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From the Director - We're Back!!

Well, almost . . . hopefully by the time you are reading this, the Spencer S. Eccles Health Sciences Library is once again operating from within its physical building. We don't know who is more delighted - you or us! We appreciate your patience for when we were closed, and also for the future renovations that still are to occur.

What's happening in the Lower Level?
As you may have noticed, access to this level is still restricted. Our previous compact shelving is being repaired and additional shelving added. In order to save on costs and in the interests of being green, we will reuse our existing shelves to outfit this enlarged compact shelving space. As shelves are installed, we will move and consolidate our various journal collections incrementally. It will take until the end of December to get all of the shelving in place and the print journal collection moved to the Lower Level. All of the books will be housed on the Upper Level.

In addition, we will be housing a research support center in our Lower Level. The design and construction for this will start soon. Students, faculty and staff will be able to use this new one-stop shop support center. It will also house the administrators of the Clinical and Translational Science Award (CTSA). In addition, we are competing to serve as the National Library of Medicine's National Training Center. We should hear around April 2011 if we are successful and if so, the staff for this Center will be located on the Lower Level along with an enlarged computer training laboratory.

Why is there a gap in the shelves to the North-east side of the Upper Level?
With CF&R granted funding, we will be building faculty offices in this area.

What does all of this mean?
It means that by the time we are finished with all of the construction, the Main Floor of the Library will serve as a large information commons with computers and study areas. There will be minimal if any shelving on this floor. We will also have more seating/study areas on the Lower Level, and a newly furnished student study alcove on the Upper Level.

What's happening in HSEB?
The Library will retain its presence in HSEB in Room 2080 where Public Services was temporarily located during the remodel. Faculty and staff who support the educational mission of the HSEB will be located here. They will help students and faculty with answering information questions, providing one-on-one consultations, creating video productions, and assisting with HSEB room scheduling and facility management. You no longer need to walk across the bridge to get immediate assistance! There will be a short delay as we await the delivery of furniture for this area, but we expect to be ready for business around the end of September.

**When's the party?**
We are celebrating daily but want to have a real reopening celebration when all of our construction is completed. Watch our [website](http://ojs.med.utah.edu), [blog](http://ojs.med.utah.edu), [Facebook](http://ojs.med.utah.edu) page, and [Twitter](http://ojs.med.utah.edu) for party announcements!

**Who do we thank?**
We thank those who have provided funding for these various improvement projects. With the financial support, we created the library of the future - where the library serves less as a place for storing collections and more as a center for creating information and knowledge, making connections and supporting innovations. Check out our new website tag line that reflects these activities: *Inform, Connect, Innovate.*

We also thank you for your patience and understanding and also for missing us while we were distributed. We are glad you wanted us back; we are delighted to be back!!!

Jean P. Shipman at desk
The Spencer S. Eccles Health Sciences Library salutes our Library Champions. This month we feature A. Lorris Betz, M.D., Ph.D., Senior Vice President for Health Sciences, Executive Dean School of Medicine and CEO University Health Care. Dr. Betz is responsible for all health-related organizations on campus, including the University Hospital, the Huntsman Cancer Institute, the School of Medicine, and the Colleges of Health, Nursing and Pharmacy. Since his arrival in Utah in 1999, Dr. Betz has been an important supporter of the Eccles Library providing funding, integration and guidance.

We asked Dr. Betz to tell us, in his own words, why he is an Eccles Library Champion.

**Tell us why the Eccles Library is important to the mission of the Health Sciences Center.**

The Eccles Library functions as neutral territory for all the disciplines in the health sciences. The Library is a physical and conceptual place where the deans, faculty, staff and students can come together to have conversations about how we can successfully work together to accomplish our broader missions to advance education, research and health care. An example of this effort is the Interdisciplinary Education Committee (being led by Jean Shipman) that is investigating ways to integrate multi-disciplinary educational opportunities between the Colleges. The Associate Deans meet regularly to discuss and plan new ways to educate students in a team environment - which, in fact, is how they will work together in the real world.

