<table>
<thead>
<tr>
<th>Title</th>
<th>Authors</th>
</tr>
</thead>
<tbody>
<tr>
<td>From the Director: New Strategic Directions</td>
<td>Jean Pugh Shipman</td>
</tr>
<tr>
<td>John Langell -- Library Champion</td>
<td></td>
</tr>
<tr>
<td>Health Literacy Spotlighted at 2013 Mayden Lecture Event</td>
<td>Alice Irlane Weber</td>
</tr>
<tr>
<td>Introducing . . . Stephanie Morris</td>
<td></td>
</tr>
<tr>
<td>Librarians Respond to Innovation Efforts</td>
<td>Jeanne Marie Le Ber, Alfred Mowdood</td>
</tr>
<tr>
<td>Cool Tools: Google Reader Alternatives, Screen Capture Tools and</td>
<td>Amy Honisett, Abby Adamczyk, Peter Stevens</td>
</tr>
<tr>
<td>Microsoft Lync for Video Conferencing and IM</td>
<td>Stevens Jones</td>
</tr>
<tr>
<td>Librarians Conduct LEAN Project</td>
<td>Jessi Van Der Volgen, Erica Lake</td>
</tr>
<tr>
<td>Coming Soon -- Changes to Full Text Linking in PubMed</td>
<td>Christy Jarvis</td>
</tr>
<tr>
<td>Do you know the top online journal titles?</td>
<td></td>
</tr>
<tr>
<td>Eccles Library Professional Activities: June 1, 2012 to May 30, 2013</td>
<td></td>
</tr>
</tbody>
</table>
From the Director — New Strategic Directions

The end of the academic year may seem like an unusual time to introduce a strategic plan. On the other hand, the start of a new fiscal year is a great time to reflect on the past as we prepare our annual report and plan for the future. The Spencer S. Eccles Health Sciences Library faculty and staff have been busy preparing a new strategic direction to guide us for the next three years. Construction is still a part of our lives and we have revisited what it means to be a library in today's digital world, where information is available from anywhere 24x7.

The Eccles Library strategic planning process began with a review of the achievements of our last plan and rewriting of our mission and vision. We also examined other libraries' plans and processes and assessed how we wanted to proceed with drafting our own. We thank Paul Schoening, library director for the Bernard Becker Medical Library at Washington University, for sharing their wonderful planning process and resulting strategies.

The Eccles Library Leadership Team drafted six strategic directions, which were refined by all faculty and staff. Six separate teams helped flesh out action items for the six strategic directions and, with assistance provided by all library staff, priorities were assigned to the actions. The next step is forming implementation teams to bring the actions to life.

We are interested in what you think of the strategic directions (see below) and welcome your comments. Please send them to me (Jean Shipman). We expect to hold several focus groups to further define where we need to head in order to be a responsive and engaging library for you, our most precious resource. Please think about what you will need from the Eccles Library and its staff in the next three years to enable your success!

Spencer S. Eccles Health Sciences Library

Our Mission and Vision

The mission of the Spencer S. Eccles Health Sciences Library is to advance and transform education, research, and health care through dynamic
technologies, evidence application, and collaborative partnerships. The library contributes to the success of health professionals, students, researchers and the community.

The library is recognized locally and nationally as a leader of intellectual exploration and as a catalyst for innovative discovery.

