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THE UNIVERSITY OF NEW MEXICO HEALTH SCIENCES CENTER
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INFORMATICS
CENTER

medicus

Vol. 30, No. 4
July/August 2007

BI-MONTHLY BULLETIN OF THE HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER

From the Desk of the Director

By the time this issue reaches you, an exciting new development will be emerging in room 2112 of the Domenici Center for Health Sciences Education…. the room will have been upgraded to support videoconferencing. Three "types" of internet-based conferencing will be working (we hope) and available for piloting:

• UNM HSC Telehealth
• UNM Extended Learning ITV distance learning
• Web conferencing

While the technology should technically be installed, HSLIC staff training on the systems and procedures for scheduling and supporting the technology are under development. The addition of these systems within one physical facility is a first for UNM so we anticipate it might take a shake-down period to get things working smoothly. The equipment includes two high resolution large format screens with digital projection, and a new podium with state-of-the-art Crestron controller system for use by the presenter. Departments interested in piloting use of the technology should contact Ed Aalseth at eaalseth@salud.unm.edu.

In the last issue of *adobe medicus*, I shared with you some factoids about HSLIC that included high rankings in comparison to our national peers in the areas of outreach activities, viewership of the library's web homepage, educational contact hours, and our success with grant-funded positions.

I also wanted to share some data where (due to legislative and HSC funding for collections) we are at the bottom of the list or below the mean in comparison to other U.S. academic health sciences libraries.

HSLIC Services "Jump Forward" with New Strategic Plan

Health Science Center (HSC) faculty, staff, and students as well as the state's medical community can expect a wider variety of services delivered more efficiently from HSLIC over the next 2 years as library personnel strive to accomplish the goals set out in HSLIC's 2008 – 2010 Strategic Plan.

The theme of this plan is "Jumping Forward" with both new services and better ways of doing things to more effectively serve the UNM HSC as well as the greater New Mexico community. The goals of the plan include:

• **Service Improvement** – Make HSLIC services the most efficient and highest quality possible by investigating new collaborative technologies, streamlining business processes, and re-evaluating service desk needs.

• **New Mexico Health Information Project** – Promote the delivery of informed health care by offering New Mexico health care providers economical access to a suite of quality health information resources.

• **Identity Management** – Design a plan to integrate HSLIC-managed electronic user accounts at the HSC with standards developed by the UNM Identity Management task force.

• **CTSC Support** – Plan the specialized technology and scholarly communications resources needed to support the Clinical and Translational Science Center.

HSLIC Staff - Photo by Christopher Kallman

	Nat'l Mean	HSLIC
Electronic monographs titles (books)	1,110	601
Electronic serial titles (journals)	4,009	1,616 (6th from the bottom)
Total serial titles	9,581	1,790 (9th from the bottom)
Databases	99	110

In addition, because of the small size of its physical facility, HSLIC must shelve 22% of the print collection in off site storage (30K volumes out of 135K). The small primary physical facility and associated remote storage are now almost full. This creates additional pressure to license electronic holdings versus buying print titles. The budget precludes us from meeting our peers, much less being a national leader in making resources available electronically to our users.

The above data, along with many others collected by our colleague members of the New Mexico Consortium of Academic Libraries (NMCAL) has resulted in a major initiative to bring these issues to the attention of the NM Higher Education Department; more information on this will appear in the next issue of *adobe medicus*.

Holly Shipp Buchanan, EdD
Associate Vice President for Knowledge Management and IT
hbuchanan@salud.unm.edu

FY07 Faculty Workstation Project

The FY07 Faculty Workstation Project concluded in June with the placement of two hundred new standard laptops and desktops. The project was delayed to include the new Microsoft Campus Agreement Program, which began deployment in August. The agreement provides campus-wide licensing of certain Microsoft products, including Microsoft operating systems and the Office Suite.

The Faculty Workstation Project supports the standards based computing model deployed at the HSC and assists departments with their equipment replacement programs. The FY08 project will begin in October 2007, and will again feature the newest high end standard devices, including the new Microsoft Windows Vista operating system and Microsoft Office 2007. Please watch for details about the FY08 program on the User Support web page (http://hsc. unm.edu/library/usersupport/) beginning in October 2007.