Another example of how the Library serves the greater health sciences community is partnering with the Center for Clinical and Translational Science (CCTS). The CCTS is a program that builds on the University’s strengths in genetics and bioinformatics to translate promising bench science into practices that improve human health. ([http://www.ccts.utah.edu/](http://www.ccts.utah.edu/)) The Library is providing physical space on its lower level to accommodate CCTS offices and to provide all with research support services. In addition, the Library is helping to develop MyRA (My Research Assistant), a portal and collaborative work space that will assist investigators, clinicians and others throughout their research processes.
Faculty, staff and students will benefit from recent renovations and reconfiguration of the Library space. A network upgrade, additional compact shelving installation, creation of a Commons area and new lighting is timely and supports the changing roles of the Library. The Library is more than just print resources. The Library now connects people and serves as a conduit of knowledge transfer.

Any thoughts about services the Library might offer?
The Library will become even more accessible and useful to the general public. With a user-friendly online site, anyone will be able to tap into vetted information resources to understand their own health better and get answers to questions they might have about their well being.

How do you describe the Eccles Library to others?
The Library is an open place where people gather to collaborate and learn together; it is also a place where individuals can work by themselves with access to the tools and information they need to do their jobs. Most importantly, there are information experts available to help users navigate the information maze.

The Library is a real gem. I am enthusiastic about the Library's national reputation, and the Library's strength and quality of leadership. The national prominence and visibility of the Library elevates the entire Health Sciences Center (HSC). The long tenure of the talented librarians and staff is remarkable. The Library supports all kinds of efforts including research, interdisciplinary education, clinical practice and community outreach. The Library is integral to all of the missions of the HSC.

How the Library is being used is changing; the physical space that houses and handles the circulation of books with shelf browsing potential is being replaced with online access, open access, and remote 24/7 access. The serendipity of finding information in the stacks is being replaced with the serendipity and enormity of information delivered via the Web. The additional compact shelving soon to be installed, allows for a repurposing of space for other activities like housing the CCTS and a research support center as well as a Commons study area.

What information seeking/using advice would you offer to today's health sciences students?
Advice to students: understanding the process for finding quality information is the key to success. One person can't know it all. As a practicing physician and active scientist, I didn't need to know everything, but I did need to know where and how to find the answers I needed. It's truer today than it ever has been.

What's the best information advice you ever got?
I have had five or six mentors over my career. I learned a lot from all of them including approaches to problem solving, how to mobilize an institution to move forward, and identifying key administrative issues, etc. My approach has been watching and learning.

What do you do for fun?
I look forward to returning to Michigan when they find my replacement. My children and grandchildren live in Michigan, and we have a house on a lake outside of Ann Arbor. I like tinkering about the house and fishing for bass on our lake.

I fly fish on the Weber River where we have a cabin. Other interests are photography, listening to music, and listening to audio-books with my wife while we are travelling. We are currently listening to *The Help* by Kathryn Stockett which is about the Civil Rights movement in Mississippi in the 1960s.

jml-jps-alb 8/21/2010
My Bibliography Replaces eRA Commons

The National Institutes of Health recently introduced a new tool, My Bibliography, that replaces eRA Commons for bibliography management. Commons users will find that the new system is a more efficient, accurate and user friendly way to manage their professional bibliographies, associate publications with their grant awards, and ensure compliance with the NIH Public Access Policy.

eRA Commons has partnered with the National Center for Biotechnology Information (NCBI) to link NCBI's personal online tool, My NCBI, to Commons. My NCBI offers an online portal - My Bibliography - for users to maintain and manage a list of all of their authored works, such as journal articles, manuscripts accepted for publication, books and book chapters. As of April 2010, linking a Commons account to a new or existing My NCBI account allows references saved in My Bibliography to automatically appear in users' Commons accounts.

The partnership between eRA Commons and My NCBI allows Commons users to benefit from My Bibliography's ability to populate citation data from PubMed, PubMed Central, and the NIH Manuscript Submission system, and to readily maintain accurate, structured and up-to-date bibliographic information. The improved data quality resulting from this integration enhances the ability of the NIH to manage and monitor the results of its research portfolio.

An additional major benefit of this integration is the ability for grantees to easily track compliance with the NIH Public Access Policy using a simple color-coded key in My Bibliography. Commons users can propose, confirm, or reject grant-paper associations; associate their My Bibliography citations with an eSNAP (electronic Streamlined Non-competing Award Process) progress report in Commons; and designate delegates to maintain their professional bibliographies in My Bibliography.