**Strategic Directions for 2013-2016**

1. Engage with users in new and meaningful ways, including encouraging the adoption of emerging technologies.
   a. Evaluate and improve Library website navigation and content to meet changing needs.
   b. Become recognized as experts in organizational, educational, and collaborative tools for appropriate University applications.
   c. Use social media effectively to reach targeted audiences.
2. Communicate the value of library services, librarians and staff.
   a. Assess the resource and service needs of our users.
   b. Inventory and assess our communication strategies.
   c. Promote the value of our expertise, services and resources through a cohesive, responsive, and consistent plan to all relevant audiences.
3. Create a collaborative center that supports innovation and discovery.
   a. Reimagine and repurpose space and furnishings that foster creative and invigorating experiences.
   b. Facilitate collaborative opportunities and bring new expertise into the Library.
   c. Provide a nexus of expertise and tools that enhance innovative explorations and activities.
4. Learn and develop skills and apply knowledge to ensure excellence.
   a. Implement a system of evaluation and assessment to address gaps in skills, knowledge and to identify training/instruction needs.
   b. Identify, learn and share knowledge of resources, tools, technologies and programs for instruction and training.
   c. Create a sustainable staff Training Program and establish standards of best practice.
5. Evaluate internal processes with a focus on providing value.
   a. Evaluate service fees and the need to charge these fees.
   b. Revise interlibrary loan and document delivery billing process.
   c. Inventory and evaluate the myriad file storage systems used and standardize on those that meet needs most effectively.
   d. Implement a transparent ordering system that tracks status throughout the procurement process.
6. Support and become an integral partner in health care transformation.
   a. Eliminate redundant information resource licenses to decrease costs and waste and free up space.
   b. Develop an Information Prescription service to increase patients and family members' abilities to make informed health care decisions.
c. Engage patients, their families, and employees in their health care by promoting UtaHealthNet and other information resources.
John T. Langell — Library Champion

The Spencer S. Eccles Health Sciences Library salutes our Library Champions. This month we feature John T. Langell, M.D., Ph.D., M.P.H.

John Langell is an Assistant Professor of Surgery at the University of Utah Health Sciences, an Adjunct Professor of Management at the David Eccles School of Business at the University of Utah, and Chief of General Surgery at the George E. Wahlen Department of Veterans Affairs Medical Center in Salt Lake City. Dr. Langell is the Executive Director for the Center for Medical Innovation (CMI). He is an expert in Lean process improvement applications in the healthcare environment and is assisting in the implementation of these programs at the University of Utah Health Sciences.

Dr. Langell completed his surgical training at Stanford University Medical Center and completed advanced training in Space and Aerospace Medicine with NASA at the Johnson Space Center in Houston, Texas. He has specialized expertise in the treatment of diseases of the upper gastrointestinal tract, biliary tract, and endocrine system (thyroid, parathyroid and adrenal glands). He is board certified in general surgery and board eligible in Space and Aerospace Medicine. His clinical focus is in the application of advanced minimally invasive surgical techniques in laparoscopic surgery with special focus on diseases of the stomach, intestines, liver, gallbladder, pancreas and biliary tree. Additionally, Dr. Langell has expertise in the minimally invasive treatment of hernia disease, including abdominal wall and groin hernias, hiatal hernias, thyroid, parathyroid and adrenal glands.

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

Tell us why the Eccles Library is your best friend.

The library and its faculty and staff are invaluable to me and the Center for Medical Innovation (CMI), which is housed on the Garden Level in the library. Library faculty have worked with me and CMI from day one to create an exciting and collaborative environment for those involved with the CMI and its innovative efforts. The library functions as hub for the Center; my administrative assistant Megan McIntyre has an office on the Garden Level and I can teach, attend meetings, host events, and run the CMI in this
Why do you support the library?
The Eccles library is an integral part of health sciences, in addition to being an exceptional resource for clinicians, educators and students of all disciplines. The library faculty and their current director, Jean Shipman, are all well informed and always eager to share their knowledge and insight.

How has the library helped you do your job?
I'd answer this question with many of the same reasons as the first. The library has created a centralized location for the CMI. It's a spot that not only is effective for students, but faculty as well. There are study rooms, conference rooms, and infinite amounts of information available—the faculty and staff is amazing. The library is a huge resource for students and faculty. An example of this would be how the library took on Bench-2-Bedside (B2B) this year.

