# TABLE OF CONTENTS

## VISION AND MISSION STATEMENTS  
3

## EXECUTIVE SUMMARY  
4

## ORGANIZATIONAL CHARTS  
7

## UNIT ACCOMPLISHMENTS  
12

### ADMINISTRATIVE SERVICES  
13
- Business Services  
13  
- Information Security  
14  
- Planning Office  
15

### BIOMEDICAL INFORMATICS RESEARCH, TRAINING AND SCHOLARSHIP  
16
- Biomedical Informatics Research, Training and Scholarship  
16  
- Evidence Based, Translational Sciences and E-Scholarship Collaboration  
17

### LIBRARY AND EDUCATION SERVICES  
18
- Reference & User Support Services  
18  
- Resource Access & Delivery  
20

### TECHNOLOGY SUPPORT  
21
- Emerging Technologies  
21  
- Information Systems  
22  
- Technology Support  
23  
- Web and Applications Development  
24

### SPONSORED RESEARCH  
25
- Aligning Resources to Improve Health Information Access for New Mexico  
26  
- Domenici Education Center – Phase III  
26  
- I Heard It Through the Radio  
26  
- Access to Health Information by Shelter Residents and Health Care Providers in a Homeless Shelter  
26  
- New and Familiar Horizons for Outreach in New Mexico: Resource Library Outreach Subcontract  
26  
- Registry for Oculopharyngeal Muscular Dystrophy Patients and Family Members  
26  
- Role of Librarians and Informationists in Disaster Response  
27  
- Support for Guidelines in Determining Deaths from Opioid Overdose  
27  
- University of New Mexico Cancer Center Support Grant  
27  
- University of New Mexico Clinical and Translational Science Center  
27  
- Vision 2020 Mini Grant: Improving Health Information Access Among New Mexico Health Care Practitioners  
27  
- Vision 2020 Mini Grant: Overcoming Disparities in Health Information Access in New Mexico  
27

## APPENDICES  
28
- Endowments  
29  
- Serial Titles Canceled 2012-2013  
29  
- New Serial Subscriptions 2012-2013  
29  
- Employee Development and Continuing Education Activities  
29  
- Employee Committee and Service (External to HSLIC)  
37  
- Faculty Publications  
44  
- Presentations, Exhibits and Demonstrations  
46  
- In-Services July 2012 through June 2013  
51  
- Library Hours 2012-2013  
51  
- 2013-Staff Appreciation and Awards  
52  
- Health Sciences Library and Informatics Center Staff Roster 2012-2013  
52
Statistics

Administrative Services
Table 1: HSLIC Personnel
Figure 1: HSLIC Revenues and Expenses

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

Domenici Center for Health Sciences Education
Figure 2: Usage of the Domenici Center
Figure 3: Usage of the Interprofessional Healthcare Simulation Center

Library and Education Services
Table 3: Instructional Programs/Orientations (Excludes Distance Services and Online Education)
Table 4: Distance Services Training
Table 5: Total Instructional Services
Table 6: HSLIC-Sponsored Lectures
Table 7: Size of General Collection (Titles)
Table 8: Size of General Collection (Volumes)
Table 9: Changes to the General Collection
Table 10: Special Collections Summary Table
Table 11: Library Database Digitalization Activities
Table 12: Collection Development (General Expenditures – Dollars)
Figure 4: Collection Development (General Expenditures – Percent)
Table 13: Resource Use – Interlibrary Loan/Document Delivery Summary
Figure 5: Interlibrary Loan/Document Delivery Trends
Table 14: Use of Library
Figure 6: Library Resource Use
Table 15: Use of Electronic Collection
Table 16: Number of Mediated Searches and Reference Questions

Technology Support
Figure 7: HSLIC Storage Capacity in Terabytes (TB) (Across All Platforms)
Figure 8: Security Patches and Updates Using Windows Server Update System
Figure 9: HSC NetID Account Requests
Figure 10: HSC Databases Managed by HSLIC
Table 17: Lecture Capture (Video-on-Demand)
Table 18: HSC Email, Calendaring and Messaging System (HSLIC & UNMH Systems)
Table 19: HSC SharePoint Installation
Table 20: Instructional Design Services
Table 21: Technology Support
Figure 11: Top 10 Incidents
Figure 12: Top 10 Service Requests
Table 22: Application Development and Website Support
Table 23: Top Web Pages Within the HSC Website in FY 2013 (Ranked by Page Views)
Table 24: Home Page Views on Academic Sites
Table 25: HSC Mobile Site
Figure 13: 2012-2013 HSC Website Page Views from On-Campus and Off-Campus Locations
Figure 14: HSC Website Page Views (All Sites) – 4-Year Comparison

Frequently Requested Statistics

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

Preserving, protecting and promoting responsible data management for the University of New Mexico Health Sciences Center (UNM HSC) continued to be a key theme in the Health Sciences Library and Informatics Center’s (HSLIC’s) work in fiscal year 2012–2013 (FY2013).

Administration

During FY2013, HSLIC developed and deployed its new Data Management Planning Service. Data management planning is at the forefront of new services for academic library, information technology (IT) and informatics organizations in the 21st century. This was originally envisioned as a service for investigators struggling with managing large databases and mandates from their funding agencies to provide documentation for how they manage it. However, HSLIC’s Data Management Planning Service has received considerable interest from HSC academic and administrative departments looking to better manage their data and simplify department-wide data management activities. Clients for this new service in FY2013 included the Physician’s Assistant Program, the College of Pharmacy and the School of Medicine’s (SOM’s) Graduate Medical Education program, to name a few. One unique feature of HSLIC’s Data Management Planning Service, in comparison to similar services provided by other academic libraries, is its ability to bring librarians, IT and informatics staff into the consultation.

Education

During FY2013, HSLIC completed the HSC Classroom Renovation Project. With funding from the Health Resources and Services Administration (HRSA) and originally designated to help fund Phase III of the Domenici Center for Health Sciences Education, the project team renovated 12 classrooms in six buildings and built five new classrooms. Four of these new classrooms are for the Emergency Medical Services Academy and are located in the new Innovation and Discovery Training Complex. All of the classrooms incorporate robust and standardized classroom technology infrastructure that is capable of recording, sending and receiving large amounts of data, including high-quality audio and video. This $3.5 million award also helped to equip the Interprofessional Health Care Simulation Center (IHSC) with additional AV and simulation equipment.

This year, HSLIC library faculty began collaborating with the SOM Medical Student Research Committee to provide consultation and class sessions in support of the medical student research requirement. As the co-chair of the Medical Student Research Committee, HSLIC’s Director of Biomedical Informatics Research, Training and Scholarship (BioMIRTS) noted that medical students needed a more formalized support structure to help with literature searches for their research projects. HSLIC’s faculty librarians are now filling that need in a one year pilot project, yet another avenue in which librarians participate in the curriculum.

In support of SOM, HSLIC faculty and staff also began participating in the Liaison Committee for Medical Education (LCME) accreditation. Led by HSLIC’s Executive Director, this committee reviews the resources available to medical students in the areas of library, IT and space, including classrooms, study areas, lounges and clinical
education sites. The SOM is following a new process in conducting a continuous review of the medical education program, and HSLIC’s participation validates it as a recognized resource, not only for library and IT but also for classroom and educational technology management.

Research

HSLIC’s BioMIRTS unit continued to collaborate with HSC investigators during FY2013. In a new collaboration, the BioMIRTS Director and HSLIC’s Biomedical Informatics Fellow helped design a database supporting the newly created UNM Oculopharyngeal Muscular Dystrophy Patient Registry. These informaticians insured that the design of the database complied with the newly established National Institutes of Health (NIH) Office of Rare Diseases’ Global Rare Diseases Patient Registry Common Data Elements standard. The group authored a paper on the work that has been accepted for presentation at the annual meeting of the American Medical Informatics Association in November in Washington, DC.

During FY2013, HSLIC faculty received a Community Engagement Mini-Grant to purchase NVivo software, a qualitative research tool that helped them identify themes from an assessment of the information needs of unaffiliated practitioners. With this mini-grant, HSLIC also developed a web app called LaPuerta, which allows practitioners to find freely available point-of-care, patient education, medication, research and public health information. This mini-grant is part of a larger HSC initiative to support projects that help the HSC achieve its vision to work with community partners to help New Mexico make more progress in health and health equity than any other state by 2020. Dr. Christina Getrich from SOM’s Department of Family and Community Medicine’s RIOSNet consulted on this project.

Clinical/Service

For its FY2013 outreach subcontract with the National Network of Libraries of Medicine, HSLIC conducted a health information needs assessment with selected practitioners throughout New Mexico. Our Native and Distance Services faculty interviewed a sample of 51 unaffiliated health care practitioners to assess their health-information-seeking behavior, choice of resources, satisfaction with those resources and desired qualities in an information resource. A major theme that arose from the interviews was the need for patient education materials that are appropriate and relevant for particular patient populations. For its FY2014 outreach subcontract, HSLIC plans to follow up this study by offering training classes on National Library of Medicine resources that are relevant to these needs at training sites around the state.

In October, HSLIC hosted a major exhibit in the Domenici Center for Health Sciences Education Auditorium titled “100 Years: Celebrating New Mexico’s Health.” The exhibit presented selected stories about major developments in health that have shaped New Mexico’s history over the past century. Topics included the state public health officials’ first call into action in addressing the Spanish influenza outbreak of 1918; the tuberculosis sanatorium movement; and developments in maternal care, including midwifery, during the 20th century. The exhibit’s opening featured a lecture by Dr. Karen Armitage, director of the UNM Institute for Public Health, along with a special viewing of five short films produced in the 1930s by the New Mexico Department of Health. The opening was co-sponsored by the New Mexico Medical Society, the UNM College of Nursing, the UNM Foundation and the HSC Office of Diversity.
Technology
HSLIC continued to integrate IT Infrastructure Library (ITIL) best practices into its processes. Toward this end, the HSC’s major IT units\(^1\) approved an enterprise change management policy for IT across the HSC. Subsequently, HSLIC’s Technology Support units began employing this policy for all changes to the services they provide, using the Help.UNM service management application. They developed a process for reviewing and approving local changes and are reviewing proposed changes of services they share with the HSC’s other major IT units at the newly formed HSC IT Service Management Steering Committee.

During FY2013, HSLIC and UNMH IT initiated a new project to migrate from the HSC from Novell GroupWise to Microsoft Exchange for email and calendaring. This project will keep the HSC consistent with UNM IT’s new LoboMail system, which uses Microsoft Exchange (Outlook) and Office 365 and includes email users from main campus, south campus and the branches. HSLIC assembled a project team with representatives from the HSC’s major IT units to begin planning to migrate the HSC from GroupWise – which has been in use since the 1990s – to this new platform, using ITIL best practices.

Toward the end of the fiscal year, HSC leadership embarked on an IT strategic planning process with the assistance of a national consulting firm. Creating an IT Strategic Plan is one of the UNM Health System’s strategic planning goals. In support of this effort, HSLIC leadership and IT staff members compiled a significant portfolio for the consultants that documented the current state of IT at the HSC. They also participated in interviews the consultants conducted as part of their environmental assessment. The plan is scheduled for completion in the fall and HSLIC will have a role in its implementation.

Over the coming fiscal year, HSLIC will experience significant changes in its staffing and organizational structure as it evolves to meet the HSC’s changing needs. These changes, coupled with HSLIC’s adoption of best practices for service delivery and leadership in the realm of responsible data management, will position the organization well for the next several years and enable it to continue to contribute to the HSC’s Vision 2020.

\(^1\) HSLIC, UNM Hospitals IT department (UNMH IT), UNM Medical Group IT (UNMMG IT) and Sandoval Regional Medical Center IT (SRMC IT)
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, MLIS, 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
Manager, Special Collections and Interim Coord for Resource Access & Delivery

Brian Bunnett
Director, Library and Education Services

Sally Bowler-Hill
Program Operations Director

Marcia Sletten
Manager, Division Support Services

Rick Adcock
Manager, IT Technical Support

Owen Fiald
Director, Technology Support Services

Richard Carr
Coordinator, Reference & User Support Services

Barney Metzner
Information Security Officer/HSC

Jonathan Eldredge
Coordinator, Evidence Based and Translational Science Services

Tom Sanford
Manager, Information Services

Kevin Wiley
Manager, Systems & Programming

Revised June 2013
UNIT ACCOMPLISHMENTS
ADMINISTRATIVE SERVICES

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

In FY2013 Business Services continued to work toward HSLIC’s goal to preserve, protect and promote responsible data management for the HSC. Staff members in Business Services assisted in testing the Data Management Planning process by creating a data management plan.

Accounting
The Accounting Office continued to process the majority of HSLIC’s purchasing requests. The Accounting Office Library Information Specialist (LIS) will retire at the end of August 2013. This past spring the Accountant and the Manager, Division Support Services evaluated the LIS position. As a result some library-centric duties and responsibilities have been reassigned to other units within HSLIC. An Accounting Professional Intern will be hired to replace the LIS position.

In August 2012 the Accountant 2 was reclassified to an Accountant 3, as some responsibilities from the Manager, Division Support Services were shifted to the Accounting Office. The Accountant 3 participated in the testing of the Banner Budget & Salary Projections System upgrade to insure all the system was reflecting accurate data.

With the resignation of the LIS from the Resource Access and Delivery unit in May 2013, monthly invoices for borrowing, lending and document delivery using the ILLiad Billing Manager have been moved to the Accounting Office.

Administration
HSLIC’s Human Resource (an aspect of Business Services) has been busy this year. During FY2013, HSLIC had eight resignations and one transfer. We recruited and filled five vacancies and have a new adjunct faculty volunteer.

This year, Business Services assisted faculty with the generation of eleven proposals that have been submitted into Pre-Awards. To date, four of the proposals have been awarded.

We have continued to work with and support the HSC. The Manager of Division Support Services continues to participate on the HSC Mentorship Planning Committee. The Administrative office also assisted the Biomedical Informatics Division, who partnered with the Chancellor’s office to purchaser Automated External Defibrillators for various areas around the campus.

Facilities
There were several remodeling projects that took place in HSLIC during the fiscal year. Business Services worked with the Planning Office on the remodel of several classrooms as part of a HRSA grant. Tables and chairs were added outside of the Domenici Center Buildings to create additional public seating for employees and students. In addition, the benches outside of HSLIC were refinished by PPD. Facilities also oversaw the replacement of HSLIC’s water fountains with fountains that fill water bottles.

Facilities worked closely with Special Collections to paint the Domenici Center Auditorium lobby for a new art exhibit entitled: RAPS + Photovoice: Public Health through the Eyes of Albuquerque Youth.

Interprofessional Healthcare Simulation Center (IHSC)
This fiscal year, the IHSC Program Specialist resigned. A new Program Specialist was hired in July 2013 and will be working towards attaining accreditation through the Society for Simulation in Healthcare. Throughout the last year the center was the site for over 2,300 events. An extraordinary training event this past spring was the Institute for Medical Simulation course, taught by faculty from Harvard Medical School.
INFORMATION SECURITY
Barney Metzner, CISM, Information Security Officer

In FY2013 the HSC Information Security Office, a services provider to all components of the HSC (UNMH, SRMC, UNMMG, UNMCC as well as HSLIC), accomplished a number of milestones. Lead by HSC IT governance efforts, such as the HSC IT Leadership Council, the HSC Information Security Office leveraged new collaborative governance efforts to integrate security into IT projects that have been reviewed and prioritized by leadership. Additionally, the HSC Information Security Officer role has enhanced visibility at the highest levels of the organization, reporting to the HSC Board of Directors and the HSC Executive Compliance Committee.

The HSC Information Security Office supports HSC mission areas using an HSC IT security policy framework, which provides a foundation for promoting consistent standards across the organization. Each HSC component builds on this policy framework by developing mission specific guidelines and procedures that support evolving HSC standards. The new Computer Inventory Standards and Guidelines are an example in which standards are used to inform the practices and procedures of each HSC unit with the aim of preserving, protecting and promoting responsible management for all HSC data.

To continue the work of enhancing HSC security objectives, HSC leadership funded the engagement of a consultant to assess IT security and establish baseline measures indicating how well HSC assets are protected. This multi-phased effort assessed more than 15,000 devices. It included a thorough assessment of HSC perimeter security controls using both external and internal scans. The consultants tested defense in-depth down to individual computers where patching, security of the host configuration, and encryption were evaluated, along with security controls from ten other security categories.

The results of the assessment have enabled the HSC to move quickly to address IT security risks. As the fiscal year came to an end the response to the assessment was well under way. The HSC used risk assessment criteria to prioritize the allocation of resources. Additionally, the Information Security Office is working to strengthen security awareness and training. Improving security awareness, which is a major factor in many IT security incidents, is a growing priority for the HSC.

As the new fiscal year begins, the Information Security Office will provide leadership with metrics that help measure progress and improvements undertaken in response to the security assessment, as well as in comparison to our peers. Academic medical centers, including the HSC, have seen an increase in attacks on information assets that are more serious than past attacks, which caused disruptions or misuse of equipment. New regulatory requirements have put breach notification practices under review and specify new objective criteria for assessing the probability of a data compromise. Over the past year better alignment of governance groups, focus on business strategy and the application of resources to the highest priority security issues are all promoting positive outcomes and moving in the direction needed to make significant progress. The Information Security Office will continue to play a vital role in supporting the institutional IT security initiatives and providing data to demonstrate continuing improvement.
PLANNING OFFICE
Sally Bowler-Hill, MA, Program Operations Director

The Planning Office continued to work on efforts to facilitate responsible data management at the HSC during FY2013.

HSC Classroom Renovation Project
The Planning Office continued working with the UNM Office of Capital Projects to renovate underutilized classrooms across the HSC campus with state-of-the-art technology to improve the learning experience for HSC students in all educational programs. With funding from HRSA, originally to help fund Phase 3 of the Domenici Center, the project team renovated 12 classrooms in six buildings and built five new classrooms. Four of these rooms were for the Emergency Medical Services Academy in the new Innovation and Discovery Training Complex. Additional technology and simulation equipment was purchased for the IHSC, as well as outdoor furniture for the Domenici Center and a new collaborative study monitor for its student lounge. Utilization in many of the renovated classrooms has increased, in three rooms by 20 to 50 percent, and the additional technology better meets modern curricular needs.

Assessment
The Planning Office continued to build HSLIC’s assessment program. In October 2012, HSLIC’s Executive Committee approved a revised charter for the HSLIC Assessment Team to incorporate ITIL principles and continuous service improvement. One of the team’s first accomplishments was to create an assessment plan for HSLIC’s new data management planning service. In February 2013, the Assessment Team administered the Merged Information Service Outcomes (MISO) customer satisfaction survey at the HSC. This is the second time HSLIC has administered this survey, which serves as our primary means for gathering high-level feedback about HSLIC’s library and IT services.

