAN Admininstrator position to focus on account management. Janelle Edmister, System Analyst 3, also resigned to work at CIRT during this annual year. Janelle had primary responsibility for the HSC web servers and other systems supporting services of the Health Sciences Library. Her replacement, Dilek Scott, is also changing the role of SA3 position by making it more generalized in supporting a wider scope of systems. While the SA3 position is still focused on the Library's core systems, this position is now more tightly integrated into the group of administrators supporting all HSC servers and services.

Among the new initiatives that demonstrate the need for high quality systems support are two enterprise-wide services that took root during this annual year: the Work2gether document management service and the InfoEd grant application service. The Systems group's continuing growth and maturity will play a major part in helping the Health Sciences Center meet a complex set of goals and initiative over the coming years.

User Support Services
By Richard Adcock, Manager, User Support

User Support Services continued in their effort to provide excellent support for the HSC user community in FY03. The unit implemented innovations and changes in response to the changes in technology at the HSC. One of the most significant changes was the introduction of a new manager, Rick Adcock, for the Helpdesk and Library technical staff.

An innovative new service was the development of a workstation display area in which faculty and staff can see and use HSC current standard devices as well as obtain price quotes for departmental or personal purchases.   Hardware standards were also put into effect late in the year which focus on the quick and efficient repair of standardized equipment and the elimination of expending funds on depleted technologies in an effort to use HSC resources efficiently.
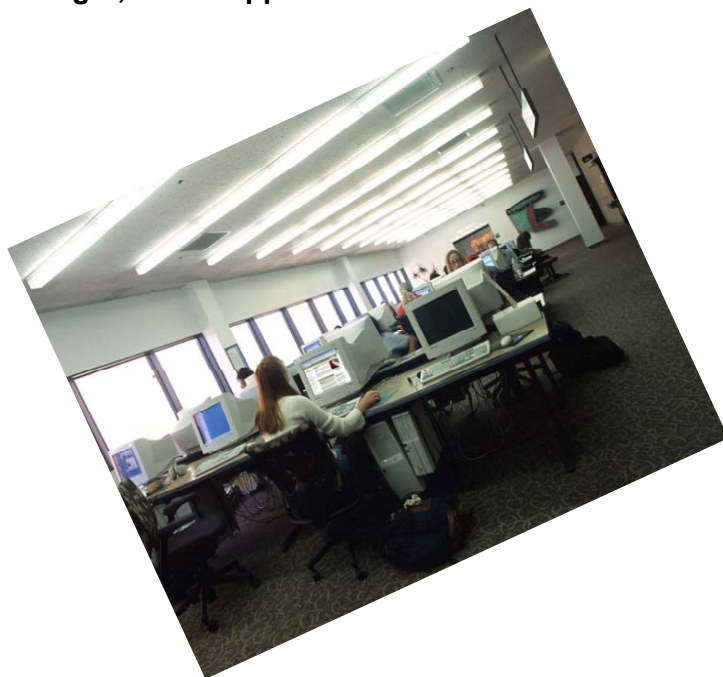
The Helpdesk continues to add value to its services, for example by "cleaning " hard drives of all data prior to removing a workstation from service. This service addresses issues of security raised by HIPAA, the Health Insurance Portability and Accountability Act of 1996. Other new services include loaning machines to users through the Library, support for Tablet PC's, and wireless connectivity.   Another added dimension to User Support Services is the establishment of two Dell Certified Technicians who are fully qualified to perform warranty repair service on workstations. This has greatly increased User Support's ability to perform hardware repairs without intervention from Dell Computers.

Other efforts over the fiscal year included working with UNM Hospitals in a collaborative project to consolidate Helpdesk phone support into a single unit and provide greater workflow efficiency. This effort is still on-going. Finally, another collaborative effort with UNM Hospitals will be to refine the Helpdesk's call tracking system to better serve customer needs.
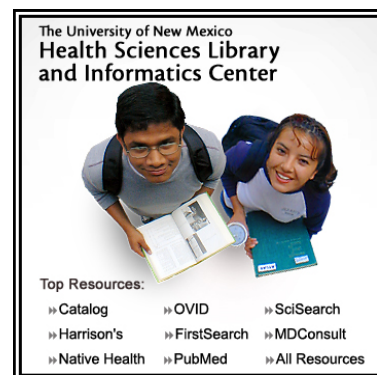
Web Development
By Kevin Wiley, MS, Web Administrator

- **Overview**

The HSC web team continued to move forward on some key initiatives this past year: the development of centralized resources for the HSC, the continued reorganization and redesign of HSC web sites and the development of web-based courses.

- **Centralized Resources**

As a service to the Health Sciences Center, the Web Team developed and implemented two new central resources that can be used across the HSC. The HSC Logo Gallery and HSC Image Gallery are two web-based resources that provide HSC staff with easy access to items that are in fairly large demand: good photos and official HSC logos.

A new development involving the Web Team was the purchase of two applications that will be used throughout the Health Sciences Center. The Web Team is working with UNM Hospitals to implement a product called Work2gether which will serve as a document management system as well as an online collaboration tool, allowing online collaborative writing of documents as well as serving as a repository of HSC policies.. The Web Team is also working with a number of HSC components on the implementation of InfoEd, a web-based grant and research administration application. Both of these applications will have a large impact on the HSC.

- **Web Site Redesign**

The web team began the redesign of two HSC component level web sites during the 2003 fiscal year. The HSLIC web site was reorganized and redesigned to make it more user-centric. Much of the redesign was based on web usability tests and feedback received from library patrons. The web team will also be putting into place a periodic review process to incorporate more suggestions received from patrons. The new site went live early in FY04.

Working with a number of people from around the School of Medicine, the web team also began work of the redesign and reorganization of the School of Medicine (SOM) web site. This new site is scheduled to go live in January of 2004.

The web team is also redesigning the TECHS web site with the TECHS User Support Group. User Support has generated interesting ideas on how to make the TECHS site more useful to all computer users at the HSC and we are eager to work with them on this effort. The targeted go-live date is October 1, 2004.

- **Web Based Courses in WebCT**

The number of web based courses and web enhanced courses continued to increase (see tables 15 and 16). During FY03 all School of Medicine Phase I-1 and Phase I-2 blocks became web enhanced. The web team also worked on three grant funded projects with School of Medicine faculty to produce web-based materials used in the training of residents.

During FY03 we identified the need to add another person to the College of Nursing Web CT effort and by hiring Sarah Sabol to work with Jane Erlandson on the College of Nursing web-based courses.

Summary of Web Development Projects

Application Development
- HSC Logo Gallery
- HSC Image Gallery
- Latin American Social Medicine e Journals
- Transaction Correction Application for HSC Controller's Office
- Distance Grand Rounds for Department of Internal Medicine
- Phase I Block Evaluations for School of Medicine Students
- HepC Network
- Clinical Skills Assessment for recording the performance of Standardized Patients (Simulated Patients)
- UNM Block Evaluations accessible from within WebCT

Implementations
- Work2gether, a document management and online collaboration system.
- InfoEd, an online system for administering grant funded research projects.

New Web Sites
- Redesigned and reorganized the HSLIC web site. Went live Aug. 1.
- Redesigning and reorganizing the School of Medicine web site.
- Redesigning the TECHS User Support web site to make it more useful and more interactive.

Business Services
By Mary Kerlee, Business Manager

- **Accounting**

Like other HSLIC units, the Accounting Unit also examined old procedures and adopted new methods of accomplishing tasks. In August 2002, the Administrative Assistant 2 in the Accounting Unit became a member of a team at the University to be part of a pilot utilizing a purchasing card ("P-card") for travel. In January 2003, the tasks for cash handling were redistributed, allowing more timely daily cash handling processes, and in April another procedural change was implemented to increase productivity. In May 2003, the Library Management System for financial reporting, previously based on Oracle software program, became obsolete and a new system was implemented utilizing an Access database. This new model will integrate with the Strategic Plan goal to establish good account management.

In June 2003, the Administrative Assistant 2 completed the career path to an Administrative Assistant 3 through the UNM Career Development Plan.

For the third year the Faculty Workstation Project was successfully completed. This included the purchase, inventory and accounting processes for the 200 computers purchased through this project.

- **Human Resources**

During this fiscal year, the University of New Mexico Human Resources Department embarked on a new project that enables the hiring process to be done electronically from the start of the recruitment process to the end of the hiring process. Business Services has been involved in learning and the using of this new process in the hiring of nine new employees in various units of the Health Sciences Library and Informatics Center. Because of a vacancy in the Administrator position after May, the Manager of Business Services has also been serving as the Search Coordinator in the faculty recruitment processes.

- **Facility Management**

In FY03, building space continued to be a focus as the Health Sciences Library and Informatics Center integrated Library and Information Technology functions under one reporting structure. To accommodate workbench space for the User Support function the Library mail area was moved for the first time since the Library opened in 1977.

As part of the Physical Plant program to conserve energy, lighting fixtures in the Library, Annex and Information Technology Systems space in the Biomedical Research Facility Building received new ballasts and power-efficient tubes. Sprinkler heads were replaced in the library space in the Annex.

A project to make space for equipment inventory was completed, and outdated equipment held in storage in the Information Technology Systems space in the Biomedical Research Facility Building was surplussed.

For security purposes thirteen web-based cameras were installed throughout the Library and lighting was installed in a dark area on the 3rd floor. Tie struts were installed for safety on all shelving ranges where supports were previously lacking.

Planning Office
By Linda Byrd, Information Systems Planner

In July 2000, the UNMHSC established a key strategic infrastructure theme: Knowledge Management & Information Technology (KMIT). The Planning Office evolved from that vision. The Planning Office fosters the creation of a knowledge management environment to maximize the power of information technologies by assuming a variety of roles for different projects and undertakings. These roles are adaptive and encompass project management, data analysis, developing standards or policies, or facilitating communications. Four particular highlights of FY03 are described.

- **HSLIC Strategic Plan**

For nearly a year, HSLIC management and staff worked to formalize a Strategic Plan. Potential goals, objectives, and strategies were identified, vetted, and ultimately affirmed. HSLIC's Strategic Plan is naturally enveloped into the HSC's Strategic Plan as a whole. In support of the Strategic Plan, the Planning Office gathered information from various HSLIC managers, and arranged it in a table format for easy review. The Office also coordinated external educational sessions about teamwork. Updates to the Strategic Plan were given to the Planning Office for data entry.

- **Planning Enterprise-wide Software Implementations**

During FY03, two major software packages were purchased. Jointly funded by HSC Administration and UNMH, Work2gether is a web-based collaboration and document management software that enables organizations to create, store, publish and process documents, forms, content and tasks. InfoEd is a web-based product which supports the grant and contract activity of institutions, including proposal development and tracking, and compliance.

