Access Services Annual Report, 2009-2010

Accomplishments

- Staff provided coverage at new Greeter’s station implemented for limited building access.
- Circulation and Collection Access Services unit heads created service guidelines for HUB staff workers.
- Circulation and Collection Access Services unit heads created master schedule for staffing the HUB.
- Provided procedural information to be included in a Quick Guide Notebook to assist with training staff covering the HUB desk.
- Circulation and Collection Access Services combined into one unit, now Access Services; Circulation staff physically relocated to the ground floor.
- Access Services staff job descriptions revised to reflect changes in primary duties performed at the HUB and other secondary responsibilities.
- Revised work schedules to accommodate staffing needs after the loss of four fulltime and all student assistant positions.
- Circulation space inventoried and began process of discarding and relocating office furniture, equipment and supplies.
- Removed tags and edited book dummies in the journal stacks to inform patrons of cancelled electronic journal titles.
- Streamlined the holds request process and made these items available as a self-service for patrons near the self-check machine.
- Continued participation in the ALLIES Initiative.
- To ensure timely access to materials and ensure shelving accuracy, implemented shelf-reading as routine task for circulation staff.
- Identified tasks that could be eliminated from the workflow; dispensed use of cash register, coin-op, and change machines; collection of fines and fees payments transferred to the library’s Administrative office.
- With implementation of HUB desk, discontinued staffing the basement and second floor service desks, and modified service coverage at the ground floor service desk; new hours of coverage set for Monday – Friday, 9:00 am – 5:00 pm.
- Weeded and relocated the Reserve and equipment collection to the first floor to provide checkout at the HUB desk.
- Self-service kiosk stations placed on basement, ground, first, and second floors.
- Re-established joint meetings with Serials unit; set tentative date to begin journal collection inventory project.
- Participated in evaluating possible new ILS systems – attended demos for III Innovative System, Voyager, and Sirsi Dynix Unicorn systems; provided (pros & cons) feedback on the features of these systems, and gave input on functions/features to consider for a circulation module and ILS system.
Access Services continued to participate on planning initiatives for the library by serving on various committees such as the LOC, Space Planning, Signage, Service Point, Standards committees.

Access Services staff continued to participate in TOPS training and development programming via attending sessions offered, *Who Moved My Cheese* and *FISH!*, and participated in book discussions.

**Short Term Goals 2009-2010**

- Complete clearing of old circulation space.
- Relocate ground floor photocopy machine.
- Based on statistical data collected during evening and weekend hours, submit proposal for modifying service hours at the HUB.
- Maintain procedures manual for HUB desk; update HUB Quick Guides Notebook.
- Revise unit’s procedures manual to reflect changes made since combining of CAS and Circulation units.
- Continue to participate in ALLIES Initiative.
- Continue to participate in discussions and selection recommendation for new ILS system.
- Devise plan for implementation and training for the new ILS system.
- Begin journal inventory project.
- Based on staffing levels and HUB responsibilities, adjust shelf-reading assignments and scheduling for ground and second floor stacks.
- In conjunction with the Serials unit, prepare and submit a proposal for implementing a preservation project for old and worn journals; apply for grant funding if applicable.
- Define and implement quality control measures that will ensure quality customer service is achieved at each customer encounter at the HUB, ground floor service desk or wherever a customer contact is made.
- Work with the Head of Reference to continue to identify and provide ready reference training for Access Services and HUB staff workers.
- Assist with workflow management for new subsidized service that will be offered by the Document Delivery Services staff to accommodate users needing to access material no longer accessible at Lister Hill.
- Continue to provide general staffing assistance to the Document Delivery Services staff.
- Work with the Space planning group to assist with rearrangement of the ground floor public spaces.
- Continue to participate in TOPS training programs.
- Receive training for SharePoint and begin to utilize the site as a tool to store unit documents, project updates, and other unit activities.
- Encourage Access Services staff to become involved in liaison and marketing activities.
• Continue to assist staff participating in the job families program with identifying training and developmental opportunities that enable them to achieve promotion within the program.
• Continue to participate on various library committees and continue to provide input in strategic planning initiatives.

