Access and Document Delivery Services, 2010-2011

Accomplishments

- Head of Access Services completed revisions to the Access Services procedures manual.
- Access Services staff participated in several marketing and outreach activities:
  - Planned and organized snacks on the Plaza Tailgating for UAB Homecoming and April National Library Week.
  - Planned, organized, and executed the library’s first and very successful community-based Health Fair, HealthFest.
  - Sponsored Disaster Relief Efforts for Tornado Victims.
  - Sponsored Red Cross Blood Drive.
- Access Services staff assisted with the development of an e-tracking form to track missing/lost print materials; form created in SharePoint; testing completed; still awaiting implementation.
- Completed inventory of surplus furniture and other items stored on ground, basement, and closets.
- Implemented short hours for summer semester 2010 beginning May 31 – August 1, 2010; the change in hours was well received by students and doing the same abbreviated hours for the 2011 summer semester beginning May 29, 2011 and ending July 31, 2011.
- HUB Customer Services training sessions attended by Access Services staff and sessions facilitated by the Head of Access Services.
- Access Services staff members spotlighted in the LHL “Let Us Be Your Guide Spotlight Series”.
- Added portable white boards for checkout at the HUB.
- Assisted in training and scheduling two library interns for HUB desk duty.
- Implemented new paraprofessional evaluation form for all Access Services library assistant staff.
- Access Services staff continued to serve on planning groups such as the LOC, customer service training and Staff PAC Subgroups; attended and participated in a library-wide strategic planning meeting facilitated by the Library Director.
- Began drafting a new lost and found policy.
- Access Services staff participated and attended TOPS sponsored programs, and the express training and Health Literacy events.
- Access Services staff members attended HR Development and Training courses.
- Access Services staff completed shifting of print materials on ground and 2nd floor.
- Access Services staff began cross-training in Serials unit to assist with completion of bar-coding project.
Short Term Goals 2011-2012:

- Complete the comprehensive HUB customer service training.
- Complete transition of HUB Quick Guide Notebook from OneNote to LibGuides; update sections of guide with new procedural guides and policy changes.
- Complete and submit draft for Lost and Found Policy; with approval, implement guidelines.
- Complete preliminary work for implementing e-tracking form for lost/missing books and journals.
- Plan, organize, and execute the library’s second community based health fair, HealthFest2.
- Two members of the Access Services staff will complete cross training and assist the Serials unit with completion of the barcoding project.
- Continue to identify worn materials for preservation and take to Content Management for mending and/or binding.
- Continue to provide staffing assistance to the Document Delivery staff.
- Begin a process to track, collect, and analyze shelf-reading activities; if warranted, investigate options to automate these activities and possibly re-implement some form of a routine automated inventory.
- Research and present proposal for a redesign of the HUB desk and workspace, including signage.
- Work in conjunction with Systems staff to create an online scheduling tool within SharePoint.
- Assign an Access Services staff member or members to serve on the newly formed Marketing Advisory Committee and become more involved in outreach activities such as:
  - Assist with new faculty and student orientations.
  - Assist with library’s planned activities for Student Success Week.
  - Assist with library’s involvement with the Campus Recreational Center Health Fair.
  - Assist with monthly in-house refreshment events.
- Continue to participate in the ALLIES Initiatives.
- Continue to participate in library staff development training initiatives and other training opportunities offered through UAB HR courses or other training sources.
- Become involved in library initiatives and training to enhance the use of mobile applications with library resources.
Long Term Goals 2011-2012:

- Initiate discussions to establish a library-wide comprehensive preservation and digitalization plan that will protect the longevity of the print collections.
- Work in conjunction with other campus entities to establish an online patron registration option and provide a method for online payment for library fines and fees.

Community Services Unit – 2010/11

Accomplishments:

- Successfully transitioned Health InfoNet web site and database of services from NLM host server to UAB.
- Trained Lister Hill Library staff members Monica Pritchett and Cara Wilhelm to audit database records.
- Working with USA, United Way and Alabama Lifespan Respite Resource Network to collaborate on database updating with non-UAB agencies.
- Working with NC and SC librarians on streamlining NLM’s “Go Local” vocabulary of service terms and topic headings.
- Completed work on Healthy Spirit 2010 subcontract (NNLM). This project included the first targeted neighborhood assessment of current health information needs and the resources used to address those needs (including Health InfoNet).
- Collaborated with UAB Dept. of Sociology and Center for Aging on NIH health literacy proposal targeting older adults of color. Proposal submitted by Dr. Shelia Cotten in May 2011. A separate proposal for a pilot of the same project was submitted by Kay Smith to the UAB Minority Health Research Center, July 2011.
- Continuing collaboration with Health Education professors on community outreach initiatives. Using funding from NNLM Training Award, we are creating health education multimedia presentations for older adults on incontinence issues. The series will be available in English and Spanish language on Healthy Roads Media (see http://www.healthyroadsmedia.org/uab.htm). We also continue our work with online health education for consumers with disabilities and their care providers, or “HealthyMe HealthyU” (see “Health Services Training Project” information at http://www.ucpbham.com/our-programs/health-and-wellness-program/education.html.) In addition, Dr. Brian Geiger has included questions about familiarity with the Health InfoNet service and finding and evaluating health information online in most of the surveys associated with this project and others. The latest survey was sent to family caregivers for the Alabama Lifespan Respite Resource Network.
- Conducted numerous exhibits, for consumers and professionals throughout the year, most funded by NNLM. Served as consultant/assistant with others looking to obtain Exhibit Award funding.
• With the help of advisory board member Jacquie Britt, met with Luckie Agency marketing executives about promoting Health InfoNet, devised a marketing plan.
• Recruited a graphic arts student intern, who revised the promotional brochure for Health InfoNet.
• Obtained a new toll-free number for InfoNet (855-INFONET)
• Promoted library services via liaison program at UAB School of Public Health “office hours”
• Demonstrated value of librarians with SoPH faculty in liaison consultations on systematic reviews as well as funding student attendance at Jeff. Co. Dept. of Health’s “Health Action Summit 2010” during Public Health Week in April 2010. (Funding is currently being sought to support student attendance and Health InfoNet exhibit at Health Action Summit 2011 in August.)
• Worked with Valerie Gordon and Gabe Rios on upgrading the Infonet Facebook presence
• Worked with a number of UA SLIS student interns on projects related to Health InfoNet, including development of an online CHI tutorial for public librarians (to be posted on the InfoNet web site) and a plan for future social networking outreach for Health InfoNet.

