

Health Sciences Center Library and Computer Services Annual Report FY99

Submitted by
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Health Sciences Center Library and Computer Services and
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Executive Summary

The HSC Library's emphasis on collaboration and education is highly visible in this year's activities. The inclusion of the Health Sciences Center (HSC) Computer Services under Dr. Buchanan (Library Director) and a major focus on system infrastructure were indicative of the emphasis on broadening and expanding information services on the North Campus. Renovation of the library also moved us closer to our goal of a physical space that reflects the Library's emphasis on collaboration, education, and technology.

Library as Collaboratory:

The concept of a collaboratory encompasses working together within UNM and collaborating externally, providing a laboratory-type of environment that fosters exploring, testing, and creating new information resources and technologies. A collaboratory is both a physical space and a conceptual vision. The renovation planning with HSC Facilities Planning helped design collaborative environments which includes two new classrooms: a twelve-seat state-of-the-art electronic classroom and a multi-use development room with individualized software for special projects and experimental technologies. Support was received from College of Pharmacy and College of Nursing for equipment for the library classroom and to create the public access computing lab. The College of Nursing student computing laboratory was relocated to the Health Sciences Center Library (HSCL) plaza level as part of the remodel design.

The Library became a full member of the New Mexico Library Services Alliance, joining Los Alamos National Laboratory Research Library, Sandia National Laboratories Technical Library, AFRL Phillips Site Technical Library, UNM Centennial Library, New Mexico Institute of Mining and Technology and New Mexico State University.

The Library initiated a statewide cooperative project to bring together participants from public, academic, and special libraries and individuals from health organizations who are interested in promoting access to quality consumer health information. This resulted in the formation of CHIC – the Consumer Health Information Coalition.

Librarian as Educator:

With the explosion of technology and web accessibility, increasing numbers of HSC faculty and students have begun to conduct their own searches of electronic resources. Because of this trend, the librarian's role is being shifted from that of searcher to that of an educator. Librarians now spend less time performing actual searches and more time teaching the requester how to work independently to find and evaluate the desired information. Because the user will retrieve information of varying quality, the librarian's challenge is to educate users in evaluating the quality of the information retrieved. This is true whether the retrieval is "health information on the web" or an account of a randomized controlled trial in the professional literature.

To develop this role of librarian-as-educator, library faculty began participating in collaborative orientations for the Health Sciences Center. Library faculty and staff joined forces with University Hospital to present an informatics orientation to new house staff officers, covering database searching, GroupWise (GW) email and calendaring, and the hospital's Cerner system. Library faculty also collaborated with School of Medicine Academic Affairs and University Hospital, in presenting a similar orientation to new School of Medicine faculty members. For the second consecutive year the Collections & Information Resources Development (CIRD) Chief served as a tutor/facilitator for first-year medical school tutorial groups for the Foundations, Musculoskeletal, GI/Nutrition, and Renal blocks. He tutored and then assessed students' performance for each block. These experiences have offered fresh insights into how medical students define their learning issues and seek information for their simulated patient cases during tutorial sessions. This experience also placed the CIRD Chief in close proximity to teaching faculty who often had their own information seeking projects.

At the request of the College of Nursing, the library education team organized and taught GroupWise (GW) to the entire nursing faculty and staff. The success of the classes led to increased demand for training, and the GW classes have attracted more participants than any other library classes.

In addition to teaching web-based educational products (such as Blackboard), library education teams began to educate staff and faculty of the Health Sciences Center in the use of the web page authoring software, Microsoft FrontPage. The first course was offered by an instructor through UNM Continuing Education, with a supplemental section taught by the library's web team to orient web page creators to the specifics of the HSC web page environment.

Grants and Contracts:

During FY99 the HSCL Archives Program was supported by four additional funding sources. A \$3,300 grant was awarded from the New Mexico Historical Records Advisory Board to create web-accessible finding guides to the collections in the Archives Program. A \$15,000 gift was received from the Khatali Alumni Association to provide increased accessibility to archival collections and to make valuable historical collections more widely available through publicity, exhibits, and increased availability of materials that have not been previously processed. The Library received a second year grant of \$149,000 from the Indian Health Service to develop further the Native Health Research Database. In addition, the Library continued to receive

annual support (\$10,000) for outreach activities through a subcontract as a resource library for the National Network for Libraries of Medicine, a program of the National Library of Medicine.

Expanding the role of the HSC Library:

In September 1998 Dr. Holly Buchanan became Director of the Health Sciences Center Computing Service (HSCCS), consolidating leadership for computing on the North campus (excluding services provided by University Hospital). The HSCCS, managed by Barney Metzner, provides email support, Help Desk services, network printer support, network activation, networked applications, and hardware consultation.

Remodeling (HSC Library 2000 Project):

FY99 began the remodel with the building of two new offices, and continued with remodeling for Media Services, Collection Resources, and Document Delivery/Interlibrary Loan and a complete re-conceptualizing of User Services desk configurations. A complete stack shift, including re-carpeting and ADA compliance, was completed in a record five weeks with no Library closings.

With a major emphasis on renovation planning, moving, weeding and shifting activities impacting most of the staff, collection work statistics were generally down. Total collection volumes decreased slightly (.007%) from the previous year due to extensive weeding in preparation for the renovation. Despite the disruption, the gate count was only down .5% from the previous year.

Systems Infrastructure:

This year saw the full implementation of GroupWise as the standard for the Health Sciences Center and a thorough restructuring in the systems staff.

The Library committed to establishing a model environment for campus standard messaging and LAN services (GroupWise and Novell's NetWare), a project which involved the purchase and installation of all new server hardware, server operating systems, and PC client software.

Technology infrastructure was a major target for upgrades in all areas: the upgrade from 10 to 100 Mb/s involved all new network electronics for each floor and the verification of every cable connection (not to mention the almost 100 new lines pulled). Additionally, a project to replace every staff workstation with current hardware and Y2K compliant software began and should be completed by December 1999.

TILS staff replaced 44 staff pc workstations and replaced or upgraded 43 public access workstations with state-of-the-art hardware.

Web-based Advances:

This year saw the HSC web formalized as a consolidated and managed service. Several positions were recruited to support HSC web development.

In May, Ovid database services moved to a new web-enhanced format, (Ovid Web). A web-based version of the InnoPac online catalog (WebPac) was introduced to users in June, 1999. These two critical systems will eventually replace the previous character-based versions with new point-and-click searching via the web; for the foreseeable future, however, both character-based systems will remain in place to accommodate different levels of access for patrons.

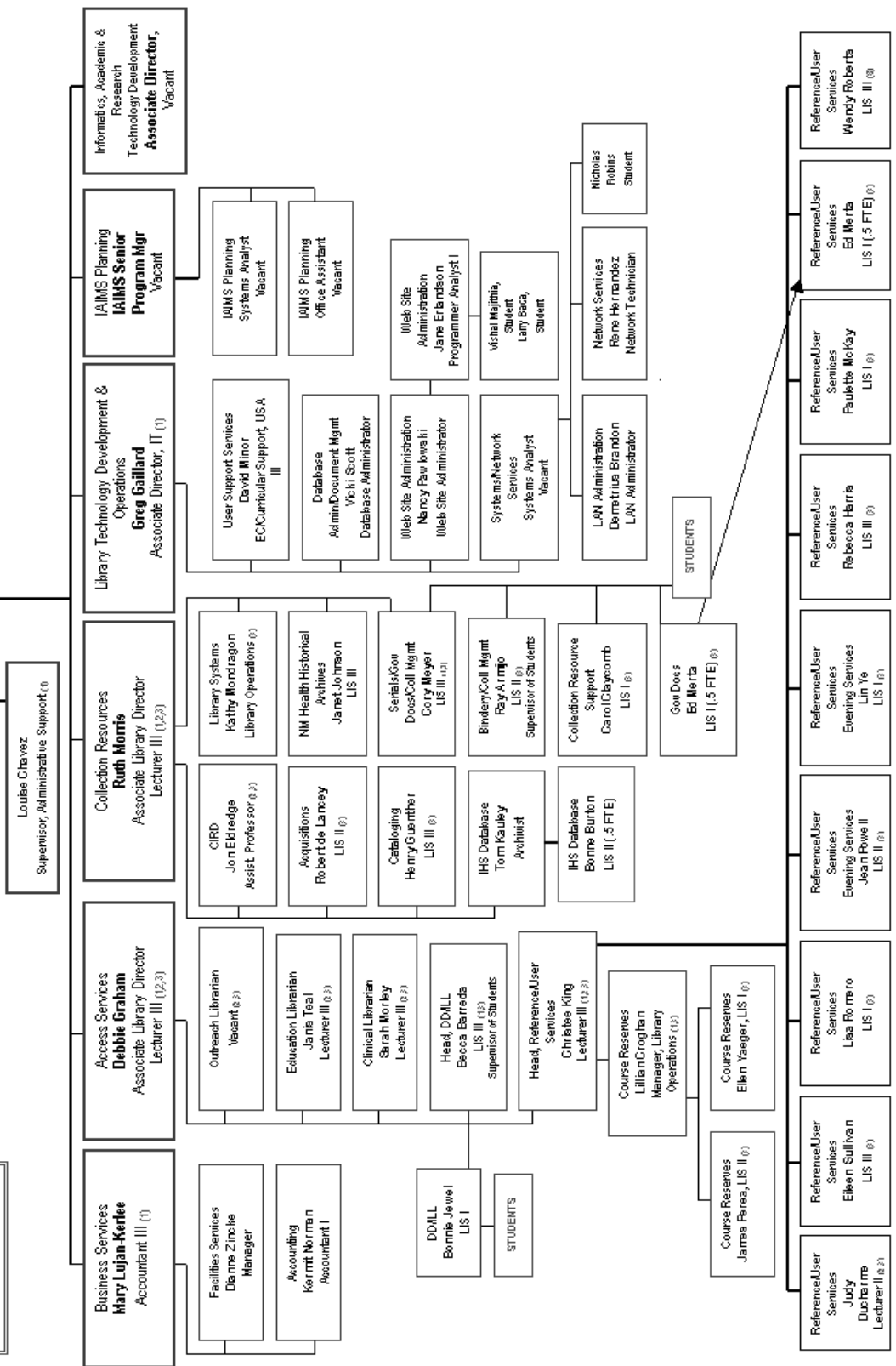
Staffing: Organization Chart as of June 30 1999

The following two pages include Organizational Charts for the Health Sciences Center Library and the Health Sciences Center Computer Services.

