UABLIBRARIES

The University of Alabama at Birmingham
Annual Report
2021-2022

Research, Instruction, and Scholarly Communication

RESEARCH & INSTRUCTION DEPARTMENTS

Research and Instruction (RI) consists of two departments: the Lister Hill Library Clinical, Academic, & Research Engagement (CARE) Department and the Sterne Library Research & Learning Department. RI is responsible for, including but not limited to, the following areas:

- Liaison outreach and library instruction to the UAB schools and CAS
- Staffing LibChat and half of the Sterne Library HUB desk
- Assisting with and participating in systematic reviews
- Creating and maintaining relevant LibGuides and other tools
- Collection development of print and electronic materials

Staffing

Total staffing for these departments at the end of the review period included two department heads, ten liaison librarians, four staff members, and multiple student workers. In early-2022, two new liaison librarians joined the CARE Department: Damiana Fortenbury as Liaison to the Schools of Dentistry & Optometry and James Gilbreath as Liaison to the School of Public Health. There is an open search for a new Liaison to the School of Nursing. So far, the search has been unsuccessful. When that position is filled, the current Liaison to the School of Nursing, Becca Billings, will shift into the role of Systematic Review Librarian.

No new positions were added in the Sterne Library Research & Learning Department.

Instruction

During the review period, librarians led a total of 706 instruction sessions, consultations, and workshops for a total of 7,379 students or participants.

Current review period instruction breakdown

	Number of sessions	Students / Participants
Consultations with librarians	418	567
Faculty requested instruction	228	5,717
Workshops	43	844
Community	17	521
Total Instruction	**706**	**7,379**

Year-over-year total instruction comparison

	Number of sessions	Students / Participants
2021 – 2022	706	7,379
2020 – 2021	664	7,971
2019 - 2020	707	11,256

Year-over-year, the number of faculty requested library sessions remained steady, but there was in increase in both community instruction sessions and one-on-one research consultations. Nearly all instruction was held online during the last review period due to Covid. While most consultations and workshops remain online, faculty requested instruction is beginning return to the physical classroom (f2f).

Year-over-year online delivery comparison

	% online, 2021 – 2022	% online, 2020 – 2021
Faculty requested classes	33%	98%
Consultations	93%	99%
Workshops	83%	93%

More detailed instruction statistics can be found in "Instruction By the Numbers."

LibGuides

LibGuides continue to be heavily used. At the end of the review period, there were a total of 263 published LibGuides that had been viewed a total 430,545 times. LibGuide views fell slightly year-over-year from 448,431. Views are significantly up over pre-Covid numbers, however. During the review year immediately before Covid, there were 181,182 views of 263 LibGuides.

Top-ten most viewed LibGuides

	Total views
APA 7th ed.	75,479
Reviews: From Systematic to Narrative	34,874
Center for Nursing Excellence	23,198
PubMed via LHL	21,959
EndNote (Desktop Version)	21,530
Monsters, Marvels, and Mythical Beasts	16,054
UAB Libraries	15,602
School of Medicine Students	14,952
Witchcraft, Women & the Healing Arts in the Early Modern Period	14,215
Citation Styles	11,698

Chat services

Chat is available between 8 a.m. and 5 p.m., Monday – Friday, for a total of 45 hours per week, and is staffed with librarians and staff from both of the RI departments.

The UAB Libraries Chat Services (Chat) continue to be heavily used, although usage declined 38% year-over-year. This decline is likely a result of an increased demand for virtual support during Covid that has waned as the virus receded. During the review period, 2,725 chats were

answered. Most chat users (81%) are seeking research or reference assistance. The remaining 19% of chats are classified as informational.

More detailed chat statistics can be found in "Chat Services By the Numbers."

RI projects

JSTOR weeding project

More than 20,000 journal volumes from over 600 unique journal titles were identified as being duplicated in full-text in JSTOR and were discarded. This will free up a significant amount of space in the 801 stacks and will allow pre- and post- Sterne Library journals to be shifted and recombined into proper chronological order.