**Short Term Goals**

• Complete online CHI tutorial for public librarians on Health InfoNet site
• Expand group of volunteer database editors
• Expand collaborative service directory efforts with other local and state health organizations
• Complete other steps in marketing plan for Health InfoNet, including getting the brochures to office managers in health provider offices throughout the state and getting press releases in local papers.

**Long-Term Goals**

• Continue collaborative efforts with UAB’s School of Public Health and School of Education, as well as county and state health departments, UCP of Greater Birmingham and public libraries.
• Seek new ways to work with InfoNet advisory committee to further program objectives

InfoNet Web Site Analytics – Summary (7/19/11)
Content Management 2010-2011

Accomplishments

- Sylvia McAphee was promoted to Assistant Professor and Elizabeth Lorbeer was promoted to Associate Professor.
- The LibGuides reserves module replaced Dokutek, improving access to course reserves and saving the library money.
- Evaluated demand driven acquisitions services for electronic books and selected ebrary to supply content.
- Successfully shifted some acquisitions functions to the cataloging unit to efficiently provide content to our users.
- Full implementation of the EBSCO ERM Essentials Management System.
- Evaluated changes in cataloging standards, including the national library plans for RDA.
- Content Management staff work at the LHL HUB Desk on a weekly basis. This allows us to understand better how our users interact with electronic resources.

Short-term goals
• Improve the functionality of the public access catalog and prepare to implement a web discovery service.
• Experiment with ebrary platform for patron driven access for electronic books
• Prepare for a discovery tool that simultaneously searches the library’s multiple online databases and health related web resources
• Beta test Usage Consolidation Tools with EBSCONET ERM Essentials to support management of the library’s online subscriptions.
• Evaluate mobile technology applications and make them available to the UAB community

Long-term goals

• Continue to monitor electronic resources available in the marketplace and evaluate their usefulness for Lister Hill Library users
• Increase access to health sciences literature by purchasing digital archives or implementing a print on demand service
• Digitize discrete collections and create a research repository to preserve biomedical data.

Acquisitions/Collection Development Unit

Accomplishments

• Acquired more test preparatory materials in electronic format to compliment the print test preparation collection located on the 1st floor of the library. Cooperatively acquired electronic test preparatory materials with the Health Sciences Library at the University of Alabama in Huntsville.
• Reinstated journal titles that were cancelled in the previous two years due to budget reductions.
• Licensed commercially published journal content jointly with the Mervyn H. Sterne Library.
• Braegn Phillips Abernathy and Emma O’Hagan, both SLIS interns from the University of Alabama, each completed a 150 hour practicum. Lauren Dodd, from the University of Alabama SLIS program, completed a 50 hour project in acquisitions and Lauren Beavin, from Texas Woman’s University, completed 25 hours in cataloging.

Short-term Goals

• Institute a patron driven system with ebrary for electronic book content.
• Establish with commercial vendors electronic book licensing agreements to order content online when not available through an aggregator.
• Seek out alternative pricing models to purchase journal content
Long-term Goals

- Increase access to health sciences literature by purchasing subscriptions, digital archives or implementing a print on demand service
- Continue to digitize the collection and work jointly with the School of Optometry to create an institutional repository.