Multi-disciplinary project planning teams were created for both Work2gether and InfoEd. HSLIC will maintain the servers for both projects, and key HSLIC staff has been instrumental in the planning phases. The Planning Office served as the de facto Project Manager for the InfoEd Human Subjects module and ensured that Work2gether was discussed at KMIT meetings.

- **A Campus-wide Scholarly Communications Symposium**

On February 27, 2003, Provost Brian Foster and HSC Vice President R. Philip Eaton hosted a campus-wide Symposium on Scholarly Communications. Co-sponsors of the event were the UNM General Libraries and the Health Sciences Library and Informatics Center. This symposium focused on trends in scholarly communication, affecting faculty research and publishing. The Planning Office served on the Planning Committee, and was responsible for securing the keynote speaker, event arrangements, campus publicity, and evaluations.

A planning committee, led by Camila Alire, EdD, Dean of General Libraries, and Holly Shipp Buchanan, EdD, the Director of the Health Sciences Library and Informatics Center, worked to bring nationally-recognized speakers to campus. The keynote speaker, David Shulenburger, PhD, Provost and Executive Vice Chancellor of the University of Kansas, presented "The Scholarly Communication Crisis: A Call for a Public Goods Solution". Other speakers were Alan Covich, PhD, Colorado State University, and Rick Luce, Research Library Director at Los Alamos National Laboratories. The afternoon closed with a UNM Faculty Panel Discussion. Moderated by Provost Foster, the panelists included Samuel Keith, MD, Department of Psychiatry; Bernard Moret, PhD, Computer Science; and Vera Norwood, PhD, Associate Dean, College of Arts and Sciences. The event was attended by nearly 100 UNM faculty members from a variety of disciplines.

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- **The LibQUAL+ Survey**

In early April, the Health Sciences Library and Informatics Center (HSLIC) participated in a national survey of library service quality, LibQUAL+™. Developed by the Association of Research Libraries (ARL) in collaboration with researchers at Texas A&M University, LibQUAL+™ is part of the "New Measures Initiative" of the ARL which has a goal of creating more meaningful measures that reflect the impact of libraries in the digital age and allow benchmarking of best practices. In 2003 HSLIC administered the survey, as one of 21 libraries participating from the Association of Academic Health Sciences Libraries (AAHSL). Altogether, 310 libraries in the U.S., Canada, and Great Britain surveyed their users in 2003.

The Planning Office wrote advertising materials for the survey, and wrote a summary of the comments received, and will coordinate creation of a web site with the comments and responses available for review.

Grants

Integrated Advanced Information Management System Planning
By Linda Byrd, Information Systems Planner

"The future of education and healthcare will be mandated by how we manage information."
- R. Philip Eaton, MD

The Integrated Advanced Information Management System (IAIMS) Planning Grant ended in January 2003. After nearly three years of dedicated efforts, IAIMS became an integral part of the technology planning process on campus.

The National Library of Medicine awarded the Planning Grant to the University of New Mexico Health Sciences Center in 2000. Since the initial award, Principal Investigator Holly Shipp Buchanan, EdD, and co-Principal Investigator Frederick Hashimoto, MD, made tremendous efforts to create an organizational mechanism to more effectively manage the knowledge of medicine, and to provide for systems of comprehensive and convenient information access. Both PIs were invited speakers at the Spring 2003 IAIMS Consortium meeting, sharing the lessons learned in implementing a planning grant. In addition, Drs. Buchanan and Hashimoto presented a poster entitled "The Faculty Workstation Project".

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

Latin American Social Medicine
By Jon Eldredge, MLS, PhD, Coordinator, Academic and Clinical Services

The Latin American Social Medicine (LASM) project entered its final phase during FY03. The US National Library of Medicine (#LM06688-03) funded the LASM project for a total of $702,500 to cover the February 2000 to March 2003 period. The project received a no-cost extension in order to complete the final structured abstract writing, editing, and quality control in the English, Spanish, and Portuguese languages. By June 2003, a total of 129 completed trilingual structured abstracts were available at the LASM website at http://hsc.unm.edu/lasm. The balance (about 250 abstracts) were in process, being written or edited in Spanish and Portuguese, or having subject headings assigned. The LASM website also made two electronic journals available to users: *Saúde em Debate* and *Boletín SaluCo*.

Principal investigator Howard Waitzkin, MD, PhD, and co-principal investigator Holly S. Buchanan, EdD, began devising a sustainability strategy to guarantee survival of this unique project. Deputy Director Janis Teal, Collection Resources Coordinator Christee King, and the author explored possible means to ensure that the document delivery processes would be viable once the LASM project's funding stream ended. These colleagues also determined the extent of book and journal purchases needed to sustain the original items found in the LASM database. Drs. Eldredge and Iriart pursued a strategy to facilitate the indexing of the twelve journals from the LASM project journals by the MEDLINE database maintained by the US National Library of Medicine.

The UNM Team co-authored two publications during FY03: an article in *LASA Forum* and a book chapter for an Organization of American States monograph. A third article with Dr. Buchanan as the lead author was accepted for publication in the *Journal of the Medical Library Association*.

Native Health Research Database
By Peggy McBride, MLIS, Archivist

Please see Special Collections report on Page 19.

Outreach Subcontract
By Janis Teal, MLS, MAT, Deputy Director, Library Services,

The Health Sciences Library and Informatics Center once again was awarded a contract from the National Library of Medicine (NLM) to serve as the resource library for the state of New Mexico in the National Network of Libraries of Medicine (NLM Contract N01-LM-1-3515). Outreach Librarian Sharon Lezotte, along with several other faculty members conducted eight hands-on classes of NLM products (e.g. PubMed), eight demos of NLM products, four training sessions for unaffiliated health professionals or students, assisted at five regional library exhibits, and made 13 visits to tribal libraries. Several of the trainings were directed towards public librarians in New Mexico to assist them in answering consumer health information questions.

The Health Sciences Library and Informatics Center was awarded $9000 under a Technology Awareness Grant, (National Library of Medicine contract N01-LM-1-3515 with the Houston Academy of Medicine), to conduct an afternoon workshop held in conjunction with the 27th Annual Conference on Advances in Primary Care. Titled "PDA's and Medical Decision Making," the grant allowed purchase of two personal digital assistants (PDA's) to be awarded to randomly selected participants at the end of the workshop. The workshop included a panel of experts on technology transfer, as well as specialized segments on PDA uses in health care.

In May 2003, Ms. Lezotte submitted her resignation, and plans were begun to fill the vacancy.

Project TOUCH
By Diane Shartsis Wax, MPA, MBA, Visiting Faculty

Project TOUCH (Telehealth Outreach for Unified Community Health), is a continuing multi-year collaboration between the Schools of Medicine at the State Universities of Hawaii and of New Mexico. Both New Mexico and Hawaii face similar problems providing care to medically underserved, culturally diverse populations, spread across large geographic areas. Driven by the need to address rural health care disparities within our own states, the TOUCH collaboration has been exploring how innovative and emerging technologies combined with enhanced experiential problem-based learning, can augment and develop rural resources by utilizing advanced computing and virtual reality simulations. Fourth year medical students some participating in New

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Mexico, some in Hawaii, served as the subjects in the experiment using immersive virtual reality, patient simulation, and volumetric image manipulation deployed to remote sites and associated workstations over the Next Generation Internet-2 Access Grid.

During the past year, the original head injury case was enhanced with the addition of new virtual reality immersion technology, which allows more than one person to be immersed at the same time. The TOUCH team also added a tablette PC to serve as the whiteboard during the sessions.

Students at both New Mexico and Hawaii based on their past experiences entered the sessions with positive attitudes toward using advanced technologies for medical learning. They were very accepting of the Access Grid and the Virtual Reality. Students reported no major difficulties working with a student in another city over the Access Grid or from a different medical school. Two students who participated in a control group which received a Paper/Distributed version of the case indicated that the "ability to interact with a colleague from a distance is helpful" and that better understanding of the concepts in the head injury case came from "being able to communicate with a colleague." Students did not report that sound or visual disruptions of the Access Grid were a major impediment to their session. Student reaction provides confirming evidence for the hypothesis that distributed learning enables interchange between geographically distant students, allowing students from different institutions and cultures to interact.

Appendices

Memorial Gifts

DATE	DONOR	MEMORIAL TO
December 2002	GAMA	Alex Milyko
December 2002	Jan Mines and friends of Summers Kalishman	Jeanne P. Goff
January 2003	GAMA	Jack Dettweiler
April 2003	GAMA	Robert Gathings
May 2003	GAMA	Ben Cummins
June 2003	GAMA	James M. Dudley, Theodore R. Sadock, Donald R. Trinosky, Patrick J. Urban

Other Donations

DATE	DONOR
October 2002	Arlene Ruth Price
October 2002	Christine R. Morris
October 2002	John K. Leach
October 2002	Shirley N. Rawls
May 2003	John David K. Leach
June 2003	Susan Marie Conely
June 2003	Theresa Marie Anaya

Employee Development and Continuing Education Activities

All HSLIC employees completed HIPAA training by April, 2003.

John Abrams
- Novell BrainShare 2003 Conference
- IT Project+   Project Management training—Certificate of Completion

Sally Bergen
- New Mexico Library Association annual meeting, April 2003
- UNM Voicemail training
- Attended teleconference, Safeguarding our Patrons' Privacy, December 2002

Holly Buchanan
- Association of American Medical Colleges, Annual Meeting, San Francisco, CA, November 2002.
- Association of American Medical Colleges, Group on Information Resources Spring Meeting, San Antonio, March 2002.
- Association of Biomedical Communication Directors, Annual Meeting, Keystone, CO, September 2002.
- Medical Library Association, Annual Meeting, San Diego, CA, May 2002
- Medical Library Association, Journal Club, February- April 2003, CEUs.
- School of Medicine, National Coalition Building Institute Diversity Retreat, November 2002.

