# Table of Contents

## Mission and Vision Statements

## Executive Summary

## Organizational Charts

## Unit Accomplishments

### Administrative Services
- Business Services 12
- Biomedical Informatics Research, Training and Scholarship 13
- Information Security 14
- Planning Office 15
- Privacy Office 16

### Library and Education Services
- Distance Services 17
- Evidence Based, Translational Sciences, and E-Scholarship Collaboration 18
- Learning Design Center 19
- Reference & User Support Services 20
- Resource Access & Delivery 21

### Technology Support
- Emerging Technologies 22
- Information Systems 23
- User Support Services 24
- Web and Applications Development 25

## Sponsored Research
- ARRA – State Fiscal Stabilization Fund Program 26
- Biospecimen Contributing Institutions for Research Studies in Cancer Tissue Pre-Analytical Variables 27
- Domenici Education Center – Phase III 27
- Expanding the Health Information Network in New Mexico - Resource Library Outreach Subcontract 27
- The Frontera Collaboration: Promoting Evidence-Based Practice in the US-Mexico Border Region 27
- Impact of an Ethnically Diverse, Web-based Case File in Orthodontic Education 27
- Scholarly Communication in Translational Research: Emerging Roles of Librarians 28
- Sustaining the Health Information Network in New Mexico – Resource Library Outreach Subcontract 28
- University of New Mexico Cancer Center Support Grant 28

## Appendices
- Endowments 29
- Memorial Gifts 30
- Serial Titles Cancelled 2010-2011 30
- New Serial Subscriptions 2010-2011 32
- Employee Development and Continuing Education Activities 31
- Employee Committee and Service (External to HSLIC) 39
- Faculty Publications 45
- Presentations, Exhibits, and Demonstrations 46
- In-Services July 2010 through June 2011 53
- Library Hours 2010-2011 53
- 2011-Staff Appreciation and Awards 54
- Health Sciences Library and Informatics Center Staff Roster 2010-2011 54
STATISTICS 57

ADMINISTRATIVE SERVICES 58
Table 1: HSLIC Personnel 58
Table 2: Privacy Office HIPAA Education Sessions 58

LIBRARY AND EDUCATION SERVICES 58
Table 3: Training Courses 58
Table 4: HSC Outreach Courses 58
Table 5: Instructional Programs/Orientations 59
Table 6: Distance Services Training 59
Table 7: Total Instructional Services 59
Table 8: HSLIC Sponsored Lectures 59
Table 9: Size of General Collection (Titles) 60
Table 10: Size of General Collection (Volumes) 60
Table 11: Changes to the General Collection 61
Table 12: Special Collections Summary Table 61
Table 13: Library Database Digitalization Activities 61
Table 14: Collection Development (General Expenditures – Dollars) 62
Figure 1: Collection Development (General Expenditures – Percentages) 62
Table 15: Resource Use – Interlibrary Loan/Document Delivery Summary 62
Figure 2: Interlibrary Loan/Document Trends 62
Table 16: Use of Library 63
Figure 3: Checkouts by User Groups 63
Table 17: Use of Electronic Collection 63
Table 18: Number of Mediated Searches and Reference Questions 64
Figure 4: Usage of the Domenici Center for Health Sciences Education 65

TECHNOLOGY SUPPORT 64
Figure 5: HSLIC Storage Capacity in Terabytes 64
Figure 6: Security Patches and Updates Using Windows Server Update System 65
Figure 7: HSC Net ID Account Requests 65
Figure 8: HSC Database Managed by HSLIC 65
Table 19: Lecture Capture (Video-on-Demand) 66
Table 20: HSC Microsoft® SharePoint® Installation 66
Table 21: Help Desk 66
Figure 9: Help Desk Call Volume 66
Table 22: Application Development and Web Site Support 66
Table 23: Top Web Pages within the HSC Web Site in FY 2011 67
Table 24: Home Page Views on Academic Sites 67
Table 25: HSC Mobile Site 67
Figure 10: 2009/2010 HSC Web Site Page Views from On Campus and Off Campus Locations 67
Figure 11: HSC Web Site Page Views – 4-Year Comparison 67

FREQUENTLY REQUESTED STATISTICS 68

CREDITS
Editor & Statistics  
Sally Bowler-Hill
Production Assistant  
Lisa C. Romero
HSLIC MISSION STATEMENT

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

HSLIC VISION STATEMENT

“Through commitment to the expertise of multidisciplinary teams, the UNM Health Sciences Library and Informatics Center employees create innovative, high quality solutions to complex information and technology challenges. These solutions provide the means for answering the most important questions of human health.”
EXECUTIVE SUMMARY
Holly Shipp Buchanan, MLn, MBA, EdD, Chief Information Officer, Administration and Academic Systems, and HSLIC Executive Director
Brian Bunnett, MLS, MA, Director, Library and Education Services
Owen Ellard, MALS, MA, Director, Technology Support Services
Philip Kroth, MD, MS, Director, Biomedical Informatics Research, Training and Scholarship

In fiscal year 2010-2011 (FY2011), the Health Sciences Library and Informatics Center (HSLIC) re-engineered challenges into opportunities in order to provide stability in the present, and to position the organization to meet the future needs of the University of New Mexico Health Sciences Center (UNM HSC).

Education
HSLIC continued to manage the three buildings of the Domenici Center for Health Sciences Education. HSLIC’s Executive Director, Holly Shipp Buchanan, EdD, is the principal investigator of a $3.5 million award from the Health Services Research Administration (HRSA) to help fund the classroom phase of the Center. In November 2010, New Mexico voters did not approve the capital outlay request that included funding for this project, and subsequent attempts to secure funding from the New Mexico legislature were also unsuccessful. Dr. Buchanan led an effort to change the scope of the HRSA award to renovate fifteen underutilized HSC classrooms and construct four new classrooms for the Emergency Medical Services Academy in a space recently vacated by the Office of the Medical Investigator. This plan, approved shortly after the close of the fiscal year, will ease the HSC’s classroom shortage by providing state-of-the-art technology in classrooms previously considered unusable for HSC curricular needs.

HSLIC also met the increased demand for collaborative student study space by constructing the Collaboratory, a 1,600 square foot suite of study rooms, on its third floor. This modular suite increases the number of student study rooms in HSLIC from five to eight. Rooms are equipped with LCD panels to facilitate collaborative work. One room includes a “smart” board, allowing collaboration through an intuitive, physical interface.

Research
To continue its support of the UNM Clinical and Translational Sciences Center (CTSC), HSLIC established a Evidence Based, Translational Sciences, and E-Scholarship Collaboration unit. Unit faculty provide research consultations, teach in the clinical research graduate program, and participate in the CTSC’s decision making groups. This new unit will also become the focal point for HSLIC’s continuing work in the area of e-scholarship, including growing the UNM eScholar Innovation Center (eSIC) in partnership with University Libraries and the Law Library. The vision of eSIC is to be an advocate within the UNM community for e-scholarship and to support the transition from print to digital publishing by providing specialized facilities, applications, online research collaboration, shared data sets, and open access scholarship. HSLIC faculty member Jonathan Eldredge, MLS, PhD, coordinates this unit and has demonstrated HSLIC’s commitment to a national leadership role in this area by establishing and serving as the head of a new Translational Sciences Collaboration group within the Medical Library Association.

Clinical/Service
In FY2011, HSLIC made significant strides in providing service to the HSC and New Mexico health care communities. In September 2010, Philip Kroth, MD, MS was named one of three Associate Chief Medical Information Officers at UNM Hospitals (UNMH). His role focuses on supporting UNMH’s electronic health record system in ambulatory care settings as well as participating in developing and supporting this system for research and quality control. As director of HSLIC’s Biomedical Informatics Research Fellowship Program, Dr. Kroth will seek opportunities for future fellows to gain valuable hands-on experience working with UNMH’s electronic medical record system.

HSLIC curated a number of exhibits highlighting various health care related topics, including a traveling exhibit from the National Institutes of Health (NIH), National Library of Medicine (NLM) called “Opening Doors: Contemporary African American Academic Surgeons.” A three-part lecture
and panel discussion series, scheduled in tandem with the second meeting of the New Mexico African American Healthcare Professionals Alliance, discussed social determinants in health and featured speakers from the UNM HSC and main campus.

HSLIC’s Distance Services unit hosted a conference in July 2010 in Gallup, New Mexico, designed to improve access to information resources and services to Native Americans in the Four Corners region. This conference continued the Tribal Connections Four Corners (TC4C) collaboration with academic health sciences libraries in Arizona, Colorado, and Utah to plan future work with Native American populations.

**Technology**

Mobile devices are an increasing part of the technology landscape at the UNM HSC. In FY2011, HSLIC launched Novell’s® GroupWise® mobility service to improve access to e-mail and calendaring on mobile devices and expanded user support to assist faculty, staff and students in configuring their devices to access the service. So far, users have connected 550 devices to this new service. In partnership with UNM Hospitals’ IT Department (UNMH IT), HSLIC also led an initiative to implement an “opt-in” tool for sending secure e-mail outside of the HSC GroupWise e-mail system. Among other benefits, secure e-mail enables health care providers to safely communicate protected health information with patients and external colleagues.

As part of a regent’s goal, HSLIC was asked to design and facilitate a retreat for UNM HSC Executive Leadership to develop a vision for how technology will change the work of the HSC by the year 2020. Throughout the first half of FY2011, HSLIC personnel refined the concepts brought forward at the retreat by leading participants through a Delphi study and soliciting feedback from other HSC groups. HSLIC senior managers used this narrative vision, which UNM HSC leadership approved in December 2010, to update HSLIC’s strategic plan, incorporating initiatives in the areas of data curation, educational technologies, mobile technologies, and enhancing ease-of-use of the services HSLIC provides. HSLIC’s senior managers will continue to refine these new initiatives in FY2012.

**Administration**

One of HSLIC’s strategic planning initiatives over the next two years is to improve relationships with its customers by achieving a higher level of coordination across units within the organization. To this end, in FY2011 HSLIC personnel began a series of projects to implement an organization-wide customer relationship management (CRM) program. HSLIC engaged consultants from UNM Continuing Education to undertake a comprehensive assessment of HSLIC’s customer service practices. This assessment was comprised of an internal survey, focus groups, observations of customer interactions, and an assessment of external feedback about HSLIC’s services, including the results of the national Merged Information Services Organization (MISO) survey HSLIC administered to UNM HSC faculty, staff and students in February 2011.

FY2011 work on the CRM initiative resulted in a new library Envoy program. Replacing the old liaison program, the goal of the Envoy program is to establish more long-term, collaborative relationships with HSC departments. HSLIC also partnered with UNM Information Technology (IT) and UNMH IT to plan the implementation of a new IT service management toolkit, branded “Help.UNM.” This will replace HSLIC’s current HEAT help desk system and is scheduled to go online early in FY2012. Help.UNM is based on industry best practices for delivering IT services and expands HSLIC’s capabilities by providing tools for service requests, incident management, and portfolio management.

Finally, HSLIC leadership turned the challenge of three consecutive years of semi-annual budget rescissions, as well as attrition within the organization, into an opportunity to make several strategic organizational changes. Among these was a CRM initiative to merge HSLIC’s two service desks into one Service Point, staffed by a new unit, User Support and Assistance. This unit is made up of IT and library personnel who will provide Tier 1 support for HSLIC’s library and technology services as well as support for the day-to-day operations of Domenici Center. HSLIC personnel planned for this consolidation throughout FY2011, and the Service Point officially started July 1, 2011. While this and other organizational changes were brought about by fiscal challenges, HSLIC’s new organizational structure will enable it to continue to evolve to meet the UNM HSC’s developing information services needs in the second decade of the 21st century.
UNIT ACCOMPLISHMENTS
Business Services worked to re-engineer challenges into opportunities throughout HSLIC. These efforts resulted in improved efficiency, effectiveness, and savings in time, resources and dollars.

**Accounting**
In conjunction with Administration, the Accounting Office worked to establish internal procedures for sponsored project management. Beginning at the pre-award stage through final closeout/reconciliation, each unit now knows what their responsibilities are, which has improved HSLIC’s sponsored project management process. During the spring Accounting began processing the Resource and Access Delivery (RAD) invoices for Document Delivery and Interlibrary Loan services. This change in the workflow improved customer service for clients by making the Accounting Office the central point for all invoice inquiries, improving the payment collection process.

**Administration**
In collaboration with the HSLIC Disaster Team, Administration revised, re-organized, and re-compiled the HSLIC Area Emergency Plan. The original plan was implemented in March 2008, and this revised edition incorporates comprehensive modifications within HSLIC along with new campus policies and strategies.

An integral part of Administration’s supporting role in HSLIC is to provide excellent customer service. In order to continue to improve customer service, staff took a customer service class and designed a new method for greeting and assisting visitors within the Administrative Suite. Through these efforts, they took the opportunity to build customer trust through consistency, availability, and reliability.

During FY2011 HSLIC had three retirements, seven resignations and recruited five positions to fill vacancies. Administration also participated on the HSC Mentorship Planning Committee and helped to establish a new HSC Mentoring program for HSC staff.

**Facilities**
Since the hiring of a new Facilities Services Manager in the first half of 2011, the HSLIC Facilities Unit has taken a proactive approach to issues by opening new dialogs with stakeholders, identifying the most pressing operational constraints, and working to turn those challenges into opportunities. Working collaboratively with HSLIC internal users, the Facilities Unit developed a new supply chain process. After performing a process audit, a check-out procedure was implemented, which enables users to have better control of their productivity by ordering or checking out supplies much more quickly while helping HSLIC control its overall supply costs. Working collaboratively with HSLIC units, Facilities discovered an opportunity to improve the inventory process and significantly decrease the number of unlocated assets. They reengineered and improved the HSLIC annual asset inventory process, complete with a plan for implementation, providing HSLIC with a clear procedure to follow for future activities involving tagged items.

**Interprofessional Healthcare Simulation Center (IHSC)**
A Program Specialist was hired for the IHSC in August 2010, but departed before year’s end, in May 2011. During this time, crucial procedures and policies were implemented to ensure smooth running of the facility, including a procedure and training for using the monitor room and updates to the Access Policy. After encouraging the three colleges/schools to standardize their data in the HSC’s scheduling system, statistics and reports were generated to show the utilization of space in the IHSC. This information has been helpful for the IHSC Advisory Committee in their meetings and presentation to HSC leadership.
BIOMEDICAL INFORMATICS RESEARCH, TRAINING AND SCHOLARSHIP (BioMIRTS)
Philip Kroth, MD, MS, Director, Biomedical Informatics Research, Training and Scholarship

Academic
Orthodontics Collection Database Project: In collaboration with UNM’s Maxwell Museum of Anthropology, HSLIC continued to provide IT and informatics support for the NIH funded project entitled The Impact of an Ethnically Diverse, Web-based Case File in Orthodontic Education. The project team received approval for a no cost extension to support student data entry activities one year beyond the original September 15, 2010 end date. The extra time was needed because the investigator team decided to include more photos and discrete patient data than was included in the original grant proposal. The group has also submitted a formal proposal to a national biomedical terminology standards organization (LOINC), requesting standardized terms for 88 of the cephalometric measurements taken from the X-ray images in the collection. The LOINC Clinical Committee approved the proposal without changes and included the new terms in LOINC V2.36 released July 7, 2011. Two manuscripts were submitted for publication in the peer reviewed literature on this work.

National NIH-Funded Conference: The BioMIRTS director was the PI on a NLM conference grant awarded to support a national meeting, held on March 11-12, 2010, to share best practices on the promotion of open-access publication amongst translational investigators. This year, the investigators’ group received a no cost extension of this grant to use some of the remaining funds to produce an abbreviated, one-day version, or “mini-conference,” at the South Central Chapter of the Medical Library Association Meeting in Austin, TX on October 17, 2011. The mini-conference received excellent ratings. The group also funded a trip to the Sixth Evidence Based Library and Information Practice Conference at the University of Salford in the United Kingdom, June 28-30th. The group’s poster was awarded “Best Poster” by the conference’s program committee.

Service Partnerships
Clinical and Translational Science Center (CTSC): This year marked the completion of the fifth class of students in the BMI courses HSLIC provides in support of the UNM CTSC’s Masters of Science in Clinical Research Program.

UNMH Associate Chief Medical Information Officer (ACMIO): In September of 2010, the BioMIRTS Director was appointed one of three part time ACMIOs for UNMH, reporting to the CMIO, and focusing on support of the electronic medical record system in the ambulatory venue.

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

UNM Human Tissue Repository and Experimental Pathology Laboratory: The HTR was awarded a five year contract to collect biospecimen for a National Cancer Institute project. The BioMIRTS director was funded part-time to act as the project’s “Biomedical Informatics and Quality Control Consultant” at UNM.

UNM SOM BA/MD Program: This year, the BioMIRTS director was funded to act as a part-time “Biomedical Informatics Consultant, Educator, and Mentor” on a five-year grant supporting the BA/MD Program from the ARRA-State Fiscal Stabilization Fund Program.

Phil Kroth and Jon Eldredge in front of award winning poster, Sixth Evidence Based Library and Information Practice Conference, University of Salford.
On July 1, 2010 HSLIC leadership acted on recommendations by UNM HSC leadership to increase staff resources for the Information Security Officer (ISO) role (also known as the HIPAA Security Officer), from half-time to a full time position. Making this change was a significant adjustment, as operational IT security became separated from the ISO role.

These developments reflect the HITECH Act, which went into effect on August 18, 2009. HITECH notification requirements, which require reporting all breaches and require breaches of more than 500 records be reported to a major media outlet, directly affect the UNM HSC. In response, the UNM HSC initiated a full review of its information security policies, procedures and practices. One of the recommendations from this review led to the creation of two new policies: Security and Management of HSC IT Resources and Security of HSC Electronic Information. Additionally, and as part the regular review process, the fifty existing UNM HSC information security policies are being consolidated into only ten policies.

In order to maintain acceptable levels of security throughout the UNM HSC, the new HSC ISO role needed to leverage resources to manage the requirements for securing information assets and complying with regulations. Resources that support regulatory compliance include the HSC IT Security Council and the HSC Executive Compliance Committee. Asset management, as defined by the International Organization for Standardization (ISO) and by the International Electrotechnical Commission ISO/IEC standard 27002 (IT security techniques and code of practice for information security management) continues to be a priority focus for these efforts.

To enhance and align the UNM HSC efforts with best practices and international standards, the HSC ISO enrolled in the Certified Information Security Manager (CISM) certification program to enhance his existing credentials. The Information Systems Audit and Control Association (ISACA) developed the CISM certification for seasoned managers in the field of Information Security. The management-focused CISM is a unique certification for individuals who design, build and manage enterprise information security programs. This certification emphasizes proficiency relevant to risk and security management with a focus on technical, assessment, and design criteria. In June of 2011 the HSC ISO successfully completed the exam for the CISM.

Finally, core information security initiatives and objectives are now being advanced at the UNM HSC through the re-engineering of the Information Security Program. Ever-present security challenges are being addressed with an enhanced level of structural support and a new sense of opportunity that comes from the proper alignment of roles, separation of duties, and a balanced approach to business objectives. In addition to raising security awareness through the creation of a program that informs workforce members of risks and safe practices, a series of infrastructure objectives are being developed to ensure that IT security objectives align with UNM HSC business objectives. These include: defining the UNM HSC’s information security architecture, establishing an HSC Information Security Program, and building a formal HSC Information Security Action Plan to enable UNM HSC business objectives while ensuring data privacy, data integrity and the availability of information assets.
In FY2011, the Planning Office led initiatives that leveraged opportunities and re-engineered old challenges.

HSC Executive Leadership Technology Retreat
On June 29, 2010, the Planning Office facilitated a half-day retreat for UNM HSC Executive Leadership to envision how technology will change the way we work at the across all mission areas by the year 2020. The retreat was followed by two consecutive rounds of Delphi surveys to refine the predictions participants developed about forecasted technological changes to education, biomedical research, and healthcare delivery. Planning Office staff members compiled the predictions into a narrative that the UNM HSC Executive Council approved in December 2010.