IT Governance
In early 2013, the Knowledge Management and IT Operations Council inaugurated a new IT governance committee called the HSC IT Service Management Steering Committee. This advisory group is chartered by the HSC CIO of Administration and Academic Systems and the UNMH Administrator for Information Technology in direct support of the IT service management planning for UNM Health and the HSC’s academic, clinical and research missions. The committee is made up of representatives from HSLIC, UNMH IT, SRMC IT and UNMMG IT and follows ITIL best practices for managing the HSC’s shared IT services.

Also in FY2013, HSC leadership committed to moving the HSC to Microsoft Exchange for email, calendaring and messaging, in keeping with the main campus’s move to Exchange and Office 365. HSLIC and UNMH IT’s leadership assembled a project team of staff from across the HSC to implement Exchange over the next fiscal year.

Strategic Communications
In the fall, the Planning Office used the opening of the “100 Years: Celebrating New Mexico’s Health” exhibit as an opportunity to communicate with donors about HSLIC’s activities. Over the summer of 2012, Planning Office staff redesigned the Domenici Center website and brochure. They also added an interactive page-turning feature to the online version of HSLIC’s newsletter, *adobe medicus*, and placed past issues in UNM’s repository, LoboVault. For FY2014, the Planning Office will continue to communicate with the HSC about HSLIC’s most critical services, including its data management planning service.
BIOMEDICAL INFORMATICS RESEARCH, TRAINING AND SCHOLARSHIP (BioMIRTS)

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

Academic

Biomedical Informatics Fellowship: Dr. Shamsi Daneshvari, HSLIC’s third biomedical informatics fellow, made excellent progress through the second year of the fellowship’s training curriculum. She completed all of the required coursework as part of the UNM CTSC’s Master of Science in Clinical Research Program. The only major curricular component remaining is completion of her mentored research project that focuses on defining a metadata standard for a database of over 5,000 whole-body CT scan images created at the NM Office of the Medical Investigator. This work encompasses a modified Delphi study involving more than 65 scientific experts from around the world to identify the top 20-30 fields for each image. These experts are from such disciplines as anthropology, internal medicine, forensic radiology, biomedical informatics, pathology, and epidemiology. The metadata will allow investigators to efficiently find images. The database, when completed, will be the first of its kind and ultimately will support research in a wide spectrum of scientific domains. Dr. Daneshvari also worked with Dr. Sarah Youssef in the Department of Neurology to assist with the creation of a database for the newly created UNM Oculopharyngeal Muscular Dystrophy Patient Registry. Dr. Daneshvari’s role on this project was to ensure that the design of the database complied with the newly established NIH Office of Rare Diseases’ Global Rare Diseases Patient Registry Common Data Elements standard.

Research

During FY 2013, the BioMIRTS Director founded a research group from Centura Health Physician Group in Colorado, Hennepin County Medical Center, Stanford University, and the University of Minnesota. The group’s research focus is on determining what specific design aspects of electronic health records are most associated with user stress and fatigue. The group submitted a grant application to the Agency for Healthcare Research and Quality and hopes to have funding to conduct a multi-center study to begin this work.

Service Partnerships

Clinical and Translational Science Center (CTSC): This year marked the completion of the seventh class of students in the Biomedical Informatics courses that HSLIC provides in support of the UNM CTSC’s Masters of Science in Clinical Research (MSCR) Program, for which the BioMIRTS Director is the course director.

Data Management Planning Service: The BioMIRTS Director led the development of a plan to create a new HSLIC Data Management Planning Service. The plan, which was constructed using the ITIL model, defines a new HSLIC service for HSC departments, business units, and individual investigators. The new service will be implemented in 2013 and will be a multidisciplinary effort of HSLIC personnel from across the entire organization.

UNMH Associate Chief Medical Information Officer (ACMIO): The BioMIRTS Director continues as one of three part time ACMIOs for UNMH, reporting to the UNM Health System CMIO. His focus is on support of the electronic medical record system in the ambulatory venue.

UNM Cancer Center: The BioMIRTS director also 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.

Finally, BMI faculty member Dr. Gale Hannigan served as the Information Management Consultant on the CDC-funded National Association of Medical Examiners and American College of Medical Toxicology Expert Panel on Evaluating and Reporting Opioid Deaths.
Transition
Evidence Based and Translational Sciences Collaboration (EBTSC) transitioned from a Library Education Services to a BioMIRTS unit at mid-year. This change will improve communication and collaboration between the two units because EBTSC shares many shared goals with BioMIRTS.

Collaborations
EBTSC continued to build upon and preserve strong relations with units both inside and outside HSLIC during FY2013. Major external partners include the UNM Clinical and Translational Sciences Center (CTSC), medical educators, the MPH Program, and the Physician Assistant Program. Collaboration took some less conventional forms during FY2013 such as serving as the keynote speaker in June on the topic of evidence based trends analysis for the European Association for Health Information and Libraries in Stockholm, Sweden.

Joint projects with the CTSC included major support for the curriculum for the Clinical and Translational Science certificate and the Masters in Clinical Research. It also meant active involvement in biomedical informatics initiatives, almost daily research consultations with faculty investigators, and the VIVO Harvester research project.

Research
The VIVO Harvester research project accomplished all of its programmatic goals during FY2013. EBTSC took the lead in the joint HSLIC-CTSC research team’s writing and submitting the first of its three planned manuscripts for peer reviewed publication. VIVO provides a dynamic online directory that profiles CTSC core researchers. The VIVO Harvester imports from PubMed™ references to journal articles authored by researchers listed in VIVO. The VIVO Harvester Project has been a scientifically rigorous evaluation the accuracy and value of this resource.

In addition, the EBTSC Coordinator worked on implementing a randomized controlled trial on Point-of-Care evidence-based knowledge resources for rural health providers.

Education
Medical, CTSC, physician assistant, and MPH students all must demonstrate competence in library and informatics skills as part of fulfilling their educational requirements to graduate. To this end, EBTSC co-teaches BioMedical Informatics level 1, 2, and 3 level courses for the CTSC graduate programs. EBTSC continues to co-direct and teach the Evidence Based Practice course to all medical students over a three-year span of the medical school curriculum. EBTSC Coordinator co-taught a similar required course to all Physician Assistant Program students. EBTSC also provided representation on the curriculum committees of major professional degree programs at the HSC.

Data Management
EBTSC aided in the development and promotion of the new HSLIC Data Management Planning Service. The EBTSC Coordinator served on strategic planning working groups to develop the new service intended to preserve and protect HSC research data. He mentored the service manager from the Information Systems group on implementing this new service and worked on a HSLIC data management team to help the Physician Assistant Program assess its data needs.
LIBRARY AND EDUCATION SERVICES
REFERENCE & USER SUPPORT SERVICES
Richard Carr, MLS, Coordinator

Service Point
The Service Point provides services to walk-in, telephone, email and text users, including: library circulation, reference assistance, class and group study room scheduling, mobile device assistance, desktop/laptop imaging, troubleshooting public printing and photocopying, and checkouts of print materials, room keys, laptops, iPads, adapters, iClickers and anatomic models. Service Point staff members restart accounts, assist with passwords, enter service requests for users, and triage and resolve service requests. Service Point staff members also manage public computing and printing in HSLIC, Med2, room 226, Health Sciences and Services Building (HSSB) 105 and all HSLIC staff and faculty office computers. Customer service is the basic operating principle for the Service Point; continuous process improvement is vital for keeping workflow moving in a manner satisfactory to users. The MISO survey of students and staff rated Service Point staff (Agree + Somewhat Agree) as Friendly (96.1%), Knowledgeable (95.4%), Reliable (93.5%), and Responsive (92.6%).

The Service Point is now responsible for two additional services, one new and one relocated. The HSLIC’s Document Delivery / Interlibrary Loan service moved from HSLIC Resource Access and Delivery to the Service Point July 1, 2013. In addition, the HSC Education Deans agreed to convert the HSSB 105 classroom to a computer testing center. A new classroom on wheels and 53 laptops with long battery life were acquired and room scheduling for HSSB 105 shifted to HSLIC. Service Point staff members will deploy the required number of laptops prior to a scheduled exam and replace them in the charging cabinet after the exam. This process improvement of creating a centralized testing facility benefits all programs at the HSC.

RUSS Faculty Activities
The RUSS faculty unit shares responsibility for reference assistance and consults, education sessions, distance services activities, literature searches, curricular involvement, recognizing and utilizing emerging technologies for improving customer service, promoting responsible data management, and traditional faculty responsibilities for research and publication. RUSS librarian faculty work with other HSC faculty to develop systematic reviews of the literature, co-author papers and posters, and to develop and present curricular sessions and materials. This year, RUSS faculty members began collaborating with the SOM Medical Student Research Committee to provide consults and class sessions in support of the medical student research requirement. The MISO survey indicated that HSLIC reference personnel are much appreciated; the MISO survey of faculty, students and staff rated library reference staff (Agree + Somewhat Agree) as Friendly (97.8%), Knowledgeable (97.4%), Reliable (96.9%), and Responsive (96.4%). Additional RUSS accomplishments in FY2013 include:

- Receiving adjunct faculty appointments in the College of Pharmacy (Nursing Services Librarian and Clinical Services Librarian)
- Co-authoring a systematic review published in Blood
• Receiving two SCAMeL Professional Development Awards
• Chairing the KMIT Advisory Council
• Participating in a poster session at the International Association of Medical Science Educators conference in Scotland: “Partners in Research Literacy: Librarians and Educators”
• Participating on the BA/MD Admissions Committee
• Co-teaching a TED CME course “Navigating the Information Maze: Clinical Resources for Teaching and Assessing Informatics Skills”
• Teaching metadata section in HSLIC Data Management modules
• Collaborating with College of Nursing faculty on poster presented at New Mexico Public Health Association Annual Meeting “A Survey of Medical School Curricula”
• Presenting at UNM “Success in the Classroom” symposium
• Co-teaching Pharmacy 770: “Drug Information Advanced Pharmacy Practice Experience” (instructor of record)
• Collaborating with UNMH nurses on a CE course: “Plan, Do, Study, Act”
• Developing in-house digital data management via shared data pools to improve the website A-Z Database List and Envoy List

Native and Distance Services
Native and Distance Services focused time and resources on a qualitative research project in FY2013. Improving Health Information Access Equity for Unaffiliated Health Care Practitioners in New Mexico: an Interview Study consisted of a sample of 51 unaffiliated (not current UNM faculty, staff, or student) health care practitioners—21 physicians, 13 nurses, 9 nurse practitioners, 7 physician assistants, and 1 pharmacist. These practitioners were interviewed at nine sites, targeting practitioners throughout New Mexico to gather a range of perspectives. The interviews focused on practitioners’ health information seeking behavior, choice of resources, satisfaction with those resources, and desired qualities in an information resource. This project provided insight into the health information needs of rural health care practitioners in New Mexico. The need for patient education materials that are appropriate and relevant for particular patient populations was a major theme that emerged from the interviews.

Additional Native and Distance Services activities included:
• Ten classes and training demonstrations
• Five exhibits and health fairs to highlight National Library of Medicine and other free, quality health information resources to health care practitioners and community members in the state of New Mexico.
**RESOURCES, ACCESS & DELIVERY AND SPECIAL COLLECTIONS**  
Laura Hall, MFA, Coordinator

As the designated stewards of HSC library resources and collections, the unit continued its work to protect and promote the use of HSLIC resources and data. Resource Access and Delivery and Special Collections (RAD) took on numerous projects to improve customer experience while improving processes and cross-training.

**Resources**

As a result of requests from HSC faculty members, new resources were added to improve collection holdings and respond to faculty and students’ needs including: Journal of Visualized Experiments (JoVE), a video journal of research protocols for general, neuroscience, and clinical and translational medicine laboratory experiments; BioEX Exercise Pro, a local database of exercise prescription in support of the Physical Therapy program; and Reprotox, an online database of environmental hazards for human health and development. In addition, HSLIC negotiated a new contract with Elsevier for Clinical Key, package of medical journals and e-books, to replace MDConsult.

As a result of the Strategic Planning initiative to improve customer experience, HSLIC eliminated Interlibrary Loan (ILL) fees for faculty, staff and residents in January 2013. This change has eliminated barriers to needed library resources not currently owned by HSLIC. In addition, RAD completed the project to process the HSC institutional photograph collection. This project’s goal was to better serve our patrons’ ease of access, while protecting and preserving the collection.

**Exhibits**

During the year RAD curated a new exhibit, “100 Years: Celebrating New Mexico’s Health.” Along with the exhibit HSLIC hosted an opening reception and special film viewing of five short films produced in the 1930s by the NM Department of Health. The opening lecture was delivered by Dr. Karen Armitage, director of the UNM Institute for Public Health. In partnership with the UNM Prevention Research Center, HSLIC also hosted a photo exhibit, “RAPS + Photovoice: Public Health through the Eyes of Albuquerque Youth.” This exhibit opened in May 2013.

**Sculpture Garden**

RAD was represented on campus committees for three sculpture garden related activities. One was to identify a location and install the “Thistle” sculpture by William Goodman. A location was identified by Medical Building II, and the sculpture was installed in June 2013. During late fall 2012, a cross-campus committee convened to evaluate and select a design for the SOM Faculty Memorial Garden. The committee evaluated proposals for aesthetics, expression of university and SOM values, and sustainability, and “Heartbeat,” a design by Christine Williams, was chosen the winner in early December. Finally, in spring 2013, the planning committee for the anatomy donor garden engaged with a local landscape architect, William Perkins, to design the garden space. The design should be completed in fall 2013.

**Personnel**

In May 2013, Laura Hurd resigned as a Library Information Specialist III. Her major responsibility was interlibrary loan and document delivery. HSLIC transitioned this service to the Service Point as of July 1, 2013.

HSLIC has commenced two searches to fill the Resource Management Librarian, a vacancy left by Christee King’s retirement in 2012, and a new position of a Library Operations Manager. Among other duties, these positions will assist and take a lead in initiatives to evaluate and improve access to library resources.
The Emerging Technologies (ET) unit tracks and analyzes trends in information, education, healthcare, and collaboration technologies that have the potential to provide HSC communities with innovative services and enhancements to existing services. In FY2013, ET continued to foster collaborative and effective partnerships to promote the advancement and usage of these technologies.

Projects and Initiatives

ET continues to provide guidance to HSLIC’s operations team regarding new classroom technology, event management, and digital signage deployments and operational issues. The ET analyst represents the HSC in a campus-wide digital signage initiative to establish a next generation digital signage platform for UNM. The unit contributed to HSC classroom technology deployment projects and provided emerging classroom technology alternatives that are used campus-wide to support e-learning and collaboration in HSC shared spaces. These alternatives support advanced capability and are flexible in the fast changing classroom technology environment.

Lecture capture is now being used widely at the HSC with the HSC Classroom Renovation Project completion, and other deployments are also planned within the Health System. The ET unit coordinated a major upgrade to the HSC’s lecture capture platform (SonicFoundry MediaSite 6) with the platform vendor and UNM New Media and Extended Learning. MediaSite 6 is significantly upgraded the system’s capabilities and introduced support for the increasing use of mobile devices. Lecture capture now supports all iOS and Android smartphones and tablets.

Going forward, the next major enhancement to the HSC’s lecture capture platform is the deployment of MediaSite Enterprise Video Platform. Enterprise Video Platform has the ability to import and serve most major video content types including Adobe Flash, QuickTime, AVI, Windows Media, and MPEG4 and will allow MediaSite to function as a secure and archival quality central repository for all HSC media content.

Mobile device use continues to expand rapidly at the HSC. HSC mobility use statistics compiled by the Information Systems unit continue to reveal this trend. Supporting this transition from legacy laptop and desktop devices and legacy operating systems for our faculty, student, and clinical constituencies is a primary challenge for HSC IT over the coming years. Significantly, mobile device data synchronization and collaboration is a key issue for HSC mobility users. ET participated in and supported a HSLIC sponsored pilot of Citrix ShareFile. ShareFile supports secure data synchronization and collaboration for HSC mobile users and their research, administrative, and educational partners and collaborators.

During FY2013, the ET analyst tracked, reported on, and collaborated on transformative cloud-based provisioning of core IT services in support of the HSC Vision 2020 initiative. The unit also provided research and participation in new HSLIC initiatives in data management and analytics. This includes the development of new and existing HSLIC IT service plan assessments, as well as the development of IT service analytics. This was accomplished through the application of ITIL service and business process frameworks.
INFORMATION SYSTEMS
Thomas Sanford, Manager, Information Systems

Many of the core services and day-to-day operational duties of the HSLIC Information Systems group are directly related to preserving and protecting data; in FY2013 we have undertaken initiatives to promote responsible data management and stewardship at the HSC. Members of the Systems group are responsible for system administration for file and database servers that are used to store user and departmental data for the academic and research operations of the HSC. Other members of the group are responsible for operating the enterprise backup system, performing operational IT security activities, managing directory services and the HSC user account lifecycle, and running the portion of the shared "@salud.unm.edu" GroupWise e-mail system that serves the academic and research operations.

The Systems Group has continued to work to improve services related to preserving and protecting data by implementing a pilot disk-to-disk backup system and a data de-duplication product to improve the transfer speed and responsiveness of backing up and restoring large file servers. This pilot project has proven to be effective in reducing the amount of time required to complete full and incremental backups, and has improved performance of customer-facing servers by offloading the process of transferring data to tape to non-customer-facing hardware. HSLIC Systems will continue expanding implementation of this technology as resources permit to improve our data backup processes. To further enhance data protection, HSLIC Systems has implemented Microsoft Windows Server features that enable users to access recent "previous versions" of their files that are stored on Windows Servers, and we have begun to test a process for mirroring important shared files between multiple data centers to improve customer access.

E-mail has been a major focus at the HSC and at UNM throughout FY2013. Since the HSC and UNM GroupWise systems are interconnected, the HSLIC and UNMH GroupWise system administrators have been involved in parts of the UNM IT migration to Exchange/Office365 and resulting separation from their GroupWise installation. The HSC has begun a planning process to prepare to migrate the HSC "@salud.unm.edu" GroupWise system to a separate Microsoft Exchange e-mail system; we are working to design and implement a system which will maintain existing services and provide improved integration with the UNM Exchange/Office365 messaging system.

Operational IT Security responsibilities that fall under the HSLIC Systems group include consultation services to promote responsible data management practices, risk management through implementation of baseline security standards and incident response and management for IT Security related events. In FY2013, the HSC engaged an outside vendor to perform an IT Security risk assessment for the HSC; HSLIC Operational IT Security dedicated significant time preparing for and participating in the assessment as well as developing a plan for responding to the findings.

Members of HSLIC Systems group, in collaboration with other HSLIC faculty and staff members, have made significant progress on the planning and implementing the Data Management Initiative and the HSLIC-wide Data Management Training program. Although the Data Management Planning service provided is mainly a consultation service, early response has demonstrated that it provides an opportunity to discuss various data security and stewardship issues with data owners as part of an overall data management strategy discussion. We will continue to develop this service offering in FY2014.

