

2019 – 2020 ANNUAL REPORT UAB LIBRARIES

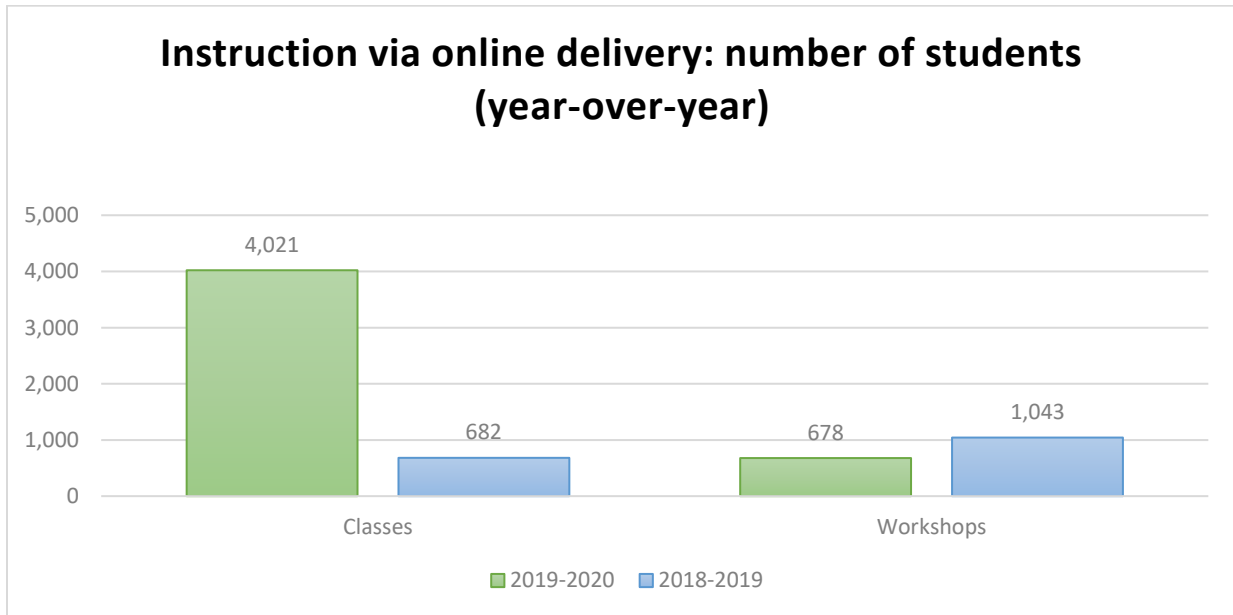
This report covers the period between August 1, 2019 and July 31, 2020
(note that the COVID-19 campus closure began on March 16, 2020)

INSTRUCTION

The UAB Libraries Reference Department has a robust library instruction program which includes in-class and virtual instruction, one-on-one consultations, and workshops. Liaison librarians also create and maintain course specific guides (LibGuides), videos, and other learning objects, which may be virtually embedded within individual courses.

Statistical Highlights

Total instructional sessions	683
Total students receiving instruction	11,919
Consultations with librarians	337 consultations for 463 students
Faculty-requested instructional	282 sessions for 10,297 students
Workshops	54 workshops for 912 participants
Community	10 community sessions for 247 participants



Ten most viewed UAB Libraries videos & tutorials

	Views
UAB Libraries Introduction	817
Database Searching	353
Search Strategies	268
Evaluating Sources	223
News Searching-ABI/INFORM Complete	190
How to Find Business Databases	170
Industry Research-Business Source Premier	132
Company Research-Business Insights Essentials	128
Industry Research-IBIS World	118
APA 7th ed. Updates 2020	114

CHAT SERVICES

The UAB Libraries' chat service provides information, reference, and research support for the entire UAB community. Chat services are provided Monday - Friday, 8 am - 6 pm and Sunday, 1 pm - 6 pm for a total of 55 hours per week. During times when the chat service is not staffed, patrons may submit their question via email. Emailed questions are received as tickets in the LibAnswers system and are replied to as quickly as possible. Chat services were not interrupted due to the COVID-19 closure.

Statistical Highlights

5,574 total chats answered
 47 % increase in number of chats answered year-over-year
 672 tickets received through LibAnswers

1 pm - 2 pm & 2 pm – 3 pm busiest times for chat service (668 and 660 questions)
 Tuesdays & Thursdays busiest days for chat services (1,110 and 1,036 questions)