As a follow-up to the work with UNM HSC leadership, the Planning Office held a retreat for HSLIC senior managers using this narrative to develop new objectives for the HSLIC strategic plan. The revised plan for FY11 – FY14 includes new initiatives for business continuity, data curation, educational development, mobile technologies and improving the ease of use of HSLIC-delivered services.

HSC TV
HSC TV continued its successful run in FY2011, producing forty-seven new videos and other multimedia projects. Videos about the UNM HSC’s educational programs, including overviews of the Physician Assistant and Dental Hygiene programs, continued to draw the most viewers. Other popular stories included Camp Rising Sun’s adolescent program, UNM’s Mountain Medicine program, and UNMH’s Arts in Medicine program, which featured the band “Q Tango.” The number of subscribers to HSC TV’s YouTube™ channel nearly doubled this fiscal year from sixty-one to 120. HSC TV videos on YouTube received over 59,000 views in FY2011, bringing the total number of views since the channel’s inception in September 2009 to 93,678.

MISO Survey
In February, the Planning Office and HSLIC’s Evaluation Team administered the Merged Information Services Organization (MISO) customer satisfaction survey to a randomly selected group of HSC faculty, staff and students. The MISO Survey is a web-based quantitative survey developed for higher education institutions with merged library and IT organizations, which measures how their faculty, staff and students view library and computing services. The survey administration was very successful, yielding a 36% overall response rate, with a 42% response from faculty; the greatest response HSLIC has ever received from a customer satisfaction survey. Satisfaction with HSLIC’s services was positive overall, and the survey provided a wealth of information about the use, importance and satisfaction of a wide variety of services. As of the close of the fiscal year, the HSLIC Evaluation Team was comparing HSLIC’s results with those from the other participating institutions.

HSC IT Major Problem Reviews
Finally, in an effort to find opportunity in challenges, the Planning Office led an effort to implement IT major problem reviews at the UNM HSC. With the support of directors from HSLIC and UNMH IT, Planning Office staff implemented a review process for IT incidents adapted from UNM IT’s successful P-1 review process. Both processes have their roots in the Information Technology Infrastructure Library (ITIL), an industry best practice for IT service delivery and process improvement. A compendium HSC IT Major Problem Review Procedure was approved in December by the UNM HSC legal counsel and the chair of the HSC Executive Compliance Committee. The new process has been implemented at HSLIC and UNMH IT for reviewing major service interruptions, including incidents with regulatory and security implications.

Entering FY2012, there are new changes to UNM HSC IT leadership and governance that will affect the work of the HSLIC Planning Office. However, with those changes, new opportunities for the unit to improve processes at HSLIC and the HSC will arise.
Privacy and confidentiality of every individual’s health information remains the top priority of the UNM HSC Privacy Office. In accordance with the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and recent enactment of the Health Information Technology for Economic and Clinical Health (“HITECH”) Act, the Privacy Office provided numerous consultations to workforce members, responded to many requests for information, and reviewed and responded to individual health information privacy complaints (Privacy Office “matters”). These matters included HIPAA compliance reviews, privacy surveillance, and proactive monitoring of use and disclosure of health information.

During fiscal years 2006 through 2011, the Privacy Office has addressed over 1,800 HIPAA and HITECH-related matters and provided in-person educational sessions to almost 3,300 individuals. Of these Privacy Office matters during the past five (5) years, 108 have comprised health information privacy complaints, with a finding of 72% of these complaints showing workforce member compliance with HIPAA and no privacy issue.

During FY2011, the Privacy Office addressed 388 matters, provided eighteen separate in-person HIPAA education sessions, and responded to seventeen health information privacy complaints. Although, less than 2% of these complaints raised a privacy issue, the Privacy Office constantly strives for 100% compliance and adherence to HIPAA and HITECH.

As health information privacy laws and regulations have continued to evolve, the Privacy Office has responded to these changes. It has maintained ongoing education of workforce members, provided consultation about these changes to other privacy professionals, and made a timely and concerted effort to give guidance with respect to these continual amendments and additions within the privacy of the health information arena. The Privacy Office’s consistent interaction with workforce members during FY2011 found respect for individual privacy and a desire to adhere to the mandates of HIPAA and HITECH.

Distance Services and Native American Health Information Services provide health information outreach to community members such as healthcare providers, public health workers, schools, libraries, and members of the public. This year was marked by some expected endings as well as unexpected challenges, both of which offered opportunities for new beginnings.

**County Health Council Training**
As a follow-up to health information needs assessments conducted with County Health Councils (CHCs) throughout New Mexico in 2008, nine of the original fourteen CHCs who expressed interest were able to receive training on authoritative, freely-available health information resources. The training topics included health information literacy, consumer health information resources, and health disparities. This training was carried out despite the fact that the New Mexico Department of Health eliminated funding to all CHCs this fiscal year.

**Frontera Collaboration**
As part of the Frontera Collaboration project, in which health sciences librarians supported the US-Mexico Border Health Commission’s efforts to promote on evidence-based practice among clinicians and public health personnel in the US-Mexico border-states, HSLIC completed an eighteen-month subcontract allowing for the exploration, planning, and piloting of some initial training through April 2011.

**Hospital Interviews**
In preparation for future outreach with health care providers in New Mexico, HSLIC built on the hospital network established by the HSC Office for Community Health by conducting interviews with seven hospital administrators throughout New Mexico to determine their current health information resources and needs.

**Native Health Database**
NAHIS continued to collaborate with the HSC Center for Native American Health to provide support and training in Native American health information to schools and other group. This often provided opportunities to highlight the Native Health Database (NHD), HSLIC’s home-grown product for providing one-stop Native American health information. As a result of changes to Indian Health Service funding, HSLIC’s document delivery service, which provided free access to documents indexed in the NHD, was discontinued in December 2010. However, this funding challenge spawned an investigation into the feasibility of digitizing documents to make them available via the NHD and Internet search engines as searchable Adobe® Acrobat® (.pdf) files.

**Tribal Connections Four Corners (TC4C)**
TC4C is a five-year collaboration between health sciences libraries in Arizona, Colorado, New Mexico, and Utah to enhance access to current and reliable information for healthcare providers who serve tribal members and their communities. As part of the Community Partners Project, HSLIC established and continues a partnership with the Gallup Indian Medical Center. With the ending of the five-year contract in late July 2010, project collaborators and community representatives came together in Gallup to plan for future work with Native American populations in the Four Corners states.

Internal changes at HSLIC have resulted in reorganization. HSLIC’s 2011 – 2012 annual outreach subcontract will focus on sustaining relationships in the community despite economic challenges, using a distributed model with numerous HSLIC faculty participating in community outreach.
Evidence Based, Translational Sciences, and E-Scholarship Collaboration

Jon Eldredge, MLS, PhD, Coordinator

Many in the health sciences define effective practice by how well professionals utilize the best evidence in their decision making. Evidence-Based Practice (EBP) focuses its efforts upon extracting appropriate evidence from the knowledge base, whereas the translational sciences ensure the effective transfer of scientific evidence to practitioners. EBP analogously then “pulls” evidence from the scientific realms, whereas the translational sciences “push” scientific evidence from the other direction into the realm of practice. E-scholarship (ESC) seeks to facilitate efficient communication of evidence through open-access publishing. EBP, translational sciences and ESC seek to benefit society through better clinical care.

Evidence Based Practice (EBP)

This new unit continued to build on the long-term effort to train health sciences students and future practitioners in EBP skills. The EBP process consists of the question formulation, evidence searching, critical appraisal, and decision making phases. The unit concentrates on training for the first two steps while including aspects of the third and fourth steps for all medical school, physician assistant, clinical research, and public health graduate students.

Two important breakthroughs occurred for EBP during FY2011. First, the unit Coordinator designed and launched a new, three-year Evidence Based Practice co-taught credit course as part of the Public Health Certificate for all medical students. While this new course re-engineered nearly identical curricular elements already existing in the medical school curriculum, the credit course and certificate context dramatically increased student incentives to embrace EBP. Secondly, the unit Coordinator successfully co-taught a required Principles of Public Health course that re-engineered informatics and EBP knowledge and skills previously taught in the MPH Theory & Practice course. This new course’s research-centered content prompted a strong motivation among students to learn these EBP skills.

Translational Sciences

This new unit concentrated its efforts on providing collaborative guidance and dialogue with the newly NIH-funded UNM Clinical and Translational Sciences Center (CTSC). This partnership consisted of re-engineering more traditional library faculty offerings such as research consultations, teaching in the clinical research graduate program, and participation in decision making groups. The Coordinator expanded traditional boundaries by collaborating with a clinical team to design a challenging systematic review of the research literature. In addition, he provided extensive mentoring. The unit Coordinator also provided national level leadership by establishing and then serving as the head of a new Translational Sciences Collaboration group within the Medical Library Association.

E-Scholarship

Finally, this new unit participated in a campus-wide collaboration to re-engineer existing resources to overcome the challenges to e-scholarship at UNM. Using prior knowledge from his editorial positions at five open-access journals, the unit Coordinator promoted open access publishing through presentations at departmental faculty meetings, the Success in the Classroom Conference, the Open Source/Open Access Conference, and by working with individual faculty members with an interest in such publishing venues. He also advocated for LoboVault (UNM’s long-term institutional repository) and data stewardship in general, serving on the UNM E-Scholarship Committee to integrate these emerging resources into a virtual E-Scholarship Innovation Center. Finally, he co-authored an editorial on open-access publishing in the Journal of the Medical Library Association.
The Learning Design Center (LDC) was created in August 2005 to support HSC faculty members' use of educational technologies as well as to collaborate with HSC departments to develop online courses. This mission evolved, in the ensuing six years, to accommodate changes in both learning and instruction. During this time, the demand for educational technologies support continued to increase while the need for assistance from HSLIC in instructional design and online course development decreased precipitously.

Although the number of classes available through the UNM HSC’s various learning management systems is considerable, relatively few of these required significant modification from LDC staff members. A total of 24 online classes available via WebCT needed extensive reworking by the LDC. The comparable figures for the other learning management systems in use were 38 courses in Learning Central and 80 in Moodle.

In FY2011, the LDC collaborated on numerous projects with various HSC partners. Most prominent among these were:

- Maternal Intensive Care Unit curriculum - a series of modules on topics of interest to ICU residents, including acute respiratory distress, renal failure, antibiotics, atrial fibrillation, and coma.
- Campus Violence Awareness - modules examining campus violence: who commits it, warning signs, response strategies, and general safety tips.
- Crestron® system training videos - demonstrating use of the instructor control panel used in classrooms and meeting rooms in the Domenici Center.
- Quality Improvement and Practice Based Learning tutorials - providing examples of how practice based learning can be incorporated into quality improvement.
- Standardized patient evaluation model – introduction for standardized patients, including an interactive refresher on observing medical students/patient interactions using the New Mexico Clinical Communication Checklist. This training presents interactive video clip vignettes of medical student and patient encounters.
- Lecture capture implementation – continued expansion of lecture capture device use in high volume classrooms and auditoriums across the UNM HSC, allowing for the recording of classes, presentations, grand rounds, and public forums.

In order to provide better service where the demand is greatest, toward the end of the year the educational technologies support functions provided by the LDC were shifted, to the larger and more technically oriented User Support Services Unit within HSLIC. At the same time, the LDC’s course design and development responsibilities were absorbed by the Web and Applications Development Unit. This reorganization, which eliminates the LDC as a separate unit, is certain to result in improved levels of support where it is most needed. Thus, although the LDC has been disbanded, its services remain.
The past year held major changes for both the Reference and User Support Services (RUSS) unit and for HSLIC, as we worked through the challenges brought on by UNM budget concerns and by our commitment to customer service improvement. We engaged in planning for a major reorganization of RUSS and of the HSLIC public service desks; a task that entailed considerable staff input and planning.

Four staff from RUSS and three staff from the User Support Services unit were designated to form a new unit, supervised by the RUSS Coordinator, which will be created on July 1, 2011. This new unit is charged with planning and staffing a public service desk that combines the services of the old Information and Help Desks. This new unit is named “User Support & Assistance” (USA) and the new combined service desk it operates will be called the “Service Point.” As part of this effort, USA staff engaged with HSLIC Business Services to plan a remodel of the Help Desk area and three adjacent offices. RUSS staff will move from their present offices behind the Information Desk to join the other USA team members behind the current Help Desk during FY2012. Moreover, the reserve collection will be relocated across the lobby closer to the new Service Point desk, and RUSS staff worked to eliminate the Media Plaza collection in preparation for this move.

The USA staff commenced extensive cross-training and job shadowing in May and June to prepare for the new roles and engaged in considerable discussion on options for process improvements we can make. RUSS staff started learning about computer imaging, password restarts and mobile devices; Help Desk staff started learning about the library catalog, library databases, and opening and closing procedures.

This move will leave RUSS as an all-faculty unit. In addition to the above reorganization, HSLIC will dissolve the Distance Services unit July 1, 2011 and the Native and Distance Services Librarian will join the RUSS unit, providing another opportunity to meet a customer service challenge. This entailed additional planning to incorporate distance services into RUSS using a distributed model wherein HSLIC faculty will provide outreach activities in support of the National Network of Libraries of Medicine outreach subcontract. Additionally, with the creation of the USA unit, Jason Bengtson moved from the Information Services Librarian to the Emerging Technologies / R&D Librarian position in February, 2011.

Other areas of process improvement RUSS participated in included the completion of the Collaboratory, a suite of group study rooms on third floor; and one room in the Collaboratory received an Epson® BrightLink® “smart” projector that converts an ordinary whiteboard to a virtual one. HSLIC also introduced Apple® iPads®, upgraded the circulating laptops, and converted two individual study rooms from long-term loan to single-day checkout. The RUSS Coordinator assisted with an extensive rewrite of the HSLIC Area Emergency Plan, weeded and updated the reference collection, served on a campus-wide task force to revise the job descriptions of staff library positions, and served as site supervisor for a library science practicum student from the University of Wisconsin-Milwaukee. The RUSS Coordinator also continued to participate in developing a campus printing initiative. The elimination of free printing in the UNM IT student computer pods coupled with the $10 per semester printing credit for all UNM students led to public printing in HSLIC nearly doubling in FY2011, putting a strain on our supply budget.
RESOURCES, ACCESS & DELIVERY AND SPECIAL COLLECTIONS
Laura Hall, MFA, Interim Coordinator

This year has been marked by a great deal of change for the Resource Access & Delivery (RAD) and Special Collections units. In February the two units were combined into one, and Laura Hall was appointed interim coordinator for the unit. The staff and faculty of the newly combined unit have worked to integrate expertise and function as well as offer support when needed. However, for a large portion of FY2011, the units were separate, and this unit report reflects that separation in a number of initiatives listed below.

Projects
During the summer and fall months, the RAD unit worked closely with the Research Strategic Planning Committee Collection Sub-Committee to evaluate current journal needs, creating a User-Driven Evaluation Plan based on feedback from education, research, and clinical stakeholders. RAD met with representatives from each of these areas to further evaluate the different constituents’ needs and current journal selections.

Special Collections received a grant from the New Mexico Historical Records Advisory Board to process the Rural Health Survey, 1958-1962. (The granting cycle was July 2010 – June 2011.) The collection was fully processed, and received a number of inquiries from researchers.

Resources
In FY2011, the library collection budget received an increased allocation from the Executive Vice President for Health Sciences. The budget grew by $100,000 as it did in FY2010, for a total budget increase of $200,000. The added financial support was used to grow the collection based on input from key HSC constituents. In addition, the collection budget received an increase from the UNM HSC Library and Technology Student Fee.

RAD continued to evaluate and weed the print collections on the 4th floor, simultaneously replenishing the collection from an increased budget for print and electronic books.

Special Collections worked to increase access to its collections by converting a number of photographs, audio tapes, and documents into digital formats. Special Collections also continued to participate in the Rocky Mountain Online Archive consortium by publishing new finding aids this year.

Exhibits
During the year Special Collections curated two new exhibits for the Domenici Center for Health Sciences Education – “Absolute Poison,” and “Roadside Memorials and Crosses.” Special Collections hosted a fall lecture by John Trestrail on the portrayal of poisons in American movies.

In February the unit hosted a traveling banner exhibit from the National Library of Medicine entitled “Opening Doors: Contemporary African American Academic Surgeons.” Accompanying the exhibit was a three-part lecture and panel discussion series examining social determinants in health. The exhibit was visited by approximately 12,500 viewers.

Personnel
Holly Phillips, Coordinator for the RAD unit, resigned her position effective at the beginning of February 2011. Ms. Phillips joined the technical services unit at University Libraries.

Lisa Romero retired at the end of April 2011, after 25 years of service to the University. Her primary responsibility was to provide Document Delivery and Inter-Library Loan. Laura Hurd joined the unit in June 2011, as a part-time Library Information Specialist III to provide Document Delivery and Inter-Library Loan.

Finally, at HSLIC’s annual employee celebration, Lynette Fannon-Lamkin received an award for her work in planning and organizing the journal relocation and shift in 2010. The project moved an estimated 426 tons of materials.
Technology Support

EMERGING TECHNOLOGIES
Jonathan Tregear, Analyst Programmer

The Emerging Technologies (ET) unit tracks and analyzes trends in information, collaboration, and communication technologies that have the potential to provide HSLIC, HSC, and UNM communities with innovative services and enhancements to existing services. In FY2011, ET continued to foster collaborative and effective partnerships to promote the advancement and usage of these technologies.

HSC Projects
ET continued to support the development and adoption of collaborative media tools as opportunities presented themselves throughout the fiscal year. The unit continues to provide platform and operations guidance and research to HSC SharePoint® teams on operations and upgrade scenarios as well as participating on the SharePoint Steering Committee.

ET continued to support digital signage operations during the training and transfer of digital signage hardware and software maintenance and operations to the LDC, and, beginning in FY2012, User Support Services. ET continues to provide guidance to the development team regarding coordination on new signage installations, maintenance issues, and new/changed content issues.

Lecture capture is now being used widely at the HSC with a number of new installations and uses of lecture capture extending beyond pure curricular use. Significantly, the work that has been done in developing a collaborative governance model for lecture capture has resulted in a more collaborative working relationship, particularly with the School of Medicine’s Undergraduate Medical Education (UME) IT department. This has culminated in better cooperation with UME’s IT department than in the past and has benefitted HSLIC beyond just lecture capture. In FY2011, the ET analyst worked with the LDC and other HSC IT staff to identify tier 1 and tier 2 classroom technology and audio visual support in jointly used classrooms across the HSC. A contact information list has been placed in these classrooms, which provides faculty guidance on who to call when they have issues with classroom technology or audio visual equipment.

ET continues to encourage the HSC community in a new technology environment, where much of IT innovation is happening at the edge with departmental and project initiatives rather than with central IT units. For example, the unit supported UME’s iPad initiative for incoming medical students.

University-wide Projects
The ET unit continued to investigate and promote information technologies and trends that support the missions of HSLIC, the HSC and UNM. The ET analyst tracked, reported on, and collaborated on transformative cloud-based provisioning of core IT services in support of the UNM Messaging and Calendaring Task Force project as well as the HSC Vision 2020 initiative. The unit also provided research and participation in new HSLIC initiatives in Records Management.

The ET analyst participated in a UNM CIO web conferencing planning group that will utilize existing UNM Adobe Connect licensing to standardize web conferencing at UNM over the medium term. The unit contributed to classroom technology equipment lists that continue to be used by campus wide initiatives, including classroom technology standardization that would support e-learning in HSC and UNM shared spaces. These internal standards have been accepted and form the basis for main campus efforts in these areas. Additionally, the ET analyst participated in the UNM classroom technology vendor RFP, which has been successful in developing a pool of qualified classroom technology vendors.
The Information Systems unit worked on a number of projects in FY2010 that improved customer service, productivity and efficiency. In early FY2010, an internal HSLIC re-organization added Accounts Management, Network Support, and IT Security to the Systems group. The expanded role of the unit enabled us to initiate a project to increase automation of account management processes. Automated account de-provisioning (a daily feed that enables us to automatically disable a user’s HSC computer account when they are no longer active in UNM’s business system) is the first step in increasing account management automation, and we will continue to work on projects to increase automation of account management and rights provisioning in the next fiscal year.