Long Term Goals

• Collaborate with other library units to implement a digitization project for old and worn journal volumes.
• Establish collaboration with other UAB entities to implement a LDAP system to automate entering patron registration information.
• Collaborate with the Student Accounting office to establish method to ensure that fines and fees are collected prior to student graduations.
• Implement e-commerce system (with new ILS system) so that fine and fee payments can be made online.

Document Delivery Services Annual Report, 2009-2010

Accomplishments:

• Upgraded ILLiad
• Upgraded Docline
• Completed the copyright payment for 2008 fiscal year
• Demonstrated the ILLIAD system to staff/faculty of the University of South Alabama
• Added tutorials to the ILLIAD page
• Added color packet to the Ariel stations
• Added a second copier to the unit
• Staff trained to purchase books through GOBI
• Chairman of the Hill Top Awards
• Maintained a 70% lending rate in Docline

Short Term Goals
• Coordinate with Content Management to subsidize ILL pricing for UAB Community
• Set up account to purchase articles from vendors
• Update work flow charts
• Add email capabilities
• Change to Odyssey as the primary electronic resource
• Discontinue the use of Ariel
• Increase the price of lending to other libraries
• Re-evaluate job descriptions for annual evaluations

Long Term Goals

• Continue to work with UAB Contracts Office to move to EFTS for Lending
• Continue to develop new ways of integrating new technology and software into Interlibrary Loan
• Continue to improve customer service

Historical Collections—July to June, 2008/09

General Unit Summary

Accomplishments

• Published three issues of Treasures
• Successful lecture programming – 5 lectures held with good attendance (avg. 73)
• Special 150 Year of Medical Education in Alabama exhibit unveiled at the annual Reynolds Lecture, Feb. 27th (items drawn from all three collections)
• Grant for SEA scanning project applied for and granted
• Launched scanning projects—Birmingham Medical College, joint project with the School of Public Health on pellagra, and campus portraits catalog (see below for particulars)
• Additional museum vault space has been acquired
• Hosted SAHMS meeting, March 5-6

Progress made on last year’s short-term goals

• Reynolds Associated giving is up from previous year
• Outreach to the scholarly community has been maintained with the award of a Reynolds Fellowship (Ellen Spears, Emory University)
• An institutional repository plan has been developed (plans are to continue with Dr. Lawrence Reynolds W.W. I photos and the B. W. Allen casebook)
Short-term Goals

- Further develop an institutional repository (plans are to continue to develop and then start with Dr. Lawrence Reynolds W.W. I photos and the B. W. Allen casebook)
- Maintain active Reynolds Associates
- Have another successful lecture series
- Continue outreach to the scholarly and academic communities

Long-term Goals

- Consolidation of all pre-1910 LHL journals into the Reynolds Historical Library
- Obtaining additional space for university archives remains an important goal
- Complete Reynolds Historical Library cataloging project
- Achieve long-term financial stability and security through a self-supporting endowment remains an important goal

Alabama Museum of the Health Sciences

Accomplishments

- Helen Keller International Art Show, June—July 2008
- Helen Keller Art Show of Alabama, July—December 2008
- Medical Education in Alabama, 1859-2009, February 2009 to present
- Applied to ALA for Harry Potter’s World: Renaissance Science, Magic and Medicine
- Applied for the Institute of Museum and Library Services (IMLS) Connecting to Collections “Alabama Heritage Health Index” (grant awarded Feb. 2009)
- 2009 UASOM Medical Student Art Show, eighth annual in collaboration with Alpha Omega Alpha Honor Society of the University of Alabama School of Medicine, Feb. thru May, 2009, with special guest speaker, Dr. John I. Kennedy Jr., Professor of Medicine, UAB
- Special 150 Year of Medical Education in Alabama exhibit
- Began work with Cathy Beadlecomb and UAB Dept. of Art to develop a catalog of campus portraits in ContentDM
- Continued to catalog objects into Past Perfect software
- Vault space enclosure completed
- Edited Treasures
- Accessioned 593 museum objects
- 625 museum visitors
Short-term Goals