LEGEND
 Supervisor/Managers (1)
 Faculty (2)
 Access Desk (3)

HSC Library
Holly Shipp Buchanan, EDD
 Director/Associate Professor (1,2,3)

Revised by Kelly Medsker on 10/20/09
 File Name: Oganart FPO3.doc



**UNM Health Sciences Center
Computer Services**
Holly Shipp Buchanan, EdD
Director/Associate Professor

HSC Computer Services
Barney Metzner
Manager

MaryLou Seyl
Administrative Assistant II

HELP DESK
Vacant
Supervisor, User Support

Mary Cummings User Support Analyst II	Vernon Bell User Support Analyst I
Liaison II Uriel Schold Student	Demian Ginther User Support Analyst I
Liaison II Matthew Gassner Student	Cameron Goble User Support Analyst I
Liaison I Krutik Bhakta Student	Chris Sharp User Support Analyst I
Liaison I Dale Crown Student	Vacant User Support Analyst III

SYSTEMS
Stephen Tolito
LAN Administrator

NETWORK
John Duran
Network Tech

Rosa Jacquez
Network Tech Asst

PROGRAMMER
Vacant

Revised on 8/11/99 by Louise Chavez,
Comp.Sci/Org.Chart.doc

Contributions to the Strategic Directives

This annual report will be the last using the seven strategic directives as the framework for reporting. Beginning in FY 2000 the format will be based on the Health Sciences Center's new vision and mission statements.

1. Enhance the Rural Outreach Initiatives

The HSCL provided exhibit booths and demonstrations of the Native Health Research Database (NHRD) at national American Indian/Alaska Native (AI/AN) conferences around the country. These exhibits/demonstrations promoted the use of state-of-the-art AI/AN health information services in both rural and urban areas. The NHRD's Internet accessibility and automated document ordering system provide a unique information service to serve the most rural populations.

The Library's Outreach Program continued to grow. An important addition this past year was the development of the Consumer Health Information Coalition (CHIC). CHIC is composed of academic, public and health sciences librarians from throughout New Mexico, and of individuals from health care agencies and organizations interested in promoting public access to quality health information. In addition to this initiative, the Library began a Library Improvement Project, funded by the National Network of Libraries of Medicine, involving four Indian Health Services sites, providing these sites with Internet Workstations, fax machines, ISP services support, and funding for document delivery services. This project, serving Gallup Indian Medical Center, Santa Fe Indian Hospital, Northern New Mexico Medical Center in Shiprock, and the Acoma-Canoncito-Laguna Hospital, includes continued support and on-site training. The Library's Loansome Doc users grew substantially this year, from an average of 12 to 68, partly in response to the expanded use of PubMed MEDLINE by health professionals.

The Library acquired a license for *MD Consult*, a web-based resource that allows anyone affiliated with UNM access to the electronic versions of 43 medical texts and 37 journals related to clinical medicine. This resource has particular usefulness to UNM students, faculty, and preceptors at remote sites outside of Albuquerque.

As part of an ongoing long-term commitment, the HSC Library has been developing collections on subjects with relevance to health care in rural areas. These subjects include rural health policy, primary care, and utilization of health care services.

2. Strengthen and Expand Academic Primary Care to include Pharmacy, Nursing, Allied Health, etc.

The Native Health Research Database, a partnership between the Indian Health Service and the UNM HSC Library, contains over 1,800 entries covering a wide spectrum of American Indian health topics. One of the primary uses of the database and related information services is to support academic and research initiatives in academic medical institutions.

The Library formally established the position of Education Librarian early in 1998. Janis Teal, Education Librarian, has been able to effectively promote existing programs and expand the educational offerings of the Library in support of the HSC's academic programs. In cooperation with Jane Erlandson, the Library's web-based education specialist, College of Nursing faculty were trained to create and deliver curricular course materials over the web and were trained in the use of the GroupWise e-mail and calendaring system.

The Library's major renovation project has increased the number of computer workstations in the Library for student use nearly three-fold. In addition, planning for a new Library Computer Classroom, and Multi-Use Development Room were completed. Librarians developed support materials and participated in presentations for the use of Evidence Based Medicine in primary care settings, including on-site participation at UNM HSC clinics.

Evidence of the extensive use of the HSC Library collections can be found in the peer reviewed literature. The October 1999 issue of *Bulletin of the Medical Library Association* [86(4): 496-503] featured an article by Dr. Jon Eldredge on the heavy use of HSC Library collections. This article noted that after four years, 84% of the books had been checked out of the building and a total of 90.7% had been used or checked out at least once. These usage levels far exceed other similar studies of book use.

3. Develop a Model Academic Statewide Health Delivery System

Demands placed upon collections continue to increase. A presentation to the Legislature noted that over a ten-year period the number of registered borrowers increased 219% and use of the collections inside the building increased by 70%. These increases can be attributed to the creation of new HSC programs as well as the swelling ranks of faculty and students in established HSC academic programs. Compared to similar libraries in five other states in the region, UNM ranked five out of six in nearly every budgetary or collection resources indicator. UNM HSC Library ranked last among these regional libraries in the size of its serials (journals) budget.

In a collaborative effort to help students and faculty at New Mexico State University (NMSU) in Las Cruces have immediate access to collections relevant to their needs, Dr. Eldredge began a long-term commitment to provide free, onsite collection development consultation services to his colleagues in the NMSU Library. He also initiated discussions with the Dean of Library Services at NMSU that led to an agreement brokered by Dr. Holly Buchanan, Deborah Graham, Rebecca Barreda, and Dr. Eldredge for establishing a high-speed document delivery system between the UNM HSC Library and the NMSU Library.

4. Develop Interdisciplinary Education Programs

With the only academic health sciences center in New Mexico, the UNM HSC has developed a rich array of diverse American Indian programs. These programs include the Hispanic and Native American Center of Excellence (a program in the School of Medicine) and the New Mexico Tumor Registry Program, a Surveillance, Epidemiology and End Results (SEER) Program registry that has compiled cancer-related data on the American Indian populations in New Mexico and Arizona since 1969. The NHRD Archivist, Tom Kauley, has developed working

relationships with various departments, academic and service-oriented, within the UNM HSC. He played a key role in planning and conducting the first Native American Information Sharing Meeting at the UNM HSC. The HSCL has worked with 18 American Indian programs at UNM to develop a brief program description including program contact information. The HSC Web Team, an HSCL component, has developed a web page presentation with information on the 18 American Indian programs and currently provides the information on the newly launched HSC web site. The HSCL continues to support the development of an HSC-wide initiative to further develop, market and expand the scope of the interdisciplinary education programs focused on the American Indian population.

Jane Erlandson worked closely with the RWJ Partnerships in Training program to develop web based instructional materials that are now being used in Portales and Espanola.

5. Enhance Programmatic Research Relevant to New Mexico's Population

With its 25 tribal government entities, New Mexico has the fourth largest American Indian population in the United States and the largest percentage of American Indian population in the lower 48 states. In addition, Albuquerque is one of the largest urban Indian centers in the U.S., with a population of approximately 20,000 American Indians from over 200 of the 314 tribes found in the lower 48 states. The initial and primary focus of the Native Health Research Database is to identify, catalog and provide electronic access to health and medical research information focused on the American Indian population. A significant portion of the database entries is focused on southwestern tribes, including those in New Mexico.

A redesign of the Library's web pages includes resources available to anyone in the state. A special collection of links to materials on Hantavirus Pulmonary Syndrome even provides a "perpetual" MEDLINE search, that is automatically run whenever a user clicks on it. A special file on community research projects by HSC School of Medicine students is now located on the Library's web pages. Special resources related to Native American and Hispanic health issues, statistics on New Mexico, and New Mexico health-related web sites are also available.

Library faculty collaborated with Community Medicine Chief Dr. Howard Waitzkin in revising and resubmitting a federal application for a Latin American Social Medicine research grant after receiving high marks on the initial application. This grant will provide international access to potentially valuable, although mostly unavailable, medical literature via multilingual structured abstracts on an HSC website.

6. Improve HSC Information Systems

The past year's effort has focused on renovating Library's information technology infrastructure in several areas: core applications (Ovid, Innopac, Library Management System), messaging, LAN/network, public computing, and web development.

The Library committed to establishing a model environment for campus standard messaging and LAN services (GroupWise and Novell's NetWare) – a project which involved the purchase and installation of all new server hardware, server operating systems, and PC client software. Concurrent to the LAN/messaging project was a more fundamental enhancement to the Library

building network. Previously the Library supported all of its computers within a 3 partition 10Mb/s environment. The new model allows every computer dedicated 100Mb/s access to local network resources. This upgrade involved all new network electronics for each floor and the verification of every cable connection (not to mention the almost 100 new lines pulled). Additionally, a project to replace every staff workstation with current hardware and Y2K compliant software should be complete by December 1999.

This year represents the formal establishment of a managed, HSC-wide public computing service. In addition to designing and planning two new state-of-the-art training facilities and adding 40 new lab computers, the establishment of maintenance and management procedures which ensure maximum availability and utilization of these investments are in place.

The Year 2000 programming problem was the impetus behind most of this year's adjustments to the hardware and operating systems supporting the Library's core applications. Three older UNIX/Ultrix computers were surplused and their functionalities were replaced with new hardware/operating systems (Macbeth, Caliban, Hestia). The remaining UNIX servers (Falstaff and DNSmed) were upgraded to DEC UNIX 4.0e. The remaining Ultrix server (Biblio) will be taken out of production at the end of December. Concurrent to the hardware and operating systems upgrades were application version adjustments made to the Library management system to ensure Y2K and interoperability compliance.

This year saw the HSC web formalized as a consolidated and managed service. Beyond simply posting pages, the HSC Web Development Team facilitated a complete redesign of the root or 'home' web site, developed new websites for several departments, introduced the concept of a 'managed site' complete with style guides and training, implemented online courses for College of Nursing (4), Masters of Public Health (2) and PFT (2), and provided technical support/consultant for 160 online students (40 in Mexico).

Collaborative efforts of HSCCS, Library Systems, University Hospital Management Information Systems and CIRT have resulted in an outline of a plan to update our network backbone to gigabit speeds. As part of the planning process the group also assisted in identifying all the buildings that needed updating to the campus standard. These efforts will bring all the network ports to Category 5 wiring standard and all the network electronics into Y2K compliance.

During this period HSCCS also made progress in articulating campus standards on a variety of information technology issues. Several efforts moved forward in very significant ways:

- GroupWise has become the clear email system of choice. Total email accounts for the entire HSC exceed 4,000.
- Access to campus-wide shared file space has become standard for the majority of workstations. This has been achieved in part by developing Directory Services as a core technology. This technology has allowed users to find resources more easily.
- The biggest impact has been on our ability to support a wide range of resources and a very large user community with a small support group that has not grown significantly. The use of the ZEN works technology has given us many new tools to effectively support users. The

Network Application Launcher has been the most effective. This technology allows maintaining workstations with a minimum amount of user intervention.

- With Directory Service in place and the use of some supporting applications we are ready to move onto the next stage in user support, remote control. Remote control will help to further reduce the time it takes to resolve problems. The Help Desk is now poised to make some major adjustment to the way it functions. These changes will improve our ability to quickly respond to users' requests for help.