Through collaborative efforts that began in FY2009, we chartered a joint project with UNM IT and UNMH IT to merge the UNM main campus and HSC GroupWise messaging and calendaring systems. This merger has increased user productivity by simplifying tasks, and has enabled enterprise-wide use of the GroupWise Instant Messenger.

In addition to the GroupWise system merger, the Systems unit implemented the GroupWise mobility service to improve access to e-mail and calendaring on mobile devices. In collaboration with the GroupWise administrator at UNMH IT, we also implemented custom UNM-branding for GroupWise Web Access on all of the GroupWise Web Access servers, which makes the site easily recognizable as a UNM resource. IT Security and GroupWise Administrators at HSLIC and UNMH IT also worked collaboratively to deploy the Cisco® IronPort® E-mail Security (encryption) Appliance as an “opt-in” solution for sending secure e-mail outside of the HSC GroupWise system.

The Information Systems unit evaluated server workloads and implemented server virtualization to increase data center efficiency. Virtualizing servers decreases energy consumption, reduces heat output, and enables the campus to make better use of available space and hardware resources. Additionally, HSLIC implemented virtualized servers for the UNM Cancer Center’s e-Research application and the New Mexico Poison and Drug Information Center, reducing the number of physical servers while maintaining or improving the reliability and performance of their applications.

During FY2011, HSLIC Information Systems completed the project to move user home directories from Novell servers to Microsoft® Windows® servers. This project replaced servers that were over six years old and at capacity. This moves HSLIC to the latest version of the Windows 2008 Server operating system, allowing implementation of technologies to increase productivity and efficiency, including Shadow Copy and Distributed File System.

Finally, with the HSC directive supporting standardized desktops and the deployment of enterprise management tools, including Microsoft System Center Configuration Manager, HSLIC’s IT security efforts have advanced significantly. These advances, along with existing infrastructure services, such as centrally managed antivirus, have aided the HSLIC incident management process in identifying and correcting compromised systems.
FY2011 set the groundwork for developing strategies and services to position the User Support Services unit to support new technologies and develop a systematic method for continuous process improvement.

There are a number of challenges in IT support that relate to changes in technology and services. The way in which consumers of technology access and use services is wide-spread and constantly evolving. These challenges necessitate technology support to become more agile, productive, and customer service orientated. In order to address these challenges User Support Services has reorganized its support service offerings.

In FY2011 we experienced significant growth of handheld mobile device use at the UNM HSC, including smartphones such as the iPhone® and phones with the Android™ operating system. We have strategically moved our service offerings to engage these devices. HSLIC introduced the GroupWise mobility service, which allows for real-time email access on these mobile devices. User Support Services now provides customer service in this area; assisting users in configuring their handheld devices to access the mobility service.

In addition to smartphone devices, there has been an increase in the tablet market, with the increased presence of products such as the iPad or Motorola XOOM™. We have provided GroupWise, Virtual Private Network connections, and Citrix® access for all HSC users of these devices. It is our intention to continue to improve our ability to react to changes in technologies and services, in order to provide opportunities for the HSC community to utilize current tools.

Another constant challenge for technology support is the development of a method for continuous process improvement. During FY2011 HSLIC, UNMH IT, and UNM IT procured an IT service management toolkit, which will be branded as Help.UNM across all three organizations. This type of toolkit will allow us to work cross-organizationally to provide support for UNM-wide functions within one system, in addition to providing the support we currently offer to HSC users. Help.UNM is configured to report information about the quality and quantity of service requests and incidents, which will allow the IT support organizations to constantly evaluate workflows and processes. These evaluations may lead to process improvements and an overall increase in the level of support services that are provided.
**WEB AND APPLICATIONS DEVELOPMENT**  
Kevin Wiley, MS, Manager, Systems and Programming

The Web and Applications Group worked on process improvement for much of FY2011. Through the adoption of new tools and methodologies the group has created opportunities for increased productivity and customer satisfaction. These process improvements touch on the group’s three main areas of responsibility: website production, application development and mobile technologies.

**Website Production**

Along with the rest of UNM, the Web and Applications Group has adopted Hannon Hill’s Cascade Server as the web content management system (WCMS). The WCMS allows users to work on websites without directly using HTML. Users still need to learn how to work within Cascade Server, and the Web and Applications Group offers two classes per month to help with this. The two classes are: the “HSC Web Author Class,” which covers the basics needed to work on a web site; and the “HSC Web Author Lab,” which is an open lab for anyone who has questions about their departmental site. A number of departments made the switch to the WCMS during FY2011, and many more will make the move in the coming year.

**Application Development**

The Web and Applications Group began moving to a new set of tools and methodologies for application development during FY 2011. After some investigation, the group decided on “Ruby on Rails,” an open source development framework, as the new approach for writing web-based applications. Ruby on Rails automates some parts of application development, making it easier and faster to get basic applications up and running. This automation allows programmers to focus more of their attention on other aspects of the applications, such as business logic and user interface features. Equally important in the adoption of new methodologies is the use of a source code repository. Source code repositories offer many advantages, including increasing the ease with which two programmers can work on the same project, and improving the ability for all programmers to see a complete history of a project’s development from day one to finished project.

**Mobile Technologies**

Members of the Web and Applications Group are serving on the HSLIC Mobile Technologies Work Group, which was formed to look at all aspects of mobile computing at the UNM HSC and make recommendations for how HSLIC can provide consistent support and service to those with mobile devices. Web analytics show that the HSC community uses Android and Apple iOS devices more than any other types; this group will investigate how to support those devices while remaining mindful of UNM’s current base of Blackberry users.

Traffic to the HSC Mobile Site (http://m.health.unm.edu) increased by over 200% from the previous fiscal year. This is a strong indicator that mobile technologies have arrived and are in the main stream.

The Web and Applications Group also investigated a number of technologies to use for the development of mobile applications. Our customers can look forward to mobile-ready versions of more of our applications in the future.
SPONSORED RESEARCH
ARRA-State Fiscal Stabilization Fund Program (Paul Roth, MD, Chancellor of the UNM Health Sciences Center, PI) This funding supports Dr. Kroth’s part-time efforts as the Biomedical Informatics Consultant, Educator, and Mentor to provide BMI consultation and support for the University of New Mexico School of Medicine BA/MD Program. (New Mexico Higher Education Department; S394A090032; 2-yr total $1,918,400.00; May 2010 - June 2012).

Biological Specimen Contributing Institutions for Research Studies in Cancer Tissue Pre-Analytical Variables (Thérèse Bocklage, M.D., Director, University of New Mexico Human Tissue Repository and Experimental Pathology Laboratory, PI) This funding supports Dr. Kroth’s part-time efforts as the Biomedical Informatics and Quality Control Consultant to provide consultation on BMI issues and to assist with key parts of the quality control process design and operation. UNM is one of two institutions awarded this contract to help the NCI study the complexities of collecting tissue samples with standardized clinical annotations. (National Cancer Institute; NCI S09-148; 5-yr total: $3,829,130.00; September 2010 - September 2015).

Domenici Education Center – Phase III (Holly Shipp Buchanan, MLn, MBA, EdD, Principal Investigator). The HSC received partial funding to construct Phase III of the Domenici Center for Health Sciences Education. (Health Resources and Services Administration; C76HF09655-01-01; $3,556,208; August 2008 – August 2011).

Expanding the Health Information Network in New Mexico – Resource Library Outreach Subcontract (Barbara Nail-Chiwetalu, PhD, MLS, Principal Investigator). In-person training will be conducted for nine County Health Councils on topics such as health information literacy, health disparities, and consumer health resources. Many of the training locations are in the more rural, isolated areas of the state. In-person interviews will be conducted with seven hospitals throughout the state as a need assessment to prepare for future training of healthcare providers in areas such as evidence-based practice and patient resources. A third area will focus on the twenty-two Native Nations in New Mexico, by expanding current knowledge about Internet connectivity, computer access, and determining interest in online health information training. (National Network of Libraries of Medicine through the South Central Region Medical Library [Houston Academy of Medicine-Texas Medical Center]; N01-LM-6-3505; $15,000, May 2010-April 2011).

The Frontera Collaboration: Promoting Evidence-Based Practice in the US-Mexico Border Region (Barbara Nail-Chiwetalu, PhD, MLS, Principal Investigator). The Frontera Collaboration brings together National Networks of Libraries of Medicine (NN/LM) members in US-Mexico border states to promote evidence-based practice among clinicians and public health personnel in the region. This collaboration builds on the US-Mexico Border Centers of Excellence Consortium, initially created by the Health Resources and Services Administration in 2000. The goals of the Frontera Collaboration are to foster collaboration among NN/LM members and to promote evidence-based practice to improve clinical care and public health in the border region with each participating member following a “local activity plan” for their specific communities. (National Network of Libraries of Medicine through the South Central Region Medical Library [Houston Academy of Medicine-Texas Medical Center]; N01-LM-6-3505; $12,000; November 2009-April 2011).

The Impact of an Ethnically Diverse, Web-based Case File in Orthodontic Education (Heather JH Edgar, PhD, Curator of Human Osteology, Maxwell Museum of Anthropology, Principal Investigator) Dr. Kroth is Co-Principal Investigator for the biomedical informatics component of this grant and is funded to support a collaborative effort between the Maxwell Museum of Anthropology (MDOA) and HSLIC. The goal of the project is to create an electronic, web-based, searchable database of case files for an ethnically diverse collection of patient materials housed at the MDOA. A web-based, de-identified version of a portion of the collection is being designed to allow use of the collection throughout the world. The project team received approval for a no cost extension to support student data entry activities one year beyond the original September 15, 2010 end date. The extra time was needed because the investigator team decided to include more photos and discrete patient data than was originally
included in the grant proposal. The group has also submitted a formal proposal to a national biomedical terminology standards organization (LOINC), requesting standardized terms for 88 of the cephalometric measurements taken from the X-ray images in the collection. The LOINC Clinical Committee approved the proposal without changes and included the new terms in LOINC V2.36 released July 7, 2011. Two manuscripts were submitted for publication in the peer reviewed literature on this work. (National Library of Medicine; NIH 1 G08 LM009381-01A1; 4-yr total: $413,000.00; August 15, 2007 – August 14, 2010).

Scholarly Communication in Translational Research: Emerging Roles for Librarians (Philip J. Kroth, MD, MS, Director Biomedical Informatics Research, Training and Scholarship, Principal Investigator) This grant award was for the support of a national conference targeted toward medical librarians and other knowledge management professionals from CTSA-minded institutions that focused on exchanging successful strategies for promoting greater utilization of open access publication venues by translational investigators that was held on March 11-12, 2010. This year, the investigators’ group received a no cost extension of this grant to use some of the remaining funds to produce an abbreviated, one-day version “mini-conference” at the South Central Chapter of the Medical Library Association Meeting in Austin, TX on October 17, 2011. The conference received excellent ratings. The group also funded a trip to the Sixth Evidence Based Library and Information Practice Conference at the University of Salford in the United Kingdom June 28-30th. The group’s poster was awarded “Best Poster” by the conference’s program committee. The conference received excellent ratings. (National Library of Medicine; 1R13LM010054-01; 2-yr total: $19,768.00; April 1, 1009 – March 31, 2011).

Sustaining the Health Information Network in New Mexico – Resource Library Outreach Subcontract (Patricia Bradley, MLS, AHIP, Principal Investigator). HSLIC will focus on reconnecting with many organizations in New Mexico through an array of demos, classes, exhibits, and health fairs. This project will specifically target the Hispanic/Latino populations in New Mexico through the promotion of NLM’s Spanish language and bilingual resources. This project will also highlight NLM’s K-12 resources for students and school health professionals and will reach older students from underrepresented populations exploring potential careers in the health sciences. HSLIC will continue its role in supporting the continuing education needs of hospital, biomedical, public, academic, and school librarians in the state. (National Network of Libraries of Medicine through the South Central Region Medical Library [Houston Academy of Medicine-Texas Medical Center]; Prime Contract No. HHSN-276-2011-00007-C; $15,000, May 2011-April 2012).

University of New Mexico Cancer Center Support Grant (Cheryl Willman, M.D., Director, University of New Mexico Cancer Center, PI) This funding supports Dr. Kroth’s part-time efforts as Co-Director of the Clinical Protocol and Data Management/Medical Informatics Shared Resource and as a member of the caBIG Advisory Committee, both in the UNM Cancer Center. Dr. Kroth acts as a consultant to the Cancer Center on biomedical informatics issues and related projects. Dr. Kroth helped write the BMI section in the renewal application for this 5-yr grant program. (National Cancer Institute; NIH NCI P30 CA118100-06; 5-yr total: $7,141,704.00; September 2010 - August 2015).
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

MEMORIAL GIFTS

<table>
<thead>
<tr>
<th>Memorial To</th>
<th>Donor</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mary Bunnett</td>
<td>Brian Bunnett</td>
<td>November 2010</td>
</tr>
</tbody>
</table>

SERIAL TITLES CANCELED 2010 – 2011

<table>
<thead>
<tr>
<th>ACTA OTO-LARYNGOLOGICA</th>
<th>JOURNAL OF ALLIED HEALTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANNALS OF CLINICAL AND LABORATORY SCIENCE</td>
<td>JOURNAL OF ASTHMA</td>
</tr>
<tr>
<td>ANNALS OF THE ROYAL COLLEGE OF SURGEONS OF ENGLAND</td>
<td>JOURNAL OF COMMUNITY HEALTH NURSING</td>
</tr>
<tr>
<td>BULLETIN OF THE ROYAL COLLEGE OF SURGEONS</td>
<td>JOURNAL OF PUBLIC HEALTH DENTISTRY</td>
</tr>
<tr>
<td>CANADIAN JOURNAL OF NURSING RESEARCH</td>
<td>JOURNAL OF TELEMEDICINE AND TELECARE</td>
</tr>
<tr>
<td>COGNITIVE AFFECTIVE &amp; BEHAVIORAL NEUROSCIENCE</td>
<td>JOURNAL OF THE AMERICAN OSTEOPATHIC ASSOCIATION</td>
</tr>
<tr>
<td>DIE PHARMAZIE</td>
<td>JOURNAL OF THE AMERICAN VETERINARY MEDICAL ASSOCIATION</td>
</tr>
<tr>
<td>ETHNICITY &amp; DISEASE</td>
<td>MILBANK QUARTERLY</td>
</tr>
<tr>
<td>ETHNICITY &amp; HEALTH</td>
<td>PUBLIC HEALTH REPORTS</td>
</tr>
<tr>
<td>EVIDENCE &amp; POLICY</td>
<td>SCANDINAVIAN JOURNAL OF INFECTIOUS DISEASES</td>
</tr>
<tr>
<td>FACIAL PLASTIC SURGERY</td>
<td>SLEEP</td>
</tr>
</tbody>
</table>

NEW SERIAL SUBSCRIPTIONS 2010-2011

<table>
<thead>
<tr>
<th>ACADEMIC PEDIATRICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRITISH JOURNAL OF PHARMACOLOGY</td>
</tr>
<tr>
<td>CELL STEM CELL</td>
</tr>
<tr>
<td>GLIA</td>
</tr>
<tr>
<td>HEADACHE</td>
</tr>
<tr>
<td>JOURNAL OF ANATOMY</td>
</tr>
<tr>
<td>JOURNAL OF CLINICAL DENTISTRY</td>
</tr>
<tr>
<td>JOURNAL OF INTERPROFESSIONAL CARE</td>
</tr>
<tr>
<td>JOURNAL OF MOLECULAR DIAGNOSTICS</td>
</tr>
</tbody>
</table>
EMPLOYEE DEVELOPMENT AND CONTINUING EDUCATION ACTIVITIES

Abrams, John
- Attended 6 HSLIC in-services or in-house presentations

Adcock, Richard
- Cherwell Service Management Administration Training, January 2011

Armijo, Raymond
- Attended 8 HSLIC in-services or in-house presentations

Arnold, John
- Beginning Adobe Illustrator, February 2011

Bengtson, Jason
- “How People Learn” SOM TED, March 2011
- Library technology Conference, Macalester College, March 2011
- PBL Tutor Training SOM TED, March, 2011
- Digin-Digital Information Conference, April 2011
- Attended 2 Biomedical Informatics Seminar Series presentations
- Attended 10 HSLIC in-services or Desk Training sessions

Barnes, Jason
- Business Video Open House, Cisco presentation, November 2010
- “Wireless Cisco RFID devices,” Aquila presentation, November 2010
- Juniper Networks: Data center overview, Aquila presentation, April 2011
- Wireless Design Clinic, Cisco presentation, April 2011
Bowler-Hill, Sally
- New Mexico Technology in Education Conference, September 2010
- Creating a Respectful Workplace for Managers and Supervisors, February 2011
- UNM Cyberinfrastructure Day, April 2011
- Attended 3 Biomedical Informatics Seminar Series presentations
- Attended 4 HSLIC in-services or in-house presentations

Bradley, Patricia
- Digital Storytelling Workshop, July 2010
- Vision 2020 Symposium, September 2010
- 2010 Symposium Best Practices in Diabetes Prevention & Treatment, November 2010
- “ABCs of E-Books: Strategies for the Medical Library” webcast, MLA, November 2010
- Shifting Skills to Navigate the Changing Horizon, April 2011
- Vision 2020 Symposium 2, May 2011
- HSC Faculty of Color Mentorship Forum, June 2011
- Attended 29 HSLIC in-services or in-house presentations

Brumbaugh, Nadine
- Attended 2 HSLIC in-services or in-house presentations

Buchanan, Holly Shipp
- SOM Research Leadership Retreat, September 2010
- SOM Leadership Retreat, October 2010
- HSC Leadership Retreat, November 2010
- National Network/Libraries of Medicine Site Visit, December 2010
- SOM Education Day, May 2011
- HSC Faculty of Color Forum, June 2011
- Attended 7 Biomedical Informatics Seminar Series presentations
- Attended 5 HSLIC in-services or in-house presentations

Bunnett, Brian
- “Tribal Connections/Four Corners 2010 Conference, July 2010
- NMCAL Board of Directors Retreat, August 2010
- SCAMeL Board of Directors Meetings, October 2010 & March 2011
- “Change without Migraines,” AAHSL Educational Workshop, November 2010
- AAHSL Annual Meeting, November 2010
- AAMC Annual Meeting, November 2010
- “Mapping Scientific Outlook,” May 2011
- MLA Annual Meeting, May 2011
- Attended 8 Biomedical Informatics Seminar Series presentations
- Attended 9 HSLIC in-services or in-house presentations

Bynum, Jim
- Attended 12 HSLIC in-services or Desk Training sessions

Carr, Richard
- SCC/MLA Annual Meeting, October 2010
- “ABCs of E-Books: Strategies for the Medical Library” webcast, MLA, November 2010
- Biomedical Publishing 101 webcast, December 2010
- NN/LM Disaster Information Outreach Symposium, March 2010
- HSC SOM Education Day, May 2011
- Attended 28 HSLIC in-services or Desk Training sessions

Colasurdo, Garth
- Ruby on Rails Training, June 2011
- Attended 2 HSLIC in-services or in-house presentations

Collaros, Sophia
- “Avoiding Increased Risks and Liabilities Under the Just Released HITECH/HIPAA Privacy Rules” webinar, July 2010
- “New HIPAA/HITECH Proposed Regulations” webinar, July 2010
- “Beyond the Fines: The True Cost of a Patient Privacy Breach” webinar, September 2010
- “Professional Attorney,” New Mexico State Bar Continuing Education, October 2010
- “Ethics Risks Practicing Law,” December 2010
- “Lawful Access: Issues and Challenges for Universities” webinar, April 2011
- “Surviving an HHS/OCR Data Breach Investigation” webinar, April 2011
- “Ethics & Confidentiality in a Digital World,” May 2011
- Certification from IAPP: Certified Information Privacy Professional (CIPP), June 2011
- “Data Breach” and “Privacy Boot Camp” IAPP Practical Privacy Series, Continuing Education, June 2011

Douglas, Aaron
- Cherwell Service Management Administration Training, January 2011

