2015

HSLIC Annual Report FY2014-15

University of New Mexico Health Sciences Library and Informatics Center

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UNM HEALTH SCIENCES LIBRARY and INFORMATICS CENTER

Annual Report 2014–15

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CREDITS

Editor & Statistics   Sally Bowler-Hill

Production Assistant   Catherine Brandenburg

HSLIC Vision Statement

Our employees create innovative, high-quality solutions to complex information and technology challenges through the expertise of an interdisciplinary team. These solutions are means for answering the most important questions of human health.

HSLIC Mission Statement

We improve and enhance human health through support, innovation and leadership in the secure organization, delivery and use of quality information. We support the mission of the UNM Health Sciences Center (HSC) by delivering technology to foster the development and sharing of knowledge among the HSC and its partners.

EXECUTIVE SUMMARY

Holly Shipp Buchanan, MLn, MBA, EdD, Chief Information Officer,
Administration and Academic Systems, and HSLIC Executive Director
Sally Bowler-Hill, MA, PMP, Program Operations Director
Philip Kroth, MD, MS, Director, Biomedical Informatics Research, Training and Scholarship
Steve Stockdale, MA, Deputy Director for Operations

Repositioning tools, applications and infrastructure to transition data into actionable knowledge for the future was a fundamental theme in the Health Sciences Library and Informatics Center's (HSLIC's) work throughout fiscal year 2014–15 (FY2015).

Education
During FY2015, HSLIC's Director of Biomedical Informatics Research, Training and Scholarship (BioMIRTS) continued to lead the development of a clinical informatics fellowship at UNM in partnership with the Department of Internal Medicine. In the fall, the fellowship received approval from the UNM Hospital's (UNMH's) Rightsizing Committee, and work soon began on assembling the accreditation application to the Accreditation Counsel for Graduate Medical Education (ACGME). The program will begin efforts to recruit fellows this fall.

In November, voters passed a general obligation bond that included funding for the final phase of the Domenici Center for Health Sciences Education. This was followed by Gov. Susana Martinez signing a capital outlay bill in June that, combined with funding from the Health Sciences Center (HSC) and severance tax bonds, will add 85,700 square feet of education space to the campus. As managers of the Center's current buildings, HSLIC staff participated in planning for classroom technology in the building and for reconfiguring of the Interprofessional Healthcare Simulation Center (IHSC) to incorporate additional simulation space.

In celebration of the School of Medicine's (SOM's) 50th anniversary during FY2015, HSLIC displayed a commemorative exhibit in the lobby of the Domenici Center, July 2014 through June 2015. In April, HSLIC also hosted a traveling exhibit from the National Library of Medicine (NLM) in the Domenici Center's auditorium titled "Native Voices: Native Peoples' Concepts of Health and Illness." This exhibit explores the connections among wellness, illness and cultural life for contemporary American Indians, Alaska Natives and Native Hawaiians. In 2006, HSLIC had hosted a planning meeting for this exhibit on behalf of NLM. HSLIC faculty will take parts of the exhibit to rural NM communities in the fall. Native Voices will be displayed in the Domenici Center through October 18, 2015.

Research
The BioMIRTS Director completed the first year as principal investigator of a three-year study in partnership with the Centura Health System in Colorado, Hennepin County Medical Center, Stanford University and the University of Minnesota. This project is funded by a $600,000 grant from the Agency for Healthcare Research and Quality (AHRQ) and focuses on determining the specific design aspects of electronic health records most associated with user stress, fatigue and frustration. In FY2015, the research team developed and tested focus-group questions targeted toward physicians who practice in the ambulatory setting.

Other HSLIC research efforts during FY2015 focused on community outreach. The BioMIRTS Special Projects Librarian received funding from NLM to leverage the resources of the NM Department of Health, Albuquerque Public Schools and the local Citizens Corp to present workshops targeted at school

libraries about the Points of Dispensing (PODS) model for providing medications, vaccines and medical supplies to community in an emergency. This project included developing lesson plans for middle and high school students using disaster-related information resources. Other funded outreach projects in FY2015 included developing online continuing medical education modules for health care providers in rural New Mexico and continuing to promote NLM and HSLIC resources to consumers, students and health professionals, especially to the Hispanic and Native populations in the state.

In September, HSLIC's Native and Distance Services Librarian, Patricia Bradley, MLS, AHIP, received the 2014 Michael E. DeBakey Library Services Outreach Award from the Friends of the NLM. The award was created to honor practicing health sciences librarians who provide outstanding services to rural or underserved communities. Ms. Bradley was selected for her significant and positive impact in supporting New Mexico's underserved populations.

Library
One of HSLIC's largest projects during FY15 was moving the library catalog from Millennium to OCLC's WorldCat. The project involved the migration of bibliographic records, holdings, patron data, circulation transactional data (such as loans, holds, fines and fees) and item statistical data (such as total checkouts, YTD checkouts and date of last use). This project also included customizing the system and validating data for accuracy. HSLIC (RAD) developed training materials and provided training sessions for HSLIC faculty/staff and HSC users of the new system.

HSLIC at dawn

In January 2013, HSLIC made its interlibrary loan (ILL) services free to all HSC faculty, staff and students. During the past fiscal year, library faculty and staff worked to increase awareness of this benefit. As a result, the number of filled ILL requests in FY2015 jumped 44 percent, from 1,491 to 2,149. To enhance customer service, HSLIC's Service Point also promoted its free document delivery service for items copied from the HSLIC collection. This has led to an increase in document delivery of 656 percent over the past year.

Technology
Another significant HSLIC project was transitioning the HSC to a new email and calendaring system. On October 6, 2014, the HSC began using HSCLink, using Microsoft's Exchange and Outlook. HSLIC faculty and staff from across all units participated in the rollout, communicating with departments about the change, providing user training, configuring mobile devices and providing technical support.

One of the outcomes from the email project was HSLIC's adoption of a tiered support model for technology services. This model includes three tiers of support, beginning with the Service Point (Tier 1), which addresses all incoming service requests and incidents. Service Point staff quickly assess and resolve requests and, if needed, escalate requests to the Technology Support group (Tier 2). In turn, Tier 2 provides a second layer of support services and, if needed, can escalate an incident to the Systems Group (Tier 3). This tiered model allows for a more efficient and timely resolution to requests and incidents and has significantly reduced HSLIC's average time to resolve requests and incidents.

Also, in early 2015, HSLIC's Systems Group implemented a new disk-to-disk backup system for the HSLIC data centers. This system uses two storage devices: one as the primary backup and the second as

an off-site mirror of the first. This enhanced backup service provides more protection for HSC data and aligns HSLIC with industry best practices for off-site backups.

Administration

HSLIC continued to experience significant staffing changes during FY2015. Fourteen employees left HSLIC, while 11 were hired. The Division Head of RUSS retired in December after 12 years of leading HSLIC's public services faculty and single-point-of-service desk. The Chancellor's Office enlisted HSLIC's Manager of Division Support Services to provide support to the newly created HSC CIO Office on a part-time basis. As a result, some of her duties were shifted to other Business Services staff members.

HSLIC hired a new Deputy Director for Operations, who began in early 2015. This newly created faculty position's purpose is to facilitate cross-functional efficiencies within HSLIC and among other HSC organizations. A member of HSLIC's executive team, this position leads the faculty liaison (Envoy) Program and is the service owner for the data management planning service.

ORGANIZATIONAL CHARTS

The University of New Mexico Health Sciences Library and Informatics Center

Paul B. Roth, MD, MS, FACEP
Chancellor for Health Sciences
Dean, School of Medicine
University of New Mexico

Holly Buchanan, MLn, MBA, EdD, MFLA, AHIP
Chief Information Officer, Administration and Academic
Systems, HSC
Executive Director, HSLIC

Philip Kroth
Director,
Biomedical
Informatics
Research, Training
and Scholarship

Laura Hall
Division Head,
Resources,
Archives &
Discovery

Sally Bowler-Hill
Program
Operations
Director

Marcia Sletten
Division Head,
Division Support
Services

Steve Stockdale
Deputy Director for
Operations

TBD
Division Head
Reference & User
Support Services

Rick Adcock
Division Head, IT
Technical Support

Kevin Wiley
Interim Division Head,
Information Services
and Division Head,
Systems &
Programming

Revised June 2015

Business Services, Planning Office and Administration

UNM
HEALTH SCIENCES LIBRARY
and INFORMATICS CENTER

Holly Buchanan, MLn, MBA, EdD, FMLA, AHIP
Chief Information Officer, Administration
and Academic Systems, HSC
Executive Director, HSLIC

Steve Stockdale[2,3,7,8]
Deputy Director for
Operations

Marcia Sletten [1,6,7,8]
Division Head, Division
Support Services

Sally Bowler-Hill [1,6,7,8]
Program Operations
Director

Lori Sloane
System
Administrator

Katrina D'Aloia
Operations
Specialist

Beth Mercer[5]
IHSC Program
Specialist

Libbye Morris
Program
Specialist
.6 FTE

Antoinette
Martinez[2]
Accountant 3

Cathy
Brandenburg
(2,5,7,8)
Unit Admin. 2

Vacant
Accountant 1

MaryLou Seyl
Administrative
Assistant 3

Legend

Managers (1)
Supervisors (2)
Faculty (3)
Service Desk (4)
Student Lead (5)
Executive Committee (6)
Strategic Planning (7)
OMT (8)

Revised June 2015

Library and Education Services

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Holly Buchanan, MLn, MBA, EdD, FMLA, AHIP
Chief Information Officer, Administration
and Academic Systems, HSC
Executive Director, HSLIC

TBD [1,3,4,7,8]
Division Head, Reference &
User Support Services

Laura Hall [1,3,7,8]
Division Head, Resources,
Archives & Discovery

Ingrid Hendrix [3]
Nursing Services
Librarian

Jim Bynum [2,4,5]
Manager, Library
Operations
(Evening)

Mary McCarthy
[2,4,5]
Technical Support
Analyst 2

Robyn Gleasner
Manager, Library
Operations

Jake Nash [3]
Resource
Management
Librarian

Karen McElfresh [3]
Resource
Management
Librarian

Sarah Morley [3]
Clinical Services
Librarian

Robert Cole [4]
User Support
Analyst 2

James Perea [4]
Library Services
Coordinator

Robert Chaires [4]
User Support Analyst
2

Victoria Rodrigues
Library Information
Specialist 3

Patricia Bradley [3]
Native and Distance
Services Librarian

Timothy Mey [4]
User Support
Analyst 2

Karen Buntin [4]
Library Information
Specialist 3

Misty Bargman
Archivist Assistant
(.5 FTE)

Vacant
Instructional
Services Librarian

Vernon Bell [4]
User Support
Analyst 3 (.5 FTE)

Sarah Swanson [4]
User Support
Analyst 2

Legend

Managers (1)
Supervisors (2)
Faculty (3)
Service Desk (4)
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Executive Committee (6)
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Technology Support Services

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Legend

Managers (1)
Supervisors (2)
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OMT (8)

Holly Buchanan, MLn, MBA, EdD, FMLA, AHIP
Chief Information Officer, Administration and Academic Systems, HSC
Executive Director, HSLIC

