Unit reports combined 2007/2008

Access and Document Delivery Services

Circulation Unit

Accomplishments:

- Created instructional handout for patrons so registering and logging into HIP would be clarified and more user-friendly ([http://www.uab.edu/lister/forms/patronform.pdf](http://www.uab.edu/lister/forms/patronform.pdf)).
- Received authorization by UAB’s Student Accounting Office to place holds on accounts for matriculating students owing fines on an as-needed basis.
- Worked in conjunction with members of Administration on implementation plan to eliminate cash register usage.
- Participated in library’s transition to the new Uniprint system by assisting patrons in the usage of the new BlazerBucks technology and by helping to resolve problems with cards on a frontline basis.
- Collaborated with the Medical School’s Records Department to ensure fines are paid before graduates receive their diplomas.
- Participated in marketing initiatives by representing LHL during the Freshman Orientation EXPO.
- Reviewed the use of library space as members of the unit served on the Space Planning Task Force.
- Assisted in formulating recommendations for Lister Hill Library’s service points as members of the unit worked on the Service Point Task Force.
- A member of the unit served as Coordinator of Lister Hill Library’s Homecoming Activities.
- Unit representation on the Library Operations Committee, Standards Subcommittee, Training & Orientation Program for Staff Committee, and Campus Watch.
- Assisted with Southern Chapter planning on the Hospitality and Registration Committees.
- Participated in Strategic Planning as part of the Discussion Group for Goal #1.

Short Term Goals:

- To continue delineating the unit’s essential ongoing activities and make modifications in the workflow to provide enhanced customer service.
- To assist in implementation of the Single Integrated Service Point, including participating in relevant training.
- To assess the unit’s role in LHL’s “student focused” initiative.
- To revise library opening and closing procedures.
- To review staffing hours as library moves to a 24/5 implementation.
- To continue increasing accuracy for data input in Horizon borrower records.
• To work in conjunction with the LHL@UH staff to implement book delivery for hospital personnel by pulling requested books and placing on hold shelf.

**Long Term Goals:**

• To obtain a more updated and user-friendly self-checkout machine.
• To develop an e-commerce system so that overdue fines can be paid online.
• To implement statewide unmediated borrowing through the Alabama Libraries Exchange Service (ALLIES) when technological barriers have been resolved.
• For older chairs in unit to be re-upholstered.

**Collection Access Services Unit**

**Accomplishments:**

• E-reserve services implemented fall 2007
• Laptops made available for checkout
• Collection Access staff received training to input patron records into the Horizon database; staff now processes patron registration at CAS Helpdesk
• Collection Access staff member appointed to the space planning task force and participated in formulating a proposal of reconfiguring the use and set-up of public areas of the library
• Collection Access staff members appointed to the service points task force and participated in formulating a proposal of creating an integrated single service point
• Created and placed 734 book dummies in the journal stacks to alert users of the 2008 print cancellations
• Created and placed title tags in the stacks to alert users of journal titles available electronically
• Assisted with relocating the older first and ground floor print indexes; these items were relocated to the basement compact shelving
• Collection Access staff members participated on UAB Homecoming, National Medical Librarian Month, and National Library week planning committees
• Collection Access staff continued to serve on the library’s LOC, Standards, and Web Editors committees
• Audio-Digest collection (tapes, CDs, notebooks and indexes) weeded
• Collection Access staff participated and completed the TOPS sponsored Myers/Briggs Inventory training workshop
• To make more visible, Current Display section relocated to center ranges
• Collection Access unit head assisted with the weeding project for the circulating media collection
• Collection Access staff continued to volunteer to work in other units of the library which included the Cataloging unit and the Reference desk; one staff member assisted with maintenance/troubleshooting for public computer and laptops
• Public copiers relocated to first floor, and basement copier moved to compact shelving area for user convenience

**Short Term Goals**
- Continue discussion of unit tasks to determine what task should remain apart of the unit’s essential operations
- Investigate and incorporate the use of SharePoint for tracking and maintaining project documents, staff meeting minutes, and other possibilities
- Investigate and incorporate practical use of some Web 2.0 technology in unit functions
- In conjunction with the Serials unit, create proposal for handling preservation work for old and frail items in the journal collection
- Complete inventory project for journal collection
- Work in conjunction with other public services units to implement proposed the integrated single service point
- Provide training for other public services staff who will rotate to staff the Collection Access service desk
- Follow up with Design Build staff regarding request to improve the lighting in the basement compact shelving area
- Continue to seek ways to improve customer service
- Continue to foster collaborative opportunities to work with other LHL units to achieve library goals
- Continue to promote and improve communication between the Collection Access and Serials staff; reestablish joint meetings
- Work with planning group to incorporate space planning recommendations that will impact ground and basement floors