One of the things the CMI is working to do is change how we think about training students. Our Bench-2-Bedside program is an example of this. We take the students out of the classroom and put them right into the University of Utah Health Care system. The library has embraced programs like B2B. They've done things like host welcome events for the students, set aside group space for the teams to work, and provided "help sessions" where they brought together experts from the Marriot Library to help the students with their patent searches. The faculty at the library accepted these challenges on their own initiative; in fact, I just had to keep up! Jean Shipman has worked really hard to create an environment that is both collaborative and energized; I'm excited to be a part of it and I look forward to seeing what they will come up with next.

What are the top three library services you use?
1. The library's video services. We put on monthly events for the CMI and it's great to be able to utilize the library's video services so we can post them on our website.
2. Access to eJournals
3. Access to library faculty, they are always helping the students in our programs and coming up with ideas to make things better.

What will the library look like in the near and distant future?
The director and her faculty have always embraced innovation and progress in the library. This will continue in the future as the library expands and shifts to become a hub for innovation.

How do you describe the Eccles Library to others?
First as a resource—the Eccles Library has become a hub for me—not only in a typical research based way. I use it as a location to teach classes and hold meetings; the CMI is housed there. Second, like education, the library is a constantly changing, ever-evolving place. I would suggest keeping up.

What information seeking/using advice would you offer to today's health science students?
First, get to know and take advantage of the library faculty and their specialized knowledge fields. Second, ask questions. The help desk is an excellent resource for learning how to search effectively. Last, the library's website is a great source for finding information about workshops, including information about online publishing and how to enhance the impact of your research.

**What's the best information advice you ever got?**
Be practical! Brilliant ideas or information needs to be practical to have real impact—there are always exceptions. But in the long run, I've found this statement to be quite helpful.

**What do you do for fun?**
I like to travel. I also really enjoy running.

---

John Langell at Mount Everest base camp

mmi 05/02/2013
Health Literacy Spotlighted at 2013 Mayden Lecture Event

The Spencer S. Eccles Health Sciences Library and the University of Utah Health Literacy Interest Group hosted the Priscilla M. Mayden Lecture March 28 and 29, 2013. The theme was Health Literacy: A Vital Pathway to Healthcare Transformation. A big thank you is extended to the Health Literacy Interest Group Education Subcommittee, led by Alice Weber, Eccles Library Interprofessional Education Librarian, who planned the two days of events. The Mayden keynote address and Meet the Leaders panel convened on Thursday, March 28 in the Eccles Genetics Auditorium; the half-day workshop met on Friday, March 29 in Eccles Health Sciences Education Building, Room 3515C.

Erica Lake, Consumer Health Librarian, led the Health Literacy Video Contest venture, which resulted in three creative 60 second public service announcement messages created by students. The first place video earned a spot on KSL.

Mayden Keynote Address

Andrew Pleasant, Ph.D., the Health Literacy and Research Director of Canyon Ranch Institute, delivered a stimulating keynote address, Health Literacy: Applications for Enhanced Health System Performance ... OR ... How to Change the World with Health Literacy." (The talk is archived here.)

Using the Calgary Charter on Health Literacy definition, Dr. Pleasant reviewed the statement that

*Health literacy allows the public and personnel working in all health-related contexts to . . . find, understand, evaluate, communicate, and use information . . . to make informed decisions, reduce health risks, increase prevention and wellness, better navigate the health system, improve patient safety and patient care, reduce inequities in health and improve quality of life.*

In the broadest sense, health literacy is about health behavior change.

The key points of Dr. Pleasant's talk include the following:

- Low health literacy is estimated to cost the U.S. between $106 billion - $236 billion annually
- Health literacy is perhaps the best investment that health systems can make!
Let's change how we talk about health literacy

- Health literacy is an investment, not a cost
- A health literate organization is a socially responsible organization
- Health literacy should be central to corporate social responsibility efforts and non-profit hospital community-benefit efforts
- Canyon Ranch Institute Life Enhancement Program (CRI LEP) is evidence-based, multi-disciplinary and integrative, and is successful in many states in low-income, rural, urban, and immigrant communities.