Rick Adcock [1,7,8]
Division Head, IT Technical Support

Kevin Wiley [1,7,8]
Interim Division Head, Information Services

Kevin Wiley [1,7,8]
Division Head, Systems and Programming

Aaron Douglas
Technical Support Analyst 3

Tom Gutierrez
Manager, Systems and Programming

TBD
Systems Specialist

Carlos Colón
System Analyst 2

Randy Wright
Senior Database Administrator

TBD
Database Administrator

Brian DePalo
Technical Support Analyst 2

Phil Jacobus
User Support Analyst 3

Carlos Herrera [2]
System Analyst 3

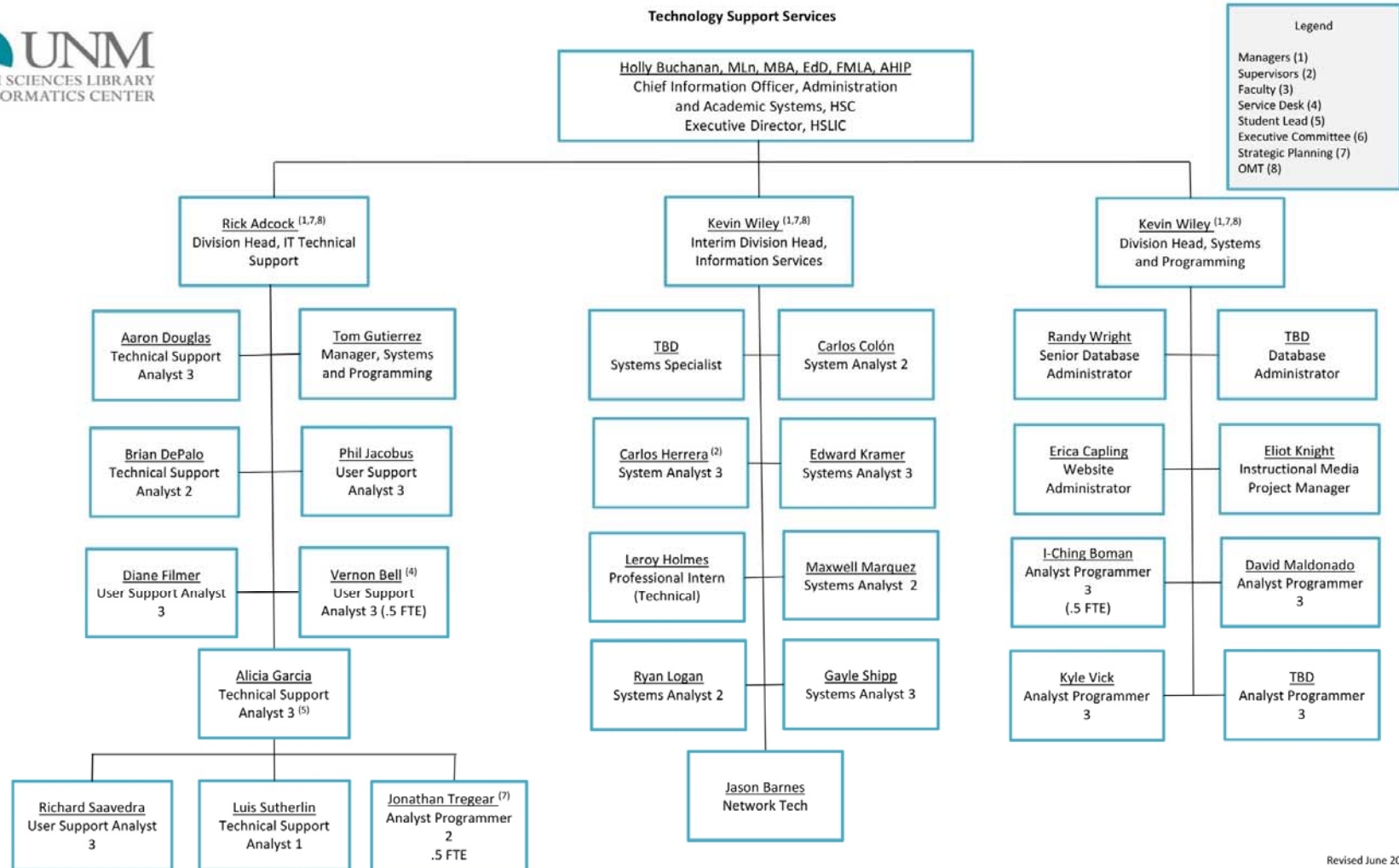**Edward Kramer**
Systems Analyst 3

Erica Capling
Website Administrator

Eliot Knight
Instructional Media Project Manager

Diane Filmer
User Support Analyst 3

Vernon Bell [4]
User Support Analyst 3 (.5 FTE)

Leroy Holmes
Professional Intern (Technical)

Maxwell Marquez
Systems Analyst 2

I-Ching Boman
Analyst Programmer 3 (.5 FTE)

David Maldonado
Analyst Programmer 3

Alicia Garcia
Technical Support Analyst 3 [5]

Ryan Logan
Systems Analyst 2

Gayle Shipp
Systems Analyst 3

Kyle Vick
Analyst Programmer 3

TBD
Analyst Programmer 3

Richard Saavedra
User Support Analyst 3

Luis Sutherlin
Technical Support Analyst 1

Jonathan Tregear [7]
Analyst Programmer 2 .5 FTE

Jason Barnes
Network Tech

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Biomedical Informatics Research, Training and Scholarship

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and INFORMATICS CENTER

Philip Kroth [1,3,6,7,8]
Director, Biomedical Informatics Research, Training
and Scholarship

Adjunct Appointments

Erv Klink [3]
Adjunct Assistant
Professor

Jeff Blair [3]
Adjunct Lecturer 3

Felicha Candelaria
Cook [3]
Fellow

Stuart Nelson
Visiting Professor,
Biomedical Informatics

Jonathan Eldredge [3,7]
Evidence Based and
Translational Sciences
Collaboration
Coordinator

Gale Hannigan [3]
Research Professor,
Special Projects
Librarian

Secondary Appointments

Dale Alverson [3]
Professor
(Secondary Appt)

Heather Edgar [3]
Assistant Professor
(Secondary Appt)

Glen Murata [3]
Professor
(Secondary Appt)

Legend
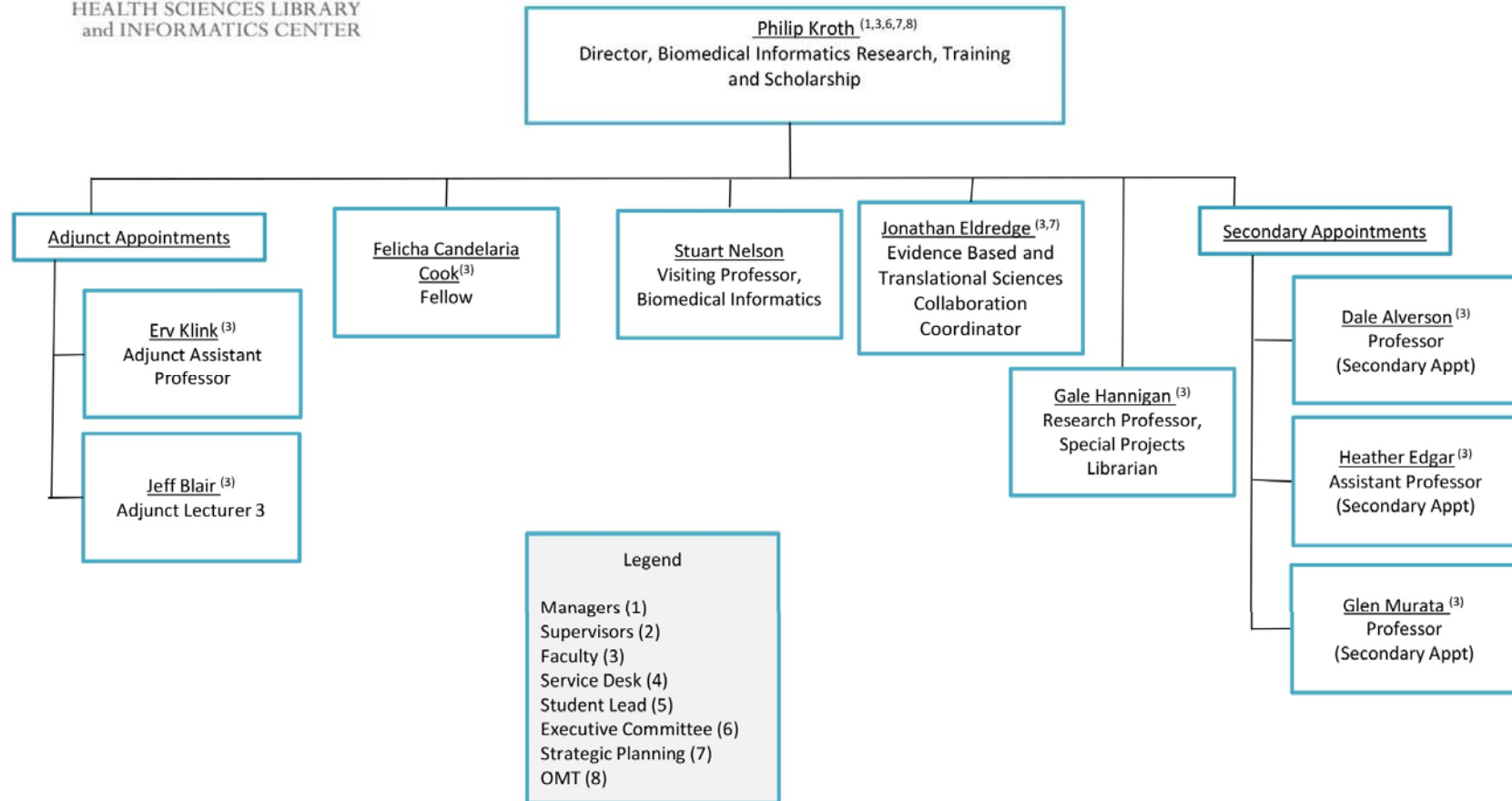
Managers (1)
Supervisors (2)
Faculty (3)
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OMT (8)

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UNIT ACCOMPLISHMENTS

ADMINISTRATIVE SERVICES

BUSINESS SERVICES
Marcia Sletten, MBA, Manager, Division Support Services

This year, Business Services repositioned manpower to adjust to changes and upgrade the services it provides to HSLIC. This included relocating individuals, shifting workloads and collaborating across the organization.

Accounting
Accounting reorganized tasks when the Accountant 1 officially took a new position as HSLIC's Operations Specialist. This position replaced the vacant Facility Services Manager position. The Accountant 3 chaired a committee to implement a print-management program for HSLIC. This program will replace the large copy/print devices with newer models with added functionality. This will alleviate the time the Operations Specialist spends ordering toner and keeping inventory on hand. The new devices will be installed in FY16. Also, the Accounting Data Management Plan was fully implemented this fiscal year. Accounting source documents are being scanned into PDF format and tagged with metadata to create searchable files as part of the Accounting Office procedures.

Administration
The Administrative Assistant transitioned to the newly created Biomedical Informatics office to help get it established and continues to act as archivist for the Administrative Support Alliance–HSC. The Unit Administrator took a larger role, acting as backup for the administrative office and the facilities unit. The Unit Administrator and the Program Specialist from the IHSC helped with the transition from GroupWise to Outlook by volunteering to help teach Outlook training courses to the HSC community.

This year has also seen a lot of Human Resources activity, with fourteen employees leaving HSLIC and eleven more being hired. Two HSLIC faculty members also successfully completed Promotion and Tenure.

IHSC
The IHSC Program Specialist worked with the IHSC Advisory Committee (IHSC-AC) to determine the need of and budget availability for the purchase and installation of "integrated wall-mounted diagnostic kits" that hold ophthalmoscopes/otoscopes and specula on a headboard. The purchase and installation was completed in June 2015. The Program Specialist also participated with the IHSC-AC "Software to Support the IHSC" work group, space planners and many others to continue planning for the potential IHSC remodel and building of Domenici Center for Health Sciences Education, Phase III.

Facilities
In the spring, the new Operations Specialist took on oversight for remodeling the reception area in the new Biomedical Informatics suite (216), to accommodate more employees. She was an instrumental part of putting together and guiding the mandatory annual HSLIC IT incident table-top exercise, which tested HSLIC staff on what would happen in an IT emergency.

This year, the northeast building of the Domenici Center was refurnished, and broken furniture in the west building was replaced with 40 chairs, a bench and a side table. We are currently in the process of getting 30 chairs from the third floor of the west building reupholstered because the fabric has started to wear out. This should be completed in FY16.

DEPUTY DIRECTOR'S OFFICE

Steve Stockdale, MA, Deputy Director for Operations

This new position was staffed in January 2015 with the intent of facilitating cross-functional efficiencies within HSLIC and among other HSC organizations. During the past six months, the Deputy Director completed orientation activities, including certifications for Tactical Lean and ITIL Foundation training, while shaping the responsibilities for the position.

HSLIC Initiatives
The Deputy Director assumed responsibilities as chair of the Envoy Program. This longstanding library liaison initiative connects library faculty with HSC academic colleges and departments to provide a central point of contact for supporting the HSC academic and research missions. The committee of envoys has undertaken the task of refreshing the program to better define and communicate their services to the academic and research organizations.

James Perea helps student at Service Point

The Data Management Planning Service was reassigned to the Deputy Director's unit in an effort to broaden the impact of the service within HSLIC and across the HSC. Unfortunately, the principal contributor to this service was out for an extended period during these six months, but on her return in early August, the Data Management Planning Service will renew its focus helping users organize and access their data.

Under the purview of the Assessment Committee, the Service Point completed a two-week pilot project to count and characterize patron transactions. The data captured during the project resulted in changes to the staffing schedule and proved beneficial enough for Service Point supervisors to consider a longer-term implementation of transaction metrics.

HSC Activities
The Deputy Director assumed a role as co-chair of the Information Technology Service Management (ITSM) Steering Committee. This committee consists of representatives from HSLIC, UNMH IT, UNM Medical Group IT, the Cancer Center and Sandoval Regional Medical Center IT, with the purpose of defining, managing and evaluating new and existing IT services across the HSC. This group continued to incorporate ITIL best practices in its joint management of the diverse HSC IT environment.

The Deputy Director also participated in two HSC-wide initiatives related to formulating an HSC Data Governance policy and defining a strategy for integrated collaborative technologies, such as instant messaging, video conferencing and file sharing.

UNM Participation

As chair of the HSLIC Disaster Team, the Deputy Director served on the UNM Emergency Planning Committee, which oversees UNM-wide emergency planning and operations. He was also appointed as the HSC representative to the UNM Data Governance Committee, tasked to review and update UNM data governance policies.

PLANNING OFFICE

Sally Bowler-Hill, MA, PMP, Program Operations Director

During FY2015, HSLIC's Planning Office engaged in projects to help the HSC turn data into actionable knowledge for the future.

HSC Email Project
October 6, 2014, marked the HSC's transition to a new email system. HSCLink uses Microsoft's Exchange and Outlook for email and calendaring. This new system, located in data centers at UNMH, is integrated with main campus. Planning Office staff coordinated and led meetings, sent out communications and conducted training to get the HSC ready for the move. Staff also helped steer the project through a last-minute scope change, delaying the HSC's transition to @unm.edu email addresses. After the "go-live," Planning Office staff continued to lead the project team through post-implementation cleanup. Staff also led planning meetings to develop a new vision for identity management between the HSC and main campus. This vision will facilitate the HSC eventually moving to one email address.