LibGuide formatting & redesign working group

The LibGuide working group is examining the format of both the landing pages for the FAQs and guides, and the guides, themselves. The working group is made of two members – one librarian and one staff – from each library. Their goal is to make the guides more findable and the apply best-use recommendations to current and future guides.
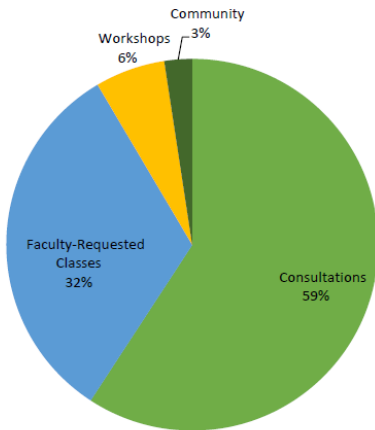
Systematic Reviews

New processes were implemented for initiating search strategy peer review and statistics tracking.
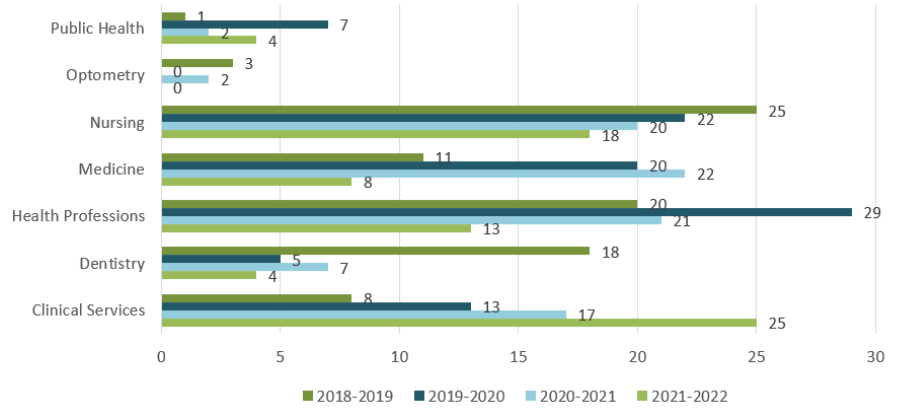
INSTRUCTION BY THE NUMBERS

706   Total number of instruction sessions (*up from 664 previous year*)

7,379   Number of students participating in an instruction session (*down from 7,971 previous year*)
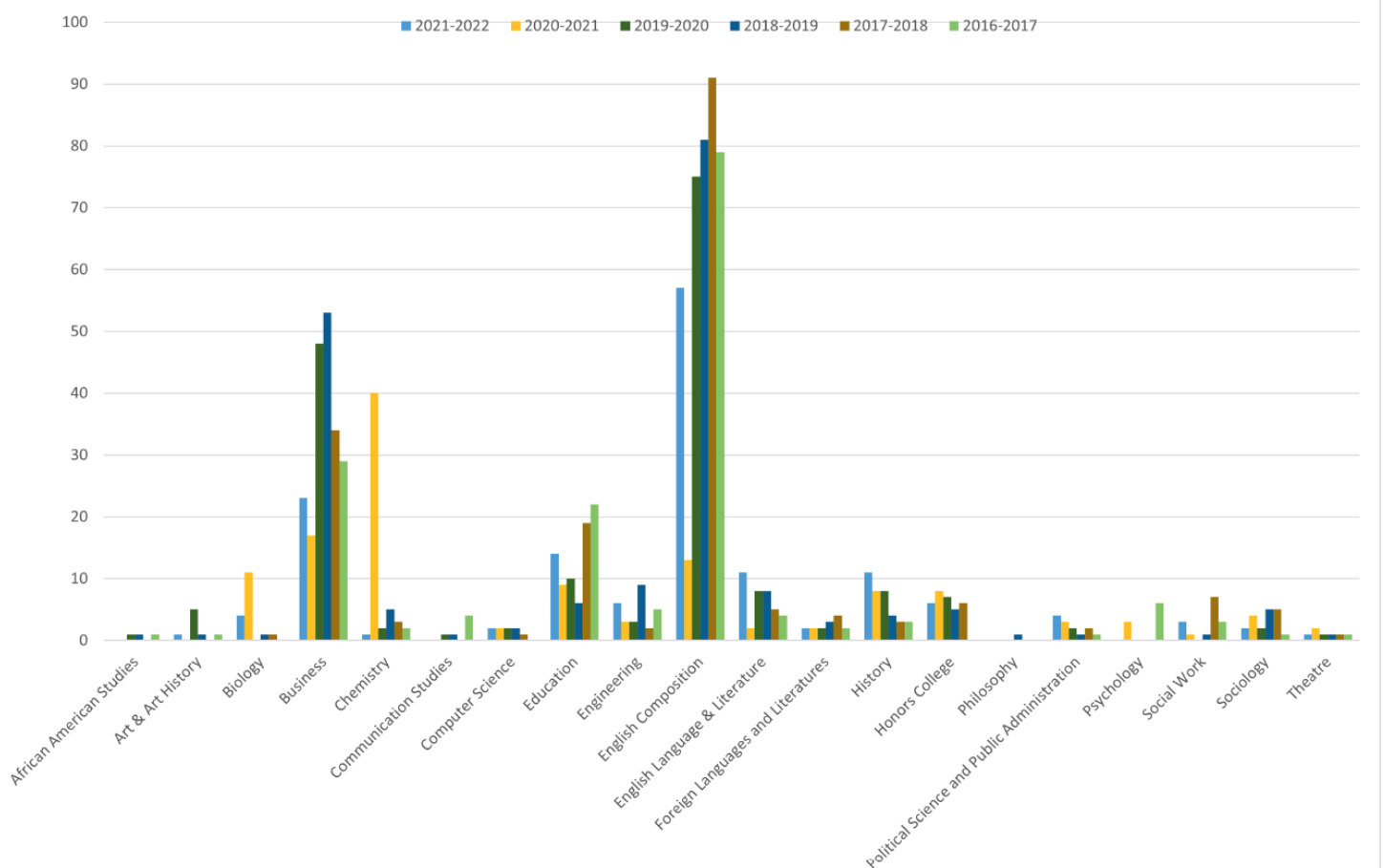