Users can log in to My NCBI and access My Bibliography from eRA Commons, or they can log in directly to My NCBI using their Commons username and password.

As of October 22, 2010 Commons will no longer display citations that a PI
(principal investigator) has manually entered into Commons. All citations previously entered manually into Commons will be removed from the Commons system. Therefore, these citations should be moved to My Bibliography so that they will continue to appear in Commons and can be associated with future annual progress reports.

To see the full announcement visit the My NCBI Tool to Replace eRA Commons page.

A step by step how-to can be found on the eRA page.

- eRA Commons Help Desk
- Web: http://itservicedesk.nih.gov/eRA/
- Toll-free: 1-866-504-9552
- Phone: 301-402-7469
- TTY: 301-451-5939
- Hours: Monday to Friday, 7:00 a.m. to 8:00 p.m. Eastern Time

If you have additional questions about My Bibliography and eRA Commons, contact the Spencer S. Eccles Health Sciences Library Public Services desk; 801-581-5534 or email.

My Bibliography screen shot

mey-8-27-2010
Introducing . . . Paul Alexander

The "Introducing . . ." column is a regular feature that profiles an employee of the Spencer S. Eccles Health Sciences Library. It is a way of introducing our staff to you. This month features Paul Alexander, Computer Technician.

Paul Alexander started working part-time in the Spencer F. and Cleone P. Eccles Health Sciences Education Building (HSEB) computer lab in November of 2007. He became a full time Computer Technician for the Spencer S. Eccles Health Sciences Library in January of 2009. As a Computer Technician, Paul ensures that the equipment in the HSEB classrooms works properly and responds to Help Desk requests from instructors who encounter glitches with the classroom podium. In addition, Paul assists Library staff and faculty with their computer needs. Paul installs software programs and upgrades, troubleshoots slow and unresponsive computers and laptops, answers basic software questions, keeps current on hardware and software developments and provides a calm and reasoned voice in the midst of computer confusion.

Paul's association with the University of Utah goes back a number of years. He obtained two bachelors' degrees from the University of Utah; a B.A. in History and a B.A. in International Studies, with a minor in German Language. He loves to travel, and has visited Europe several times where he attended the University of Utah summer study aboard program at the Christian-Albrechts-Universität zu Kiel in northern Germany.

Over his time at the University of Utah Paul has become a big U sports fan, particularly football. He had the opportunity to see the Utes play in the Fiesta bowl in 2004 and has attended almost all home games over the last decade. He is very excited for the University of Utah to join the PAC 10 next year.
A Year in the Life of Kathleen Amos

Note: Kathleen Amos joined the faculty and staff of the Spencer S. Eccles Health Sciences Library from September 2009 to August 2010 as an Associate Fellow for the National Library of Medicine. We wish Kathleen well as she embraces new and exciting adventures in health sciences librarianship.

Whew...the year has flown past! As an Associate Fellow for the National Library of Medicine, I've spent the last year working in the Spencer S. Eccles Health Sciences Library. This arrangement was designed to provide me with a broad overview of and practical experience in academic health sciences librarianship, and what an experience it has been!

There are a variety of exciting activities occurring at the Eccles Library and I was able to be involved in a number of them. Just to give you an idea:

- The Hope Fox Eccles Clinical Library located in the University Hospital is beginning a transformation that will shift its focus toward providing health information to patients of the hospital, their families, and the public. This new consumer health library will be a valuable resource for the community, and I have been able to participate in evaluating current usage of the clinical library and planning for the future.

- The Utah Women's Health Information Network (UWIN) is also actively involved in bringing patients together with quality health information through the Clinic/Public Library Partnership. This program aims to partner community health clinics with neighboring public libraries to help patients access the health information they need. As part of this project, I have created a map of health clinics and public libraries in Utah to help people locate their nearest library. Watch for it soon on the UWIN website!

- The University of Utah became a CTSA institution in 2008, joining a group of institutions nationwide with the common goal of enhancing the translation of research from bench to bedside. One important component of this endeavor is the provision of resources to facilitate the research process, and efforts are underway to bring you MyRA (My Research Assistant). The concept of MyRA is still developing, but it is currently envisioned as a virtual portal to research resources and collaboration space complemented with a physical research incubator located within the library. The Eccles Library is actively involved in these efforts, and I
have been able to join an interdisciplinary team in assessing researcher needs and identifying useful resources.