Data Center Audit
During FY2015, the Planning Office managed a project for the HSC CIO for Administration and Academic Systems to respond to an audit of HSC data centers and servers conducted by the Internal Audit department, which conducts periodic audits of the University's information technology (IT) assets. For this audit, the Planning Office worked with departments across the HSC to compile information about their data centers and servers, including off-site backups. As an outcome of this project, HSLIC implemented a new off-site backup system for the academic and research components of the HSC.

Strategic Communications
This fiscal year, Planning Office staff began a project to update HSLIC's promotional brochures. HSLIC personnel use the organization's nine brochures, last redesigned in 2007, to provide faculty, students and community members with targeted information about a variety of services and resources. In the fall, the Planning Office conducted an evaluation of how often these brochures are used and developed a new brochure template. By fiscal year's end, two newly updated brochures are near completion. The rest will be updated in the next fiscal year.

FY2015 also marked the School of Medicine's 50th anniversary. Planning Office staff worked with the School's alumni office and HSLIC's Special Collections staff to develop a "Photo of the Week" campaign for the HSLIC website, along with a companion slide show for the HSC's digital signs. Staff also participated in SOM's two homecoming events, serving cake to alumni touring the campus.

HSLIC staff members serve cake at HSC open house for alumni

Finally, Planning Office staff continued to collaborate with HSC Marketing and Communications to grow the new HSC Content Creators' Group. Staff participated in the creation and publication of HSC-wide editorial style guidelines for departments who write promotional content, to promote stylistic consistency using industry best practices.

Moving into FY2016, the Planning Office will continue to focus on updating and refreshing HSLIC's primary communication mechanisms. The Office will also participate in planning the construction of the final phase of the Domenici Center, which has become one of HSLIC's key services.

BIOMEDICAL INFORMATICS RESEARCH, TRAINING AND SCHOLARSHIP (BIOMIRTS)

Philip Kroth, MD, MS, Director, Biomedical Informatics Research,
Training and Scholarship

Academic

New BioMIRTS Faculty: Dr. Stuart Nelson joined the BioMIRTS Unit in June 2015 at the rank of visiting professor in the UNM SOM. He also has a secondary appointment in the Translational Informatics Division in the Department of Internal Medicine. Dr. Nelson is a former staff member at the National Library of Medicine, where he supervised the Medical Subject Heading's group for PubMed. He also led the development of RxNorm, a terminology standard for drugs. Dr. Nelson will help develop the clinical informatics fellowship, lecture and help prepare extramural grant applications, both for HSLIC and the Department of Internal Medicine.

Stuart Nelson, MD, FACP, FACMI

Biomedical Informatics (Research) Fellowship: Dr. Felicha Candelaria-Cook continued into her second year of fellowship and successfully submitted her application for the MS in Clinical Research Program. She began to work with a mentor at the MIND Institute to define a research project in medical imaging. Dr. Shamsi Daneshvari completed here fellowship in 2014 and is currently interviewing for faculty positions around the country.

Clinical Informatics (Applied) Fellowship: The BioMIRTS director continues to lead the development of a clinical informatics fellowship at UNM in partnership with the Department of Internal Medicine. The fellowship received approval from the UNMH Rightsizing Committee in the fall of 2014, and work soon began assembling the accreditation application to the Accreditation Counsel for Graduate Medical Education (ACGME). Recruitment activities for the first class of fellows will begin in the summer of 2015.

Research

The BioMIRTS Director completed the first year as principal investigator of a three-year study in partnership with the Centura Health System in Colorado, Hennepin County Medical Center, Stanford University and the University of Minnesota. The group's work is funded by a $600,000 grant from the Agency for Healthcare Research and Quality. Their research focused on determining the specific design aspects of electronic health records most associated with user stress, fatigue and frustration. During year one, the group developed and tested focus-group questions targeted to physicians who practice in the ambulatory setting. During year two, six focus groups will be held at UNM and two other institutions.

Service Partnerships

Clinical and Translational Science Center (CTSC): This year marked the completion of the ninth class of students in the BMI courses that HSLIC provides in support of the UNM CTSC's Masters of Science in Clinical Research (MSCR) Program. The BioMIRTS Director and the Coordinator for Evidence Based and Translational Science co-direct the BMI courses for this program.

UNM Cancer Center: The BioMIRTS director continued in his role as Co-Director, Clinical Protocol and Data Management/Medical Informatics Shared Resource under the National Cancer Institute's Cancer Center Support Grant for the UNM Cancer Center.

UNM SOM Medical Student Research Committee: The BioMIRTS Director stepped down from service on the SOM's Medical Student Research Committee in June 2015 after 10 years of service, the last four of which were as co-chair. The committee oversees all aspects of managing the required student research projects program. In the past 10 years, the SOM class size has increased, and the committee's administrative processes were completely overhauled.

LIBRARY AND EDUCATION SERVICES

REFERENCE & USER SUPPORT SERVICES

Sarah Morley, MLS, PhD, Interim Coordinator

The Reference and User Support Services (RUSS) unit is composed of staff members and student employees who operate a combined library/technology service desk and library faculty members primarily responsible for education and community outreach. The faculty and staff units are both managed by the RUSS Division Head.

Tim Mey checks out a laptop to a student at the Service Point

Service Point
The Service Point is the main contact point for all HSC students, faculty, staff and visitors to HSLIC for computer technology and library resources. Locating and providing library materials not owned by the HSLIC is an important service to the HSC community. The number of interlibrary loan (ILL) requests filled jumped 44 percent in FY2015, from 1,491 to 2,149. In large part, this is the result of an increased awareness that ILL is now free for HSC students, faculty and staff. To enhance customer service, the unit provides free document delivery for items copied from the HSLIC collection, leading to a 656 percent increase.

Two major migration projects took place this fiscal year. Both required close collaboration with other units within HSLIC and the HSC. The transition to the OCLC WorldShare integrated library system involved HSLIC staff and faculty from the Service Point, Resource Access & Development and Technology Support units. For her work editing more than 60,000 patron records, one Library Information Specialist earned the FY2014 HSLIC Outstanding Performance Award. In the fall, as part of the HSC Email Project, a training team, directed by one of the REDS faculty librarians, offered 34 classes on HSClink Microsoft Outlook 2103 beginning August 12 and ending October 24, 2014. During the 12-week training period, a total of 353 staff, faculty and students attended. Several special training sessions were offered to the UNM Cancer Center, the Office of Community Health and the Office of the Medical Investigator. The team worked in tandem with trainers from UNMH to ensure that all HSC employees were provided with the opportunity for training. Faculty librarians, acting in their departmental Envoy role, contacted departments to help troubleshoot during the implementation phase.

Research, Education and Distance Services (REDS) Faculty Activities
The REDS faculty unit shares responsibility for reference assistance and consultations, education sessions, curricular involvement, community outreach and literature searches. The complement of REDS faculty was in flux this fiscal year. Despite this fluctuation, REDS faculty participated in community outreach activities, delivered 62 percent of curricular instruction, ran 81 percent of all literature searches and provided 94 percent of all professional consultations.

HSLIC faculty (from left) Pat Bradley, Ingrid Hendrix and Sarah Morley

Highlights of note for FY2014 include REDS faculty recognition not included in the appendices for this report are as follows:

- Getting accepted into the UNM SOM Medical Education Scholars Program, 2014–16
- Chairing "Roundtable: Outreach to Native American Communities" at the Quint*Essential 2014 Conference held in Denver, Colo.
- Developing and teaching the SOM elective "Considerations in Caring for Adults with Physical Disabilities"
- Being elected as secretary of the South Central Chapter/Medical Library Association
- Producing two videos that describe the Native Health Database (https://hscssl.unm.edu/nhd/index.cfm?act=app.about)
- Receiving a SCAMeL Professional Development Award
- Serving as problem-based learning tutors in the Occupational Therapy program and School of Medicine Blocks: "Diversity of Human Experience" and "Introduction to Public Health: Health Equity"
- Serving on College of Nursing and College of Pharmacy curriculum committees and the Combined BA/MD Admissions Committee

Native and Distance Services
Throughout FY2014, Native and Distance Services connected with consumers, health professionals and students in New Mexico to promote National Library of Medicine resources, as well as HSLIC's Distance Services and Native American Health Information Services. Faculty and staff throughout HSLIC helped the Native and Distance Services Librarian conduct classes, presentations, exhibits and health fairs. Twenty-six public events were offered, a 13 percent increase over last fiscal year.

The Native and Distance Services Librarian visited sites in Albuquerque and across the state, including Shiprock, Laguna Pueblo and Santa Fe. She wrote proposals for and received two NLM contracts: "Collaborating to Improve Health Information Access Throughout New Mexico" and "Maintaining the Health Information Network for New Mexico."

RESOURCES, ACCESS & DELIVERY AND SPECIAL COLLECTIONS

Laura Hall, MFA, Coordinator

As the designated stewards of HSLIC library resources and collections, RAD continued its work this year to promote the use of HSLIC resources. Early in the year, the unit changed its name to Resources, Archives and Discovery to better reflect its role at HSLIC and the HSC.

Resources
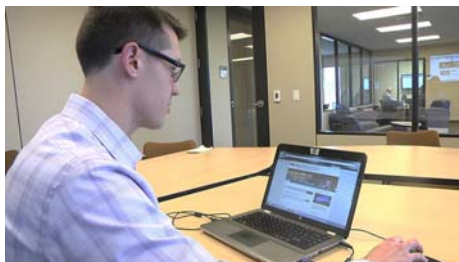
Medical student Kyle Leggott using WorldCat shortly after its launch

For much of the fiscal year, RAD, with representation from the RUSS unit for circulation and reference, moved HSLIC's library catalog from Millennium to OCLC's WorldCat. The project involved the migration of bibliographic records, holdings and patron data; circulation transactional data, such as loans, holds, fines and fees; and item statistical data, such as total checkouts, YTD checkouts and date of last use. This project also included customizing the system and validating data for accuracy.

Once the move was complete, the team published a subject guide, developed training materials and provided training sessions for HSLIC faculty/staff and users. RAD is continuing to refine HSLIC's instance of WorldCat to better serve the HSC.

During FY2015, RAD made a number of cancellations to the library collection to stay within our budget. These cancellations were necessitated by the rising costs of licensing library resources and a relatively flat budget from the state. On average, HSLIC's resources experience an 8 percent increase each year, with some publishers inflating their prices by as much as 17 percent annually. Cancellations were made, taking into consideration use, criticality and availability of other suitable resources. RAD surveyed HSC faculty to help make decisions on canceling electronic journals with low to medium use.

Exhibits

In celebration of the School of Medicine's (SOM) 50th anniversary, HSLIC displayed a commemorative exhibit in the lobby of the Domenici Center for Health Sciences Education. The exhibit opened in July 2014 and closed in June 2015. The process of establishing a new medical school at UNM started in the late 1950s. This effort was driven, in part, by a national shortage of medical doctors, which put the health of New Mexico's citizens at risk. UNM SOM opened its doors in September 1964, with its first class of 24 eager and adventurous students.

Sculpture Garden

During the fiscal year, the first phase of the Helix Memorial Anatomy Garden was completed. The garden honors the many New Mexicans who donate their bodies to educate the next generation of medical doctors, physician assistants and physical therapists. Located between Novitski Hall and the Innovation Discovery and Training Complex, the garden is a permanent site for students and donors' families. The committee will continue its efforts to complete the second phase over the coming year.

Personnel

Early in the fiscal year, Laura Hall's position transitioned from staff to faculty. Her title was changed to Division Head for the unit. In February, Misty Bargman joined the unit as the new archivist assistant. She will help the unit process special collections, develop finding aids and assist users.

TECHNOLOGY SUPPORT

INFORMATION SYSTEMS

Kevin Wiley, MS, Interim Manager, Systems and Programming

The Information Services unit made a number of improvements to the HSLIC data centers during FY2015. All of these improvements are intended to enhance the reliability of the services HSLIC provides in our data centers, in terms of both hardware reliability and the reliability of our customers' data.

Disk-to-Disk Backups
HSLIC implemented a new disk-to-disk backup system using two NetApp storage devices. The first device is used as the primary backup target. The second will be used as an off-site mirror of the first, providing more protection for HSC data.

Server Virtualization
The team continued with the transition from numerous hardware servers to a virtualized server environment, whereby multiple virtual servers can run on one piece of hardware. This simplifies server management and requires less power and cooling, while providing the same computing power and resources to our customers. This initiative will continue in FY2016.

Environmental Monitoring
During FY2015, the Information Services unit enhanced environmental monitoring for both of our server rooms. The improvements included automatic email alerts when temperature or humidity exceed preset ranges and security alerts, with photos, whenever someone enters the rooms.

System Updates and Patching
HSLIC purchased a Dell appliance to use for third-party patching and is currently patching all HSLIC-managed servers using this device. This is a major step forward in our patching and security efforts. The appliance could also be used for workstation patching, which we are currently considering.

Server Monitoring
Information Services purchased and began using new server-monitoring software. This improves our ability to anticipate and respond to server problems.

File-Share Migration
The unit completed the migration of data from Novell to Microsoft file shares. The old Novell storage devices have been removed from the server room, freeing up space, power and cooling.