To improve health information access, the HSCL has created two internet accessible databases, Native Health Research Database and Native Health History Database, to serve as resources to the American Indian community and the diverse health care providers and agencies serving them. These databases, available through the World Wide Web (WWW), improve access to historical information focused on American Indian health, as well as provide access to up-to-date publications from the Indian Health Service and other federal agencies, and linkages to Medline citations. The availability of over 5,000 documents spanning over 200 years provides a content-rich, unparalleled information resource on health and disease among American Indians. Both databases were developed and implemented using the Oracle Database Management System and SilverStream web application software.

The HSC Library purchased and loaded the Web interface for the Innopac Online Public Access Catalog (OPAC). Users throughout the state (or anywhere in the world) now have point-and-click access to the HSC Library's catalog. With the web interface to the OPAC, users also have the capability to click on a link in the catalog record to access full text sources, where available, of books and journals, making the information even more accessible to our users.

Collection Resources Division

Prepared by Ruth Morris, MLS, Associate Director for Collection Resources

The major remodeling for Collection Resources dominated the year. The preliminary collection shifts, weeding, and location changes, the planning for new offices, and the stack shift activity had a profound effect on the collections, their use, and the staff who manage the resources. Collection Resources moved from the Plaza level to a remodeled area on the third floor. For the first time, the entire staff were together in a contiguous arrangement. The group shared space and facilities with the Document Delivery/Interlibrary loan staff. The move was strategic: the goals were to keep all journals after 1970 together on one floor (combining current journals and bound journals on one floor) and to have the staff responsible for the collections on the same floor with the materials they worked with. The staff would also be able to help users.

Total collection volumes decreased slightly (.007%) from the previous year due to extensive weeding in preparation for the renovation. With a static book budget and with renovation planning, moving, weeding and shifting activities impacting most of the staff, collection work statistics were generally down.

The design and implementation of a complete stack shift was the linchpin of the remodel. Staff developed a plan for moving the books and journals from alternating floors and successfully

presented the proposal to the architect and the movers (all of whom were very much impressed.) Bound journals were shifted from the 4th floor to the 3rd, the current journals from the Plaza level to the 3rd floor, and the books from 3rd to the 4th. Staff moved thousands of bound journal volumes dated 1970 and earlier to the Annex. Special collections (History of Medicine and Staff Library) were integrated into the main collection. Atlases formerly in Media were reinstalled as a separate collection at the end of the books stacks. In addition to all of the collection moves, the shift included carpeting 3rd and 4th floors and making the stacks ADA compliant, all at the same time. The total project, aided by an Outside contractor, NRG, was a remarkable success, and the shift was completed in five weeks without closing the Library.

A major weeding process had to be undertaken in order to have space for continuing growth of books and journals. Both the Annex materials and books and journals were weeded. These major withdrawals are reflected in the lower volume count for the collection as a whole.

Despite the unavoidable disruptions and anxiety, the renovation project was not only successful but also brought out a team spirit, with the group working together and also helping out in other moves in the Library.

✿ Cataloging Services

Prepared by Henry Guenther, MLS, Cataloging Head

Last year's major cataloging activity, aside from the cataloging of 1,770 new orders, gifts, and government publications, was the completion of the 'Classic Article' project. This project involved the individual cataloging of 35 historically important articles in the medical literature, mostly from the early 20th century. The cataloging of these selected individual articles will provide enhanced access to patrons, as they are now accessible by author, subject, title and the term "Classic article" when used in a subject search. Furthermore, each article's citation from Garrison and Morton's A Medical Bibliography is now included within each record for the convenience of researchers.

The continuing reclassification of analytic titles previously located with the journals brings these essentially monographic works in line with the rest of the monographic collection, i.e., putting them into their proper call number areas, which should help those patrons who often browse the shelves by subject area. It will also provide more room for our rapidly expanding journal collection.

By far and away, though, the largest single project was the reclassification of just over 100 American Nurses Association titles from the journal area, where they were constantly in disarray, into the monograph collection, where they will be easier to find and maintain.

✿ Acquisitions Services

Prepared by Robert de Lancey, MLS, Acquisitions Head

The Acquisitions Department continued to support the development of the Library's collections through monograph ordering from a wide spectrum of vendors and publishers. The 1,411 titles received in 1998-99 represent an increase of 34% over 1997-98 totals, but a 29% decrease

from 1996-97. This reflects the fluctuations in available funding, with FY99 steering a middle course between FY97, with its more ample resources, and a decidedly leaner FY98.

Department Library Collections

Substantially more cataloging requests were received from department libraries in FY99 (350) than in FY98 (245), representing a 43% increase. When compared to FY97, the increase was 91 per cent. Fifty-one percent of the titles added for FY99 were held uniquely by the requesting departments.

Cataloging activity for Department Collections from July 1998 through June 1999 is summarized on Table 2 (with the same name) in the Tables Section.

No cataloging was performed during this period for the following departments whose holdings are reflected in InnoPac: Anesthesiology, Dermatology, Medical Staff Affairs, Department of Medicine.

Comprehensive lists of holdings in multiple formats were generated at the request of four department libraries, as follows:

Health Sciences Ethics Program: 1 by title, 1 by author.

There were 676 titles in this collection as of 8/25/98.

OB/GYN: 1 by title, 1 by call number.

The lists were limited to titles located in the department chairperson's office, and bearing the location designation SARTO in the call number. As of 10/29/98, 570 titles were identified as belonging in this portion of the collection. The information assisted the department in their re-allocation of the materials involved. SARTO is no longer a valid location.

Orthopedics: 3 by title, 3 by call number.

There were 454 titles as of 8/07/98. After weeding of the collection in early February, there remained 357 titles as of 2/12/99. Another set of lists created on 5/11/99 reflected holdings of 368 titles, excluding journals.

Radiology: 1 by title, 1 by call number.

There were 626 titles in this collection as of 6/30/99.

The Physician Assistant Program joined the ranks of departments whose collections are cataloged by the Health Sciences Center Library.

Collection Resources staff participated in a reorganization of the Orthopedics collection in preparation for the department's re-accreditation process. Department personnel frequently consulted the staff on issues such as shelving, classification, and identifying titles for donation or discard.

Most department libraries were visited at least once in the course of the fiscal year, but several planned visits had to be postponed due to scheduling difficulties brought about by personnel changes in the departments, and by HSCL reorganization priorities. Multiple visits were made

to the Health Sciences Ethics Program, OB/GYN, Orthopedics, and the Physician Assistant Program. The concerns most frequently raised in the course of these sessions continued to focus on the issue of security.

✿ Collection Management / Government Documents / Serials Unit

Prepared by Cory J. Meyer, MLS, Head, Serials/GovDocs/Collection Management

In September 1998, Edward Merta was hired to fill the vacancy in Government Documents. Dogged determination on his part saw the elimination of the backlog in government document shipments and the organization of the microfiche collection. The unit identified government documents that have migrated from a print or fiche format to a purely electronic online format.

5,597 journal volume item records were removed from the library's online catalog. Discarded volumes were disposed of and remaining volumes were shifted to allow room for journal volumes representing the years 1940-1969.

Location changes were made in the online catalog for 18,031 journal volumes for the years 1940-1969 from the main library journal collection to the Annex, and the physical volumes were transferred to compact shelving in the Annex.

Serials unit staff and student shelvees, shifted approximately $\frac{3}{4}$ of the remaining 4th floor journal collection to create empty shelves for the beginning of the carpeting phase of the library remodel. This was necessary to allow the main shift to occur without interruption of patron use of library materials.

The Serials unit head planned the main library stack shift and coordinated with both the library staff and the outside contractor to ensure safety for staff and patrons alike. She oversaw the moving of the books and journals, the break down of the shelving units and the re-assembly of the newly configured shelving units to accommodate items being moved. Library staff used labels that had been created to mark the shelves showing where journal titles would begin and end. The entire unit helped the outside contractor move journal volumes from 4th floor to 3rd floor and books from 3rd floor to 4th floor. While the shift had been expected to last 8-10 weeks, the efforts of the contractor and the staff enabled the entire process to be completed in 5 weeks with no interruption of use of the collection by library patrons.

The entire department moved their workspaces from the 2nd floor to the 3rd floor of the library. Work surfaces were reduced and storage for materials relocated which required a certain amount of re-evaluation of the workflow patterns for the unit.

With all 1969 and earlier journal volumes being moved to the Annex, the unit saw a rise in requests for Annex materials by patrons. This prompted an evaluation of the Annex request procedure resulting in an increase of scheduled trips to retrieve items for patrons. 391 items were retrieved from the Annex collections during FY98. With the new system, 659 items were retrieve during FY99. The unit has gone from an average of about 1 request per day (FY97) to over 3 per day (FY99) and is expecting this to rise to a minimum of 5 per day in FY00.

☛ Library Systems

Prepared by Katherine Mondragon, BUS, Innopac Administrator

The major emphasis for Library Systems this fiscal year was upgrading the hardware, the operating system and the catalog software in preparation for loading our catalog on the World Wide Web and making sure that all was completely Y2K ready.

Late in 1998 we began preparation to move our Innovative Interfaces Innopac catalog from our old DEC 5500 platform to a new DEC Alpha 2100 machine. We also needed to upgrade the version of the operating system and the version of the catalog software that made the system Y2K compliant. The migration was completed on March 16th, during spring break, with minimal disruption to users. The months that followed included the setup, testing and loading of the latest version of the software resulting in the Web OPAC catalog in May 1999. The versions of the operating system, the catalog software, and the equipment (including barcode scanners) were all brought up to the required standard to make them completely compliant for the year 2000.

Regular record maintenance was continued, but added work was undertaken to make sure that catalog records for serial titles that are available as electronic journals on the WWW had proper tags to link our users to the full text of the journal directly from the catalog. The help screens and menus were all revised to make them more helpful for the Web version of our catalog.

☛ Collections & Information Resources Development (CIRD)

Prepared by Jonathan Eldredge, MLS, PhD, Chief, CIRD

With the dramatic changes occurring in the worlds of publishing and information transfer, FY99 has been anything but a "routine" experience for the CIRD Unit.

Electronic Resources

The new electronic media bring the potential for value-added features and convenience compared to their print counterparts. These new media also bring a bewildering array of new challenges involving user eligibility, archiving, purchasing unwanted titles bundled together with desirable titles, obtaining title-by-title use data for meaningful evaluation of these resources, copyright restrictions, and copyright law. The CIRD Chief received training from the University Counsel's office in negotiating these kinds of licenses, which proved useful in his negotiations with MD Consult, Academic Press, and the Institute for Scientific Information.

Journal Selections and Cancellations

Journal cancellation processes for both calendar years 1999 and 2000 occurred during this fiscal year. The key element of calculating cost per use in these processes was refined and supplemented during these two waves of journal cancellations. These other criteria included the timeliness of delivery for specific titles, price increases of more than \$300 over a two-year period, chronic low use, a two-year inflation rate, and price above \$1,000 per subscription. The CIRD Chief communicated these cancellation criteria to faculty for a public comment prior to making cancellation recommendations. Cancellation recommendations were similarly

communicated to faculty for public comment. Please see *adobe medicus* 1999 Mar-Aug;22(2-4):7 for details.