Rick Adcock
Manager, User Support

• **UNM West** – Plan the Health Sciences "Library and Informatics Center" of the future for UNM West in support of the HSC mission.

• **Domenici Center for Health Sciences Education Operations** – Create a leading edge environment for optimal delivery of HSC educational programs.

Work on these services is expected to continue into 2010. For a complete copy of the plan, visit http://hsc.unm.edu/library/libinfo/StrategicPlan08-10_20070605.pdf .

Sally Bowler-Hill
Information Systems Planner

New SPAM Filter Implemented at the HSC

On August 1, the UNM Information Technology Systems (ITS) Sophos spam filtering system was put into service for all HSC GroupWise accounts. The GWAVA spam filtering was disabled. This project was the result of a collaborative effort between the Health Sciences Library and Informatics Center, UNMH, and UNM ITS to fight spam.

Here's what you need to know:

Q) What do I do if I suspect that the new Sophos system is blocking email sent to me?
A) First, check your Junk Mail settings and ensure you are not accidently blocking the email. Next, do a Find in GroupWise to ensure that it is not somewhere else in your mailbox. If you are sure that the email is not misplaced or accidently blocked by your Junk Mail settings, then contact the Helpdesk. They will need to know the email address of the sender along with approximately when the message was sent. A member of the GroupWise support team will then contact you.

Q) What do I do if I continue to receive excessive amounts of spam?
A) Contact the Helpdesk (272-1694, and a member of the GroupWise support team will then contact you.

Q) Will Sophos eliminate spam?
A) No, some spam will always get through. However, we expect that the amount of spam that makes it to your mailbox will be significantly reduced.

For more information about the history and rationale for this project, as well as answers to more questions about Sophos, please visit http://hsc.unm.edu/library/usersupport/spaminfo.shtml. UNM ITS has been a terrific partner, and we are hopeful that Sophos will eliminate some of the frustration caused by GWAVA's limitations.

Greg Gaillard
Deputy Director, TECHS

Sally Bowler-Hill
Information Systems Planner

New Mexico Tuberculosis Collection Now Available

The New Mexico Health Historical Collection at HSLIC recently made available the Carl H. Gellenthien Collection of the Valmora Industrial Sanatorium Records.

This collection represents New Mexico's early entry into the nation's "sanatorium movement" of health care providers and "lungers" migrating west in search of a cure from tuberculosis. The collection spans the eight decades in which the Valmora Industrial Sanatorium and clinic were in operation and includes the personal papers of the sanatorium's two medical directors – William T. Brown (1870-1935) and Carl H. Gellenthien (1900-1989).

Included in the collection are business records, research data, personal papers, photographs, medical equipment and other artifacts, and a human skeleton. The collection is enriched by a related oral history with Dr. Gellenthien. Funding from the New Mexico Historical Records Advisory Board allowed for the inventorying, organizing, cleaning and re-housing the collection. In addition, a finding aid for the collection has been published on the Rocky Mountain Online Archive (http://rmoa.unm.edu).

HSLIC will open an exhibit – Search for a Cure: Life at Valmora – featuring artifacts and photographs from the collection as part of Archives Week, a statewide celebration, in October 2007. Accompanying the exhibit will be a lecture by Jake W. Spidle, PhD, Professor of History at UNM. The lecture will focus on the sanatorium movement and its effect on New Mexico.

To find out more about the collection and events planned for October, visit HSLIC's website at: http://hsc.unm.edu/library/spc/.

Laura Hall, Senior Program Manager
Special Collections

Top: Patients of Valmora Industrial Sanatorium, circa 1930

Bottom: William T. Brown, M.D., Founder and Medical Director, Valmora Industrial Sanatorium, circa 1930

Left: Interior view of cottage, Valmora Industrial Sanatorium, circa 1930

HSC Online Map

The HSC Web Team recently developed and deployed an interactive online map that uses the Google maps to help users find HSC buildings more easily. The interactive map is found at http://hsc.unm.edu/about/map/index.cfm. The Web Team is currently conducting usability tests to help make the site easier for our visitors to use.