Linda Byrd
- 21 hours graduate credit in Educational Psychology Program
- Civil Rights at Work at UNM – January 2003
- Grants management – April 2003
- Concept mapping as a Teaching Tool – January 2003
- Certificate from ARL for participating in "Measuring Library Service Quality" – March 2003
- InfoEd National Users Group Meeting – Las Vegas-- June 2003
- IAIMS Consortium Spring Meeting – Philadelphia-- May 2003
- AMIA Spring Congress – Philadelphia-- May 2003
- Completed UNM Human Research Review Committee training course, 3/03

Dick Carr
- HSC Human Resources presentation: Two Generations Speak on Diversity (by David and Andrew Hsi), October 2002
- South Central Chapter/MLA annual meeting, San Antonio, October 2002
- PubMed class (by Greg Bodin, NN/LM Regional Library), November 2002
- Web Usability class (by Michelle Malizia, NN/LM Regional Library), February 2003
- MLA Journal Club, Feb-April, 2003
- Get Hip to HIPAA MLA Teleconference, March 2003
- Completed UNM Human Research Review Committee training course, March 2003
- UNM HR Workshop: Communicating in the Workplace, June 2003

Garth Colasurdo
- April 2003 Flash MX for ColdFusion
- work2gether Advanced User Training – May 2003
- work2gether Customization Training – May 2003
- July 2003 Presenting Data and Information - Edward Tuffte

Andrew Corn
- Achieved status of Dell Certified Technician, February 2003

Mary Cummings
- Completed the Beginning Management Certification from Anderson School of Management

Thomas Deering
- Web Usability—April 2003
- Flash MX—April 2003

Bob De Lancey
- Making the Connexion: Using OCLC's Cataloging Interface, AMIGOS Workshop, February 2003

Jon Eldredge
- Faculty Development Workshop. School of Medicine. John W Pelley. August 2002.
- Epidemiology Seminar: Changing Trends in Cancers in New Mexico. August 2002.
- Medical Library Association/South Central Chapter Annual Meeting. October 2002.
- Spanish 102, Audit, UNM, Fall 2002.
- Spanish 201, Audit, UNM, Spring 2003.
- Scholarly Communication Symposium, UNM, February 2003.
- School of Medicine Phase III Retreat, March 2003.
- MPH Program Academic Committee Retreat on Critical Thinking, April 2003.
- Medical Library Association/South Central Chapter Annual Meeting. May 2003.
- SciSearch Training by Los Alamos Labs. May 2003.
- Second International Evidence-Based Librarianship Conference. Edmonton, Alberta. June 2003

Jane Erlandson
- May 2002 - Flash Development Conference

Carol Fierro
- Amigos Library Services – Making the Connexion: Using OCLC's Cataloging Interface, February 2003
- Beginning Excel – Division of Continuing Education, October 2002

David Groth
- Work2gether Advanced User Training - May 2003
- Work2gether Customization Training - May 2003
- Work2gether Systems Administrator Training - May 2003
- Beginning Flash MX - April 2003
- Introduction to Microsoft C# - April 2003
- Patient Confidentiality - March 2003
- Microsoft Project Module 4: Automation - December 2002
- Microsoft Project Module 3: Communication - December 2002
- Microsoft Project Module 2: Budgeting and Tracking - November 2002
- Microsoft Project Module 1: Project Plan Definition - November 2002
- Project Management for Managers and Team Leaders - August 2002
- Project Management Information Systems Certificate - December 2002

Henry Guenther
- UNM Human Resources class on Customer Service, April 2003
- New Mexico Library Association annual meeting, April 2003
- MLA Journal Club, Feb-April 2003

Kim Hagen
- MGT 502 - Accting Info Systems Spring 2003 Semester
- Intro to Flash MX - April 2003
- Work2gether Advanced User Training - May 2003
- Work2gether Customization Training - May 2003

Ingrid Hendrix
- Statistical Universe In-service. Zimmerman Library. August 2002.
- Copyright Workshop. September 2002.
- Sociology Databases In-service. Zimmerman Library. October 2002.
- Medical Library Association/South Central Chapter Annual Meeting. October 2002.
- HSLIC In-service (cohort studies). October 2002.
- PubMed class – NNLM. Albuquerque. November 2002.
- PDA class – NNLM. Albuquerque, November 2002.
- HSLIC brown bag lunch. November 2002.
- MLA Satellite Teleconference (Patriot Act). December 2002.
- HSLIC In-service (EBM). December 2002.
- SOM SMART performance planning workshop. January 2003.
- MLA Satellite Teleconference (PDA). February 2003.
- Scholarly Communication Symposium, UNM. February 2003.
- Bioethics and Animal Testing Symposium, UNM. February 2003.
- MLA Journal Club. February. April 2003.
- MLA Teleconference "Get HIP to HIPAA". Albuquerque. March 2003.
- Four Corners Mental Health Conference, Albuquerque. April 2003.
- Medical Library Association Annual Meeting, San Diego. May 2003.
- SciSearch Training. May 2003.

Charity Karcher
- AISTI Alliance for Innovation in Science and Technology Meeting Santa Fe. October 2002.
- SOM Faculty Development Workshop on Women and Scholarship. December 2002.
- WebCT Basics, Albuquerque. May 2003.
- NLM's Web Usability Class. Albuquerque. February 2003.
- MLA Teleconference "Get HIP to HIPAA" Albuquerque. March 2003.
- Attended "PDA's and Medical Decision Making Workshop", a workshop offered in conjunction with the 27th Annual Advances in Primary Care Conference. Albuquerque March 2003.
- Scholarly Communication Symposium, UNM, February 2003.
- Internet2 Day. UNM. March 2003.

Mary Kerlee
- Fish! Energizing Staff & Delighting Customers
- Building a Foundation of Trust
- Challenges of Team Leadership
- Launching & Refueling your Teams
- Problem Solving & Decision Making
- Managing Time Productivity & Delegating for Results

Christee King
- Advanced Excel, Division of Continuing Education
- Annual Meeting, South Central Chapter/Medical Library Association, October 2002
- Sharing session on weeding collections (facilitator), SCC/MLA Annual Meeting, October 2002

William Kinney
- Completed 8 hours towards Engineering degree

Ed Merta
- UNM CE courses in basic and intermediate Microsoft Front Page, September, November, 2002
- UNM CE course in basic HTML, September, November 2002
- New Mexico Library Association annual meeting, April 2003
- MLA Journal Club, Feb-April 2003

Cory Meyer
- CIS Statistical Universe, August 2002
- Bioterrorism Forum, November 2002
- Attended teleconference, Safeguarding our Patrons' Privacy, December 2002
- Postal (UNM mail stop session) Forum, December 2002
- Preparing WebCT quizzes using Respondus, March 2003
- Assessing and Evaluating your WebCT course, March 2003
- Project LINK informational presentation, March 2003
- Mining the Stacks preservation workshop, April 2003
- New Mexico Library Association annual meeting, April 2003

Sarah Morley
- Completed 15 hours towards Ph.D. in Ed Psych
- SOM Mentoring workshop – July 2002
- Faculty Development workshop (Pelley) – August 2002
- SCC/MLA annual conference – October 2002
- HSLIC Inservice (cohort studies) – October 2002
- Tutor Training workshop – October 2002
- Faculty Dispute Resolution brown bag lunch – October 2002
- PubMed workshop – November 2002
- NNLM/SCR PDA workshop – November 2002
- HSLIC brown bag lunch – November 2002
- Nursing Informatics workshop (attendee) – November 2002
- NCBI workshop – November 2002
- Teleconference – December 2002
- HSLIC inservice – December 2002
- Faculty Development workshop – December 2002
- Ethics Seminar – December 2002
- SOM SMART performance planning workshop – January 2003
- SOM workshop "Women in Academia" (Scott) – January 2003
- SLA Winter meeting – New Orleans, January 2003
- SOM Informatics Seminar – February 2003
- MLA Satellite Teleconference (PDA) – February 2003
- SOM Creating Test Items workshop – February 2003
- SOM Faculty Development workshop (Pelley Concept Mapping) – February 2003
- IAIMS lecture (Mennin) – March 2003
- CDC Satellite conference (SARS) – April 2003
- RefWorks training – April 2003
- MLA annual conference – San Diego, May 2003
- SOM workshop (Writing for Publication) – June 2003

Nathan Parker
- Achieved Dell Certified Technician status, February 2003

James Perea
- New Mexico Library Association annual meeting, April 2003

Julie Pester
- April 2003 - WebAIM Online Course: Web Accessibility
- April 2003 - Flash MX Continuing Education Course
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Wendy Roberts
- Communicating in the Workplace – UNM Employee and Organizational Development class, June 2003
- How to set up a Computer Graphics Workstation, Division of Continuing Education, April 2003
- New Mexico Interlibrary Loan Practitioners' Group Steering Committee
- NN/LM South Central Region Document Delivery Committee
- PDA class, NN'LM, November 2002
- US Patriot Act and Bioterrorism Teleconference, December 2002

MaryLou Seyl
- Beginning Access
- Communicating in the Workplace
- Myers-Briggs Type in the Workplace
- Intermediate Access

Anne Sklar
- Completed 12 hours towards MSLS
- Attended seminar: Preservation Options in a Digital World: To Film or To Scan

Janis Teal
- LibQUAL+: a Total-Market Survey, Philadelphia, January 2003
- Alliance for Innovation in Science and Technology Information Mini-Conference, Santa Fe, October 2002

Kevin Wiley
- Work2gether Advanced User Training - May 2003
- Work2gether Customization Training - May 2003
- Work2gether Systems Administrator Training - May 2003

Dianne Zincke
- Anti-Terrorism Conference/USA Patriot Act
- Beginning Access
- Beginning Excel
- Groupwise 6.5

Employee Committees and Service (External to HSLIC)

Sally Bergen
- UNM Staff Council
- UNM Staff Council Communications Committee

Holly Buchanan
- Alliance for Innovation in Science and Technology Information, Board of Directors
- Association of Health Sciences Libraries, Secretary/Treasurer and Board of Directers
- Editorial Board, *Journal of Hospital Librarianship*; publisher: Neal-Schuman
- HSC Building Committees (Education, Research) Steering Committees, member
- HSC IS Directors, Co-Chair

- HSC Leadership Council, member
- HSC Research Council, Advisory member
- KMIT Leadership Council, Chair
- KMIT Ops Council, Chair
- National Network of Libraries of Medicine South Central Region, Regional Advisory Council, member
- New Mexico Consortium of Academic Libraries, Board of Directors
- School of Medicine, Continuing Education Advisory Board
- South Central Association of Medical Libraries (SCAMeL), President
- UNM Faculty Senate Library Committee, ex officio member
- UNM IT Task Force
- UNMH Clinical Implementation Committee for Cerner Implementation
- UNMH IS Steering Committee, member
- Trial Juror, Second Judicial District Court, Albuquerque, NM, August 2002

Linda Byrd
- UNM Staff Council, 2002
- KMIT Advisory Council – ex officio member
- KMIT Operations Group
- InfoEd Executive Committee
- RAMDDS (formerly PDA) Task Force
- Coordinator for UNM-wide "Scholarly Communication Symposium" – February 2003

Dick Carr
- Faculty Senate

Jon Eldredge
- *New England Journal of Medicine* Library Advisory Board.
- Medical Library Association 2004 National Program Committee .
- Medical Library Association Research Section, Chair.
- Medical Library Association MLA Evidence-Based Librarianship Implementation Committee, Chair.
- Medical Library Association /South Central Chapter Research Committee.
- UNM Faculty Senate Governmental Relations Committee.
- UNM School of Medicine Integrating Group.
- UNM Evidence-Based Medicine Task Force.
- UNM School of Medicine HS&R Block Committee.
- UNM School of Medicine Neurosciences Block Committee.
- UNM MPH Program Academic Committee.