On a more positive note, during spring 1999 the CIRDC Chief commenced the process of evaluating potential new journal subscriptions. This selection process continued into the 1999-2000 fiscal year and resulted in the selection of 12 highly desirable new titles to begin during calendar year 2000.

Resources Utilization

Demand for both journals and books has been consistently high. In a peer-reviewed article published by the CIRDC Chief in the October 1998 issue of the *Bulletin of the Medical Library Association*, he noted that 84% of the HSCL books purchased in 1993 had been checked out and 91% had been used at least once after four years in the HSCL collection. As a follow-up project to his weeding 1,500 linear shelf feet in the Annex, the CIRDC Chief collaborated with the Head of Cataloging in making historically-significant articles in volumes retained from journal title sets otherwise weeded accessible via the online catalog. Donations for journal subscriptions from Sun Healthcare and books donated in memory of deceased members by the Greater Albuquerque Medical Association have helped generate collections resources otherwise not available to users.

Forging Collaborative Partnerships

Collection development relies upon close contacts with users and the larger community served by the HSC Library to keep abreast of significant or potential new demands upon collections. These close contacts also sometimes foster collaborative projects. Considerable time was devoted to the revised submission of a National Library of Medicine grant on Latin American Social Medicine resources to be made available at a UNMHSC website.

At a June 1999 meeting of the Library Services Alliance of New Mexico, the CIRDC Chief established the foundation, with the Dean of the Library at New Mexico State University, for a series of consulting visits to Las Cruces to advise on building NMSU's health sciences collections. He also visited the Phillips Laboratory technical library to assess the relevance to HSCL users of a collection of technical reports.

Academic Program Support

As part of his ongoing duties the CIRDC Chief consults on proposed new academic courses for their possible effect upon HSC Library collections. During FY 1998-99 the CIRDC Chief analyzed new masters degree programs for both the Physical Therapy and Occupational Therapy programs. He also provided accreditation information about collections for the new Physician Assistant Program and the Department of Radiology.

*** Native Health Research Database**

Prepared by Tom Kauley, BA, Archivist

Both the Native Health Research Database (NHRD) and the Native Health History Database (NHHD) experienced major growth during this period. NHRD staff have added 1313 abstracts and citations to the database this year for a total of 1,825 entries, including a number of Federal agency documents/reports are available as full text readable documents on the NHRD.

The NHHD with 3,250 entries has been enhanced with full search functionality through the web using the same Silver-Stream front end software as the NHRD, replacing the original character-based Native American Health History Database and greatly increasing potential access to the database.

Two new categories, "Health Funding Source Links" and "Health Administration Links" have been linked to the NHRD web site in response to request from end users. New links were also added to the "American Health Resources Links" and "General Health Related Links" listing.

Project staff also began development of a NHRD hard copy collection to be housed in UNM Health Sciences Center Library (HSCL) annex. The Indian Health Service has agreed to a long-term distribution plan to provide Indian Health Service documents to HSCL and will provide funding for two ranges of library shelving to house the NHRD and NHHD collections.

Project staff developed, negotiated and received an increase of \$78,131.00 to the original FY00 budget request of \$71,006 submitted by the HSCL. Total NHRD operating budget for FY00 is \$149,138.

Initial review of sources for future sustainability for NHRD/NHHD included reviewing possible grants, discussions with Indian Health Service staff and Native American organizations, and the development in June 1999 of a Native Health Partnerships Program(NHPP) proposal.

Numerous demos and exhibits of the NHRD and NHHD were presented this year:

- 1) Indian Health Service Primary Care Providers Conference during April 1999. Approximately 80 primary care physicians and providers responsible for delivering health services to American Indian populations in remote, rural sites participated in the conference.
- 2) IHS Research Conference during April 26-28, 1999. Approximately, 250 American Indian health researchers from throughout the U.S. participated in the conference.
- 3) History of Medicine Committee of the New Mexico Medical Society during November 1998.
- 4) 100 Indian Health Service Headquarters staff in Rockville, MD during October 1998.
- 5) National Indian Health Board Consumer Conference in Anchorage, AK during October 1998. Approximately 1,000 American Indian and Alaska Native health program administrators, staff, and advocates participated at the conference.
- 6) National Congress of American Indians Annual Conference in Myrtle Beach, SC during October 1998. Approximately 1,200 American Indian and Alaska Native tribal leaders and staff including national American Indian and Alaska Native program staff participated in this conference.
- 7) UNM Native American Studies classes and American Indian high school student groups visiting the UNM HSC campus.

☛ New Mexico Health Historical Archives

Prepared by Janet Johnson, MA, Archives Manager

Oral History Project

Two new interviews were completed and another, multi-session one, was begun. Three individuals who have consented to be interviewed in coming months illustrate the diversity in the Project: one each MD, MPH and DVM. The tapes of three interviews were transcribed, and three of those transcriptions finalized and made available for research. Additionally, 19 transcriptions were bound and barcoded for shelving, and bibliographic records for a dozen oral history interviews were added to the library's online catalog. A special retrospective touch was added to existing catalog entries by inserting the year of death for 20 interviewees.

History of Medicine Committee

This Committee of active and retired physicians, appointed by the President of the New Mexico Medical Society, met three times during this year. One principal topic of discussion has been the acquisition of physicians' personal papers for preservation, cataloging, and research use as part of the archival collections. Questions in this discussion included solicitation vs acceptance of such donations, cost in staff time to process such collections, use and/or display of artifacts, deeds of gift, copyrights, space allocations, publicizing such holdings, and much else. Consent forms were approved by HSC legal counsel's office for use in this Archive.

A second major topic of discussion was the need for increased funding of the New Mexico Health Historical Archives. To increase research access and use of archival materials, additional staff is needed to assist with all aspects of physical and intellectual processing, including digitizing of bibliographic and inventory records. The Committee continues to explore possible sources of grant monies and endowments.

Grants

A \$3,300 grant was received from the New Mexico Historical Records Advisory Board to convert finding aids for the archives collections to digital, web-accessible format. An alphabetical listing of the archives collections will be produced, plus a subject index of those collections. Collections included will be oral histories, photographs, serials, monographs, ephemera, and archival records of HSC education, research and clinical units.

A \$15,000 grant has been applied for from the UNM School of Medicine's Khatali Alumni Association to assist in increasing the accessibility of the valuable archival collections. It is hoped that such a grant will fund a part-time archivist position.

Deceased New Mexico Physicians

Brief eulogies were prepared for 18 current and former New Mexico physicians. These notices were submitted for publication in the newsletters of the New Mexico Medical Society and the Greater Albuquerque Medical Association. A eulogy usually includes particulars of the

individual's medical education and postgraduate training, a chronology of his practice career, and personal interests and pursuits. Information on the deceased is gathered from published obituaries, professional directories, colleagues and family members.

Living History

Prominent issues in medicine and health care in New Mexico this year have continued to be welfare reform and the state's shift of Medicaid patients to a managed care system, Salud. There is serious concern over the number of physicians leaving the state, the suspected cause being managed care in all sectors. Locally there has been acrimony and controversy over the decision to build a "Heart Hospital of New Mexico," and on the UNM north campus there are plans afoot to celebrate the fifth anniversary of the Health Sciences Center and its connections with groups and individuals in the wider community of the city and state.

Collections Acquired

The largest and most significant acquisition this year was the A. Earl Walker MD Collection. Dr. Walker (1907-1995) was a world-renowned neuroscientist whose career as a researcher, teacher, author, scholar, linguist, photographer and bibliophile is richly evoked by the papers, books, photographs, honors and memorabilia donated to the library by his widow, Agnes Walker. This large assortment of materials is in the earliest stages of being sorted, arranged and described, and an initial exhibit of items reflecting Dr. Walker's distinguished career is planned. After a quarter century as a distinguished member of the faculty at Johns Hopkins University and Hospitals, Dr. Walker was a faculty member at UNM's School of Medicine for another 19 years.

Access Services Division

Prepared by Deborah Graham, MLS, Associate Director for Access Services

Personnel and Organization

The Access Services division welcomed aboard Ed Merta, who serves as an evening desk services person part time, and in government documents part time. Russell Ervin was added to the Library's team in an official on-call capacity, after serving several times as a temporary employee when the Library has been in the process of filling positions. On June 1st Sarah Knox Morley was hired as Clinical Librarian, initiating a much needed new service for the HSC Library.

Major Continuing Education Activities

In July 1998, Janis Teal attended the Association of American Medical Colleges (AAMC) conference on Information Technology in Academic Medicine and presented some of the highlights to staff in August. She attended the New Mexico CHECS/ARL Conference, Oct., 1998, and a special AMIA Congress, May 1999 dealing with distance education issues. Janis served as the local site coordinator for the MLA videoconference on Evidence Based Health Care, Sept. 16, 1998, which was attended by several HSC librarians and others from the community.

Sarah Morley attended the Special Libraries Association annual meeting June 5-9, 1998.

Christee King convened a Medical Library Association Journal Club in June of 1998, which met from July through December. The ten participants agreed they would like to do another journal club at a future date.

Deborah Graham attended the annual meeting of the American Medical Informatics Association in November.

Judith Ducharme attended the Medical Library Association meeting in May 1998.

Rebecca Barreda, Deborah Graham, and Christee King attended the October annual meeting of the South Central Chapter of the Medical Library Association in Fort Worth Texas.

The Access Services staff began videotaping inservices to provide continuing education and for training new staff. This practice has been very successful.

✿ **Education**

Prepared by Janis Teal, MLS, MAT, Education Librarian

This year the education department took on a major new role of participating in collaborative orientations. A joint program with University Hospital provided an informatics orientation to new house officers, covering database searching, GroupWise electronic mail and calendaring, and the hospital's clinical Cerner system. There are plans for a similar program for new School of Medicine faculty.

The Library's education team provided requested training to all College of Nursing faculty on the use of GroupWise for electronic mail and calendaring. The experience resulted in the addition of GroupWise classes to the Library's list of periodically offered instructional classes. The GroupWise classes have attracted larger numbers of participants than any of the Library's other courses.

The Library's web-based education specialist, worked with the Robert Wood Johnson Partnerships for Training program and with College of Nursing faculty to create and deliver curricular course materials over the web. She also provided instruction to nursing faculty in how to create web learning materials and experiences using course development software. A committee was formed, chaired by the Janis Teal, Education Librarian, to investigate issues related to electronic reserves. The Library is targeting academic year 1999/2000 for developing an electronic reserves collection.

FrontPage web authoring software was another new instructional offering provided for Health Sciences Center faculty and staff. The initial course was offered through UNM Continuing Education, with a supplemental section taught by HSC Library web team members. In the coming year, the Library staff and faculty will assume responsibility for this instructional course. The FrontPage software is the standard for all HSC personnel responsible for maintaining web pages.

In addition to providing a record number of services, and initiating new programs, staff coordinated the remodel and design of two new classrooms in the HSC Library, and a new computer activities area on the Library's main service floor.