Percentage of instruction by type

Community 3%
Workshops 6%
Faculty-Requested Classes 32%
Consultations 59%

Health science class sessions by discipline, 2018 - 2022

Discipline	2018-2019	2019-2020	2020-2021	2021-2022
Public Health	1	7	2	4
Optometry	3	0	2	0
Nursing	25	22	20	18
Medicine	11	20	22	8
Health Professions	20	29	21	13
Dentistry	18	5	7	4
Clinical Services	8	13	17	25

Academic class sessions by discipline

Legend: 2021-2022, 2020-2021, 2019-2020, 2018-2019, 2017-2018, 2016-2017

CHAT SERVICES BY THE NUMBERS

2,725 Chats answered (*down 38% year-over-year*)

13 seconds Average wait time for initial chat reply from UAB librarian

9 minutes Average length of chat session

3.9 Average rating by chat patrons (out of 4)

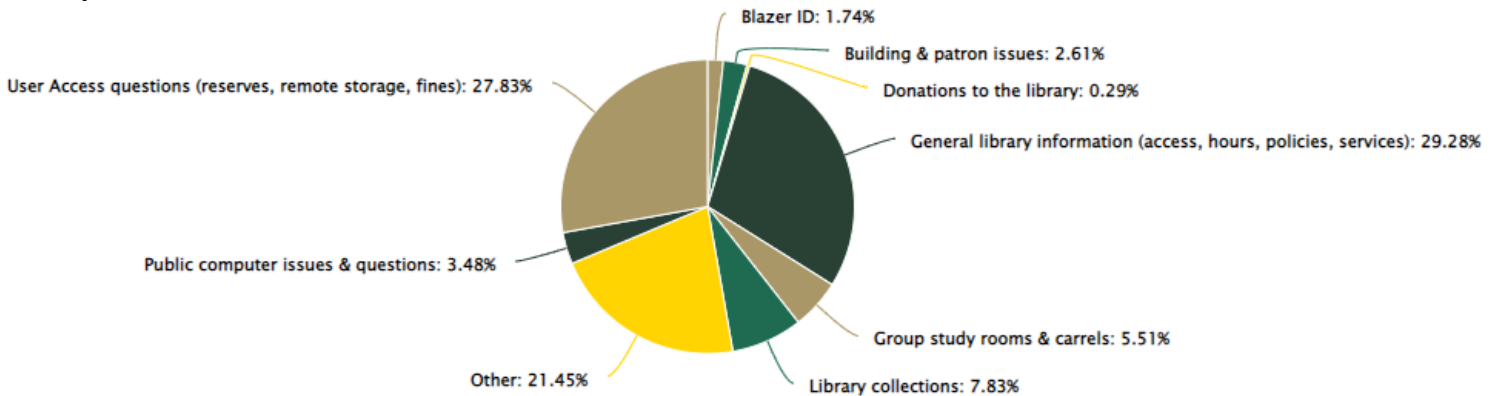**92%** Percentage of chats rated as "Excellent" by chat patrons
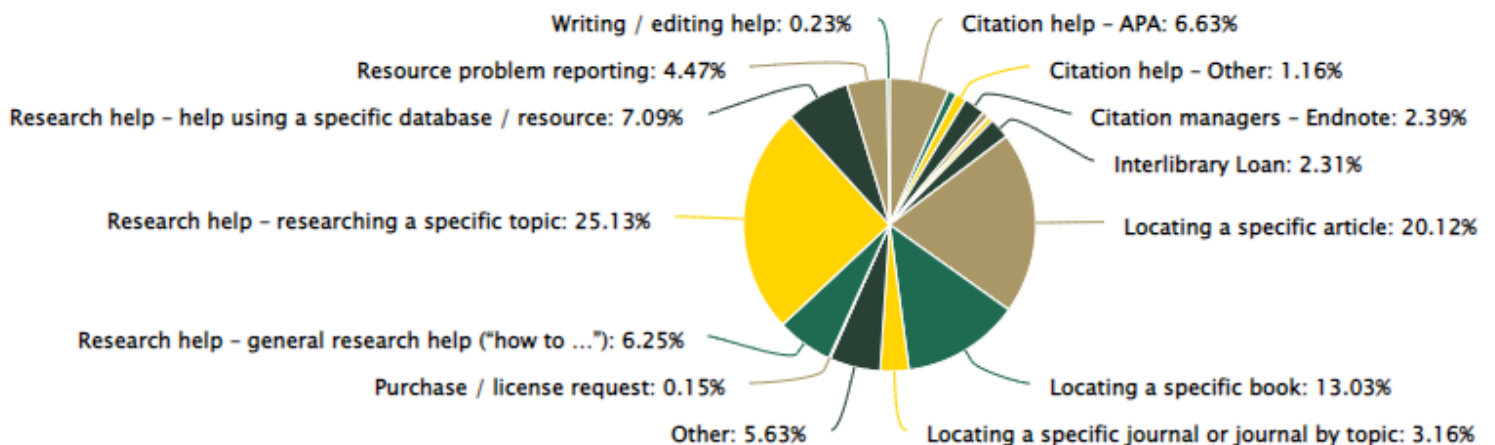
Types of chats answered

Informational: 19.21%
Reference / Research: 80.79%

● Informational ● Reference / Research
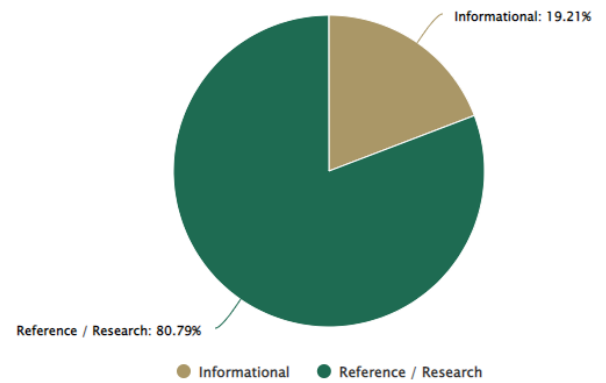
Chats answered by month

Status	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022
Answered	250	359	355	233	117	229	229	248	177	147	229	152

Topics of informational chats answered

Blazer ID: 1.74%
Building & patron issues: 2.61%
Donations to the library: 0.29%
General library information (access, hours, policies, services): 29.28%
User Access questions (reserves, remote storage, fines): 27.83%
Public computer issues & questions: 3.48%
Other: 21.45%
Library collections: 7.83%
Group study rooms & carrels: 5.51%