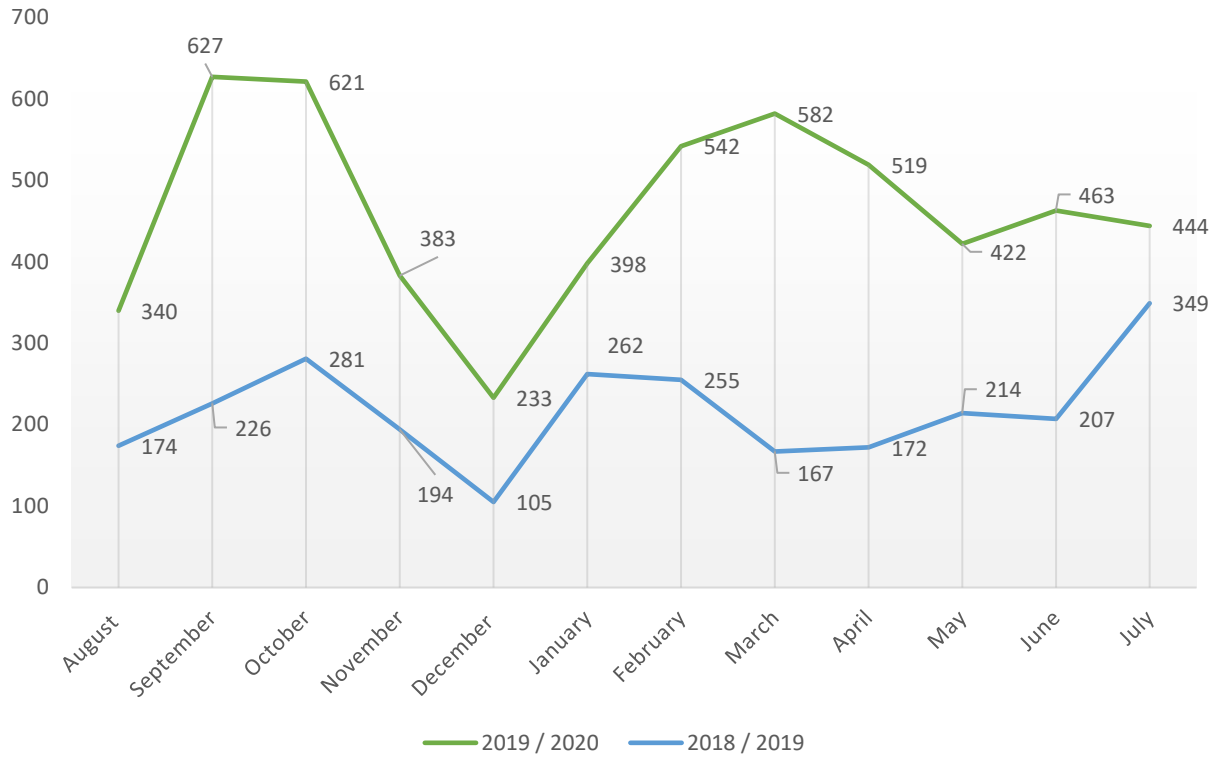
Most common research assistance needed Locating a specific article (1,055 chat questions)
 Most common information assistance needed General library information (222 chat questions)

In July 2019, the slide-out chat widget on all web pages was set to automatically pop-out if a patron remained on the same page for more than 5 minutes. This change significantly increased chat.

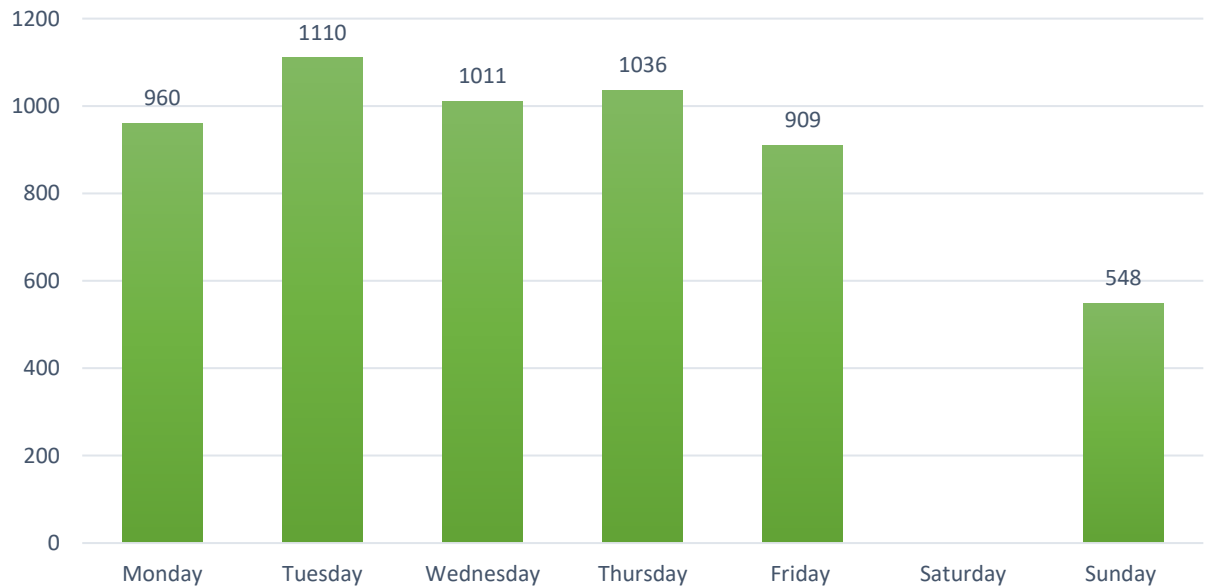
Year-over-year chat comparison

	2019 / 2020	2018 / 2019	% increase
August	340	174	51%
September	627	226	36%
October	621	281	45%
November	383	194	51%
December	233	105	45%
January	398	262	66%
February	542	255	47%
March	582	167	29%
April	519	172	33%
May	422	214	51%
June	463	207	45%
July	444	349	79%
Total	5,574	2,606	47%