**Long Term Goals**
- Work in conjunction with other library units to create and implement a digitization project for old and worn print materials
- Collection Access staff become more involved with the library liaison and marketing activities

**Document Delivery Unit**

*Accomplishments*
- Upgraded ILLiad to version 7.3
- Upgraded Docline to version 3.3
- Increased lending rate in Docline to 70%
- Trained Public Services Staff to use ILLiad
- Completed Copyright Clearance Center Report and payment for the fiscal year
- Increased pricing for Document Delivery
• Remained NAAL’s Top Net Lender for the State of Alabama
• Document Delivery Staff participated on Library Committees including the Standards Subcommittee and the Exhibit/Sponsor Committee for SC/MLA 2008

**Short Term Goals**
• Re-evaluate pricing structure of ILL by performing NLM Cost Study
• Enable email functionality thru Ariel
• Investigate addition of color packet to Ariel station (enable to send and receive documents in color)
• Relocate public photocopier into the Document Delivery Department
• Update departmental work flow charts
• Cross train with other Public Services Units
• Investigate participation in Annual ILLiad Conference or other training opportunities

**Long Term Goals**
• Continue to work with Public Services Unit Heads
• Continue to improve customer service
• Work with UAB Contracts Office to move toward EFTS for lending
• Develop innovative ways of integrating new technology and software into Interlibrary Loan and Document Deliver
• Strive to make Document Delivery operations virtually “paperless”

**Reference Unit**
**Accomplishments 2008**
• Migrated Virtual Reference Services from QuestionPoint to Meebo IM and Outlook email; Ask A Librarian webpage, disclaimer and privacy guidelines were updated; questions are being tracked in new SharePoint site
• Launched new tutorials page, created 25 online tutorials and selected 36 more; added links to tutorials on website at points of use
• Added online reference services through the new FAQ page and an embedded chat widget throughout the website at points of need
• Increased Course level integration in following schools/programs: SOM, SON-Undergraduate Nursing Honors, SHP-NA600, and RS-85, SOD- Evidence Based Dentistry, and Undergraduate honors for first and second year students
• Answered over 5939 questions in person or by phone, sent answers to 575 questions by email and responded to 818 chat requests
• Contributed to visibility of liaisons through office hours in user’s environments, Snacks on the Road promotional events, frequent communications, and attendance at departmental and similar meetings

• Additional short term goals completed:
  • Evening and weekend hours reference questions were tracked, and a proposal for reduced evening hours was submitted to the Deputy Director’s group, now tabled at unit recommendation
  • Unit members shared research and projects through paper and poster publications at Southern Chapter/MLA, MLA and ALLA annual meetings, and through publication in peer-reviewed journal(s)
  • Participated in successful community health care events including the UAB Health Fair, Nurses Week Fair, Southern Women’s Show, West Alabama Rural Health Conference, Southern Nursing Research Society, and SHP Diversity event
  • Collaborated with other units on strategic plan initiatives including the space planning and service point taskforces
  • Reference faculty members were actively involved in local, state, regional and national organizations as officers, chairs, and presenters

Short Term Goals
• Work with other departments to implement and promote strategic planning initiatives including the 24 hr access and limited access proposals and service point task force recommendations
  and
• Provide excellent customer service during upcoming changes by reallocation duties of reference staff and identifying services and/or programs that can be eliminated or trimmed so that the major, essential functions of the unit can be maintained
• Continue to increase visibility of liaisons
  • Increase point of need reference assistance by providing services such as “office hours” in the Schools
  • Seek opportunities to develop and integrate information management for the School of Medicine and other academic units by tying instruction to school or curricular learning objectives or specific class assignments in collaboration with professors in Semester long courses
  • Share information and seek feedback for collection development decisions
• Create, locate and update online tutorials regularly according to needs of classes and users and the standards set by the Online Tutorials working group
• Explore new ways of providing reference services that seamlessly link our communities to recorded knowledge, such as Web 2.0 tools including tagging and toolbars, as well as physical presence at user’s place of work or study
• Collaborate with other LHL units to provide constructive feedback on features and functions of new catalog
• Seek opportunities for library collaboration in UAB research efforts, specifically supporting the NIH Public Access Policy, and CTSA grant
• Improve instructional skills through a teaching workshop for unit (and other liaisons)

**Long term Goals**

• Share research and projects through scholarly publications and presentations at professional conferences; share LHL posters and presentations within UAB community and online

• Provide wikis and/or blogs centered on services and resources to create campus-wide virtual communities

• Collaborate on library-wide celebrations and promotions including National Library Week, Homecoming, and National Medical Library Month

• Support the collaboration to support the consumer health library at the Kirklin Clinic

• Get training to guide collaboration with UAB researchers on quality systematic reviews

• Maintain Reference collection as appropriate for meeting user needs

• Continue to provide content updates to and feedback on the LHL website