Greg Gaillard
- KMIT Operations
- HSC Safety and Security Committee
- HSC IT Security Committee
- LINK Technical Architecture Team

David Groth
- Grade 14 Representative to UNM Staff Council
- UNM Staff Council Communication Committee
- UNM Staff Council - Staff Council Issues 2003-2004 Ad Hoc Committee

Ingrid Hendrix
- UNM Institutional Animal Care and Use Committee.

- UNMH Nursing Research Council.
- UNM CON Undergraduate Curriculum Committee.
- UNM CON Graduate Curriculum Committee.
- UNM CON PhD Planning Committee.
- UNM CON/HSLIC Information Technology Committee.

Charity Karcher
- UNM Computer Use Committee
- UNM HSC RMDDS Taskforce (formerly PDA Taskforce)
- UNMH Internet Redesign Focus Group

Christee King
- Technology Advisory Committee, National Network of Libraries of Medicine, South Central Region
- Government Relations Committee, South Central Chapter, Medical Library Association
- Bylaws Committee, North American Serials Interest Group

Barney Metzner
- Member. General Person Area Workgroup—UNM LINKS project

Sarah Morley
- SLA/RGC President-Elect 2002-2003
- SLA/RGC/President 2003-2004
- SCC/MLA Program Committee 2002-2003
- SCC/MLA HLIS Nominating Committee 2002
- UNMH Clinical Implementation Committee for Cerner Implementation
- UNM HSC Graduate Medical Education Internal Review Committee
- UNM HSC Remote and Mobile Data Devices Standards (RMDDS) Taskforce, Chair
- UNM HSC work2gether Executive Committee

James Perea
- HSC Star Council Presentation on Cultural Awareness

Janis Teal
- Education Building Planning Committee
- Education Council, School of Medicine
- HSC Knowledge Management Information Technology Advisory Council
- HSC Knowledge Management Information technology Operations Group

Faculty Publications

Holly Buchanan
- Jacobs J, Caudell T, Wilks D, Kepp MF, Mitchell S, **Buchanan H**, Saland L, Rosenheimer J, Lozanoff BK, Lozanoff S, Saiki S, Alverson D. Integration of Advanced Technologies to Enhance Problem-based Learning Over Distance: Project TOUCH. The Anatomical Record (Part B: New Anat 2003). 2003; 270B. 16-22.
- **Buchanan HS**, Waitzkin H, Eldredge J, Davidson R, Iriart, C. Digital Information for Latin American Social Medicine: Case Study. Organization of American States July 2002; 2002: 179-86.

Jon Eldredge
- **Eldredge JD**. Cohort Studies in Librarianship: An Underutilized Research Design. Medical Library Association, July 2002; 4: 71-7.

- Buchanan HS, Waitzkin H, **Eldredge J**, Davidson R, Iriart, C. Digital Information for Latin American Social Medicine: Case Study. Organization of American States July 2002; 2002: 179-86.

- Booth A, **Eldredge JD**, Evidence-Based Librarianship: A Socratic Dialogue. Bibliotheca Medica Canadiana, July 2002; 4: 136-40.

- Mennin SP, Anderson A, Bennett M, Black E, Duban S, **Eldredge JD**. Faculty and Student Guide to Problem-Based Learning (PBL) – Tutorials in Phase 1 Curriculum of The University of New Mexico School of Medicine. The University of New Mexico School of Medicine July 2002; 2002: 1-34.

- Bayley L, **Eldredge JD**. The Structured Abstract: An Essential Tool for Researchers. Hypothesis, April 2003; 17: 11-13.

- Booth A, **Eldredge JD**. Editorial. Health Information and Libraries Journal, June 2003; 20: 1-2.

- **Eldredge JD**. The Randomized controlled trial design: Unrecognized Opportunities for Health Sciences Librarianship. Health Information and Libraries Journal, June 2003; 20: 34-44.

Ingrid Hendrix
- Teal J**,** Wax D, Eldredge J, **Hendrix I**. Instructional Objectives: A Means to designing effective instructional sessions for hospital librarians. Los Alamos National Laboratory E-Print Server, 2003.

Janis Teal
- **Teal J,** Wax D, Eldredge J, Hendrix I. Instructional Objectives: A Means to designing effective instructional sessions for hospital librarians. Los Alamos National Laboratory E-Print Server, 2003.

Presentations, Exhibits, and Demonstrations

Sally Bergen
- Welcome Back Days Info Fair, August 2002
- Taught In-service: Closing Procedures, February 2003
- Taught In-service: Closing Cash Count Procedures

Holly Buchanan
- Buchanan, HS , "Multidisciplinary, Collaborative Research: Creating High Performing Teams, Defining the Virtual Collaborative Clinic Model," NASA VCC, Albuquerque, NM, August 2002.
- Buchanan, HS "Access Grid Studios: Making Them Work", Association of A BiomedicalCommunications Directors Annual Meeting, Keystone, CO, September 2002.
- Buchanan, HS , "Integrating Advanced Computing Methods with the Curriculum at Two Schools of Medicine", Association of Biomedical Communications Directors Annual Meeting, Keystone, CO, September 2002.
- Buchanan, HS and Gaillard, G. "Access Grid Technology." CHECS Annual Meeting, Socorro, NM, October 2002.
- Saiki S, Jacobs J, Buchanan H, Lozanoff S, Caudell T, Rosenheimer J, Saland L, Mitchell S, Mennin S, Alverson D,: Advanced Collaborative Environments in Medical Education. Medicine 11th Annual Meets Virtual Reality Conference, Newport beach, CA, January 2003. (abstract)

- Roth, P. and Buchanan, H.S. "Tapping the Power of Information in AHCs for 21st Century Missions. " AAMC GIR Spring Meeting, San Antonio, TX, March 25, 2003.
- Saiki S, Jacobs J, Buchanan H, Caudell T, Kalishman S, Mennin S, Alverson D: Project TOUCH: Virtual Reality in Distance Medical Education American Telemedicine Association 2001 Annual Meeting, Orlando, FLA, April 2003 (abstract)

Linda Byrd
- Poster, *Faculty Workstation Project,* with H. Buchanan, EdD, and F. Hashimoto, MD; IAIMS Consortium Meeting, Philadelphia, May 2003.
- Demonstrator for HSLIC Capabilities; Internet2 Day at UNM, with D. Alverson, MD, and S. Morley, MLIS, May 2003.

Dick Carr
- Hosted teleconference: Safeguarding our Patrons' Privacy, December 2002
- Display, Baseball and Medicine, HSLIC, May-June 2003
- Organizing Committee for Scholarly Communication Symposium, February 2003
- HSC New Faculty Orientations – GENIUS/SMARTs presentations, 2002-2003

Jonathan Eldredge
- Evidence-Based Librarianship. MLA CE Course. San Antonio, TX. October 11, 2002.
- Tomedi A, Hoffman RM, Eldredge JD, Teal J. Using evidence based medicine in clinical practice. Opening Session. American College of Physicians/American Society of Internal Medicine, New Mexico Chapter Annual Meeting. Albuquerque, NM. November 14, 2002.
- In-Service presentation on Cohort studies, October 23 & 24, 2002.
- In-Service presentation on Health Statistics (co-taught with Ingrid Hendrix), October 30 & 31, 2002.
- In-Service presentation on Evidence-Based Medicine, December 4 & 5, 2002.
- In-Service presentation on School of Medicine Curriculum, December 11 & 12, 2002 .
- In-Service presentation on PsychINFO, December 16, 2002.
- "UNM Health Sciences Library and Informatics Center Faculty Publications" Exhibit created with Bonnie Jewell. September 2002.
- Full-day sessions on Evidence-Based Librarianship (EBL) for graduate students at the University of North Texas School of Library and Information Sciences during October 2002 and April 5, 2003 at the Dallas and Houston campuses.
- Evidence-Based Librarianship. MLA CE Course. Denver, CO. March 2003.
- Advanced: implementing a randomized controlled trial in library practice." Parallel Workshop. Second International Evidence-Based Librarianship Conference. University of Alberta, Alberta, Canada. June 5, 2003.
- Eldredge JD, Hendrix I. " Determinants of effective library-faculty communications. A randomized controlled trial." Second International Evidence-Based Librarianship Conference. University of Alberta, Alberta, Canada. June 5, 2003.
- Booth A, Eldredge JD, Brice A. "An ABC of EBL: what is it and where has it come from?" Opening Session. Second International Evidence-Based Librarianship Conference. University of Alberta, Alberta, Canada. June 5, 2003.
- Tutor Trainer. UNM School of Medicine Tutor Training Workshop. June 16-17, 2003.

Jane Erlandson
- Poster session at annual meeting of the Association of Academic Health Centers, on behalf of the Partnerships for Training. Subject: Creating an environment for case-based learning in WebCT.

Henry Guenther
- Taught In-Service: OCLC database

Ingrid Hendrix
- In-Service presentation on Health Statistics (co-taught with Jonathan Eldredge), October 2002.

- CON Faculty In-service on RefWorks - January 2003.
- HSLIC In-Service presentation on RefWorks - March 2003.
- Presented "Quality Improvement Through Evidence Based Nursing" co-authored with Dr. Lopez-Bushnell at the Nursing and Allied Health Section Symposium, MLA May 2003.
- Presented at UNMH Nursing Research Rounds June 2003.

Charity Karcher
- In-Service presentation on "Handheld Software for Clinical Use." March 12 & March 13, 2003.
- Presented "Handheld Software for Clinical Use" at the "PDA's and Medical Decision Making Workshop", a workshop offered in conjunction with the 27th Annual Advances in Primary Care Conference. Albuquerque. March 2003.
- PDA Presentation for Surgery residents. Co-taught with Sarah Morley. May 9, 2003.

Ed Merta
- Taught In-Service: shelving procedures, December 2002

Cory Meyer
- When Disaster Strikes display, HSLIC, September, 2002
- Medieval Hospitals, Leper Houses and Leprosy display, HSLIC, January/February, 2003
- Library Week Display, HSLIC, April 2003
- Librarians in the Movies display, HSLIC, April, 2003

Sarah Morley
- Moderator "Institutional Use of Personal Digital Assistants: The role of the library," Sharing Session, SCC/MLA October 2002, San Antonio.
- SOM Tutor, Transition Block, Feb/March 2003.
- Presentation on HSLIC Resources and Services. SOM Alumni. September 28, 2002.
- HIPAA In-service. Facilitator. November 21, 2002.
- Law/Medicine Day. Group Facilitator. February 18, 2003.
- PDA Presentation for Surgery residents. Co-taught with Charity Karcher. May 9, 2003.
- Demonstrator for HSLIC Capabilities; Internet2 Day at UNM, with D. Alverson, M.D., and L.Byrd

Janis Teal
- Co-presenter with Drs. Richard Hoffman, Angelo Tomedi, and Jonathan Eldredge, Evidence-Based Medicine, 2002 New Mexico Chaper Scientific Meeting, November 14-16, 2002. (New Mexico Chapter of American College of Physicians-American Society of Internal Medicine).
- "Searching for Medical Education Topics in Bibliographic Databases," Medical Education Scholars program, January 30, 2003.
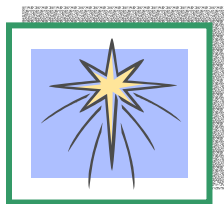
Special Achievements and Awards

- Andrew Corn and Nathan Parker achieved the status of Dell Certified Systems Experts

- Ingrid Hendrix and Jonathan Eldredge received the Research Award from the Medical Library Association/South Central Chapter, October 2002.