Cataloging Unit

Accomplishments

- Ensured that materials were made available quickly and efficiently and that metadata was accurate and robust in order to meet the needs of library customers
  - Cataloged materials for LHL, UHL, Reynolds, and Huntsville collections in Horizon and OCLC including books, ebooks, journals, e-journals, databases, equipment, and media.
  - Cataloged Electronic Theses and Dissertations in ContentDM, Horizon, and OCLC.
  - Loaded monthly batches of Serials Solutions records for e-journals
  - Continued project to provide leisure reading collection for library users from materials donated by library staff and patrons
  - Continued to work with Associate Director for Content Management to identify ways that cataloging staff could assist with acquisitions, serials or collection development tasks and projects
  - Assisted with process to evaluate patron driven acquisitions and plan its implementation at LHL

- Assisted with promoting access and retrieval of resources in the catalog and other content management tools (Institutional Repository/ ContentDM, Worldcat.org, web pages, etc.)
  - Selected LibGuides reserves module to replace Dokutek and migrated selected materials, improving access to course reserves and saving the library money.
  - Continued to publicize new materials on the virtual new book shelf on the library webpage using LibraryThing and moved catalog links to the comment field
  - Evaluated Library Thing for Libraries catalog enhancements and Library Anywhere mobile access
  - Assisted with the review and revisions of the Databases Page
  - Assisted with NIH Public Access Policy implementation training and troubleshooting
  - Continued to finetune test prep and school collections and set up the Lyons Room collection
  - Contributed NACO records to the Library of Congress authority file for Alabama authors and other medical authors
  - Provided guidance for preservation planning and disaster kit management
• Evaluated changes in cataloging standards, user expectations, and content management systems and provided expertise in formulating plans for future systems.
  - Monitored national library plans for RDA review and implementation; evaluating recommendations made to RDA for changes that must occur before national libraries will consider implementing RDA to happen no sooner than January 2013.
  - Evaluated indexes, displays, and limits in the public access catalog and made recommendations for improvements.
  - Continued offering feedback on webpage changes in content and layout.
  - Continued to monitor vendor solutions available for content access and management.

• Assisted with planning for materials preservation (both physical and digital) and collaborated on identifying appropriate documents and images for digitization.
  - Assisted with planning and implementing a project to photograph and provide access to portraits on campus.
  - Assisted with the planning and implementing access to digital collections in Historical Collections.
  - Assisted with the evaluation of Dspace to provide access to Vision Science images and data.

• Cataloging staff served on groups throughout the library including the Deputy Director’s Group, Faculty Affairs Committee, Faculty Promotions Committee, Health Fair Committee, HIP Working Group, Horizon Management Group, Library Operations Committee, National Medical Librarians Month/ National Library Week Committee, Public Spaces and Artwork Working Group, Reynolds Historical Cataloging Committee, Signage Task Force, Staff Development Committee, Summon Working Group, Virtual Presence Group, Web Migration Group, and HUB support.

Short Term Goals

• Continue to look at ways to improve our customers’ experience with our access tools including the catalog, discovery tools, and the webpage.
• Assist with planning and implementing innovative projects including patron driven acquisitions and digitization and data curation projects.
• Monitor national library plans for RDA review/implementation, formulate training plans for cataloging staff, and evaluate the impact of these changes on our users and access tools.
• Monitor national library plans for MARC replacement and evaluate the impact of these changes on our users and access tools.

Long Term Goals

• Ensure that materials are made available quickly and efficiently and that metadata is accurate and robust in order to meet the needs of library customers.
• Continue to monitor cost-effective ways to create and purchase cataloging records and other metadata.
Serials Unit

Accomplishments:

- Completed participation in investigating and demoing of OPAC discovery layering technology and assisted in the unanimous decision to purchase Serials Solutions’ Summon when budgetary options become available
- Completed the downsizing of the duplicate and sample issues in Content Management
- Implementation and updating of our new EBSCO ERM Essentials Management System
- Continued enhancing Docline interlibrary loan fill rate due to collaboration and teamwork between the Interlibrary Loan/Document Delivery Units and Serials
- Progressively proceeding with Phase II of the Journal Bar-coding Project and a broadened interest in cross-training for this project from interdepartmental members of the library
- Continued success utilizing the bindery software, ABLE, online via the vendor’s servers and upgrading printing using this software from a dot matrix printer to a laser jet printer
- Investigated and began initial addition of Lister Hill's online electronic journals’ holdings added to Docline
- Both Library Assistant IIs were successfully promoted to Library Assistant IIIs and have taken on tasks that involve more responsibility and judgment
- Serials Librarian successfully promoted from Instructor to Assistant Professor
- Successfully trained Library Assistant IIIs to assist in effectively managing both print and electronic journals by utilizing EBSCONET, Serials Solutions Software, Docline (a Union Listing software), vendor journal websites, etc. as well as taking on tasks the Serials Librarian used to perform
- Ongoing Library Assistant III and Serials Librarian working at the LHL HUB desk on a weekly basis
- Library Assistant III successfully processed an extraordinarily large gift backlog
- Successfully continued utilizing the Serials Solutions PubMed LinkOut Service
- Library Assistant III and Serials Librarian successfully trained to implement LHL’s new ERM Essentials Management System
- Library Assistant III trained and assisting with processing print gift resources, including books and journals on a regular basis
- Serials Librarian selected to participate on UAB’s Diversity Council’s Lesbian, Gay, Bisexual, and Transgendered ad-hoc subcommittee
- Serials Librarian selected to join the Ad-Hoc Committee on Print Collection Retention and Access in the SE/A
- Library Assistant III assisting in the training and implementation of Lister Hill at University Hospital’s electronic claiming
- Library Assistant III trained and working with the revised Health InfoNet Project
- 100% participation of library promoting activities such as the Health Fair, Tailgating, Library Week, etc.
Short Term Goals