✿ Outreach

Prepared by Deborah Graham, MLS, Associate Director for Access Services

Individuals from several units assisted with outreach activities in the past year: Christee King, Rebecca Harris and Lisa Romero handled the registration of outreach members and preceptors; Becca Barreda and Bonnie Jewel handled many of the inquiries regarding outreach memberships (and signed people up!); and Sarah Morley, Clinical Librarian, helped with special projects. Despite the absence of an Outreach Librarian, the Library was able to meet its National Network of Libraries of Medicine South Central Region contract obligations. This was in part due to the classes and presentations made by librarians Janis Teal and Eileen Sullivan. The entire division, and Tom Kauley, coordinator of the Native American Health Research Database, pulled together to assure that outreach user needs were met. The success of the year is a tribute to team effort.

Highlights of the year's program included:

In July, Janis Teal provided 3 formal classes on Grateful Med to 12 Indian Health Services personnel attending a conference in Albuquerque

In July, Deborah Graham and Becca Barreda provided instruction to eight Albuquerque Indian Hospital nurses on PubMed and other Internet resources and the Library's online catalog at the Library's Electronic Classroom.

In November, Janis Teal provided on-site instruction in the use of Internet Grateful Med at a clinic in Cuba to eight health care providers.

In October and November, Eileen Sullivan presented three major instructional sessions on using the web for health resources.

Deborah Graham was an invited speaker at the New Mexico Society of Health-System Pharmacists in October, presenting on *How to Use the World Wide Web: Finding Useful Information Resources Efficiently* to approximately 100 attendees.

Deborah Graham provided demonstrations and tutorials to resident physicians and clinic staff at the Eastern New Mexico Family Practice Residency Program in Roswell in February and March.

In March, the HSC Library hosted two training sessions from the National Library of Medicine Online Training Center. Instructors Mary Van Antwerp and Jean Roehrs presented two courses (PubMed and Advanced PubMed and Internet Grateful Med) over a three-day period, attracting librarians from all over the state.

Also in March, Eileen Sullivan presented *Choosing and Using Web Search Tools for Medical and Scientific Information* in the Library's Electronic Classroom. The 4-hour class was attended by 19 students, mainly community librarians.

As part of a Special Projects grant from the NN/LM - **Indian Health Services Hospital Sites, Library Improvement Project** - four new Preferred Deposit Accounts were established for four Indian Health Service units in New Mexico: Acoma/Canoncito/Laguna Hospital, Gallup Medical Center, Northern Navajo Medical Center and Santa Fe Indian Hospital. Each site also received Internet compatible workstations, fax equipment, and, where needed, subsidized ISP services. Site visits were made to deliver and install equipment at each of these sites and educational presentations were made to Northern Navajo Medical Center, Shiprock, in February and PHS Santa Fe Indian Hospital in March.

In June, Eileen Sullivan taught a class on the use of AltaVista, PubMed, AHCP, and other sources for evidence-based health care as part of the New Mexico Primary Care Association's educational meeting.

• Document Delivery/Interlibrary Loans

Prepared by Becca Barreda, Head Document Delivery/Interlibrary Loans

The department initiated a Copy Service Pilot for UNM Faculty, Staff and Students, with a \$5 per article charge. The Dean of the School of Medicine is also one of our most active customers.

ARIEL activity increased tremendously this last year. Many of the libraries from which we order interlibrary loans, including National Library of Medicine, now have ARIEL scanners. We now request all interlibrary loans to be delivered ARIEL (preferred) or mail. We estimate that we are receiving 80% of articles now via ARIEL. We have even experienced same day turn around time from the National Library of Medicine on several occasions. Our average turn around time for receiving interlibrary loans has gone from 7 days to 3 or 4 days. (We still turn around requests within an average of 48 hours). The quality of these scanned copies is superior to normal photocopies. The fact that we deliver via ARIEL has attracted other medical libraries to use us for their interlibrary loan requests. Denison Library, the University of Colorado HSC Library, has set up a deposit account with us because we deliver via ARIEL and have great turn around time. They prefer to come to us before they go to libraries in their own National Network of Libraries of Medicine region.

Our library is participating in the South Central Region's "Electronic Fund Transfer System" (EFTS) trial period. In order to use the system we have had to install "QuickDoc" software that is compatible with Docline. Becca Barreda attended an EFTS training session in Ft. Worth, TX to learn how to use this system. The EFTS will replace the coupon (\$8 value) system that is used in our South Central Region.

Bonnie Jewel made arrangements and adjustments to our OCLC ILL ordering system so we can now use the OCLC Interlibrary Loan Fee Management (IFM) system. This will save our library and UNM accounting staff many hours of personnel time. OCLC will manage paying our interlibrary loan fees and collecting our HSCL ILL fees using this system. We no longer have to

request checks to pay for invoices and we will no longer invoice libraries who order interlibrary loans via OCLC who are IFM system users.

Document Delivery now has their own GroupWise email address DocDel@salud.unm.edu. This address is advertised on our HSCL Web page.

Loansome Doc registrants now number 89 compared to last year's 50 registrants. This is due to the increased usage of PubMed.

Four Indian Health Services Hospitals were given a \$500 Preferred Deposit Account through a grant titled, "Indian Health Services Hospital Sites, Library Improvement Project". These libraries are now able to request library material from our Document Delivery Department. These libraries are Acoma/Canoncito/Laguna Hospital, Gallup Medical Center, Northern Navajo Medical Center and Santa Fe Indian Hospital.

The Document Delivery/ILL department was physically relocated to the 3rd Floor as part of a major renovation of the entire Library. The department inherited a new service with this move: staffing a "Help Window" on the 3rd Floor. We are pleased that people can ask for help when they can't find the items they are looking for. Types of questions are being monitored and we anticipate that students could staff the window if volume increases, with reference questions referred to the Reference Desk on the 2nd floor.

Becca Barreda helped Tom Kauley and Eric Schripsema design an online document ordering system for the Native Health Research Database. The online requests will come to HSCL via the DocDel@salud.unm.edu. Policies, fees and procedures are also being established.

The Document Delivery Department proposed new fees for the department that would begin FY00. Our goals are to have a reasonable and equitable fee for all UNM HSC users and non-UNM users, and simplify the fee structure. The new fee structure was looked at very carefully so we would not lose revenue compared to the current revenues generated.

Special Activities

DD/ILL staff helped train Willow Greenburg, Library Student Intern, on how to work in a Document Delivery & Interlibrary Loan setting. Bonnie Jewel was the primary trainer.

Bonnie Jewel and Becca Barreda both participated on several HSCL renovation task forces. Bonnie was assigned many extra activities, such as the design and development of the informational bulletin boards that were used during the renovation.

Becca Barreda and Wendy Roberts are team teaching the "Library IQ" class for research staff. The class was also redesigned for use with HSC Students.

Becca Barreda has been a key participant in outreach activities during the absence of an Outreach Coordinator. Ms. Barreda has handled many of the calls when someone is inquiring about an Outreach Membership or Loansome Doc.

✿ Reference/Information Services

Prepared by Deborah Graham, MLS, Associate Director for Access Services

Reference and Information Services saw many changes this year, as the Library remodel was completed. The Plaza level has become a main computer station area. Staff at the Library's service desks have undergone extensive cross training and mastered many new skills. Supervision of student shelvers was moved to the Access Services Division. Christee King, Head of Reference and User Services, served as the Library Web coordinator, and supervised an extensive revision and update of the HSC Library's presence on the World Wide Web. Eileen Sullivan, Reference Librarian, formed the Consumer Health Information Coalition (CHIC), laying the foundation for an expanded role for the Library in support of consumer health in New Mexico. Judith Ducharme, Reference Librarian, completed a special project for the School of Medicine, so that past student research projects can be reviewed from a file on the Library's web pages. And, throughout the turmoil of major construction, customer services maintained their usual high standard.

✿ Media/Course Reserves

Prepared by Deborah Graham, MLS, Associate Director for Access Services

Media/Course Reserves moved into a new and smaller space, but with a dramatic display area for the instructional models. Media staff have now taken on the responsibilities for print course reserve materials as well, unifying all curriculum-related reserve materials in one location. Once again the School of Medicine students moving from Phase I to Phase II gave a Hippo Award to the staff of Media Services – Lillian Croghan, James Perea, and Ellen Yaeger – in recognition of their special support.

Technology Integration & Library Systems Division

Prepared by Greg Gaillard, BA, Associate Director for TILS

The past year's effort has focused on renovating the Library's information technology infrastructure. Within the HSCL, 'infrastructure' refers to the following services: core applications (Ovid, Innopac, Library Management System), messaging, LAN/network, public computing, and web development. Late last Summer TILS began updating/replacing the systems supporting each of these services with current hardware and software. When viewed in the context of Y2K, 100% staff turnover, and a major building renovation, one can see that TILS staff have had an eventful and productive year. The following are highlights from each of the previously mentioned service areas.

Messaging, LAN and basic network services

Late last Summer the Library committed to establishing itself a model environment for campus standard messaging and LAN services (GroupWise and Novell's NetWare) – a project which involved the purchase and installation of all new server hardware, server operating systems, and PC client software. Concurrent to the LAN/messaging project was a more fundamental enhancement to the Library building network. Previously the Library supported all of its

computers within a 3 partition 10Mb/s environment. The new model allows every computer dedicated 100Mb/s access to local network resources. This upgrade involved all new network electronics for each floor and the verification of every cable connection (not to mention the almost 100 new lines pulled). Additionally, a project to replace every staff workstation with current hardware and Y2K compliant software should be complete by December 1999.

Public Computing

This year represents the formal establishment of a managed, HSC-wide public computing service. Public computing in this context means publicly available workstations for general or curriculum specific use and dedicated computer based training facilities. More important than the two new state-of-the-art training facilities and 40 new lab computers has been the establishment of maintenance and management procedures which ensure maximum availability and utilization of these investments.

Core Applications

The Year 2000 programming problem was the impetus behind most of this year's adjustments to the hardware and operating systems supporting the Library's core applications. Three older UNIX/Ultrix computers were surplused and their functionalities were replaced with new hardware/operating systems (Macbeth, Caliban, Hestia). The remaining UNIX servers (Falstaff and DNSmed) were upgraded to DEC UNIX 4.0e. The remaining Ultrix server (Biblio) will be taken out of production at the end of December. Concurrent to the hardware and operating systems upgrades were application version adjustments made to the Library management system to ensure Y2K and interoperability compliance.