Following the keynote address, a local Meet the Leaders Panel, moderated by Kathleen Digre, M.D., had a fascinating discussion. Each panel member talked briefly about a special area of interest and responded to audience questions. The panelists included Teresa Garrett, R.N., Jakob Jensen, Ph.D., Robert Pendleton, M.D. FACP, Beth Young, PharmD, and Qing Zeng, Ph.D. (Meet the Leaders discussion video archive part 1 and video archive part 2) response to audience questions.

Members of the audience were asked to form small groups to identify key questions they wanted to ask the panelists. Audience members questions were submitted on cards for panel input and discussion. Questions included:

- How do you integrate health literacy and wellness into school curriculum?
- What do you see as the biggest barrier to communication in our healthcare system?
- How can we shift to shared decision making when the patient often doesn't feel empowered or knowledgeable and the doctor is in a hurry?
- How do you reconcile "don't dumb it down" with plain language as an important health literacy tool?
- How do providers assess low literacy comprehension, accommodate and follow-up? How do you know it made a difference?
- How does personalized medicine impact health literacy?

Take away points presented by the Meet the Leaders panel include:

- Health literacy requires a team approach and shared decision making; the patient-centered medical home is an excellent example of this kind of care
- Knowledge is necessary but not sufficient to create behavior change
- Public policy change is required to enable people to make healthy choices. Examples from former Public Health campaigns that were successful include seatbelts, tobacco and sunscreen
- Patients must be empowered; empowerment begins in the community, not in the exam room
- Health providers can communicate uncertainty without ignoring complexity or "dumbing down" the information
- Universally assume there is a health literacy issue, because statistics show health literacy deficits are present in most of the population

Student Health Literacy Video Contest Results

The results of the Student Health Literacy Video Contest were viewed and awards were presented at the opening of the Mayden lecture on Thursday. Student groups entered the contest and created 60 second Public Service Announcements. Mayden Lecture attendees were asked to vote for their favorite video. First, second and third place awards went to Team MyPlate (1st), Team Antibiotic Superbugs (2nd), and Team PASSED (3rd). Videos can be viewed online.

**Health Literacy Workshop**
The Health Literacy Workshop was held on Friday, March 29 from 8:00 a.m. to Noon and was facilitated by Andrew Pleasant, Ph.D. Roundtable topics of interest included:

1. Clinical Care and Health Literacy, led by Robert C. Pendleton, M.D. F.A.C.P.
2. Prevention and Public Health, led by Marty Malheiro, M.S. M.C.H.E.S.
3. Developing and Branding Patient Education Materials, led by Sherri Evershed, D.N.P., R.N., M.S.P.H.

Workshop attendees self-selected into two of the three roundtable sessions. Session leaders invited participants to explore the topic of interest and develop practical action items to be addressed by the University of Utah Health Literacy Interest Group. Roundtable results can be reviewed on the [Workshop web page](http://ojs.med.utah.edu/index.php/esynapse/rt/printerFriendly/268/389) and the summary of roundtable sessions were videotaped.

Three key take away messages from the work of the roundtables include the following:

- Health care professionals need health literacy training as much as do patients. There is a need for standardized, consistent messages across disciplines and organizations.
- Frame prevention and public health messages to leadership as investment rather than cost. Create a collaborative Health Literacy working group including [Utah Public Health Association](http://ojs.med.utah.edu/index.php/esynapse/rt/printerFriendly/268/389) and [Health Education Association of Utah](http://ojs.med.utah.edu/index.php/esynapse/rt/printerFriendly/268/389).
- Branding patient education materials assures the patient that the material is from a reputable source. Good patient education materials use graphics and common words. Too much information is not a good thing! Balance complexity of needed patient information with reading level (aim for 3rd grade). Use the teach back method.