Eldredge, Jonathan
- American Society for Training & Development, New Mexico Chapter Annual Conference, October 2010
- Medical Education Research Certificate (MERC). Formulating Research Questions –AAMC, October 2010
- SOM Lunch & Learn Seminar: Effective Multiple Choice Questions, UNM SOM TED, October 2010
- 2010 Mentoring Conference, October 2010
- SOM Lunch & Learn Seminar: Rubrics in Education ,UNM SOM TED, November 2010
- SOM Lunch & Learn Seminar: Providing Effective Workplace Feedback, UNM SOM TED, December 2010
- Success in the Classroom, UNM OSET, Albuquerque, NM, February 2010
- UNM Open Source/Open Access Day, UNM Open Source Community Committee, Albuquerque, NM, April 2001
- “Shifting Skills to Navigate the Changing Horizon,” Medical Library Association webcast, April 2011
- “Linking Learning Objectives: Top Methods,” UNM SOM TED, April 2011
- Cyberinfrastructure Day, UNM ITS, April 2011
- Education Day, UNM SOM, May 20, 2011
- The Medical Library’s Role in E-Science and Data Sharing (8 hours), Medical Library Association, May 2011
- Attended 10 Biomedical Informatics Seminar Series presentations
- Attended 13 HSLIC in-services or in-house presentations

Ellard, Owen
- AAMC GIR Leadership Institute, July 2010
- Information Technology Infrastructure Library Version 3 Foundation Certification, November 2010
- REDCap training, April 2011
- Attended 6 Biomedical Informatics Seminar Series presentations
- Attended 8 HSLIC in-services or in-house presentations

Fannon-Lamkin, Lynette
- Attended 11 HSLIC in-services or in-house presentations

Groth, David
- “The Bad Laboratorian” online training, Stanford University Environmental Health, December 2010
- Online Collaboration Tools webinar, SCR CONNECTIONs, January 2011
- “Essentials for Technical Trainers,” February 2011
- “Emotional Intelligence in the Workplace,” April 2011
- Rails for Zombies Envy Labs (online training), April 2011
- Ruby on Rails Training, June 2011
- Attended 2 HSLIC in-services or in-house presentations

Gutierrez, Tom
- Information Technology Infrastructure Library, Version 3 Foundation Course, April 2011
- Attended 4 HSLIC in-services or in-house presentations

Hagan, Kimberly
- Ruby on Rails Training, June 2011

Hall, Laura
- “Dublin Core: the Road from Metadata Formats to Linked Data” webinar, NISO, August 2010
- Digin-Digital Information Conference, April 2011
- New Mexico Medical Society Annual Meeting, May 2011
- NM State Historian Scholar Series - Women in NM Territory, June 2011
- Attended 13 HSLIC in-services or in-house presentations

Harris, Rebecca
- “ABCs of E-Books: Strategies for the Medical Library” webcast, MLA, November 2010
- Attended 12 HSLIC in-services or in-house presentations

Hendrix, Ingrid
- Developing Learning Objectives, TED Workshop, July 2010
- AISTI STM Summer Retreat, August 2010
- Nursing Reference Center webinar, September 2010
- LibGuides Workshop, February 2011
- Textbook and Academic Authors Publish and Flourish Workshop, February 2011
- Handheld Devices in the Nursing Curriculum webinar, March 2011
- SCR CONNECTIONs webinar, March 2011
- New Mexico Public Health Association Meeting, April 2011
- “Shifting Skills to Navigate the Changing Horizon: Finding Our Way in New Biomedical Research and Health Care Environments” webcast, MLA, April 2011
- Textbook and Academic Authors Conference, June 2011
- Attended 1 Biomedical Informatics Seminar Series presentation
- Attended 18 HSLIC in-services or Desk Training Sessions

Hurd, Laura
- Attended 1 HSLIC in-service or in-house presentation
Husman, Heidi
- Vision 2020 Symposium, September 2010
- Ruby on Rails Training, June 2011
- Attended 11 HSLIC in-services or in-house presentations

Jones, Brent
- Attended 2 HSLIC in-services or in-house presentations

Kendrick, Icel
- Essentials for Technical Trainers, April 2011
- “Creating a Respectful Workplace” HR Symposium, June 2011
- Ruby on Rails Training, June 2011
- Attended 1 Biomedical Informatics Seminar Series presentation
- Attended 4 HSLIC in-services or in-house presentations

King, Christee
- Attended 1 Biomedical Informatics Seminar Series presentation
- Attended 11 HSLIC in-services or in-house presentations

Kinney, William
- Attended 6 HSLIC in-services or Desk Training sessions

Knight, Eliot
- ASTD Conference, October 2010
- “Adobe Premiere: Beginning,” UNM Continuing Education, April 2011
- Completed Management Academy
- Completed 6 credit hours towards Masters degree in Art Education
- Attended 6 HSLIC in-services or in-house presentations

Kroth, Philip
- American Medical Informatics Association (AMIA), November, 2010
- Cerner Training on PowerInsight, February, 2011
- Sixth Evidence Based Library and Information Practice Conference, June 2011
- Attended 13 Biomedical Informatics Seminar Series sessions
- Attended 1 HSLIC In-service sessions or in-house presentations

Langmead, Rob
- Ruby on Rails Training, June 2011
- Attended 4 HSLIC in-services or in-house presentations

LeGrand, Linda
- Attended 9 HSLIC in-services or in-house presentations

Lux, Michael
- Direct Pay Training Lab, September 2010
- General Finance Overview, September 2010
- SharePoint Administration, September 2010
- Understanding Basic Accounting, September 2010
- GroupWise Advanced Training, November 2010
- UNMH Simulation Symposium, December 2010
- “Treating Customers Right” Training, February 2011

Martinez, Antoinette
- American Society for Training and Development (ASTD) Conference, October 2010
- Passport to Leadership Program, March 2011
- Effective Writing, June 2011
- Attended 12 HSLIC in-services or in-house presentations

McBride, Peggy
- “Dublin Core: the Road from Metadata Formats to Linked Data” webinar, NISO, August 2010
- Healthcare Reform Seminar Part 1, August 2010
- RWJ: Plural Perspectives on Health and Health Policy, September 2010
- Public Outreach and Collections Care webinar, December 2010
- AASLH (Am Assoc of State and Local Historians) StEPs webinar, January 2011
- Meta Data for Data Management webinar, SAA, January 2011
- Digin-Digital Information Conference, April 2011
- Cataloging as Collaborative Librarianship webinar, June 2011
- Attended 17 HSLIC in-services or in-house presentations

McCarthy, Mary
- Cherwell Service Management Administration Training, January 2011

Metzner, Barney
- Beyond Fines: The True Cost of a Patient Privacy Breach (FairWarning) webinar, September, 2010
- Advanced Persistent Threat webinar, April 2011
- Certified Information Security Manager (CISM), UNM Continuing Education April 2011

Meyer, Cory
- Attended 20 HSLIC in-services or Desk Training sessions

Morley, Sarah
- “Developing Learning Objectives”, SOM, July 2010
- Apple iPad demonstration, HSLIC, September 2010
- “Assessment”, SOM TED, October 2010
- “Developing Multiple Choice Questions”, SOM TED, October 2010
- South Central Chapter / Medical Library Association annual conference, October 2010
- “Rubrics”, SOM TED, November 2010
- “Customer Relations,” Anderson School of Management Business Series, January 2011
- “Measuring Educational Outcomes”, MERC, SOM, January 2011
- “Textbook and Academic Authors Publish and Flourish workshop”, UNM SOM, February 2011
- “Qualitative Analysis Methods”, MERC, SOM, March 2010
- SOM Education Day, SOM, May 2011
- “Shifting Skills to Navigate the Changing Horizon”, MLA webcast, May 2011
- “EndNote”, UNM, June 2011
- Attended 3 Biomedical Informatics Seminar Series presentations
- Attended 11 HSLIC in-services or in-house presentations
Nail-Chiwenetalu, Barbara
- Review of the MedlinePlus Redesign webinar, July 2010
- “Successful Social Media Program in Your Library” webinar, July 2010
- NLM’s Environmental Health and Toxicology Resources webinar, August 2010
- Nursing Reference Center webinar, August 2010
- Contracts and Grants Training for HSC Faculty and Staff, October 2010
- “ABCs of E-Books: Strategies for the Medical Library” webcast, MLA, November 2010
- DiversityRx: Mining the Web: Useful Internet Resources on Health, Culture, and Diversity webinar, NN/LM MCR and DiversityRx.org, November 2010
- Health Information for Teenagers, SCR CONNECTions webinar, November 2010
- Website Marketing and Promotion, UNM CE Class, November 2010
- Online Collaboration Tools, SCR CONNECTions webinar, January 2011
- Opening the NLM Toybox: K-12 Resources, SCR CONNECTions webinar, February 2011
- Grey Literature 101 webinar, April 2011
- SCR Contract Wrap-up, SCR CONNECTions webinar, April 2011
- Shifting Skills to Navigate the Changing Horizon: Finding Our Way in New Biomedical Research and Health Care Environments, Medical Library Association webcast, April 2011
- Attended 7 HSLIC in-services or in-house presentations

Pena, Stan
- New Manager Orientation, October 2010
- Banner Fundamentals, November 2010
- General Finance Overview, November 2010
- P-Card Program, November 2010
- Purchasing & A/P Policies & Procedures, November, 2010
- Securing Private Data, November 2010
- Cash Management, December 2010
- Purchasing Process Lab, December 2010
- FAMIS Training, January 2011
- Attended 3 HSLIC in-services or in house presentations

Perea, James
- Attended 12 HSLIC in-services or Desk Training sessions

Romero, Lisa C.
- Academic Affairs Dossier Training for Faculty and Support Staff, August 2010
- Grant Management Workshop, September 2010
- NIH Grant Training, September 2010
- Academic Affairs Dossier Training for Administrators, October 2010
- Academic Affairs Faculty Rank and Track Training, October 2010
- HSC Contract and Grant Management Training, October 2010
- GroupWise Advanced Training, November 2010
- Performance Review for Managers Training, December 2010
- SharePoint Site Users/Administrators Training, February 2011
- “Treating Customers Right,” February 2011
- Academic Affairs Faculty Review Training Session, April 2011
- HSC Internal Budget Worksheet Training, April 2011
- Academic Affairs Volunteer Faculty Training, May 2011
- “Generational Differences in the Workplace,” May 2011
- Received Master’s degree in Public Administration
- Attended 3 HSLIC in-services or in-house presentations
Sanford, Thomas
- Cisco presentation: IronPort E-mail Encryption briefing, August 2010
- Information Technology Infrastructure Library, Version 3, Foundations Training, April 2011
- Attended 4 HSLIC in-services or in-house presentations

Scott, Vicki
- Oracle Database 10g: Administration Workshop I, January 2011
- Oracle Database 10g: Administration Workshop II, January 2011
- Attended 4 HSLIC in-services or in-house presentations

Seyl, MaryLou
- “File Anything in Your Home” course, September 2010
- HSC Financial Services LEARN: Travel Policy Update, October 2010
- Management Skills for Administrative Support Staff Seminar, October 2010
- UNM Jobs Originator Training - Faculty, November 2010
- Eventbrite Training for ASA Conference Registration, June 2011
- Attended 8 HSLIC in-services or in-house presentations

Shipp, Gayle
- Attended 3 HSLIC in-services or in-house presentations

Sibray, Jonathan
- Completed 12 credit hours towards Master’s degree in Business Administration - Information Assurance
- Attended 3 HSLIC in-services or in-house presentations

Sletten, Marcia
- HSC Healthcare Reform Seminar, August 2010
- How to Communicate with Tact and Professionalism, August 2010
- UNM Jobs HR ERrefresher Course, September 2010
- Bullying in the Workplace, November 2010
- FAMIS Training, January 2011
- HSC Web Author’s Class, February 2011
- “Generational Differences in the Workplace,” May 2011
- Attended 7 HSLIC in-services or in-house presentations

Tolito, Steve
- Attended 2 HSLIC in-services or in-house presentations

Vick, Kyle
- Ruby on Rails Training, June 2011
- Attended 4 HSLIC in-services or in-house presentations

Wiley, Kevin
- “Essentials for Technical Trainers,” EOD, April 2011
- Ruby on Rails Training, June 2011
- Attended 1 Biomedical Informatics Seminar Series presentation
- Attended 2 HSLIC in-services or in-house presentations

Wright, Randy
- Ruby on Rails Training, June 2011
Attended 3 HSLIC in-services or in-house presentations

---

**EMPLOYEE COMMITTEE AND SERVICE (EXTERNAL TO HSLIC)**

**Abrams, John**
- HSC Secure Remote Access Working Group, Member
- HSC Information Systems Directors, Member
- UNM Enterprise E-Mail Messaging Calendaring Task Force Technical Committee, Member
- UNM GroupWise Technical Committee, Member
- UNM Identity Management Task Force, Member
- UNM Identity Management Technical Group, Member

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

**Bengtson, Jason**
- Medical Library Association, South Central Chapter, Continuing Education Committee, Member

**Bowler-Hill, Sally**
- HSC Information Systems Directors, Member
- HSC Knowledge Management and Information Technology Advisory Council, Ex Officio
- HSC Knowledge Management and Information Technology Operations Council, Member
- UNM Cherwell Communications Committee, Member
- UNM eScholarship Committee, Member
- UNM IT Managers Council, Ex Officio

**Bradley, Patricia**
- American Indian Library Association, Member
- HSC Community Health Group, Member
- HSC Faculty Workforce Diversity Committee
- Medical Library Association, Member
- Native American Libraries Special Interest Group, New Mexico Library Association, Member
- New Mexico Library Association, Member
- Outreach Connections Steering Committee, Member
- Outreach Connections Promotions Subcommittee, Chair
- SOM Cultural Competency Curriculum Task Force, Member
- Tribal Connections Four Corners Group (TC4C), Member
- TC4C Community Partners Work Group, Co-Chair

**Buchanan, Holly Shipp**
- Association of Academic Health Sciences Libraries, Member
- Association of Academic Health Sciences Library, Program and Education Committee, Member
- Four Corners Library Leadership Group, Member
- Editorial Board, Journal of Hospital Librarianship, Member
- Enterprise Resource Planning Committee, Member
- National Network/Libraries of Medicine 2011-2016 Contracts Review Committee, Member
University of North Texas School of Library and Information Sciences Board of Advisors, Member
HSC Interprofessional Health Simulation Center Advisory Committee, Member
HSC Board of Directors, Member
HSC Dean’s Council, Member
HSC Executive Compliance Committee, Member
HSC Executive Council, Member
HSC Facilities Oversight Committee, Member
HSC Leadership Council, Member
HSC Information Systems Directors, Chair
HSC Knowledge Management and Information Technology Advisory Council, Ex Officio
HSC Knowledge Management and Information Technology Operations Council, Chair
LCF Research Board of Directors, Member
New Mexico Consortium of Academic Libraries, Member
National Library of Medicine Board of Regents, Consultant
SOM Committee of Chairs, Member
SOM Executive Deans Council, Member
SOM La Tierra Sagrada Society Board of Directors, Member
UNM eScholarship Committee, Member
UNM Faculty Senate Library Committee, Ex-Officio
UNM IT Cabinet, Member
UNM IT Managers Council, Member
UNMH Board of Trustees, Member
UNMH IS Steering Committee, Member

Bunnett, Brian
- Alliance for Innovation in Science and Technology Information, Board of Directors
- Association of Academic Health Sciences Libraries, Member
- Four Corners Library Leadership Group, Member
- Medical Library Association Cunningham Fellow Itinerary Committee, Chair
- Medical Library Association International Cooperation Section, Chair
- Medical Library Association Lindberg Research Fellowship Jury, Chair
- HSC Knowledge Management and Information Technology Advisory Council, Member
- New Mexico Consortium of Academic Libraries, Treasurer
- South Central Academic Medical Libraries Consortium, Board of Directors, Secretary
- SOM Curriculum Committee, Member
- Tribal Connections/Four Corners 2010 Conference Planning Committee, Chair
- UNM e-Scholarship Committee, Member
- UNM Faculty Council, Member
- UNM Faculty Senate Library Committee, Member
- UNM Web Advisory Committee, Member

Bynum, Jim
- UNM Libraries Security Group, Member

Carr, Richard
- COP Curriculum Committee, Member
- HSC Lecturer Task Force, Member
- New Mexico State Library Bookmobile West, Volunteer
- NN/LM SCR Disaster Preparedness Committee, Member
- SCC/MLA Bylaws Committee, Member
- UNM Faculty Senate Computer Use Committee, Member
- Judging presentations, Pharmacy 728, Albuquerque, NM, December 2010 (3 separate sessions)
- Judging student poster presentations, Pharmacy PCL II, Albuquerque, NM, April, 2011

Collaros, Sophia
- Albuquerque Trades and Technology Charter High School, Governing Council Member
- HSC Compliance Committee, Member
- HSC HIPAA Oversight Committee, Chair
- HSC Knowledge Management and Information Technology Operations Council, Member
- HSC IT Security Council, Member
- International Association of Privacy Professionals (IAPP) Member
- New Mexico Compliance Officers' Forum and Privacy Sub-Committee, Member
- New Mexico Medical Review Commission, Member
- State Bar of New Mexico, Member

Douglas, Aaron
- UNM IT Service Management Technical Committee, Member

Eldredge, Jonathan
- Communications in Information Literacy, Editorial Board Member
- Evidence Based Library and Information Practice, Associate Editor
- HSC CTSC Biomedical Informatics Core Committee, Member
- HSC CTSC MSCR/CTS Steering Committee, Member
- Hypothesis Editorial Board, Member
- MPH Academic Committee, Member
- Medical Library Association International Research Collaboration Liaison, Chair
- Medical Library Association Research Section Agenda Committee, Chair
- Medical Reference Services Quarterly, Editorial Board Member
- SOM Curriculum Committee, Member
- SOM Public Health Certificate Steering Committee, Member
- SOM Tutorial Steering Committee, Member
- UNM Open Source Community Committee, Member

Ellard, Owen
- HSC ERA RFP Committee, Member
- HSC Faculty Senate, Member
- HSC Information Systems Directors, Member
- HSC IT Security Council, Member
- HSC Knowledge Management and Information Technology Advisory Council, Ex Officio Member
- HSC Knowledge Management and Information Technology Operations Council, Member
- HSC SharePoint Advisory Committee, Member
- UNM IT Cabinet, Member
- UNM IT Design Considerations, Member
- UNM Enterprise E-Mail Messaging Calendar Steering Committee, Member
- UNM HELP.UNM Communications Committee, Member
- UNM HELP.UNM Steering Committee, Member
- UNM Faculty Senate, Member
- UNM ITIL Program Managers Group, Member
Grabowski, Dorella
- HSC HIPAA Oversight Committee, Member
- NM Compliance Officers’ Forum, Member
- NM Compliance Officers’ Forum, Privacy Subcommittee, Member

Gutierrez, Tom
- HSC Information Systems Directors, Member
- HSC Knowledge Management and Information Technology Advisory Council, Member
- Moberg/Neurosurgery Project Team, Member
- UNM IT Managers Council, Project Advisor
- UNM Banner General Person, Member
- Williams NIH National Survey Project Team, Member

Hall, Laura
- Phil and Olga Eaton Sculpture Garden of Healing Campus-Wide Planning Committee, Chair

Hendrix, Ingrid
- CON Education Team, Member
- CON Graduate Curriculum Committee, Member
- CON Research Team, Member
- CON PhD Planning Committee, Member
- CON Practice Team, Member
- CON Senior Administration Team, Member
- CON Web/IT Advisory Council, Chair
- HSC Interprofessional Education Committee, Member
- OT Graduate Committee, Member
- South Central Chapter/Medical Library Association Membership Committee, Chair
- SOM Tutorial Steering Committee, Member
- UNM Associated Students for Empowerment, Faculty Advisor
- UNM Facilities Access Committee, Member
- UNMH Nursing Research Council, Member

Jones, Brent
- HSC Information Systems Directors, Member
- UNM Cherwell/ITSM Change Management Working Group, Member

King, Christee
- HSC Faculty Senate Council, Member
- UNM Faculty Senate, Member
- UNM Faculty Staff Benefits Council, Member

