

Information Technology in the College of Veterinary Medicine

SWAT Team and ToolBook/Librarian Create Computer Synergy

Like most colleges at the University of Missouri-Columbia, the College of Veterinary Medicine (CVM) uses computer technology to teach. For faculty and students in the CVM, the implementation of interactive software applications has provided a bridge to clinical studies, enhancing learning and providing creative teaching techniques.

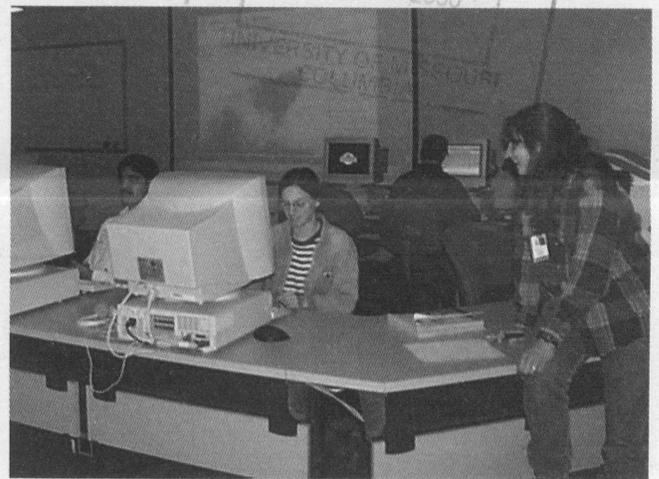
An in-house, 15 member College of Veterinary Information Technology unit formally began in April 1999 to support CVM; Dr. Gary Allen, Director of Information Technology, heads it up.

"We support more than 600 users comprised of faculty, students and staff," Allen said. A computer lab with 36 seats provides a place where students may conduct research, learn and take tests. The lab is equipped with the traditional software such as Microsoft Office and various forms of multimedia software. A help desk and digital imaging lab provides additional computer resources.

In September 1998, the CVM began using "ToolBook," a Web-based, online testing/teaching system. Implementation of the ToolBook package was made possible through the collaborative efforts of Allen, Zachary March, CVM Coordinator of Education Technology, and faculty and staff of the Department of Health Management and Informatics. The system consists of two pieces, the authoring environment—ToolBook Instructor (the area the designer may enter multimedia content for the module)—and the server system—Librarian (a course-management system located on the CVM Web server).

Modules created with ToolBook can easily incorporate a wide spectrum of multimedia formats, including text, static images, full-motion video, stereo sound and animations. This material is derived from diverse sources, such as ultrasonographic and radiologic examinations, endoscopic examinations or videos of animals displaying clinical signs such as epileptic seizures or lameness examinations in horses. The resulting modules, delivered to a Web browser through the Librarian server, can be used for either teaching or testing.

Instructors who wish to use the ToolBook system begin with a needs assessment interview by March, who provides them with guidelines to assist in understanding the technological and cultural issues involved in the development and administration of the online tests or other learning modules. The design and development work is assigned to members of the CVM SWAT (Student Wizards



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Assisting Teachers) team, a group of programmer/developers funded by grants from the USDA to provide technological support to CVM faculty members. SWAT team developers design the module based on the information/materials received from the professor. Additionally, some adventuresome instructors are beginning to program their own tests and lessons within the ToolBook framework.

After they are developed, modules are reviewed and approved by the faculty members before being loaded onto the server and administered. "Security is tight; the system is capable of limiting the students' access and time allocated for exams," March said. The server software tracks students as they complete assigned modules, scores the modules and performs automatic item analysis (e.g., statistics related to number of questions answered right or wrong). Students receive their grades from completed modules via e-mail.

The benefits of ToolBook are numerous. "It allows integration of multiple media, which in turn provides an integrated learning environment," March said. "And the students may learn at their own pace." Traditional ways of learning, such as textbook, overheads, VCR and pictures are still used, but there is no question that the multi-sensory nature of ToolBook enhances the learning process for students.

For more information about CVM information technology, visit their website, <http://www.cvm.missouri.edu/it>.

Help Desk

Workstation Support at Your Service

In a previous article, we described the procedures the Help Desk follows in supporting users. This article will showcase the responsibilities and procedures that take place at the workstation.