2003 Staff Appreciation – Special Recognition Awards

Jonathan Eldredge	Major Publications
Demetrius Brandon	Completion of Degree
Christee King	Completion of Certificate
Charity Karcher	Most Professional Growth
Lin Ye	Most Professional Growth
James Perea	Outstanding Customer Service
Richard Saavedra	Outstanding Customer Service
Carol Fierro	Outstanding Performance
Julie Pester	Outstanding Performance
MaryLou Seyl	Outstanding Performance

Health Sciences Library and Informatics Center Staff Roster
July, 2002 through June, 2003

Name	Unit/Title	Start Date	End Date
Aalseth, Ed	USS, Technical Support Analyst 2	04-30-01	
Abrams, John	IT Systems, Senior LAN Administrator	10-22-01	
Adcock, Richard	TECHS, Mgr. User Support	11-11-02	
Armijo, Ray	Collection Resources, LIS 2	01-02-95	
Bergen, Sally	RUSS, Manager, Library Operations, Days	05-14-01	
Brandon, Demetrius	IT Systems	01-20-98	04-16-03
Buchanan, Holly Shipp	Director	08-15-97	
Bynum, Jim	RUSS, LIS 3	05-14-01	
Byrd, Linda	Planning, Information Systems Planner	01-14-02	
Carr, Richard	RUSS, Coordinator	05-15-02	
Carroll, Edward	USS, USA 3	09-10-01	01-31-03
Colasurdo, Garth	Web Development, Analyst Programmer 3	10-09-00	
Corn, Andrew	USS, USA 3	03-20-00	
Cummings, Mary	USS, Supervisor, User Support	05-05-97	
Deering, Thomas	Web Development, Analyst Programmer 3	05-13-02	
de Lancey, Robert	Collection Resources, LIS 3	08-01-94	
Duran, John	IT Systems, Network Analyst	09-14-98	11-29-02
Edminster, Janelle	IT Systems	01-14-02	
Eldredge, Jon	Academic and Clinical Services, Coordinator	01-01-86	
Erlandson, Jane	Web Development, Analyst Programmer 3	09-21-98	
Fierro, Carol	Collection Resources, LIS 1	12-04-89	
Gaillard, Greg	TECHS, Deputy Director	08-03-98	
Gobel, Cameron	USS, USA 2	06-15-98	
Groth, David	Web Development, Analyst Programmer 3	06-04-01	
Guenther, Henry	Collection Resources, LIS 3	10-16-95	
Hagen, Kimberly	Web Development, Analyst Programmer 3	03-04-02	
Harris, Rebecca	Collection Resources, LIS 3	10-23-95	
Hendrix, Ingrid	Academic and Clinical Services, Nursing Librarian	12-03-01	
Hicks, Peter	IAIMS, Systems Analyst 3	10-11-99	
Iriart, Celia	Collection Resources – Research Scientist 3	11-22-99	11-01-02
Jacquez, Rosa	USS, USA 1	05-24-99	
Jewel, Bonnie	Collection Resources, LIS 1	05-28-96	
Karcher, Charity	Academic and Clinical Services, Pharmacy Librarian	01-08-01	
Keenan, Ramona	Administrative Support, Administrative Assistant 2	03-26-01	
King, Christee	Collection Resources, Coordinator	09-15-90	
Kinney, William	RUSS, LIS 1	04-17-00	
Lezotte, Sharon	Academic and Clinical Services, Outreach Librarian	11/11/01	5/30/03
Lujan-Kerlee, Mary	Manager, Business Services	07-28-86	
McBride, Peggy	Collection Resources (NHRD)	05-09-01	
Merta, Ed	RUSS, Manager, Library Operations, Evening	09-21-98	

Name	Unit/Title	Start Date	End Date
Meyer, Cory	RUSS, LIS 3	09-05-91	
Mondragon, Kathy	Collection Resources, Manager, Library Operations	07-10-75	
Morley, Sarah	Academic and Clinical Services, Clinical Librarian	06-01-99	
Norman, Kermit	Business Services – Accounting	10-29-98	
Parker, Nathan	USS, USA 2	04-01-02	
Perea, James	RUSS, LIS 3	05-22-95	
Pershan, Seth	USS, Technical Support Analyst 2	01-07-02	4-25-03
Pester, Julie	Web Development, Analyst Programmer 2	03-12-01	
Roberts, Wendy	Collection Resources, LIS 3	10-22-97	
Romero, Lisa	RUSS, LIS 1	02-24-86	
Saavedra, Richard	USS, USA 3	10-25-99	
Schold, Uriel	USS, USA 1	03-20-00	
Scott, Vicki	IT Systems, Database Administrator	12/03/98	
Scott, Dilek	TECHS, Systems Analyst 3	06/16/03	
Seyl, MaryLou	Business Services, Administrative Assistant 2	08-02-99	
Sharp, Chris	USS, USA 3	11-02-98	
Sklar, Annelise	RUSS, LIS 3	02-13-03	
Stearns, Ian	IT Systems, Analyst Programmer 2	11-29-99	
Sullo, Jennifer	Administration (Group)	01-27-03	05-21-03
Teal, Janis	Library Services, Deputy Director	04-15-94	
Tolito, Stephen	IT Systems, LAN Administrator	10-13-97	
Tregear, Jon	Web Development, Analyst Programmer 2	11-20-00	
Wax, Diane	Admin., Lecturer 3	08-14-02	
Wiley, Kevin	Web Development, Web site Administrator	03-12-00	
Yaeger, Ellen	RUSS, LIS 1	05-13-96	
Ye, Lin	IT Systems, Network Tech.	06-16-98	
Zincke, Dianne	Business Services – Facilities	02-02-99	

Temporary Staff	Student Assistants	
Rebecca Barreda	Deepika Addagada	Jillian Littell
April Crespin	Lawrence Baca	Celia Lloyd
Russell Ervin	Sheldon Benally	Mark Mitchell
Daniel Fahl	Michael Brewer	Alexander Piltch
Janet Johnson	Young Chung	Nancy Prewetts
Denise Jurca	Ravi Kumar Dasari	Melissa Rex
Nancy Prewitt	Matthew Diven	Viodha Sadasivam
Annelise Sklar	Amanda Dreyer	Caloway Schupbach
Keith Vinson	Rasha Elmaoued	Shannon Shelton
	Rola Elmaoued	Robert Velasquez
	Michelle Gordon	Nathan Williams
	Edris Hoover	Arielle Wortman
	Vijaya Jagannathan	
	Radhik Jujjavarapu	
	Larrisa Kramer	
	Gurish Kumar	

Statistics

Collection Resources

Table 1: Collection Size					
	Number of Titles 200/01	**Number of Titles 2001/02**	**Number of Titles 2002/03**	**% Change from Previous Year**	**Number of Volumes 2002/03**
Total Print Monographs	58,613	59,314	60,131	1%	67,390
Total Electronic Monographs	45	232	379	63%	N/A
Total Print Serials (Volumes)	N/A	N/A	N/A[A]	N/A	121,140
Total Print Serials Subscriptions	1,640	1,538	1,379	-10%	N/A
Unique Print Serials	1,640	849	526	-38%	N/A
Unique Electronic Serials	967	393	156	-60%	N/A
Unique Current Serials (Print & Electronic)	2,607	1,242	682	-45%	N/A
Overlapping Current Serials (Print & Electronic)	349	746	524	-30%	N/A
Total Electronic Serials	1,316	1,139	680	-40%	N/A
Total Serials Subscriptions (Print & Electronic)	2,956	2,677	2,059	-23%	N/A
Number of E Serials with Shared Costs	486	285	54[B]	-81%	N/A
Gift Serials / Print or Electronic	85	12	13	8%	145
Audio Visuals	1,988	*2,278 CORRECTED	2,303	1%	N/A
Models	89	82	87	6%	N/A
Microforms	496	494	495	N/C	N/A
Educational Software	267	*202 CORRECTED adding CDs	165	-18%	N/A
Productivity Software	7	7	9	29%	N/A
Number of Databases	73	74	79	8%	N/A
Number of Consortial Databases[F]	94	56	59	4%	N/A
Number of Databases available Main Campus	N/A	177	195	10%	N/A

[A]Not given as it would falsely represent holdings by including all serials ever received, title changes, etc.
[B]IDEAL package was discontinued in December 2002 (over 200 titles).