Network Upgrade
During FY2015, the Information Services group began working with UNMH to plan for an upgrade to the section of the network that connects the BRF data center to the rest of the HSC network. This upgrade will improve the network connection to BRF from 1 GB to 10 GB. This network upgrade is also a necessary step in our plan to implement the off-site backup site mentioned above.

Huron Click Commerce Grants SAML Authentication
Finally, the Systems Analyst 3 worked extensively with the HSC Click Commerce Grants project team, Huron and F5 to configure SAML authentication for the new Grants system.

TECHNOLOGY SUPPORT

Richard Adcock, Manager, IT Technical Support

This fiscal year, the Technology Support group worked on several initiatives to promote problem-solving and collaboration initiatives at the HSC. These initiatives included converting support services into a tiered support model, providing leadership in the support for technology in shared spaces and collaborating with all HSC IT departments when reporting and communicating about major incidents.

The Technology Support group has provided a number of support services for many years, including workstation image management and workstation repair and support, to name a few. To provide better problem-solving and efficiency of HSLIC's support services, the Technology Support group, in collaboration with the HSLIC Service Point and the Systems group, converted to a tiered support model. This model includes three tiers of support, beginning with the Service Point, which addresses all incoming service requests and incidents. The Service Point quickly assesses and resolves requests and, if needed, escalates requests to the Technology Support group. The Technology Support group, in turn, provides a second layer of support services and, if needed, can escalate to the Systems Group. This tiered model allows for a more efficient and timely resolution to requests and incidents. Based on the preliminary data collected, this model is significantly reducing HSLIC's average time to resolve requests and incidents.

Student using one of the library's mobile-device charging stations

The support of technology in shared spaces such as classrooms has increased dramatically over the past year. The Technology Support group's Classroom Technology Unit was established to support these spaces and now has taken the leadership role in supporting the technology in the shared spaces of the IHSC and the new HSC Business and Communications Center. By consolidating support for these spaces to the group with the expertise to quickly resolve problems and work with stakeholders to implement new technologies, we have established a better support structure for HSC workforce members. In addition to managing technology in these spaces, the classroom technology unit installed remote room management in most of these shared spaces to provide proactive monitoring of the technology and the ability to fix certain issues remotely.

In this past year, the Technology Support group has also worked closely with other HSC IT departments and has implemented a new methodology for reporting and communicating major incidents. This methodology includes shifting the reporting of incidents into problem records within the Help.HSC system. The group also created a standardized communication procedure used by internal IT staff to communicate during an incident, as well as a standard procedure for external communications.

WEB AND APPLICATIONS DEVELOPMENT

Kevin Wiley, MS, Manager, Systems and Programming

HSC Websites
The HSLIC Web Administrator completed a number of new websites during FY2015. Sites completed include Occupational Therapy Program, Biomedical Research Education Program, HSC Office of Diversity, School of Medicine Department of Ob/Gyn and the HSC Policy Office. In addition to the creation of new sites, the Web Administrator also conducted training and labs for HSC web authors.

The Web Administrator also participated in a web pilot effort that came from the Executive Chancellor's office. This effort involves key web authors from the HSC collaborating on development of key websites.

Click Commerce Grants Project
The HSLIC Senior DBA was very involved in the effort to migrate data from the InfoEd system to the new Huron Click Commerce Grants system. It requires extensive SQL knowledge, plus many trial runs and testing to ensure that the data migration runs correctly.

Database Administration
The Applications team continues to administer Oracle and SQL Server database systems. The group installed patches and upgraded to new versions as necessary.

Moodle
The group installed the latest version of Moodle and began migrating courses to the new platform. The old version continues to run in parallel with the new installation and will do so until all courses have been migrated.

SharePoint
The Applications team continues to administer SharePoint and create sites for HSC customers. The Analyst/Programmer 3 who administers SharePoint began migration of the remaining sites from SharePoint 2007 to SharePoint 2010. This will simplify the support effort and bring SharePoint into compliance with HSC compliance practices.

Maintenance Programming
The group continues with maintenance programming, which includes working with systems that run against Microsoft SQL Server, Oracle and Microsoft Access database management systems. Some of the offices and programs we support in this effort include SOM CME, SOM Academic Affairs, HSC Faculty Contracts, HSC Faculty Activity Database, HSC Registrar's Office and UNM Medical Group Locum Tenens.

SPONSORED RESEARCH

SPONSORED RESEARCH

Collaborating to Improve Health Information Access Throughout New Mexico (Patricia Bradley, MLS, AHIP, PI). The Collaborating to Improve Health Information Access Throughout New Mexico project will meet the following four objectives: (1) In cooperation with the UNM Continuing Medical Education & Professional Development Office, develop a one- to two-hour replicable inter-professional continuing education (CE) program about information resources available to unaffiliated clinicians and their patients. This curriculum would highlight NLM resources and be offered, for UNM CE credit throughout the state. (2) Connect with consumers, students and health professionals to promote NLM resources, as well as our Distance Services and Native American Health Information Services. (3) Target the Hispanic population of New Mexico for health information outreach. (4) Provide CE opportunities and health information resource awareness to librarians in New Mexico. (Prime Contract No. HHSN-276-2011-00007-C awarded to the Houston Academy of Medicine, Texas Medical Center Library; **$15,000**, May 2014–April 2015)

Disaster Preparedness Award, Ps (Partners) for PODs, (Gale G. Hannigan, PI) The Ps for PODs project combines the expertise and resources of the NMDOH, APS school library administrators and staff, Citizens Corps and HSLIC to: (1) present workshops targeted to school library staff about PODs and public health emergency preparedness in schools and their possible support and response roles. (2) Develop lesson plans for middle and high school students using disaster-related information resources to familiarize students with those resources and emphasize critical thinking skills in the context of the curriculum. (3) Recruit individuals to participate in disaster preparedness training by increasing awareness of community disaster preparedness efforts. (Funded by the Department of Health and Human Services, National Institutes of Health, National Library of Medicine, under Contract No. HHSN-276-2011-00007-C with the Houston Academy of Medicine-Texas Medical Center Library; **$8,000** for one year, May 2015–April 2016.)

Electronic Consumer Health Outreach Award, Good Information for Good Health: Online Continuing Education for New Mexico Health Professionals, 2014–015 (Gale G. Hannigan, PI) Project to develop five online CME modules for health care providers in rural New Mexico. Modules present information about National Library of Medicine and other authoritative health resources for patients. (Funded by the Department of Health and Human Services, National Institutes of Health, National Library of Medicine, under Contract No. HHSN-276-2011-00007-C with the Houston Academy of Medicine-Texas Medical Center Library; **$25,000** for one year, July 2014–June 2015.)

Maintaining the Health Information Network for New Mexico (Patricia Bradley, MLS, AHIP, PI) Funding provided by the National Library of Medicine will be used to promote the HSLIC-produced "Good Information for Good Health" online training program for unaffiliated health care practitioners in New Mexico. Key objectives of the contract include promoting NLM resources, as well as HSLIC Distance Services and Native American Health Information Services to consumers, students and health professionals in New Mexico and providing information outreach and education services to the Hispanic and Native populations in the state. Funding will also provide continuing education opportunities and health information resource awareness to librarians in New Mexico. (Prime Contract No. HHSN-276-2011-00007-C awarded to the Houston Academy of Medicine, Texas Medical Center Library; **$15,000**, May 2015–April 2016)

Minimizing Stress, Maximizing Success of Physicians' Use of Health Information and Communications Technologies, AHRQ 1 R18 HS022065-01A1 (Philip Kroth, MD, MS, PI) This funding supports Dr. Kroth's research into determining the design features of health information and communications technologies that are most associated with user stress and frustration. The research is a multicenter collaboration with Centura Health Physician Group in Colorado, Hennepin County Medical Center, Stanford University and the University of Minnesota. (Agency for Healthcare Research and Quality; 3-year total: **$603,631**; June 2014–May 2017)

Novel Role for Adiponectin-Enhancing Drugs for Asthma in the Obese, AHRQ 1 R01 HS 023093-01 (Akshay Sood, MD, PI) The objective of this study is to examine the effect of adiponectin augmentation on the natural history of asthma, as well as on depression and ischemic cardiovascular disease. The BioMIRTS Director's role is a co-investigator is to help manage and disseminate study data. (Agency for Healthcare Research and Quality; grant total: **$395,123;** August 1, 2014–January 31, 2016).

Registry for Oculopharyngeal Muscular Dystrophy Patients and Family Members (Sarah Youssof, MD, PI) This funding supports the establishment of a database for the UNM Registry for Oculopharyngeal Muscular Dystrophy Patients and Family Members. The BioMIRTS Director and the HSLIC Biomedical Informatics Fellow's role on this project is to ensure that the design of the database complies with the newly established NIH Office of Rare Diseases' Global Rare Diseases Patient Registry Common Data Elements standard. (La Tierra Sagrada Society; two-year total: **$18,700**; September 2012–August 2014)

The University of New Mexico Clinical & Translational Science Center, NCATS 8UL1TR000041 (Richard Larson, MD, PI) This funding supports the UNM Clinical & Translational Science Center and the BioMIRTS Director's efforts as director for the biomedical informatics courses in the Master of Science in Clinical Research Training Program. (National Center for Advancing Translational Sciences; one-year total: **$3,179,892**; July 2010–June 2015)

University of New Mexico Cancer Center Support Grant, NIH NCI P30 CA118100-06 (Cheryl Willman, MD, PI) This funding supports the BMI Director's part-time efforts as Co-Director of the Clinical Protocol and Data Management/Medical Informatics Shared Resource. The BMI Director acts as a biomedical informatics consultant to the Cancer Center on biomedical informatics issues and related projects. The BMI Director helped write the BMI section in the renewal application for this five-year grant program. (National Cancer Institute; five-year total: $7,141,704; September 2010–August 2015)

APPENDIXES

ENDOWMENTS

George L. and Mary W. Voelz Endowment, August 2004–present
The Larry and Nedra Gordon Endowment for Environmental Health, June 2005–present
HSLIC Collections Endowment, November 2005–present
HSLIC Geriatric Collection Endowment, December 2006–present
Waldo Rogers Endowment, October 2006–present

SERIAL TITLES CANCELED 2014–15

(29 titles)

American Family Physician (print)	Journal of Surgical Oncology
American Journal of Epidemiology (print)	Annals of Human Genetics
American Journal of Health-System Pharmacy (print)	Annals of Medicine
American Journal of Nursing (print)	Journal of Dentistry for Children
American Journal of Public Health (print)	Journal of Pediatric Endocrinology & Metabolism
Annals of Internal Medicine (print)	Scandinavian Journal of Gastroenterology
Emergency Medicine (print)	Bioessays
Journal of the American Pharmacists Association (print)	British Journal of Pharmacology
Nursing (print)	Head & Neck
OT Practice (print — no electronic version)	Issues in Mental Health Nursing
Journal of Clinical Dentistry (print — no electronic version)	Journal of Physiology
FEBS Journal	Pediatric Pulmonology
Glia	Physics in Medicine & Biology
Leukemia and Lymphoma	Thyroid
Journal of Anatomy	

NEW SERIAL SUBSCRIPTIONS 2014–15

(10 titles)

Breast Diseases: A Year Book Quarterly	The Lancet Psychiatry
Cell Metabolism	Nursing Clinics of North America
Critical Care Nursing Clinics of North America	Practical Radiation Oncology
Journal of Arthroscopy and Joint Surgery	High Altitude Medicine & Biology
The Lancet Diabetes & Endocrinology	Neurological Research

PUBLICATIONS

Bradley, Patricia
- Bradley, Getrich, Hannigan. (January 2015) New Mexico practitioners' access to and satisfaction with online clinical information resources: an interview study using qualitative data. *Journal of the Medical Library Association,* 103: 31-5.

Candelaria-Cook, Felicha
- Bird CW, Candelaria-Cook FT, Magcalas CM, Davies S, Valenzuela CF, Savage DD, Hamilton DA. (March 6, 2015) Moderate Prenatal Alcohol Exposure Enhances GluN2B Containing NMDA Receptor Binding and Ifenprodil Sensitivity in Rat Agranular Insular Cortex. *PLOS One,* 10(3): e0118721: 1-22. doi:10.1371/journal.pone.0118721

Eldredge, Jonathan
- Eldredge JD, Kroth PJ, Murray-Krezan C, Hantak CM, Weagel EF, Hannigan GG. (January 2015) How accurately does the VIVO Harvester reflect actual CTSA-affiliated faculty member publications? *Journal of the Medical Library Association*, 103(1): 19-21.
- Eldredge JD, Ascher MT, Holmes HN. (April 2015) An innovative model of evidence-based practice for other professions. *Journal of the Medical Library Association*, 103(2): 100-102.

Hannigan, Gale
- Eldredge JD, Kroth PJ, Murray-Krezan C, Hantak CM, Weagel EF, Hannigan GG. (January 2015) How accurately does the VIVO Harvester reflect actual CTSA-affiliated faculty member publications? *Journal of the Medical Library Association*, 103(1): 19-21.
- Bradley, Getrich, Hannigan. (January 2015) New Mexico practitioners' access to and satisfaction with online clinical information resources: an interview study using qualitative data. *Journal of the Medical Library Association,* 103: 31-5.