Due to the nature of our responsibilities, employees of the Systems group are in a position to model and demonstrate behaviors and practices that support responsible data management and facilitate collaboration and improve responsiveness to customer needs.
The Technology Support unit is tasked with providing customer support to the HSC community and internal support to HSC IT staff. One of the major goals of this group is to provide automation to IT-related work processes and establish a process for continuous process improvement. Their intended outcome is to provide better customer service in a timely manner.

In order to facilitate continuous process improvement, HSLIC along with University Hospitals, UNM Medical Group, and the SRMC, is collaborating to implement an IT service management toolkit to serve the HSC. This system, Help.HSC, will be a replacement for the Help.UNM system currently being used. The Help.UNM system will remain in place for requesting services provided by UNM Information Technologies. Help.HSC will allow the organizations within the HSC to standardize and improve their processes and provide a greater degree of support for their constituents.

In addition to Help.HSC, this collaboration has resulted in the creation of an HSC IT Service Management (ITSM) Steering Committee to guide decisions about the HSC’s IT service offerings. One of the objectives of the ITSM Steering Committee is to preserve, protect, and promote responsible data management at the HSC through better management of IT services. One of the first actions completed by this committee was to develop a standardized change management policy. Change management is the process for controlling changes to the live production environment to minimize service disruptions. Managing change within the HSC IT environment is critical to delivering consistent, quality services to the HSC.

The Technology Support unit has also been working on defining the use of problem management at the HSC. The intent is to ensure that problems are identified and investigated, resulting in identifying root causes, workarounds, and known errors. Resolving problems timely and accurately will reduce the number of reported incidents in the environment.

As an outcome of the changes taking place within IT at the HSC, we have also established several process improvements. The Technology Support unit has established new methodologies for imaging computers, using either the Windows or Mac operating systems, which streamline the process and deliver a more consistent image across multiple platforms. The group has also created an interface to establish event monitoring within Help.UNM and Help.HSC allowing for automated incident creation and notification for critical devices that encounter service disruptions.

Additionally, Technology Support has been working on developing interfaces that directly communicate with computers on the network. One example is an application that can remotely install printer drivers onto computers connected to the HSC network, eliminating the need to send a technician out and giving customers access to printers across the campus when they need them. Over the next fiscal year, the group will be developing several additional improvements focused on improving customer service as we move forward with the Help.HSC system.
WEB AND APPLICATIONS DEVELOPMENT
Kevin Wiley, MS, Manager, Systems and Programming

Application Development
A number of projects were either completed or entered final testing phases during FY2013. Below is a list of those projects.

Radiopharmacy CE: This project, written for the College of Pharmacy, went live in the second quarter of calendar year 2013. The application allows the College of Pharmacy to provide Radiopharmacy continuing education courses and credits for professionals around the United States. The application has an administration module for creating courses and tracking students. It also has a module that allows students to register for courses and track their progress in each course.

School of Medicine UME Student Portal: The purpose of the portal is to allow medical students to access many of the web-based systems they use without the need to remember or bookmark different URL’s. Logging in to the portal automatically logs students to the multiple web apps they need. The portal went live in June of 2013.

PEAR (Program Evaluation, Education and Research) Block and Weekly Evaluations: The final testing phase for this project began in June of 2013 with the goal of using this application to send out the first evaluations to students in August 2013. This project required a close collaboration with PEAR staff and a number of School of Medicine faculty.

Much of the Web and Applications Development unit’s programming effort still focuses on maintenance programming of existing custom applications. This involves modifying existing applications to meet changing business and security needs.

Application Administration
The unit continues to administer and support a number of applications at the UNM HSC, working with Information Systems unit to run SharePoint, Moodle and InfoEd.

This year the Web and Applications Development unit assisted the UNM Cancer Center with an upgrade to eVelos. The unit also helped SOM Admissions and BA/MD Admissions move to new vendor-based software for their admissions processes.

Data Management and Data Migration
During FY2013, the Web and Applications Development unit worked very closely with the HSC Pre-Award Office to prepare Pre-Award data for migration from InfoEd into Huron Click Commerce, a new electronic research administration product chosen by HSC. This project points out the importance of preserving institutional data, regardless of the applications used for the day-to-day transactional processing of that data.

Websites
The unit helped more HSC departments migrate their sites into Cascade Server, the UNM web content management system. Staff members continued to teach monthly classes and hold monthly labs for the HSC web authors.
Sponsored Research
SPONSORED RESEARCH

Aligning Resources to Improve Health Information Access for New Mexico (Patricia Bradley, MLS, AHIP, PI). The Aligning Resources to Improve Health Information Access for New Mexico project will meet the following four objectives: offer training classes at up to four (4) health care sites on National Library of Medicine (NLM) resources including MedlinePlus and PubMed to unaffiliated health care practitioners in New Mexico relevant to the needs identified in Improving Health Information Access Equity for Unaffiliated Health Care Practitioners in New Mexico: an Interview Study; connect with consumers, students, and health professionals to promote NLM resources as well as our Distance Services and Native American Health Information Services; Conduct outreach to the American Indian population of New Mexico; and 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 2013–April 2014).

Domenici Education Center – Phase III (Holly Shipp Buchanan, MLn, MBA, EdD, PI). The HSC received partial funding to construct Phase III of the Domenici Center for Health Sciences Education. In July 2011, the sponsor approved a change of scope to enhance classrooms in six buildings across the HSC with state-of-the-art technology, install additional technology and equipment in the Interprofessional Healthcare Simulation Center, and build four new classrooms for the Emergency Medicine Department in the new Innovation and Discovery Training Complex. This project was completed in March 2013. (Health Resources and Services Administration; C76HF09655-01-01; $3,556,208; August 2008–March 2013).

I Heard It on the Radio (Gale Hannigan, PhD, MPH, Project Manager). This award will fund the development of public service announcements promoting NLM’s consumer health website MedlinePlus.gov. KUNM Poverty and Public Health Program staff participated in developing the proposal, and the station will provide production support. (National Network of Libraries of Medicine through the South Central Region Library [Houston Academy of Medicine – Texas Medical Center Library] Prime Contract No. HHSN-276-2011-00007-C $5,000, May 2013-April 2014).

Improving Access to Health Information by Shelter Residents and Health Care Providers in a Homeless Shelter (Gale Hannigan, PhD, MPH, Project Manager). This NLM funded project will place two computers and printers configured to highlight quality health information at the Albuquerque Opportunity Center (AOC). The Health Equity Task Force, which oversees the project to establish an interdisciplinary health care center at the AOC, has as a goal to educate and encourage shelter residents to participate in their own health care decision making. (National Network of Libraries of Medicine through the South Central Region Library [Houston Academy of Medicine – Texas Medical Center Library] Prime Contract No. HHSN-276-2011-00007-C $5,000, May 2013–April 2014).

New and Familiar Horizons for Outreach in New Mexico - Resource Library Outreach Subcontract (Patricia Bradley, MLS, AHIP, PI). The New and Familiar Horizons for Outreach in New Mexico project will meet the following four objectives: conduct a health information needs assessment with interviews of selected key partners in New Mexico—state health professions organizations and health care sites to identify health care providers’ information needs; connect with consumers, students, and health professionals to promote NLM resources as well as our Distance Services and Native American Health Information Services; continue promotion of NLM’s K-12 resources, MedlinePlus, and PubMed to students and school health professionals in New Mexico; and provide continuing education opportunities and health information resource awareness to librarians in New Mexico. (National Network of Libraries of Medicine through the South Central Region Library [Houston Academy of Medicine – Texas Medical Center Library] Prime Contract No. HHSN-276-2011-00007-C; $15,000, May 2012–April 2013).

Registry for Oculopharyngeal Muscular Dystrophy Patients and Family Members (Sarah Yousoff, 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 to insure 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; 2-yr total: $18,700.00; Sept 2012 – Aug 2014).

**Role of Librarians and Informationists in Disaster Response** (Laura Banks, DVM, Director UNM Center for Disaster Medicine, PI). Brian Bunnett and Dick Carr are co-investigators. The goal of the project is to develop and implement processes for improving emergency response personnel’s ready access to quality disaster management information in time of need. The project will also focus on extending the role of librarians and informationists in information access and provision to disaster response agencies. (Disaster Health Information Outreach & Collaboration Project 2011; $30,000; NLM-11-130-KDB, September 2011–August 2012).

**Support for Guidelines in Determining Deaths from Opioid Overdose** (Kurt Nolte, MD, Assistant Chief Medical Investigator, University of New Mexico’s Department of Pathology, PI). HSLIC librarians are providing expert searching and information management support for a CDC-funded joint effort of the National Association of Medical Examiners and the American College of Medical Toxicology to develop a position paper that would provide guidelines for determining deaths due to opioid overdose. The goal is to provide uniform case definition and uniform standards for autopsy and toxicologic evaluations resulting in consistent death certificate data and improved public health surveillance (Center for Disease Control and Prevention (CDC) $100,000 September 2011–January 2013).

**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 BioMIRTS Director acts as a biomedical informatics consultant to the Cancer Center on biomedical informatics issues and related projects. The BioMIRTS Director helped write the BMI section in the renewal application for this 5-yr grant program. (National Cancer Institute; 5-yr total: $7,141,704.00; September 2010 – August 2015).

**University of New Mexico Clinical and Translational Science Center**, (Richard Larson, MD, PI). This funding supports the UNM Clinical and Translational Science Center and the BioMIRTS Director’s efforts as director for the biomedical informatics courses in the Masters of Science in Clinical Research Training Program. (National Center for Advancing Translational Sciences; NCATS 8UL1TR000041 1-yr total: $3,179,892.00; July 2010 – June 2015).

**Vision 2020 Mini Grant: Improving Health Information Access Among New Mexico Health Care Practitioners** (Jonathan Eldredge, MLS, PhD, PI) This grant will provide access to either the point-of-care resources AccessMedicine or DynaMed to health care practitioners serving rural areas of New Mexico. Physicians, physician assistants, nurses, and licensed pharmacists were randomized by site and occupation to receive access to either AccessMedicine or DynaMed via the two arms of this experiment. Drs. Gale Hannigan and Teddy Warner serve as investigators on this grant. Medical students Devin Jelinek, Tiffany Cericola Stromberg, and Jaren Trost are responsible for creating instructional videos and for training all program participants. This randomized controlled trial will run from October 1, 2013 through March 31, 2014. (HSC Vision 2020/NM Cares mini-grant: $4,500, April 1, 2013–March 31, 2014).

**Vision 2020 Mini Grant: Overcoming Disparities in Health Information Access in New Mexico** (Brian Bunnet, MLS, PI). This funding was used to work with staff from the Department of Family and Community Medicine’s RIOS Net program to develop information needs assessment questions and to create a portal to information resources. This will help HSLIC librarians pilot a health information intervention study and learn more about the health information needs of practitioners who are not affiliated with UNM. This project was completed in March 2013. (HSC Vision 2020/NM Cares mini-grant: $4,500, April 1, 2012–March 31, 2013).
APPENDICES
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 2012 – 2013

(2 Titles)
HEALTH CARE FOR WOMEN INTERNATIONAL
JOURNAL OF ELECTRONIC RESOURCES IN MEDICAL LIBRARIES

NEW SERIAL SUBSCRIPTIONS 2012-2013

(14 Titles)
ACADEMIC FORENSIC PATHOLOGY
JOVE: CLINICAL AND TRANSLATIONAL MEDICINE, GENERAL, AND NEUROSCIENCE SECTIONS
AORN JOURNAL
SCIENCE TRANSLATIONAL MEDICINE
AUTOPHAGY
JOURNAL OF DIGITAL MEDIA MANAGEMENT
CELL HOST AND MICROBE
JOURNAL OF PALLIATIVE MEDICINE
CRITICAL PUBLIC HEALTH
JOURNAL OF SURGICAL ONCOLOGY
HEAD & NECK
NATURE POTOCOLS
HEPATOLOGY
NATURE METHODS

EMPLOYEE DEVELOPMENT AND CONTINUING EDUCATION ACTIVITIES

Abrams, John
- ITIL v3 Foundations Training and Certification, May 2013
- Attended 9 HSLIC in-service, data management training modules or in-house presentations

Adcock, Richard
- ITIL Foundations, May 2013
- Attended 4 HSLIC in-service, data management training modules or in-house presentations

Armijo, Raymond
- Purchasing & A/P Policies & Procedures, March 2013
- Purchasing Process for Departments Lab, February 2013
- General Finance Web Overview, January 2013
- PCard Program, July 2012
- Attended 12 HSLIC in-service, data management training modules or in-house presentations

Barnes, Jason
- Cisco Lunch-N-Learn, Cisco Security, April 2013
- Cisco Lunch-N-Learn, Data Center Switching, May 2013
- Attended 6 HSLIC in-service, data management training modules or in-house presentations

Bengtson, Jason
- XML online tutorial, July 2012
- XPath/XSLT online tutorial, October 2012
- CGI Scripting, October 2012
- SCC/MLA Annual Conference, October 2012
- Accessing Academic Content via Mobile Devices Webinar, October 2012
- Native American Health Information Resources Webinar, November 2012
- Medline Unbound Webinar, December 2012
- Technology in Libraries Conference, March 2013
- Visit to Semantic Medline Project, June 2013
- NN/LM eReader class, June 2013
- 12 credit hours towards MA in English
- Attended 3 Biomedical Informatics Seminar Series presentations
- Attended 11 HSLIC in-service, data management training modules or in-house presentations

Boman, I-Ching
- Attended 4 HSLIC in-service, data management training modules or in-house presentations

Bowler-Hill, Sally
- ITIL Foundations, UNM Continuing Education, November 2012
- HSC Chancellor’s Leadership Forum Presents Chuck Freidman, PhD, December 2012
- Practical Project Management, Anderson School of Management Career and Professional Development Program, March-May 2013
- HRPO Trainings, February 2013
- Microsoft Education Day, Intel, April 2013
- UNM TECH Days, June 2013.
- Attended 1 Biomedical Informatics Seminar Series presentations
- Attended 7 HSLIC in-service, data management training modules or in-house presentations

Bradley, Patricia
- A Way to Wellness: Locating and Understanding Native-Specific HIV Data, July 2012
- Scholarly Communications: From Understanding to Engagement, August 2012
- Web Presence on a Shoestring, September 2012
- Vision 2020 Symposium 3, September 2012
- American Indian Health Information Resources, November 2012
- ClinicalTrials.gov, December 2012
- What Every Librarian Should Know About Informatics, December 2012
- Nutrition Information Resources, Medical Library Association, January 2013
- Information Petting Zoo: Consumer Health Resources About Animals, MLA, February 2013
- HRPO Trainings, February 2013
- Partnering to Prevent Diagnostic Error: Librarians on the Inside Track, MLA, March 2013
- NIH’s Public Access Policy: Getting Involved and Getting Compliant, MLA, March 2013
- Once Upon a Time: Using Evaluation Findings to Tell your Project’s Story, MLA, April 2013
- The Ambulance-Riding Librarian: How Embedded Informationists Help the Responder Community, MLA, June 2013
- Tablets and E-Readers: Information at Your Fingertips, MLA, June 2013
- Attended 4 Biomedical Informatics Seminar Series presentations
- Attended 10 HSLIC in-service, data management training modules or in-house presentations

**Brandenburg, Catherine**
- HSC Chancellor’s Leadership Forum Presents Chuck Freidman, PhD, December 2012
- NCURA Fundamentals of Sponsored Project Administration, December 2012
- HRPO Trainings, February 2013
- Attended 8 Passport to Leadership courses
- Attended 1 Biomedical Informatics Seminar Series presentation
- Attended 9 HSLIC in-service, data management training modules or in-house presentations

**Buchanan, Holly Shipp**
- NMCAL ACRL Scholarly Communications Roadshow, August 2012
- Health System Retreat, August 2012
- IT Summit, October 2012
- HSC Leadership Retreat, October 2012
- SLA Sharing Session, November 2102
- HSC Research Retreat, November 2012
- A Walk In The Woods Workshop, November 2012
- NG Healthcare Summit, December 2012
- HSC Chancellor’s Leadership Forum Presents Chuck Freidman, PhD, December 2012
- CTSC Webinar, January 2013
- Vision 2020 Retreat, February 2013 and March 2013
- 4 Corners Directors, March 2013
- HRPO Trainings, April 2013
- Microsoft Education Day, Intel, April 2012
- Attended 5 HSLIC in-service, data management training modules or in-house presentations

**Bynum, Jim**
- Attended 8 HSLIC in-service, data management training modules or in-house presentations

**Carr, Richard**
- MLA Online class: Ethics and Disasters, August 2012
- SCC/MLA Annual Meeting, October 2012
- Success in the classroom: sharing practices that work, February 2013
- Tablets and e-readers: information at your fingertips, June 2013
- Attended 10 Biomedical Informatics Seminar Series presentations
- Attended 12 HSLIC in-service, data management training modules or in-house presentations

**Colasurdo, Garth**
- SQL Server Administration, March 2013
- Attended 4 HSLIC in-service, data management training modules or in-house presentations

**Colón, Carlos**
- Windows Server 2008 Hyper V, March 2013
- MCSA 2008 Overview and Prep, May 2013
- Attended 11 HSLIC in-service, data management training modules or in-house presentations
Daneshvari, Shamsi
- Taos Writing Retreat for Health Professionals, August 2012
- AMIA Annual Meeting, November 2012
- HL7 Educational Summit, November 2012
- 12 credit hours towards MS in Clinical Research
- 12 credit hours towards certificate in Biomedical Informatics
- Attended 9 Biomedical Informatics Seminar Series presentations
- Attended 7 HSLIC in-service, data management training modules or in-house presentations

DePalo, Brian
- Attended 4 HSLIC in-service, data management training modules or in-house presentations

Douglas, Aaron
- SQL Administration, April 2013
- Attended 4 HSLIC in-service, data management training modules or in-house presentations

Eldredge, Jonathan
- Scholarly Communication: From Understanding to Engagement, August 2012
- Collaborative Institutional Training Initiative (CITI) Recertification, September 2012
- Reaching and Teaching Millennial Learners, September 2012
- IAMSE Webinar on Curriculum Design to Promote Research Literacy, January 2013
- Success in the Classroom Conference, February 2013
- SCR Strategic Planning Session (on translational medicine), February 2013
- IAMSE Webinar: The Medical Graduate as Scientist and Scholar, February 2013
- HRPO Trainings, March 2013
- MLA Webinar: Partnering to Prevent medical Errors, March 2013
- Attended 5 Biomedical Informatics Seminar Series presentations
- Attended 10 HSLIC in-service, data management training modules or in-house presentations

Ellard, Owen
- Service Strategy, ITIL, July 2012
- Service Design, ITIL, July 2012
- Service Transition, ITIL, July 2012
- Service Operations, ITIL, July 2012
- Continual Process Improvement, ITIL August 2012
- Attended 6 HSLIC in-service, data management training modules or in-house presentations

Fannon-Lamkin, Lynette
- Attended 7 HSLIC in-service, data management training modules or in-house presentations

Filmer, Diane
- Attended 4 HSLIC in-service, data management training modules or in-house presentations