- Continue to develop exhibits (includes coordinating upcoming traveling exhibits Against the Odds: Making a Difference in Global Health [May 10—June 18, 2010] and Opening Doors [October 1—November 26, 2010])
- Continue with promotional activities
- Continue with campus portraits project

Long-term Goals

- Continue with collection development activities as opportunities and space are available
- Build finding tools for museum objects
- Continue with inventory

Reynolds Historical Library

Accomplishments

- Completed a major shift to accommodate ongoing cataloging
- Continued coordination of cataloging project; cataloging of 18th century books initiated
- Completed the transfer of Pre-1910 historical monographs from the 2nd floor that were identified as absent from RHL
- Continued preservation work on 18th century volumes, other books being cataloged, and pamphlets. Enhanced preservation work with the in-house creation of book boxes and enclosures after the Library Associate attended SOLINET’s Protective Enclosures class.
- Developed the new Galbraith/Harsh/Morawetz Neurosurgery Collection by combining substantial donations with related items already in RHL
- Showcased materials with six third floor displays
- Transcribed journal articles related to Carl Grote and pellagra in Alabama in preparation for digitization and posting to the UAB Institutional Repository; began transcribing B. W. Allen Confederate Hospital Reports for the same purpose

Short-term Goals

- Complete digitization of Carl Grote/Pellagra materials and the B.W. Allen Confederate Hospital Reports and make available on the UAB Institutional Repository
- Continue developing library displays
- Resume dusting the entire Reynolds collection
- Perform preservation work on Civil War Medicine Collection
**Long-term Goals**

- Continue to assist with cataloging project until completed
- Acquire additional shelving so that all LHL pre-1910 journals can be transferred to RHL
- Perform preservation review
- Perform shelf read

**UAB Archives**

**Accomplishments**

- Launching of Birmingham Medical College scanning project (147 items from 9 collections as of June 30)
- Special 150 Year of Medical Education in Alabama exhibit
- Instruction provided through 2008 Freshman Learning Community (LCS 101), 2008 Digital Communities Studies (DCS 101), 2008 Historian’s Craft Class (HY 300) = several sessions, 2008 Historical Research & Writing (HY 602), 2009 History of Medicine Class (HY 390), 2009 CE Credit Class on the History of Medical Education in Alabama presented as part of the annual Medical Alumni Weekend
- Presentations given: History of the Medical Center and Growth of UAB presentation for a 50th anniversary reunion of hospital nursing school graduates, History of the Medical School presentation for the Breakfast Club Meeting (a retired physicians group) at the Jefferson County Medical Society, and Birmingham Medical College Scanning Project poster was presented at the Alabama Library Association meeting in Auburn
- A total of 343 reference transactions completed to a variety on and off-campus entities
- Outreach: *Image of the Month*, 62 images used in display case, over 500 photographs scanned for campus project/promotions, etc.
- Photographic images (more than 500) provided to a wide range of campus and non-campus entities—Athletic Dept., School of Health Professions, School of Medicine, School of Nursing, University Hospital Nursing Staff, UAB Public Reations & Marketing, *UAB Magazine, UAB Synopsis, Crossroads* (Cancer Center magazine), *UAB Medicine*, Birmingham Civil Rights Institute, Alabama Dept. of History & Archives, *Encyclopedia of Alabama*, Dr. William Stoney (Vanderbilt)

**Short-term Goals**
• Scan and add archives items into the UAB Digital Collections site
• Create online introduction to the archival items added to the UAB Digital Collections site to explain and highlight the discrete collections
• Complete new Access-based database for photographs housed at archives