The Health Literacy Interest Group plans to use information gained during the Mayden events to rejuvenate their efforts and address the practical side of infusing health literacy into the health sciences curriculum. For more information about the Health Literacy Interest group contact:

- **Alice Weber**; 801-587-9247
- **Jean Shipman**; 801-581-8771
aw-jml 05/02/2013
Introducing . . . Stephanie Morris

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 part-time employee Stephanie Morris.

Stephanie Morris was hired as an Eccles Library Public Services Desk Assistant in April 2006. She joined both of her sisters, Jennie and Shelby, who were working in Public Services at that time. She started working at the library when she was a senior at Brighton High School and continued working at the library while she finished her degree in English Literature which she earned from the University of Utah in 2011.

As a library aide, Stephanie supports patron information requests by identifying and pulling materials they need from the shelves and referring patrons to interlibrary loans when the item is unavailable. During a typical shift, Stephanie accurately answers a number of directional and research questions ensuring that library patrons receive the materials and answers they need to do their jobs. Stephanie uses the online catalog and databases, such as PubMed, CINAHL and WorldCat to help patrons find the articles, books and information they are seeking.

Stephanie is always willing to help library faculty and staff and she has been involved with a number of special library projects. Starting in March 2007, Stephanie assisted with a long-term digitization project which involved scanning individual University of Utah health sciences theses, adding a searchable table of contents and cleaning up the text. During the 2008-2009 ceiling project, when library staff were relocated offsite and vast numbers of physical items were moved, Stephanie assisted staff and faculty in keeping the library organized and provided service from a temporary location in the Eccles Health Sciences Education Building, Room 2880. Stephanie has contributed to the (now completed) book and journal inventory projects and the current Garden Level weeding project. She is always available to jump in and help, which is much appreciated by her library colleagues.

Stephanie has enjoyed working at the library for seven years and says she feels privileged to have worked with talented staff and faculty members who have taught her about the ever-expanding world of libraries. She plans to
continue working at the Eccles Library while she pursues a graduate program.

Stephanie loves the mountains and takes advantage of their close proximity to her home by hiking and skiing as often as she can. Stephanie plays tennis with her brother Thomas and occasionally competes in club tournaments. She likes to read; particularly biographies and history books. Stephanie loves spending time with her family, especially her young niece Charlotte. She and her family enjoy watching movies, sailing, and walking their dog Pickles.
Librarians Respond to Innovation Efforts

Over this past academic year, librarians from the Spencer S. Eccles Health Sciences Library, the J. Willard Marriott Library and the S. J. Quinney Law Library worked more closely together to address the information and space needs of University of Utah students and faculty involved in campus innovation initiatives.

One group that the librarians worked with was Bench-2-Bedside (B2B). The Bench-2-Bedside program provides students with the opportunity to form interdisciplinary teams to address clinical problems, unmet health care needs, create new solutions, and compete in the process of bringing new medical devices to the bedside. Now in its third year, the Bench-2-Bedside competition is a vibrant program designed to integrate medical, engineering, science and business students into the world of medical device innovation. Contest winners are rewarded with significant monetary incentives to further their inventions.

Librarians from the three University Libraries formed an Innovation Team in order to more effectively and efficiently work with students and faculty involved in the various innovation initiatives on campus. Members of the Library Innovation Team have met twice a month since September 2012 to coordinate efforts. Initial student innovator needs were identified based on the results of two focus groups held with students from past innovation programs.