Figure 4: Unique and Overlapping Serials

Overlapping
Unique Electronic Serials
Unique Print
Serials
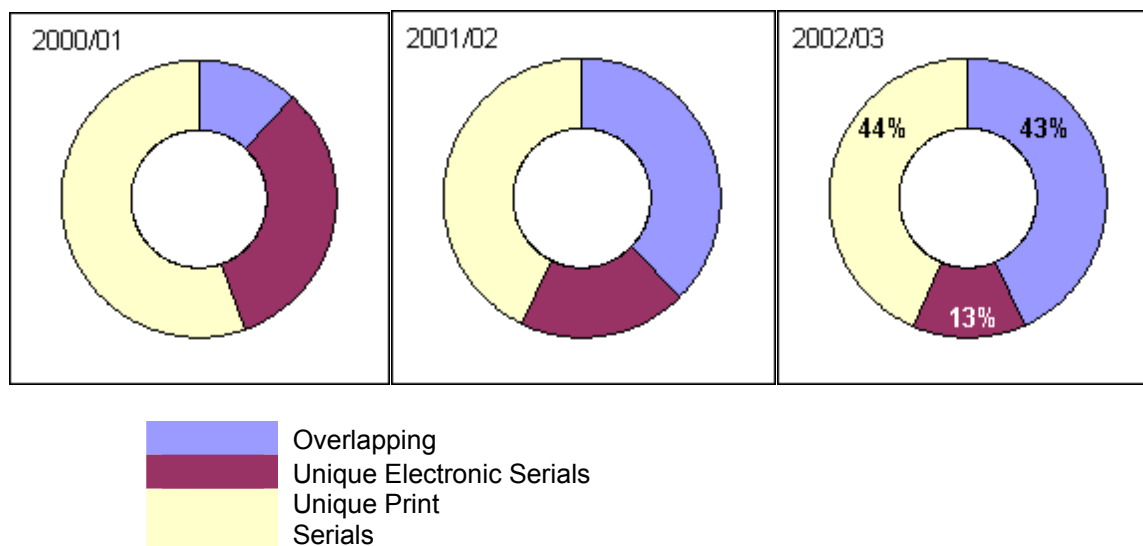
Table 2: Changes to the Collection					
	Number of Titles 2000/01	Number of Titles 2001/02	Number of Titles 2002/03	Number of Titles % Change from Previous Year	Number of Volumes 2002/03
Monographic Titles Added	1,672	2,154	1,642	-24%	1,286
Monographic Titles Withdrawn	N/A	N/A	N/A	N/A	3,149
Print Monographs Added - Purchased	1,395	1,164	697	-40%	773
Print Monographs Added – Gifts	195	347	261	-25%	313
Electronic Monographs Added - Free	5	187	192	3%	N/A
Electronic Monographs Added – Purchased	N/A	2	0	N/C	N/A
Electronic Monographs Added – Gifts	N/A	0	0	N/C	N/A
Print Serials Added-Purchased	13	5	9	92%	N/A
Print Serials Added – Gifts	N/A	1	1	N/C	160
Electronic Serials Added	N/A	188	111	-41%	N/A
Audio Added	N/A	1	1	N/C	N/A
Film/Video Added	61	50	40	-20%	N/A
Models/Realia Added	N/A	10	5	N/C	N/A
Educational Software Added	39	11	7	-36%	N/A
Productivity Software Added	2	0	0	N/C	N/A
Microforms Added	1,510	1	0	-100%	N/A
Paid Databases Added	2	1	2	100%	N/A
Archives/Manuscripts Added	N/A	0	0	N/C	N/A
Cartographic Added	N/A	0	0	N/C	N/A
Graphic Added	N/A	0	0	N/C	N/A
Government Documents Added	429	778	224	-71%	N/A
Department Books Added toCatalog	300	348	154	-56%	194

Table 3: Collection Development Expenditures				
	2000/01	2001/02	2002/03	% Change from Previous Year
Print Monographs	$55,767	$90,904	**$53,727**	-41%
Electronic Monographs	N/A	$3,025	**$3,500**	+16%
Print Serials	$616,455	$652,307	**$593,674**	-9%
Electronic Serials	N/A	$114,081	**$97,119**	-15%
Electronic Databases	$109,820	$87,519	**$112,515**	+28%
Other Library Material (media)	$6,983	$3,879	**$6,142**	+58%
Contract Binding	$27,758	$23,403	$26,811	+15%
Miscellaneous				
Total :	$816,783	$975,118	$893,488	-8%
Consortial Expenditures[K]	$21,000	$54,317	$10,905	-80%

(Shaded numbers were used to create Figure 5)

Figure 5: Collection Development Expenditures (see Table 3)

2002/03 Collection Development Expenditures

- Monographs Print 6%
- Electronic Monographs <1%
- Print Serials 68%
- Electronic Serials 11%
- Electronic Databases 13%
- Other Library Material (media) <1%
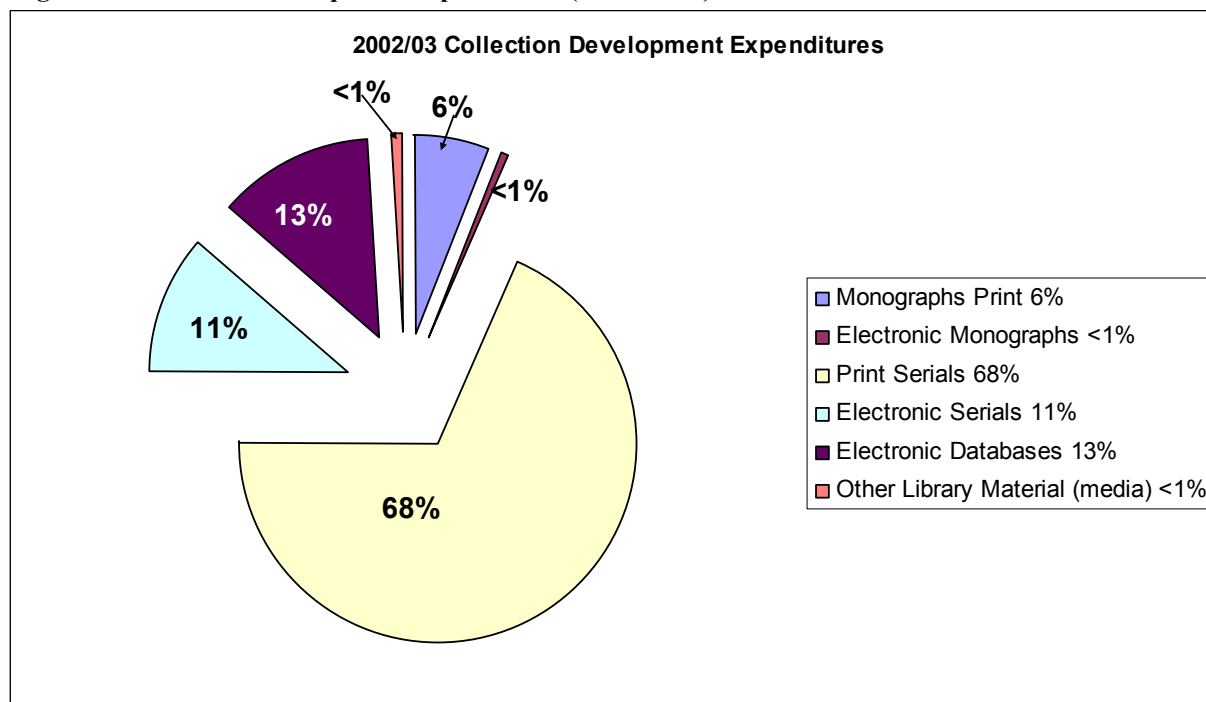
Table 4: Resource Use-Interlibrary Loan/Document Delivery Summary Table				
Interlibrary Loan/Document Delivery **Borrowing**	**2000/01**	**2001/02**	**2002/03**	**% Change from Previous Year**
Items Obtained from Other Libraries (successful borrowing)	5,755	5,117	4,394	-14%
Total Borrowing Requests by our Patrons (successful and unsuccessful borrowing)	Not Available	Not Available	5,279	Not Available
Lending				
Items Filled for Other Libraries (successful lending)	8,823	4,319	3,439	-20%
Total Items Requested by Other Libraries (successful and unsuccessful lending)	10,165	5,730	4,734	-17%
Document Delivery				
Items Copied for our Patrons (successful document delivery)	3,909	2,133	2,067	-3%
Total Document Delivery Requests by our Patrons (successful and unsuccessful document delivery)	Not Available	Not Available	2,084	Not Available
Summary				
Total Filled Lending, Borrowing and Document Delivery Requests (successful)	18,487	11,569	9,900	-14%
Total Interlibrary Loan and Document Delivery Transactions	19,829	12,980	12,097	-7%

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

Reference and User Support Services

Table 5: Number of Mediated Searches				
	2000/2001	**2001/2002**	**2002/2003**	**% Change from PreviousYear**
Non-LATCH Searches	234	216	117	-46%
LATCH Searches	359	213	195	-8%
Total Searches	593	429	312	-27%

Table 6: Number of Reference Questions				
	2000/2001	2001/2002	2002/2003	% Change from Previous Year
Reference Questions (In Person & Via Phone)	18,330	16,945	16,195	-4%
Electronic Reference Questions	144	127	125	-1%
Total Reference	18,474	17,072	16,320	-5%

Table 7: Annual Gate Count				
	2000/01	2001/02	2002/03	% Change from Previous Year
TOTAL	274,843	356,249	314,068	-13%

Figure 6: Monthly Gate Count 2002/2003
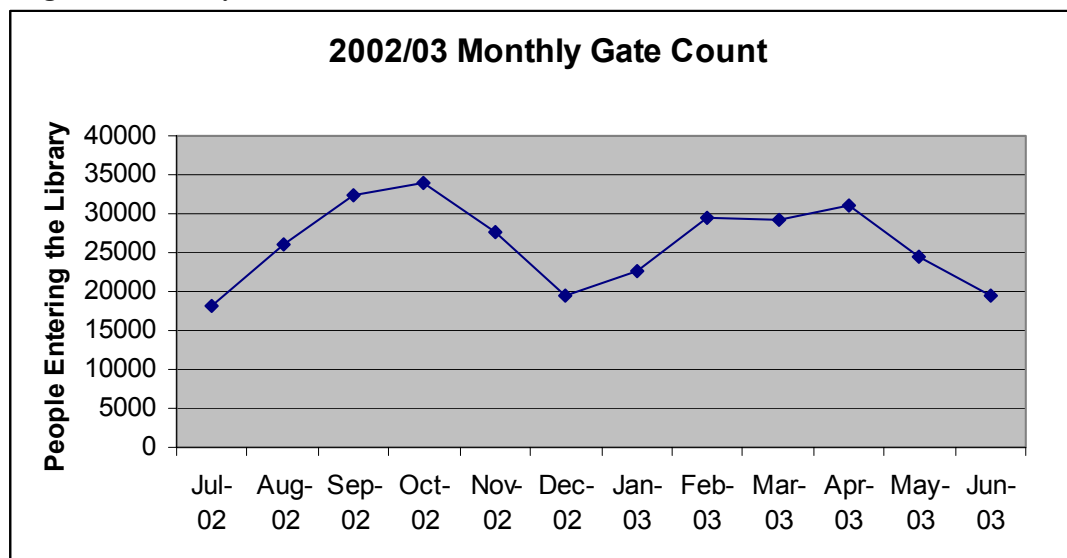
Figure 7: Use of Library Resources

Use of Library Resources

Legend:
- Electronic Resources
- Print Resources In-house Use
- Print Resources - Checkouts