Kevin Wiley
Manager,
Systems & Programming

Screen shot of HSC Interactive Map

Literature Search Fee Increase

The rates the Library charges for librarian-mediated literature searches increased July 1. Rates are based on the average time per search multiplied by average personnel costs. Rates are approved by the HSC Financial Services Office.

Fees:
• UNM: fee changes from $30 to $32 per search (students pay half-price, $16)
• Literature Attached to Chart searches for house staff: from $20 to $21 per search
• Members of the Public: from $60 to $62 per search

HSLIC reference staff provide literature searches on a wide range of topics, utilizing databases in all areas of academia. Contact the Information Desk at 272-2311 or Reflib@salud.unm.edu if you would like to discuss the mediated search service.

Richard Carr, MLS, Coordinator
Reference & User Support Services

Library Leaders Plan Technology Moves

On July 31, managers from the Technology Support unit and the Library Services unit came together for a mini-retreat to plan new technology developments for Library Services. Topics considered in the meeting included the use of instant messaging to provide reference services, blogs to disseminate library news, wikis or discussion forums to encourage customer feedback, and the possible role of Second Life®, MySpace®, or Facebook© in providing library services. The meeting allowed time for brainstorming, evaluation of ideas, and prioritization of new goals and services which will help to position the library along with its peers in beginning to use participatory networking technologies.

Participants included Greg Gaillard, Jon Tregear, and Kevin Wiley from Technology Support; Pat Bradley, Dick Carr, Laura Hall, Holly Phillips, and Janis Teal from Library Services; Planner Sally Bowler-Hill and Director Holly Buchanan.

Janis Teal, MLS, MAT
Deputy Director, Library Services

Writing a Grant Proposal?
Don't Forget HSLIC

The big NIH proposal draft is finally complete. Your case is brilliant and the project will generate several papers that will be published by important journals. As you check your budget… FTE, support staff, travel, conference costs, and equipment… you wonder, are you ready to go? HSLIC could help you answer that question. If your project needs new software or equipment, we may be able to partner with your team to ensure that your project has the resources it needs.

With the cost of electronic access to specialized subject areas skyrocketing, partnering with research teams is one of the best ways to ensure that HSLIC's collection remains deep enough to support Carnegie Research Tier One research. Let us help you find the right partner to get the most value for our collection dollar.

Phil Kroth, MD and Randall Stewart, MD working on a proposal - Photo by Sally Bowler-Hill

Your research methodology uses new Tablet PC's for data collection and you've hired a database administrator (DBA) to run a database server. The equipment and people are in the budget. How about proper power, cooling and security for the server? Does your DBA also know how to manage and secure the underlying operating system using the most up-to-date industry best practices? HSLIC provides expertise to optimally manage servers for research groups and is continually updating its support and maintenance processes to be compliant with industry best practices. We can also provide efficient technical oversight/management of IT FTE and help structure application development.

Your project is unique in its field, but it also has potential to support similar projects in other disciplines. Funding agencies are always looking for more return from their investment. Have you considered consulting a biomedical informatics expert to explore the re-use and extension of the information or technology you are going to create? HSLIC has an informatics program which can provide this expertise, both while the grant is being prepared and during the project itself.

There are many types of partnerships, but the most successful are well planned with clearly defined expectations and resource allocation. Ample time invested up-front in planning typically results in more efficient partnerships with more flexible resources. Of course we're always ready to assist in any way we can, but planning ahead and including us in your grant proposal ensures that you'll get the support you need when you need it most.

Greg Gaillard
Deputy Director, TECHS

Movin' in and Movin' Up

Scott Horlbeck, HSLIC's new TECHS Analyst Programmer 2, earned his Bachelor of Arts and Music at UNM. Scott's other interests include computer graphics and animation; teaching piano and guitar; playing piano, guitar, bass, drums; working on an album; and writing his own weblog application. With his assistance, HSLIC Native Health Information Services (NHIS) will venture into social networking. Scott is learning Cold Fusion to prepare for creating a portal for NHIS project postings, blogs, and wikis.