The charge for the Library Innovation Team is:

- to inspire, encourage and support innovation centers and efforts at the University of Utah
- to develop cross-library teams that support University innovation centers
- to provide resources, tools and spaces to support innovation center personnel

The team's goal has been to promote specific spaces, resources and services to innovators. The work of the Library Innovation Team has resulted in the following:

- A successful orientation to the library's physical space and selected resources for the B2B teams - with pizza and drinks on the Garden Level of the Eccles Library
• Patent training and presentations with Marriott Library Patent Librarian Dave Morrison
• Numerous consultations with student groups, competition teams and faculty
• A We can help! wallet card that outlines librarian expertise across campus with contact information and a QR code that links to selected e-resources
• Development and publication of an Innovation LibGuide (AKA -- Library Guides, Research Guides, Campus Guides)
• Flash drives loaded with information, including how to create a poster and links to LibGuides
• A business model vinyl posters to help student innovators think about the process of developing a medical device from start to finish; these posters can be checked out for one week
• Library resources to help innovation team with research needs
• Student peer-leader champions who promote library resources and services to their peers

The Library Innovation Team has publicized their work with the innovation groups though several outreach efforts. In late March, the Eccles Library monthly LIFT Forum (click on links under March 27 listing) focused on Innovation Efforts that Excite! The Eccles Library director provided an overview of the library's involvement with the innovation efforts, a first year medical student described how the B2B program works, the director of faculty entrepreneurs talked about their program and the Marriott Library patent librarian provided an overview of how patents works. Additional outreach efforts focused on educating faculty about patents and an initial conversation about a symposium focused on innovation for Fall 2013 or Spring 2014.

Over the summer months the Library Innovation Team plans to meet with student innovators to evaluate the success of this year's efforts, as well as to strategize for program improvements for the 2013 fall semester. One of the most significant strengths of this year has been the involvement of the B2B student leaders who have been particularly supportive of library efforts.

**Library Innovation Team Members**

**Spencer S. Eccles Health Sciences Library**
- Abby Adamczyk, Amy Honisett, Peter Jones, Jeanne Le Ber*, Jean Shipman

**J. Willard Marriott Library**
- Darby Fanning, Peter Kraus, Sarah LeMire, April Love, Alfred Mowdood*, Dave Morrison, Jacob Reed, Catherine Soehner
- Administrative support: Karren Nichols

**S. J. Quinney Law Library**
Ross McPhail

*Library Innovation Team meeting across space via video conferencing*

jml-am 05/02/2013
Cool Tools: Google Reader Alternatives, Screen Capture Tools and Microsoft Lync for Video Conferencing and IM

Say Goodbye to Google Reader

As you may have heard, Google Reader will be retired at the end of June. For those of you who use Google Reader to manage your RSS feeds for tracking your favorite websites (like The New York Times or PubMed search results) this news could be devastating.

Since Google Reader is a tool used at the Spencer S. Eccles Health Sciences Library and it had been recommended for RSS feeds in the past, we wanted to alert you and provide some options.

Four Google Reader alternatives are summarized below:

- Feedly
- NewsBlur
- The Old Reader
- Netvibes

Overviews and comments about these and other RSS tools can be found in posts on Gizmodo, The Verge, or try this link to other options. Basic information about retrieving your Google Reader data before July 1, 2013 can be found on the Google support page. For more information about how to transfer your data and feeds from Google Reader to your new reader, visit this Lifehacker post.

Feedly

Feedly is one of the easier transitions because it pulls your RSS subscriptions directly from your Google Reader account. Take time to review and tweak some of the preferences; this will help you become more comfortable using it and lessen the pain of losing Google Reader. On their
website, Feedly states, "The web is filled with knowledge, creativity and inspiration. We are building Feedly to help curious minds consume their digital world and spark great conversations." Feedly is free; use the Help link to learn more about converting your Google Reader feeds to Feedly.

**NewsBlur**
NewsBlur is a social news reader that is built to simplify the process of reading news and make it easier to share your favorite stories with friends. NewsBlur's stated goal is to "bring people together to talk about the world." It is free on the web, iPad, iPhone and Android. There is a premium account for $24 per year that unlocks a few restrictions. After creating an account, click the link to import your RSS feeds from Google Reader. Users are provided three different view options for reading their feeds.