Web Services

This year saw the HSC web formalized as a consolidated and managed service. Beyond simply posting pages, the HSC Web Development Team facilitated the following:

- A complete redesign of the root or 'home' web site
- The development of new websites for several departments including Telemedicine and PFT
- Moved from old Ultrix/Apache server to three NT servers running IIS and supporting FrontPage
- Introduced concept of a 'managed site' complete with style guides and training
- Developed expertise for web-based curriculum support by implementing online courses for: College of Nursing (4), Master of Public Health (2) and PFT (2).
- Acted as technical support/consultant for 160 online students (40 in Mexico)
- Installed a new consolidated tape backup disaster recovery system

Health Sciences Center Computer Services Division

Prepared by Barney Metzner, MA, Manager, HSC Computer Services

This past fiscal year saw major organizational changes for HSC Computer Services (HSCCS). The most noticeable transition occurred in September 1998 when administration for the unit

was placed under the HSC Library Director. The effects of this change continue to evolve, but it is already clear that HSCCS has a strong mentor and leader. The combination of the two units is assisting the development of a service model that is the most effective for meeting the strategic goals of the HSC.

Collaborative efforts of HSCCS, Library Systems, UHMIS and CIRT have resulted in an outline of a plan to update our network backbone to gigabit speeds. As part of the planning process the group also assisted in identifying all the buildings that needed updating to the campus standard. These efforts will bring all the network ports to Category 5 wiring standard and all the network electronic into Y2K compliance.

During this period HSCCS also made progress in articulating campus standards on a variety of information technology issues. Several efforts moved forward in very significant ways:

- GroupWise has become the clear email system of choice. Total email accounts for the entire HSC exceed 4,000.
- Access to campus-wide shared file space has become standard for the majority of workstations. This has been achieved in part by developing Directory Services as a core technology. This technology has allowed users to more easily find resources.
- The biggest impact has been on our ability to support a wide range of resources and a very large user community with a small support group that has not grown significantly. The use of the ZEN works technology has given us many new tools to effectively support users. The Network Application Launcher has been the most effective. This technology is allowing us to maintain workstation with a minimum amount of user intervention.
- With Directory Service in place and the use of some supporting applications, we are ready to move onto the next stage in user support, remote control. Remote control will help us to further reduce the time it takes to resolve problems. The Help Desk is now poised to make some major adjustment to the way it functions. These changes will improve our ability to quickly respond to users' requests for help.

Awards and Special Achievements

Jonathan Eldredge received the Medical Library Association's prestigious Louise Darling Medal for Excellence in Collection Development in the Health Sciences.

Ruth Morris and Katherine Mondragon received the Research Award from the South Central Chapter/Medical Library Association for their poster session entitled "*Online Tables of Contents: Effect on Usage.*"

Eileen Sullivan received an award for the best educational presentation at the joint conference of the New Mexico Computers in Higher Education and New Mexico Academic and Research Libraries. For *Choosing and Using Web Search Tools for More Effective Research*, presented on October 29, 1998, in Alamogordo, NM.

Jonathan Eldredge was elected In May 1999 as Chair of the MLA Research Section and continued to serve as Chair of the South Central Chapter of the MLA Research Committee.

Janis Teal completed the requirements to renew her membership in the Medical Library Association's Academy of Health Professionals (AHIP) at the senior level. Christee King also completed the requirements to renew her AHIP membership at the member level.

Christee King was appointed to the Program Committee of the South Central Chapter of the Medical Library Association. She also serves on the Technology Committee for the South Central Region National Network of Libraries of Medicine, and on the UNM Faculty Senate Computer Use subcommittee.

Judith Ducharme was elected to the UNM Faculty Senate as a member-at-large.

Becca Barreda was appointed to the Membership committee of the South Central Chapter of the Medical Library Association from October 1998 to October 2000. She also serves on the Document Delivery Committee for the South Central Region National Network of Libraries of Medicine.

Eileen Sullivan initiated a cooperative project to bring together participants from public, academic, and special libraries and individuals from health organizations who are interested in promoting access to quality consumer health information. This has resulted in the formation of CHIC – the Consumer Health Information Coalition.

During the spring semester 1999, the Library provided an internship program for the College of Education in librarianship for student Willow Greenburg. Individuals from many units worked with Willow, providing a very successful experience.

Publications/Presentations

Buchanan, HS and Teal, JB. *Using libraries and information technologies to build collaboration for learning*. International Conference on Partnerships for Community Health. Albuquerque, Oct. 17-22, 1998. (Poster)

Eldredge, JD and Rhyne, RL. Building foundations for effective library skills in medical education. In: Rankin JA, ed. *Handbook of Problem-Based Learning*. New York, Forbes, 1999: 407-32.

Eldredge, JD. Developed a new continuing education course approved by the Medical Library Association for credit on Evidence-Based Librarianship (EBL). In November 1998, Jon presented his course in Dallas and in Chicago during April and May 1999, respectively.

Eldredge, JD. Completed SCAMeL grant on editorial peer review, reporting results in the Summer 1999 issue of *Medical Reference Services Quarterly*.

Eldredge, JD and Teal, JB. et al. The roles of library liaisons in a problem-based learning (PBL) medical school curriculum: a case study from University of New Mexico. *Health Libraries Review*, 15(3), 1998: 185-94.

Graham, DL. Invited speaker at the Annual Meeting of the New Mexico Society of Health-System Pharmacists, giving a 1 hour presentation on October 9, 1998 at the Albuquerque Sheraton on *How to Use the World Wide Web: Finding Useful Information Resources Efficiently*. There were approximately 100 attendees.

Graham, DL. *Organizing the Web - Using the NLM Classification System for a Web Subject Guide*. South Central Chapter/Medical Library Association Annual Meeting, Fort Worth, TX, October 1998. (Poster)

Graham, DL. Choosing the Right Tool. In: *Instructor's Resource Kit* to accompany Seidel, Ball, Dains, Benedict, editors. *Mosby's Guide to Physical Examination*. 4th ed. St. Louis: Mosby; 1998.

Graham, DL. Choosing the Right Tool. In: *Instructor's Resource Kit* to accompany Thibodeau and Patton, editors. *Anatomy and Physiology*, 4th edition. St. Louis: Mosby; 1998

King, C. Locating information on physicians and hospitals. *MLA News*, Issue 309, Sept. 1998: 12-13.

King, C. Locating Spanish language health information on the World Wide Web. *NN/LM Technology Fact Sheet*, Network News/South Central Region, Nov/Dec 1998: 4-5

King, C. *Group decision making techniques*. South Central Chapter/Medical Library Association Annual Meeting, Fort Worth, TX, October 1998. (Paper)

Sullivan, E. *Choosing and Using Web Search Tools for More Effective Research* was presented on October 29, 1998, at the joint conference of the New Mexico Computers in Higher Education and New Mexico Academic and Research Libraries, Alamogordo, NM.

Sullivan, E. *Choosing and Using Web Search Tools for Medical and Scientific Information* was presented on October 17, 1998 from 1:00-5:00 for MLA continuing education credit at the annual meeting of the South Central Chapter of the Medical Library Association in Fort Worth. The class was attended by 23 health sciences librarians from our region.

Sullivan, E. *Choosing and Using Web Search Tools for Medical Research and Improving Patient Care* was presented on November 6, 1998 to 20 members of the New Mexico Primary Care Association, Albuquerque, NM, at the Library's Electronic Classroom as part of their annual meeting.

Teal, JB; Buchanan, HS and Pawlowski, N. *Institutional web site administration: beginning to weave the web*. New Mexico CHECS/ARL Conference, Oct. 29-30, 1998. (Also attended conference).

Staff Honored During Staff Recognition Day May 13, 1999

YEARS OF SERVICE REWARDS:

Rebecca Barreda – 20 Years.

SPECIAL RECOGNITION

Eileen Sullivan – for her work on consumer health resources, and her founding role in the statewide Consumer Health Information Coalition and for her award-winning course on using Alta Vista to search the web.

Jonathan Eldredge – for his national recognition by the Medical Library Association with its Louise Darling Medal for Distinguished Achievement in Collection Development in the Health Sciences.

Cory Meyer – for her “Over and Above the Call of Duty” work supporting the renovation of the HSC Library.

Team Award: **Jane Erlandson, David Minor, Rene Hernandez, Vicki Scott, Demetrius Brandon** and **Nancy Pawlowski** – for individual contribution to create a systems team during a year of extraordinary pace, rapid change and introduction of new people, technology and service.

HSC Library and Computer Services Staff July, 1998 through June, 1999

Name	Title/Unit	Start Date	End Date
Armijo, Ray	Collection Resources (Coll. Mgmt)	01-02-95	
Barreda, Becca	Access Services (DD/ILL)	01-30-79	
Beaman, Valerie	HSC Comp. Serv. (Administration)	08-17-98	04-19-99
Bell, Vernon	HSC Comp. Serv. (USA I)	06-21-99	
Brandon, Demetrius	TILS (Networking)	01-20-98	
Buchanan, Holly Ship	Director	08-15-97	
Burton, Bonne	Collection Resources (NHRD)	12-21-98	
Chavez, Louise	Administration	06-21-99	
Claycomb, Carol	Collection Resources	12-04-89	
Croghan, Lillian	Access Services (Course Reserves)	05-22-78	
Cummings, Mary	HSC Comp Serv. (USA II)	05-05-97	
de Lancey, Robert	Collection Resources (Acquis.)	08-01-94	
Ducharme, Judith	Access Services (Ref./User Svs)	10-18-82	
Duran, John	HSC Comp. Serv. (Network Tech.)	09-14-98	
Eldredge, Jon	Collection Resources (CIRD)	01-01-86	
Erlandson, Jane	TILS (Web Administration)	09-21-98	
Gaillard, Greg	Assoc. Director, TILS	08-03-98	
Galbraith, Jared	HSC Comp. Serv. (Programmer)	04-01-96	06-11-99
Ginther, Damian	HSC Comp. Serv. (USA I)	06-15-98	
Gobel, Cameron	HSC Comp. Serv. (USA I)	06-15-98	
Graham, Deborah	Assoc. Director, Access Services	04-23-90	
Guenther, Henry	Collection Resources (Cataloging)	10-16-95	
Harter, Matthew	HSC Comp. Serv. (USA I)	11-09-98	05-21-99
Harris, Rebecca	Access Services (Ref./User Svs)	10-23-95	
Hernandez, Rene	TILS (Networking)	11-11-96	06-30-99
Jewel, Bonnie	Access Services (DD/ILL)	05-28-96	
Johnson, Janet	Collection Resources (Archives)	02-06-84	
Kauley, Tom	Collection Resources (NHRD)	11-24-96	
Kelher, James	HSC Comp. Serv. (Superv. Use Sup)	10-27-97	06-18-99
King, Christee	Access Services (Ref./User Svs)	09-15-90	
Lujan-Kerlee, Mary	Administration (Accounting)	07-28-86	
McKay, Paulette	Access Services	05-05-98	
Merta, Ed	Access Services & Coll. Resources	09-21-98	
Metzner, Barney	HSC Comp. Serv. (Manager)	07-26-93	
Meyer, Cory	Collection Resources (Serials/GD)	09-05-91	
Minor, David	TILS (EC & Public Access Supp.)	11-16-98	
Mondragon, Kathy	Collection Resources (Library Syst)	07-10-75	
Morley, Sarah	Access Services (Clinical Librarian)	06-01-99	
Morris, Ruth	Assoc. Director, Collection Resources	04-15-95	
Norman, Kermit	Administration (Business)	10-29-98	
Pabisch, Pat	Administration	04-10-97	04-30-99
Pawlowski, Nancy	TILS (Web Administration)	07-13-98	