While working as a Network Administrator for the University of Washington Business School, new TECHS Systems Analyst 2, **Adrian Rodriguez**, played soccer in Seattle with Reckless Abandon...a city league team. He will take care of our Windows servers, GroupWise web interface, terminal services server, and researching virtual servers. Adrian is earning engineering credits toward a UNM Bachelors degree.

Sally Bergen
Day Manager of Library Operations
Reference & User Support Services

Identity Management IdM

One of the first questions often asked when the subject of Identity Management comes up is: What is Identity Management or IdM? Simply put, IdM is the management of the identity life cycle from creation, to termination. The life cycle of a user's account (or a device like a workstation or printer) can have many changes over its lifetime. Addressing these challenges involves engineering information as it flows through an organization to meet the changing set of needs that link identity to information. As needs change so does the technology used to automate these often complex processes.

A group was commissioned by the new IT Managers Council, through the new IT governance structure to craft a charter on IdM. A charter was crafted, reviewed and endorsed and the next step is for a team to be formed to draft a proposal for a
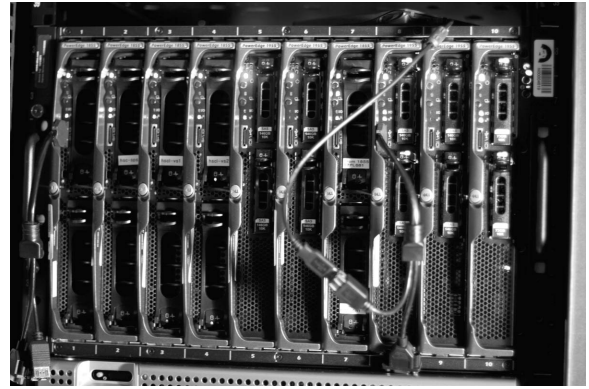
Blade Server - Photo by Barney Metzner

future state design. That design will be the basis for short and long term goals that will guide UNM on issues of Identity Management for the next 3 years.

Putting into place a comprehensive and effective IdM solution is about more than just technology. IdM is related intrinsically to information engineering and information security and privacy. Meeting these goals will require contributions from people across the organization. The vision covers a broad range of improvements which are identified in the charter, including: lower support costs, customer self care/service, and making departmental collaborations easier by providing a more cohesive and complete private internal directory. With IdM one can expect improved accuracy and reduced cost associated with the creation and revocation of accounts as well as better provisioning of access rights. These improvements will allow projects that require identity resources to scale more efficiently while maintaining acceptable standards for security and privacy.

Photo by Barry Staver

To achieve these goals the charter identifies "information engineering" as a function of IT that is responsible for the quality, integrity and the improvement of the identity life-cycle. Reducing security vulnerabilities will be an outcome that will follow these efforts as account management standards become clear and enforceable. These new standards will make possible a "unified identity services application programming interface" which will simplify access and make enhanced collaboration with external constituents/affiliates possible.

For more information visit the web site for the CIO http://cio.unm.edu/ where information will be posted. Feel free to contact Barney Metzner, Manager of Systems and Security, with any concerns or input you might have regarding identities and how we might better serve your needs.

Barney Metzner
HSC IT Security Officer and Manager
IT Systems

Blade Server - Photo by Barney Metzner

The photos of electronics on this page are of the HSLIC Blade Servers. The computer servers are integrated into all HSC services. These servers allow us to put more computing power into our data center at a lower cost per server, then traditional servers. One enclosure holds 10 servers and they take the same space that one traditional server would use.

Changes in IT Standards

During the past several months the IT environment at the HSC has undergone several changes which have included moving to Internet Explorer 7 and a new version of SCT Banner. The campus has dutifully embraced these changes and made the transition to newer technologies. With those changes behind us, we must now look toward the future and prepare for what lies ahead of us.