Kroth, Philip J.
- Eldredge JD, Weagel EF, Kroth PJ. (2014) Defining and identifying members of a research study population: CTSA- affiliated faculty members. *Hypothesis,* 26(1): 5-11.
- Eldredge JD, Kroth PJ, Murray-Krezan C, Hantak CM, Weagel EF, Hannigan GG. (January 2015) How accurately does the VIVO Harvester reflect actual CTSA-affiliated faculty member publications? *Journal of the Medical Library Association*, 103(1): 19-21.

PRESENTATIONS, EXHIBITS AND DEMONSTRATIONS

Ambrus, Andras
- PT Capstone, Zotero Workshop, Instructor, Albuquerque, NM, July 2014
- HSLIC Outlook Basics Class, Co-Instructor, Albuquerque, NM, August–October 2014 (7 sessions)
- Pharm 770, Co-Instructor, Albuquerque, NM, July, September and November 2014
- Public Health 511, Zotero Workshop, Instructor, Albuquerque, NM, September 2014
- KOB Health Fair, Co-Exhibitor, Albuquerque, NM, January 2015
- N332 Introduction to Nursing Research, Instructor, Albuquerque, NM, January 2015
- Pharm 770, Instructor, Albuquerque, NM, January 2015
- Pharm 770, Co-Instructor, Albuquerque, NM, March 2015
- University of St. Francis Physician Assistant Orientation, Co-Instructor, Albuquerque, NM, February 2015
- UNM Dental Hygiene Class, Co-Instructor, Albuquerque, NM, February 2015
- OT 674, Funding Resources, Presenter, Albuquerque, NM, February 2015

Bowler-Hill, Sally
- Faculty Quick-Start Presentations (4), Presenter, HSC, Albuquerque, NM, July, September and November 2014; February 2015
- HSCLink Outlook Overview Presentations (18), Presenter, HSC, Albuquerque, NM, July–September 2014
- Planning Office Updates (2), Presenter, HSLIC, Albuquerque, NM, November 2014, June 2015

Bradley, Patricia
- Outreach Librarian Chat SLIS5960, Presenter, University of North Texas, Albuquerque, NM, July 2014
- Finding the Evidence: Mining the HSLIC Electronic Resources, Presenter, UNM Office of Continuing Medical Education, Albuquerque, NM, July 2014
- Internet Resources for Senior Health, Co-Presenter, 36th Annual New Mexico Conference on Aging, Isleta Pueblo, NM, August 2014
- Health & Enrichment Fair, Co-Presenter, 36th Annual New Mexico Conference on Aging, Isleta Pueblo, NM, August 2014
- Fall 2014 Family Cancer Retreat, Presenter, Cancer Services of New Mexico, Albuquerque, NM, September 2014
- Outreach to Rural, Underserved and Native American Communities in New Mexico, Presenter, HSLIC, Albuquerque, September 2014
- Finding Health and Medical Information, Presenter, UNM Health Education 371, Albuquerque, NM, September 2014
- Finding Health and Medical Information, Presenter, UNM Health Education 371, Albuquerque, NM, September 2014
- Cross Boundaries, Cross-Cultural: The UNM Health Sciences Library and Informatics Center's Native American Health Information Services: A Descriptive Overview Update, Presenter, Quint*Essential Five MLA Chapter Meeting, Denver, CO, October 2014
- Inspiring Libraries Build Communities, Presenter, New Mexico Library Association, Ruidoso, NM, October 2014
- Rural New Mexico Practitioners' Access to and Satisfaction with Online Clinical Information Resources, Presenter, New Mexico Library Association, Ruidoso, NM, October 2014
- Locating Health and Medical Information, Presenter, Albuquerque Area Southwest Tribal Epidemiology Center, Albuquerque, NM, December 2014
- Library Resources, Presenter, St. Vincent Regional Medical Center, Santa Fe, NM January 2015

- HSLIC Library Resources, Presenter, University of St. Francis, Albuquerque, NM, January 2015
- HSLIC Library Resources Group 2, Presenter, University of St. Francis, Albuquerque, NM, January 2015
- Locating Health and Medical Information, Presenter, Healers of Tomorrow Native Health Initiative, Albuquerque, NM, January 2015
- 2015 Annual Eyewitness News Health Fair, Exhibitor, University of New Mexico Hospital, Albuquerque, NM, January 2015
- HED 493 Locating Health and Medical Information, Instructor, University of New Mexico, Albuquerque, NM, March 2015
- HED 371 Locating Health and Medical Information, Instructor, University of New Mexico, Albuquerque, NM, March 2015
- New Mexico Public Health Association 2015 Conference, Presenter, New Mexico Public Health Association, Albuquerque, NM, March 2015
- American Indian Health Information Resources on the Internet, Presenter, New Mexico Library Association, Laguna Pueblo, NM, April 2015
- Libraries United, New Mexico Library Association, Presenter, Laguna Pueblo, NM, April 2015
- MedlinePlus and MedlinePlus en Español, Instructor, Christine Duncan's Heritage Academy, Albuquerque, NM, April 2015
- From A (norexia) to Z (its): Internet Resources for School Health Professionals, Instructor, Head2Toe Conference, Albuquerque, NM, April 2015
- Cancer Information: From Questions to Answers, Presenter, Cancer Services of New Mexico, Albuquerque, NM, April 2015
- Feria de Salud, New Mexico Hispanic Medical Association, Presenter, Albuquerque, NM, April 2015
- Good Information for Good Health, Presenter, Medical Library Association, Austin, TX, May 2015
- Reaching Out, Presenter, Bird Health Sciences Library, Oklahoma City, OK, June 2015

Brandenburg, Cathy
- Outlook Advanced Training Sessions (10), Instructor, Albuquerque, NM, August–October 2014

Buchanan, Holly
- LTSS Annual Awards Meeting Presentation, Presenter, Albuquerque, NM, September 2014
- AMIA Academic Forum Opening Speaker, Presenter, Albuquerque, NM, February 2015

Capling, Erica
- Cascade Classes (10), Albuquerque, NM, July 2014–June 2015
- Cascade Labs (11), Albuquerque, NM, July 2014–June 2015

Carr, Richard
- FLC 610, Presenter, Albuquerque, NM, August 2014
- HED 582, Presenter, Albuquerque, NM, September 2014
- OTCH 534, Presenter, Albuquerque, NM, October 2014

Daneshvari, Shamsi
- Outlook Advanced Training Sessions (10), Instructor, Albuquerque, NM, August–October 2014

Eldredge, Jon
- What Other Professions Can Learn from EBLIP: How the Experiences in Evidence Based Library and Information Practice (EBLIP) Might Have Broad Applicability, Presenter, Academy of Management (AOM) Annual Meeting, Philadelphia, PA, August 2014

- Translational Sciences Collaboration at the University of New Mexico Health Sciences Center, Presenter, Medical Library Association Annual Meeting, Austin, TX, May 2015
- The MLA Research Agenda Systematic Review Project, Co-Presenter, Medical Library Association Annual Meeting, Austin, TX, May 2015
- The Next Generation of PBL? Lessons Learned from an Exploration of Problem Based Learning in a Digital World, Association of American Medical Colleges, Co-Presenter, Western Group on Educational Affairs (AAMC/WGEA) Conference, San Diego, CA, April 23–26, 2015

Gleasner, Robyn
- The Process of Evaluating a Cloud-Based ILS, Poster, Co-Presenter, Medical Library Association Quint Chapter Meeting, Denver, CO, October 2014

Hall, Laura
- State of the Collection, HSC KMIT, Co-Presenter, Domenici Center for Health Sciences Education, November 2014
- The Process of Evaluating a Cloud-Based ILS, Poster, Co-Presenter, Medical Library Association Quint Chapter Meeting, Denver, CO, October 2014

Hannigan, Gale
- I Heard It on the Radio: Public Service Announcements to Promote Health Information, Presenter, New Mexico Public Health Association Annual Meeting, Albuquerque, NM, March 2015
- Good Information for Good Health, Presenter, Medical Library Association, Austin, TX, May 2015
- SLIS 5960 University of North Texas School of Information Course, Co-Instructor, Community-Based Health Information, Summer 2014
- Academic Medicine, Reviewer, informatics topics, various

Hendrix, Ingrid
- UNMH Nurse Educators Foundation Series, Instructor, Albuquerque, NM, July 2014
- AMA/APA and Zotero Training for Physical Therapy Graduate Students, Instructor, Albuquerque, NM, July 2014
- UNMH Orthopaedic Resident Research Meeting, Presenter, Albuquerque, NM, August 2014
- OT/PT New-Student Orientation, Presenter, Albuquerque, NM, August 2014
- CON Faculty Business Meeting — Zotero, Presenter, Albuquerque, NM, August 2014
- PT534 Evidence Based Practice 1, Instructor, Albuquerque, NM, August 2014
- OT PBL Tutoring, Instructor, Albuquerque, NM, August–September 2014
- OT Advocacy and Community Class, Presenter, Albuquerque, NM, September 2014
- PT534 Evidence Based Practice 1 Lab, Instructor, Albuquerque, NM, September 2014
- UNMH Plan, Do, Study, Act CNE, Instructor, Albuquerque, NM, September 2014
- CON RN to BSN Orientation, Presenter, Albuquerque, NM, September 2014
- CON New Faculty Orientation, Presenter, Albuquerque, NM, September 2014
- N332 Introduction to Nursing Research, Instructor, Albuquerque, NM, September 2014
- OT EBM Course — Basic Searching, Instructor, Albuquerque, NM, September 2014
- SOM Perspectives in Medicine elective, Instructor, Albuquerque, NM, December 2014
- Department of Orthopaedics Outlook Staff Training, Presenter, Albuquerque, NM, January 2015
- Zotero Training for CON Faculty, Instructor, Albuquerque, NM, January 2015
- Interprofessional Education Chronic Disease Rotation, Instructor, Albuquerque, NM, January 2015
- MSN Nursing Education Orientation Albuquerque, NM, Presenter, January 2015
- CON New Faculty Orientation, Presenter, Albuquerque, NM, January 2015
- N332 Introduction to Nursing Research, Instructor, Albuquerque, NM, January 2015

- AMA/APA Styles and Zotero for Physical Therapy Students, Instructor, Albuquerque, NM, January 2015
- N332 Introduction to Nursing Research — ITV, Instructor, Albuquerque, NM, January 2015
- Interprofessional Education Chronic Disease Rotation, Instructor, Albuquerque, NM, February 2015
- CON New Faculty Orientation, Presenter, Albuquerque, NM, February 2015
- Pharm 770 Zotero Training, Instructor, Albuquerque, NM, March 2015
- EndNote for OMED, Instructor, Albuquerque, NM, March 2015
- Pharm 547, Instructor, Albuquerque, NM, April 2015
- CON PhD Residency Week, Presenter, Albuquerque, NM, May 2015
- UNMH Nurse Residents Orientation, Presenter, Albuquerque, NM, May 2015
- CON Midwifery EBM, Instructor, Albuquerque, NM May 2015
- IPE Meeting — How Librarians Can Support IPE, Presenter, Albuquerque, NM, May 2015
- Pharm 770, Instructor, Albuquerque, NM, June 2015
- OMED Class: Formulating a Clinical/Research Question and Searching the Literature, Instructor, Albuquerque, NM, June 2015
- PT Life After UNM, Instructor, Albuquerque, NM, June 2015

Keene, Karen
- Gynecological Cancer Information Workshop, Instructor, Albuquerque, NM, July 2014
- Nursing 332 Search Lab, Co-Instructor, Albuquerque, NM, September 2014
- HSLIC Outlook Basics Class, Co-Instructor, Albuquerque, NM August–October 2014 (11 sessions)

Knight, Eliot
- BlackBoard Learn, Demonstrator, Albuquerque, NM, August 2014
- Outlook Advanced Training Sessions (10), Instructor, Albuquerque, NM, August–October 2014
- CJ 279 Web Design Online, Albuquerque, NM, Fall 2014
- Moodle, Demonstrator, Albuquerque, NM, June 2015
- CJ 279 Web Design Online, Albuquerque, NM, Spring 2015
- Good Information for Good Health, Co-Creator, Medical Library Association, Austin, TX, May 2015
- OILS 501 Presentation Technologies, Albuquerque, NM, Summer 2015

Kroth, Philip
- Pharmacoepidemiology and Biomedical Literature Evaluation (PHRM 728), Instructor, Albuquerque, NM, November 2014
- HSC Master of Science in Clinical Research Biomedical Informatics Courses, Levels 1 and 2, Course Director and Instructor, Albuquerque, NM, 2014–15
- National Chair for the American Medical Informatics Association (AMIA) Academic Forum, 2015
- AMIA Academic Forum Annual Meeting, Chair, Albuquerque, NM, April 2015
- UNM SOM's Transitions Block Evidence-Based Medicine Course, Instructor, Albuquerque, NM April–May 2015

Maldonado, David
- SharePoint 2010 Site Administrator Training (5), Instructor, Albuquerque, NM, 2014–15

McCarthy, Mary
- HSLIC Outlook Basics Classes (6), Co-Instructor, Albuquerque, NM August–October 2014
- HSLIC Outlook Advanced Class, Instructor, Albuquerque, NM, June 2015
- KOB Health Fair, Co-Exhibitor, Albuquerque, NM, January 2015
- New Mexico Technology in Education Conference, Presenter, November 2014

