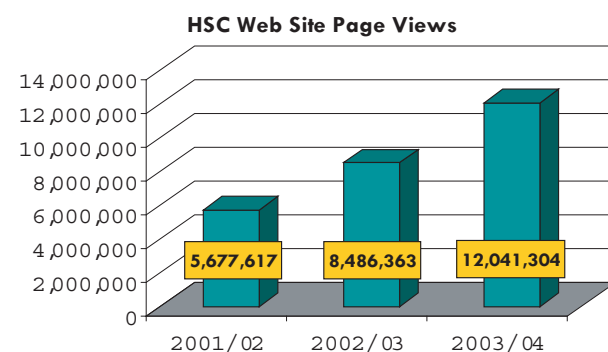


FAST FACTS

	5 Years Ago 1998/99	2002/03	2003/04
Total Volume Holdings:	163,096	179,786	171,577
Print Serial Subscriptions	1,867	1,379	1,141
Electronic Serials Subscriptions	172	680	1,130
Unique Current Serials (Print & Electronic)	1,737	682	1,091
Total Serials Subscriptions	1,888	2,059	1,567
Number of Databases	85	79	77
Amount Spent by Consortia	\$7,500	\$10,905	\$43,440
Total Collection Expenditures	\$754,855	\$946,079	\$942,517
Gate Count	246,883	314,068	325,646
Use of Electronic Resources, Including Databases	N/A	1,251,973	1,889,379
Service Hours per Week	91	93.5	94.5
Total Reference Transactions, Including Literature Searches	18,973	16,632	13,073
Items Obtained from Other Libraries	3,829	4,394	3,467
Items Filled for Other Libraries	7,827	3,439	3,382
Items Copied for HSC Patrons	N/A	2,067	1,806
Library Presentations to Groups, Including Orientations & Tours	158	370	361
Participants in Library Presentations	2,296	4,214	4,184
HelpDesk Requests (Documented)	N/A	7,700	5,825
Web Based + Web Enhanced Courses	N/A	160	208
HSC Web Sites Hosted	N/A	115	150
HSC Web Site Page Views	N/A	8.5M	12M
Publicly Accessible Computers (Inside Library)	51	69	73
Public Seating	N/A	313	317
Total FTE	47.6	67	68.5



EXECUTIVE SUMMARY

Centered around the theme of empowerment, FY2004 activities built increased personal control for users of the University of New Mexico Health Sciences Library and Informatics Center (HSLIC) services and also enabled the Health Sciences Center (HSC) organization as a whole to work more effectively together.

“[The staff person] gave us the resources to go a little farther. I can’t say enough [good] about the library.”

- In regards to a child who had been hospitalized at 10:00 p.m.

From new software to facilitate collaboration among HSC users to automatic updating of personal computers and improved network security, HSLIC technology achievements improved the capabilities of the HSC. Accomplishments included the establishment of a library liaison program for better communication with departments; development of a HSLIC communication plan to announce changes to resources and services; facilities improvements; and automating requests for materials from off-site storage and from the Native Health Databases

“That I can usually reach someone when I call, that the support person I reach is patient and helpful, and that they usually can fix the problem.”

- In response to an Information Technology survey asking what is the best thing about Technology Support.

New initiatives this year were the inception of an informatics fellowship program and tribal outreach as part of the Tribal Connections Four Corners project sponsored by the National Library of Medicine.



LIBRARY HOURS

Mon-Thur 7:00 am – 11:00 pm
(9:00 pm in summer)

Friday 7:00 am – 6:00 pm

Saturday 9:30 am – 6:00 pm

Sunday Noon – 11:00 pm
(9:00 pm in summer)

PHONE

Library Information Desk: 505-272-2311
Technology User Support: 505-272-1694

DIRECTOR

Holly Shipp Buchanan

DEPUTY DIRECTOR, LIBRARY SERVICES

Janis Teal

DEPUTY DIRECTOR, TECHNOLOGY SERVICES

Greg Gaillard

SERVICES

ACADEMIC AND CLINICAL LIBRARY TEACHING AND CONSULTING

APPLICATION AND WEB DEVELOPMENT

COLLECTION RESOURCES AND LICENSING

CONSULTING FOR EDUCATIONAL DEVELOPMENT AND COMPLIANCE

INFORMATICS TRAINING, RESEARCH, AND EVALUATION

IT SYSTEMS AND SERVERS

REFERENCE AND USER SUPPORT SERVICES

SPECIAL COLLECTIONS

USER SUPPORT FOR TECHNOLOGY

HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER
MSC09 5100
1 UNIVERSITY OF NEW MEXICO
ALBUQUERQUE, NM 87131-0001

HSC.UNM.EDU/LIBRARY/

SUMMARY ANNUAL REPORT
2003 - 2004

ANNUAL REPORT HIGHLIGHTS

In FY2004 the UNM Health Sciences Library and Informatics Center (HSLIC) made improvements which empower users to do their work more efficiently.

LIBRARY SERVICES

- Library faculty now offer customized, individual training for Health Sciences Center faculty.
- Simplified processes give users easier remote access to resources.
- A health news web page informs users daily of what they should know in the area of health.
- Access to major databases is now enabled through cost-effective choices. Medline access is through the PubMed system, freely available through the National Library of Medicine. Pharmacy and nursing database access is now provided through the EBSCO system.
- Users of the New Mexico Health Historical Collection benefit from new procedures and regular open hours as well as reorganization of the collection.
- Users can submit requests online to retrieve materials from off-site storage and the Native Health Databases.
- New photocopiers were selected to replace outdated ones and will be installed in FY2005.