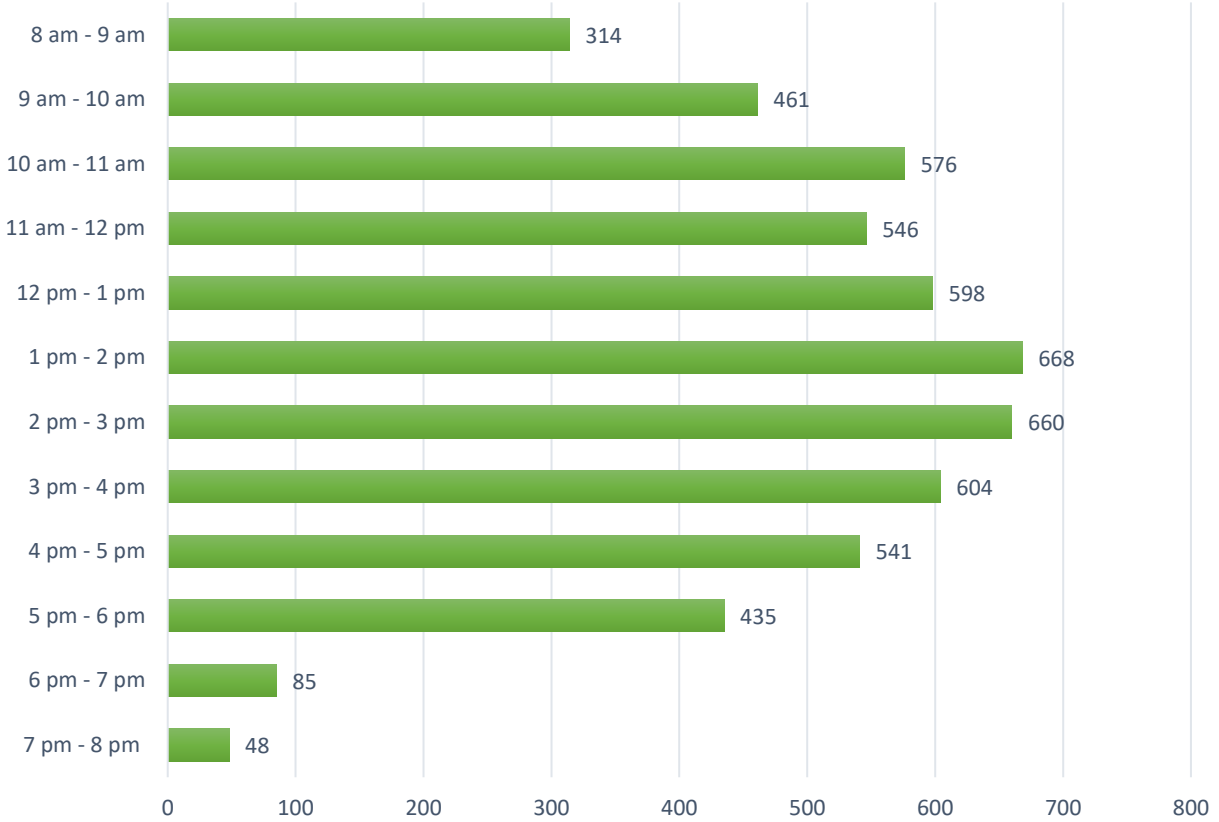
Chat usage, year-over-year (2018/19 & 2019/20)