**The Old Reader**
According to their website, The Old Reader is "the ultimate social RSS reader. It's just like the old Google Reader, only better." You are able to directly import your feeds from your Google Reader account using The Old Reader OPML import feature.

**Netvibes**
Founded in 2005, Netvibes was the first personalized dashboard publishing platform for the web. A recent blog post provides step by step easy instructions for importing your existing Google Reader feeds into Netvibes. Feeds are viewed in Netvibes built-in SmartReader which has the added benefit of automatically refreshing in real-time.

Other options for creating and reading feeds are the Chrome and Firefox plugins and the iPhone and iPad apps. Abby Adamczyk, Research Librarian, recommends the Feedly reader option and likes the mobile apps a little better than using Google Reader on her iPhone.

For questions about RSS Readers contact Abby Adamczyk; 801-581-3691.
Use Screen Capture to Show What You Mean

When creating instructional material or just demonstrating how to do something online, screen capture programs can make your life a lot easier. In a nutshell, screen capture tools allow the user to save what is currently displayed on their computer screen to a graphic file.

Screen capture may be used to visually illustrate steps to take when setting up a citation management tool, or to add a picture to a handout or resource guide. Screen capture files can be inserted into an email to respond to a question or problem a colleague might be having; one picture could save you hundreds of words and be easier to understand.

Here are some popular screen capture tools:

**Jing**
Techsmith's free Jing product allows you to easily capture whichever part of the screen you would like. You can then annotate the picture you've taken with arrows, text, boxes and/or highlighting. You can also capture a short video (five minutes or less) using Jing. Jing allows the user to copy the image capture so that it can be pasted into a document or a slide, save the image to Techsmith's Screencast (you need an account for this), or save the image as a .png file.

**Diigo**
If you are using Diigo to store and annotate, you can also capture an image of part or all of a webpage by using the Diigo capture add-on for Firefox. This tool also allows you to mark up the image with arrows, text and shapes. You can then store the image in your Diigo library.

**Windows Snipping Tool**
If you're using Windows, the Windows snipping tool makes short work of taking screenshots. The snipping tool allows you to capture a free-form portion of your screen, a rectangle, the window or the whole screen. You can then mark up your image and copy it, save it or email it.

All these screen capture tools are free and easy to use, so you have got nothing to lose by trying them out.
Microsoft Lync: an Easy Solution for Video Conferencing and Instant Messaging

Do you need to communicate more efficiently with your department, colleagues and collaborators from your computer or mobile device regardless of where you are? Do you have separate computer or mobile applications for instant messaging, voice calling, video calling and online meetings? If so, check out Microsoft Lync.

MS Lync is an enterprise-class communication tool that allows you to use instant messaging (IM), voice calling, vidchat or create online meetings with multiple participants in a fast, secure and easy way. Lync integrates closely with many of Microsoft's products, including Outlook/Exchange, SharePoint and even the Office Suite to provide integrated virtual presence and productivity for the workplace.

It is not widely known that as a part of the University of Utah's site-wide license with Microsoft, Lync is made available to any and everyone on campus. All students, staff and faculty on the University campus can log in to Lync with their uNID and password so there is no need to set up a separate account.

To download Lync, visit UIT's Secure Instant Messaging site. This site has instructions for downloading Lync to Windows, Mac and mobile platforms (including iPhone, iPad and Android).

If you have any questions or would like help setting MS Lync up on your devices, please contact UIT (University Information Technology) at 801-581-4000. Or contact Peter Jones; 801-581-6736.

ala, aeh, psj 05/02/2013
Librarians Conduct LEAN Project

As part of the new University of Utah Health Care LEAN initiative, Spencer S. Eccles Health Sciences Library faculty and others recently participated in the first cohort of the Health Sciences Physician Leadership LEAN Education Program.