Long-term Goals

• Obtain space in LHL for archives reading room, work space and collection storage
• With Cataloging, have individual catalog entries completed for the University Record and Manuscript Collections

Lister Hill Library at UAB University Hospital
2008-2009

Accomplishments:

• Reduced print journal and book collections, and will implement fixed pricing for 2010 journal renewals
• Continued to grow the electronic Tables of Contents Service, and began placing the weekly updates on the LHL@UH website (www.uab.edu/lister/wpweb)
• Implemented a delivery service to bring LHL books to LHL@UH on demand
• Completed renovation of public and office space in the library, adding additional computer workstations
• Added a shortcut to HealthStream, the hospital’s online learning platform, to the library computers and facilitated completion of mandatory competencies for hospital staff
• Presented informational sessions on The Kirklin Clinic Patient Resource Library to a variety of clinical groups

Short-term goals for the unit:
• Work with clinical clienteles to get input on library collections and educate on options for acquiring journal articles
• Explore reallocating collection funds to support document delivery for hospital clienteles
• Develop strategies for effective support of information needs at UAB Highlands
• Support UAB Hospital’s Magnet Recognition renewal effort
• Evaluate the Table of Contents Service through an online survey
• Gather input from residents regarding library resources and services via an online survey
• Explore new methods for marketing The Kirklin Clinic Patient Resource Library

**Long-term goals for the unit:**

• Develop and implement information management skills training through the HealthStream online system
• Explore and exploit opportunities for research collaboration with nurses
• Support implementation of clinical decision support tools in the clinical setting
• Strengthen relationships and ongoing support for remote Health System entities
• Facilitate access to on-site and remote patient education information resources for staff, patients, and families

**Accomplishments 2009: Reference Unit**

• Supported the successful implementation of the student-focused access policy
• Working with others, contributed to the implementation of and continuing service at the HUB service point by
  o Rearranging and organizing unit space to provide space for reserve collections and consultation stations
  o Collaborating with others to provide training and a procedures manual
  o Scheduling and providing desk staffing and reference back-up at the HUB
• Created new Web 2.0 tools to increase user participation in library online spaces, including a Facebook page and Twitter Account, browser toolbars for the e-journals list and the catalog, and blogs for Vision Sciences, Resource of the Month and a WebLab blog
• Collaborated with Content Management and Systems units to institute valuable changes to improve access to LHL online resources, including:
  o Revising the Serials Solution page to clarify how to access full text for citations
  o Updating and adding E-journal Citation Matcher links at points of use
  o Revamping the Database and Resources page
Adding a tab to PubMed results that display LHL (and free) full-text and print holdings
Providing library licensed PDFs through PubGet beta
- Supported UAB research efforts, specifically through initiating involvement with the UAB CCTS and by working with Content Management to offer consultations to assist in compliance with the NIH Public Access Policy
- Upgraded the Virtual Reference software from Meebo to Libraryh3lp to provide better customer service by providing live links and allowing multiple librarians to monitor chats simultaneously
- Progress on additional short term goals:
  - Identified major, essential functions of unit necessary for excellent customer service and implemented changes allowing unit members to focus on them, including changing reference hours, revising the reference resource page for efficiency, and recruiting additional professional staff to assist with reference back-up during busy times
  - Collaborated with other units on implementing the space planning strategic plan initiatives even including moving shelving and furniture, and installing power cords and HUB computers
  - Added new and revised existing online tutorials as needed; began adding Google Analytics to tutorials when tutorials are published
  - Continued integration of information management into the curricula of Nursing, SOM, SHP, and JHS through online and in class participation in academic courses and programs
  - Increased visibility of liaisons through innovative services including participating in a SHP faculty workshop and collaborating with Optometry faculty on a digitization project
  - Shared research and projects through paper and poster publications at Southern Chapter/MLA, and ALLA annual meetings, and through publication in peer-reviewed journal(s)