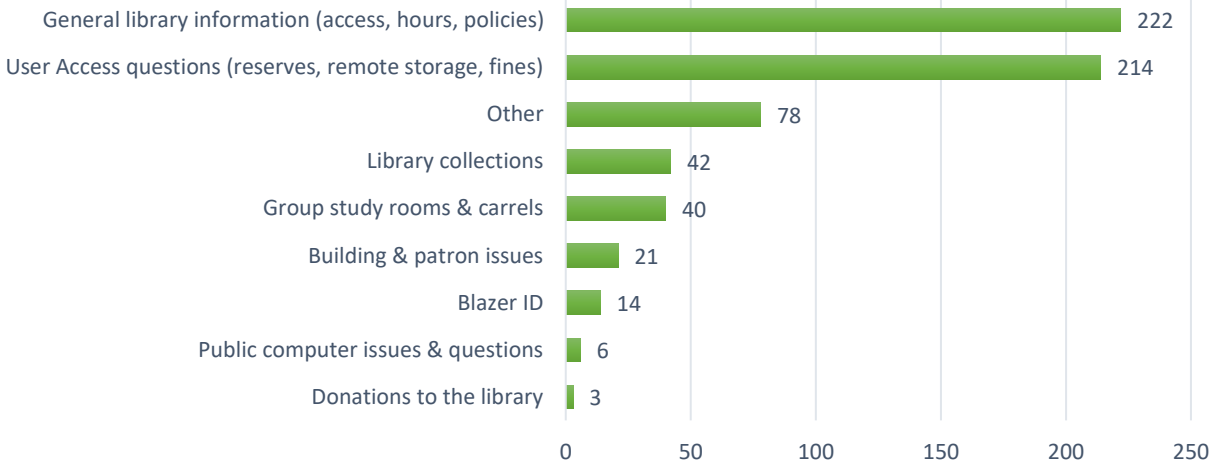
Daily chat breakdown



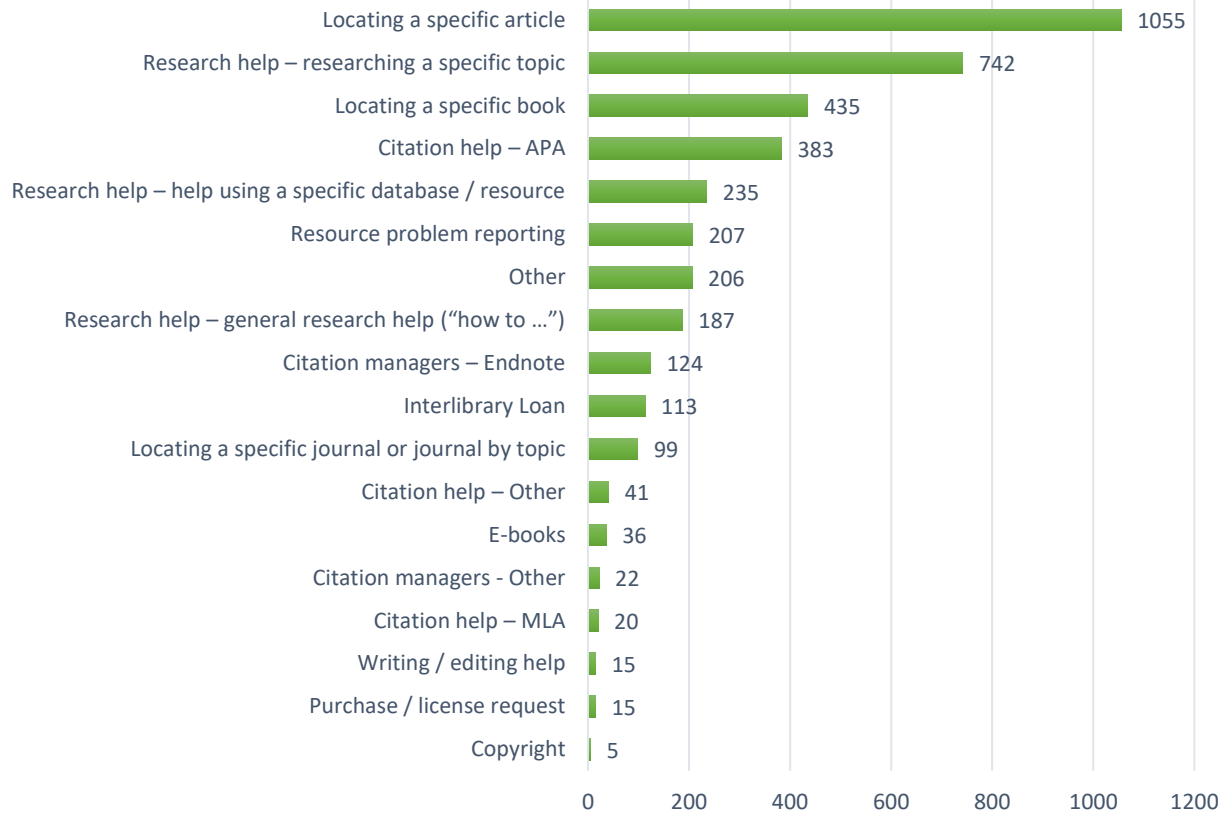
Hourly chat breakdown



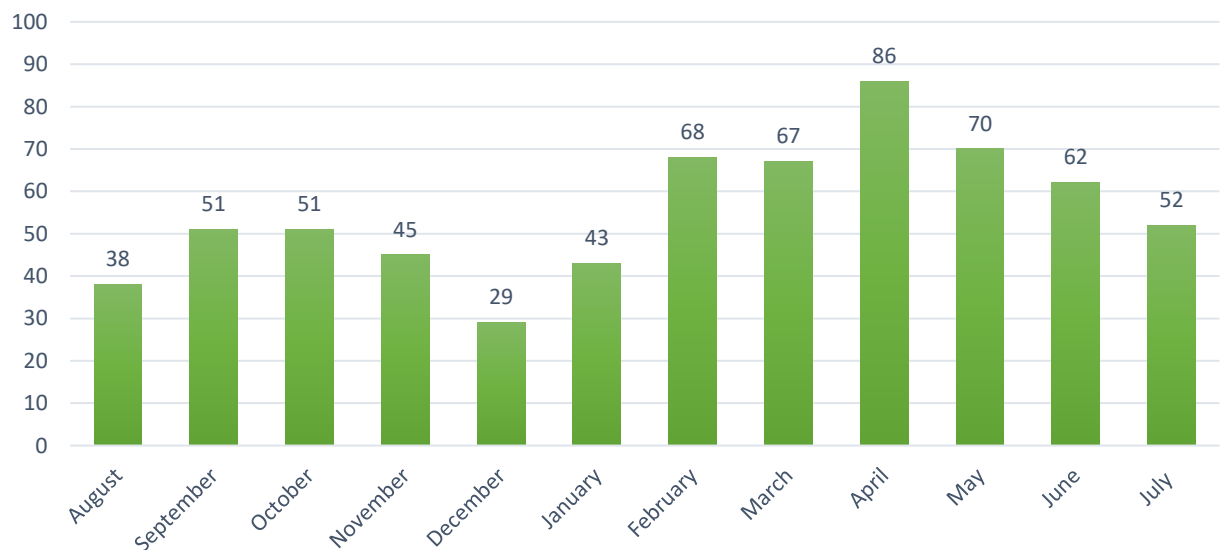
Types of informational chats answered & recorded



Types of reference chats answered & recorded



Tickets received through LibAnswer



INTERLIBRARY LOAN & DOCUMENT DELIVERY

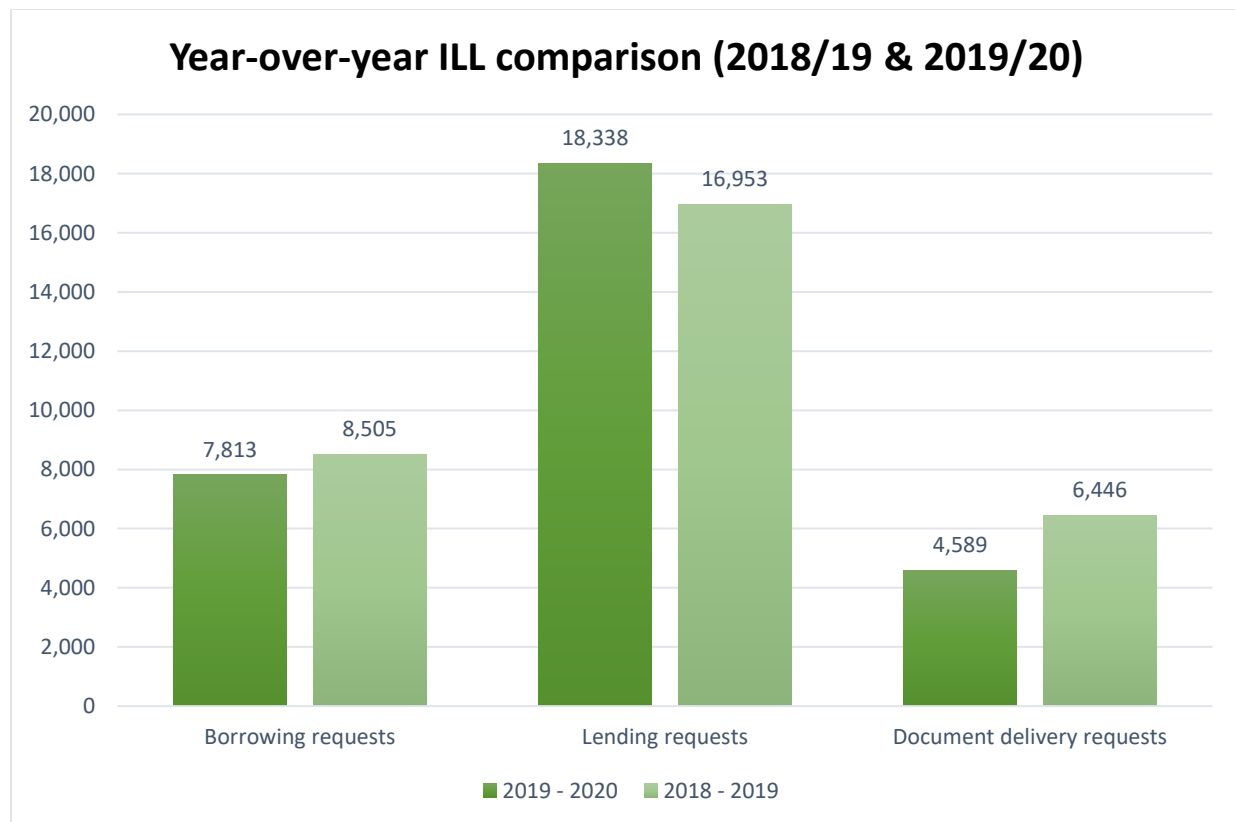
The UAB Libraries Interlibrary Loan and Document Delivery Department provides traditional borrowing services to all UAB students, faculty, and staff. This includes print and electronic ILL from other libraries as well as electronic document delivery of articles and book chapters from the UAB Libraries' print collection. UAB Libraries ILL participates in the NAAL CampusShip program and the ASERL Kudzu Resource Sharing Program. It is also a member of the Consortium of Southern Biomedical Libraries (CONBLS) and of Ex Libris' RapidILL community.