Tom Gutierrez
- Attended 9 HSLIC in-service, data management training modules or in-house presentations
Hall, Laura
- Joint Annual Meeting of the National Association of Government Archives and Records Administrators and the Council of State Archivist, July 2012
- Attended 11 HSLIC in-service, data management training modules or in-house presentations

Hannigan, Gale
- PBL Tutor Training, March 2013
- HRPO Training, April 2013
- Attended 10 Biomedical Informatics Seminar Series presentation
- Attended 14 HSLIC in-service, data management training modules or in-house presentations

Harris, Rebecca
- R2 Webx New Administrative Module, Webinar, July 2012
- Serial Solutions Using 360 Counter to Assess Your Collection, Webinar, August 2012
- Web Presence on a Shoestring, Webinar, September 2012
- Exam Master Administrator Training, Webinar, June 2013
- Attended 10 HSLIC in-service, data management training modules or in-house presentations

Hendrix, Ingrid
- ACRL E-Scholar Road Show, August 2012
- NM Center for Nursing Excellence Conference, August 2012
- Reaching and Teaching Millennial Learners webcast, September 2012
- Searching and Evaluating the Literature MERC Workshop, October 2012
- Research – the What and Why webcast, January 2013
- Springer Protocols webcast, January 2013
- Curriculum Design to Create Research Literacy webcast, January 2013
- The Policy Behind Aid in Dying, January 2013
- Research Literacy in an Elective Curriculum, February 2013
- Access Medicine webinar, February 2013
- Partnering to Prevent Diagnostic Error: Librarians on the Inside webcast, March 2013
- Using Multimedia and Educational Technology to Enhance Teaching webcast, March 2013
- CON Faculty Development Series Strategies for Designing Online Courses, May 2013
- Celebrating Nursing Scholarship, May 2013
- Attended 2 Biomedical Informatics Seminar Series presentation
- Attended 6 HSLIC in-service, data management training modules or in-house presentations

Herrera, Carlos
- Attended 4 HSLIC in-service, data management training modules or in-house presentations

Husman, Heidi
- SQL Server Administration, March 2013
- PHP Programming, Online Course, May 2013
- Attended 4 HSLIC in-service, data management training modules or in-house presentations

Jacobs, Phil
- Project Management, November 2012
- ITIL Foundations, May 2013
- Attended 4 HSLIC in-service, data management training modules or in-house presentations
Johnson, Geoff
- UNM Continuing Education Custom Course SQL Server, May 2013
- Attended 8 HSLIC in-service, data management training modules or in-house presentations

Kinney, William
- Attended 9 HSLIC in-service, data management training modules or in-house presentations

Knight, Eliot
- SQL Server Administration, March 2013
- Attended 4 HSLIC in-service, data management training modules or in-house presentations

Kroth, Philip
- HSC Chancellor’s Leadership Forum Presents Chuck Freidman, PhD, December 2012
- 34th Annual Advances in Primary Care Conference, April 2013
- Attended 13 Biomedical Informatics Seminar Series sessions
- Attended 8 HSLIC in-service, data management training modules or in-house presentations

Langmead, Rob
- Attended 4 HSLIC in-service, data management training modules or in-house presentations

Martinez, Antoinette
- Emotional Intelligence in the Workplace, October 2012
- Attended 19 HSLIC in-service, data management training modules or in-house presentations

McCarthy, Mary
- Attended 10 HSLIC in-service, data management training modules or in-house presentations

Metzner, Barney
- Closing the Loop on Healthcare Data Breach Detection & Management, July 2012
- IT Security Assessments: Different Perspective, August 2012
- Digital Forensic Analysis, November 2012
- Joining Forces for Patient Privacy: Compliance and IT Working Together, December 2012
- Privacy and Security Issues in Cloud Computing in Health Care, January 2013
- HIPAA Final Rules: What You Need to Know and Do, February 2013
- Introduction to the New Mexico Regional Computer Forensics Lab (NMRCFL), March 2013
- Bring Your Own Risk: Protecting Confidential Information on Mobile Devices, April 2013
- Mobile Device Management (MDM) – Strategic Issues, April 2013
- Defusing Crises: Why Everything You Know About Crisis Management is Wrong, April 2013
- Why Risk Analysis is Essential in Meeting HIPAA Security Rule Requirements, April 2013
- McAfee Endpoint Encryption Upgrade Training Session, May 2013
- Healthcare Data Vulnerabilities: How Forensics Can Help You Comply with the HIPAA Final Omnibus Rule, May 2013
- Anatomy of a Cyber Attack: Threat Visibility and Intelligence Insight, June 2013
- Analyst Webcast: Implementing Hardware Roots of Trust, June 2012
- Infosecurity Magazine Summer Virtual Conference, June 2013
- Omnibus Rule Implications for Business Associates and Covered Entities, June 2013
The Real-Time Crime Center: Fighting Crime in Real-Time, June 2013
SANS: TPM Webinar, June 2013
Privacy & Fraud management with Attachmate, June 2013
Attended 4 HSLIC in-service, data management training modules or in-house presentations

Meyer, Cory
- Essentials of Hardware & Operating Systems, September – October 2012
- Hardware Repair & Troubleshooting, October - November 2012
- New Mexico Library Association Conference, April 2013
- Attended 8 HSLIC in-services or Desk Training sessions

Morley, Sarah
- Adapt, Evolve or Become Extinct: Making Education Change Work for You, September 2012
- Reaching and Teaching Millenial Learners, September 2012
- Novel Assessment Strategies in an Integrated Curriculum, September 2012
- SCC/MLA Annual Conference, October 2012
- Searching and Evaluating the Medical Literature, October 2012
- Research: The What and Why, January 2013
- Curriculum Design to Create Research Literacy, January 2013
- Springer Protocols, January 2013
- HRPO Trainings, February 2013
- Research Literacy in an Elective Curriculum, February 2013
- Access Medicine, February 2013
- REDCap training, March 2013
- Using Multimedia and Educational Technology to Enhance Teaching, March 2013
- AAMC Measuring Educational Outcomes with Reliability & Validity, May 2013
- Medical Library Association Annual Conference, May 2013
- Tablets and e-Readers, June 2013
- Attended 9 HSLIC in-service, data management training modules or in-house presentations

Morris, Libbye
- Write Your Book Right Now Workshop, July 2012
- Taos Summer Writers’ Conference (weekend session), July 2012
- Mentee, UNM Health Sciences Center Mentoring Program, September 2012 – June 2013
- Memoir into Fiction: Taking the Leap Workshop, September 2012
- Intermediate InDesign, October 2012
- Beginning PhotoShop, February 2013
- Beginning HTML, February 2013
- Advanced InDesign, May 2013
- Attended 10 HSLIC in-service, data management training modules or in-house presentations

Newman, Patrick
- ITIL® Foundation Certification, May 2013
- Attended 8 HSLIC in-service, data management training modules or in-house presentations

Padilla, Louis
- Attended 1 Biomedical Informatics Seminar Series sessions
- Attended 6 HSLIC in-service, data management training modules or in-house presentations
Perea, James
- Attended 10 HSLIC in-service, data management training modules or in-house presentations

Saavedra, Richard
- ITIL® Foundation Certification, May 2013
- Attended 10 HSLIC in-service, data management training modules or in-house presentations

Sanford, Thomas
- UNM AD OU Admin training, September 2012
- Privacy and Security Issues in the Cloud for Health Care, January 2013
- UNM Continuing Education Custom Course SQL Server, May 2013
- Attended 9 HSLIC in-service, data management training modules or in-house presentations

Seyl, MaryLou
- Attended 3 courses towards the Professional Development Certificate Program
- Attended 2 UNM LEARN Sessions
- Attended 11 HSLIC in-service, data management training modules or in-house presentations

Shipp, Gayle
- Closing the Loop on Healthcare Data Breach Detection & Management, July 2012
- Awarded Certified Information Systems Auditor (CISA) certificate, August 2012
- Scrum Project Management , August 2012
- ISACA IT Security Training, IT Security Assessments: Different Perspective, August 2012
- ISACA IT Security Training, Digital Forensic Analysis, November 2012
- Joining Forces for Patient Privacy: Compliance and IT Working Together, December 2012
- ISACA IT Security Training, Introduction to the New Mexico Regional Computer Forensics Lab (NMRCFL), March 2013
- Bring Your Own Risk: Protecting Confidential Information on Mobile Devices, April 2013
- Mobile Device Management (MDM) – Strategic Issues, April 2013
- Why Risk Analysis is Essential in Meeting HIPAA Security Rule Requirements, April 2013
- HIPAA Final Rules: What You Need to Know and Do, May 2013
- McAfee Endpoint Encryption Upgrade Training Session, May 2013
- Healthcare Data Vulnerabilities: How Forensics Can Help You Comply with the HIPAA Final Omnibus Rule, May 2013
- Anatomy of a Cyber Attack: Threat Visibility and Intelligence Insight, June 2013
- Analyst Webcast: Implementing Hardware Roots of Trust, June 2013
- Infosecurity Magazine Summer Virtual Conference, June 2013
- Omnibus Rule Implications for Business Associates and Covered Entities, June 2013
- Attended 9 HSLIC in-service, data management training modules or in-house presentations

Sletten, Marcia
- Responsibility Centered Management Webcasts, February - March 2013
- HSLIC Data Management Training, March-June 2013
- MyReports, May 2013
- UNM TECH Days, May 2013
- Attended 2 HSLIC in-services or in-house presentations
Sloane, Lori

- Critical Thinking Management Academy Course, July 2012
- Customer Analytics in the Age of Social Media, TDWI's Webinar, July 2012
- SharePoint Administration Training, July 2012
- No More Yawning: Simple Presentation Tips to Engage Your Audience, SCR CONNECTions, July 2012
- Governing the Quality of Data in Real Time across the Information Lifecycle, TDWI's Webinar Series, July 2012
- Getting the most out of Moodle with joule from Moodlerooms, July 2012
- Big Data and Business Intelligence: How They Come Together, TDWI's Webinar Series, July 2012
- Web Author Class, August 2012
- Data-Ed Online: Structuring Your Unstructured Data: Document & Content Management, TDWI's Webinar Series, August 2012
- Information Architecture: Building A Solid Foundation, TDWI's Webinar Series, August 2012
- Certificate for ITIL Foundation Course, September 2012
- Cyberinfrastructure Day 2012, NMEPSCOR, September 2012
- Data-Ed Online: Let’s talk Metadata: Strategies and Successes, TDWI's Webinar Series, September 2012
- Policy-based Data Management -IT&I Rant and Rave for November 2012, November 2012
- Data-Ed Online: Get the Most Out of Your Tools: Data Management Technologies, TDWI's Webinar Series, November 2012
- Collaborative Data Management Services at the University of California, ACRL Digital Curation Interest Group, December 2012
- Life of a data set - part 1, ICPSR, January 2013
- Have Unstructured Data Spiraled Out of Control, February 2013
- Certificate for SQL Administration, March 2013
- Taming Data Growth: How Data Management Solutions Enable you to take Control, Dell, April 2013
- Dell Storage and Active Infrastructure, April 2013
- Adobe E-Signatures, Adobe Echosign, June 2013
- The Ambulance-Riding Librarian: How Embedded Informationists Help the Responder Community, NN/LM SCR, June 2013
- Attended 2 Cherwell one-on-one trainings
- Attended 10 BioMISS Presentations
- Attended 20 HSLIC in-service, data management training modules or in-house presentations

Tolito, Steve

- Attended 6 HSLIC in-service, data management training modules or in-house presentations

Vick, Kyle

- SQL Server Administration, March 2013
- Attended 4 HSLIC in-service, data management training modules or in-house presentations

Wright, Randy

- SQL Server Administration, March 2013
- Attended 4 HSLIC in-service, data management training modules or in-house presentations
EMPLOYEE COMMITTEE AND SERVICE (EXTERNAL TO HSLIC)

Abrams, John
- HSC Secure Remote Access Working Group, Member
- HSC Email Technical committee Member
- Information Systems Directors Group, Member
- IT-UNM, Member
- HSC IDM Implementation committee Co-Chair
- UNM GroupWise Technical Committee, Member
- UNM Identity Management Task Force, Member
- UNM Identity Management Technical Group, Member

Adcock, Richard
- Help.UNM Steering Committee, Member
- HSC Information Systems Directors, Member
- HSC IT Service Management Steering Committee, Member
- HSC Knowledge Management and Information Technology Operations Council, Member
- UNM IT Managers Council, Member

Bengtson, Jason
- HSC Email Transition – Customer Education Team
- Journal of Hospital Librarianship, Technology Column, Co-Editor and Member
- Medical Library Association South Central Chapter Government Relations Committee, Member
- Medical Library Association South Central Chapter Program Committee, Member
- National Network/Libraries of Medicine South Central Region Technology Advisory Committee, Member
- UNM Digital Data Curation Committee, Member
- UNM Digital Data Curation Outreach Sub Committee, Member
- UNM Digital Data Curation Technical Sub Committee, Member
- UNM Social Media Guidelines Committee, Member

Bowler-Hill, Sally
- HSC Email Project Management Task Force, Member
- HSC Information Systems Directors, Member
- HSC Knowledge Management and Information Technology Advisory Council, Ex Officio
- HSC Knowledge Management and Information Technology Operations Council, Member
- HSC Records Management Work Group, Member
- UNM Innovative Scholarly Initiatives Committee, Member
- UNM IT Managers Council, Ex Officio

Bradley, Patricia
- American Indian Library Association, Member
- Area Health Education Advisory Board, Member
- HSC Community Health Group, Member
- HSC Faculty Workforce Diversity Committee, Member
- Medical Library Association, Member
- Native American Alliance for Community Health and Wellness (NAACHW) Core Group, Member
- Native American Libraries Special Interest Group, New Mexico Library Association, Member
- New Mexico Library Association, Member
- Outreach Connections Steering Committee, Member
- SOM Cultural Competency Curriculum Task Force, Member
- South Central Chapter / Medical Library Association Governmental Relations Committee, Member
- Tribal Connections Four Corners, Member
- UNM Combined BA/MD Program Admissions Committee, Member

Brandenburg, Catherine
- HSC Administrators Meeting
- HR Process Improvement Forums

Buchanan, Holly Shipp
- Association of Academic Health Sciences Libraries, Member
- Association of America Medical College / GIR, Member
- Association of Academic Health Sciences Library, Program and Education Committee, Member
- Editorial Board, Journal of Hospital Librarianship, Member
- Enterprise Resource Planning Committee, Member
- Four Corners Library Leadership Group, Member
- HSC E-Mail Project Steering Committee, Co-Chair
- HSC Executive Compliance Committee, Member
- HSC Faculty of Color Mentorship Planning Group, Member
- HSC Information Technology Leadership Council, Co-Chair
- HSC Leadership Group, Member
- HSC Information Systems Directors Group, Co-Chair
- HSC Interprofessional Health Simulation Center Advisory Committee, Member
- HSC Knowledge Management and Information Technology Advisory Council, Chair
- HSC Knowledge Management and Information Technology Operations Council, Chair
- HSC Records Management, Member
- LCF Research Board of Directors, Member
- National Library of Medicine Board of Regents, Member
- New Mexico Council for Higher Education Computing / Communication Services Board, Member
- New Mexico Consortium of Academic Libraries Board, Member
- New Mexico Consortium of Academic Libraries Legislative Committee, Member
- SOM Committee of Chairs, Member
- SOM Executive Deans Council, Member
- SOM La Tierra Sagrada Society of Board of Directors, Chair
- SOM LCME Education Resources Committee, Member
- UNM Enterprise Print Steering Committee, Member
- UNM Faculty Senate Library Committee, Member
- UNM Help. UNM, Member
- UNM IT Security Council, Member
- UNM LM Transition Steering Committee, Member
- UNM IT Cabinet, Member
- UNM IT Managers Council, Member
- UNM eScholarship Committee, Member
- UNMH IS Steering Committee, Member
- UNT School of Library and Info Sciences Board of Advisors, Member

Bunnett, Brian
- Association of Academic Health Sciences Libraries Future Leadership Committee, Member
- Four Corners Library Leadership Group, Member
- HSC Faculty Council, Member
- HSC Knowledge Management and Information Technology Advisory Council, Ex Officio
- Medical Library Association International Cooperation Section, Chair
- Medical Library Association Lindberg Research Fellowship Jury, Chair
- New Mexico Consortium of Academic Libraries, Treasurer
- SOM Curriculum Committee, Member
- South Central Academic Medical Libraries Consortium Professional Development Committee, Member
- UNM Faculty Senate Library Committee, Member
- UNM Faculty Senate, Member
- UNM Web Advisory Committee, Member

Bynum, Jim
- UNM Libraries Security Group, Member

Carr, Richard
- HSC College of Pharmacy Curriculum Committee, Member
- NN/LM SCR Emergency Preparedness Committee, Member
- New Mexico State Library Bookmobile West Volunteer, Member
- South Central Chapter/Medical Library Association Bylaws Committee, Member
- UNM Emergency Management Committee, Member
- UNM Enterprise Print RFP Committee, Member

Colasurdo, Garth
- UNM Information Architecture, Member

Daneshvari, Shamsi
- Medical Student Research Committee, Member

DePalo, Brian
- Help.UNM Training Committee, Member

Douglas, Aaron
- Help.UNM Technical Committee, Member
- Help.UNM Training Committee, Member

Eldredge, Jonathan
- Communications in Information Literacy, Editorial Board, Member
- Evidence Based Library and Information Practice, Member
- HSC CTSC Biomedical informatics Core Committee, Member
- HSC CTSC MSCR/CTS Steer ("Curriculum") Committee, Member
- HSC Education Day Planning Committee, Member
- HSC NM CARES Committee, Member
- Hypothesis Editorial Board, Member
- MLA International Research Collaboration Committee, Chair
- MLA Research Section: Research Policy Implementation Committee, Chair
- MLA Translational Sciences Collaboration Special Interest Group, Chair
- Medical Reference Services Quarterly Editorial Board, Member
- SOM Active Learning Committee, Member
- SOM Cognitive Sciences of Learning, Member
- SOM MPH Academic Committee, Member
- SOM Public Health Certificate Steering Committee, Member
- SOM SOM Curriculum Committee, Member
- SOM Tutorial Steering Committee, Member
- UNM E-Scholarship Committee Incoming Chair, Member
- UNM Open Source Community Committee, Member
- WGEA Libraries in Medical Education (LiME) Research Committee, Chair

Ellard, Owen
- HSC Click Commerce Steering Committee, Member
- HSC Education Day Planning Committee, Member
- HSC Email Implementation Steering Committee, Member
- HSC Email Service Design Committee, Member
- HSC IS Directors, Member
- HSC IT Security Council, Member
- HSC IT Service Management Steering Committee, Co-Chair
- HSC Knowledge Management and Information Technology Operations, Member
- HSC Knowledge Management and Information Technology, Advisory Council, Member
- HSC Research Enterprise Software RFP Committee, Member
- HSC SharePoint Steering Committee, Member
- HSC Task Force on IT Security Standards, Member
- UNM BdLearn Advisory Committee, Member
- UNM Faculty Senate Technology Use Committee, Member
- UNM HELP.UNM Steering Committee, Member
- UNM IT Cabinet, Member
- UNM IT Design Considerations, Member
- UNM IT Managers, Member