Knight, Eliot
- HSC, Information Systems Directors, Member

Kroth, Philip
- AHRQ Quality and Effectiveness Research Scientific Committee, Standing Member
- American Medical Informatics Association (AMIA) Academic Forum, Charter Member
- American Medical Informatics Association (AMIA) Education Committee, Member
- Division of General Internal Medicine, Attending Physician for the UNM General Medicine Clinic
- HSC CTSC Biomedical Informatics Core, Member
- HSC CTSC MSCR Course Leaders Committee, Biomedical Informatics Course Director
- HSC Knowledge Management and Information Technology Advisory Council, Ex Officio Member
- HSC Science Advisory Council, Member
- New Mexico Regional Health Information Organization (RHIO) Grande / New Mexico Health Information Collaborative Joint Steering Committee, Member-at-large
- Medical Student Research Committee, Co-Chair
- UNM Cancer Research and Treatment Center, caBIG Advisory Committee, Member
- UNM Human Tissue Repository and Experimental Pathology Lab Committee, Ad Hoc Member
- UNM IT Oversight Committee, Member
- UNM IT Ambulatory Oversight Committee, Member

Lux, Michael
- Interprofessional Healthcare Simulation Center Advisory Committee, Member
- Interprofessional Education Committee, Member

Martinez, Antoinette
- UNM Fiscal Agent Networking Group, Alternate Member
- UNM Fiscal Research Services Working Group, Member

McBride, Peggy
- Graduate Medical Educational Records Retention Task Force, Member
- Society of Southwest Archivists Publications Committee, NM Representative

McCarthy, Mary
- UNM IT Service Management Functional Committee, Member

Metzner, Barney
- HSC HIPAA Oversight Committee, Member
- HSC IT Security Council, Member/Coordinator
- HSC Knowledge Management and Information Technology Operations Council, Member
- HSC Policy Working Group IT Security Council Subcommittee, Member
- HSC SharePoint Steering Committee, Member
- New Mexico Compliance Officers Forum, Member
- UNM Cherwell Project, IT Security Steering Committee, Member
- UNM Email and Calendaring Project, RFP IT Security Scoring, Member
- UNM General Person Committee, Member
- UNM IT Managers Council, Member
- UNM IS Steering Committee, Member

Meyer, Cory
- North Campus Re-Card Committee, Member
- UNM Portal Governance Committee, Member

Morley, Sarah
- CNM Paralegal Advisory Committee, Member
- Graduate Medical Education:
  - Feedback & Evaluation Project, Member
  - Feedback Intervention Subcommittee, Member
  - Internal Review Committee, Member
- Internal Program Reviews (listed below), Member
  - Geriatrics Residency Program, October 2010
  - Cardiology Residency Program, October, 2010
- HSC Domenici Center Phase II Opening house Steering Committee, Member
- HSC Mentoring Program 2010-2011, Mentor,
- South Central Chapter/Medical Library Association Hospital Library Interest Section, President
- SOM Academic Advisory Council, Member
- SOM-Undergraduate Medical Education, CQI Program Evaluation, Member
  - Immunology Block
- UNMH Health Literacy Committee, Member

Nail-Chiwetalu, Barbara
- AHEC Advisory Board, Member
- Community Health Group, Member
- Consumer and Patient Health Information Section (CAPHIS), Medical Library Association, Member
- Continuing Education Committee, Medical Library Association South Central Chapter, Member
- Distance Education Committee, NMCAL, Member
- Frontera Collaboration, Principal Investigator for New Mexico
- Go Local Group, NN/LM SCR, Member
- Health Disparities Task Force, NN/LM SCR, Member
- HSC Statewide Diabetes Coordinating Group, Curriculum Committee, Co-Chair
- New Mexico Regional Advisory Committee, NN/LM SCR, Member
- Outreach Advisory Committee, NN/LM SCR, Member
- Outreach Connections Native Health Information Wiki Steering Committee, Manager/Facilitator
- Tribal Connection Four Corners (TC4C) Group, Member

Romero, Lisa C.
- HSC Mentorship Program Planning Team, Member
- SOM Administrators – Faculty Hiring & Contracts, Member

Perea, James
- HSC EMS Users’ Group, Member

Sanford, Thomas
- HSC IT Security Council Policy Working Group, Member
- HSC Information Systems Directors Group, Member
- HSC Knowledge Management and Information Technology Operations Council, Member
- HSC Secure Remote Access Working Group, Member
- HSC SharePoint Steering Committee, Member
- UNM Cherwell/ITSM Change Management Working Group, Member
- UNM Cherwell/ITSM IT Security Team, Member
- UNM Enterprise Calendaring and Messaging, E-Mail Task Force, Member
- UNM IT Agents, Member
- UNM IT Manager’s Council, Member

Scott, Vicki
- HSC SharePoint Steering Committee, Member
- UNM Database Professional Group, Member
Seyl, MaryLou
- ASA-HSC Administrative Support Alliance, Member and Archivist
- ASA Conference partnered with UNM EOD - Registration Committee, Co-chair
- ASA-SOM Ad-hoc committee, Member

Shipp, Gayle
- HSC IT Security Council Policy Working Group, Member
- HSC Operational Endpoint (Full Disk) Encryption Team, Member
- HSC Operational Secure Email Team, Member
- HSC Secure Remote Access Working Group, Member
- UNM Cherwell/ITSM IT Security Team, Member
- UNM Enterprise Calendaring and Messaging, E-Mail Security Team, Member

Sibray, Jonathan
- HSC Information Systems Directors, Member
- UNM Enterprise Calendaring and Messaging, E-Mail Technical Team, Member

Sletten, Marcia
- HSC Administrators, Member
- HSC Institutional Funding Committee, Member
- HSC Mentorship Program Planning Team, Member
- IHSC Advisory Committee, Member
- UNM ERP Steering Committee, Alternate Member
- UNM Finance/HR/Payroll Reporting Workgroup, Member
- UNM Financial Services Annual Workgroup for Goals, Member
- UNM Fiscal Agent Networking Group, Member
- UNM HR Planning Committee, Member

Wiley, Kevin
- HSC Knowledge Management and Information Technology Operations Council, Member
- UNM IT Managers Council, Member
- UNM Web Advisory Committee, Member

FACULTY PUBLICATIONS

Carr, Dick
- Carr, R. “A content analysis of questions generated by public health practitioners in New Mexico: preliminary results”. Poster presented at the University of New Mexico School of Medicine Education Day, Albuquerque, NM. May 2011. http://hdl.handle.net/1928/1768

Bengtson, Jason

Eldredge, Jonathan D.


Eldredge, J.D., Palley, T., Cosgrove, E., Arndell, C. “Integrating Evidence-Based Practice (EBP) Knowledge and Skills into an Undergraduate Medical School Curriculum.” Association of American Medical Colleges Patient and Populations: Public Health in Medical Education Conference. Cleveland, OH. September 2010.


King, Christee


Kroth, Philip J.


Nail-Chiwetalu, Barbara


---

**PRESENTATIONS, EXHIBITS, AND DEMONSTRATIONS**

Bengtson, Jason

Dental Hygiene Tour/Instruction, HSLIC, January 2011

Bowler-Hill, Sally

“Enhancing Student Success with Lecture Capture at the UNM HSC,” Co-Presenter, NM TIE 2010 Conference, Santa Fe, NM, October 2010

“Make the Best Use of Your Stuff: Space & Resource Management Using EMS,” Co-Presenter, NM TIE 2010 Conference, Santa Fe, NM, October 2010

“Measuring IT Service Success,” Co-Presenter, NM TIE 2010 Conference, Santa Fe, NM October 2010

Planning Office Update, Presenter, HSLIC In-Service, Albuquerque, NM, October 2010

MISO Survey Results, Presenter, HSLIC In-Service, Albuquerque, NM, June 2011

Updated HSLIC Strategic Plan, Presenter, HSLIC In-Service, Albuquerque, NM, June 2011
Bradley, Patricia
- “Evaluating & Finding Health & Medical Information,” Presenter, Native Health Initiative, Albuquerque NM, July 2010
- “The Native Health Database,” Presenter, Albuquerque Area Indian Health Board, Albuquerque NM, August 2010
- “Cancer Information: From Questions to Answers,” Presenter, Cancer Services of New Mexico, Glorieta NM, September 2010
- “Evaluating & Finding Health & Medical Information,” Presenter, UNM University Studies, Albuquerque NM, October 2010
- “The Native Health Database,” Presenter, American Indian/Alaska Native Health Research Advisory Committee, Albuquerque NM, October 2010
- 67th Annual Convention, Exhibitor, National Congress of American Indians, Albuquerque NM, November 2010
- “Health Information Resources for Health Care Providers,” Presenter, HSLIC/IHS, Gallup NM, February 2011
- “Native American Health Information Resources on the Internet,” Presenter, HSC/CNAH, New Laguna, NM, March 2011
- “Native American Health Information Resources on the Internet,” Presenter, HSC/CNHA, Albuquerque NM, April 2011
- 23rd Annual Native Health Research Conference, Co-Exhibitor, HSLIC/CNAH, Niagara Falls, NY, June 2011

Buchanan, Holly Shipp
- Administrative Services, Presenter, HSLIC In-Service, Albuquerque, NM, August 2010
- HSLIC Annual Report, Presenter, HSLIC In-Service, Albuquerque, NM, November and December 2010

Bunnett, Brian
- Library and Education Services, Presenter, HSLIC In-Service, Albuquerque, NM, September 2010
- “Enhancing Student Success with Lecture Capture at the UNM Health Sciences Campus,” Presenter, New Mexico Technology in Education Conference, Santa Fe, NM, October 2010
- “New Directors Q and A,” Presenter, South Central Chapter of the Medical Library Association Annual Meeting, Austin, TX, October 2010
- “HSLIC’s Envoy Program,” Presenter, Research Strategic Planning Committee, Albuquerque, NM, May 2011
- “HSLIC’s Envoy Program,” Presenter, Knowledge Management and Information Technology Advisory Council, Albuquerque, NM June 2011
Carr, Richard

- “Library Resources,” Presenter, COP Residents, Albuquerque, NM, July 2010
- Library tour, New Medical Students, Albuquerque, NM, July 2010
- “Library Orientation,” Presenter, new UNM faculty, Albuquerque, NM, August 2010
- “Library Resources,” Presenter, new Pharm D. students, Albuquerque, NM, August 2010
- “Library Resources,” Presenter, Biomedical Science Graduate Students, Albuquerque, NM, August 2010
- “Freshman Learning Community 602,” Instructor, Albuquerque, NM, September 2010
- “Freshman Learning Community 610,” Instructor, Albuquerque, NM, September 2010
- “Freshman Learning Community 628,” Instructor, Albuquerque, NM, September 2010
- “Health Education 582,” Presenter, Albuquerque, NM, September 2010
- “Make the Best Use of Your Stuff: Space & Resource Management Using EMS,” Co-Presenter, NM TIE 2010 Conference, Santa Fe, NM, October 2010
- “Life Sciences 262L,” Instructor, Albuquerque, NM, October 2010
- “Pharmacy 728 - Lab,” Presenter, (2 sessions) Albuquerque, NM, October 2010
- “Statistics 538,” Presenter, Albuquerque, NM, October 2010
- SCC/MLA Annual Meeting, Poster Presentation, Austin, TX, October 2010
- RUSS Unit Report, Presenter, HSLIC In-Service, Albuquerque, NM, April 2011
- “A content analysis of questions generated by public health practitioners in New Mexico: preliminary results,” Poster Presentation, SOM Education Day, Albuquerque, NM, May 2011
- New HSLIC Service Desk, Presenter, HSLIC In-Service, Albuquerque, NM, June 2011

Collaros, Sophia

- “HITECH Act and Breach Notification,” Presenter, New Mexico Information Systems Audit and Control Association (ISACA), Albuquerque, NM, August 2010
- “HIPAA Update 2010,” Presenter, HSC Biomedical Informatics Seminar Series, Albuquerque, NM, December 2010

Eldredge, Jonathan

- PubMed Assistance, Presenter, HSLIC, Albuquerque, NM, November 2010
- “Integrating Evidence-Based Practice (EBP) Knowledge and Skills into an Undergraduate Medical School Curriculum,” Poster Presentation, Sixth Annual Success in the Classroom: Sharing Practices that Work, Albuquerque, NM, February 2011
- 25th Anniversary Program Celebration Remarks, Medical Library Association -Collection Development, Minneapolis, MN, May 2011
- “A New Approach to Teaching Evidence Based Practice at a Western Medical School,” Poster Presentation, Association of American Medical Colleges -Western Group on Educational Affairs Annual Meeting, Stanford, CA, May 2011
• “Evaluation of an Evidence-Based Scholarly Communication Conference Focused on Support of Translational Investigators Using a Prospective Longitudinal Cohort Design,” Poster Presentation, Sixth International Evidence Based Library and Information Practice Conference, Manchester, England, UK, June 2011
• “Innovative Features to an Evidence-Based Practice Conference: A Program Evaluation,” Poster Presentation, Sixth International Evidence Based Library and Information Practice Conference, Manchester, England, UK, June 2011

Ellard, Owen
• “CRM at the HSC”, Presenter, Biomedical Informatics Seminar Series, Albuquerque, February, 2011
• “HSLIC Customer Service Initiatives”, Presenter, SOM Committee of Chairs, Albuquerque, NM, April, 2011
• HSLIC Resources, Presenter, SOM New Faculty Quick Start, Albuquerque, NM, April 2011

Hall, Laura
• “Absolute Poison,” Exhibit Curator, September 2010
• “Opening Doors: African American Academic Surgeons,” Local Exhibit Curator, February 2011
• “Roadside Crosses and Memorials,” Exhibit Curator, April 2011

Hendrix, Ingrid
• CTSC Biomedical Informatics, Presenter, Albuquerque, NM, July 2010
• CON Undergraduate Program Orientation, Presenter, Albuquerque, NM, August 2010
• Occupational Therapy Program Orientation, Presenter, Albuquerque, NM, August 2010
• Physical Therapy Program Orientation, Presenter, Albuquerque, NM, August 2010
• UNMH Nurse Resident Program, Presenter, Albuquerque, NM, August, October, 2010, March 2011
• HSC Living and Learning Communities, Presenter, Albuquerque, NM, September 2010
• “OCTH 534,” Presenter, Occupational Therapy, Albuquerque, NM, September & October 2010
• HSLIC Desk Training, Presenter, October 2010, January 2011, March 2011
• “PT 534,” Presenter, Physical Therapy Albuquerque, NM, October & November 2010
• “Information Survival Skills”, Instructor, SOM Perspectives in Medicine elective Albuquerque, NM, Fall 2010
• EBSCC Team EndNote Training Class, Presenter, Albuquerque, NM, January 2011
• “N332,” Presenter, CON, January 2011
• CON New Faculty Orientation, Presenter, February 2011
• SOM Faculty Quick Start, Presenter, February 2011
• COP PEPPOR program, Presenter, March 2011
• Sandovol County Midwives Orientation, Presenter, March 2011
• UNMH Unit Based Nurse Educators Evidence Based Workshop, Presenter, Albuquerque, NM, March 2011
• Occupational Therapy Tutor Problem Based Learning, Instructor, Albuquerque, NM, Spring 2011
• Interprofessional Education, Event Facilitator & Poster Moderator, April 2011
• Occupational Therapy OCTH634L, Presenter, April 2011
• Physical Therapy PT 622, Presenter, April 2011
• “A Single-Subject Study on the Effects of Service Dogs for People with Mobility Challenges”, Poster Presentation, OT Graduate Program Research Day, Albuquerque, NM, April 2011
• “Information Survival Skills: Librarians in Medical Education”, Poster Presentation, SOM Education Day, Albuquerque, NM, May 2011
• Nursing Publication Workshop, Presenter, Albuquerque, NM, May 2011

King, Christee
• Child Psychiatry Fellows, Presenter, January 2010
- Immunity Block, Tutor, SOM, Winter 2010

Kinney, William
- “GroupWise”, Instructor (7 sessions), Albuquerque, NM, July-June, 2010-2011

Kroth, Philip
- “Ancestry Estimation in a Web-based, Searchable Database of Orthodontic Case Files for Patient Care, Education, and Research,” Abstract and Poster Presentation, MedInfo 2010 - 13th World Congress on Medical and Health Informatics, Cape Town, South Africa, September 2010
- “A Web-based, Searchable Database of Orthodontic Case Files for Patient Care, Education, and Research”, Abstract and Scientific Demonstration Co-Presenter, MedInfo 2010 -13th World Congress on Medical and Health Informatics, Cape Town, South Africa, September 2010
- “The Evidence Based Scholarly Communications Conference: Capitalizing on the unique role of information professionals in translational research,” Abstract and Poster Presentation, 2010 Medical Library Association, South Central Chapter Meeting, Austin, TX, October 2010
- “Evidence Based Medicine Course,” Instructor, SOM, March & April 2011
- “Demonstrating an anthropological application of the Economides orthodontic collection: deciduous and permanent tooth size in European and Hispanic Americans” Poster Presentation, Program of the 80th Annual Meeting of the American Association of Physical Anthropologists, American Journal of Physical Anthropology, April 2011
- “Innovative features to an evidence-based practice conference: A program evaluation,” Poster Presentation, Sixth International Evidence Based Library and Information Practice conference, Slaford, UK, June 2011
- “Evaluation of an evidence-based scholarly communication conference focused on support of translational investigators using a prospective longitudinal cohort design,” Poster Presentation, Sixth International Evidence Based Library and Information Practice conference, Slaford, UK, June 2011

Lux, Michael
- Interprofessional Healthcare Simulation Center (IHSC), Presenter, HSLIC, Albuquerque, NM, February 2011

McBride, Peggy
- “Use of Archives,” Presenter, Freshman Learning Community Library Session, September 2011
- “An Enduring Legacy,” Exhibit, Curator, NM Medical Society Annual Meeting, May 2011

McCarthy, Mary
- Cherwell (IT Service Management Toolkit), Co-Presenter, April 2011

Metzner, Barney
- "Keeping Data Secure," Presenter, Research University: Coordinating Human Research at UNM, Albuquerque, NM, May 2011

Meyer, Cory
- Curated an exhibit on medical instruments, New Mexico Medical Society, Albuquerque, NM, May 2011

Morley, Sarah
- Anesthesiology Residency Program, Presenter, Albuquerque NM, July 2010
- “Expanding Roles: HSLIC Library and Education Services”, Co-Presenter, KMIT OPS, Albuquerque, NM, July 2010
- Geriatric Fellows Program, Presenter, Albuquerque NM, July 2010
- GME Fellows Orientation, Presenter, Albuquerque NM, July 2010
- Neurology Residency Program, Presenter, Albuquerque NM, July 2010
Pharmaceutical Care Labs, Albuquerque NM, July, August, September 2010 & February, March 2011
• SOM Faculty Quick Start, Presenter, Albuquerque NM, July 2010
• Basic Medical Sciences Graduate Program Orientation, Presenter, Albuquerque NM, August 2010
• COP PePPOR graduate students, Albuquerque NM, Presenter, August 2010
• “Pharmacy 728,” Presenter, COP, Albuquerque NM, August, September, October 2010 & April 2011
• APS Career Enrichment Center LPN program, Presenter, Albuquerque NM, September 2010
• SOM Faculty Quick Start, Presenter, Albuquerque NM, September 2010
• EMS Academy, Presenter, Albuquerque NM, October 2010 & January 2011
• “Information Literacy: Significance in a Graduate Medical Education Population,” South Central Chapter / Medical Library Association annual conference, Presenter, Austin, TX, October 2010
• “Pharmacy 703,” Presenter, COP, Albuquerque NM, October, November 2010
• “Information Survival Skills,” Instructor, SOM Perspectives in Medicine elective, Albuquerque NM, Fall 2010
• Neurology Residency Program, Presenter, Albuquerque NM, November 2010
• “Pharm 718,” Presenter, COP, Albuquerque NM, November, February 2010 & April, June 2011
• HSLIC Desk Training, Presenter, Albuquerque NM November 2010
• SOM Tutor, Transitions Block, Tutor, Albuquerque NM, Spring 2011
• “E-Resources,” Presenter, SOM Transitions Block, Albuquerque NM, April 2011
• Faculty Quick Start, Presenter, SOM, Albuquerque NM, April 2011
• “Information Survival Skills: Librarians in Medical Education”, Presenter, SOM, Albuquerque, NM, May 2011
• “Nursing 544,” Presenter, CON, Albuquerque NM, June 2011
• House Officer Orientation- Informatics Section, Facilitator and Presenter, Graduate Medical Education, Albuquerque NM, June 2010