The ILL staff continued borrowing and lending of electronic items during the COVID-19 shutdown. Document Delivery services were suspended during the initial phases of the pandemic closures but resumed in July 2020. Physical lending and borrowing were suspended throughout the shutdown due to concerns throughout the ILL community over handling books from other libraries. Physical lending and borrowing will resume once it is determined to be safe.

Statistical Highlights

18,338	Lending requests filled for other libraries. 13,200 of these filled through RapidILL.
7,813	Borrowing requests filled for UAB patrons. 5,947 of these filled through RapidILL.
4,589	Document delivery requests filled for UAB patrons.

Lending requests increased slightly (+8%) from the previous year while borrowing (-8%) and document delivery requests (-29%) both declined. These declines were likely due to the suspension of physical borrowing and the temporary suspension of document delivery because of COVID-19.



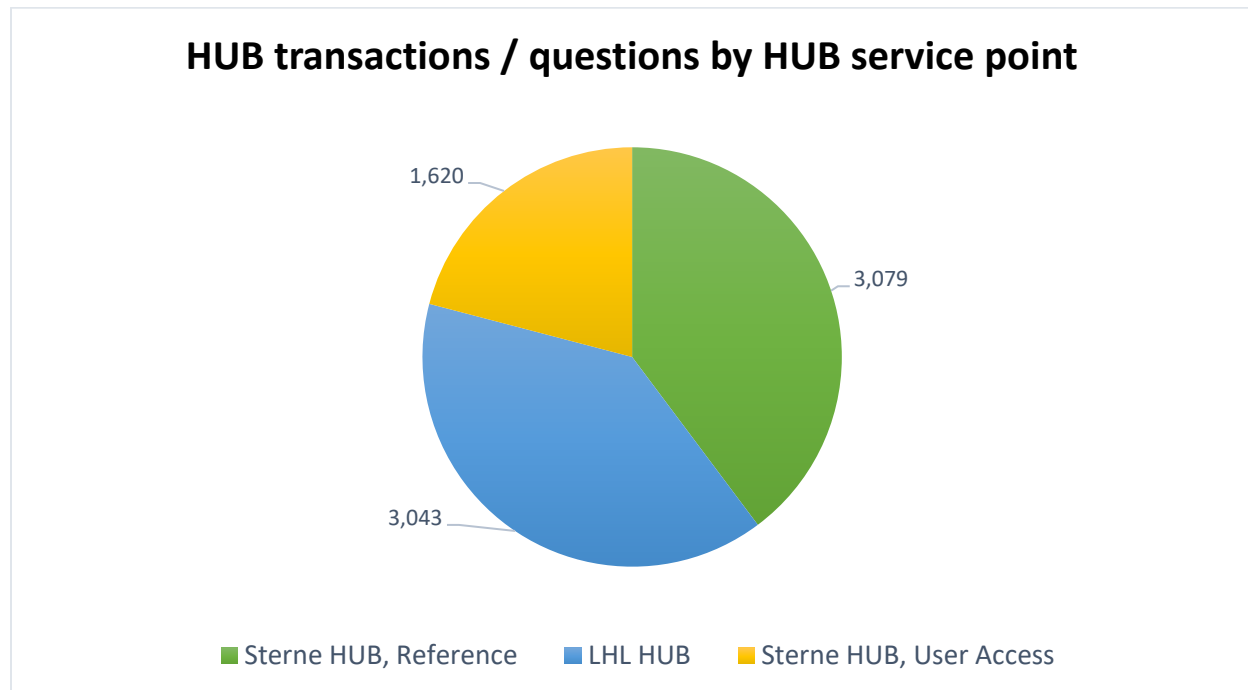
SERVICE HUBS

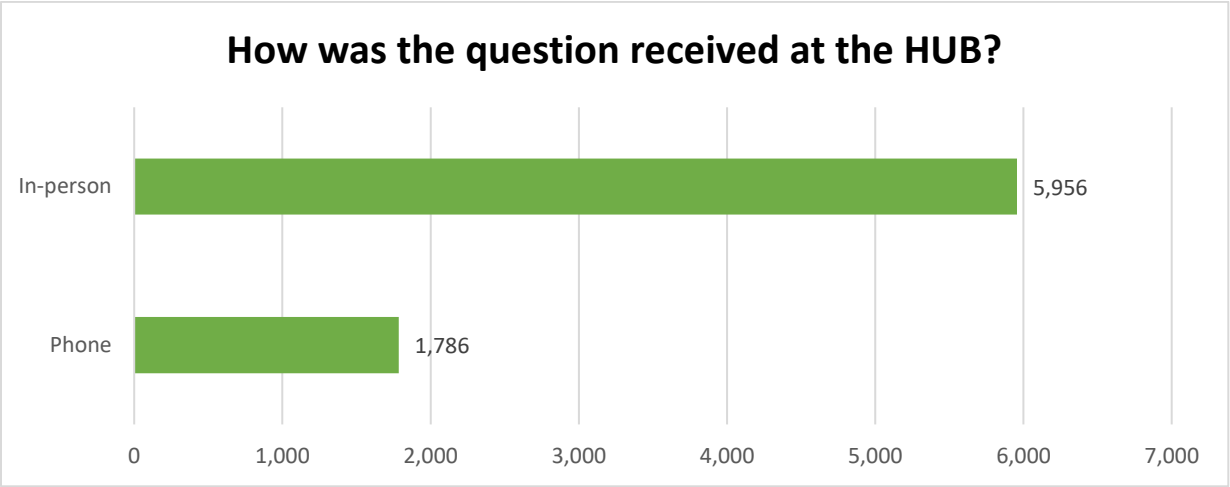
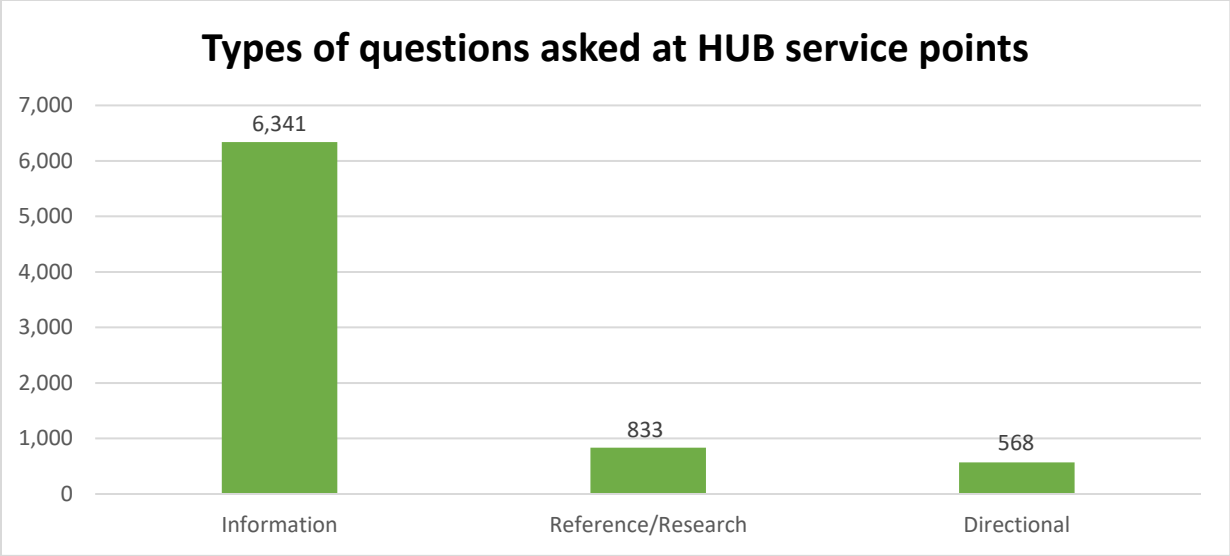
There are two service HUBs in the UAB Libraries, one at the Lister Hill Library (LHL HUB) and one at the Sterne Library (Sterne HUB). The LHL HUB is staffed mainly by User Access staff and has only one service point that answers both reference and circulation questions. The Sterne HUB has two service points: one staffed by User Access staff and one staffed by Reference staff. These three service points are referred to below as follows: *LHL HUB*; *Sterne HUB, User Access*; and *Sterne HUB, Reference*.

All *Sterne HUB, Reference* transactions and *LHL HUB* reference transactions have historically been recorded for data reporting purposes, although they were recorded in different systems. In July 2019, the User Access department expanded its transaction recording and began adding reference and informational transactions to the central HUB transaction data set used by the Reference Department. The addition of User Access statistics has resulted in a steep increase of recorded patron interaction data. User Access patron interactions for circulation transactions are not included in these statistics.

Statistical Highlights

7,742	Total recorded HUB transactions (excluding circulation transactions room checkouts)
6,341	Informational HUB transactions
833	Reference / research HUB transactions
568	Directional HUB transactions (began collecting in mid-January 2020)
77%	Face-to-face transactions / questions
23%	Phone transactions





COURSE AND SUBJECT GUIDES (LIBGUIDES)

The UAB Libraries provides research support through general and course specific LibGuides created and updated by members of the Reference Department. Specific LibGuides are also embedded directly into Canvas course shells.

Statistical Highlights

292,865 Number of unique LibGuide page views
 218 Total published LibGuides

Fifteen most viewed research guides

	Page views
Reviews: From Systematic to Narrative	22,885
Center for Nursing Excellence	22,336

School of Medicine Students	17,544
APA 7th ed.	15,909
EndNote (Desktop Version)	15,794
PubMed via LHL	15,749
EH 102: English Composition II	13,509
MLA (Modern Language Association) Style, 8th Edition	8,038
Citation Styles	6,815
A Guide for Nurses and Nursing Students	5,449
APA	5,013
Embase at UAB Libraries	4,965
Systematic Reviews	4,704
Business Research Toolkit	4,118

USER VISITS AT STERNE LIBRARY

(*Note that gate count data from Lister Hill is not available as new traffic counters need to be installed.)

Month	Total
August 2019	45,812
September 2019	148,457
October 2019	155,955
November 2019	102,277
December 2019	71,754
January 2020	75,482
February 2020	124,420
March 2020	56,084 (this number reflects campus closure on 3/16/20)
<i>April, May, June, July</i>	<i>Facilities closed due to COVID</i>

CIRCULATED PHYSICAL ITEMS AT LISTER HILL LIBRARY

Collections	2019	2020
Total	17,715	4,239 (low number reflects closure of physical library due to pandemic)

CIRCULATED PHYSICAL ITEMS AT STERNE LIBRARY

Collections	2019	2020
Total	37,451	11,228 (low number reflects closure of physical library due to pandemic)

HIGHLIGHTS FROM USER ACCESS

User Access staff initiated the curbside delivery service. Members of the UAB community with a BlazerID were provided the opportunity to utilize curbside service for physical materials. From April to August, 300 items were delivered at Lister Hill or Sterne. Although the library facilities have reopened this service is still available.