Jean Shipman, Eccles Library Director, led the team, which included:

- Madeline Araya, Systems Analyst III
- Darrin Doman, Staff Development Educator
- Erica Lake, Associate Director Hope Fox Eccles Health Library
- Alisha Richins, Outpatient Clinics Nurse Educator
- Jessi Van Der Volgen, a fellow from the National Library of Medicine at Eccles Library.

The team received training in the principles and strategies of LEAN in early January and immediately began applying this training to a project assessing the documentation of patient education in Epic (the electronic medical record system used by University of Utah Health Care).

In order to ensure reimbursements for Meaningful Use (MU), patient-specific instructions must be included in a certain percentage of provider visits. At present, there are several ways to provide patient instructions, but only particular methods result in correct MU documentation.

To better understand the variety of ways patient instructions were provided and documented, the team shadowed provider-patient interactions at two clinics. Analysis of these interactions highlighted several challenges and allowed the team to implement significant changes to improve the process of providing patient education and to make recommendations for further
improvement. Full implementation of the recommendations is estimated to have a measureable impact on cost savings and patient satisfaction.

The Eccles Library is being remodeled to provide space for future LEAN teams to collaborate and to share their findings and results with others. Planning for this "deep dive" space has begun with a possible completion date by January 2014. To learn more about LEAN at UUHC, read the blog post from Dr. Vivian S. Lee, Senior Vice President for Health Sciences.

![Dr. Lee's blog post on LEAN screen shot](http://ojs.med.utah.edu/index.php/esynapse/rt/printerFriendly/270/387)
Coming Soon—Changes to Full Text Linking in PubMed

Stay tuned for detailed information regarding an upcoming change in the way you link to full-text articles from PubMed abstracts.

Currently in PubMed the Eccles Library Online icon only appears alongside those items where the Spencer S. Eccles Health Sciences Library offers online access to the full article.

Beginning in mid-summer 2013 you will see, instead, a new Get It icon appearing alongside all abstracts in your search results. When you click on this icon, you will either see a link (or links) to the full text of the article, or a statement that the full text is not available. In the latter case, you will be provided with additional links to easily check the University's print holdings or submit an interlibrary loan request for the article.

Details will be provided on the Eccles Library blog and website as we get closer to implementing this change in PubMed. So check back often!

For questions, please contact Christy
Jarvis

Jarvis (801-581-3031).

cj 05/02/2013
Do you know the top online journal titles?

Do you know that the University Libraries provide access to over 80,000 online journals. This includes thousands of health sciences titles paid for by the Spencer S. Eccles Health Sciences Library.

See the graph, below to discover which of our journal subscriptions experienced the most use as gauged by full text downloads during 2012.

Questions, concerns, comments? Contact Christy Jarvis, Information Resources Librarian; 801-581-3031.

Top Journals by Full Text Downloads

Top Journals by Full Text Downloads

cj 05/02/2013
Eccles Library Professional Activities
June 1, 2012 to May 30, 2013

Faculty and staff of the Spencer S. Eccles Health Sciences Library participated in a number of professional activities during the 2012-2013 academic year. Librarians attended and presented at the following conferences:

- 2012 Midcontinental Chapter of the Medical Library Association meeting in Kansas City, MO, October 2-5
- 2013 Utah Library Association meeting in Provo, UT, May 1-3
- 2013 Medical Library Association meeting in Boston, MA, May 4-8
- 2013 HSLG Conference, Ireland, April 11-12
- Others

Below is a list that includes seven publications, thirteen posters, fourteen presentations/papers, and three workshops; this represents the work of seventeen authors from the Eccles Library.

The citations are sorted into categories by Publications, Posters, Presentations and Workshops.

PUBLICATIONS


**POSTERS**


PRESENTATIONS


**WORKSHOPS**


3. Richardson T, **Shipman JP.** Positioning the Professions: STM Publishing. MLA Continuing Education Course for Midcontinental Chapter of the Medical Library Association, Kansas City, MO, October 3. 2012.

Compiled by jml - 5/01/2013