- To sign up as a participant library in the new NLM and NN/LM Print Retention Program
- Complete Phase II of the Bar Coding Project working with Serials and Collection Access staff to inventory basement and ground journals as Serials works on data entry of the holdings data
- Aggressively add journal statistics to the EBSCO ERM Essentials software and focus on other beneficial ways to further utilize this tool among all staff and to get staff trained accordingly
- Identify and work on special projects that relate to collection acquisitions and preservation

Long Term Goals

- Begin implementation and training for the new ILS library system and discovery layer service once they have been purchased
- Complete Phase III of the Bar Coding Project which is comparing what we have in our collection to what is reported to all Union Lists
- Finish a mass phase box/preservation project of all damaged and fragile journals in the pre-1995 journal collection as funding permits
- Acquisition of archival online access for the journal collection to fill in holding gaps at Lister Hill Library
- Investigate grants that will help with long-term preservation issues and collaborate with other institutions to obtain larger amounts of funding

Staff Development 2010-2011

Accomplishments

- Facilitated learning by sharing information with LHL staff on staff development programming available from Development & Training, Faculty Development, UAB Resource Center, Commission on the Status of Women, Community Week, and library vendors and associations.

- Offered staff development sessions during the year:
  - Offered Computer Tips & Tricks sessions
    - Thin Clients, March 2010. Guest speaker was Tom Byer from Desk Top
    - LibGuides, SharePoint My Links, Room Availability in Outlook, June 2010
    - Ebooks - iPads and Kindles and More Oh My!, December, 2010
  - Provided TechTune-ups on Facebook Privacy, Mobile Applications, & E-Readers in April 2011
  - Coordinated four spring book discussions in 2011

- Offered summer discussion series on Wellness with programs on:
  - Be Well @ LHL
- Happiness Project
- Keeping Resolutions
- Work/Life Balance
- Managing Clutter
- Health Literacy
- Gardening
- Recycling

- Coordinated monthly lunches with the director

- Provided staff recognition through series of posters highlighting staff

- Began Summer 2011 discussion series on TED Talks

Goals

- Identify ways to provide staff recognition and diversity awareness as part of our ongoing staff development program

- Continue staff development programming through computer tips & tricks, library issues & trends, and our summer series

- Facilitate staff development and learning by sharing information on programming available on campus and from library vendors and associations

- Continue TED Talk series through the Fall with monthly programs and discussions

Staff Development Committee: Gabe Rios, Lisa Ennis, Michael Fitts, Pat Higginbottom, Randy Tims, and Valerie Gordon, (Chair)

Reference Unit 2010-2011

Accomplishments

- Recruited, hired and trained two new reference librarians, provided an excellent experience for a Reference Unit intern
- Created, revised and updated online user support
Using LibGuides software, developed and published 18 new interactive resource guides based on input from faculty and needs identified via user questions
  • Upgraded to Campus Guides software; added Clinical, Liaison and Staff Guides
  • Maintained and updated the 20 original resource guides
o Created and organized a LHL instructional YouTube channel; created 44 video tutorials and 8 playlists, updated and replaced all outdated tutorials
o Removed all dated content from JOOMLA website, removed all dead links in databases. FAQs, tutorials and guides
o Refined FAQ search specificity, updated the FAQ categories, and added “related FAQs” to the search results
• Conducted 3 online/synchronous Wimba sessions for the NA 600 class
• Developed processes and services to support affiliates in the use of mobile technologies
  o Purchased an iPad and iPod touch, loaded many medical apps and saved the mobile websites providing UAB licensed content for testing and troubleshooting
  o Taught several sessions on Mobile Technology, incorporated mobile resources into instructional sessions and LHLGuides, updated the Databases page with links to mobile access information, shared link with liaisons
• Began to gather evidence for use in goal setting and decision making
  o Tracked chat and email transcripts and usage,
  o Added Google Analytics to LHL Guides to enhance native statistics,
  o Added an “Expert Help” box to the SharePoint Virtual Reference List for tracking formal consultations, complicated searches and assistance with systematic reviews
  o Office hour tracking tool developed to track questions/services provided on campus
  o Using SharePoint whenever possible while awaiting SharePoint 2010.
• Continued to provide exceptional, user centered reference service, while exploring new opportunities
  o Answered 2526 questions online (25.6% increase over 2010). Use in chat increased 45% over 2010; email decreased 20%. Chats observed to be increasing in complexity
  o Offered Office Hours in SOO and the LRC
  o Used the Consultation space in unit for private consultations
  o Attended classes, clinics, and monitored Blackboard to make connections with the students and answer specific questions
  o Fielded multiple requests for tech support for remote access issues of all kinds
• Collaborated with others in the VPG on several projects including writing the Summon recommendation, modifying displays in HIP, recommending software for a mobile website, as well as rebranding and revising the CINAHL interface through a creating LHL profile.
• Supported multiple library marketing events and the Health Fair.
• Revamped, organized, and improved the popular pamphlet collection the Kirklin Clinic Patient Resource Library.
• Perceived to be leader on campus for training and support of EndNote and EndNote Web.
• As liaisons, continued to develop relationships to individual faculty, staff and students in individual schools, departments and classes through multiple services and presentations