Topics of reference chats answered

Writing / editing help: 0.23%
Citation help – APA: 6.63%
Resource problem reporting: 4.47%
Citation help – Other: 1.16%
Research help – help using a specific database / resource: 7.09%
Citation managers – Endnote: 2.39%
Interlibrary Loan: 2.31%
Research help – researching a specific topic: 25.13%
Locating a specific article: 20.12%
Research help – general research help ("how to ..."): 6.25%
Purchase / license request: 0.15%
Other: 5.63%
Locating a specific book: 13.03%
Locating a specific journal or journal by topic: 3.16%
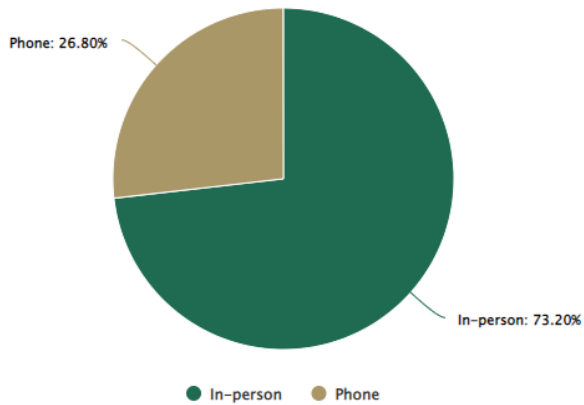
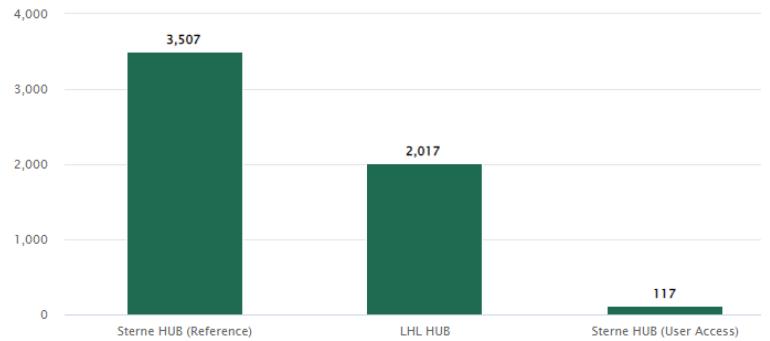# HUB DESK REFERENCE SERVICES BY THE NUMBERS

5,641   HUB desk interactions, LHL and MHSL (*excluding circulation transactions*)

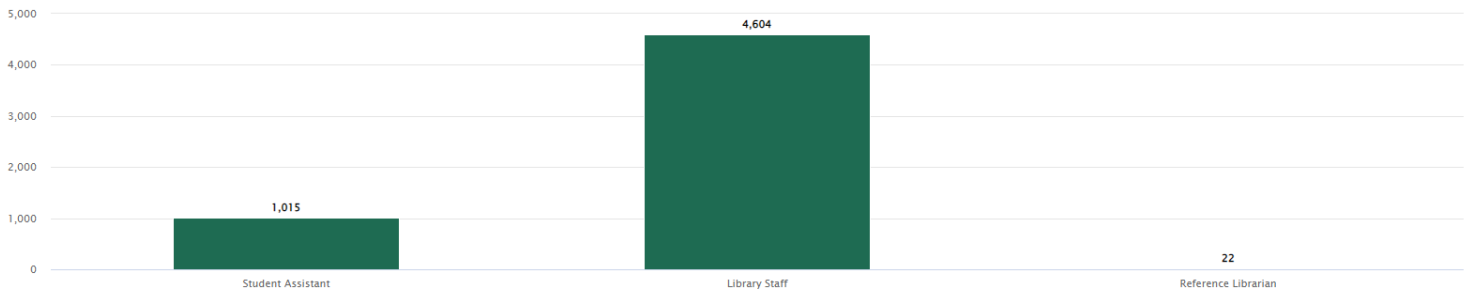**45%**   Increase in the number of HUB interactions (*over the previous year*)
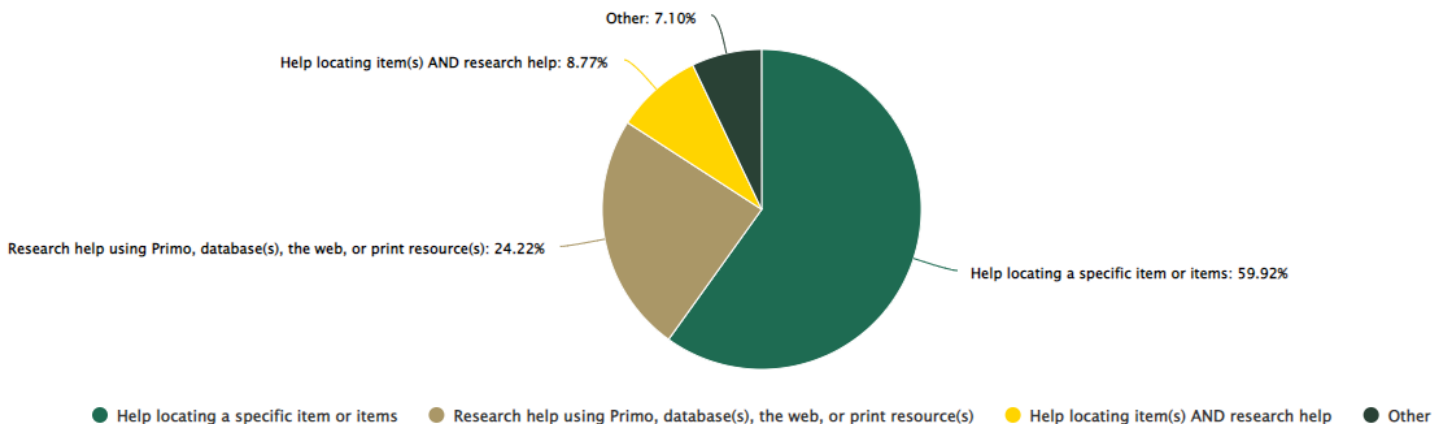