TECHNOLOGY SUPPORT

- New software available to all HSC users allows collaboration on documents (Work2Gether) and access to grant information (InfoEd).
- Controls were put in place to eliminate much of the spam from users' email. Network controls prevent malicious attacks which would otherwise jeopardize access to the network.
- Automatic software updates now save users the time of running updates manually.
- Self-help information on the TECHS web site enables users to troubleshoot their problems (<http://hsc.unm.edu/library/usersupport/>).
- The Workstation Replacement Project benefited 200 faculty and staff through bulk purchasing of new workstations subsidized by the Health Sciences Center. HSLIC applies a standard image for user convenience and prompt maintenance.
- Two classrooms on wheels (COW's) extend the technology training capabilities of faculty at the HSC. When the library's classrooms are booked, faculty can schedule a COW so they can conduct training in their own classroom.

Facility Improvements

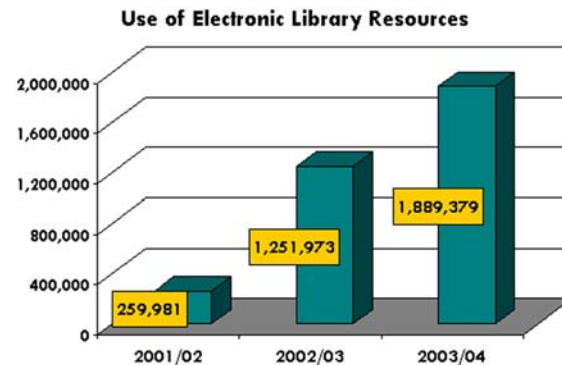
In FY2004 the following improvements were made to the aging facility: remodeling of two restrooms on the Plaza level, replacement of the front doors with automatic sliding doors, and replacement of thermostats in an effort to regulate building temperature.

George L. and Mary W. Voelz Collection

The year 2004 marked the establishment of the George L. and Mary W. Voelz Collection of historical medical books. These leather-bound books, nearly 200 in number, are exact facsimiles of original classics in medicine and comprise a series, the Classics of Medicine Library. In addition to the collection, the late Dr. Voelz and his wife Mary have provided an endowment, to continue a subscription to these classics.

"The tech support staff are friendly and helpful, without sounding like computer nerds."

- In response to 2004 HSLIC Information Technology Survey



NEW INITIATIVES

- The *new* Assistant Director for Health Sciences Informatics Program Development is developing a post-doctoral informatics fellowship program.
- The *new* Manager of Special Collections oversees two important Health Sciences Center initiatives:
 - ~ Development of a museum of health education
 - ~ Establishment of a healing garden on the HSC campus.
- The *new* position of Tribal Liaison Librarian, funded by a National Library of Medicine grant, identifies health care and information resources for tribes in the Four Corners area of the United States.

- The *new* Electronic Services Development Librarian investigates and recommends technological advances to improve library services.
- The *new* Liaison Program began improving communication to and from HSC departments.

SPONSORED PROJECTS

HSLIC faculty and staff participated in five sponsored projects during FY2004:

- The Latin American Social Medicine (LASM) project increased international awareness of the field of Latin American Social Medicine through a web database of abstracted articles in the field. These abstracts are in three languages. (National Library of Medicine, \$487,480, approximately \$93,968 of which was awarded to HSLIC).

- Native Health Databases grant maintains and fills article requests from the Native Health Databases (Indian Health Service, U.S. Department of Health and Human Services, \$104,247).

"The Native American Health Database...has been a goldmine of information for our Nursing and Diabetes Prevention programs."

- From University of New Mexico Librarians at the Gallup campus who received customized training on health-related resources.

- Annual Outreach Subcontract provides training in accessing health related resources. (National Network of Libraries of Medicine, \$11,000).
- Telehealth Outreach for Unified Community Health (TOUCH) investigates the efficacy of new technologies in teaching medical students across distances using a problem-based learning model. (Office for the Advancement of Telehealth and the US Department of Health & Human Services, \$894,956, approximately \$104,241 of which was awarded to HSLIC).

- The Tribal Connections Four Corners project funds a Tribal Liaison Librarian with the purpose of linking tribal members in the Four Corners area with health resources through the GoLocal feature in the National Library of Medicine's MedlinePlus consumer database. This collaborative project receives funding from the National Library of Medicine through subcontracts with the University of Utah, the University of Arizona, UCLA, and the Houston Academy of Medicine -Texas Medical Center (National Library of Medicine, \$78,623).

Educational Events Sponsored by the Library and Informatics Center

Vice President's Leadership Forum

- Evert Voss, MD, PhD, former Vice President of Metabolic Pharmaceuticals, Ltd, Melbourne, Australia, currently an assistant professor in the UNM Department of Internal Medicine.
- Stuart Nelson, MD, Chief of the Medical Subheadings Section (MeSH), National Library of Medicine.

2nd Annual UNM Scholarly Communication Forum

- Speakers: Lawrence Lessig, Professor of Law at Stanford Law School and Johann van Reenen, Assistant Dean for Public and Research Services at University Libraries.

2003/04 Collection Development Expenditures