Nail-Chiwetalu, Barbara
• “General and Consumer Health Information Resources”, Presenter, Catron County Health Council, Reserve, NM, August 2010
• “Health Disparities/Consumer Health Information Resources”, Presenter, Union County Health Council, Clayton, NM, August 2010
• “Health Disparities,” Presenter, Chaves County Health Council, Roswell, NM, September 2010
• “Health Disparities/Health Information Literacy/Consumer Health Information Resources”, Presenter, Lincoln County Health Council, Ruidoso, NM, September 2010
• “Consumer Health Information for You, Your Family, and Community”, Presenter, Guadalupe County Health Council, Santa Rosa, NM, October 2010
• “Free, Trusted Health Information for You and Your Family”, Presenter, Quay County community, Tucumcari, NM, October 2010
• “Health Information Literacy/Consumer Health Information Resources”, Presenter, Santa Fe County Health Council, Santa Fe, October 2010
• “Health Information Literacy”, Presenter, Sierra County Health Council, Truth or Consequences, NM, November 2010
• Distance Services, Exhibitor, New Mexico Community Health Workers Association Conference, Albuquerque, NM, December 2010
• Distance Services, Exhibitor, KOB-TV Health Fair, Albuquerque, NM, January 2011
• “Resources and Services of the Health Sciences Library and Informatics Center”, Presenter, University of St. Francis Physician Assistant student orientation, Albuquerque, NM, January 2011
• Distance Services, Exhibitor, New Mexico Chapter of the American Academy of Family Practitioners, Albuquerque, NM, February 2011
• “MedlinePlus”, Presenter, HSLIC In-Service, Albuquerque, NM, March 2011
• Distance Services, Exhibitor, Head to Toe Conference, Albuquerque, NM, April 2011
• “Cancer Information: From Questions to Answers”, Presenter, Family Cancer Center Retreat, Glorieta, NM, May 2011
• Distance Services Unit Report, Presenter, HSLIC In-Service, Albuquerque, NM, May 2011

Perea, James
• 80 Domenici Center Audiovisual demos, Albuquerque, NM
• 4 EMS demos, Albuquerque, NM
• Docutek demo, Albuquerque, NM
• 22 HSLIC tours/orientations, Albuquerque, NM
• Library IQ class, Albuquerque, NM, August 2010

Sibray, Jonathan
• “GroupWise - Optional Session #2,” Presenter, UME New Student Orientation, Albuquerque, NM, July 2010
• “GroupWise Training,” Presenter, UME New Students Orientation, Albuquerque, NM, July 2010
• “GroupWise Orientation,” Presenter, SOM Faculty Quick Start, Albuquerque, NM, July 2010
• “GroupWise Department Training,” Presenter, Albuquerque, NM, July 2010
• “GroupWise - Advanced,” Presenter, Albuquerque, NM, August 2010
• “GroupWise,” Presenter, Physical Therapy New Student Orientation, Albuquerque, NM, August 2010
• “GroupWise,” Presenter, Occupational Therapy New Student Orientation, Albuquerque, NM, August 2010
• “GroupWise,” Presenter, PEPPOR New Student Orientation, Albuquerque, NM, August 2010
• “GroupWise,” Presenter, COP New Student Orientation, Albuquerque, NM, August 2010
• “GroupWise - Basic,” Presenter, Albuquerque, NM, September 2010
• “GroupWise Orientation,” Presenter, SOM Faculty Quick Start, Albuquerque, NM, September 2010
• “GroupWise - Advanced,” Presenter, Albuquerque, NM, October 2010
• “GroupWise - Basic,” Presenter, Albuquerque, NM, October 2010
• “GroupWise Message Overload Handling Techniques,” Presenter, Albuquerque, NM, November 2010
• “GroupWise Mobility Support Training,” Presenter, Albuquerque, NM, November 2010
• “GroupWise: Support Training,” Presenter, Albuquerque, NM, December 2011
• “GroupWise Basic,” Presenter, Albuquerque, NM, May 2011
• “GroupWise,” Presenter (4 sessions), House Officer Orientation, Albuquerque, NM, June 2011
• “GroupWise,” Presenter, New Student Orientation, Albuquerque, NM, June 2011
• “Secure Email” Orientation/Demo, Presenter, Albuquerque, NM, June 2011

Sletten, Marcia
• HSLIC Business & Support Services, HSLIC In-Service, Albuquerque, NM, September 2010
• HSLIC Budget, Presenter, HSLIC In-Service, Albuquerque, NM, May 2011

Wiley, Kevin
• “A Brief Survey of Mobile App Options,” Presenter, HSLIC BioMISS, April 2011
IN-SERVICES JULY 2010 THROUGH JUNE 2011

<table>
<thead>
<tr>
<th>Subject</th>
<th>Lead Presenter</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cherwell</td>
<td>Mary McCarthy</td>
<td>April 19 &amp; 20, 2011</td>
</tr>
<tr>
<td>HSLIC Annual Report</td>
<td>Holly Buchanan</td>
<td>November 30 &amp; December 1, 2010</td>
</tr>
<tr>
<td>HSLIC Budget</td>
<td>Marcia Sletten</td>
<td>May 10 &amp; 11, 2011</td>
</tr>
<tr>
<td>HSLIC Internal Customer Service Survey</td>
<td>Leah Kier</td>
<td>June 14, 2011</td>
</tr>
<tr>
<td>Inter-Professional Healthcare Simulation Center (IHSC)</td>
<td>Michael Lux</td>
<td>February 15 &amp; 16, 2011</td>
</tr>
<tr>
<td>Library &amp; Education Services Reorganization</td>
<td>Brian Bunnett</td>
<td>January 18 &amp; 19, 2011</td>
</tr>
<tr>
<td>MISO Survey Results</td>
<td>Sally Bowler-Hill</td>
<td>June 7 &amp; 8, 2011</td>
</tr>
<tr>
<td>New HSLIC Service Desk</td>
<td>Dick Carr</td>
<td>June 21 &amp; 22, 2011</td>
</tr>
<tr>
<td>PubMed Assistance</td>
<td>Jon Eldredge</td>
<td>November 9-10, 2010</td>
</tr>
<tr>
<td>Updated HSLIC Strategic Plan</td>
<td>Sally Bowler-Hill</td>
<td>June 28 &amp; 29, 2011</td>
</tr>
</tbody>
</table>

Unit Reports

<table>
<thead>
<tr>
<th>Subject</th>
<th>Lead Presenter</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distance Services</td>
<td>Barbara Nail-Chiwetalu</td>
<td>May 24, 2011</td>
</tr>
<tr>
<td>HSLIC Administrative Services</td>
<td>Holly Buchanan</td>
<td>August 16, 2010</td>
</tr>
<tr>
<td>HSLIC Business &amp; Support Services</td>
<td>Marcia Sletten</td>
<td>September 14 &amp; 15, 2010</td>
</tr>
<tr>
<td>HSLIC Planning Unit</td>
<td>Sally Bowler-Hill</td>
<td>October 19, 2010</td>
</tr>
<tr>
<td>Library &amp; Education Services</td>
<td>Brian Bunnett</td>
<td>November 2, 2010</td>
</tr>
<tr>
<td>RUSS Unit Report</td>
<td>Dick Carr</td>
<td>April 12 &amp; 13, 2011</td>
</tr>
<tr>
<td>User Services Unit</td>
<td>Rick Adcock</td>
<td>April 26 &amp; 27, 2011</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td># of In-service Events</td>
<td>18</td>
<td>19</td>
<td>24</td>
<td>26%</td>
</tr>
<tr>
<td>Average Attendance</td>
<td>21</td>
<td>21</td>
<td>18</td>
<td>-14%</td>
</tr>
<tr>
<td>In-service provided info valuable in performing job (1 - 5 rating scale)</td>
<td>Unavailable</td>
<td>Unavailable</td>
<td>4.25</td>
<td>NA</td>
</tr>
</tbody>
</table>

LIBRARY HOURS 2010 - 2011

<table>
<thead>
<tr>
<th></th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday-Thursday</td>
<td>7:00 a.m. – 11:00 p.m.</td>
</tr>
<tr>
<td>Friday</td>
<td>7:00 a.m. – 6:00 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>9:30 a.m. – 6:00 p.m.</td>
</tr>
<tr>
<td>Sunday</td>
<td>12:00 p.m. – 11:00 p.m.</td>
</tr>
</tbody>
</table>
### 2011 - Staff Appreciation and Awards

<table>
<thead>
<tr>
<th>Name</th>
<th>Degree or Certification</th>
<th>Unit, Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eliot Knight, PhD, MFA</td>
<td>(UNM Management Academy)</td>
<td>User Support Services, Technical Support Analyst 2</td>
</tr>
<tr>
<td>Lisa C. Romero, MPA</td>
<td>(Masters in Public Administration)</td>
<td>IT Systems, Senior LAN Administrator</td>
</tr>
<tr>
<td>Ingrid Hendrix, MILS, AHIP</td>
<td></td>
<td>Staff Roster 2010-2011</td>
</tr>
<tr>
<td>Philip J. Kroth, MD, MS</td>
<td></td>
<td>Staff Roster 2010-2011</td>
</tr>
<tr>
<td>Geoff Johnson</td>
<td></td>
<td>Staff Roster 2010-2011</td>
</tr>
<tr>
<td>James Perea</td>
<td></td>
<td>Staff Roster 2010-2011</td>
</tr>
<tr>
<td>Lynette Fannon-Lamkin, MLS</td>
<td></td>
<td>Staff Roster 2010-2011</td>
</tr>
<tr>
<td>Brent Jones</td>
<td></td>
<td>Staff Roster 2010-2011</td>
</tr>
<tr>
<td>GroupWise Web Log-in Team</td>
<td></td>
<td>Staff Roster 2010-2011</td>
</tr>
<tr>
<td>John Abrams</td>
<td></td>
<td>Staff Roster 2010-2011</td>
</tr>
<tr>
<td>Dave Groth</td>
<td></td>
<td>Staff Roster 2010-2011</td>
</tr>
<tr>
<td>Jon Sibray</td>
<td></td>
<td>Staff Roster 2010-2011</td>
</tr>
</tbody>
</table>

### Health Sciences Library and Informatics Center

#### Staff Roster 2010-2011

<table>
<thead>
<tr>
<th>Name</th>
<th>Unit, Title</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aalseth, Edward</td>
<td>User Support Services, Technical Support Analyst 2</td>
<td>04-30-01</td>
<td></td>
</tr>
<tr>
<td>Abrams, John</td>
<td>IT Systems, Senior LAN Administrator</td>
<td>10-22-01</td>
<td></td>
</tr>
<tr>
<td>Adcock, Richard</td>
<td>User Support Services, Manager, User Support</td>
<td>11-11-02</td>
<td></td>
</tr>
<tr>
<td>Armijo, Raymond</td>
<td>Business Services, Library Information Specialist 2</td>
<td>01-02-95</td>
<td></td>
</tr>
<tr>
<td>Arnold, John</td>
<td>Administration, TV/Production Manager/Director</td>
<td>08-18-08</td>
<td></td>
</tr>
<tr>
<td>Barnes, Jason</td>
<td>IT Systems, Network Tech</td>
<td>05-21-07</td>
<td></td>
</tr>
<tr>
<td>Bengtson, Jason</td>
<td>Reference &amp; User Support Services, Emerging Technologies/Research and Development Librarian</td>
<td>05-17-10</td>
<td></td>
</tr>
<tr>
<td>Bowler-Hill, Sally</td>
<td>Administration, Program Operations Director</td>
<td>09-08-03</td>
<td></td>
</tr>
<tr>
<td>Bradley, Patricia</td>
<td>Distance Services, Native Services Librarian</td>
<td>03-29-04</td>
<td></td>
</tr>
<tr>
<td>Brumbaugh, Nadine</td>
<td>IT Systems, Systems Analyst 2</td>
<td>2-16-09</td>
<td></td>
</tr>
<tr>
<td>Buchanan, Holly Shipp</td>
<td>Administration, HSC Academic Chief Information Officer, HSLIC Executive Director</td>
<td>08-15-97</td>
<td></td>
</tr>
<tr>
<td>Bunnett, Brian</td>
<td>Library and Education Services, Director</td>
<td>12-01-08</td>
<td></td>
</tr>
<tr>
<td>Bynum, Jim</td>
<td>Reference &amp; User Support Services, Manager Library Operations</td>
<td>05-14-01</td>
<td></td>
</tr>
<tr>
<td>Carr, Richard</td>
<td>Reference &amp; User Support Services, Coordinator</td>
<td>05-15-02</td>
<td></td>
</tr>
<tr>
<td>Colasurdo, Garth</td>
<td>Web &amp; Application Development, Analyst Programmer 3</td>
<td>10-09-00</td>
<td></td>
</tr>
<tr>
<td>Collaros, Sophia</td>
<td>Administration, Privacy Officer/HSC</td>
<td>07-01-08</td>
<td></td>
</tr>
<tr>
<td>Corn, Andrew</td>
<td>User Support Services, Supervisor, User Support</td>
<td>03-20-00</td>
<td>01-14-11</td>
</tr>
<tr>
<td>Diddel, Randy</td>
<td>User Support Services, User Support Analyst 3</td>
<td>01-03-07</td>
<td></td>
</tr>
<tr>
<td>Douglas, Aaron</td>
<td>User Support Services, Technical Support Analyst 2</td>
<td>05-14-07</td>
<td></td>
</tr>
<tr>
<td>Eldredge, Jon</td>
<td>Evidence Based and Translational Science Services, Coordinator</td>
<td>01-01-96</td>
<td></td>
</tr>
<tr>
<td>Ellard, Owen</td>
<td>Technology Support Services, Director</td>
<td>09-01-09</td>
<td></td>
</tr>
<tr>
<td>Fannon-Lamkin, Lynette</td>
<td>Resource Access &amp; Delivery, Library Information Specialist 3</td>
<td>04-03-06</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Department</td>
<td>Position</td>
<td>Start Date</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-------------------------------------------------</td>
<td>-----------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Grabowski, Dorella</td>
<td>Administration</td>
<td>Senior Paralegal</td>
<td>07-01-08</td>
</tr>
<tr>
<td>Granato, John</td>
<td>Learning Design Center</td>
<td>Analyst Programmer 2</td>
<td>05-10-04</td>
</tr>
<tr>
<td>Groth, David</td>
<td>Web &amp; Application Development, Web Site Administrator</td>
<td></td>
<td>06-04-01</td>
</tr>
<tr>
<td>Gutierrez, Tom</td>
<td>TECHS, Manager of Systems and Programming</td>
<td></td>
<td>02-01-06</td>
</tr>
<tr>
<td>Hagen, Kimberly</td>
<td>Web &amp; Application Development, Analyst Programmer Specialist</td>
<td></td>
<td>03-04-02</td>
</tr>
<tr>
<td>Hall, Laura</td>
<td>Special Collections, Senior Program Manager/Resource Access &amp; Delivery, Interim Coordinator</td>
<td></td>
<td>04-01-04</td>
</tr>
<tr>
<td>Hannigan, Gale</td>
<td>Biomedical Informatics Research, Training, and Scholarship, Special Projects Librarian</td>
<td></td>
<td>06-27-11</td>
</tr>
<tr>
<td>Hanson, Scott</td>
<td>User Support Services, User Support Analyst 2</td>
<td></td>
<td>04-14-08</td>
</tr>
<tr>
<td>Harris, Rebecca</td>
<td>Resource Access &amp; Delivery, Library Information Specialist 3</td>
<td></td>
<td>10-23-95</td>
</tr>
<tr>
<td>Hendrix, Ingrid</td>
<td>Reference &amp; User Support Services, Nursing Services Librarian</td>
<td></td>
<td>12-03-01</td>
</tr>
<tr>
<td>Horlbeck, Scott</td>
<td>Web &amp; Application Development, Analyst Programmer 2</td>
<td></td>
<td>08-01-07</td>
</tr>
<tr>
<td>Hurd, Laura</td>
<td>Resource Access &amp; Delivery, Library Information Specialist 3</td>
<td></td>
<td>06-13-11</td>
</tr>
<tr>
<td>Husman, Heidi</td>
<td>Web &amp; Application Development, Analyst Programmer 3</td>
<td></td>
<td>09-10-07</td>
</tr>
<tr>
<td>Jacobus, Phillip</td>
<td>User Support Services, User Support Analyst 2</td>
<td></td>
<td>02-02-06</td>
</tr>
<tr>
<td>Johnson, Geoff</td>
<td>IT Systems, Technical Support Analyst 2</td>
<td></td>
<td>10-16-06</td>
</tr>
<tr>
<td>Jones, Brent</td>
<td>IT Systems, Systems Analyst 3</td>
<td></td>
<td>12-14-09</td>
</tr>
<tr>
<td>Kendrick, Icel</td>
<td>Web &amp; Application Development, Operations Manager</td>
<td></td>
<td>11-01-10</td>
</tr>
<tr>
<td>King, Christee</td>
<td>Resource Access &amp; Delivery, Collection Mgt. &amp; Special Projects Librarian</td>
<td></td>
<td>09-15-90</td>
</tr>
<tr>
<td>Kinney, William</td>
<td>Reference &amp; User Support Services, Library Information Specialist 3</td>
<td></td>
<td>04-17-00</td>
</tr>
<tr>
<td>Knight, Eliot</td>
<td>Web &amp; Application Development, Instructional Media Project Manager</td>
<td></td>
<td>09-14-09</td>
</tr>
<tr>
<td>Kroth, Philip</td>
<td>Biomedical Informatics Research, Training and Scholarship, Director</td>
<td></td>
<td>03-01-04</td>
</tr>
<tr>
<td>Langmead, Robert</td>
<td>Web &amp; Application Development, Analyst Programmer 3</td>
<td></td>
<td>12-18-06</td>
</tr>
<tr>
<td>LeGrand, Linda</td>
<td>Business Services, Sr. Fiscal Services Tech</td>
<td></td>
<td>03-10-08</td>
</tr>
<tr>
<td>Li, Dexin</td>
<td>Web &amp; Application Development, Analyst Programmer 2</td>
<td></td>
<td>09-25-06</td>
</tr>
<tr>
<td>Lux, Michael</td>
<td>Business Services, IHSC Program Specialist</td>
<td></td>
<td>08-23-10</td>
</tr>
<tr>
<td>Martinez, Antoinette</td>
<td>Business Services, Accountant 2</td>
<td></td>
<td>12-01-08</td>
</tr>
<tr>
<td>McBride, Peggy</td>
<td>Special Collections, Archivist</td>
<td></td>
<td>05-09-01</td>
</tr>
<tr>
<td>McCarthy, Mary</td>
<td>User Support Services, Technical Systems Analyst 2</td>
<td></td>
<td>05-05-97</td>
</tr>
<tr>
<td>Metzner, Barney</td>
<td>Administration, Information Security Officer/HSC</td>
<td></td>
<td>07-26-93</td>
</tr>
<tr>
<td>Meyer, Cory</td>
<td>Reference &amp; User Support Services, Library Information Specialist 3</td>
<td></td>
<td>09-05-91</td>
</tr>
<tr>
<td>Morley, Sarah</td>
<td>Reference &amp; User Support Services, Clinical Services Librarian</td>
<td></td>
<td>06-01-99</td>
</tr>
<tr>
<td>Nail-Chiwetalu, Barbara</td>
<td>Distance Services, Coordinator</td>
<td></td>
<td>11-01-07</td>
</tr>
<tr>
<td>Newman, Patrick</td>
<td>User Support Services, User Support Analyst 1</td>
<td></td>
<td>07-06-10</td>
</tr>
<tr>
<td>Pena, Stan</td>
<td>Business Services, Manager, Facilities Services</td>
<td></td>
<td>10-04-10</td>
</tr>
<tr>
<td>Perea, James</td>
<td>Reference &amp; User Support Services, Library Services Coordinator</td>
<td></td>
<td>05-22-95</td>
</tr>
<tr>
<td>Romero, Lisa</td>
<td>Resource Access &amp; Delivery, Library Information Specialist 1</td>
<td></td>
<td>02-24-86</td>
</tr>
<tr>
<td>Romero, Lisa C.</td>
<td>Business Services, Unit Administrator 2</td>
<td></td>
<td>03-01-10</td>
</tr>
<tr>
<td>Saavedra, Richard</td>
<td>User Support Services, User Support Analyst 3</td>
<td></td>
<td>10-25-99</td>
</tr>
<tr>
<td>Sanford, Thomas</td>
<td>IT Systems, Manager, Information Services</td>
<td></td>
<td>02-16-09</td>
</tr>
<tr>
<td>Name</td>
<td>Department</td>
<td>Position</td>
<td>Start Date</td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------------------------------------------</td>
<td>-----------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Sandoval, Leslie</td>
<td>Learning Design Center</td>
<td>Training Support Analyst</td>
<td>04-24-08</td>
</tr>
<tr>
<td>Scott, Vicki</td>
<td>IT Systems</td>
<td>Database Administrator</td>
<td>12-03-98</td>
</tr>
<tr>
<td>Seyl, MaryLou</td>
<td>Business Services</td>
<td>Administrative Assistant 3</td>
<td>08-02-99</td>
</tr>
<tr>
<td>Shipp, Gayle</td>
<td>IT Systems</td>
<td>Technical Support Analyst 2</td>
<td>08-04-08</td>
</tr>
<tr>
<td>Sibray, Jonathan</td>
<td>IT Systems</td>
<td>Technical Support Analyst 3</td>
<td>02-08-10</td>
</tr>
<tr>
<td>Sletten, Marcia</td>
<td>Business Services</td>
<td>Manager, Division Support Services</td>
<td>12-15-05</td>
</tr>
<tr>
<td>Tolito, Stephen</td>
<td>IT Systems</td>
<td>LAN Administrator</td>
<td>10-13-97</td>
</tr>
<tr>
<td>Tregear, Jon</td>
<td>TECHS</td>
<td>Analyst Programmer 2</td>
<td>11-20-00</td>
</tr>
<tr>
<td>Vick, Kyle</td>
<td>Web &amp; Application Development</td>
<td>Analyst Programmer 3</td>
<td>02-01-06</td>
</tr>
<tr>
<td>Wiley, Kevin</td>
<td>Web &amp; Application Development</td>
<td>Manager of Systems &amp; Programming</td>
<td>03-12-00</td>
</tr>
<tr>
<td>Wright, Randy</td>
<td>Web &amp; Application Development</td>
<td>Senior Database Administrator</td>
<td>02-01-06</td>
</tr>
<tr>
<td>Zincke, Dianne</td>
<td>Business Services</td>
<td>Manager, Facilities Services</td>
<td>02-02-99</td>
</tr>
</tbody>
</table>