Gutierrez, Tom
- HSC IS Directors, Member
- HSC Knowledge Management and Information Technology Operations, Member
- UNM IT Managers Council, Ex Officio Member

Hall, Laura
- Anatomy Donor Garden Planning Committee, Member
- SOM Faculty Memorial Garden, Juror
- Thistle Sculpture Re-installation Planning Committee, Member
- UNM HSC Medical Muse literary journal, Designer and Photo Editor

Hannigan, Gale
- Medical Library Association, Medical Library Education Section, Chair
- South Central Chapter/Medical Library Association, Membership Liaison to MLA, Member

Hendrix, Ingrid
- HSC CON Curriculum/Graduate Committee, Member
- HSC CON Education Team, Member
- HSC CON PhD Planning Subcommittee, Member
- HSC CON Practice Team, Member
- HSC CON Research Team, Member
- HSC CON Web/IT Advisory Committee, Chair
- HSC IT Leadership Council, Member
- HSC Interprofessional Education Committee, Member
- HSC Knowledge Management and Information Technology Operations Advisory Council, Chair
- HSC Knowledge Management and Information Technology Operations Committee, Member
- UNM Facilities Access Committee, Member
- UNMH Nursing Research Council, Member

Kinney, William
- HSC Email Transition - Customer Education Team, Member

Knight, Eliot
- IS Directors Meeting, Member
- SuperBug Meeting, Member

Kroth, Philip
- Agency for Healthcare Research and Quality, Quality and Effectiveness Research Scientific Committee, Member
- American Medical Informatics Association Academic Forum Clinical Informatics Subspecialty Accreditation Task Force (CISPA), Member
- HSC BREP Program Directors’ Meeting, Member
- HSC CTSC Biomedical Informatics Core Committee, Member
- HSC CTSC Biomedical Informatics Core Data Warehouse Committee, Member
- HSC CTSC MSCR Steering Committee, Member
- HSC Knowledge Management and Information Technology Advisory Council, Ex-Officio
- HSC Scientific Advisory Counsel, Member
- HSC UNMH IT Oversight Committee, Member
- SOM Dossier Review Committee, Member
- SOM Medical Student Research Committee, Co-Chair

McCarthy, Mary
- Help.UNM Interface Design, Member
- Help.UNM Catalog Redesign, Member
- Help.UNM Functional Leads, Member
- Email Transition - Customer Interface Team, Member

Metzner, Barney
- HSC IT Security Incident Response Team, Oversight
- HSC IT Managers Council, Member
- HSC Knowledge Management and Information Technology Operations Council, Member
- HSC Security Awareness Team, Chair
- Huron/Click Commerce Oversight Committee
- IT Security Council, Coordinator
- Secure File Sharing for ePHI, Member
- TrustCC Assessment Team, Oversight

Morley, Sarah
- CNM Paralegal Advisory Board, Member
- HSC ACGME Resident Survey Task Force, Member
- HSC Graduate Medical Education Internal Review Committee, Member
- HSC Graduate Medical Education Internal Review Committee, Child Psychiatry Residency Program, Member
- HSC Graduate Medical Education Internal Review Committee, Cytopathology Residency Program, Member
- Journal of the Medical Library Association, Peer Reviewer
- SCAMEL Education Group, Member
- SCC/MLA Hospital Library Interest Section Nominating Committee, Member
- SCC/MLA Nominating Committee, Member
- SCC/MLA Program Committee, Member
- SOM Academic Affairs Advisory Committee, Member
- SOM Committee on House Officer Scholarly Activities (Internal Medicine), Member
- SOM Faculty Forward Task Force, Member
- SOM LCME Educational Resources Committee, Member
- SOM Tutorial Steering Committee, Member
- SOM UME CQI Program Evaluation, Member

Morris, Libbye
- HSC Security Awareness & Training Group
- HSC Social Media Users’ Group
- UNM Development Officers’ Group

Perea, James
- HSC EMS Users’ Group, Member
- SOM Curriculum Support Center Steering Committee, Member

Saavedra, Richard
- UNM Enterprise Student Printing Committee, Member

Sanford, Thomas
- Enterprise Calendaring and Messaging, E-Mail Task Force, Member
- HSC E-Mail Steering Committee, Member
- HSC E-Mail Technical Task Force, Co-Chair
- HSC IT Security Council, Participant
- HSC IT Service Management Steering Committee, Member
- HSC Knowledge Management and Information Technology Operations Council, Member
- Information Systems Directors Group, Member
- SharePoint Steering Committee, Member
- UNM IT Agents, Member
- UNM IT Manager’s Council, Member

Seyl, MaryLou
- ASA-HSC Administrative Support Alliance, Member and Archivist

Shipp, Gayle
- HSC IT Security Council, Participant
- HSC IT Security Council Task Force on IT Security Standards, Member
- IT Security Incident Response Team, Incident Coordinator
- HSC Mentoring Program, Mentor
- HSC Operational Endpoint (Full Disk), File & Folder (McAfee) Encryption Group, Member
- HSC Operational IT Security Group, Member
- HSC Security Liaisons Group, Member
- HSC Security Awareness Team, Member
- SOM Laptop Security Focus Group, Member
- TrustCC Assessment Work Group, Member

Sletten, Marcia
- HSC Administrators Group
- HSC Mentorship Planning Committee
- HSC Pug Burge Staff Awards Committee
- IHSC Advisory Committee
- UNM Fiscal Agent Networking Group
- UNM HR Agent Networking Group
- UNM Loss Prevention and Control Committee

Sloane, Lori
- UL Data Archives and Curation Services, Member
- Information Systems Directors Group, Member

Tregear, Jon
- HSC Knowledge Management and Information Technology Operations Council, Member
- UNM Audience Response Technology Committee, Member
- UNM Digital Signage Committee, Member
- UNM IT Managers Council, Member
- UNM Media Technologies Working Group, Member

Vick, Kyle
- UNM Student Academic Planning Group, Member

Wiley, Kevin
- HSC IT Service Management Steering Committee, Member
- HSC KMIT Operations Council, Member
- UNM IT Managers Council, Member
- UNM Web Advisory Committee, Member

FACULTY PUBLICATIONS

Bengtson, Jason
Bunnett, Brian

Carr, Richard

Daneshvari, Shamsi

Eldredge, Jonathan D.

Hendrix, Ingrid

Kroth, Philip J.

Morley, Sarah

**PRESENTATIONS, EXHIBITS AND DEMONSTRATIONS**

Aalseth, Edward
- MediaSite Scheduling and Editing, Presenter, Emergency Medicine, Albuquerque NM, September, 2012
- MediaSite Scheduling, Presenter, Department of Neurology, Albuquerque NM, November, 2012

Abrams, John
- Faculty Quick Start Presentations, SOM, Albuquerque NM
- New Student GroupWise Orientation Presentations, SOM, Albuquerque NM

Adcock, Richard
- Windows 8 Preview, Presenter, HSC Mentorship Program, Albuquerque NM, April, 2013

Bengtson, Jason
- Orientation/Library Skills Class, Presenter, Radiology Albuquerque NM, August 2012
- Orientation/Library Skills Class, Presenter, Skills Assessment Physical Therapy, Albuquerque NM, August 2012
- Orientation/Library Skills Class, Presenter, Massage Therapy, Albuquerque NM, September 2012
- Evolution of the Web: From Static to Semantic in Three Big Steps, Webinar Presenter, NCSLA, July 2012
- Smart Links, Presenter, SCC/MLA, Lubbock TX, October 2012
- Digital Scavenger Hunt, Presenter, SCC/MLA, Lubbock TX, October 2012
- Are We Poised for a Digital Bibiloclasm? Presenter, SCC/MLA, Lubbock TX, October 2012
- Pharmacy 728 class, Co-Instructor, Albuquerque NM, January 2013
- Freshman Learning Community, Presenter, Dental, Albuquerque NM, February 2013
- Exploring Digital, Asynchronous Modes of Instruction, Presenter, Success in the Classroom Conference, Albuquerque NM, February 2013

Bowler-Hill, Sally
- Planning Office Update, Presenter, HSLIC, Albuquerque, NM, October 2012
- AAMC-GIR Survey Results, Presenter, HSLIC, Albuquerque, NM, January 2013

Bradley, Patricia
- The Native Health Database (NHD) a Comprehensive Journey to Indigenous Health Research Information, 1672-Present, Presenter, 24th Annual Native Health Research Conference, Seattle WA, July 2012
- Finding Information on Native American Health and Medical Topics, Presenter, Albuquerque Area Southwest Tribal Epidemiology Center, Albuquerque NM, September 2012
- Finding Health and Medical Information, Presenter, UNM Health Education 471, Albuquerque NM, September 2012
- Finding Health and Medical Information, Presenter, UNM Health Education 507, Albuquerque NM, September 2012
- Cross Boundaries, Cross Cultural: the UNM Health Sciences Library & Informatics Center's Native American Health Information Services; a Descriptive Overview, Presenter, SCC/MLA annual meeting, Lubbock TX, October 2012
- Locating Evidence Based Nursing Information Session 1, Presenter, Tsehootsoii Medical Center, Fort Defiance AZ, October 2012
- Locating Evidence Based Nursing Information Session 2, Presenter, Tsehootsoii Medical Center, Fort Defiance AZ, October 2012
- Fall 2012 Family Cancer Retreat, Presenter, Cancer Services of New Mexico, Albuquerque NM, November 2012
- Improving Health Information Access Equity for Unaffiliated Health Care Practitioners in New Mexico: an Interview Survey, Presenter, Rehoboth McKinley Christian Hospital, Gallup NM, December 2012
- Resources and Services of the Health Sciences Library & Informatics Center, (2 courses), Presenter, University of St. Francis Physician Assistant Program, Albuquerque NM, January 2013
- Weaving Health Education Partnerships, Presenter, School Health Educator Institute, Albuquerque, NM January 2013
- 31st Annual Winter Refresher in Albuquerque, Presenter, New Mexico Chapter of the American Academy of Family Physicians, Albuquerque NM, February 2013
- American Indian Health Information Resources, Presenter, National Network of Library of Medicine, South Central Region, Presenter, UNM Health Education 574, Albuquerque NM, March 2013
- Locating Health and Medical Information, Albuquerque NM, March 2013
- Feria de Salud, Presenter, New Mexico Hispanic Medical Association, Albuquerque NM, April 2013
- Spring 2013 Family Cancer Retreat, Presenter, Cancer Services of New Mexico, Albuquerque NM, May 2013
- International Conference of Indigenous Archives, Libraries, and Museums, Presenter, Association of Tribal Archives, Libraries and Museums, Albuquerque NM, June 2013

Carr, Richard
- Health Diagnostics, Therapy and Care (2 courses), Instructor, Freshman Interest Group 660, Albuquerque NM August 2012
- So you want to be a doctor, Instructor, Freshman Learning Community 628, Albuquerque NM, August 2012
- Advanced Multicultural Research & Multicultural Health Beliefs, Instructor, Health Education 582, Albuquerque NM September 2012
- Disaster information resources for UNM Emergency Medicine Residents, Presenter, UNM GME, Albuquerque NM, September 2012
- Trauma, Instructor, Freshman Learning Community 602, Albuquerque NM, September 2012
- The Role of Librarians and Informationists in Disaster Response, Poster Presentation, South Central Chapter, Medical Library Association, Lubbock TX, October 2012
- Disaster Information Resources for OMI, DOH & Veterinary Diagnostic Services, Presenter, OMI, Albuquerque NM, November 2012
- Finding Funding, Instructor, UNM OT 674, Albuquerque NM, February 2013
- Library Resources, (2 courses) Presenter, UNM Faculty Quickstart, Albuquerque NM, November 2012 and February 2013
- Disaster Information Resources, Presenter, New Mexico Medical Reserve Corp, Albuquerque NM, February 2013
- RUSS/Service Point Unit Report, Presenter, HSLIC, Albuquerque NM, May 2013
- Library Resources, Instructor, New Mexico School of Massage, Albuquerque NM, June 2013
Daneshvari, Shamsi
- Framing Metadata in XML, Presenter, HSLIC BioMISS, Albuquerque NM, December 2102
- Developing Metadata for a Large Image Database, Presenter, HSLIC BioMISS, Albuquerque NM, March 2013
- The Relationship between dental crowding and Cephalometric measurements in contemporary New Mexicans, Presenter American Association of Physical Anthropology,” Knoxville TN, April 2013
- Informatics Issues with Data Repositories, Presenter, HSLIC, Albuquerque, NM, May 2013

Eldredge, Jonathan
- A new approach to evaluating students' developmental progression in a problem-based learning curriculum, Presenter, International Association of Medical Science Educators, Portland OR, July 2012
- One of a Kind: A Unique Evidence Based Practice (EBP) Course in a U.S. Medical School, Co-Presenter, International Congress of Medical Librarianship/Medical Library Association Annual Meeting, Boston MA, May 2013
- Addressing the MLA Research Agenda Questions: Where are We Now? Co-Presenter, International Congress of Medical Librarianship/Medical Library Association Annual Meeting, Boston MA, May 2013

Ellard, Owen
- IT Infrastructure Library (ITIL), Presenter, HSLIC BioMISS, Albuquerque NM, April 2013

Fannon-Lamkin, Lynette
- RAD’s Functions and Roles in HSLIC, Presenter, HSLIC Desk Training, Albuquerque NM, August 2012

Hall, Laura
- Processing and Preserving New Mexico Rural Health Survey conducted between the years 1958-1962, Presenter, Joint Annual Meeting of the National Association of Government Archives and Records Administrators and the Council of State Archivist, Albuquerque, NM July 2012
- RAD’s Functions and Roles in HSLIC, Presenter, HSLIC Desk Training Albuquerque, NM, August 2012
- 100 Years: Celebrating New Mexico’s Health, Exhibit Curator, Domenici Center, Albuquerque NM, October 2012

Hannigan, Gale
- How Well Does the VIVO Harvester Populate Bibliographic References for an Institutional Instance of VIVO?, Poster Presentation, Medical Library Association, Boston MA, June 2013

Harris, Rebecca
- RAD’s Functions and Roles in HSLIC, Presenter, HSLIC Desk Training Albuquerque, NM, August 2012

Hendrix, Ingrid
- Endnote, Instructor, MSCR/CTSC program, Albuquerque NM, July 2012
- Life After UNM – Resources, Presenter, Graduating PT students, Albuquerque NM, July 2012
- OT PBL Tutor, Instructor, Albuquerque NM, Fall Semester 2012
- RefWorks, Instructor, UNMH Pharmacy Residents, Albuquerque NM, August 2012
- SOM Faculty QuickStart, Presenter, Albuquerque NM, August 2012
- CON Undergraduates, Presenter, PT and OT, Albuquerque NM, August 2012
- UNM Freshman Health Professions – Introduction to PubMed and MedlinePlus, Instructor, Albuquerque NM, August 2012
- Personal File Management Software, Presenter, KMIT AC, Albuquerque NM, September 2012
- ElluminateLive via WebCT (2 presentations), Presenter, for N601 and N501, Albuquerque NM, September 2012
- Introduction to Searching and Advanced Searching, Presenter, OT EBP Class, Albuquerque NM, September 2012
- Effects of Service Dogs Partnered with People with Mobility Challenges, Poster Presentation, New Mexico Occupational Therapy Association, Albuquerque NM, September 2012
- HSC Faculty Quickstart, Presenter, Albuquerque NM, September 2012
- Living Well with a Disability, Presenter, OCTH 624L, Albuquerque NM, September 2012
- UNMH Nurse Residency Orientations, Presenter, Albuquerque NM, September 2012
- Effects of Service Dogs Partnered with People with Mobility Challenges, Presenter, Southwest Conference on Disability, Albuquerque NM, October 2012
- Introduction to Searching and Advanced Searching, Presenter, PT EBP Class, Albuquerque NM October 2012
- IPE Facilitator, Facilitator, Albuquerque NM, April 2013
- Evolution of an Information Course, Poster Presentation, SCC/MLA Annual Conference, Lubbock TX, October 2012
- UNMH Nursing Publication Workshop, Presenter, Albuquerque NM, December 2012
- UNMH Nurse Educators CNE Evidence Based Practice Workshop (2 courses), Instructor, Albuquerque NM, August 2012, January 2013
- N332 Introduction to Research - on ground and online (2 courses), Instructor, Albuquerque NM, August 2012, January 2013
- CON New Faculty Orientation (2 courses), Presenter, Albuquerque NM, October 2012 and February 2013
- Art & Science of Searching (2 courses), Co-Instructor, SOM PIM, Albuquerque NM, Fall Semester 2012, Spring Semester 2013
- A Survey of Medical School Curricula, Poster Presentation, New Mexico Public Health Association, Albuquerque NM, April 2013
- A Survey of Medical School Curricula, Poster Presentation, UNM CON Scholarship Day, Albuquerque NM, May 2013
- A Survey of Medical School Curricula, Poster Presentation, UNMH Health Professionals Week Research presentations, Albuquerque NM, May 2013
- TED Workshop (3 courses), Co-Instructor, Albuquerque NM, August and December 2012, May 2013.
- Pharm 770 Drug Information Elective Class, Co-Instructor, Albuquerque NM, June 2013
- Partners in Research Literacy: Librarians and Educators, Poster Presentation, IAMSE, St. Andrews Scotland, June 2013

King, Christee
- RAD’s Functions and Roles in HSLIC, Presenter, HSLIC Desk Training Albuquerque, NM, August 2012

Kroth, Philip
- VIVO Harvester, Presenter, HSLIC In-Service, Albuquerque NM, November and December 2012
- Lobo Quality Improvement Process, Presenter, HSLIC In-Service, Albuquerque NM, April 2013
- Techno-Stress: How the Stress of Using Health Information Technology Impacts Quality of Care, Presenter, HSLIC BioMISS, Albuquerque NM, May 2013
- Informatics Unit Report, Presenter, HSLIC In-Service, Albuquerque NM, June 2013

Metzner, Barney
- Cybersecurity Awareness, Presenter, Science Advisor Committee Presentation, Albuquerque NM, May 2013
- HSC IT Security Assessment Executive Summary, HSC Board of Directors Presentation, Albuquerque NM, June 2013