- The Eccles Library serves as the regional office for the MidContinental Region of the National Network of Libraries of Medicine on a five-year, competitive contract, and this was the year to submit a proposal for 2011-2016. An incredible amount of work goes into preparing this proposal, and I got a front row seat to see it happen!

In addition to participating in these projects, I have also had the opportunity to work with great faculty members from the J. Willard Marriott Library, the Department of Biomedical Informatics, and the Division of Public Health, and to become involved in a number of other activities. I attended classes and seminars, gave presentations to clinical staff and health educators, assisted with information services, learned about public health informatics and health literacy, researched the semantic web, and studied scholarly publishing on campus. Hard to imagine we could have squeezed much more into just a year!

And, as the year is wrapping up, I would like to extend a huge thank you to everyone at the Eccles Library and the University of Utah who has made it such a success. Thank you all!

KA- 8/21/2010
NOVEL Update: New Media Formats Now Available

The Neuro-Ophthalmology Virtual Education Library now offers new media formats for greater access and mobile devices.

The NOVEL team is pleased to announce the addition of two new media formats in the digital video collections. The clips are now available in formats for mobile devices, such as iPod, in MP4 format and a new high quality format that can be played back in a Flash player in your browser, or can be played back in the QuickTime player. These two new formats allow greater access to more users in more technology environments.

The conversion was done as a collaboration between the NOVEL Media Compressionist, Ray Balhorn, and the Streaming Media Services Manager, Dave Adams, in the University IT department, both at the University of Utah. Streaming Media Services has established a server side encoding tool that was used to batch convert the clips to the new formats based on the specifications provided by Ray Balhorn. New icons representing the new formats were added to the metadata records within NOVEL so users need only to click on the icons and follow a few simple steps to get the new clips on their own computers.

1. Click on the appropriate link for the clip you wish to view or download

To view a clip online (streaming), use the Windows Media icon or the Flash icon (round, blue, "large") without the DL notation

2. To download for saving and viewing on your computer, click on one of the icons with the DL notation

3. When the download window opens, be sure to right-click (PC) or hold the Control key while clicking (Mac) to download the file
4. You will be asked to choose a location to save the file

5. For iPod, download the clip with the iPod icon and DL notation - Use iTunes to Add File to Library and Sync

![iPod Download screen shot](http://stream.utah.edu/mi/0p/frame.php?f=dee2d937b09ad655474)

NTL - 8/21/2010
Usability Testing with OpenHallway and SurveyMonkey

The Spencer S. Eccles Health Sciences Library has been looking for concrete ways to cost-effectively evaluate the usability and user-friendliness of our website. Our focus has been on the students we serve in nursing, pharmacy, medicine, and health. Following guidelines recommended in Usability Testing for Library Websites, the Web Services Librarian created a list of basic tasks that these students should successfully complete when they come to the Library's website. Tasks included:

- Finding a particular journal and determining whether it was in print or electronic format, or both
- Finding where and how you can contact Library staff for assistance
- Signing up for a particular Library-offered workshop/class
- Finding links to consumer-level information on a given topic

The next step in usability testing is to recruit participants and videotape them attempting to complete this list of tasks. As each participant works through the list, they are encouraged to say aloud what they are thinking. In order to ensure participant comfort with being recorded, as well as eliminate the need for IRB supervision, the online tool OpenHallway was used to capture the participants' comments along with their web browsing behaviors. A basic, one-month subscription to the service was only $19, and their technical support people were quick to respond to problems experienced when using their service.

How many participants do you need to complete a thorough usability evaluation of a given website? According to Steve Krug, the ideal number of users for each round of testing is three, or at most four. The first three users are very likely to encounter nearly all of the most significant problems, and it's much more important to do rounds of testing than to wring everything you can out of each round. Krug also recommends providing incentives to the participants to compensate them for their time. As compensation our participating student received a $15 gift card to the University Campus Store. An email announcement was sent via the four schools, and eight participants were recruited.