**Student Assistants**

<table>
<thead>
<tr>
<th>Name</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adcock, Richard</td>
<td>Hartwick, Adele</td>
</tr>
<tr>
<td>Alexander, Geoff</td>
<td>LaCour, James</td>
</tr>
<tr>
<td>Bodo, Brianna</td>
<td>Mooneyhan, Karen</td>
</tr>
<tr>
<td>Coronel, Patrick</td>
<td>Murphy, Frederick</td>
</tr>
<tr>
<td>Edwards, Alexandra</td>
<td>Northcutt, Rachael</td>
</tr>
<tr>
<td>Espinoza, Melissa</td>
<td>Rodriguez, Camille</td>
</tr>
<tr>
<td>Fermin, Brayon</td>
<td></td>
</tr>
</tbody>
</table>
### ADMINISTRATION

**Table 1: HSLIC Personnel**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Library Services and Education Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional Staff</td>
<td>11.95</td>
<td>11.95</td>
<td>10.00</td>
<td>-16%</td>
</tr>
<tr>
<td>Support Staff</td>
<td>11.00</td>
<td>10.00</td>
<td>6.50</td>
<td>-35%</td>
</tr>
<tr>
<td>Students</td>
<td>3.06</td>
<td>2.00</td>
<td>1.50</td>
<td>-25%</td>
</tr>
<tr>
<td><strong>Techs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional Staff</td>
<td>4.00</td>
<td>5.00</td>
<td>4.00</td>
<td>-20%</td>
</tr>
<tr>
<td>Support Staff</td>
<td>27.00</td>
<td>27.00</td>
<td>27.50</td>
<td>2%</td>
</tr>
<tr>
<td>Students</td>
<td>1.35</td>
<td>2.00</td>
<td>1.00</td>
<td>-50%</td>
</tr>
<tr>
<td><strong>Other (Admin, Biomedical Informatics, etc.)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional Staff</td>
<td>7.00</td>
<td>6.00</td>
<td>7.50</td>
<td>25%</td>
</tr>
<tr>
<td>Support Staff</td>
<td>6.49</td>
<td>6.49</td>
<td>6.49</td>
<td>0%</td>
</tr>
<tr>
<td>Students</td>
<td>0.25</td>
<td>0.25</td>
<td>0.75</td>
<td>200%</td>
</tr>
<tr>
<td><strong>Total HSLIC</strong></td>
<td>22.95</td>
<td>22.95</td>
<td>21.50</td>
<td>-6%</td>
</tr>
<tr>
<td>Professional Staff</td>
<td>44.49</td>
<td>43.49</td>
<td>40.49</td>
<td>-7%</td>
</tr>
<tr>
<td>Support Staff</td>
<td>6.49</td>
<td>6.49</td>
<td>6.49</td>
<td>0%</td>
</tr>
<tr>
<td>Students</td>
<td>0.25</td>
<td>0.25</td>
<td>0.75</td>
<td>200%</td>
</tr>
<tr>
<td><strong>Total HSLIC Staff</strong></td>
<td>72.1</td>
<td>70.69</td>
<td>65.24</td>
<td>-8%</td>
</tr>
</tbody>
</table>

**Table 2: Privacy Office HIPAA Education Sessions**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Totals: # of Sessions</td>
<td>20</td>
<td>29</td>
<td>18</td>
<td>-38%</td>
</tr>
<tr>
<td>Workforce Attendees</td>
<td>460</td>
<td>765</td>
<td>567</td>
<td>-26%</td>
</tr>
</tbody>
</table>

### LIBRARY AND EDUCATION SERVICES

**Table 3: Training Courses**

<table>
<thead>
<tr>
<th></th>
<th>SOM</th>
<th>CON</th>
<th>COP</th>
<th>HSLIC</th>
<th>HSC</th>
<th>UNM</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Online Courses</strong></td>
<td></td>
<td></td>
<td></td>
<td>166</td>
<td>30</td>
<td>4</td>
<td>193</td>
</tr>
<tr>
<td><strong>Inclass Courses</strong></td>
<td></td>
<td></td>
<td></td>
<td>13,82</td>
<td>24,86</td>
<td>16</td>
<td>38,656</td>
</tr>
<tr>
<td><strong>Scheduled</strong></td>
<td></td>
<td>30</td>
<td>21</td>
<td>166</td>
<td>24,86</td>
<td>16</td>
<td>28,850</td>
</tr>
<tr>
<td><strong>Learners Served</strong></td>
<td></td>
<td></td>
<td></td>
<td>187</td>
<td>69</td>
<td>3</td>
<td>196</td>
</tr>
</tbody>
</table>

**Table 4: HSC Outreach Courses**

<table>
<thead>
<tr>
<th></th>
<th>SOM</th>
<th>CON</th>
<th>COP</th>
<th>HSLIC</th>
<th>HSC</th>
<th>UNM</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Online Courses</strong></td>
<td></td>
<td></td>
<td></td>
<td>18</td>
<td>33</td>
<td>31</td>
<td>82</td>
</tr>
<tr>
<td><strong>Learners Served</strong></td>
<td>182</td>
<td>705</td>
<td>21</td>
<td>37</td>
<td>0</td>
<td>495</td>
<td>1,151</td>
</tr>
</tbody>
</table>

58
Table 5: Instructional Programs/Orientations (Excludes Distance Services and Online Education)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td># of Sessions to Primary or Affiliated Users</td>
<td>94</td>
<td>154</td>
<td>260</td>
<td>69%</td>
</tr>
<tr>
<td># of Sessions Provided within Curricula</td>
<td>429</td>
<td>517</td>
<td>234</td>
<td>-55%</td>
</tr>
<tr>
<td>Total # of Sessions</td>
<td>523</td>
<td>671</td>
<td>494</td>
<td>-26%</td>
</tr>
<tr>
<td>Attendees</td>
<td>4,383</td>
<td>5,111</td>
<td>5,548</td>
<td>9%</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>562</td>
<td>686</td>
<td>742.25</td>
<td>8%</td>
</tr>
</tbody>
</table>

Table 6: Distance Services Training

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Totals: # of Sessions</td>
<td>25</td>
<td>26</td>
<td>30</td>
<td>15%</td>
</tr>
<tr>
<td>Attendees</td>
<td>1,028</td>
<td>914</td>
<td>487</td>
<td>-47%</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>79.5</td>
<td>107.25</td>
<td>111</td>
<td>3%</td>
</tr>
</tbody>
</table>

Table 7: Total Instructional Services

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructional Sessions (Lib. / Distance services)</td>
<td>548</td>
<td>697</td>
<td>524</td>
<td>-25%</td>
</tr>
<tr>
<td>Individual Consultation Sessions¹</td>
<td>Unavailable</td>
<td>Unavailable</td>
<td>235</td>
<td>NA</td>
</tr>
<tr>
<td>Total All Sessions</td>
<td>548</td>
<td>697</td>
<td>675</td>
<td>-3%</td>
</tr>
<tr>
<td>Instructional Attendees (Lib. / Dis. Services)</td>
<td>5,411</td>
<td>6,025</td>
<td>6,035</td>
<td>0%</td>
</tr>
<tr>
<td>Individual Consultation Attendees</td>
<td>Unavailable</td>
<td>Unavailable</td>
<td>235</td>
<td>NA</td>
</tr>
<tr>
<td>Total Attendees</td>
<td>Unavailable</td>
<td>Unavailable</td>
<td>6,000</td>
<td>NA</td>
</tr>
<tr>
<td>Instructional Contact Hours (Lib./Dis. Services)</td>
<td>641.5</td>
<td>793.25</td>
<td>853.25</td>
<td>8%</td>
</tr>
<tr>
<td>Individual Consultation Contact Hours</td>
<td>Unavailable</td>
<td>Unavailable</td>
<td>235</td>
<td>NA</td>
</tr>
<tr>
<td>Total Contact Hours</td>
<td>Unavailable</td>
<td>Unavailable</td>
<td>919</td>
<td>NA</td>
</tr>
</tbody>
</table>

¹ Consultation data for FY2011 is incomplete.

Table 8: HSLIC Sponsored Lectures

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biomedical Informatics</td>
<td>14</td>
</tr>
<tr>
<td>Special Collections</td>
<td>4</td>
</tr>
<tr>
<td>EVP Leadership Forums</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2010/2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Totals: # of Lectures</td>
<td>14</td>
</tr>
<tr>
<td>Attendees</td>
<td>180</td>
</tr>
<tr>
<td>Offered for CME</td>
<td>14</td>
</tr>
<tr>
<td>Attendees</td>
<td>180</td>
</tr>
<tr>
<td>Offered for CME</td>
<td>0</td>
</tr>
</tbody>
</table>

59
Table 9: Size of General Collection (Titles)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Print Monographs</td>
<td>42,964</td>
<td>42,241</td>
<td>36,597</td>
<td>-13%</td>
</tr>
<tr>
<td>Total Electronic Monographs¹</td>
<td>394</td>
<td>441</td>
<td>491</td>
<td>11%</td>
</tr>
<tr>
<td>Unique Print Serials</td>
<td>75</td>
<td>38</td>
<td>37</td>
<td>-3%</td>
</tr>
<tr>
<td>Print Serials / Free or Gifts</td>
<td>6</td>
<td>6</td>
<td>5</td>
<td>-17%</td>
</tr>
<tr>
<td>Electronic Serials Purchased</td>
<td>1,916</td>
<td>1,824</td>
<td>1,734</td>
<td>-5%</td>
</tr>
<tr>
<td>Electronic Serials free or gifts</td>
<td>42</td>
<td>56</td>
<td>62</td>
<td>11%</td>
</tr>
<tr>
<td>Total electronic serials in catalog or listed on web site</td>
<td>1,958</td>
<td>1,880</td>
<td>1,796</td>
<td>-4%</td>
</tr>
<tr>
<td>Total accessible serials</td>
<td>2,039</td>
<td>1,924</td>
<td>1,838</td>
<td>-4%</td>
</tr>
<tr>
<td>Film/Video/DVD</td>
<td>1,491</td>
<td>1,454</td>
<td>1,476</td>
<td>2%</td>
</tr>
<tr>
<td>Graphics (Includes Models, Kits, Slides, Transparencies, Photos &amp; Charts)²</td>
<td>438</td>
<td>436</td>
<td>430</td>
<td>-1%</td>
</tr>
<tr>
<td>Audio</td>
<td>19</td>
<td>22</td>
<td>21</td>
<td>-5%</td>
</tr>
<tr>
<td>CD ROMs/Software</td>
<td>305</td>
<td>327</td>
<td>389</td>
<td>19%</td>
</tr>
<tr>
<td>Microforms</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>Educational Software³</td>
<td>63</td>
<td>64</td>
<td>3</td>
<td>-95%</td>
</tr>
<tr>
<td>Productivity Software</td>
<td>9</td>
<td>9</td>
<td>11</td>
<td>22%</td>
</tr>
<tr>
<td>Number of Databases</td>
<td>134</td>
<td>141</td>
<td>157</td>
<td>11%</td>
</tr>
</tbody>
</table>

¹ Most free titles were removed from the online catalog in FY2009.
² Models/Kits, Slides/Transparencies and Photos/Charts were combined in FY2010 to align with library statistical surveys.
³ CD-ROMS accompanying books were counted as ed. software prior to FY2011, and were therefore double-counted.

Table 10: Size of General Collection (Volumes)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Print Monographs</td>
<td>46,725</td>
<td>45,814</td>
<td>39,136</td>
<td>-15%</td>
</tr>
<tr>
<td>Print volumes in library</td>
<td>118,379</td>
<td>106,873</td>
<td>99,347</td>
<td>-7%</td>
</tr>
<tr>
<td>Physical nonprint volumes in library (microforms, CD Rom)</td>
<td>3,381</td>
<td>3,456</td>
<td>3,476</td>
<td>1%</td>
</tr>
<tr>
<td>Print volumes in remote storage</td>
<td>35,960</td>
<td>45,538</td>
<td>45,596</td>
<td>0%</td>
</tr>
<tr>
<td>Physical nonprint volumes in remote storage</td>
<td>293</td>
<td>294</td>
<td>285</td>
<td>-3%</td>
</tr>
<tr>
<td>Total print volumes (monographs &amp; serials)</td>
<td>154,459</td>
<td>152,411</td>
<td>144,943</td>
<td>-5%</td>
</tr>
<tr>
<td>Total physical non print volumes</td>
<td>3,674</td>
<td>3,765</td>
<td>3,761</td>
<td>0%</td>
</tr>
<tr>
<td>Film/Video/DVD</td>
<td>1,954</td>
<td>1,951</td>
<td>2,017</td>
<td>3%</td>
</tr>
<tr>
<td>Graphics (Includes Models, Kits, Slides, Transparencies, Photos &amp; Charts)¹</td>
<td>691</td>
<td>692</td>
<td>661</td>
<td>-4%</td>
</tr>
<tr>
<td>Audio</td>
<td>580</td>
<td>656</td>
<td>609</td>
<td>-7%</td>
</tr>
<tr>
<td>CD ROMs/Software</td>
<td>370</td>
<td>391</td>
<td>458</td>
<td>17%</td>
</tr>
<tr>
<td>Microforms</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>Educational Software²</td>
<td>77</td>
<td>64</td>
<td>3</td>
<td>-95%</td>
</tr>
<tr>
<td>Productivity Software</td>
<td>9</td>
<td>9</td>
<td>11</td>
<td>22%</td>
</tr>
<tr>
<td>Volumes Commercially Bound</td>
<td>93</td>
<td>85</td>
<td>57</td>
<td>-33%</td>
</tr>
</tbody>
</table>

¹ Models/Kits, Slides/Transparencies and Photos/Charts were combined in FY2010 to align with library statistical surveys.
² CD-ROMS accompanying books were counted as ed. software prior to 2010/2011, and were therefore double-counted.
### Table 11: Changes to the General Collection

<table>
<thead>
<tr>
<th></th>
<th>Titles (Volumes) 2008/2009</th>
<th>Titles (Volumes) 2009/2010</th>
<th>Titles (Volumes) 2010/2011</th>
<th>Titles % Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monographic Titles Added</td>
<td>1,008 (1,099)</td>
<td>356 (405)</td>
<td>719 (792)</td>
<td>102%</td>
</tr>
<tr>
<td>Monographic Titles Withdrawn</td>
<td>1,302 (688)</td>
<td>1,062 (1,337)</td>
<td>6,363 (7,570)</td>
<td>499%</td>
</tr>
<tr>
<td>Print Monographs Added -Purchased</td>
<td>634 (708)</td>
<td>226 (271)</td>
<td>685 (845)</td>
<td>203%</td>
</tr>
<tr>
<td>Print Monographs Added – Gifts</td>
<td>202 (215)</td>
<td>39 (43)</td>
<td>34 (47)</td>
<td>-13%</td>
</tr>
<tr>
<td>Electronic Monographs Added – Free</td>
<td>38</td>
<td>9</td>
<td>0</td>
<td>-100%</td>
</tr>
<tr>
<td>Electronic Monographs Added – Purchased</td>
<td>97</td>
<td>81</td>
<td>89</td>
<td>10%</td>
</tr>
<tr>
<td>Electronic Monographs Added – Gifts</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>-100%</td>
</tr>
<tr>
<td>Print Serials Added – Purchased</td>
<td>0 (6)</td>
<td>0 (6)</td>
<td>0 (8)</td>
<td>0%</td>
</tr>
<tr>
<td>Print Serials Added – Gifts</td>
<td>0 (15)</td>
<td>83 (823)</td>
<td>49 (790)</td>
<td>499%</td>
</tr>
<tr>
<td>Electronic Serials Added – Purchased</td>
<td>47</td>
<td>97</td>
<td>32</td>
<td>-67%</td>
</tr>
<tr>
<td>Electronic Serials Added – Free</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

1 Includes free ebook titles removed from catalog 2008/2009.

### Table 12: Special Collections Summary Table

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Manuscripts (Archives in linear feet)</td>
<td>1,896</td>
<td>1,925</td>
<td>1,962</td>
<td>2%</td>
</tr>
<tr>
<td>Photos/Slides/Negatives</td>
<td>6,736</td>
<td>6,736</td>
<td>6,736</td>
<td>0%</td>
</tr>
<tr>
<td>Audio</td>
<td>701</td>
<td>701</td>
<td>701</td>
<td>0%</td>
</tr>
<tr>
<td>Film/Video/Disks</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>8,118</td>
<td>0%</td>
</tr>
<tr>
<td>Number of Digitized Collections</td>
<td>61</td>
<td>67</td>
<td>78</td>
<td>16%</td>
</tr>
<tr>
<td>Size of Collections (Megabytes)</td>
<td>12,161</td>
<td>17,477</td>
<td>27,872</td>
<td>59%</td>
</tr>
<tr>
<td>Total Items in Digitized Collections</td>
<td>553</td>
<td>734</td>
<td>890</td>
<td>21%</td>
</tr>
<tr>
<td>Number of Times Accessed</td>
<td>8,238</td>
<td>45,099</td>
<td>46,693</td>
<td>-100%</td>
</tr>
<tr>
<td>Volumes/Pamphlets Digitalized</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>0%</td>
</tr>
<tr>
<td>Unbound Sheets Digitalized</td>
<td>2,460</td>
<td>3,066</td>
<td>3,303</td>
<td>8%</td>
</tr>
<tr>
<td>Photographs/Non-paper Items Digitalized</td>
<td>380</td>
<td>554</td>
<td>713</td>
<td>29%</td>
</tr>
</tbody>
</table>

1 Actual number of items

2 Excludes the Rocky Mountain Online Archive. Increase in number of times accessed due in part to the implementation of a new web analytics tool at the HSC, which more comprehensively captures page views for HSC web pages.