Morley, Sarah
- Orientation, Graduate Medical Education, Fellows, July 2012
- Librarian as Educator: A Personal Perspective, Presenter, Tulane University Health Sciences Library, New Orleans LA, July 2012
- Art & Science of Searching (2 courses), Co-Instructor, SOM PIM, Albuquerque NM, Fall 2012 Spring 2013
- Pharm 703L, Instructor, Pharmaceutical Care Lab I, Albuquerque NM, Fall 2012
- Pharm 728, Instructor, Pharmacy Research and Informatics, Albuquerque NM, Fall 2012
- EBM Training, Instructor, Pediatrics, Albuquerque NM, August 2012
- PubMed for LPN Students, Instructor, Albuquerque Public Schools Career Enrichment Center, Albuquerque NM, September 2012
- Librarians in the Curriculum: A Case Study, Co-Presenter, SCC/MLA, Lubbock TX, October 2012
- “Evolution of an Information Course,” Poster Presentation, SCC/MLA, Lubbock TX, October 2012
- SOM Phase I-2 Transitions Block, Facilitator, SOM Phase I, Albuquerque NM, Spring 2013
- Morning Report (8 presentations), Presenter, Department of Medicine, Albuquerque NM, October, November, December 2012 and January, March, April, May 2013
- TED Workshop (3 courses), Co-Instructor, Albuquerque NM, August and December 2012, May 2013
- Partners in Research Literacy: Librarians and Educators, Poster Presentation, IAMSE, St. Andrews Scotland, June 2013
- Orientation, Graduate Medical Education, House Officer Orientation, Albuquerque NM, June 2013
- Pharm 770 Drug Information Elective, Class Co-Instructor, UNM SOM, Albuquerque NM, June 2013

Perea, James
- EMS Demonstration (5 Demonstrations), Presenter, UNM, Albuquerque NM
- HSLIC / Campus / Domenici Center tours and orientations (10 Presentations), Presenter, UNM, Albuquerque NM
- Domenici Center audiovisual demonstrations (70 demonstrations), Presenter, UNM, Albuquerque NM

Sloane, Lori
- Data Archives and Curation Services, Presenter, HSLIC, Albuquerque NM, September 2012
- OMERO Software, Presenter, OWL Lab, Albuquerque NM, October 2012
- Envy Outreach, Presenter, Epidemiology and BioStatistics, Albuquerque NM, December 2012
- ShareFile, Demonstration, Office of Research Administration Committee, Albuquerque NM, March 2013
- ShareFile, Presenter, IS Director's group, Albuquerque NM, March 2013
- ShareFile, Presenter, CTIP Scholars, Albuquerque NM, March 2013
- CI-Day2012 Brown Bag, Presenter, Albuquerque NM
- Digital Data Management for Storage and Archive (3 Presentations), Presenter, HSLIC, Albuquerque NM, June 2013

Vick, Kyle
- MDWeb Demonstration, Presenter, School of Medicine students, UNM, Albuquerque NM
- FACES Demonstration, Presenter, School of Medicine faculty and administration, UNM, Albuquerque NM
### In-Services July 2012 Through June 2013

<table>
<thead>
<tr>
<th>Subject</th>
<th>Lead Presenter</th>
<th>Date</th>
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<tbody>
<tr>
<td><strong>Wellness Opportunities</strong></td>
<td>Sonja Dewing</td>
<td>September 11 &amp; 12, 2012</td>
</tr>
<tr>
<td><strong>I-Books</strong></td>
<td>Jason Bengtson and Eliot Knight</td>
<td>September 25 &amp; 26, 2012</td>
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<tr>
<td><strong>VIVO</strong></td>
<td>Phil Kroth</td>
<td>November 27 &amp; December 7, 2012</td>
</tr>
<tr>
<td><strong>Annual Report</strong></td>
<td>Brian Bunnett, Owen Ellard, Phil Kroth</td>
<td>December 4 &amp; 6, 2012</td>
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<tr>
<td><strong>Educating Health Librarians</strong></td>
<td>Chuck Friedman</td>
<td>December 18, 2012</td>
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<tr>
<td><strong>AAMC GIR</strong></td>
<td>Sally Bowler-Hill</td>
<td>January 8, 2013</td>
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<tr>
<td><strong>LSU Library Education</strong></td>
<td>Kathy Kerdolff</td>
<td>January 22, 2013</td>
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<tr>
<td><strong>Help.UNM</strong></td>
<td>Rick Adcock</td>
<td>January 22, 2013</td>
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<tr>
<td><strong>LEAN Training</strong></td>
<td>Phil Kroth</td>
<td>April 12 &amp; 16, 2013</td>
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<tr>
<td><strong>McAlester Talk</strong></td>
<td>Jason Bengtson</td>
<td>April 23 &amp; 24, 2013</td>
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### Unit Reports

<table>
<thead>
<tr>
<th>Unit Reports</th>
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<tbody>
<tr>
<td><strong>Planning Office Unit Report</strong></td>
<td>Sally Bowler-Hill</td>
<td>October 30, 2012</td>
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<tr>
<td><strong>Technology Support Unit Report</strong></td>
<td>Owen Ellard</td>
<td>December 18, 2012</td>
</tr>
<tr>
<td><strong>Business Services Unit Report</strong></td>
<td>Marcia Sletten</td>
<td>January 22, 2013</td>
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<tr>
<td><strong>IT Systems Unit Report</strong></td>
<td>Tom Sanford</td>
<td>March 12, 2013</td>
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<tr>
<td><strong>RAD Unit Report</strong></td>
<td>Laura Hall</td>
<td>March 26, 2013</td>
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<tr>
<td><strong>RUSS Unit Report</strong></td>
<td>Dick Carr</td>
<td>May 8, 2013</td>
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<tr>
<td><strong>EBTSC Unit Report</strong></td>
<td>Jon Eldredge</td>
<td>May 20, 2013</td>
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<tr>
<td><strong>Technology Support Unit Report</strong></td>
<td>Rick Adcock</td>
<td>June 11, 2013</td>
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<tr>
<td><strong>Biomedical Informatics Unit Report</strong></td>
<td>Phil Kroth</td>
<td>June 26, 2013</td>
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### Library Hours 2012 - 2013

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<th>Days</th>
<th>Hours</th>
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<tr>
<td>Monday-Thursday</td>
<td>7:00 a.m. – 11:00 p.m.</td>
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<tr>
<td>Friday</td>
<td>7:00 a.m. – 6:00 p.m.</td>
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<td>Saturday</td>
<td>9:30 a.m. – 6:00 p.m.</td>
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<td>Sunday</td>
<td>12:00 p.m. – 11:00 p.m.</td>
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### 2010/2011 to 2012/2013 Comparison

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<tr>
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<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
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<tr>
<td># of In-service Events</td>
<td>17</td>
<td>7</td>
<td>19</td>
<td>171%</td>
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<tr>
<td>Average Attendance</td>
<td>17</td>
<td>22</td>
<td>12</td>
<td>-45%</td>
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<tr>
<td>In-service provided info valuable in performing job (1 - 5 rating scale)</td>
<td>4.25</td>
<td>4.65</td>
<td>4.54</td>
<td>-2%</td>
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## 2013 - Staff Appreciation and Awards

<table>
<thead>
<tr>
<th>Name</th>
<th>Degree or Certification</th>
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<tbody>
<tr>
<td>Sally Bowler-Hill, MA</td>
<td>Degree or Certification (ITIL Foundation Certification)</td>
</tr>
<tr>
<td>Aaron Douglas</td>
<td>Degree or Certification (ITIL Foundation Certification))</td>
</tr>
<tr>
<td>Tom Gutierrez</td>
<td>Degree or Certification (ITIL Foundation Certification)</td>
</tr>
<tr>
<td>Tom Sanford</td>
<td>Degree or Certification (ITIL Foundation Certification)</td>
</tr>
<tr>
<td>Lori Sloane</td>
<td>Degree or Certification (ITIL Foundation Certification)</td>
</tr>
<tr>
<td>Owen Ellard, MALS, MA</td>
<td>Degree or Certification (ITIL Intermediate Certification)</td>
</tr>
<tr>
<td>Gayle Shipp</td>
<td>Degree or Certification (Certified Information Systems Auditor)</td>
</tr>
<tr>
<td>Jason Bengtson, MILS</td>
<td>Major Publications</td>
</tr>
<tr>
<td>Ingrid Hendrix, MILS, AHIP</td>
<td>Major Publications</td>
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<tr>
<td>Sarah Morley, MILS, AHIP</td>
<td>Major Publications</td>
</tr>
<tr>
<td>Pat Bradley, MLS, AHIP</td>
<td>Most Professional Growth</td>
</tr>
<tr>
<td>Tom Sanford</td>
<td>Outstanding Customer Service</td>
</tr>
<tr>
<td>Lori Sloane</td>
<td>Outstanding Performance</td>
</tr>
<tr>
<td>I-Phone/GroupWise Application Developers (John Abrams, Garth Colasurdo, Geoff Johnson and Kevin Wiley)</td>
<td>Outstanding Process Improvement</td>
</tr>
</tbody>
</table>

## Health Sciences Library and Informatics Center

### Staff Roster 2012-2013

<table>
<thead>
<tr>
<th>Name</th>
<th>Unit, Title</th>
<th>Start Date</th>
<th>End Date</th>
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</thead>
<tbody>
<tr>
<td>Aalseth, Edward</td>
<td>Technology Support, Technical Support Analyst 2</td>
<td>04-30-01</td>
<td></td>
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<tr>
<td>Abrams, John</td>
<td>IT Systems, Senior LAN Administrator</td>
<td>10-22-01</td>
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<tr>
<td>Adcock, Richard</td>
<td>Technology Support, Manager IT Technical Support</td>
<td>11-11-02</td>
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<tr>
<td>Armijo, Raymond</td>
<td>Business Services, Library Information Specialist 2</td>
<td>01-02-95</td>
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<tr>
<td>Barnes, Jason</td>
<td>IT Systems, Network Tech</td>
<td>05-21-07</td>
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<tr>
<td>Bengtson, Jason</td>
<td>Reference &amp; User Support Services, Emerging Technologies/Research and Development Librarian</td>
<td>05-17-10</td>
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<tr>
<td>Boman, I-Ching</td>
<td>Analyst Programmer 3</td>
<td>05-06-13</td>
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<tr>
<td>Bowler-Hill, Sally</td>
<td>Administration, Program Operations Director</td>
<td>09-08-03</td>
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<tr>
<td>Bradley, Patricia</td>
<td>Distance Services, Native and Distance Services Librarian</td>
<td>03-29-04</td>
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<td>Brandenburg, Cathy</td>
<td>Business Services, Unit Administrator 2</td>
<td>04-30-12</td>
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<tr>
<td>Brumbaugh, Nadine</td>
<td>IT Systems, Systems Analyst 2</td>
<td>02-16-09</td>
<td>09-14-12</td>
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<tr>
<td>Buchanan, Holly Shipp</td>
<td>Administration, HSC Academic Chief Information Officer, HSLIC Executive Director</td>
<td>08-15-97</td>
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<tr>
<td>Bunnett, Brian</td>
<td>Library and Education Services, Director</td>
<td>12-01-08</td>
<td>06-12-13</td>
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<tr>
<td>Bynum, Jim</td>
<td>Reference &amp; User Support Services, Manager Library Operations</td>
<td>05-14-01</td>
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<tr>
<td>Carr, Richard</td>
<td>Reference &amp; User Support Services, Coordinator</td>
<td>05-15-02</td>
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<tr>
<td>Colasurdo, Garth</td>
<td>Web &amp; Application Development, Analyst Programmer 3</td>
<td>10-09-00</td>
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<tr>
<td>Colón, Carlos</td>
<td>Systems Analyst 2</td>
<td>11-12-12</td>
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<td>Conger, Craig</td>
<td>User Support Analyst 3</td>
<td>08-20-12</td>
<td>01-04-13</td>
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<td>DePalo, Brian</td>
<td>Technical Support Analyst 2</td>
<td>11-19-12</td>
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<tr>
<td>Dewing, Sonja</td>
<td>Business Services, Program Specialist</td>
<td>09-01-11</td>
<td>01-11-13</td>
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<tr>
<td>Douglas, Aaron</td>
<td>Technology Support, Interim Technical Support Analyst 3</td>
<td>05-14-07</td>
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<tr>
<td>Eldredge, Jon</td>
<td>Evidence Based and Translational Science Services, Coordinator</td>
<td>01-01-86</td>
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</tr>
<tr>
<td>Name</td>
<td>Title</td>
<td>Start Date</td>
<td>End Date</td>
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<tr>
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<tr>
<td>Ellard, Owen</td>
<td>Technology Support Services, Director</td>
<td>09-01-09</td>
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<tr>
<td>Fannon-Lamkin, Lynette</td>
<td>Resource Access &amp; Delivery, Library Information Specialist 3</td>
<td>04-03-06</td>
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<tr>
<td>Filmer, Diane</td>
<td>User Support Analyst 3</td>
<td>03-08-13</td>
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<tr>
<td>Gutierrez, Tom</td>
<td>TECHS, Manager of Systems and Programming</td>
<td>02-01-06</td>
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<tr>
<td>Hagen, Kimberly</td>
<td>Web &amp; Application Development, Analyst Programmer Specialist</td>
<td>03-04-02</td>
<td>01-23-13</td>
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<tr>
<td>Hall, Laura</td>
<td>Special Collections, Senior Program Manager/Resource Access &amp; Delivery, Interim Coordinator</td>
<td>04-01-04</td>
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<tr>
<td>Hannigan, Gale</td>
<td>Biomedical Informatics Research, Training, and Scholarship, Special Projects Librarian</td>
<td>06-27-11</td>
<td>06-26-13</td>
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<tr>
<td>Hannigan, Gale</td>
<td>Research Professor</td>
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<td>Harris, Rebecca</td>
<td>Resource Access &amp; Delivery, Library Information Specialist 3</td>
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<tr>
<td>Hendrix, Ingrid</td>
<td>Reference &amp; User Support Services, Nursing Services Librarian</td>
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<td>Herrera, Carlos</td>
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<td>Hurd, Laura</td>
<td>Resource Access &amp; Delivery, Library Information Specialist 3</td>
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<td>Husman, Heidi</td>
<td>Web &amp; Application Development, Analyst Programmer 3</td>
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<td>Jacobus, Phillip</td>
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<td>Johnson, Geoff</td>
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<td>Jones, Brent</td>
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<td>Kendrick, Icel</td>
<td>Web &amp; Application Development, Operations Manager</td>
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<td>05-20-13</td>
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<td>King, Christee</td>
<td>Resource Access &amp; Delivery, Faculty Working Retiree</td>
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<td>Kinney, William</td>
<td>Reference &amp; User Support Services, Library Information Specialist 3</td>
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<td>Knight, Elliot</td>
<td>Web &amp; Application Development, Instructional Media Project Manager</td>
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<td>Kroth, Philip</td>
<td>Biomedical Informatics Research, Training and Scholarship, Director</td>
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<td>Langmead, Robert</td>
<td>Web &amp; Application Development, Analyst Programmer 3</td>
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<td>Martinez, Antoinette</td>
<td>Business Services, Accountant 2</td>
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<td>Metzner, Barney</td>
<td>Administration, Information Security Officer/HSC</td>
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<td>Meyer, Cory</td>
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<td>Sanford, Thomas</td>
<td>IT Systems, Manager, Information Services</td>
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<td>Scott, Vicki</td>
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<td>12-03-98</td>
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<td>Seyl, MaryLou</td>
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<td>Sletten, Marcia</td>
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<td>Sloane, Lori</td>
<td>System Administrator</td>
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<td>Tolito, Stephen</td>
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<td>Tregear, Jon</td>
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<td>Vick, Kyle</td>
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<td>Wiley, Kevin</td>
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<td>Wright, Randy</td>
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## Student Assistants

<table>
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<td>Biedermann, Kyle</td>
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<tr>
<td>Friedland, Zachary</td>
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<td>Chaires, Robert</td>
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<td>Hafez, Alexander</td>
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<td>Chavez, Felicia</td>
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<td>Holmes, Leroy</td>
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<td>Chavez, Miguel</td>
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<td>Lucero, Kamri</td>
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<td>Coronel, Patrick</td>
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<tr>
<td>Moneyhan, Karen</td>
<td></td>
</tr>
<tr>
<td>Edwards, Alexandra</td>
<td>12-15-12</td>
</tr>
<tr>
<td>Richardson, James</td>
<td>06-30-13</td>
</tr>
<tr>
<td>Florkowski, Kelcey</td>
<td></td>
</tr>
<tr>
<td>Wehling, Alice</td>
<td></td>
</tr>
</tbody>
</table>
**Table 1: HSLIC Personnel**

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Services and Education Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional Staff</td>
<td>10.00</td>
<td>8.70</td>
<td>7.70</td>
<td>-11%</td>
</tr>
<tr>
<td>Support Staff</td>
<td>6.50</td>
<td>9.50</td>
<td>8.50</td>
<td>-11%</td>
</tr>
<tr>
<td>Students</td>
<td>1.50</td>
<td>5.18</td>
<td>3.25</td>
<td>-37%</td>
</tr>
<tr>
<td>Techs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional Staff</td>
<td>4.00</td>
<td>4.00</td>
<td>4.00</td>
<td>0%</td>
</tr>
<tr>
<td>Support Staff</td>
<td>27.50</td>
<td>21.50</td>
<td>21.00</td>
<td>-2%</td>
</tr>
<tr>
<td>Students</td>
<td>1.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0%</td>
</tr>
<tr>
<td>Other (Admin, Biomedical Informatics, etc.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional Staff</td>
<td>7.50</td>
<td>6.00</td>
<td>6.00</td>
<td>0%</td>
</tr>
<tr>
<td>Support Staff</td>
<td>6.49</td>
<td>6.50</td>
<td>6.60</td>
<td>2%</td>
</tr>
<tr>
<td>Students</td>
<td>0.75</td>
<td>0.75</td>
<td>1.25</td>
<td>67%</td>
</tr>
<tr>
<td>Total HSLIC</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional Staff</td>
<td>21.50</td>
<td>18.70</td>
<td>17.70</td>
<td>-5%</td>
</tr>
<tr>
<td>Support Staff</td>
<td>40.49</td>
<td>37.50</td>
<td>36.10</td>
<td>-4%</td>
</tr>
<tr>
<td>Students</td>
<td>3.25</td>
<td>5.93</td>
<td>4.50</td>
<td>-24%</td>
</tr>
<tr>
<td>Total HSLIC Staff</td>
<td>65.24</td>
<td>62.13</td>
<td>58.30</td>
<td>-6%</td>
</tr>
</tbody>
</table>

**Fig 1: HSLIC Revenues and Expenses**

<table>
<thead>
<tr>
<th>Revenues</th>
<th>$6,019,784</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenditures</td>
<td>$5,646,803</td>
</tr>
</tbody>
</table>

- **Service Fees**: 88%
- **Transfers, Gains and Losses**: 7%
- **Salaries & Fringes**: 4%
- **Computers & Supplies**: 0%
- **Maintenence**: 0%
- **Other**: 0%
- **Contracts & Grants**: 59%
- **Travel**: 27%
- **Misc. Revenues**: 5%
- **Endowment Interest and Gifts**: 2%
- **Student Fees**: 2%
- **Telecomm**: 2%
- **Allocations**: 1%
- **Contracts and Grants**: 4%
 BIOMEDICAL INFORMATICS

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

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of BMI Fellows Currently Enrolled</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>Total Number of BMI Fellows Completing Training</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>Number of Students Completing Level 1 MSCR BMI Course</td>
<td>Unavailable</td>
<td>Unavailable</td>
<td>6</td>
<td>NA</td>
</tr>
<tr>
<td>Number of Sections of Level 2 &amp; 3 MSCR BMI Courses Completed by Students¹</td>
<td>Unavailable</td>
<td>Unavailable</td>
<td>4</td>
<td>NA</td>
</tr>
<tr>
<td>Total Number of Students Completing MSCR BMI Courses</td>
<td>Unavailable</td>
<td>Unavailable</td>
<td>10</td>
<td>NA</td>
</tr>
<tr>
<td>Total BMI Credit Hours Taught in MSCR Program</td>
<td>Unavailable</td>
<td>Unavailable</td>
<td>18</td>
<td>NA</td>
</tr>
</tbody>
</table>

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

DOMENICI CENTER FOR HEALTH SCIENCES EDUCATION

Figure 2: Usage of the Domenici Center

Figure 3: Usage of the Interprofessional Healthcare Simulation Center
## Library and Education Services

### Table 3: Instructional Programs/Orientations (Excludes Distance Services and Online Education)

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Sessions to Primary or Affiliated Users</td>
<td>260</td>
<td>401</td>
<td>302</td>
<td>-25%</td>
</tr>
<tr>
<td># of Sessions Provided within Curricula</td>
<td>234</td>
<td>219</td>
<td>246</td>
<td>12%</td>
</tr>
<tr>
<td>Total # of Sessions</td>
<td>494</td>
<td>620</td>
<td>548</td>
<td>-12%</td>
</tr>
<tr>
<td>Attendees</td>
<td>5,548</td>
<td>6,047</td>
<td>5,334</td>
<td>-12%</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>742.25</td>
<td>871</td>
<td>812</td>
<td>-7%</td>
</tr>
</tbody>
</table>

### Table 4: Distance Services Training

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Totals: # of Sessions¹</td>
<td>30</td>
<td>19</td>
<td>15</td>
<td>-21%</td>
</tr>
<tr>
<td>Attendees</td>
<td>487</td>
<td>368</td>
<td>260</td>
<td>-29%</td>
</tr>
<tr>
<td>Contact Hours¹</td>
<td>111</td>
<td>23</td>
<td>35</td>
<td>52%</td>
</tr>
</tbody>
</table>

¹ In FY2012, revised counting methodology to exclude staffing exhibits.