The Call Comes In

A client call is received from Green Meadows Clinic reporting that a specific printer will not print. Pertinent information about the customer and his location are obtained and verified. The Help Desk asks for an existing ticket number, and will use that to pull up the ticket. In this example, no report on this particular problem exists.

The help desk analyst notes as much information about the printer as possible, going through several processes in an attempt to determine the actual problem. Once the Help Desk Analyst has exhausted techniques to get the printer working, the ticket is sent to the appropriate group for resolution; most equipment problems are given to the User Services Workstation Group.

The Ticket is Assigned

A Remedy reference number is assigned to the ticket upon submission and that number is given to the customer, in case he needs to call in at a later date. After this ticket has been assigned to the workstation group's queue, the help desk analyst calls the user back, usually within four business hours, to confirm that the problem has been registered and to make any arrangements for a site visit.

A workstation analyst is assigned the ticket from the workstation queue and reviews the progress log to see what attempts have been made thus far. The workstation analyst will then contact the customer to gather more detailed information and have the customer try a few other procedures. This will help determine if the problem is the printer, computer, software, printer queue or the network.

The Problem is Diagnosed

The analyst always attempts to accurately diagnose the specific problem, not just the symptom and will then establish a time to work on the solution. It may be that the problem should be passed to another group such as the network or server team. In this case, a workstation analyst drives out to Green Meadows to physically look at the printer.

The analyst identifies himself and gives the customer a card displaying the Remedy ticket number. If the printer has a physical problem that the workstation analyst cannot fix, the equipment will be turned into Integrated Solutions Group (ISG). The Hospital has a contract with ISG to repair computer parts. If the equipment is out of warranty, ISG will diagnose the problem and give a repair cost estimate. The owner of the equipment will need to approve repairs and supply an IDO, or decline the repairs. When the cost of repairing the equipment exceeds the worth, the analyst or a workstation supervisor may make a recommendation for replacement.

The Ticket is Closed

After any repair is completed, the equipment is put back into service and tested to insure all functions work. The workstation analyst uses Remedy to make notes about what she did to fix the problem, and then closes the ticket.

Change of Address

To change the address on your InfoSphere mailing label, visit <http://www.umssystem.edu>. Click on the 'Web Applications' button. You will be asked to register your password then you may enter your corrected information.

You may also request a hard copy of form 282 from Margie Ross by e-mail.



Success is a science. If you have the conditions, you get the results.

Oscar Wilde

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Library Journal Cuts for 2001

The journal cut process for 2001 is a follow-up to the cuts last year. To summarize, the journal expenditures for 1999 were approximately \$878,400. For 2000, we cut about \$114,000, which amounted to 194 cut subscriptions. We added 11 subscriptions for journals we were asked to add, which were considered more valuable to users than the ones we cut. We also converted several print subscriptions to electronic access.

The amount of the cuts for 2001 that we were given from MU Libraries was \$150,624, based on the rate of inflation of our actual titles, and we anticipate additional cuts for 2002. This has considerable impact on the print collection. If you would like to make comments about how this may affect your departments, please direct them to: Deb Ward, director of the Health Sciences Library; Martha Alexander, Director of MU Libraries; or

Bob Bauer, Chair of the MU Libraries Scholarly Policy Task Force.

We began the review of titles as we did last year, starting with the lists given by the departments. Brain Research, though valued highly by researchers, now costs over \$18,000 per year, and is to be cut in order to preserve other titles.

We are converting to electronic titles if we can save money by doing so, and with some publishers, this is possible. As explained last year, publishers do not take a uniform view of charging for e-titles, so we have to look at them title by title to determine if we can save money by converting. In some cases, it is more expensive to buy electronic. The HSL now provides access to 585 titles to the desktop via the HSL website to anyone on the campus system. This represents large savings in time and convenience for faculty, and we intend to continue to add electronic

titles whenever we can.

When reviewing your own departmental journal subscriptions, if you decide to convert your departmental subscriptions to electronic format, please consider purchasing access for the entire HSC. It may be that, by joining forces, we can provide uniform access to a great number of titles for all faculty and students from the desktop. The library staff would welcome the opportunity to work with you on this.

As we did last year, HSL has posted a list of potential cuts on our website for faculty review and input. This is a distasteful process, but just as last year, we want to preserve the titles that are the most meaningful to you. Thank you for your continuing support and feedback through this process.

Coming next month: HSL 126 Computer Lab move.