Short Term Goals:
• Provide, market, and evaluate a Text a Librarian service
• Develop a leadership role in supporting affiliates in the use of new and mobile technologies in education, clinical care and research
  o Obtain an iPad 2 and an Android tablet for instruction, experimentation, and troubleshooting
  o Publish and maintain an up to date Mobile Technologies LibGuide
• Incorporate evidence into unit goal setting and decision making
  o Design experiments and compile evidence that will allow unit members to spot trends and make informed recommendations on resources and services
  o Learn about tools for measuring usage for IM, Guides, blogs, and widgets
  o When SharePoint 2010 is available, use it to track statistics, studies, and data, that inform decision-making and make them accessible to all at LHL

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
• Continue to explore new ways of providing reference services such as Web 2.0 tools as well as physical presence at user’s place of work or study
• Continue to develop relationships with faculty and administration of the Schools/departments to facilitate communication and to understand research and educational needs of schools
• Collaborate with other units to provide constructive feedback on features and functions of the LHL Web presence
• Provide management, marketing, and organizational support for the consumer health library at the Kirklin Clinic
• Collaborate on library-wide celebrations and promotions including National Library Week, Homecoming, and National Medical Library Month
• Contribute to a Culture of research by sharing research and projects through scholarly publications and presentations at professional conferences, within UAB community and online
• Support the interns at LHL

Lister Hill Library at UAB University Hospital
2010-2011

Accomplishments:
• Hired a new Clinical Reference Librarian
• Collaborated to build the Center for Nursing Excellence libguide
• Implemented process to provide copy/print cards to medical residents with hospital library funds
• Facilitated subscription to *Rehabilitation Reference Center* with hospital/library cost-sharing
• Began offering Express Training classes in the hospital, in collaboration with the LHL Reference department
• Developed three patient education videos for UAB Hospital in collaboration with UAB Womens and Infants Services
• Transitioned management of TKC Patient Resource Library to Lister Hill Library, added/replaced staff members, and enrolled all staff in the HSF competency training program for non-HSF employees
• Presented information about the TKC Patient Resource Library at multiple meetings within TKC

*Short-term goals for the unit:*

• Explore reconfiguration of shelving space at LHL@UH
• Experiment with “office hours” in various locations throughout UAB Hospital
• Develop a method for expediting and subsidizing document delivery for hospital clienteles
• Evaluate the Table of Contents Service through an online survey
• Redevelop TKC PRL web presence as part of the LHL@UH website
• Continue efforts at TKC to integrate TKC PRL resources and services with patient care activities
• Investigate usefulness of additional clinical libguides
• Work with staff at UAB Highlands to develop strategies for effective support of their information needs

*Long-term goals for the unit:*

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

**Systems 2010-2011**

**Accomplishments:**

- **ILS**
  - Led the effort to write “Serials Solution’s Summon Web Scale Discovery Tool Proposal.” This proposal outlined why Summon was a much better option than a full migration. (Submitted 4/2011).
  - Coordinated the upgrade and migration of HIP and Horizon. Hip was moved to a new server and upgraded to the most current version. Horizon was migrated off Solaris onto Linux and included new hardware and updated version of Sybase and the Horizon software.
  - Working with the HIP Working Group have identified and implemented several enhancements to the OPAC to make it more user-friendly.
  - Implemented a trial of LibraryThing for Libraries in HIP which required a number of direct file changes to HIP.

- **Web Presence: Joomla**
  - Created training materials for staff, and held training sessions, for the new CMS
  - Worked with Valerie to exploit the top Banner space on the Joomla site to advertise certain events and services with custom banners.
  - Implemented a highly customized version of Google CSE, which now serves as the primary search tool for the Lister and LHL@UH Joomla sites.
  - Implemented a highly customized version of Google Analytics, which allows staff to track unique events (e.g., link clicks within targeted pages) as well as site visits by patrons.
  - Upgraded all five site templates to WebComm’s UAB 2.0 templates.
  - Created new custom modules (and revised older custom modules), all of which passed UAB Data Security review, to extend functionality on the site, and provide site members with more control over module instances on the site. [Ex: Search box components moved to custom database and utilized on the Lister and LHL@UH Joomla sites (one source; two sites).]

- **SP infrastructure**
  - Completed migration of files from Outlook Public Folders to repositories within the LHL Site Collection.
Conducted major clean-up in preparation of migration to SharePoint (SP) 2010.

Created new search scopes, which provided specialized search parameters, which can be utilized from any site or sub-site within the site collection.

Help Central was expanded and enhanced to include a variety of issue reporting categories.

Utilizing server and query string variables, created more complex Data View Web Parts, which are designed to pass users to item display and/or edit forms and return users to said web part upon completion of work.

Created secure, external account information (admin site links, usernames, passwords, etc) tracking systems, which is designed for use on unit-based internal sites.

Created staff-related dashboard pages, based on the logged-in user’s profile, which consolidated information about the user from multiple lists and displayed said information on one web page.

An inventory tracking system was designed for the LHL PCs and printers.