McElfresh, Karen
- WorldShare In-Service, Presenter, HSLIC, Albuquerque, NM, August 2014
- The Process of Evaluating a Cloud-Based ILS, Poster, Co-Presenter, Medical Library Association Quint Chapter Meeting, Denver CO, October 2014
- Evolving Issues in Scholarly Communication, Co-Presenter, Biomedical Informatics Seminar Series (BioMISS), Albuquerque, NM, March 2015
- A Comparison of Four Journal Reading Apps. Poster, Presenter, Medical Library Association 2015 Annual Meeting, Austin TX, May 2015

Mercer, Beth
- Outlook Advanced Training Sessions (10), Instructor, Albuquerque, NM, August–October 2014

Morley, Sarah
- Graduate Medical Education, Fellows Orientation, Presentation, Albuquerque, NM, July 2014
- Emergency Medicine Resident Orientation, Presentation, Albuquerque, NM, July 2014
- Phase I-1 "Health Equity: Introduction to Public Health," SOM, Tutor, Albuquerque, NM, July 2014
- Palliative Care Fellowship Training, Co-Instructor, Albuquerque, NM, July 2014
- Pharm 770 Drug Information Advanced Pharmacy Practice Elective, Co-Instructor, Albuquerque, NM, July, September and November 2014; January, March and June 2015
- OMED Class, Co-Instructor, Albuquerque, NM, June 2015
- "Considerations in Caring for Adults with Physical Disabilities," Instructor, SOM PIM elective, Albuquerque, NM, Fall 2014
- Pharm 728 Pharmacy Research and Informatics, Lab instructor, Albuquerque, NM, Fall 2014
- EMS Academy Orientation, Presentation, Albuquerque, NM, August 2014
- NM Conference on Aging, Presentation, Albuquerque, NM, August 2014
- Geriatric Interest Rounds, Presentation, Albuquerque, NM, August 2014
- Internet Resources for Senior Health, 36th Annual New Mexico Conference on Aging, Isleta Pueblo NM August 2014
- SOM Faculty Quick-Start Presentation, Albuquerque, NM, October 2014
- Palliative Care Fellowship training, Co-Instructor, Albuquerque, NM, September 2014
- PT 534, Lab instructor, Albuquerque, NM September 2014
- Nursing 332, Co-Instructor, Albuquerque, NM, September 2014
- PT 534 (9/5) EB Class Co-Instructor, Albuquerque, NM, September 2014
- Department of Internal Medicine, Hospitalists Orientation, Presentation, Albuquerque, NM, October 2014
- Morley, SK. Information Literacy in Graduate Medical Education: Instrument Development. SCC/MLA annual conference, Poster Presentation, Denver, CO, October 2014
- Pharm 709, Presentation, Albuquerque, NM, November 2014
- Faculty Quick-Start Presentation, Albuquerque, NM, November 2014 and February 2015
- 2015 WEGEA/WGSA Annual Meeting Abstracts, Peer Reviewer, January–February 2015
- KOB Health Fair, Presentation, Albuquerque, NM, January 2015
- Project ECHO Interprofessional Chronic Disease Rotation, Literature Review Module, Co-Instructor, Albuquerque, NM, January–February 2015
- Nursing 332, Presentation, Albuquerque, NM, February 2015
- SOM Capstone Projects, Tutor, Albuquerque, NM, March 2015
- Health Information and Libraries Journal, Peer Reviewer, March and June 2015
- Pharm 547, Presentation, Albuquerque, NM, April 2015
- Occupational Therapy Research Day, Judge, Albuquerque, NM, April 2015
- Head2Toe Conference, Presentation, Albuquerque, NM, April 2015
- Graduate Medical Education, House Officer Orientation, Presentation, Albuquerque, NM, June 2015

Nash, Jacob
- The Process of Evaluating a Cloud-Based ILS, Poster, Co-Presenter, Medical Library Association Quint Chapter Meeting, Denver, CO, October 2014
- Evolving Issues in Scholarly Communication, Co-Presenter, Biomedical Informatics Seminar Series (BioMISS), Albuquerque, NM, March 2015

Perea, James
- Domenici Center AV Demonstrations (48), Presenter, Albuquerque, NM
- EMS Demonstrations (10), Presenter, Albuquerque, NM
- HSLIC Tours/Orientations (13), Presenter, Albuquerque, NM

Victoria Rodrigues
- The Process of Evaluating a Cloud-Based ILS, Poster, Co-Presenter, Medical Library Association Quint Chapter Meeting, Denver, CO, October 2014

Sloane, Lori
- Data Management Planning Service, Presenter, Family and Community Medicine, Albuquerque, NM, September 2014
- Data Management and Sharing Plans, Co-Presenter with Kelly Byram, Office of Research, Albuquerque, NM, October 2014

Swanson, Sarah
- HSCLink Outlook Basics, Instructor, Albuquerque, NM, June 2015

IN-SERVICES JULY 2014 – JUNE 2015

Special Topics		
Subject	**Lead Presenter**	**Date**
AHRQ Grant: Minimizing Stress Award	Philip Kroth	July 21, 2014
Finding Consumer Health Information Using MedlinePlus	Karen Keene	July 22, 2014
Data Management Planning Update	Lori Sloane	August 5 & 6, 2014
A Preview of WorldShare	Robyn Gleasner, Karen McElfresh, Jake Nash, & Victoria Rodrigues	August 19 & 20, 2014
Email Transition	Sally Bowler-Hill	September 2 & 15, 2014
Good Information for Good Health	Gale Hannigan	September 19 & 25, 2014
Outreach to Rural, Underserved and Native American	Pat Bradley	September 23, 2014
HSC Information Security Office Annual HSLIC Status Report	Barney Metzner	October 21, 2014
Data Management Planning Update	Lori Sloane	December 2 & 3, 2014
Emergency/Disaster Preparedness	Dick Carr and Marcia Sletten	December 9 & 10, 2014
Annual Report In-Service	OMT Managers	December 11 & 18, 2014
Maturity Assessment and Change Management	Rick Adcock	January 7 & 13, 2015
Language Matters	Steve Stockdale	May 6 & 13, 2015

Unit Reports		
Web & Applications Unit Report	Kevin Wiley	July 8, 2014
HSLIC Administration Unit Report	Holly Buchanan	November 4, 2014
Planning Unit Report	Sally Bowler-Hill	November 19, 2014
Resource Archives and Discover Unit Report	Laura Hall	January 14, 2015
Business Administration Unit Report	Marcia Sletten	February 3, 2015
Technology Support Unit Report	Rick Adcock	February 10 & 11, 2015
IT Systems Unit Report	Kevin Wiley	February 25, 2015
Biomedical Informatics Unit Report	Phil Kroth	April 23,2015
HSLIC Administration Unit Report	Holly Buchanan	May 26 & June 2, 2015
Planning Unit Report	Sally Bowler-Hill	June 24, 2015

	2012–13	2013–14	2014–15	% Change from Prior Year
# of In-Service Events	19	28	25	-11%
Average Attendance	12	13	13	0%
In-service provided info valuable in performing job (1–5 rating scale)	4.56	4.34	4.45	3%
In-service information was important to individual (1–5 rating scale)	NA	4.49	4.66	3%

LIBRARY HOURS 2014–15

Days	Hours
Monday–Thursday	7 a.m. – 11 p.m.
Friday	7 a.m. – 6 p.m.
Saturday	9:30 a.m. – 6 p.m.
Sunday	12 p.m. – 11 p.m.

2015 STAFF APPRECIATION AND AWARDS

Sarah Morley, MLS, PhD, AHIP	Degree or Certification (PhD in Educational Psychology)
MaryLou Seyl	Degree or Certification (Professional Development Series Certificate)
Alicia Garcia	Most Professional Growth
Cathy Brandenburg, MA	Outstanding Customer Services
Karen Buntin, MSLS	Outstanding Performance
Robyn Gleasner, MLIS	Outstanding Process Improvement
Victoria Rodrigues, MLIS	Outstanding Process Improvement

STAFF ROSTER 2014–15

Name	Unit, Title	Start Date	End Date
Ambrus, Andras	Reference & User Support Services, Instructional Services Librarian	05-05-13	03-31-15
Adcock, Richard	Technology Support, Division Head IT Technical Support	11-11-02	
Bandy, Chris	IT Systems, Systems Specialist	03-31-14	01-05-15
Barnes, Jason	IT Systems, Network Tech	05-21-07	
Bargman, Misty	Archivist Assistant	02-02-15	
Bell, Vernon	Reference & User Support Services, User Support Analyst 3	04-07-14	
Berry, Shamsi Daneshvari	Biomedical Informatics Research, Training and Scholarship, Visiting Faculty	07-01-11	02-28-15
Boman, I-Ching	Web & Application Development, Analyst Programmer 3	05-06-13	
Bowler-Hill, Sally	Administration, Program Operations Director	09-08-03	
Bradley, Patricia	Reference & User Support Services, Native and Distance Services Librarian	03-29-04	
Brandenburg, Cathy	Business Services, Unit Administrator 2	04-30-12	
Buchanan, Holly Shipp	Administration, Chief Information Officer, Administration and Academic Systems, HSLIC Executive Director	08-15-97	
Buntin, Karen	Reference & User Support Services, Library Information Specialist 3	04-14-14	
Bynum, Jim	Reference & User Support Services, Manager Library Operations	05-14-01	
Candelaria-Cook, Felicha	Biomedical Informatics Research, Training and Scholarship, Fellow	01-02-14	
Capling, Erica	Web & Application Development, Web Site Administrator	12-02-13	
Carr, Richard	Reference & User Support Services, Division Head	05-15-02	12-31-14

Chaires, Robert	Reference & User Support Services, User Support Analyst 2	05-19-14	
Colasurdo, Garth	Web & Application Development, Analyst Programmer 3	10-09-00	07-13-14
Colón, Carlos	IT Systems, Systems Analyst 2	11-12-12	
Cole, Robert	User Support Analyst 2	10-21-14	
Cuellar, Matthew	IT Systems, Systems Analyst 2	11-13-13	09-26-14
D'Aloia, Katrina	Operations Specialist	09-06-13	
DePalo, Brian	Technology Support, Technical Support Analyst 2	11-19-12	
Douglas, Aaron	Technology Support, Technical Support Analyst 3	05-14-07	
Eldredge, Jon	Evidence Based and Translational Sciences Collaboration Coordinator	01-01-86	
Filmer, Diane	Technology Support, User Support Analyst 3	03-08-13	
Garcia, Alicia	Technology Support, Technical Support Analyst 3	10-12-13	
Gleasner, Robyn	Resource Access & Delivery, Manager, Library Operations	12-02-13	
Gutierrez, Tom	Technology Support, Manager of Systems and Programming	02-01-06	
Hall, Laura	Resources, Archives and Discover Division Head	04-01-04	
Hannigan, Gale	Biomedical Informatics Research, Training and Scholarship, Research Professor	06-27-13	
Hendrix, Ingrid	Reference & User Support Services, Nursing Services Librarian	12-03-01	
Herrera, Carlos	IT Systems, Systems Analyst 3	05-20-13	
Holmes, Leroy	Technical Support Intern	02-10-14	
Impallomeni, John	IT Systems, Systems Analyst 3	11-25-13	08-22-14
Jacobus, Phillip	Technology Support, User Support Analyst 3	02-02-06	
Johnson, Geoff	IT Systems, Technical Support Analyst 2	10-16-06	08-02-14
Keene, Karen	Reference & User Support Services, Visiting Librarian	12-02-13	11-26-14
Knight, Eliot	Web & Application Development, Instructional Media Project Manager	09-14-09	
Kramer, Edward	IT Systems, Systems Analyst 3	02-02-15	
Kroth, Philip	Biomedical Informatics Research, Training and Scholarship, Director	03-01-04	
Langmead, Robert	Web & Application Development, Analyst Programmer 3	12-18-06	07-01-14
Logan, Ryan	IT Systems, Systems Analyst 2	12-15-14	
Maldonado, David	Web & Application Development, Analyst Programmer 3	07-21-14	
Marquez, Maxwell	IT Systems, Systems Analyst 2	01-06-15	
Martinez, Antoinette	Business Services, Accountant 3	12-01-08	
McCarthy, Mary	Reference & User Support Services, Technical Support Analyst 2	05-05-97	
McElfresh, Karen	Resource Access & Delivery, Resource Management Librarian	10-14-13	
Metzner, Barney	Administration, Information Security Officer/HSC	07-26-93	02-01-15
Mercer, Beth	Business Services, Program Specialist IHSC	07-08-13	
Mey, Timothy	Reference & User Support Services, User Support Analyst 2	10-27-14	
Morley, Sarah	Reference & User Support Services, Clinical Services Librarian	06-01-99	
Morris, Libbye	Administration, Program Specialist	01-23-12	
Nelson, Stuart	Biomedical Informatics Research, Training and Scholarship, Research , Visiting Professor	06-15-15	
Nash, Jacob	Resource Access & Delivery, Resource Management Librarian	10-01-13	
Padilla, Louis	Business Services, Facilities Services Manager	04-16-12	01-14-15
Perea, James	Reference & User Support Services, Library Services Coordinator	05-22-95	
Rodrigues, Victoria	Resource Access & Delivery, Library Information Specialist 3	03-10-14	
Saavedra, Richard	Reference & User Support Services, User Support Analyst 3	10-25-99	