Name	Title/Unit	Start Date	End Date
Perea, James	Access Services (Course Reserves)	05-22-95	
Peterson, Tom	Systems	11-21-83	09-11-98
Powell, Jean	Access Services (Ref/User Svs)	07-07-98	
Roberts, Wendy	Access Services (Ref/User Svs)	10-22-97	
Romero, Lisa	Access Services (Ref/User Svs)	02-24-86	
Scott, Vicki	TILS (Database Admin)	12-03-98	
Sharp, Chris	HSC Comp. Serv. (USA I)	11-02-98	
Sullivan, Eileen	Access Services (Ref/User Svs)	09-15-97	
Teal, Janis	Access Services (Education)	04-15-94	
Tolito, Steve	HSC Comp. Serv. (LAN Admin.)	10-13-97	
Wangenstein, Jeffrey	HSC Comp. Serv. (USA I)	10-24-97	09-25-98
Yaeger, Ellen	Access Services (Course Reserves)	05-13-96	
Ye, Lin	Access Services	06-16-98	
Zincke, Dianne	Administration (Facilities)	02-02-99	

Library Consultant

Pascarelli, Anne

Temporary Staff

Beaman, Valerie*

Ervin, Russell

Jacquez, Rosa*

Lattery, Jacqueline

Seyl, MaryLou*

Smith, Matthew*

Student Assistants

Apodaca, Adrian

Archuleta, Jennifer

Baca, Lawrence

Blackson, Maurice*

Burns, Lindsey

Chalk, Heather

Chavez, Julie

Chavez, Timothy*

Cummings, Brandon*

Esherick, Katrina

Fields, Ami

Gassner, Matthew*

Giggy, Julie

Harrison, LeAnn

Jacquez, Rosa*

Jawadi, Shahana

Jordon, Jennifer

Kehrman, Sarah

Kumar, Girish

Lerma, Manuel

Lucero, Dianna

Majithia, Vishal

Mares, Erin

Ortiz, Adam

Owolawi, Bolanle

Perez, Frank*

Rabourn, Mike

Robins, Nico

Saiz, Corinna

Sawaya, Tenelle

Schold, Uriel*

Trujillo, Valerie

Stearns, Eric

Thrasher, Jeffrey

Weeks, Kelly*

Wheeler, Ruth

White, Travis*

Yocum, Rachel

* HSC Computer Services

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1. Cataloging Activities

	1996/97		1997/98		1998/99	
	Titles	Volumes	Titles	Volumes	Titles	Volumes
Monographs	2,551	2,654	1,965	2,104	1,325	1,562
Media	237	318	166	211	90	123
Serials/Journals	171	183	138	176	76	85
Government Documents	280	294	201	232	434	457
Total items cataloged	3,239	3,449	2,470	2,723	1,925	2,227
Items for Departmental Libraries	176	183	102	245	179	350
Journal Titles Added	44	n/a	48	n/a	n/a	n/a
Grand Total items cataloged	3,415	3,632	2,620	2,968	2,104	2,577
Original Cataloging	24	24	67	n/a	52	n/a
Location Change	488	488	n/a	3489	n/a	18,125
Replacement	47	47	n/a	n/a	n/a	n/a
Withdrawn	325	325	n/a	1903	n/a	6,491

2. Cataloging Activity for Department Collections

Department Collection	New Titles	Item Records Added to Existing Bib. Records
Anesthesiology	0	0
Health Sciences Ethics Program	18	27
Neurology	1	4
NM Grief Intervention Program	20	7
NM Prenatal Care Network	49	37
OB/GYN	0	1
Orthopedics	18	35
Physician Assistant Program	59	36
Psychiatry	8	14
Radiology	6	10
TOTAL:	179	171

3. Acquisitions Comparisons

Monographs:	1996/97	1997/98	1998/99
Approvals Received	1,412	856	1,155
Approvals Returned	106	229	457
Direct Orders Received	687	270	256
Direct Orders Returned/Cancelled	39	71	19
Gifts Received	103	196	234
Gifts Retained	92	193	160

4. Acquisitions Activities

	1996/97	1997/98	1998/99
Materials Ordered	2,116	1,048	1,498
Materials Received	1,993	1,053	1,411
Materials Paid	1,763	886	960

5. Annex Requests

Item Type	1995/96	1996/97	1997/98	1998/99
Archives	8	9	8	19
Books	188	112	133	70
Journals	84	109	250	570
TOTAL	280	230	391	659

Status of Requestor	1998/99
Faculty	166
Staff	93
Student	133
Other	267
TOTAL	659

6. Serials Statistics: Active Titles

Category	1996/97	1997/98	1998/99
Vendor Subscriptions	1,230	1,240	1,261
Vendor Standing Orders	320	255	207
Direct Subscriptions	21	23	21
Direct Standing Orders	-	32	38
GovDocs/Serials	173	163	155
Gift Subscriptions	179	160	93
TOTAL ACTIVE TITLES	1,923	1,843	1,716
Titles Added	46	48	0
Titles Cancelled	9	13	56
Titles Ceased Publication	10	5	7
Bound Volumes Withdrawn	8	-	5,597
Titles Withdrawn	1	-	346

7. Government Documents

	1996/97	1997/98	1998/99
Paper	1,733	1,552	1,770
Microfiche	506	**0	1,510
Electronic	93	59	52
Totals	*2,332	1,611	3,332

* Continue to refine our selection to reflect the needs of our users
 ** Due to check-in difficulties, no fiche were processed this fiscal year

8. Collection Inventory: Library Holdings

	1996/97		1997/98		1998/99		% Change	
	Titles	Volumes	Titles	Volumes	Titles	Volumes	Titles	VoIs
Annex--bound journals & monographs	2,230	18,984	3,849	21,596	5,072	36,452	+32%	+69%
Archives	836	896	1,020	1,220	1,085	1,282	+6%	+5%
Atlas Collection	1,436	1,553	***	***	1,512	1,626	n/a	n/a
Book Stacks	43,133	47,119	45,866	50,465	50,860	52,403	+11%	+4%
Consumer Information	300	298	177	176	181	183	+2%	+4%
History Collection	1,831	2,123	***	***	***	***	n/a	n/a
Index/Abstracts	149	804	67	195	97	2,016	+45%	+934%
Journals	4,120	83,885	4,333	84,905	4,081	65,946	-6%	-22%
Media Center	2,828	5,573	4,030	6,725	2,480	4,629	-38%	-31%
New Mexico/Southwest	412	802	357	705	443	720	+24%	+2%
Oversize	36	42	15	15	15	15	0%	0%
Reference	1,498	1,892	1,565	1,828	1,376	1,549	-12%	-15%
Reserve	718	**1016	438	694	306	425	-30%	-39%
Staff Library	539	1,252	***	***	***	***	n/a	n/a
Humanities Room	608	628	614	637	629	652	+2%	+2%
TOTAL	60,674	166,867	62,331	169,161	68,137	167,898	*+9%	-1%

*Increase in title count is due to shift of monographic serials to individually cataloged titles in the book collection. Percent rounded
 ** Disbanded temporary reserve collection and integrated it into regular collection
 ***Disbanded Atlas, History and Staff Library collections and integrated them into regular collection. Atlas collection restarted in '98

9. Use of Library Materials

	1996/97	1997/98	1998/99	% Change
Circulation	21,228	20,443	20,046	-2%
Reserve	22,937	23,226	16,205	-30%
Media	30,561	*27,210	*10,816	-60%
In-house Use	249,414	203,552	151,398	-26%
Totals	324,140	274,471	198,465	-28%

*Statistics gathering mechanism changed, eliminating estimated multiple counts for group uses. Approximately 50% of the Media collection was weeded out prior to relocation of collection.

10. U.S. Medical Monographs Prices, 1984-1999

YEAR	Average Price	% Increase over Baseline per Year*	HSCCL Monographs Budget	% Change from Baseline
1984	4-.65	4.60%	60,000	0.00%
1985	44.36	14.10%	64,050	6.80%
1986	49.99	28.60%	64,050	6.80%
1987	56.56	45.50%	64,050	6.80%
1988	70.74	81.90%	64,050	6.80%
1989	73.95	90.20%	64,050	6.80%
1990	75.49	94.20%	65,311	8.85%
1991	79.95	105.60%	67,944	13.20%
1992	77.81	100.00%	67,944	13.20%
1993	80.51	107.00%	67,944	13.20%
1994	81.01	108.40%	67,944	13.20%
1995	80.85	107.90%	67,944	13.20%
1996	81.18	108.80%	102,944	71.57%
1997	82.67	112.60%	58,000	-3.30%
1998	87.37	124.70%	58,000	-3.30%
1999	90.41	132.54%	58,000	-3.30%

*Baseline = Year 1982 \$38.88 Average price.

11. Articles Delivered to Preceptors & Students in Primary Care Settings

1996/97	1997/98	1998/99	%t Change
892	588	339	-42%

12. Instructional Programs and Curricular Support

	1996/97	1997/98	1998/99	% Change
Total participants	1,386	1,514	2,295	+52%
Instructor hours	349.25	363.75	403	+11%

13. Mediated Online Searches & Reference Questions

	1996/97	1997/98	1998/99	% Change
Mediated Online Searches	937	762	635	-17%
Reference Questions	31,884	22,505*	18,338	-19%

* data collection method changed

14. LATCH Searches & Copies of Articles Supplied via LATCH

	1996/97	1997/98	1998/99	% Change
LATCH Searches	337	285	292	+2%
Copies of Articles Supplied via LATCH	754	797	915	+15%

**15. Outreach Requests Filled & Referred
Total Interlibrary Loans Filled**

	1996/97	1997/98	1998/99	% Change
Outreach Requests Filled & Referred (New Mexico)	4,264	3,183	3,263	+3%
Total Interlibrary loans Filled	2,409	2,426	2,791	+15%

16. Total Document Delivery Requests Filled or Referred & Filled

1996/97	1997/98	1998/99	Percent Change
8,610	6,267	7,827	+25%

1998/99 Instructional Programs/Orientations & Tours

17. Curricular Support Instruction 1998/99

	Sessions	Attendees	
College of Nursing	36	849	
College of Pharmacy	2	67	
School of Medicine Programs:			
----Medical	12	116	
----Dental Hygiene	2	39	
----Allied Health	7	105	
----Physicians Assistant	5	36	
----Masters of Public Health	1	10	
----Biomedical Graduate	1	17	
----Graduate Medical (Residents)	0	0	
Outreach	1	8	
Other HSC	7	59	
Other UNM	1	15	
Community	11	226	
Totals:	1996/97	1997/98	1998/99
# of Sessions	186	189	86
Attendees	1,386	1,514	1,547
Contact Hours	193	311	193
FTE Contact Hours	349	364	240