Short Term Goals

- Continue to develop relationships with faculty and administration of the Schools/departments to facilitate communication and to understand research and educational needs of school
  - Seek opportunities to develop and integrate information management 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
  - Contribute to evaluation and outcomes assessment of the liaison program
- Continue to explore new ways of providing reference services that seamlessly link our communities to recorded knowledge, such as Web 2.0 tools as well as physical presence at user’s place of work or study
  - Expand twitter@uablhl to include original content in addition to announcements
  - Revise and update Facebook page to make it relevant to Facebook users
• Increase visibility of current Web 2.0 content on the LHL website
• Collaborate with other LHL units to provide constructive feedback on features and functions of new ILS and potential discovery layers
• Get training to guide collaboration with UAB researchers on quality systematic reviews
  o Create peer-review group for systematic review search strategies
  o Start a monthly journal club on systematic reviews and methodology
  o Invite presenters to offer a CE/workshop at LHL on the librarian’s role in the systematic review process
• Collaborate with Content Management to create and maintain a current, relevant and useful reference collection
• Develop a process that offers easy access to journal Tables of Contents services

Ongoing and Long term Goals

• Provide exceptional, user-centered in-person and virtual reference services including individual and formal user education, online searching, and excellent customer service at the HUB
• Begin to integrate all reference librarians into activities supporting library collaboration in UAB research efforts, specifically supporting the NIH Public Access Policy, and CTSA grant
• Contribute to a “Culture of research” by sharing research and projects through scholarly publications and presentations at professional conferences, within UAB community and online
• Create, locate and update online tutorials regularly according to needs of classes and users and the standards set by the Online Tutorials working group
• 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
• Provide content updates to and feedback on the LHL website
- Offered summer discussion series based on the *Upgrade your Life* book/LifeHacker Blog
  - Control your Email (Pat Higginbottom)
  - Organize your Data (Lee Vucovich)
  - Trick yourself into Getting Done (Cathy Beadlecomb)
  - Clear your Mind (Scott Plutchak)
  - Firewall your Attention (Valerie Gordon)
  - Master the Web (Paul Mussleman)
  - Hone your Computer Survival Skills (Lisa Ennis)

- Collaborated with UAB Development & Training to offer:
  - Myers Briggs Type Indicators Seminar
  - Microsoft Office 2007
  - Fish!
  - Who Moved my Cheese?
  - Tough Conversations: Supervisory Training

- Developed and presented a variety of staff development programs
  - Library Issues & Trends:
    - Personal Health Records (Gabe Rios, Kay Hogan Smith)
    - Service Point Models (Lee Vucovich)
    - Blazer Buck Demos (Michael Fitts)
    - LifeHacker Overview (Pat Higginbottom)
  - Computer Tips & Tricks – coordinated by Jennifer Beck & Paul Mussleman
    - Email Etiquette (Paul Mussleman)
    - Archiving in Outlook (Lisa Ennis)
    - Microsoft OneNote (Lee Vucovich)
    - Virtual Private Network (Lisa Ennis)
    - Printing from Laptops (Lisa Ennis)
    - Optimizing Images for the Web (Lisa Ennis)
    - collaborative and shared workspaces (Gabe Rios)
    - Backing up CD’s (Jason Baker)
  - Diversity Training Video & Discussions
  - Began planning Work/Life Balance series for summer 2009 to include Yoga, Tai Chi, Stress Management, Walking, Gardening, Healthy Eating, Painting, Gratitude, Time Management, Pursuing your Passions, Fitting Exercise into your Life, Building Positive Relationships, and Giving Back to the Community.

- Offered bimonthly staff meetings on a variety of topics

GOALS

- Survey staff for feedback on bimonthly staff meetings
- Evaluate staff development needs and optimal ways to deliver training
- Offer staff development programming on appropriate topics and publicize through the Staff Development Blog