The libraries temporarily waived/suspended fines during the temporary closure.

The physical facilities were rearranged and configured to encourage social distancing and User Access staff have implemented several safety measures in order to keep both library users and staff safe (face mask, face shields, disposable gloves, sanitizing wipes as well as plexiglass shields) at the HUB Desks. Use Access staff also regularly monitor the floors to make sure that our users observe distancing and masking requirements.

User Access completed several training initiatives (PCI, Microsoft Teams, reference cross-training, VR and 3D Printing) and the LHL User Access supervisor was elected to serve as 2020 President of Alabama Health Libraries Association.

HIGHLIGHTS FROM TECHNICAL SERVICES AND TECHNOLOGY

In the fall of 2020, The Technology and Technical Services Department began a complete re-organization to improve services, identify deficiencies, and better align ourselves with UAB Libraries' strategic plan. The new structure aligns services in a way that fosters collaboration and opens the possibility for reimagining processes. Over this time period we have worked diligently to identify and understand the changing needs of UAB Libraries and adjust services in a way that will most effectively meet those needs. While we do think that we have made many positive improvements over the past year, we are still looking towards the future and continuing to adapt and develop as needed.

Resource Acquisitions & Discovery

As we continue to build up this area, our primary focus is on new workflows in purchasing/processing materials, expansion of current metadata services, and improved access to electronic resources.

- Purchased and processed over 2,500 new books (e-books, e-book collections, and print)
- Licensed, renewed, and maintained access to over 400 online databases.
- Added streaming access to over 100 (full-length) films.
- Setup and managed trial access to online content for over 45 additional databases; covering multiple subject areas, including clinical tools, medicine and health sciences, business, social sciences, languages and the arts, science and engineering, and education.
- Licensed, renewed, and maintained access to over 100,000 online journals.
- Made significant contributions to NACO and SACO cooperatives (890 name authorities submitted; 29 subject authorities submitted).
- Cataloged over 4,000 items for the Memorial Gay and Lesbian Collection.
- Contributed to collection-level archival project.

- Expanded metadata services for electronic resources; made significant modifications to Alma portfolios to streamline access.
- Coordinated addition, withdrawal, and processing efforts for hundreds of gift books donated by CAS faculty after relocating offices.
- Modified individual locations and coordinated material transfers for thousands of books and journals due to 1st and 2nd floor space renovation in Sterne Library.

Emerging Technology & System Development

As we continue to build up this area, our primary focus is on enhancing existing system interfaces, developing technology spaces, increasing awareness of emerging technologies, and actualizing technology integrations.

- Implemented service ticketing system for Technology & Technical Services; resolved over 800 support tickets.
- Migrated libraries to single link resolver tool for full text access (merged legacy Serials Solutions with Primo link resolver; updated all services and vendors; re-branded full text buttons).
- Resolved several long-standing system-wide off-site access issues (un-proxied resources; IP configuration issues; OpenURL configurations; ILL forms).
- Maintained access to and supported all library systems including: Alma, Primo, Rosetta, CONTENTdm, Libguides, EZproxy, and ILLiad.
- Renovated and promoted VR space at LHL; opened VR space in former makerspace at SL.
- Provided 158 hours of VR/AR services to 123 unique users (*note: VR spaces closed in March due to COVID restrictions).
- Built collaborative relationships on campus for 3D printing; managed LHL 3D printing lab; provided workshops for 3D printing; began configuration of SL 3D printing lab.
- Promoted Microsoft Teams as a virtual environment to develop interest groups on campus focused on virtual reality and 3D printing. Several spontaneous user-lead threads have been posted Teams environment for 3D printing, which now has 66 members across the university.
- Taught a set of six workshops and two classroom instruction sessions that introduced modeling for 3D printing.
- Assisted with projects or completed 3D prints for multiple biomedical science research projects.
- Collaborated with Dr. Tim Wick of the School of Engineering and Dr. Sixto Leal of the UAB Health System to investigate the use of 3D Printed nasopharyngeal swabs to supplement swabs available through the standard supply chain in case of shortages.
- Implemented MakeSEA 3D Printing Repository, Springboard VR, and Nanome software for molecular modeling in virtual reality.

- Hosted two Health Innovation Academy Sessions in the Lister Hill Library Virtual Reality Studio in Fall 2019. A session was planned for March 2020 but was canceled when the university moved to the limited business model.
- Hosted groups from the Master of Healthcare Simulation, UAB School of Medicine Department of Cell and Molecular Biology, Master of Biotechnology, UAB School of Nursing in the virtual reality studio for either academic class sessions or as part of program orientation.
- Provided workshops on data visualization and poster presentations at the Center for Teaching and Learning and by request of the CARES program coordinators and pediatric psychiatry fellows program coordinators.
- Worked with digital media to re-design library faculty/staff web directory; coordinated multiple website information page updates during COVID closure.
- Library website visited 180,000 times with over 800,000 pages viewed.

Digitization & Digital Preservation

As we continue to build up this area, our primary focus is on new workflows in digitization services, metadata enhancements for digital collections, and long-term preservation plans/processes for digital assets.

- Added multiple new collections and hundreds of individual digital assets to CONTENTdm.
- Cleaned out under-utilized storage room at LHL and converted into a working digital lab for future digitization projects; equipped lab with 4 workstations and multiple scanning stations.
- Continued efforts on large-scale digital asset and metadata clean-up projects including subject enhancements and transcription OCR.
- Developed processes and procedures for ingesting content into Rosetta for digital preservation; began building ingest files.
- Migrated over 20,000 files from external hard drives to secure, permanent storage.
- Developed and deployed naming convention for digital assets.
- Imported 60% of collections into Alma's digital collection management module, customized public interface.
- Customized Digital Collections' landing pages; added collection summaries and graphics.
- Collaborated with MLIS student intern, English Liaison, and English Department to digitize and preserve Nelle (PMS) publication.
- Managed webpages and systems relating to UAB Digital Collections; maintained analytics dashboard for public usage.
- Access to digital collections provided to over 6,000 users who viewed over 55,000 pages.