18. Orientations & Tours 1998/99

	Sessions	Attendees	
College of Nursing	3	50	
College of Pharmacy	1	40	
School of Medicine Programs:			
----Medical	18	236	
----Dental Hygiene	0	0	
----Allied Health	2	15	
----Physicians Assistant	0	0	
----Masters of Public Health	0	0	
----Biomedical Graduate	1	22	
----Graduate Medical (Residents)	0	0	
Outreach	0	0	
Other HSC	2	28	
Other UNM	1	14	
Community	9	184	
Totals:			
	1996/97	1997/98	1998/99
# of Sessions	51	25	37
Attendees	855	199	589
Contact Hours	49	24	57
FTE Contact Hours	79	28	97

19. Library Instructional Series

Totals:	1996/97	1997/98	1998/99
# of Sessions	126	84	35
Attendees	423	464	160
Contact Hours	126 est.	84 est.	46
FTE Contact Hours	140 est.	94 est.	66

20. Total Instructional Programs/Orientations & Tours

Totals:	1996/97	1997/98	1998/99
# of Sessions	363	310	158
Attendees	2,664	2,177	2,296
Contact Hours	368	424	296
FTE Contact Hours	568	486	403

21. Circulation: Checkouts and Overdues

Month	Circlation	Circulation	Total	Circulation	Delinquent	
	Checkouts	Renewals	Checkouts	Overdues	Items	Indiv.
July	1,421	178	1,599	424	1	1
August	2,923	171	3094	376	5	1
September	1,552	234	1,786	453	12	9
October	1,600	266	1,866	595	1	1
November	1,733	195	1,928	674	5	3
December	807	128	935	450	4	3
January	1,180	148	1,114	267	2	2
February	1,455	214	1,669	371	8	4
March	1,672	219	1,891	665	4	2
April	1,548	252	1,800	642	3	3
May	906	130	1,036	391	18	5
June	966	148	1,114	267	2	2
Total	17,763	2,283	20,046	5,575	65	36

22. Circulation of Library Materials

	1988/89 (10 yrs)	1993/94 (5 yrs)	1997/98	1998/99	% Change
Circulation	19,822	23,130	20,443	20,046	-2%
Reserve	12,744	18,468	23,266	16,205	-30%
TOTAL	32,566	41,598	43,709	36,251	-17%

Month	1988/89 Gate Count (10 yrs)	1993/94 Gate Count (5 yrs)	1997/98 Gate Count	1998/99 Gate Count	% Change (last year)
July	9,723*	13,136	13,142	13,803	5%
Aug	13,541	18,889	15,173	16,308	7%
Sept	18,981*	27,981	29,201	26,679	-9%
Oct	19,301*	28,032	29,550	26,313	-11%
Nov	17,984*	26,199	24,311	23,386	-4%
Dec	12,891*	18,274	17,796	18,131	2%
Jan	14,758*	16,965	15,395	16,019	4%
Feb	18,873*	24,922	25,081	24,681	-2%
Mar	19,935	26,338	23,199	25,165	8%
Apr	20,510	25,741	24,630	24,587	0%
May	15,843	17,783	17,304	16,593	-4%
June	12,114	14,391	13,313	15,218	14%
Total	194,364	258,651	248,095	246,883	-0.5%

*Gate count lower due to construction and closure for barcoding during these months.

23. Innopac Statistics

Database Composition:	1996/97	1997/98	1998/99
Bibliographic Records**	66,938	69,350	71,976
Item Records**	181,493	188,411	194,226
Authority Records	45,689	48,707	*48,707
Check-In Records	2,184	2,262	2,288

* No new Authority control records added this FY.

** Includes database records for department libraries, materials on order, and personal copies on reserve

24. Innopac Online Catalog Searches

	1996/97	1997/98	1998/99
Onsite	75,565	69,176	63,921
Offsite	58,587	55,201	46,666
WWW Searches	n/a	n/a	2,069*

* Access to Innopac via the World Wide Web became available to the public on June 3, 1999.

25. Total HSCL Registered Borrowers Compared to Funding Source

	Number Users 1998/99	% Total Users 1998/99	Number Users 1997/98	% Change	Budget Contribution
HSC	5,561	73%	5,719	-3%	100%
UNM Main Campus	1,818	24%	2,079	-13%	0%
Community/ Institutions	266	3%	303	-12%	Fee for Service
TOTAL	7,645	100%	8,101	-6%	100%

26. HSCL USER POPULATION

User Population	Total	% Total	Active
	Registered Users	Registered Users	Borrowers
I. HEALTH SCIENCES CENTER			
<u>HSC FACULTY</u>			
Medicine	702	9%	255
Nursing	74	1.0%	40
Pharmacy	48	0.6%	18
Allied Health	21	0.3%	12
Dental Programs	7	0.1%	2
<u>TOTAL HSC FACULTY</u>	<u>852</u>	<u>11%</u>	<u>327</u>
<u>HSC STUDENTS</u>			
Medicine	722	9%	450
Nursing	787	10%	398
Pharmacy	473	6%	326
Allied Health	290	4%	192
Dental Programs	91	1%	35
<u>TOTAL HSC STUDENTS</u>	<u>2,363</u>	<u>31%</u>	<u>1,401</u>
<u>OTHER HSC USERS</u>			
House Officers	594	8%	248
HSC Staff	896	12%	328
HSC Nurse	151	2%	64
Clinical Associates	168	2%	29
Preceptors	537	7%	23
<u>TOTAL HSC OTHER USERS</u>	<u>2,346</u>	<u>31%</u>	<u>692</u>
<u>TOTAL HSC USERS</u>	<u>5,561</u>	<u>73%</u>	<u>2,420</u>
II. UNM MAIN CAMPUS			
<u>MC FACULTY</u>			
	<u>98</u>	<u>1%</u>	<u>48</u>
<u>MC STUDENTS</u>			
Undergraduates	1,133	15%	573
Graduates	543	7%	184
<u>TOTAL MC STUDENTS</u>	<u>1,676</u>	<u>22%</u>	<u>757</u>
<u>MC STAFF</u>			
	<u>44</u>	<u>1%</u>	<u>15</u>
<u>TOTAL MAIN CAMPUS USERS</u>	<u>1,818</u>	<u>24%</u>	<u>820</u>
III. COMMUNITY USERS			
Outreach Members	134	1.5%	28
Individual Health Professionals	98	1%	48
Institutions	29	0.4%	7
Law Firms	5	0.1%	4
<u>TOTAL COMMUNITY USERS</u>	<u>266</u>	<u>3%</u>	<u>87</u>
TOTAL USER POPULATION	7,645	100%	3,327

27. Directional Questions at HSC Library Service Desks

	1997-98	1998-99
Directional Questions in Person	28,408	19,183
Directional Questions by Phone	10,815	11,057
Total Directional Questions	39,223	30,240

28. Transactions at HSC Library Service Desks

	1997-98	1998-99
Transactions in Person	23,782	18,220
Transactions by Phone	4,372	3,775
Total Transactions	28,154	21,995

29. Encounters at HSC Library Service Desks

	1997-98	1998-99
Encounters in Person	19,221	14,892
Encounters by Phone	3,284	3,446
Total Encounters	22,505	18,338

30. HSC Computer Services HelpDesk Usage

Type of Service		Totals
Number of Documented Logs		3,674
Estimated Phone Calls:		
4/person/day x 10 people = 40 x 260 =	10,400	
HelpDesk Phone 25/day x 260 =	6,500	16,900
Emails:		
HelpDesk 15/day x 260 =	3,900	
User Support 30/day x 260 =	7,800	11,700
Walkins 20/wk. x 260 =		5,200
Total Per Year:		37,474
Note:		
260 working days per year (52wks. x 5 days)		
Above totals include computer setups		
Does not include:		
Account creations		
Printer creations		
Rights issues		

31. Journal Subscriptions 1999

Due to budget constraints, no new journal subscriptions began in 1999.

Journal Cancellations for 1998 (for 1999 subscriptions)

Advances in Enzyme Regulation	Journal of Neurocytology
American Journal of Psychoanalysis	Journal of Surgical Oncology
Archives of Gynecology & Obstetrics	Journal of the American Academy of Orthopaedic Surgeons
Bioscience Reports	
British Journal of Cancer	Journal of Toxicology & Environmental Health
Bulletin of Environmental Contamination & Toxicology	Lasers in Surgery & Medicine
	Medical Humanities Review
Cardiovascular & Interventional Radiology	Medical Research Funding Bulletin
Catheterization & Cardiovascular Diagnosis	Medical Teacher
Cell Biology International	Microsurgery
Critical Reviews in Toxicology	Molecular Immunology
Cytogenetics & Cell Genetics	Neuropathology & Applied Neurobiology
Developmental Dynamics	Neuroradiology
Drug & Chemical Toxicology	Neuroscience & Behavioral Physiology
Endocrine	Neurotoxicology & Teratology
European Journal of Cell Biology	Pathology: Research & Practice
Experimental & Molecular Pathology	Pflugers Archive: European Journal of Physiology
General & Comparative Endocrinology	
Hematological Oncology	Pharmacy Practice Management Quarterly
Human Development	Primary Care Update for Ob/Gyns
In Vitro Cellular & Developmental Biology	Prostate
Inflammation Research	SAM CD (Scientific American Medicine – CD-Rom)
Joint Commission Perspectives	
Journal of Biomedical Materials Research	Skeletal Radiology
Journal of Clinical Apheresis	Teratology
Journal of General Physiology	Tissue & Cell
Journal of Interferon & Cytokine Research	Toxicon
Journal of Membrane Biology	Tropical Medicine & International Health
Journal of Microscopy	Urological Research
Journal of Molecular & Cell Cardiology	Xenobiotica

32. Frequently Requested Statistics

	1988-89 (10 yrs)	1993-94 (5 yrs)	1997-98	1998-99
Monographic Titles Added:	1,194	1,550	2,470	1,925
Monographic Volumes Added:	1,217	1,653	2,723	2,227
Current Journal Subscriptions:	1,903	1,836	1,843	1,716
Total Monographic Titles:	44,384	N/A	54,189	59,028
Total Monographic Volumes:	48,764	N/A	58,383	59,993
Total Media Titles:	2,082	2,549	4,030	2,480
Total Media Volumes:	4,950	4,299	6,725	4,629
Total Bound Journal Volumes:	83,812	94,872	103,193	100,397
Total Title Holdings:	49,088	55,632	62,331	68,137
Total Volume Holdings:	137,526	154,264	169,161	167,898
Materials Circulated: (Checkouts, Reserve, Media)	32,566	41,598	70,921	47,067
Materials used in the Library:	153,852	188,043	203,552	151,398
Total DD Requests Processed:	8,749	7,400	7,623	7,827
Total ILL Requests Processed:	1,784	3,860	2,638	3,085
Patron Logins to Ovid Databases:	N/A	3,014	37,048	60,000*
HSC Computer Services HelpDesk Totals:	N/A	N/A	N/A	37,474**

* Partially estimated. **Estimated during first year of data collection.