Seyl, MaryLou	Business Services, Administrative Assistant 3	08-02-99	
Shipp, Gayle	IT Systems, Systems Analyst 3	08-04-08	
Sletten, Marcia	Business Services, Manager, Division Support Services	12-15-05	
Sloane, Lori	IT Systems, System Administrator	06-25-12	
Stockdale, Steve	Deputy Director, HSLIC	01-05-15	
Sutherlin, Luis	Technology Support, Technical Support Analyst 1	01-05-15	
Swanson, Sarah	Reference & User Support Services, User Support Analyst 2	10-13-14	
Tregear, Jonathan	Technology Support, Analyst Programmer 2	11-20-00	
Vick, Kyle	Web & Application Development, Analyst Programmer 3	02-01-06	
Wiley, Kevin	Interim Division Head, IT Systems and Division Head of Web & Application Development, Systems & Programming	03-12-00	
Wright, Randy	Web & Application Development, Senior Database Administrator	02-01-06	
Youtzy, Erin	Web & Application Development, Database Administrator	02-17-14	01-09-15

Graduate Students and Student Assistants	
Addula, Alekya (ended 11-25-14)	Florkowski, Kelcey (ended 05-08-15)
Allaire, Noah (ended 09-05-14)	Hafez, Alexander
Archuleta, Jade (ended 05-08-15)	Henkel, Alex (ended 05-08-15)
Baltierrez, Martha (ended 05-08-15)	Livaudais, Maria
Chitturi, Manikantam	Martinez, Olivia
Coronel, Patrick	Mohon, Hugh
Corrigan, Kathryne	Olaniyi, Philip
Donthineni, Naresh (ended 05-08-15)	Tomar, Anand (ended 08-17-14)
Farzad, Anthony	Villegas, Briana

STATISTICS

ADMINISTRATIVE SERVICES

Table 1: HSLIC Personnel

	2012–13	2013–14	2014–15	% Change from Prior Year
Library Services and Education Services				
Professional Staff	7.70	11.11	7.00	-37%
Support Staff	8.50	6.00	9.00	50%
Students	3.25	4.33	2.54	-41%
Techs				
Professional Staff	4.00	2.00	1.50	-25%
Support Staff	21.00	24.50	24.61	0%
Students	0.00	0.00	0.50	
Other (Admin, Biomedical Informatics, etc.)				
Professional Staff	6.00	7.00	8.00	14%
Support Staff	6.60	6.60	6.00	-9%
Students	1.25	1.27	1.34	6%
Total HSLIC				
Professional Staff	17.70	20.11	16.50	-18%
Support Staff	36.10	37.10	39.61	7%
Students	4.50	5.60	4.38	-22%
Total HSLIC Staff	58.30	62.81	60.49	-4%

Figure 1: HSLIC Revenues and Expenses

Revenues
$7,272,122

Expenditures
$ 7,262,691
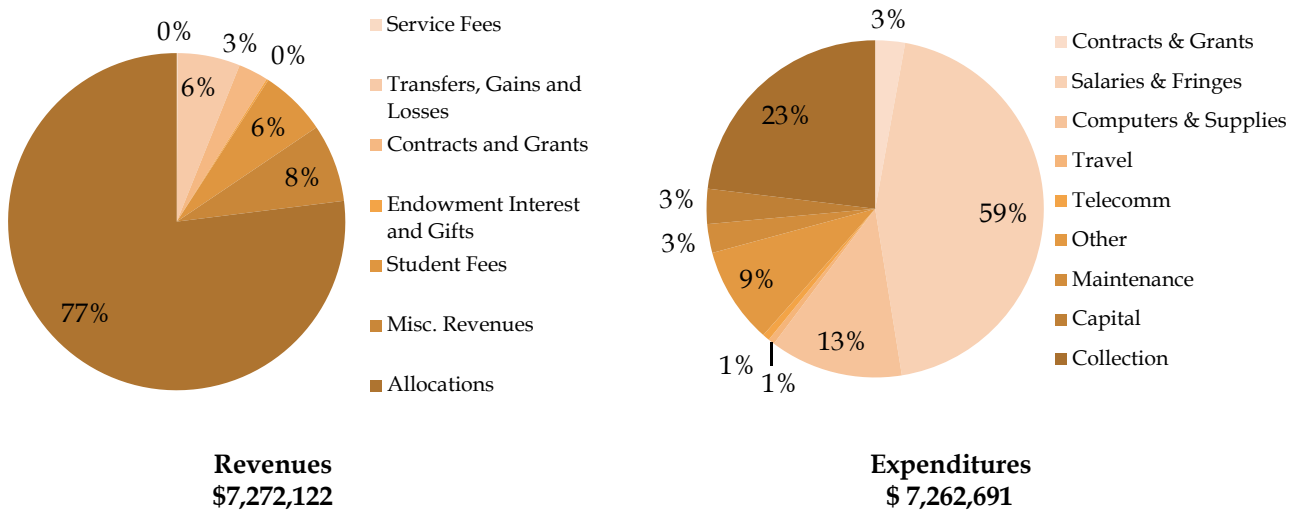
BIOMEDICAL INFORMATICS

Table 2: Biomedical Informatics (BMI) Fellowship and Master of Science in Clinical Research (MSCR) Education

	2012–13	2013–14	2014–15	% Change from Prior Year
Number of BMI Fellows Currently Enrolled	1	2	1	-50%
Total Number of BMI Fellows Completing Training	1	1	2	100%
Number of Students Completing Level 1 MSCR BMI Course	6	6	6	0%
Number of Sections of Level 2 & 3 MSCR BMI Courses Completed by Students[1]	4	3	2	-33%
Total Number of Students Completing MSCR BMI Courses	10	9	8	-11%
Total BMI Credit Hours Taught in MSCR Program	18	11	10	-9%

[1] A student may complete more than one section of Level 2 & 3 MSCR BMI Courses.

DOMENICI CENTER FOR HEALTH SCIENCES EDUCATION
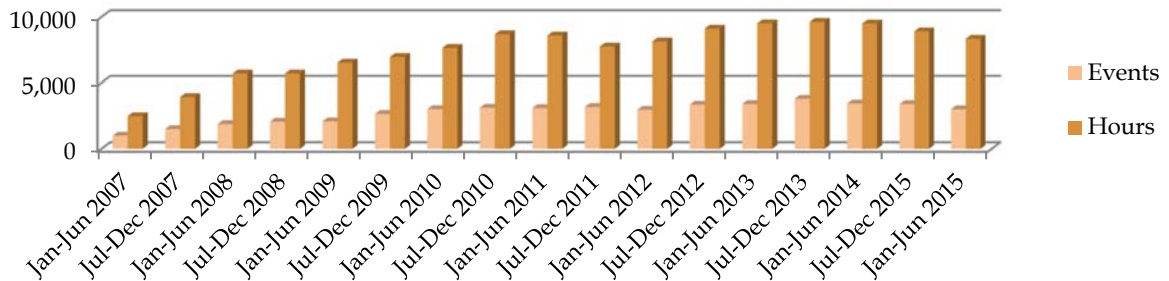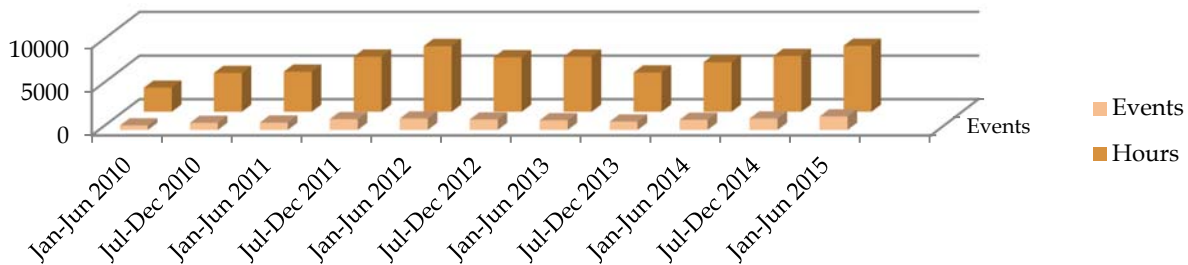
Figure 2: Use of the Domenici Center

Figure 3: Use of the Interprofessional Healthcare Simulation Center

LIBRARY AND EDUCATION SERVICES

Table 3: Instructional Programs/Orientations

	2012–13	2013–14	2014–15	% Change from Prior Year
Complete Non-Credit Courses Taught by HSLIC Personnel	2	2	5	150%
Complete Credit Courses Taught by HSLIC Personnel	18	22	25	14%
Total # of Sessions within Courses Above	213	257	251	-2%
# of Guest Sessions within Curricula	246	247	215	-13%
# of In-person Education Sessions	188	245	162	-34%
# of New Online Synchronized Education Sessions	3	1	0	-100%
Total # of Sessions Taught by HSLIC Personnel	650	750	628	-16%
Attendees	5,408	5,515	6,367	15%

Table 4: Distance Services Training

	2012–13	2013–14	2014–15	% Change from Prior Year
Totals: # of Sessions[1]	15	23	26	13%
Attendees	260	672	390	-42%

[1] Increase in FY13–14 due to follow-up site visits related to FY12–13 Interview Study grant.

Table 5: Individual Consultations

	2012–13	2013–14	2014–15	% Change from Prior Year
# of Consultation Sessions	160	178	197	11%
Attendees	186	252	215	-15%
Total # of Contact Hours	165	189	193	2%

Table 6: HSLIC-Sponsored Lectures

	2014–15		
	Biomedical Informatics	Special Collections	Chancellor's Leadership Forum
Totals: # of Lectures	13	2	0
Attendees	126	110	0
Offered for CME	13	1	0

Table 7: Size of General Collection (Titles)

	Titles 2012–13	Titles 2013–14	Titles 2014–15	% Change from Prior Year
Total Print Monographs	30,889	31,150	29,043	-7%
Total Electronic Monographs[1]	1,688	1,849	7,994	332%
Unique Print Serials	32	30	12	-60%
Electronic Serials Purchased[2]	2,270	2,200	2,438	11%
Total Electronic Serials in Catalog/Listed on Website[3]	2,309	2,239	21,370	854%
Total Accessible Serials	2,344	2,273	3,035	34%
Number of Databases	110	106	92	-13%

[1] FY2014—15 total eBooks accessible through HSLIC catalog has increased due to new library service platform, WMS.

[2] Prior to FY2014—15, not all serial holdings were in HSLIC's library catalog system.

[3] FY2014—15 includes titles selected from UNM Libraries' holdings and open access titles.

Table 8: Size of General Collection (Volumes)

	Volumes 2012–13	Volumes 2013–14	Volumes 2014–15	% Change from Prior Year
Total Print Monographs	33,886	34,164	32,222	-6%
Print Volumes in Library	92,207	92,543	94,565	2%
Physical Nonprint Volumes in Library (Microforms, CD-ROM)	1,191	1,363	1,216	-11%
Print Volumes in Remote Storage	46,941	46,942	44,905	-4%
Physical Nonprint Volumes in Remote Storage	332	332	220	-34%
Total Print Volumes (Monographs & Serials)	139,148	139,487	137,532	-1%
Total Physical Nonprint Volumes[1]	1,523	1,695	1,436	-15%
Volumes Commercially Bound	56	44	45	2%

[1] CD-ROMs that accompany books are counted as nonprint volumes.

Table 9: Special Collections Summary Table

	2012–13	2013–14	2014–15	% Change from Prior Year
Manuscripts (Archives in Linear Feet)	1,974	1,979	1,995	1%
Photos/Slides/Negatives[1]	7,708	7,708	7,740	0%
Audio[1]	701	701	701	0%
Film/Video/Disks[1]	172	172	172	0%
Total Graphic Materials	9,090	9,090	10,608	17%
Number of Digitized Collections	131	133	135	2%
Size of Collections (Megabytes)	38,270	142,000	152,000	7%
Total Items in Digitized Collections	1,250	3,879	4,339	12%
Number of Times Accessed	Unavailable	Unavailable	Unavailable	NA
Volumes/Pamphlets Digitalized	6	65	65	0%
Unbound Sheets Digitalized	4,613	8,683	9,023	4%
Photographs/Non-paper Items Digitalized	965	2,019	2,077	3%

[1] Actual number of items.

Table 10: Native Health Database

	2012–13	2013–14	2014–15	% Change from Prior Year
Size in Megabytes	42.9	45.81	45.75	0%
Total # of Items	9,249	9,349	9,453	1%
Number of Times Accessed	3,377	8,476	4,224	-50%

Table 11: Collection Development (General Expenditures – Dollars)

	2012–13	2013–14	2014–15	% Change from Prior Year
Print Monographs	$51,248	$20,685	$20,672	0%
Electronic Monographs	$169,542	$175,343	$183,138	4%
Print Serials[1]	$351	$9,385	$8,042	-14%
Electronic Serials	$1,053,252	$1,207,212	$1,135,059	-6%
Electronic Databases	$225,141	$287,383	$275,635	-4%
Other Library Material (media)	$2,070	$2,986	$13,745	360%
Subtotal	$1,501,604	$1,702,994	$1,636,291	-4%
Bibliographic Utilities[2]	Unavailable	$89,750	$32,699	-64%
ILL Expenditures	$11,198	$10,032	$8,030	-20%
Total	$1,512,802	$1,802,775	$1,677,020	-7%
Consortial Expenditures	$342,779	$355,902	$304,644	-14%
Electronic Resources	$1,447,935	$1,669,938	$1,593,832	-5%

[1]For FY14, print serials were adjusted to include print serials that were previously reported as electronic serials in error.