HIGHLIGHTS FROM REYNOLDS-FINLEY HISTORICAL LIBRARY

- After completing a major project in 2019 to digitize 108 years of the annual *Transactions of the Southern Surgical Association (SSA)*, the RFHL collaborated with Dr. Marshall M. Urist of the SSA in the creation of an [online exhibit and research guide](#) to feature the digitized transactions and provide context to them (published October 2019).
- In January 2020, the RFHL collaborated with School of Nursing Dean Doreen Harper and the UAB Advancement Office to secure the donation to UAB by the Upper Room of Nashville, TN, of eight handwritten letters by nursing pioneer, Florence Nightingale. This increased the size of the Florence Nightingale Letters Collection held in the RFHL to 58 letters. In spring 2020, we digitized the new letters, made them publicly accessible in the [UAB Digital Collections](#), featured them on a [new page](#) of our Florence Nightingale online exhibit, and received [media attention](#).
- In February 2020, Dr. Dennis G. Pappas, Sr., made a generous financial donation to create an endowed collection growth fund for the purchase of rare historical books and manuscripts documenting the history of otolaryngology. These materials will add to the already strong [Dennis G. Pappas Otolaryngology Collection](#), located in the Reynolds-Finley Historical Library.
- During the COVID-19 closures and social distancing, we created new digital collections and utilized the Research Guides platform to fill patron resource requests, exhibit collections, and generally enhance the online presence of the RFHL.

HIGHLIGHTS FROM ALABAMA MUSEUM OF HEALTH SCIENCES

- Created and opened in November 2019, a 484 square feet gallery space for the Alabama Museum of the Health Sciences in Lister Hill Library.
- Added 1,955 catalog records to museum catalog software, PastPerfect.
- Created and co-created several exhibitions for UAB Libraries and entities off campus, including *Welcome to the First Year of the Medical College of Alabama* in LHL 160, *Medical Specialties from A-Z* in the UAB SOM Dean's Suite, and a new virtual exhibition highlighting 3-D technology, *Exploring Stereoscope Images*. <https://www.uab.edu/amhs/virtual-exhibits>
- Participated in a variety of courses, seminars and publications, including semi-annual collaboration with the UAB School of Medicine, AEIVA, Birmingham Civil Rights Institute and the Birmingham Museum of Art for *Prescribing Medicine: How Observation Enhances Medicine*.

HIGHLIGHTS FROM UNIVERSITY ARCHIVES

- Provided (pre-COVID) in-house and virtual instructional sessions for ten classes, including LGBT History, Historian’s Craft, Sex and Gender (University Honors), Summer HealthProfessions Education Program (SHPEP), and UAB Healthcare Leadership Academy.
- University Archivist presented 10 separate UAB history presentations during the celebration of the university’s 50th anniversary.
- Provided research assistance and/or photography for numerous campus publications, including: *Fifty Years of Dreams and Discoveries: The University of Alabama at Birmingham*, the university’s official 50th anniversary publication authored by Archivist Tim L. Pennycuff and Charles Buchanan, *UAB Magazine*, *e-Reporter*, *College of Arts and Sciences Magazine*, School of Optometry’s 50th anniversary publication, Athletics department Media Guides, and “Unfolding UAB: 50 Years of Photography from the UAB Archives” (Gallery exhibit at UAB AEIVA curated by Christina McClellan and Tim L. Pennycuff).
- Processed and, with Technical Services department, made available over 4,100 volumes of published material in Special Collection’s recently donated Memorial Gay and Lesbian Collection and began preliminary processing of over 100 boxes of archival material from the same donation, including letters, photographs, diaries, brochures and pamphlets, ephemera and artifacts, etc.

HIGHLIGHTS FROM JOINT HISTORICAL COLLECTIONS (RF HISTORICAL LIBRARY / MUSEUM/ARCHIVES)

- In February 2020, the Historical Collections department awarded five Reynolds-Finley Associates Research Fellowships in the History of the Health Sciences, more than awarded in any previous year of the program. The fellowship program provides funding for scholars to travel to UAB for the purpose of performing research in one or more of the three collections: Alabama Museum of the Health Sciences, Reynolds-Finley Historical Library, and UAB Archives. Travel has been postponed due to the pandemic.
- UAB Libraries worked with University Relations to develop the [Documenting COVID-19 at UAB](#) project, which gathers pandemic experiences of the UAB community in a variety of digital formats for featuring on the [UAB Digital Collections](#) and preserving for historical purposes.

HIGHLIGHTS FROM HOSPITAL LIBRARY

- Updated furniture, rearranged the library space, and added four hospital computer workstations, for a total of ten.
- Welcomed new medical residents to UAB, sharing information on library resources and services during the June virtual orientation day.
- Developed a libguide to facilitate remote access to information resources for residents and fellows, guides.library.uab.edu/gmesupport.
- Continued the weekly Table of Contents service, sending customized emails to over 500 clinicians, with almost 74000 links to current journal content.

- Worked with hospital administration to migrate patient education video content from the TV-based TeleHealth system to web-based EMMI.

HIGHLIGHTS FROM ANASTHESIA LIBRARY

- Launched a new wiki platform for clinical anesthesia education, providing residents and faculty a way to easily share educational content.
- Managed the transition to online-only education, setting up and moderating lectures and communicating the weekly schedule.
- Helped coordinate the development of a COVID-19 annotated bibliography for use by residents and faculty.
- Continued to gather and publish all anesthesiology faculty publications.
- Managed and maintained the performance improvement plans and PDSA cycles for residency and 5 fellowship programs.