### Table 5: Total Instructional Services

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructional Sessions (Lib. / Distance services)</td>
<td>524</td>
<td>639</td>
<td>401</td>
<td>-37%</td>
</tr>
<tr>
<td>Individual Consultation Sessions¹</td>
<td>235</td>
<td>175</td>
<td>160</td>
<td>-9%</td>
</tr>
<tr>
<td>Total All Sessions</td>
<td>675</td>
<td>814</td>
<td>561</td>
<td>-31%</td>
</tr>
<tr>
<td>Instructional Attendees (Lib. / Dis. Services)</td>
<td>6,035</td>
<td>6,415</td>
<td>5,386</td>
<td>-16%</td>
</tr>
<tr>
<td>Individual Consultation Attendees</td>
<td>235</td>
<td>207</td>
<td>186</td>
<td>-10%</td>
</tr>
<tr>
<td>Total Attendees</td>
<td>6,000</td>
<td>6,466</td>
<td>5,572</td>
<td>-14%</td>
</tr>
<tr>
<td>Instructional Contact Hours (Lib./Dis. Services)</td>
<td>853.25</td>
<td>894</td>
<td>681</td>
<td>-24%</td>
</tr>
<tr>
<td>Individual Consultation Contact Hours</td>
<td>235</td>
<td>176</td>
<td>165</td>
<td>-6%</td>
</tr>
<tr>
<td>Total Contact Hours</td>
<td>919</td>
<td>1,070</td>
<td>846</td>
<td>-21%</td>
</tr>
</tbody>
</table>

¹ Consultation data for FY2011 is incomplete.

### Table 6: HSLIC-Sponsored Lectures

<table>
<thead>
<tr>
<th></th>
<th>2012/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biomedical Informatics</td>
<td></td>
</tr>
<tr>
<td>Special Collections</td>
<td></td>
</tr>
<tr>
<td>Chancellor's Leadership Forums</td>
<td></td>
</tr>
<tr>
<td>Totals: # of Lectures</td>
<td>13</td>
</tr>
<tr>
<td>Attendees</td>
<td>124</td>
</tr>
<tr>
<td>Offered for CME</td>
<td>13</td>
</tr>
</tbody>
</table>
### Table 7: Size of General Collection (Titles)

<table>
<thead>
<tr>
<th></th>
<th>Titles 2010/2011</th>
<th>Titles 2011/2012</th>
<th>Titles 2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Print Monographs</td>
<td>36,597</td>
<td>30,994</td>
<td>30,889</td>
<td>0%</td>
</tr>
<tr>
<td>Total Electronic Monographs</td>
<td>491</td>
<td>448</td>
<td>1,688</td>
<td>277%</td>
</tr>
<tr>
<td>Unique Print Serials</td>
<td>37</td>
<td>33</td>
<td>32</td>
<td>-3%</td>
</tr>
<tr>
<td>Print Serials/Free or Gifts</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>-33%</td>
</tr>
<tr>
<td>Electronic Serials Purchased</td>
<td>1,734</td>
<td>1,744</td>
<td>2,270</td>
<td>30%</td>
</tr>
<tr>
<td>Electronic Serials free or gifts</td>
<td>62</td>
<td>63</td>
<td>39</td>
<td>-38%</td>
</tr>
<tr>
<td>Total electronic serials in catalog or listed on website</td>
<td>1,796</td>
<td>1,807</td>
<td>2,309</td>
<td>28%</td>
</tr>
<tr>
<td>Total accessible serials</td>
<td>1,838</td>
<td>1,843</td>
<td>2,344</td>
<td>27%</td>
</tr>
<tr>
<td>Film/Video/DVD</td>
<td>1,476</td>
<td>693</td>
<td>703</td>
<td>1%</td>
</tr>
<tr>
<td>Graphics (Includes Models, Kits, Slides, Transparencies, Photos &amp; Charts)</td>
<td>430</td>
<td>319</td>
<td>322</td>
<td>1%</td>
</tr>
<tr>
<td>Audio</td>
<td>21</td>
<td>16</td>
<td>8</td>
<td>-50%</td>
</tr>
<tr>
<td>CD ROMs/Software¹</td>
<td>389</td>
<td>47</td>
<td>49</td>
<td>4%</td>
</tr>
<tr>
<td>Microforms</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Educational Software</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>-67%</td>
</tr>
<tr>
<td>Productivity Software</td>
<td>11</td>
<td>10</td>
<td>10</td>
<td>0%</td>
</tr>
<tr>
<td>Number of Databases</td>
<td>157</td>
<td>162</td>
<td>110</td>
<td>-32%</td>
</tr>
</tbody>
</table>

¹From FY2012 forward, CD-ROMS accompanying books are counted as nonprint volumes, not as nonprint titles.

### Table 8: Size of General Collection (Volumes)

<table>
<thead>
<tr>
<th></th>
<th>Volumes 2010/2011</th>
<th>Volumes 2011/2012</th>
<th>Volumes 2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Print Monographs</td>
<td>39,136</td>
<td>32,484</td>
<td>33,886</td>
<td>4%</td>
</tr>
<tr>
<td>Print volumes in library</td>
<td>99,347</td>
<td>91,157</td>
<td>92,207</td>
<td>1%</td>
</tr>
<tr>
<td>Physical nonprint volumes in library (microforms, CD Rom)</td>
<td>3,476</td>
<td>2,030</td>
<td>1,191</td>
<td>-41%</td>
</tr>
<tr>
<td>Print volumes in remote storage</td>
<td>45,596</td>
<td>46,402</td>
<td>46,941</td>
<td>1%</td>
</tr>
<tr>
<td>Physical nonprint volumes in remote storage</td>
<td>285</td>
<td>332</td>
<td>332</td>
<td>0%</td>
</tr>
<tr>
<td>Total print volumes (monographs &amp; serials)</td>
<td>144,943</td>
<td>137,559</td>
<td>139,148</td>
<td>1%</td>
</tr>
<tr>
<td>Total physical nonprint volumes</td>
<td>3,761</td>
<td>2,371</td>
<td>1,523</td>
<td>-36%</td>
</tr>
<tr>
<td>Film/Video/DVD</td>
<td>2,017</td>
<td>1,292</td>
<td>1,031</td>
<td>-20%</td>
</tr>
<tr>
<td>Graphics (Includes Models, Kits, Slides, Transparencies, Photos &amp; Charts)</td>
<td>661</td>
<td>471</td>
<td>413</td>
<td>-12%</td>
</tr>
<tr>
<td>Audio</td>
<td>609</td>
<td>203</td>
<td>9</td>
<td>-96%</td>
</tr>
<tr>
<td>CD ROMs/Software¹</td>
<td>458</td>
<td>403</td>
<td>67</td>
<td>-8%</td>
</tr>
<tr>
<td>Microforms</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>Educational Software</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>-67%</td>
</tr>
<tr>
<td>Productivity Software</td>
<td>11</td>
<td>10</td>
<td>10</td>
<td>0%</td>
</tr>
<tr>
<td>Volumes Commercially Bound</td>
<td>57</td>
<td>61</td>
<td>56</td>
<td>-8%</td>
</tr>
</tbody>
</table>

¹CD-ROMS accompanying books are counted as nonprint volumes.
Table 9: Changes to the General Collection

<table>
<thead>
<tr>
<th></th>
<th>Titles (Volumes) 2010/2011</th>
<th>Titles (Volumes) 2011/2012</th>
<th>Titles (Volumes) 2012/2013</th>
<th>Titles % Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monographic Titles Added</td>
<td>719 (892)</td>
<td>730 (858)</td>
<td>1,717 (696)</td>
<td>135%</td>
</tr>
<tr>
<td>Monographic Titles Withdrawn</td>
<td>6,363 (7,570)</td>
<td>4,916 (5,837)</td>
<td>582 (706)</td>
<td>-88%</td>
</tr>
<tr>
<td>Print Monographs Added - Purchased</td>
<td>685 (845)</td>
<td>530 (634)</td>
<td>539 (631)</td>
<td>2%</td>
</tr>
<tr>
<td>Print Monographs Added – Gifts</td>
<td>34 (47)</td>
<td>56 (65)</td>
<td>19 (65)</td>
<td>-66%</td>
</tr>
<tr>
<td>Electronic Monographs Added – Free</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Electronic Monographs Added – Purchased</td>
<td>89</td>
<td>144</td>
<td>1,159</td>
<td>705%</td>
</tr>
<tr>
<td>Electronic Monographs Added – Gifts</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Print Serials Added – Purchased</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Print Serials Added – Gifts</td>
<td>0(8)</td>
<td>0(3)</td>
<td>0(1)</td>
<td>0%</td>
</tr>
<tr>
<td>Print Serials Withdrawn</td>
<td>49 (790)</td>
<td>82 (1,547)</td>
<td>17 (224)</td>
<td>-79%</td>
</tr>
<tr>
<td>Electronic Serials Added – Purchased¹</td>
<td>32</td>
<td>29</td>
<td>751</td>
<td>2,490%</td>
</tr>
<tr>
<td>Electronic Serials Added – Free</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

¹ FY2013 numbers are significantly skewed with replacement of MDConsult with Clinical Key along with project to re-catalog electronic journals to better align with modern integrated library system terminology.

Table 10: Special Collections Summary Table

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manuscripts (Archives in linear feet)</td>
<td>1,962</td>
<td>1,963</td>
<td>1,974</td>
<td>1%</td>
</tr>
<tr>
<td>Photos/Slides/Negatives¹</td>
<td>6,736</td>
<td>6,736</td>
<td>7,708</td>
<td>14%</td>
</tr>
<tr>
<td>Audio¹</td>
<td>701</td>
<td>701</td>
<td>701</td>
<td>0%</td>
</tr>
<tr>
<td>Film/Video/Disks¹</td>
<td>172</td>
<td>172</td>
<td>172</td>
<td>0%</td>
</tr>
<tr>
<td>Total Graphic Materials</td>
<td>8,118</td>
<td>8,118</td>
<td>9,090</td>
<td>12%</td>
</tr>
<tr>
<td>Number of Digitized Collections</td>
<td>78</td>
<td>131</td>
<td>131</td>
<td>0%</td>
</tr>
<tr>
<td>Size of Collections (Megabytes)</td>
<td>27,872</td>
<td>37,265</td>
<td>38,270</td>
<td>3%</td>
</tr>
<tr>
<td>Total Items in Digitized Collections</td>
<td>890</td>
<td>1,073</td>
<td>1,250</td>
<td>16%</td>
</tr>
<tr>
<td>Number of Times Accessed²</td>
<td>46,693</td>
<td>Unavailable</td>
<td>Unavailable</td>
<td>NA</td>
</tr>
<tr>
<td>Volumes/Pamphlets Digitalized</td>
<td>3</td>
<td>5</td>
<td>6</td>
<td>20%</td>
</tr>
<tr>
<td>Unbound Sheets Digitalized</td>
<td>3,303</td>
<td>4,613</td>
<td>4,613</td>
<td>0%</td>
</tr>
<tr>
<td>Photographs/Non-paper Items Digitalized</td>
<td>713</td>
<td>788</td>
<td>965</td>
<td>22%</td>
</tr>
</tbody>
</table>

¹ Actual number of items.
² Excludes the Rocky Mountain Online Archive. In FY12, page view counts were inaccurate and not reported.

Table 11: Library Database Digitization Activities

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Digital Collections</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>Size in Megabytes¹</td>
<td>76.5</td>
<td>42.9</td>
<td>42.9</td>
<td>0%</td>
</tr>
<tr>
<td>Items</td>
<td>9,034</td>
<td>9,148</td>
<td>9,249</td>
<td>1%</td>
</tr>
<tr>
<td>Number of Times Accessed</td>
<td>6,262</td>
<td>13,700</td>
<td>3,377</td>
<td>-75%</td>
</tr>
</tbody>
</table>

¹ Difference in database size was due to a redesign, moving from Oracle to SQL Server.
### Table 12: Collection Development (General Expenditures – Dollars)

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Monographs</td>
<td>$67,606</td>
<td>$50,438</td>
<td>$51,248</td>
<td>2%</td>
</tr>
<tr>
<td>Electronic Monographs</td>
<td>$81,268</td>
<td>$187,656</td>
<td>$169,542</td>
<td>-10%</td>
</tr>
<tr>
<td>Print Serials</td>
<td>$742</td>
<td>$1,078</td>
<td>$351</td>
<td>-67%</td>
</tr>
<tr>
<td>Electronic Serials</td>
<td>$933,345</td>
<td>$1,051,274</td>
<td>$1,053,252</td>
<td>0%</td>
</tr>
<tr>
<td>Electronic Databases</td>
<td>$124,534</td>
<td>$153,883</td>
<td>$225,141</td>
<td>46%</td>
</tr>
<tr>
<td>Other Library Material (media)</td>
<td>$5,681</td>
<td>$7,047</td>
<td>$2,070</td>
<td>-71%</td>
</tr>
<tr>
<td>Sub-Total</td>
<td>$1,213,176</td>
<td>$1,451,403</td>
<td>$1,501,604</td>
<td>3%</td>
</tr>
<tr>
<td>Contract Binding</td>
<td>$715</td>
<td>$751</td>
<td>$694</td>
<td>-8%</td>
</tr>
<tr>
<td>ILL Expenditures</td>
<td>$9,825</td>
<td>$10,173</td>
<td>$11,198</td>
<td>10%</td>
</tr>
<tr>
<td>Total</td>
<td>$1,223,718</td>
<td>$1,462,326</td>
<td>$1,513,496</td>
<td>3%</td>
</tr>
<tr>
<td>Consortial Expenditures</td>
<td>$243,677</td>
<td>$258,710</td>
<td>$342,779</td>
<td>32%</td>
</tr>
</tbody>
</table>

### Table 13: Resource Use – Interlibrary Loan/Document Delivery Summary

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items Borrowed</td>
<td>1,552</td>
<td>1,255</td>
<td>1,514</td>
<td>21%</td>
</tr>
<tr>
<td>Borrowing Requests</td>
<td>2,242</td>
<td>2,012</td>
<td>2,286</td>
<td>14%</td>
</tr>
<tr>
<td>Loan Requests Filled</td>
<td>1,052</td>
<td>804</td>
<td>838</td>
<td>2%</td>
</tr>
<tr>
<td>Loan Requests Received</td>
<td>1,820</td>
<td>1,291</td>
<td>1,320</td>
<td>-10%</td>
</tr>
<tr>
<td>Items Copied for Affiliated Users</td>
<td>143</td>
<td>132</td>
<td>119</td>
<td>-20%</td>
</tr>
<tr>
<td>Items Copied for Unaffiliated Users</td>
<td>165</td>
<td>133</td>
<td>94</td>
<td>10%</td>
</tr>
<tr>
<td>Total Document Delivery</td>
<td>308</td>
<td>265</td>
<td>213</td>
<td>-20%</td>
</tr>
<tr>
<td>Total Filled Borrowing, Lending and Document Delivery Requests</td>
<td>2,912</td>
<td>2,324</td>
<td>2,565</td>
<td>10%</td>
</tr>
</tbody>
</table>

### Figure 4: Collection Development (General Expenditures – Percent)
Table 14: Use of Library

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book and Journal - Checkouts</td>
<td>7,758</td>
<td>7,469</td>
<td>7,801</td>
<td>4%</td>
</tr>
<tr>
<td>Reserve - Checkouts</td>
<td>2,739</td>
<td>3,446</td>
<td>4,936</td>
<td>43%</td>
</tr>
<tr>
<td>Media – Checkouts and In-House Use</td>
<td>1,258</td>
<td>847</td>
<td>805</td>
<td>-5%</td>
</tr>
<tr>
<td>Total Use</td>
<td>16,957</td>
<td>17,793</td>
<td>18,576</td>
<td>4%</td>
</tr>
<tr>
<td>All Formats – Checkouts</td>
<td>11,755</td>
<td>11,762</td>
<td>13,542</td>
<td>15%</td>
</tr>
<tr>
<td>All Formats - In-house Use</td>
<td>5,202</td>
<td>6,031</td>
<td>5,034</td>
<td>-17%</td>
</tr>
<tr>
<td>Initial Circulations</td>
<td>8,911</td>
<td>8,316</td>
<td>8,606</td>
<td>3%</td>
</tr>
<tr>
<td>Annual Gate Count</td>
<td>209,426</td>
<td>200,104</td>
<td>190,826</td>
<td>0%</td>
</tr>
<tr>
<td>Service Hours per Week</td>
<td>94.5</td>
<td>94.5</td>
<td>94.5</td>
<td>0%</td>
</tr>
</tbody>
</table>

Figure 6: Library Resource Use

Table 15: Use of Electronic Collection

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic Monograph Requests (est. uses)</td>
<td>363,042</td>
<td>462,327</td>
<td>577,994</td>
<td>25%</td>
</tr>
<tr>
<td>Electronic Serials Full-text Requests (est. uses)</td>
<td>779,643</td>
<td>651,272</td>
<td>586,962</td>
<td>-10%</td>
</tr>
<tr>
<td>Database Requests (est. uses based on search data)</td>
<td>860,477</td>
<td>861,870</td>
<td>878,972</td>
<td>2%</td>
</tr>
<tr>
<td>Electronic Reserves Use¹</td>
<td>71,592</td>
<td>1,732</td>
<td>287</td>
<td>-83%</td>
</tr>
<tr>
<td>Total Electronic Resources Use¹</td>
<td>2,074,754</td>
<td>1,977,201</td>
<td>2,044,215</td>
<td>3%</td>
</tr>
<tr>
<td>Total # Page Views for HSLIC Website</td>
<td>2,609,159</td>
<td>2,840,397</td>
<td>2,395,164</td>
<td>-16%</td>
</tr>
</tbody>
</table>

¹ In FY2012 changed calculation methods for resources shared with University Libraries, counting HSC usage when available.
² Decrease in Electronic Reserves usage due to College of Pharmacy no longer using Docutek.