### Table 13: Library Database Digitization Activities

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Digital Collections</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>33%</td>
</tr>
<tr>
<td>Size in Megabytes</td>
<td>94.1</td>
<td>127.26</td>
<td>76.5</td>
<td>-40%</td>
</tr>
<tr>
<td>Items</td>
<td>9,399</td>
<td>10,618</td>
<td>9,034</td>
<td>-15%</td>
</tr>
</tbody>
</table>

1 Part of 2009-2010 increase in items due to miscounting of items in the Latin American Social Medicine (LASM) database in prior years. LASM moved to UNM institutional repository and divided into 2 collections. LASM was removed from the count of HSLIC’s digitization activities in 2010-2011.
Table 14: Collection Development (General Expenditures – Dollars)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Monographs¹</td>
<td>$64,426</td>
<td>$20,361</td>
<td>$41,486</td>
<td>104%</td>
</tr>
<tr>
<td>Electronic Monographs</td>
<td>$65,882</td>
<td>$62,816</td>
<td>$39,313</td>
<td>-37%</td>
</tr>
<tr>
<td>Print Serials</td>
<td>$701</td>
<td>$870</td>
<td>$742</td>
<td>-15%</td>
</tr>
<tr>
<td>Electronic Serials</td>
<td>$956,020</td>
<td>$850,580</td>
<td>$846,307</td>
<td>-1%</td>
</tr>
<tr>
<td>Electronic Databases</td>
<td>$125,084</td>
<td>$122,631</td>
<td>$121,103</td>
<td>-1%</td>
</tr>
<tr>
<td>Other Library Material (media)²</td>
<td>$1,449</td>
<td>$2,262</td>
<td>$2,885</td>
<td>28%</td>
</tr>
<tr>
<td>SubTotal</td>
<td>$1,213,562</td>
<td>$1,059,520</td>
<td>$1,006,134</td>
<td>-5%</td>
</tr>
<tr>
<td>Contract Binding</td>
<td>$1,046</td>
<td>$1,029</td>
<td>$715</td>
<td>-31%</td>
</tr>
<tr>
<td>ILL Expenditures</td>
<td>$9,654</td>
<td>$10,854</td>
<td>$8,477</td>
<td>-22%</td>
</tr>
<tr>
<td>Total</td>
<td>$1,224,262</td>
<td>$1,071,403</td>
<td>$1,015,326</td>
<td>-5%</td>
</tr>
<tr>
<td>Consortial Expenditures</td>
<td>$363,106</td>
<td>$262,022</td>
<td>$243,677</td>
<td>-7%</td>
</tr>
</tbody>
</table>

¹ Increase due to revenue from student library and technology fee.
² Increase due to updating formats to current media standards.

Figure 1: Collection Development (General Expenditures – Percent)

Table 15: Resource Use – Interlibrary Loan/Document Delivery Summary

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Items Borrowed</td>
<td>2,124</td>
<td>1,803</td>
<td>1,552</td>
<td>-14%</td>
</tr>
<tr>
<td>Borrowing Requests</td>
<td>2,971</td>
<td>1,884</td>
<td>2,242</td>
<td>19%</td>
</tr>
<tr>
<td>Loan Requests Filled</td>
<td>1,573</td>
<td>1,321</td>
<td>1,052</td>
<td>-19%</td>
</tr>
<tr>
<td>Loan Requests Received</td>
<td>3,287</td>
<td>2,245</td>
<td>1,820</td>
<td>11%</td>
</tr>
<tr>
<td>Items Copied for Affiliated Users</td>
<td>185</td>
<td>129</td>
<td>143</td>
<td>-9%</td>
</tr>
<tr>
<td>Items Copied for Unaffiliated Users</td>
<td>351</td>
<td>209</td>
<td>165</td>
<td>-16%</td>
</tr>
<tr>
<td>Total Document Delivery</td>
<td>526</td>
<td>338</td>
<td>308</td>
<td>-9%</td>
</tr>
<tr>
<td>Total Filled Borrowing, Lending and Document Delivery Requests</td>
<td>4,223</td>
<td>3,462</td>
<td>2,912</td>
<td>-16%</td>
</tr>
</tbody>
</table>

Figure 2: Interlibrary Loan/Document Delivery Trends
Table 16: Use of Library

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Book and Journal - Checkouts</td>
<td>7,441</td>
<td>7,583</td>
<td>7,758</td>
<td>2%</td>
</tr>
<tr>
<td>Reserve - Checkouts</td>
<td>4,020</td>
<td>3,082</td>
<td>2,739</td>
<td>-11%</td>
</tr>
<tr>
<td>Media – Checkouts and In-House Use</td>
<td>2,000</td>
<td>1,179</td>
<td>1,258</td>
<td>7%</td>
</tr>
<tr>
<td>Total Use</td>
<td>20,737</td>
<td>18,515</td>
<td>16,957</td>
<td>-8%</td>
</tr>
<tr>
<td>All Formats – Checkouts</td>
<td>13,461</td>
<td>11,844</td>
<td>11,755</td>
<td>-1%</td>
</tr>
<tr>
<td>All Formats - In-house Use</td>
<td>7,276</td>
<td>6,671</td>
<td>5,202</td>
<td>-22%</td>
</tr>
<tr>
<td>Initial Circulations</td>
<td>9,439</td>
<td>8,724</td>
<td>8,911</td>
<td>2%</td>
</tr>
<tr>
<td>Annual Gate Count</td>
<td>221,886</td>
<td>207,291</td>
<td>209,426</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 3: Checkouts by User Groups

Table 17: Use of Electronic Collection

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic Monograph Requests (est. uses)</td>
<td>297,061</td>
<td>255,781</td>
<td>363,042</td>
<td>42%</td>
</tr>
<tr>
<td>Electronic Serials Full-text Requests (est. uses)</td>
<td>685,768</td>
<td>780,030</td>
<td>779,643</td>
<td>0%</td>
</tr>
<tr>
<td>Database Requests (est. uses based on search data)</td>
<td>914,943</td>
<td>903,979</td>
<td>860,477</td>
<td>-5%</td>
</tr>
<tr>
<td>Electronic Reserves Use</td>
<td>67,188</td>
<td>69,262</td>
<td>71,592</td>
<td>3%</td>
</tr>
<tr>
<td>Total Electronic Resources Use¹</td>
<td>1,964,960</td>
<td>2,009,052</td>
<td>2,074,754</td>
<td>3%</td>
</tr>
<tr>
<td>Total # Page Views for HSLIC Web Site²</td>
<td>2,686,024</td>
<td>3,081,166</td>
<td>2,609,159</td>
<td>-15%</td>
</tr>
</tbody>
</table>

¹ The method for calculating Total Electronic Resources Use was standardized in 2009/2010 to be the sum of the 4 types eResources reported in this new table. The totals for prior years have been corrected in this report.

² HSLIC changed web analytic tools during FY2011 and no longer has the capability of counting visits for any sub-site of the HSC.
Table 18: Number of Mediated Searches and Reference Questions

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-LATCH Searches</td>
<td>68</td>
<td>240</td>
<td>43</td>
<td>-82%</td>
</tr>
<tr>
<td>LATCH Searches</td>
<td>58</td>
<td>62</td>
<td>103</td>
<td>66%</td>
</tr>
<tr>
<td>Total Searches</td>
<td>126</td>
<td>302</td>
<td>146</td>
<td>-52%</td>
</tr>
<tr>
<td>Reference Questions (In Person &amp; Via Phone)</td>
<td>6,432</td>
<td>4,864</td>
<td>7,256</td>
<td>49%</td>
</tr>
<tr>
<td>Electronic Reference Questions (email)</td>
<td>281</td>
<td>472</td>
<td>552</td>
<td>17%</td>
</tr>
<tr>
<td>Total Reference Questions</td>
<td>6,713</td>
<td>5,336</td>
<td>7,808</td>
<td>46%</td>
</tr>
<tr>
<td>Total Reference Questions &amp; Mediated Searches</td>
<td>6,839</td>
<td>5,638</td>
<td>7,954</td>
<td>41%</td>
</tr>
</tbody>
</table>

Figure 4: Usage of the Domenici Center for Health Sciences Education FY2008 to FY2010

Figure 5: HSLIC Storage Capacity in Terabytes (TB) (across all server platforms)

**TECHNOLOGY SUPPORT**

Figure 5: HSLIC Storage Capacity in Terabytes (TB) (across all server platforms)

2008–2009 ~67.5 TB Total

2009–2010 ~96.4 TB Total

2010–2011 ~175.27 TB Total
Figure 6: Security Patches and Updates Using Windows Server Update System – 1,888 Total

- Security Updates, 1401
- Service Packs, 40
- Updates, 182
- Update Rollups, 79
- Critical Updates, 162
- Critical Out-of-band Updates, 0

Figure 7: HSC NetID Account Requests

- Modified
- Expired/Disabled/Deleted
- New

Figure 8: HSC Databases Managed by HSLIC

- SQL 2008 Databases
- SQL 2005 Databases
- SQL 2000 Databases
- MySQL Databases
- Oracle Databases
- Microsoft Access Databases (HSLIC only)

SQL = Structured Query Language

Table 19: Lecture Capture (Video-on-Demand)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SOM</td>
<td>598</td>
<td>793</td>
</tr>
<tr>
<td>CON</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>COP</td>
<td>325</td>
<td>779</td>
</tr>
<tr>
<td>HSC</td>
<td>3</td>
<td>41</td>
</tr>
<tr>
<td>Total</td>
<td>927</td>
<td>1,419</td>
</tr>
</tbody>
</table>

- # Presentations Recorded & Viewed
- # Views
- # HSC Rooms Equipped for Lecture Capture

1SOM includes usage by Undergraduate Medical Education, Grand Rounds, and the NM1-DMAT Team.
2HSC includes usage by UNM Hospitals.
Table 20: HSC Microsoft SharePoint Installation

<table>
<thead>
<tr>
<th></th>
<th>2009/2010</th>
<th>2010/2011</th>
<th>% Changes from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSC Site Collections</td>
<td>17</td>
<td>16</td>
<td>-6%</td>
</tr>
<tr>
<td>Total Sites</td>
<td>443</td>
<td>472</td>
<td>7%</td>
</tr>
<tr>
<td>Total Storage (Gigabytes)</td>
<td>57.8</td>
<td>88</td>
<td>52%</td>
</tr>
<tr>
<td>Average # Active Monthly Users</td>
<td>493</td>
<td>579</td>
<td>17%</td>
</tr>
<tr>
<td>Average # of Monthly Search Queries</td>
<td>135</td>
<td>97</td>
<td>-28%</td>
</tr>
</tbody>
</table>

1 Average active monthly users and search queries based on March – June 2010 data.

Table 21: Help Desk

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk-in and Managed Dept.’s</td>
<td>2,645</td>
<td>3,563</td>
<td>2,876</td>
<td>-19%</td>
</tr>
<tr>
<td>Telephone</td>
<td>3,447</td>
<td>3,568</td>
<td>1,644</td>
<td>-54%</td>
</tr>
<tr>
<td>Email</td>
<td>701</td>
<td>280</td>
<td>143</td>
<td>-49%</td>
</tr>
<tr>
<td>HEAT Self Service Requests</td>
<td>5,097</td>
<td>5,309</td>
<td>6,379</td>
<td>20%</td>
</tr>
<tr>
<td>Total Helpdesk Service Calls</td>
<td>11,890</td>
<td>12,720</td>
<td>11,042</td>
<td>-13%</td>
</tr>
</tbody>
</table>

Automatic Call Distributor Phone Statistics:

| Total Calls Received          | unavailable | 12,598     | 11,353    | -10%                      |
| Calls Abandoned               | unavailable | 2,508      | 1,235     | -51%                      |
| Calls Answered                | unavailable | 10,090     | 10,118    | 0%                        |
| Calls Answered and Ticketed   | unavailable | 3,568      | 1,644     | -54%                      |
| Calls Answered and Resolved or Referred to Correct Service Provider without Ticket | unavailable | 6,522 | 8,474 | 30% |

Figure 9: Help Desk Call Volume

Table 22: Application Development and Web Site Support

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications in Production Developed In-house</td>
<td>52</td>
<td>54</td>
<td>50</td>
<td>-7%</td>
</tr>
<tr>
<td>Applications in Production Supported (but developed by HSLIC)</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>33%</td>
</tr>
<tr>
<td>Departmental Websites Hosted</td>
<td>472</td>
<td>544</td>
<td>470</td>
<td>-14%</td>
</tr>
</tbody>
</table>
Table 23: Top Web Pages within the HSC Web Site in FY 2011 (ranked by number of page views)\(^1\)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Page</th>
<th>Views</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>GroupWise Web Mail Access</td>
<td>2,002,438</td>
</tr>
<tr>
<td>2.</td>
<td>HSC Home Page</td>
<td>1,712,004</td>
</tr>
<tr>
<td>3.</td>
<td>Find a Doctor Detail Pages</td>
<td>1,110,567</td>
</tr>
<tr>
<td>4.</td>
<td>HSLIC Home</td>
<td>975,611</td>
</tr>
<tr>
<td>5.</td>
<td>HSC Online Map</td>
<td>827,547</td>
</tr>
<tr>
<td>6.</td>
<td>Faculty Research Profiles</td>
<td>528,872</td>
</tr>
<tr>
<td>7.</td>
<td>College of Nursing Home</td>
<td>182,349</td>
</tr>
<tr>
<td>8.</td>
<td>School of Medicine Home</td>
<td>175,420</td>
</tr>
<tr>
<td>9.</td>
<td>College of Pharmacy Online Directory</td>
<td>175,119</td>
</tr>
<tr>
<td>10.</td>
<td>HSC Calendar</td>
<td>169,855</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></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HSC</td>
<td>1,293,685</td>
<td>1,737,153</td>
<td>1,712,004</td>
<td>-1%</td>
</tr>
<tr>
<td>HSLIC Home Page</td>
<td>1,613,154</td>
<td>1,146,903</td>
<td>975,611</td>
<td>-15%</td>
</tr>
<tr>
<td>College of Nursing</td>
<td>392,299</td>
<td>237,557</td>
<td>182,349</td>
<td>-23%</td>
</tr>
<tr>
<td>College of Pharmacy</td>
<td>148,254</td>
<td>107,682</td>
<td>108,896</td>
<td>1%</td>
</tr>
<tr>
<td>School of Medicine</td>
<td>511,563</td>
<td>457,507</td>
<td>176,119</td>
<td>-62%</td>
</tr>
</tbody>
</table>

Table 25: HSC Mobile Site\(^1\)

<table>
<thead>
<tr>
<th></th>
<th>2009/2010</th>
<th>2010/2011</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSC Mobile Site Views</td>
<td>18,345</td>
<td>43,019</td>
<td>134%</td>
</tr>
<tr>
<td>HSC Mobile Site visits</td>
<td>7,266</td>
<td>20,081</td>
<td>176%</td>
</tr>
</tbody>
</table>

\(^1\) The HSC mobile site was launched in January 2010.

Figure 10: 2009/2010 HSC Web Site Page Views from On Campus and Off Campus Locations

[On Campus: 36%, Off Campus: 64%]

Figure 11: HSC Web Site Page Views (All Sites) – 4-Year Comparison\(^1\)

\(^1\) Increase in page views from FY2009 to FY2010 due in part to the implementation of a new web analytics tool at the HSC, which more comprehensively captures pages views for HSC web pages.
### FREQUENTLY REQUESTED STATISTICS

<table>
<thead>
<tr>
<th></th>
<th>10 Years Ago</th>
<th>5 Years Ago</th>
<th>2009/10</th>
<th>2010/11</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2000/01</td>
<td>2005/06</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Volume Holdings</td>
<td>178,992</td>
<td>165,507</td>
<td>152,411</td>
<td>148,704</td>
</tr>
<tr>
<td>Print Serial Subscriptions</td>
<td>1,640</td>
<td>174</td>
<td>44</td>
<td>42</td>
</tr>
<tr>
<td>Electronic Serials Subscriptions</td>
<td>1,316</td>
<td>1,616</td>
<td>1,880</td>
<td>1,796</td>
</tr>
<tr>
<td>Total Serials Subscriptions</td>
<td>2,607</td>
<td>1,790</td>
<td>1,924</td>
<td>1,838</td>
</tr>
<tr>
<td>Number of Databases</td>
<td>73</td>
<td>99</td>
<td>141</td>
<td>157</td>
</tr>
<tr>
<td>Amount Spent by Consortia</td>
<td>$21,000</td>
<td>$56,245</td>
<td>$262,022</td>
<td>$243,677</td>
</tr>
<tr>
<td>Total Collection Expenditures</td>
<td>$816,783</td>
<td>$935,047</td>
<td>$1,036,823</td>
<td>$1,213,176</td>
</tr>
<tr>
<td>Excluding Binding &amp; ILL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gate Count</td>
<td>174,387</td>
<td>45,032</td>
<td>18,515</td>
<td>16,957</td>
</tr>
<tr>
<td>Use of Library Materials</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Print, Reserve, Media, Both</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In-Library and External</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Circulations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use of Electronic Resources,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Including Databases</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(2)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Reference Transactions</td>
<td>19,067</td>
<td>8,530</td>
<td>5,638</td>
<td>7,954</td>
</tr>
<tr>
<td>Including Literature Searches</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interlibrary Borrowing</td>
<td>5,755</td>
<td>1,932</td>
<td>1,803</td>
<td>1,552</td>
</tr>
<tr>
<td>Interlibrary Lending</td>
<td>8,823</td>
<td>2,780</td>
<td>1,321</td>
<td>1,052</td>
</tr>
<tr>
<td>Items Copied for Patrons</td>
<td>2,133</td>
<td>783</td>
<td>338</td>
<td>308</td>
</tr>
<tr>
<td>Library Presentations to</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Groups, Including Orientations</td>
<td>218</td>
<td>479</td>
<td>697</td>
<td>675</td>
</tr>
<tr>
<td>&amp; Tours</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participants in Library</td>
<td>2,550</td>
<td>4,557</td>
<td>6,025</td>
<td>6,035</td>
</tr>
<tr>
<td>Presentations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HelpDesk Requests (Documented)</td>
<td>5,035</td>
<td>5,409</td>
<td>12,720</td>
<td>11,042</td>
</tr>
<tr>
<td>HSC Web Sites Hosted</td>
<td>N/A</td>
<td>180</td>
<td>544</td>
<td>470</td>
</tr>
<tr>
<td>HSC Web Site Page Views</td>
<td>4.2M</td>
<td>18M</td>
<td>38M</td>
<td>42.5M</td>
</tr>
<tr>
<td>HSLIC Home Page Views</td>
<td>895,283</td>
<td>1.9M</td>
<td>1.1M</td>
<td>1.0M</td>
</tr>
<tr>
<td>Publicly Accessible Computers</td>
<td>67</td>
<td>73</td>
<td>75</td>
<td>72</td>
</tr>
<tr>
<td>(Inside Library)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Seating</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Group Study Rooms</td>
<td>8</td>
<td>5</td>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td>Number of Square Feet in</td>
<td>44,171</td>
<td>44,171</td>
<td>44,171</td>
<td>44,171</td>
</tr>
<tr>
<td>Library</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total FTE</td>
<td>49.6</td>
<td>80.9</td>
<td>70.7</td>
<td>65.24</td>
</tr>
<tr>
<td>Service Hours per Week</td>
<td>91</td>
<td>94.5</td>
<td>94.5</td>
<td>94.5</td>
</tr>
</tbody>
</table>

1 Prior to 2007/08, consortial expenses only included expenses external to UNM and not intra-UNM consortial expenses.
2 Prior to 2008/09, web site 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 web pages was incomplete.