With the creation of the Virtual Presence Group we developed a highly functional agenda/meeting space that allows for anyone in the library to dynamically add and manage their own agenda items.

Created training and testing environment for MOSS University training session.

- **LOCKSS**
  
  The LOCKSS box was completely overhauled twice. The first time was a migration from BSD to Linux (LHL was the first to go to the Linux platform). The second involved redoing the PC to include two 2TB hard drives.

- **ILLiad**
  
  We consolidated two fields (*From the Library* and *From the Publisher*) on the UAB-related article request forms, which were a constant source of confusion for patrons.

  Completed a major clean-up of *EFTS* and *Status* fields, which improved reporting.

  We successfully migrated to ILLiad 8.1. This was a significant upgrade that meant staff could no longer use the old versions of ILLiad and the client would have to be installed locally on their machines instead of them pointing to the share located in the systems office.

- **VPG**
  
  The Virtual Presence Group was formed. “The Virtual Presence Coordination Group is charged with ensuring that all aspects of the library’s virtual presence work as seamlessly as possible. This group will replace these committees: HMG, PAC subgroup, Web Editors, and incorporate new aspects of the library’s virtual presence such as SharePoint, the Serials Solution public pages, EZPROXY, ILLiad, WordPress, etc."

- **EZproxy**
  
  The library’s EZProxy was converted from proxy by port to proxy by host name with snippet changes coordinated for the Web sites, Catalog, and Serials Solutions.
• **TouchNet**
  - Created TouchNet web application, which provides limited staff access to forms for processing credit card information, and lists for tracking transaction internally.
  - This system is designed to provide supplement the official TouchNet administrative site with more patron-based, transaction-related information.

• **UAB Copyright Work Group Web Site**
  - Fully implemented all phases of my anti-spambot project, which tricks spambots into passing data to a non-functional field hidden from view.
  - Since implemented on Nov 5, 2010, there have been approximately 275 spambot attempts; however, only 17 spam items were inserted into the database. This translates into a 94% reduction in spam.

### 2010 Short Term Goals:

• Absorb the School of Nursing Liaison activities and help train Paul’s replacement.
  - **PROGRESS:** Lisa was able to step back in as liaison and has worked with Emma to get her to speed on the SON.

• Complete development on LHL TouchNet interface.
  - **PROGRESS:** Time did not allow for any new development.

• Finish the classroom migration to DeskTop’s new PC model, evaluate the replaced equipment keeping what makes sense to keep and warehousing the obsolete equipment.
  - **PROGRESS:** This was done and the inventory in the back recorded in SharePoint with all the obsolete items warehoused.

• Continue to develop and use SharePoint in creative ways.
  - **PROGRESS:** Highlights include the VPG meeting and agenda site, the IT Customer site, and the expansion of Help Central.

• Complete development of the LHL TouchNet software scope document
  - **PROGRESS:** Time did not allow for any new development.

### 2010 Long Term Goals:

• Prepare and identify training for the migration to SharePoint 2010 as well as watch for staff training opportunities.
  - **PROGRESS:** We are still waiting to migrate to SharePoint 2010.

• Work toward a solution that will allow users to search both library catalogs at the same time.
  - **PROGRESS:** The proposal to acquire Summon has been submitted.

• Continue to work with and learn how to extend Joomla (MySQL, PHP, etc).
  - **PROGRESS:** This is ongoing.

• Work with Liz and School of Optometry on the D-Space repository.
PROGRESS: Customized both the D-Space and Drupal interfaces.

- Complete the phase-2 of the LHL internal SharePoint web site.
  - This phase will move away from the pure reliance on skeletal structure, and more toward user-friendly web pages. Also, this phase aims to convert many of the most used forms to online forms bound to user-oriented tracking sites.
    - PROGRESS: Please see accomplishments above.
- Revise the LHL dev site
  - During the phase-1 revision to the LHL internal SharePoint web site, Kevin Canada’s group provided us with a development site. At the time, it was a clone of an earlier site version. This site needs to be stripped of all sub-sites and contents and used exclusive for conceptual and/or development purposes.
    - PROGRESS: Waiting on SharePoint 2010.
- Create a user-oriented credit card payment interface for non-UAB users.
  - PROGRESS: Time did not allow for any new development.

2011 Short Term Goals:

- Continue to coordinate and manage the tasks associated with the EZProxy migration.
- Now that we have committed to staying with Horizon continue working with the HIP Working Group to effect positive changes with the OPAC.
- Work with Emma on the VA Nursing workshops this summer.
- Support the reference unit in their efforts to create a mobile presence.

2011 Long Term Goals:

- Continue to monitor the pending SharePoint upgrade and plan training as needed.
- Implement Summon if the budget permits.
- Continue to work with the VPG to manage the library’s virtual presence.
- Continue to work the various nursing outfits as needed.
- Continue to explore and extend Joomla and keep a watchful eye on any pending upgrade to Joomla 1.6 which will bring significant changes.