	2000/01	2001/02	2002/03
Electronic Resources	125,518	259,981	1,251,973
Print Resources In-house Use	140,179	123,017	95,647
Print Resources - Checkouts	34,208	27,780	27,967
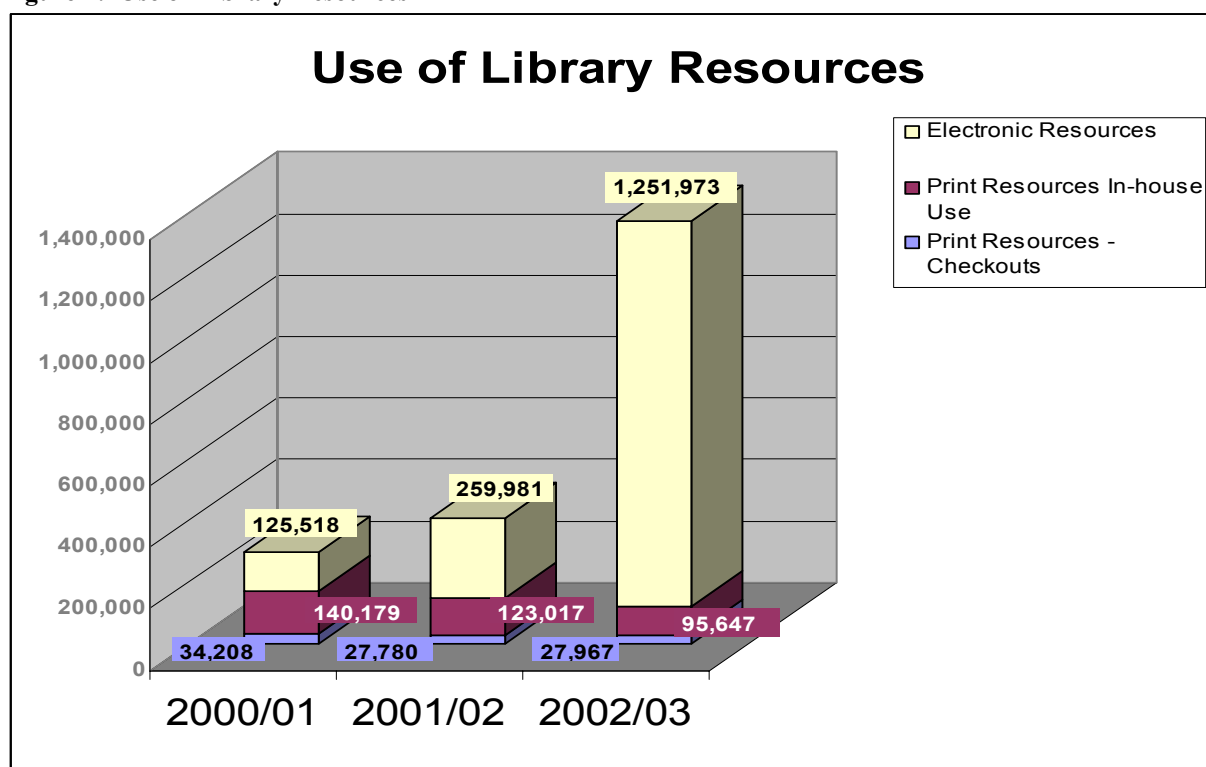
Table 8: Use of Library Materials			
	2000/01	**2001/02**	**2002/03**	**% Change from Previous Year**
Book and Journal - Checkouts	13,171	10,377	12,168	17%
Reserve - Checkouts	11,962	10,104	11,333	12%
Media - Checkouts	9,075	7,299	4,466	-39%
In-House Use	140,179	123,017	95,647	-22%
Totals	174,387	150,797	123,614	-18%
All Formats – Checkouts	34,208	27,780	27,967	1%
All Formats - In-house Use	140,179	123,017	95,647	-22%
Electronic resources	125,518	259,981	1,251,973	382%
Grand Total	299,905	410,778	1,375,587	235%

Figure 8: Checkouts by User Groups
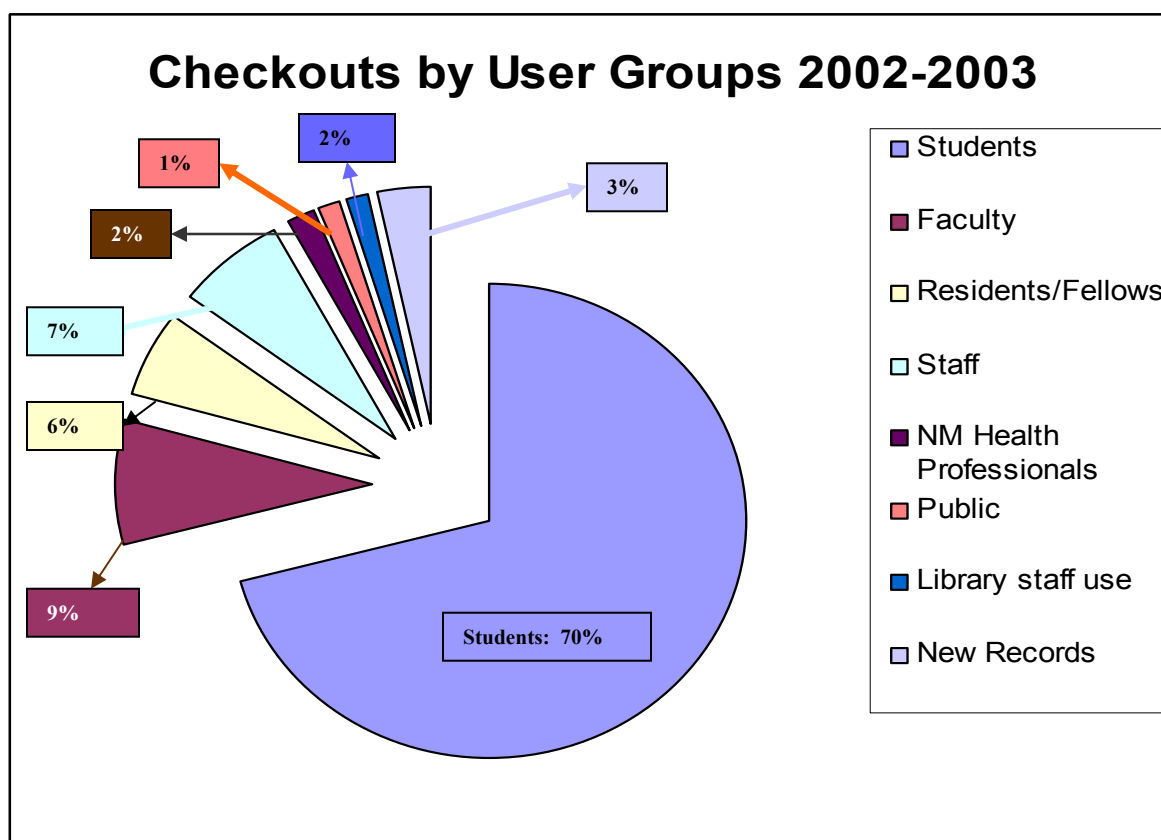
Academic and Clinical Services

Table 9: Library Instruction Series 2002-2003		
Class Name	**Sessions**	**Attendance**
EndNote	8	20
FrontPage	2	7
GroupWise Advanced	5	16
GroupWise Basic	7	33
Library IQ	2	4
OvidWeb Medline	11	19
PDA (Personal Digital Assistant) Concepts	1	1
PowerPoint Basics	5	7
PubMed Medline	6	15
RefWorks	2	6
UpToDate/MD Consult	2	9
Totals	**51**	**137**

Totals:	2000/01	2001/02	2002/03	% Change from Previous Year
# of Sessions	**54**	**57**	**51**	**-11**
Attendees	**242**	**181**	**137**	**-25**
Contact Hours	**112**	**110**	**74**	**-33**
FTE Contact Hours	**155**	**134**	**74**	**-45**

Table 10: Curricular Support Instruction 2002/03 by Academic Unit		
Academic Unit	**Sessions**	**Attendees**
College of Nursing	39	594
College of Pharmacy	16	173
School of Medicine Programs:	--	--
----Medical	83	753
----Dental Hygiene	4	51
----Allied Health	13	128
----Physicians Assistant	6	67
----Masters of Public Health	23	361
----Biomedical Graduate	5	50
----Graduate Medical (Residents)	3	21
Outreach (Classes and Training)	24	154
Other HSC	11	120
Other UNM	3	74
Community	8	148
Totals:	**238**	**2694**

Totals:	**2000/01**	**2001/02**	**2002/03**	**% Change from Previous Year**
# of Sessions	**133**	**150**	**238**	**59%**
Attendees	**1534**	**2224**	**2694**	**21%**
Contact Hours	**264**	**344**	**433**	**26%**
FTE Contact Hours	**344**	**372**	**493**	**32%**

Table 11: Orientations & Tours 2001/03 by Academic Unit		
Academic Unit	**Sessions**	**Attendees**
College of Nursing	3	30
College of Pharmacy	2	98
School of Medicine Programs:	--	--
----Medical	17	340
----Dental Hygiene	0	0
----Allied Health	2	16
----Physicians Assistant	0	0
----Masters of Public Health	1	16
----Biomedical Graduate	0	0
----Graduate Medical (Residents)	4	214
Outreach (Demos & Exhibits)	41	438
Other HSC	8	109
Other UNM	0	0
Community	3	122
Totals:	**81**	**1383**

Totals:	**2000/01**	**2001/02**	**2002/03**	**% Change from Previous Year**
# of Sessions	**31**	**98**	**81**	**-17**
Attendees	**774**	**906**	**1383**	**+53**
Contact Hours	**74**	**124**	**83**	**-33**
FTE Contact Hours	**122**	**140**	**83**	**-41**

Table 12: Total Instructional Programs/Orientations				
Totals:	2000/01	2001/02	2002/03	% Change from Previous Year
# of Sessions	218	305	370	21%
Attendees	2550	3311	4214	27%
Contact Hours	450	578	590	2%
FTE Contact Hours	620	646	650	~+1%

IT Systems

Table 13: Systems				
	2000/01	2001/02	2002/03	%Change from Previous Year
Account Creations	726	1,296	1,118	-14%
Printers Supported	295	203	165	-19%
Total Storage Installed	N/A	~3 TB	~5 TB	67%
Total Storage in use	N/A	1.9 TB	3.5	84%
Total number of HSLIC-supported accounts	N/A	5694	6334	9%
Number of Production Servers	N/A	54	86	59%
Number of dept servers housed	N/A	9	20	82%
Average file server logins per day	N/A	1,290	1,350	4%

Databases				
	2002/01	2001/02	2002/03	% Change over Previous Year
Production MS SQL databases	N/A	N/A	41	N/A
Test MS SQL database	N/A	N/A	15	N/A
roduction Oracle database	N/A	N/A	3	N/A
Test Oracle database	N/A	N/A	4	N/A

User Support Services

Table 14: Help Desk				
	2000/01	2001/02	2002/03	%Change over Previous Year
Number of Documented Logs	5,035	7,405	7,700	4
HelpDesk Tel. Questions	11,700	12,480	13,592	9
HelpDesk Incoming Email Questions	38,664	29,238	29,692	1
Self Service Requests (Pilot)	N/A	12	126	1050
New Workstation Installations	N/A	402	477	18
Faculty Workstation Project Installations	N/A	200	200	0

Web Development

| Table 15: Web-Based Courses Using WebCT				
	2000/2001	**2001/2002**	**2002/2003**	**% Change from previous year**
School of Medicine	0	1	5	500%
College of Nursing	10	14	23	60%
College of Pharmacy	10	14	16	13%
Sub-Total	**20**	**29**	**44**	**51%**

Table 16: Web-Enhanced Courses Using WebCT				
	2002-2001	**2001-2002**	**2002-2003**	**% Change from previous yr.**
School of Medicine	3	38	90	136%
College of Nursing	11	23	26	1%
College of Pharmacy	0	0	0	
Sub-Total	**14**	**61**	**116**	**90%**
Total Web-Based and Web-Enhanced	**34**	**90**	**160**	**77%**

Web-enhanced courses are traditional classroom classes that have supporting materials on-line.