[2] Excludes ILL expenditures. Includes prepayment for the next fiscal year.

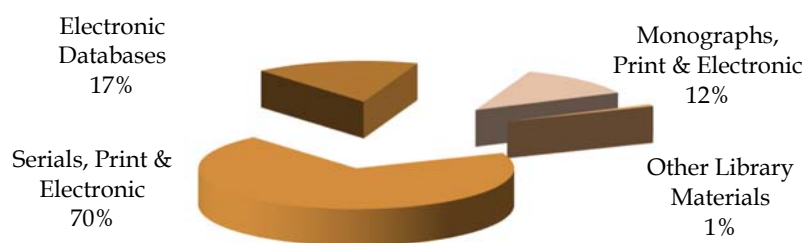**Figure 4: Collection Development (General Expenditures – Percent)**

Electronic Databases 17%

Monographs, Print & Electronic 12%

Serials, Print & Electronic 70%

Other Library Materials 1%

Table 12: Resource Use – Interlibrary Loan/Document Delivery Summary

	2012–13	2013–14	2014–15	% Change from Prior Year
Items Borrowed	1,514	1,491	2,149	44%
Loan Requests Filled	838	899	1,062	18%
Items Copied for Affiliated Users[1]	119	204	1,542	656%
Items Copied for Unaffiliated Users	94	90	91	1%
Total Document Delivery[1]	213	294	1,633	455%
Interlibrary Loan Fill Rate	Unavailable	60%	65%	8%
% of Fills Done with Electronic Resources	Unavailable	61%	72%	18%

[1] Increase due to HSLIC making ILL free for affiliated users during FY2014. New library catalog system made Document Delivery more accessible during FY2015.

Table 13: Use of Library Physical Materials

	2012–13	2013–14	2014–15	% Change from Prior Year
Checkouts, All Formats	13,542	15,171	14,282	-6%
In-House Use	5,034	2,395	2,275	-5%
Total Use	18,576	17,566	16,557	-6%
Initial Circulations	8,606	8,924	10,624	19%

Table 14: Use of the Library Building

	2012–13	2013–14	2014–15	% Change from Prior Year
Annual Gate Count	190,826	184,118	189,422	3%
Group Study Room Reservations	2,463	1,814	1,896	5%
Electronic Classroom Reservations (226 & Med 2)	1,024	983	819	-17%
Classrooms on Wheels Reservations	177	333	331	-1%
HSSB Testing Center Reservations	31	86	84	-2%
Individual Study Room Use	358	768	1,344	75%
Mother's Room Use	670	315	395	25%

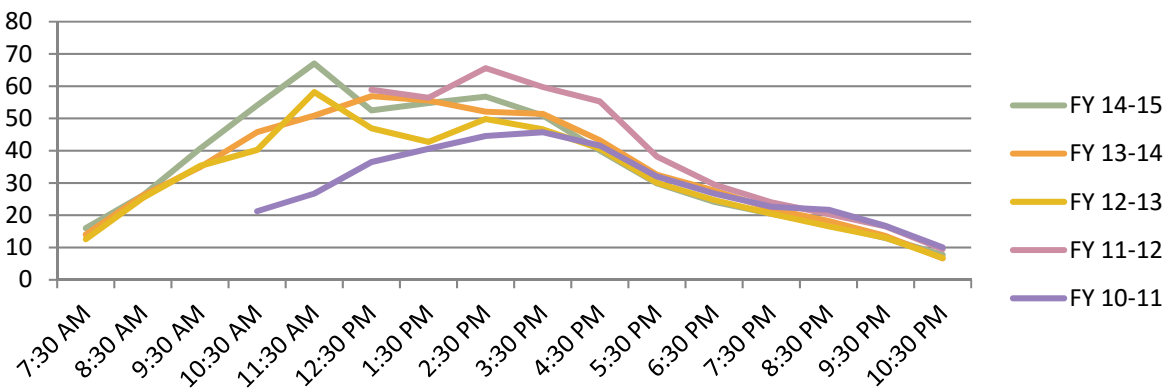## Figure 5: Patrons in the Library Building (Average)

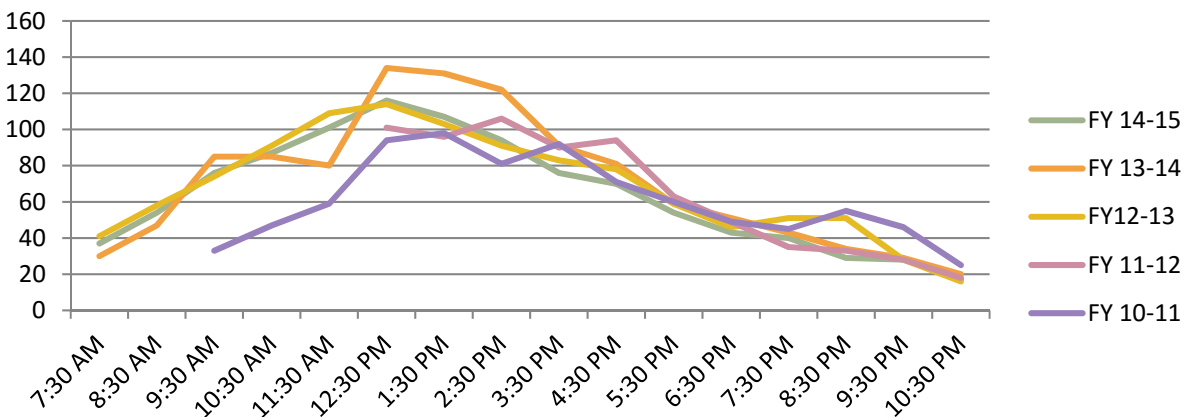## Figure 6: Patrons in the Library Building (Maximums)

Table 15: Use of Electronic Collection

	2012–13	2013–14	2014–15	% Change from Prior Year
Electronic Monograph Requests (est. uses)	577,994	433,243	354,766	-18%
Electronic Serials Full-Text Requests (est. uses)	586,962	704,684	820,521	16%
Database Requests (est. uses based on search data)	878,972	988,593	727,562	-26%
Electronic Subject Guide Views	27,572	30,185	38,677	28%
Electronic Reserves Use[1]	287	81	135	67%
Total Electronic Resources Use	2,044,215	2,220,288	1,941,526	-13%
Total # Page Views for HSLIC Website[2]	2,395,164	1,946,153	304,231	-84%

[1] Decrease in Electronic Reserves usage in FY2014 due to College of Pharmacy no longer using Docutek.
[2] Website pages views for FY2015 are incomplete and represent the last three months of the fiscal year due to moving to a new web analytics tool.

Table 16: Number of Mediated Searches and Reference Questions

	2012–13	2013–14	2014–15	% Change from Prior Year
Mediated Searches	146	95	146	47%
Reference Questions (In Person & Via Phone)[1]	6,756	9,950	7,050	-27%
Electronic Reference Questions (Email)[1]	333	292	428	-26%
Total Reference Questions[1]	7,089	10,242	7,478	-27%
Total Reference Questions & Mediated Searches[1]	7,235	10,337	7,624	-26%

[1] Increase due to improved documentation by staff of reference services provided.

TECHNOLOGY SUPPORT

Table 17: Lecture Capture (Video-on-Demand)

	2012–13					2013–14					2014–15				
	SOM[1]	CON	COP	HSC[2]	Total	SOM	CON	COP	HSC	Total	SOM	CON	COP	HSC	Total
# Presentations Recorded & Viewed	1,195	10	820	212	2,237	1,442	16	852	288	2,598	1,527	22	776	262	2,587
# Views	16,710	305	30,979	1,985	49,979	30,432	442	40,616	2,806	74,296	40,302	310	41,899	2,331	84,842
# HSC Rooms Equipped for Lecture Capture					12					13					13

[1]SOM includes usage by Undergraduate Medical Education, Grand Rounds and the NM1-DMAT Team.
[2]HSC includes usage by UNM Hospitals.

Table 18: HSC SharePoint Installation

	2012–13	2013–14	2014–15	% Change from Prior Year
HSC Site Collections[1]	38	74	37	-50%
Total Sites[1]	643	711	672	-5%
Total Storage (Gigabytes) [1]	80.66	89.56	76.76	-14%
Average # Active Monthly Users	1,861	4,313	4,025	-7%
Average # Monthly Search Queries	112	80	163	104%

[1]FY2013–14 based on data as of April 30, 2014.

Table 19: Technology Support

	2012–13	2013–14	2014–015	% Change from Prior Year
Help.UNM Statistics:				
Incidents	3,227	2,910	3,374	16%
Service Requests	6,281	9,340	9,947	6%
Total Service Point Service Calls	9,508	12,250	13,321	9%
Automatic Call Distributor Phone Statistics:				
Total Calls Received	10,266	10,492	12,238	17%
Calls Abandoned	1,165	1,685	1,522	-10%
Calls Answered	9,101	8,807	10,716	22%
Calls Answered and Ticketed	1,858	2,184	3,128	43%

Figure 7: Top 10 Incidents

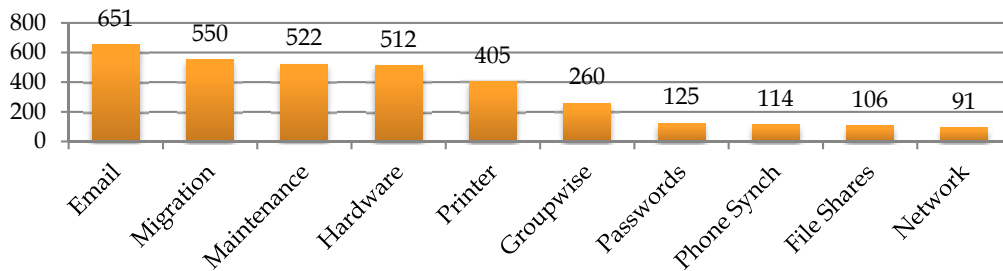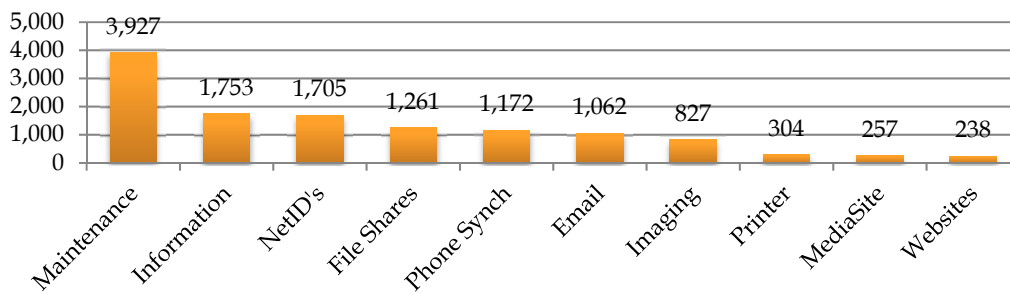**Figure 8: Top 10 Service Requests**

FREQUENTLY REQUESTED STATISTICS

	10 Years Ago 2004–05	5 Years Ago 2009–10	2013–14	2014–15
Total Volume Holdings	171,223	152,411	140,848	138,968
Print Serial Subscriptions	332	44	30	12
Electronic Serials Subscriptions	1,402	1,880	2,239	2,438
Total Serials Subscriptions	1,734	1,924	2,273	2,450
Number of Databases	74	141	106	92
Amount Spent by Consortia[1]	$76,561	$262,002	$355,902	$304,644
Total Collection Expenditures Excluding Binding & ILL	$901,504	$1,036,823	$1,691,054	$1,677,020
Gate Count	297,299	207,291	184,118	189,422
Use of Library Materials (Print, Reserve, Media, Both In-Library and External Circulations)	71,125	18,481	17,566	16,557
Use of Electronic Resources, Including Databases[2]	2,379,926	2,009,052	2,220,288	1,941,526
Total Reference Transactions, Including Literature Searches	11,411	5,638	10,337	7,624
Interlibrary Borrowing	2,629	1,803	1,491	2,149
Interlibrary Lending	3,719	1,321	899	1,062
Items Copied for Patrons	855	338	294	1,633
Library Presentations to Groups, Including Orientations & Tours	379	697	750	628
Participants in Library Presentations	5,307	6,025	5,515	6,367
Service Point Requests (Documented)	8,184	12,720	12,250	13,321
HSLIC Home-Page Views[3]	1,508,574	1.1M	687,449	247,962
Publicly Accessible Computers (Inside Library)	73	75	56	51
Public Seating	332	336	358	379
Number of Group Study Rooms	5	5	8	8
Number of Square Feet in Library[4]	44,171	44,171	40,749	40,749
Total FTE	72.4	70.7	62.81	60.49
Service Hours per Week	94.5	94.5	94.5	94.5

[1] Prior to FY2008, consortial expenses included only expenses external to UNM and not intra-UNM consortial expenses.

[2] Prior to 2008/09, website views were included in "Use of Electronic Resources, Including Databases.

[3] HSLIC home-page views for FY2015 are incomplete.

[4] HSLIC revised its library square-footage calculation in FY2014 to reflect more accurate building information available using the FAMIS system.