Microsoft has released a new version of its desktop operating system known as Microsoft Vista™, and a newer version of their Office Suite known as Office 2007®. User Support has done extensive testing with both of these new releases and has reviewed how these technologies will work with, and be integrated into, our environment. We began to support Office 2007 in August

Beginning in October 2007, all of the standard computer images will be updated with Office 2007 and all new machines and re-imaged machines will have this software installed. Requests for installations can be made by entering a HEAT ticket at https://hscssl.unm.edu/heat/hss/login.html or by contacting the helpdesk at 272-1694.

We plan to begin the deployment of Windows Vista starting in November 2007. We will update all of our standard computer images to this operating system and all new or re-imaged machines will have the newer technology. Please be aware that the hardware requirements for Windows Vista are greater than previous versions of Microsoft operating systems and minimum hardware standards will be changed to reflect the newer hardware requirements.

Our goal is to implement these new technologies in phases. We hope to introduce them in a responsible and manageable manner. The User Support web page will host some frequently asked questions about these products at: http://hsc.unm.edu/library/usersupport/GeneralInfo.shtml.

Rick Adcock
Manager, User Support
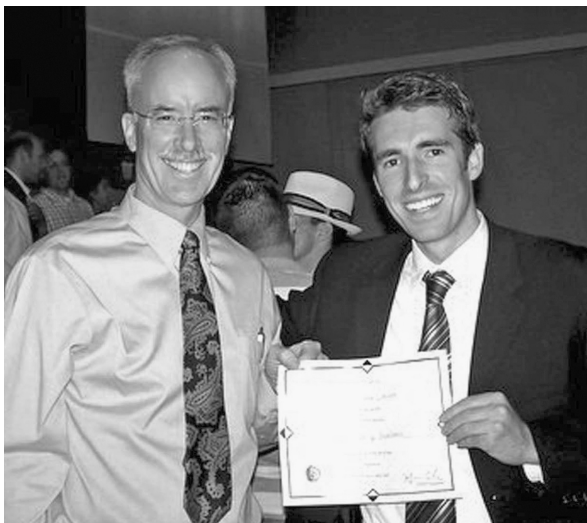
David Gallegos (right), Master of Ceremonies, awards Jon Eldredge the Hippo

Domenici Center Update

Work is now complete on remodeling the Domenici Center lower level into a 90 seat classroom, a 12 seat conference room, a Physical Therapy lab, and future coffee bar space.

Both the classroom and the conference room are equipped with an instructor PC, projector, screen, and whiteboard. The classroom and the conference room can be reserved via HSLICReservations@salud.unm.edu. The Physical Therapy Program manages the PT Class lab.

Richard Carr, MLS, Coordinator
Reference & User Support Services

Domenici Center Student Lounge - Photo by MaryLou Seyl

Hippo Award

HSLIC faculty member Jon Eldredge, MLS, PhD, received a 2007 Hippo Award for excellence in teaching as a "distinguished professor of Phase I" from the second year (Class of 2009) medical students at a ceremony on Friday, April 20th.

In presenting his Hippo Award, students noted that Dr. Eldredge had taught them the science in database searching instead of relying on guesswork.

The Hippo Awards ceremony parodies the Academy Awards, with comedic video sketches revolving around medical student life. This year the second year medical students honored 12 SOM faculty members: Lawrence Cole, Jon Eldredge, Eve Espey, Greg Franchini, Jordan and Ann Gateley, Rebecca Irvine, Paul McGuire, Bill Shuttleworth, Craig Timm, Fernando Valenzuela, and James Wallace. The Khatali Medical Alumni Association sponsored the Hippo Award ceremony.

Deb LaPointe, PhD
Assistant Director Education Development

Native Health Database Upgrade

The Web Team is working with the HSLIC Native Services Librarian on a major upgrade to the Native Health Databases (NHD) application. The NHD is a database of articles on Native American health issues. The database covers current research as well as historical articles from previous centuries. The changes include a simpler search interface and a redesigned database. The upgraded database will be available in September.

Kevin Wiley
Manager, Systems & Programming