Figure 9: HSC Web Site Page Views – 3-year comparison

HSC Web Site Page Views

2000/01: 4,243,136
2001/02: 5,677,617
2002/03: 8,486,363

Number of HSC Websites = 155
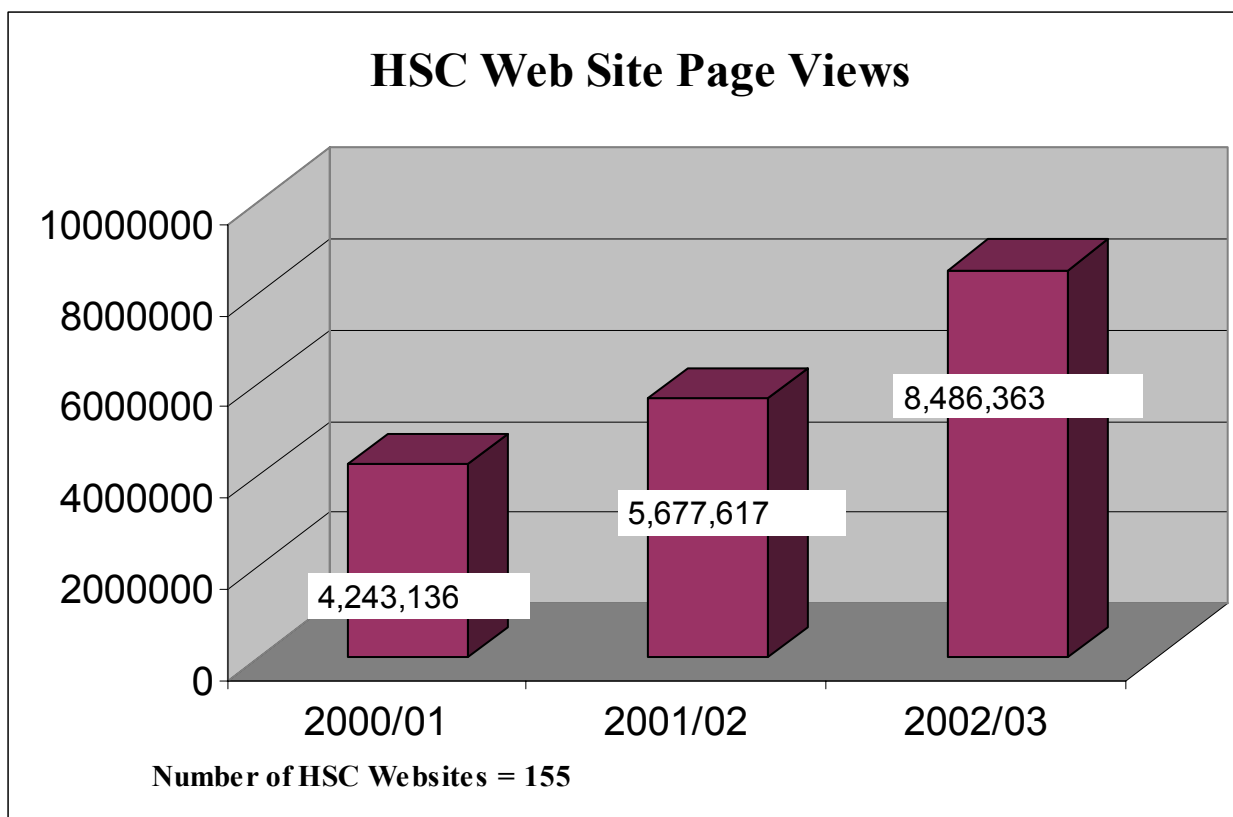
Figure 10: 2002/03 HSC Web Site Page Views
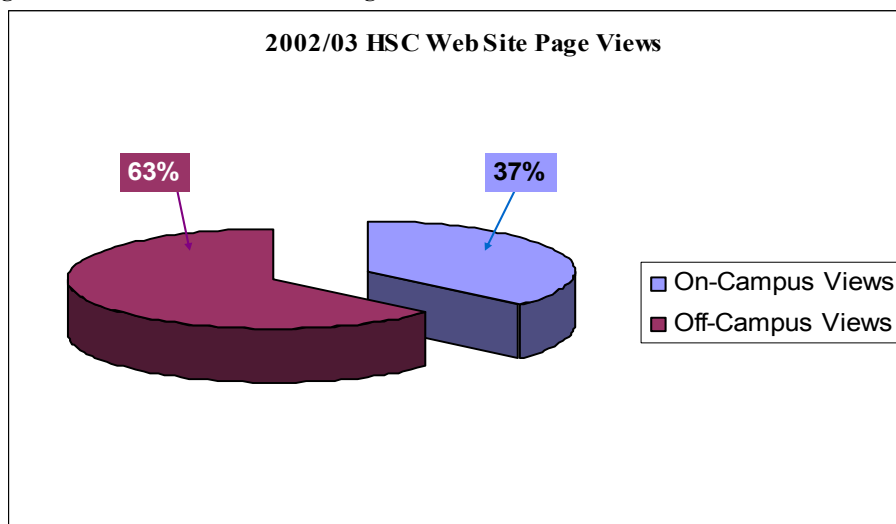
Table 17: Top Web Pages within the HSC Web Site in FY 2003 (ranked by number of page views)

Rank	Page	Views	Visits
1.	HSLIC Home	895,283	280,667
2.	HSC Home	507,918	341,141
3.	School of Medicine Home	410,822	207,677
4.	TECHS User Support	408,915	228,775
5.	HSC Human Resources Home	382,207	98,703
6.	HSLIC Databases Page	178,627	110,630
7.	College of Nursing Home	156,904	105,641
8.	College of Pharmacy Home	126,246	91,650
9.	HSC Site Map & Search Page	68,852	49,040
10.	SOM Academic Departments	42,000	38,256

Table 18: Home Page Views on Academic Sites from FY 2002 to FY 2003

	FY 2002	FY2003	% Increase
HSC	362,291	507,918	40%
HSLIC	677,994	895,283	32%
College of Pharmacy	63,786	126,246	49%
College of Nursing	85,903	154,904	80%
School of Medicine	289,690	410,822	40%

New Serial Subscriptions -- 2003	
Alaska medicine (paid by NHRD)	print
Breast Cancer	print and electronic
Clinics in Occupational & Environmental Medicine (paid by MPH)	print
Genes Chromosomes & Cancer	print and electronic
Genes to Cells	print and electronic
International Journal of Circumpolar Health (paid by NHRD)	print and electronic
Journal Citation Reports (every other year)	print & CD
Journal of Evidence-Based Dental Practice	print
Journal of Pharmaceutical Finance, Economics and Policy	print
Nature Reviews Cancer	electronic
Nature Reviews Drug Discovery	electronic
Nature Reviews Genetics	electronic
Nature Reviews Immunology	electronic
Nature Reviews Molecular Cell Biology	electronic
Nature Reviews Neuroscience	electronic

Print Serial Titles Cancelled – January 2003	
Academic Radiology	European Journal of Nuclear Medicine
Adolescence	Experimental Biology & Medicine
AIDS/HIV Treatment Directory	Gene
American Journal of Clinical Hypnosis	Health Information & Libraries Journal
American Journal of Medical Genetics	Information Standards Quarterly
American Journal of Psychotherapy	Journal of Anatomy
Angiology	Journal of Child Psychology & Psychiatry, and Allied Disciplines
Annals of Nutrition & Metabolism	Library Currents
ANZ Journal of Surgery	Magnetic Resonance in Medicine
Archives of Virology	MGMA Connexion
Behavior Research and Therapy	New Mexico Nurse Copy 2
Biology of Reproduction	Online
Biophysical Journal	Population Bulletin; Population Today; World Population Data Sheet
British Journal of Biomedical Sciences	Psychoanalytic Review
Care Management Journals	The Scientist: ISI Newspaper
CIN Computers, Informatics, Nursing	Thrombosis Research
CINAHL	Universal Health Care Almanac
Clinical Science	Who Publication Global Subscription
Colorado Medicine	Yale Journal of Biology & Medicine
Current Contents (3 editions)	
Econtent	
European Journal of Applied Physiology	

Frequently Requested Statistics				
	10 Years Ago 1992/93	5 Years Ago 1997/98	2001/02	2002/03
Total Volume Holdings:	149,518	169,161	175,978	179,786
Print Serial Subscriptions	1,860	1,843	1,538	1,379
Electronic Serials Subscriptions	N/A	1	1,139	680
Unique Current Serials (Print & Electronic)	N/A	N/A	1,242	682
Total Serials Subscriptions	1,860	1,843	2,677	2,059
Number of Databases	N/A	N/A	74	79
Patron Logins to Ovid Databases	N/A	37,048	105,980	139,380
Total Collection Expenditures	$523,126	$686,877	$975,118	$946,079*
Gate Count	243,665	234,782	356,249	314,068
Use of Library Materials (Print, Reserve, Media, Both In-Library and External Circulations)	238,288	70,921	150,797	123,614
Use of Electronic Resources, Including Databases	N/A	N/A	259,981	1,251,973
Service Hours per Week	91	91	91	93.5
Total Reference Transactions, Including Literature Searches	85,316	23,552 *Data collection method changed*	17,501	16,320
Items Obtained from Other Libraries (successful)	2,673	2,395	5,117	4,394
Items Filled for Other Libraries (successful)	10,390	7,623	4,319	3,439
Items Copied for HSC Patrons (successful)	N/A	N/A	2,133	2,067
Library Presentations to Groups, Including Orientations & Tours	22	199	305	370
Participants in Library Presentations	1,708	1,514	3,311	4,214
HelpDesk Requests (Documented)	N/A	N/A	7,405	7,700
Web Based + Web Enhanced Courses	N/A	N/A	90	160
HSC Web Sites Hosted	N/A	N/A	110	115
HSC Web Site Visits	N/A	N/A	1,391,623	2,459,327
HSC Web Site Page Views	N/A	N/A	5.7M	8.5M
Publicly Accessible Computers	~30	~18	67	69
Public Seating	~334	~504	315	313
Number of Group Study Rooms	N/A	N/A	5	6
Number of Square Feet in Library	43,000	38,859	44,171	44,171
Total FTE	40.41	41	65	67

*Vendor credits were applied