Historical Collections

General Unit Summary

Accomplishments

- Published three issues of Treasures
• Successful lecture programming – 8 lectures with total attendance of 546 (avg. 68 per lecture)
• Florence Nightingale exhibit and joint HC/UASON web site: http://www.uab.edu/reynolds/exhibits/nightingale.
• Joint HC/School of Public Health web site, “Pellagra in Alabama”: http://www.uab.edu/reynolds/exhibits/pellagra
• Eight Reynolds Lecture podcasts created and loaded onto BlipTV.
• Scanning projects completed: Lawrence Reynolds in World War I; B. W. Allen journal; 1781 pharmacopoeia; Civil War (newly initiated and ongoing), portrait collection (ongoing); pellagra (ongoing)
• Educational outreach to nearly 1,000 students

Progress made on last year’s short-term goals
• Good Reynolds Associates memberships continue strong @ 108
• A number of scanning projects completed (see above)
• Outreach to the scholarly community continues with the award of three Reynolds Fellowship (James Cormier, art instructor at Spring Valley School, Brian Miller, asst. professor Emporia State University, and Kelly Bezio, grad. student UNC Chapel Hill)

Short-term Goals
• Further develop the institutional repository, esp. Civil War and pellagra
• Maintain active Reynolds Associates
• Continue outreach to scholarly communities and students
• Have a successful lecture series
• Review and assess pre-1910 monographs that remain on the second floor

Long-term Goals
• Address space and housing issues for archives (this may become a short-term goal)
• Consolidation of all pre-1910 journals into the Reynolds Historical Library
• Complete the Reynolds Historical Library cataloging project
• Achieve long-term financial stability and security for unit programming and other projects
• Establish a program in the history of medicine

Alabama Museum of the Health Sciences
Accomplishments
• Special Programming for Heads Up Alabama!
  o SOPH Brown Bag Lunch, Obesity in America, April 7, 2011
  o SOPH Brown Bag Lunch, Aging Gracefully: Considerations for Remaining Healthy in Older Adulthood, April 14, 2011
  o Artists’ Reception, April 28, 2011
• **Alabama’s Dr. Luther Terry and the Publication of the Surgeon General’s Report on Smoking and Health**, traveling exhibition from The University of Alabama Center for the Study of Tobacco and Society, July – September 2010
• **Anti-Smoking Postage Stamps from Around the World**, traveling exhibition from The University of Alabama Center for the Study of Tobacco and Society, July – September 2010
• **Opening Doors: Contemporary African American Academic Surgeons**, a traveling exhibition from the National Library of Medicine, National Institute of Health, October 1 – November 24, 2010
• **The Life and Letters of Florence Nightingale**, material from the Reynolds Historical Library in association with the UAB School of Nursing, November 2010 – present
• **2011 UASOM Medical Student Art Show**, in collaboration with Alpha Omega Alpha, February – May 2011
• U.S. Army Civil War pannier banner design, 2011
• **The Literature of Prescription: Charlotte Perkins Gilman and “The Yellow Wallpaper”**, a traveling exhibition from the National Library of Medicine, National Institute of Health, February 14 – March 25, 2011
• **Everyday Miracles: Medical Imagery in Ex-Votos**, a traveling exhibition from the National Library of Medicine, National Institute of Health, March 14 – April 22, 2011
• **Heads Up Alabama!** a traveling exhibition from the Alabama Psychological Association Foundation and the Public Education Committee of the Alabama Psychological Association, April 1 – May 31, 2011
• Included **Local Student Art Work** a special display in association with the Heads Up Alabama!
• NEW Alabama Museum of the Health Sciences web site created winter 2010, [http://www.uab.edu/amhs](http://www.uab.edu/amhs)
• Alabama Museums Association 2011 Annual Meeting printed material
• Two student interns assisted with object identification and other collection organization duties
• Design work for Liz Lorbeer for logo work on UAB Research Repository.
• 2011 HCU Calendar and 2010-2011 Membership Drive material
• Institute of Museum and Library Services (IMLS) Connecting to Collections “Alabama Heritage Health Index” Grant, $39,874.82 awarded February 2009 – present
• Accessioned 1,384 items.

**Short-Term Goals**
• Coordinate upcoming traveling exhibition
  o **A Voyage to Health**, August –October 21, 2011
• Coordinate other exhibitions through July, 2011
• Continue to develop the Campus Portrait Project

**Long-term Goals**
• Continued coordination of cataloging project
- Build finding tools for museum objects
- Continue with inventory