Table 16: Number of Mediated Searches and Reference Questions

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-LATCH Searches¹</td>
<td>43</td>
<td>38</td>
<td>92</td>
<td>142%</td>
</tr>
<tr>
<td>LATCH Searches</td>
<td>103</td>
<td>76</td>
<td>54</td>
<td>-29%</td>
</tr>
<tr>
<td>Total Searches</td>
<td>146</td>
<td>114</td>
<td>146</td>
<td>28%</td>
</tr>
<tr>
<td>Reference Questions (In Person &amp; Via Phone)</td>
<td>7,256</td>
<td>6,572</td>
<td>6,756</td>
<td>3%</td>
</tr>
<tr>
<td>Electronic Reference Questions (email)²</td>
<td>552</td>
<td>293</td>
<td>333</td>
<td>14%</td>
</tr>
<tr>
<td>Total Reference Questions</td>
<td>7,808</td>
<td>6,865</td>
<td>7,089</td>
<td>3%</td>
</tr>
<tr>
<td>Total Reference Questions &amp; Mediated Searches</td>
<td>7,954</td>
<td>6,979</td>
<td>7,235</td>
<td>4%</td>
</tr>
</tbody>
</table>

¹ In FY2013, HSLIC started offering mediated searches for no charge to affiliated users.
² In FY2012, group study room reservation requests were removed from the count of electronic reference questions.
TECHNOLOGY SUPPORT

Figure 7: HSLIC Storage Capacity in Terabytes (TB) (across all server platforms)

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Storage (TB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010-2011</td>
<td>~175.27</td>
</tr>
<tr>
<td>2011-2012</td>
<td>~275.85</td>
</tr>
<tr>
<td>2012-2013</td>
<td>~262.93</td>
</tr>
</tbody>
</table>

¹ Decrease in storage in FY2012-2013 was due to re-configuring the backup to disk solution to a different RAID configuration.

Figure 8: Security Patches and Updates Using Windows Server Update System – 2,125 Total

- Windows Defender Definition Updates: 18
- Service Packs: 5
- Updates: 251
- Update Rollups: 57
- Critical Updates: 371
- Security Updates: 1413
- Feature Packs: 10

Figure 9: HSC NetID Account Requests

- Modified
- Expired/Disabled/Deleted
- New
Figure 10: HSC Databases Managed by HSLIC

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SOM</td>
<td>18</td>
<td>22</td>
<td>22</td>
</tr>
<tr>
<td>CON</td>
<td>15</td>
<td>22</td>
<td>13</td>
</tr>
<tr>
<td>COP</td>
<td>180</td>
<td>121</td>
<td>119</td>
</tr>
<tr>
<td>HSC</td>
<td>22</td>
<td>22</td>
<td>22</td>
</tr>
<tr>
<td>Total</td>
<td>33,903</td>
<td>1,619</td>
<td>1,960</td>
</tr>
<tr>
<td>SOM</td>
<td>975</td>
<td>26</td>
<td>10</td>
</tr>
<tr>
<td>CON</td>
<td>779</td>
<td>1,639</td>
<td>788</td>
</tr>
<tr>
<td>COP</td>
<td>41</td>
<td>171</td>
<td>212</td>
</tr>
<tr>
<td>HSC</td>
<td>12</td>
<td>171</td>
<td>212</td>
</tr>
<tr>
<td>Total</td>
<td>43,029</td>
<td>1,960</td>
<td>1,960</td>
</tr>
</tbody>
</table>

Table 18: HSC Email, Calendaring and Messaging System (HSLIC & UNMH Systems)

<table>
<thead>
<tr>
<th></th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Changes from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total # HSC Mailboxes</td>
<td>8,518</td>
<td>10,075</td>
<td>18%</td>
</tr>
<tr>
<td>Total # Resource Accounts</td>
<td>651</td>
<td>696</td>
<td>7%</td>
</tr>
<tr>
<td>Views to GroupWise Web Access 1</td>
<td>1,904,578</td>
<td>1,803,920</td>
<td>-5%</td>
</tr>
<tr>
<td>HSC Mobility Users and Devices</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total HSC Mobility Users</td>
<td>1,915</td>
<td>2,864</td>
<td>50%</td>
</tr>
<tr>
<td>Apple iOS Devices</td>
<td>1,930</td>
<td>3,352</td>
<td>74%</td>
</tr>
<tr>
<td>Android Devices</td>
<td>344</td>
<td>747</td>
<td>117%</td>
</tr>
<tr>
<td>Other Devices</td>
<td>10</td>
<td>47</td>
<td>370%</td>
</tr>
<tr>
<td>Use of HSC Secure Email Tool</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total HSC Secure Unique Email Users</td>
<td>833</td>
<td>1,354</td>
<td>63%</td>
</tr>
<tr>
<td>Total Outbound Secure Messages Sent</td>
<td>29.6k</td>
<td>45.7k</td>
<td>54%</td>
</tr>
<tr>
<td>Total Encrypted Email Replies</td>
<td>3,169</td>
<td>5,096</td>
<td>61%</td>
</tr>
</tbody>
</table>

1Views to GroupWise web access included main campus users until they migrated to UNM IT’s new Office 365 in late 2012.
Table 19: HSC SharePoint Installation

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Changes from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSC Site Collections</td>
<td>16</td>
<td>48</td>
<td>38</td>
<td>-21%</td>
</tr>
<tr>
<td>Total Sites</td>
<td>472</td>
<td>854</td>
<td>643</td>
<td>-25%</td>
</tr>
<tr>
<td>Total Storage (Gigabytes)</td>
<td>88</td>
<td>151.6</td>
<td>80.66</td>
<td>-47%</td>
</tr>
<tr>
<td>Average # Active Monthly Users</td>
<td>579</td>
<td>599</td>
<td>1,861</td>
<td>211%</td>
</tr>
<tr>
<td>Average # of Monthly Search Queries</td>
<td>97</td>
<td>137</td>
<td>112</td>
<td>-18%</td>
</tr>
</tbody>
</table>

1SharePoint was upgraded during FY2012, and the increase in sites and collections reflects some duplicates between the two versions.

Table 20: Instructional Design Services

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moodle Online Courses (HSC Only)</td>
<td>80</td>
<td>125</td>
<td>150</td>
<td>20%</td>
</tr>
<tr>
<td>Learners Served</td>
<td>6,734</td>
<td>5,346</td>
<td>5,646</td>
<td>6%</td>
</tr>
<tr>
<td>Blackboard Learn (HSC only)</td>
<td>NA</td>
<td>NA</td>
<td>14</td>
<td>0%</td>
</tr>
<tr>
<td>Learners Served</td>
<td>NA</td>
<td>NA</td>
<td>200</td>
<td>0%</td>
</tr>
<tr>
<td>Learning Central (HSC only)</td>
<td>Unavailable</td>
<td>107</td>
<td>117</td>
<td>9%</td>
</tr>
<tr>
<td>Learners Served</td>
<td>Unavailable</td>
<td>Unavailable</td>
<td>9,296</td>
<td>0%</td>
</tr>
</tbody>
</table>

1 Blackboard Learn ("UNM Learn") was implemented in FY2013, and statistics are only available starting in FY2013.
2 Methodology for counting learners served in Learning Central was changed in FY2013.

Table 21: Technology Support

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help.UNM Statistics:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incidents</td>
<td>Unavailable</td>
<td>2,698</td>
<td>3,227</td>
<td>20%</td>
</tr>
<tr>
<td>Service Requests</td>
<td>Unavailable</td>
<td>4,845</td>
<td>6,281</td>
<td>30%</td>
</tr>
<tr>
<td>Total Service Point Service Calls</td>
<td>11,042</td>
<td>7,543</td>
<td>9,508</td>
<td>26%</td>
</tr>
</tbody>
</table>

Automatic Call Distributor Phone Statistics:

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls Received¹</td>
<td>11,353</td>
<td>16,397</td>
<td>10,266</td>
<td>-37%</td>
</tr>
<tr>
<td>Calls Abandoned</td>
<td>1,235</td>
<td>2,310</td>
<td>1,165</td>
<td>-50%</td>
</tr>
<tr>
<td>Calls Answered</td>
<td>10,118</td>
<td>14,087</td>
<td>9,101</td>
<td>-35%</td>
</tr>
<tr>
<td>Calls Answered and Ticketed</td>
<td>1,644</td>
<td>2,865</td>
<td>1,858</td>
<td>-35%</td>
</tr>
</tbody>
</table>

¹ As of FY2012 data excludes non-HSLIC managed service desks, and includes both Service Point and Help Desk calls.

Figure 11: Top 10 Incidents
Figure 12: Top 10 Service Requests

![Top 10 Service Requests](image)

Table 22: Application Development and Website Support

<table>
<thead>
<tr>
<th>Category</th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications in Production Developed</td>
<td>50</td>
<td>50</td>
<td>47</td>
<td>-6%</td>
</tr>
<tr>
<td>In-house</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applications in Production Supported</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>0%</td>
</tr>
<tr>
<td>(but developed by HSLIC)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Departmental Websites Hosted¹</td>
<td>470</td>
<td>470</td>
<td>Unavailable</td>
<td>NA</td>
</tr>
<tr>
<td>Departmental Domains Hosted¹</td>
<td>Unavailable</td>
<td>Unavailable</td>
<td>35</td>
<td>NA</td>
</tr>
</tbody>
</table>

¹ As of FY2012-2013, it is no longer possible to count the number of HSC departmental websites hosted due to provisioning limitations in the new web content management system. HSLIC has therefore moved to counting departmental domain names hosted.

Table 23: Top Web Pages within the HSC Website in FY 2013 (ranked by number of page views¹)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Page</th>
<th>Views</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>LoboCare Page Displayed in MyUNM</td>
<td>1,971,905</td>
</tr>
<tr>
<td>2.</td>
<td>GroupWise Web Access</td>
<td>1,803,920</td>
</tr>
<tr>
<td>3.</td>
<td>Find a Doctor (individual provider pages)</td>
<td>1,546,470</td>
</tr>
<tr>
<td>4.</td>
<td>HSC Home Page</td>
<td>725,557</td>
</tr>
<tr>
<td>5.</td>
<td>HSLIC Home Page</td>
<td>670,988</td>
</tr>
<tr>
<td>6.</td>
<td>HSC Calendar</td>
<td>312,889</td>
</tr>
<tr>
<td>7.</td>
<td>Biodmedic Research Education Programs Home Page</td>
<td>183,001</td>
</tr>
<tr>
<td>8.</td>
<td>College of Pharmacy Directory</td>
<td>167,608</td>
</tr>
<tr>
<td>9.</td>
<td>College of Nursing Home Page</td>
<td>162,952</td>
</tr>
<tr>
<td>10.</td>
<td>HSLIC Library Search Page</td>
<td>137,355</td>
</tr>
</tbody>
</table>

¹ A view is when a browser (Internet Explorer, for example) requests a web page from a server. This is the best way to measure web traffic because it is an actual count of how many web pages on our site were requested.

Table 24: Home Page Views on Academic Sites

<table>
<thead>
<tr>
<th>Academic Site</th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSC</td>
<td>1,712,004</td>
<td>1,060,161</td>
<td>725,557</td>
<td>-32%</td>
</tr>
<tr>
<td>HSLIC Home Page</td>
<td>975,611</td>
<td>908,158</td>
<td>670,988</td>
<td>-26%</td>
</tr>
<tr>
<td>College of Nursing</td>
<td>182,349</td>
<td>144,897</td>
<td>162,952</td>
<td>12%</td>
</tr>
<tr>
<td>College of Pharmacy</td>
<td>108,896</td>
<td>116,790</td>
<td>108,262</td>
<td>-7%</td>
</tr>
<tr>
<td>School of Medicine</td>
<td>176,119</td>
<td>151,042</td>
<td>135,494</td>
<td>-10%</td>
</tr>
</tbody>
</table>
Table 25: HSC Mobile Site

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
<th>2011/2012</th>
<th>2012/2013</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSC Mobile Site Views</td>
<td>43,019</td>
<td>61,715</td>
<td>102,775</td>
<td>67%</td>
</tr>
<tr>
<td>HSC Mobile Site visits</td>
<td>20,081</td>
<td>34,893</td>
<td>57,170</td>
<td>64%</td>
</tr>
</tbody>
</table>

Figure 13: 2012/2013 HSC Website Page Views from On-Campus and Off-Campus Locations

![Pie chart showing 35% On Campus and 65% Off Campus]

Figure 14: HSC Website Page Views (All Sites) – 4-Year Comparison

![Bar chart showing page views from 2009-2010 to 2012-2013]

34,000,000 36,000,000 38,000,000 40,000,000 42,000,000 44,000,000

34,000,000 36,000,000 38,000,000 40,000,000 42,000,000 44,000,000

2009-2010 2010-2011 2011-2012 2012-2013
**Frequently Requested Statistics**

<table>
<thead>
<tr>
<th></th>
<th>10 Years Ago</th>
<th>5 Years Ago</th>
<th>2011/12</th>
<th>2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Volume Holdings</strong></td>
<td>179,786</td>
<td>154,208</td>
<td>139,930</td>
<td>140,671</td>
</tr>
<tr>
<td><strong>Print Serial Subscriptions</strong></td>
<td>1,379</td>
<td>92</td>
<td>36</td>
<td>32</td>
</tr>
<tr>
<td><strong>Electronic Serials Subscriptions</strong></td>
<td>680</td>
<td>2,107</td>
<td>1,807</td>
<td>2,309</td>
</tr>
<tr>
<td><strong>Total Serials Subscriptions</strong></td>
<td>2,059</td>
<td>2,211</td>
<td>1,843</td>
<td>2,344</td>
</tr>
<tr>
<td><strong>Number of Databases</strong></td>
<td>79</td>
<td>148</td>
<td>162</td>
<td>110</td>
</tr>
<tr>
<td><strong>Amount Spent by Consortia</strong></td>
<td>$10,905</td>
<td>$185,858</td>
<td>$258,710</td>
<td>$342,779</td>
</tr>
<tr>
<td><strong>Total Collection Expenditures Excluding Binding &amp; ILL</strong></td>
<td>$866,677</td>
<td>$1,009,294</td>
<td>$1,451,403</td>
<td>$1,501,604</td>
</tr>
<tr>
<td><strong>Gate Count</strong></td>
<td>314,068</td>
<td>231,482</td>
<td>200,104</td>
<td>190,826</td>
</tr>
<tr>
<td><strong>Use of Library Materials (Print, Reserve, Media, Both In-Library and External Circulations)</strong></td>
<td>123,614</td>
<td>22,457</td>
<td>17,793</td>
<td>18,576</td>
</tr>
<tr>
<td><strong>Use of Electronic Resources, Including Databases</strong></td>
<td>1,251,973</td>
<td>6,138,949</td>
<td>1,977,201</td>
<td>2,044,215</td>
</tr>
<tr>
<td><strong>Total Reference Transactions, Including Literature Searches</strong></td>
<td>16,320</td>
<td>7,165</td>
<td>6,979</td>
<td>7,235</td>
</tr>
<tr>
<td><strong>Interlibrary Borrowing</strong></td>
<td>4,394</td>
<td>2,029</td>
<td>1,255</td>
<td>1,514</td>
</tr>
<tr>
<td><strong>Interlibrary Lending</strong></td>
<td>3,439</td>
<td>2,245</td>
<td>804</td>
<td>838</td>
</tr>
<tr>
<td><strong>Items Copied for Patrons</strong></td>
<td>2,067</td>
<td>721</td>
<td>265</td>
<td>213</td>
</tr>
<tr>
<td><strong>Library Presentations to Groups, Including Orientations &amp; Tours</strong></td>
<td>370</td>
<td>564</td>
<td>814</td>
<td>561</td>
</tr>
<tr>
<td><strong>Participants in Library Presentations</strong></td>
<td>4,214</td>
<td>7,379</td>
<td>6,415</td>
<td>5,386</td>
</tr>
<tr>
<td><strong>Service Point Requests (Documented)</strong></td>
<td>7,700</td>
<td>2,955</td>
<td>7,543</td>
<td>9,508</td>
</tr>
<tr>
<td><strong>HSC Website Page Views</strong></td>
<td>8.5M</td>
<td>20M</td>
<td>39.6M</td>
<td>38.5M</td>
</tr>
<tr>
<td><strong>HSC Departmental Domains Hosted</strong></td>
<td>NA</td>
<td>NA</td>
<td>Unavailable</td>
<td>35</td>
</tr>
<tr>
<td><strong>HSLIC Home Page Views</strong></td>
<td>895,283</td>
<td>1.9M</td>
<td>908,158</td>
<td>670,988</td>
</tr>
<tr>
<td><strong>Publicly Accessible Computers (Inside Library)</strong></td>
<td>69</td>
<td>73</td>
<td>56</td>
<td>56</td>
</tr>
<tr>
<td><strong>Public Seating</strong></td>
<td>313</td>
<td>336</td>
<td>371</td>
<td>366</td>
</tr>
<tr>
<td><strong>Number of Group Study Rooms</strong></td>
<td>6</td>
<td>5</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td><strong>Number of Square Feet in Library</strong></td>
<td>44,171</td>
<td>44,171</td>
<td>44,171</td>
<td>44,171</td>
</tr>
<tr>
<td><strong>Total FTE</strong></td>
<td>67</td>
<td>77.64</td>
<td>62.13</td>
<td>58.3</td>
</tr>
<tr>
<td><strong>Service Hours per Week</strong></td>
<td>93.5</td>
<td>94.5</td>
<td>94.5</td>
<td>94.5</td>
</tr>
</tbody>
</table>

1 Prior to 2007/08, 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 Prior to 2009/10, web statistics were limited by the reporting tool, and total visits to HSLIC incomplete.