After the first four participants completed the testing, it was apparent that too many of the questions focused on the usability of the Library online catalog which was due to change in the coming months. So a second set of questions was developed that focused more on the content of the library's
website.

After completing an online demographics survey created using SurveyMonkey, each participant was redirected to a web page supplied by OpenHallway where they found an explanation of the testing process. Clicking on two green buttons took participants to the Library home page. Each participant then referred to a printed list of tasks to complete, followed by questions about use of the site in general. When finished with the list of tasks and questions each participant clicked on a red stop recording button, and the OpenHallway software processed that recording into an MP4 video format that could be viewed at a later time.

Viewing and evaluating eight 10-minute videos is a substantial time commitment. The Web Services Librarian chose to do a preliminary review of the videos before sharing content with the Library's two web teams: 1) programming and design and 2) organization and content. Since there was sufficient overlap of participant experiences, selectively viewing snippets provided the web teams an understanding of the challenges the current site design offers to end users. Review of the videos and task-completion rates helped us realize that:

- There are too many links (105 visible, 165 including the drop-down menus) on the home page
- Participants had only a 50% successful task-completion rate on average
- Study participants had the hardest time finding the workshops and classes link; determining whether an item is electronic, print or both; and finding health information aimed at consumers.

The next steps in the process for evaluating and improving the Library website includes creating user personas to keep the end-user in mind during development, and generating an organized taxonomy for the content on the website. Stay tuned...
References:


TV - 8/21/2010
New Library Catalog Has Many User Friendly Features

As of June 2010, the University Libraries have a new integrated campus library catalog. The new catalog, called Primo, is a culmination of many months of effort by staff and faculty at the three campus libraries: J. Willard Marriott Library, S. J. Quinney Law Library and the Spencer S. Eccles Health Sciences Library. Primo combines information about print and electronic materials available at all three campus libraries into one search interface. In addition, the new interface has many features not available before to library users. Some of these features are outlined below. The catalog can be accessed at http://search.library.utah.edu

Filters- Search results can be easily narrowed by a number of criteria such as campus location, type of resource, subject, publication date and more. Filters are found on the left hand side of the screen after performing an initial search.

Online item request- Users can make online requests for print materials available at the library. A request button shows up next to each item in the catalog. Users just click the request button next to the item and sign in with their uNID. As long as the item is available on the shelf it will be pulled and placed on hold for the individual at the reserve desk of the library where the material is located. This service usually takes less than 24 hours for items available at Eccles Library.

Remote Access- The new interface allows users to access campus electronic resources from off campus by logging into the library catalog with their uNID. After signing in, users will be able to access the electronic resources they find in the catalog without any additional steps.

Personalization features- When users login to Primo they can take advantage of other features. These features allow users to:

- save searches and search results and set up email alerts for searches
- comment on library materials
- customize how search results are displayed
- check the status of requests
- verify the due dates for checked out items
- renew books online

Questions about searching Primo and other library services may be directed to the Public Services desk at Eccles Library or 801-581-5534.
Feedback about Primo may be directed to the Primo site [web master](http://ojs.med.utah.edu/index.php/esynapse/rt/printerFriendly/154/263)

![Screenshot of Primo - the new University Libraries Catalog](http://ojs.med.utah.edu/index.php/esynapse/rt/printerFriendly/154/263)

jq-jmg 8-21-2010
Workshops @ the Library

Spencer S. Eccles Health Sciences Library faculty and staff offer workshops, classes and training opportunities to assist the University community in their use of quality information resources, databases, tools and applications.

Our Workshops @ the Library Web page makes registering for classes easy and convenient. Registration is required for all classes. Click on the title of the class you want to attend, then click on the date and fill in the requested information and submit. The classes list has been updated for the Fall 2010 semester.

Classes Can be Scheduled on Demand
On-demand classes or consultations can be scheduled by contacting the instructor or Education Services Librarian; 801-585-6744.

Integrating Library Classes into Course Content
University faculty are encouraged to consider integrating library classes into their course content. Library faculty are willing to develop and teach classes that meet specific information needs and will respond to requests for instruction on a specific resource. Course-integrated library and technology instruction that is centered on a specific class assignment is most helpful to students.

If you do not see a class listed that you would like to see us offer, see our Suggest A Class form.