Reynolds Historical Library

**Accomplishments**

- Received the Dr. Dennis G. Pappas Otolaryngology Collection, consisting of 125 titles with important works dating back to the 17th century
- Accessioned a total of 233 titles (including books, serials, pamphlets, etc.; total includes the Pappas Otolaryngology Collection as well as Lyons Room transfers)
- Reviewed the list of Pre-1910 books remaining on the 2nd floor and identified titles for transfer to Reynolds in phases
- 52 library patrons accessed 635 Reynolds library materials
- Exhibited Reynolds materials in the following 2 museum exhibits:
  - **Against the Odds: Making a Difference in Global Health**, displayed from May to September, 2010
  - **The Life & Letters of Florence Nightingale**, co-sponsored by the UAB School of Nursing, exhibited from November 30, 2010 to June 18, 2011
- Showcased Reynolds materials with 4 displays in the 3rd floor gallery case
- Completed transcription and digitization of the B. W. Allen Confederate Hospital Reports, the Manuscript Pharmacopoeia (1781), a pamphlet by Alfred Russel Wallace and an additional pellagra article, and loaded them into the UAB Institutional Repository. Initiated digitization of the James A. Morrison Civil War Diary.
- Developed 2 website exhibits that feature and describe UAB Institutional Repository collections (see [http://www.uab.edu/reynolds/exhibits](http://www.uab.edu/reynolds/exhibits)):
  - **Pellagra in Alabama: A Valiant Struggle Against “The Red Death,”** in collaboration with the UAB School of Public Health
  - **The Life & Letters of Florence Nightingale**, in collaboration with the UAB School of Nursing
- Continued coordination of the cataloging project
- Continued preservation work and the in-house creation of boxes and enclosures for books
- Continued shifting, shelving and dusting for collection maintenance
- Accessioned 233 items.

**Short-term Goals**

- Complete digitization of the James A. Morrison Civil War Diary, and contribute to further development of the Civil War and pellagra digital collections
- Transfer pre-1910 books from the 2nd floor list to RHL in phases as space permits
- Initiate digitization of medieval and Renaissance manuscripts for the UAB Institutional Repository
• Develop an annotated bibliography of the Pappas Otolaryngology Collection in collaboration with Dr. Pappas
• Continue developing library displays & contributing Reynolds items to museum exhibits
• Continue ongoing dusting and preservation work

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

University Archives
Accomplishments
• Scanning projects continued: completed Dr. Reynolds W.W. I photos (225 in all); contributed to ongoing “Pellagra in Alabama” IR (3 items thus far, with more to be added); provided materials for Civil War IR (6 items thus far, with more planned).
• Instruction provided: “Archives Basics,” September 2010 and April 2011. Slide lecture and a presentation of primary material to UAB students in the history of medicine class, several sections of the historian’s craft class, and to the students in Historical Research and Writing class.
• Archives-based promotions/presentations: “A Brief History of the University of Alabama at Birmingham.” Alabama Health Libraries Association meeting, Birmingham, AL, September 2010; “Football Players Who Practiced Medicine in Alabama.” 811 Breakfast Club, Jefferson County Medical Society, Birmingham, AL, October 2010; UAB Digital Collections, UAB Open Access Week, Birmingham, AL, October 2010; Participant in a Mentoring Panel for students in a University of Alabama School of Library and Information Studies class, Samford University, March 2011; “UAB History: A Brief Overview,” UAB Occupation Health and Safety department, June 2011. Invited speaker for the department’s monthly staff meeting.
• Archives-based publications: Bland, Kirby I., Tim L. Pennycuff and Marshall M. Urist. “The University of Alabama at Birmingham: School of Medicine and Department of Surgery.” American Surgeon, Vol. 77, No. 1, January 2011, 10-18; “From the Archives,” UAB Medicine, a regular feature in the medical alumni newsletter; The Alabama Archivist, UAB contributor to quarterly newsletter of the Society of Alabama Archivists; SGA Newsletter, Alabama contributor to the quarterly newsletter of the Society of Georgia Archivists
• Exhibits (with Historical Collections staff) Museum, Against the Odds: Making a Difference in Global Health, May – December 2010.
• Image database currently includes 8,000 photos with over 17,400 discrete entries for people; 700 discrete entries for buildings.
• Database project of Alabama physicians serving in the Civil War initiated and currently comprises more than 650 individuals.
• Displays (with archival assistant)
  LHL
    o UAB and the Gulf Coast, July-September 2010
    o Celebrating the 60th Anniversary the School of Nursing, September-November 2010
    o Homecoming, November 2010
    o UAB Holiday Cards, December 2010
    o Gubernatorial Inauguration, January-February 2011
    o Odd and Interesting Items from the UAB Archives, March-April 2011
    o Commencement, May 2011 – Present
  Historical Collections
    o Against the Odds exhibit, May –September 2010
    o Maturation of a Specialty: Evolution of Vascular Surgery at UAB, October-December 2010
    o The History of Heart Transplantation at UAB, Annual Lecture, February-March 2011
    o Medical Care in France during World War I, April 2011 – Present
  Archives
    o UAB and the Gulf Coast, July-September 2010
    o Celebrating the 60th Anniversary the School of Nursing, September-November 2010
    o Homecoming, November 2010
    o Holiday Cards sent to UAB Presidents, December 2010
    o Gubernatorial Inauguration, January-February 2011
    o Odd and Interesting Items from the UAB Archives, March-April 2011
    o Commencement, May 2011 - Present
• Researchers/visitors: 67
• Reference transactions: 286

Short Term Goals
• Continue to contribute to new IR Civil War collection.
• Complete Alabama Civil War physicians project and incorporate into the above.
• Continue with promotional presentations/publications.
• Continue scanning items and mounting to existing and forthcoming new collections in the UAB Digital Collections website
**Long Term Goals**

- The move of the Archives from the Central Support Building to (hopefully) the Lister Hill Library as it has all but been confirmed that the units currently housed in the Central Support are going to be relocated within the next two years. This will involve a considerable amount of planning and some major physical changes within the library.