Ask an Information Question • Request an Interlibrary Loan • Request an Expert Search
Search MERLIN and Ovid Databases • Register for an Ovid workshop • Register for HSLNET
All of these services are available from our website: <http://www.muhealth.org/~library>.

Cybertips

Folder Properties and Options

Quickly access a folder's properties and options from Windows Explorer or My Computer by right-clicking in a blank area of the pane. The context menu will contain options to arrange

the folder's files by different criteria, change the view of the window and display the folder's properties.

Creating Shortcuts

You can create shortcuts to your favorite Windows

program by right-clicking the program name in Windows Explorer, dragging it to the screen and letting go of the mouse button. Select "Create Shortcut(s) Here" from the context menu to place the shortcut on your desktop.

MEDLINE/ CINAHL/ PsycINFO/ Internet Workshop Schedule

March

MEDLINE

Tues 3/7 10-11:30

CINAHL

Wed 3/15 10-11:30

Internet Searching

Tues 3/21 3:30-5

PsycINFO

Wed 3/22 3:30-5

April

MEDLINE

Wed 4/5 3:30-5

CINAHL

Tues 4/11 3:30-5

Internet Searching

Wed 4/19 10-11:30

PsycINFO

Tues 4/25 10-11:30

May

MEDLINE

Wed 5/3 10-11:30

CINAHL

Wed 5/17 10-11:30

Internet Searching

Wed 5/24 10-11:30

PsycINFO

Wed 5/31 10-11:30

You can search journal literature othe OVID system using Windows or Web. These workshops focus on Windows; you may request Web instructions. Enrollment is limited to eight each. Special dates available. Call **882-6141** or go to <http://www.muhealth.org/~library/docs/wsreg.html> to register or for more information.

Help Desk Q and A

Q: What can I do to keep from getting "Over the Limit" messages from the E-mail Administrator?

A: Performing the following simple steps will help keep e-mail storage down to a minimum. But first, determine what version of Outlook you are using by clicking on Help and then choose, "About Microsoft Outlook."

Mail items are stored in three places: the Inbox, the Sent Items folder, and the Deleted Items folder. Both the Inbox and the Sent Items folders should be

checked for items that are no longer needed and moved to the Deleted Items folder. In turn, this folder also needs to be emptied to free up space.

Individual messages in the Inbox and Sent Items folder can be sent to the Deleted Items folder by selecting them with the mouse and then clicking the X on the toolbar or by pressing the Delete key. Entire blocks of messages can be selected and deleted by highlighting the first message in the block, holding down the Shift key, and then clicking the last

message in the group. By holding down the Ctrl key and clicking on various messages, a collection of items not next to one another in the list can be selected and then sent to the Deleted Items folder.

The final step is to open the Deleted Items folder, select its entire contents and either click the X on the tool bar or press the Delete key on your keyboard.

To have Outlook automatically clear the Deleted Items folder, go to Tools, then choose Options, and then on the General tab

(labeled Other in Outlook '98), check "Empty the Deleted Items Folder upon exiting," then press the Apply button.

To keep Outlook from automatically saving copies of e-mail that you send to others in the Sent Items folder, go to Tools, then Options. In Outlook '97, the tab is labeled Sending, and Preferences in Outlook '98, from which you must choose E-mail Options. Here you must remove the check mark in front of "Save copies of messages in Sent Items folder," then press the Apply button.

Jack Hammer, Network Detective by Alan Arnold



Jack! I just read the new department **Web policy**. This is naked **tyranny!** We were told that the **firewall** would protect our **network** from **outside attacks**, but nobody said a **word** about **restricting** our **access** to the **Web!**

Would this have something to do with the "**Naked Network Gurus**" website whose home page you **accidentally** copied **50 times** to the network **color printer?**




Well...I...um... that's not exactly...

Hey, don't get your **boxers** in a **bunch**. There will still be one well-stocked "**exotic**" website available after the **firewall** goes up. Strictly on the **QT**, of course.




Really? What's the URL?

It's **www.jack-hammers-place.com**. I think you'll find it to your liking and the **monthly membership fee** is pretty reasonable.




Monthly fee?! Why, you **scumbag!** This is **extortion!** This is **blackmail**. This is—

—going to run you around **\$49.99** per month. Would you like to set up a **payroll deduction** now or shall we talk **VISA?**



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