Type of interaction

Phone: 26.80%

In-person: 73.20%

● In-person   ● Phone

Location of interaction

- 3,507 — Sterne HUB (Reference)
- 2,017 — LHL HUB
- 117 — Sterne HUB (User Access)

Who provided assistance

- 1,015 — Student Assistant
- 4,604 — Library Staff
- 22 — Reference Librarian

Type of research / reference assistance provided

Other: 7.10%

Help locating item(s) AND research help: 8.77%

Research help using Primo, database(s), the web, or print resource(s): 24.22%

Help locating a specific item or items: 59.92%

● Help locating a specific item or items   ● Research help using Primo, database(s), the web, or print resource(s)   ● Help locating item(s) AND research help   ● Other

OFFICE OF SCHOLARLY COMMUNICATION

The Office of Scholarly Communication (OSC) completed its first full year of operation this year and received high praise from the UAB community. The OSC provided support to faculty and staff from both the academic and health sciences sides of campus through one-on-one and small group consultations, workshops, and training sessions. It also provided extensive point-of-need email support, answering a wide variety of time-sensitive questions.

OSC support included, but was not limited to, assistance with:

- Copyright compliance in course planning and content selection
- Open access journal selection and predatory publishing analysis
- Data management planning and repository selection
- Selecting appropriate Creative Commons licenses to meet scholarly needs
- Publishing agreement guidance for both books and journal articles
- Gathering and interpreting scholarly impact through traditional and alternative metrics
- Interpreting UAB's copyright and technology transfer policies
- Classroom use and Canvas use of copyrighted materials
- Use of copyright materials in the classroom and Canvas
- Approving Cambridge University Press open access licenses
- Fulfilling CCC licensing requests for the UA System Counsel's Office

Outreach

Through an extensive campus outreach campaign, the OSC has gained notice throughout campus. During the review period the OSC:

- Partnered with other units for campus-wide webinars (including the Heersink School of Medicine, Office of Research, eLearning, CCTS)
- Presented on specific topics to graduate and professional classes, to department and school faculty meetings, and to staff within specific units
- Was included in the Provost's new faculty orientation

Staffing

The OSC operated with a staff of one during the first nine months of the review period. As part of its strategic plan, the OSC added an extremely qualified Research Data Management Librarian, Marla Hertz, to its faculty in May 2022, bringing total staffing to two. Dr. Hertz holds a PhD in Microbiology and has extensive experience with managing scientific data. She is also well-qualified classroom instructor and has expanded the OSC's reach into the UAB research community.

A Repository Outreach Librarian was hired during the review period but will not begin until early-October 2022. This librarian will manage the UAB Libraries' Digital Commons repository and will increase the total OSC staffing to three.

Webinars

The OSC sponsored a 3-part scholarly communication webinar series during the spring of 2022. Each of the webinars were well attended:

- The ins-and-outs of Open Access Publishing (March 2022, 21 registrations)
- Understanding your Rights as an Author (April 2022, 37 registrations)
- Data Management 101 for Postdocs and Research Scientists (May 2022, 135 registrations)

The OSC also led multiple other webinars and online training sessions:

- Data Management 101: Elevating research with sound data management
- Making the most of your undergraduate research experience: RDM 101
- Copyright and the School Media Specialist (for UA SLIS LS 504: Media Production & Utilization class)
- Copyright and academic writing: What you should know
- Copyright and the Legalities of Academic Writing
- Best practices for copyright compliance in blended an online-courses
- Developing Instructional Materials for your Courses
- Identifying and Avoiding Predatory Publishers
- Scholarly Publications and Editorial Boards: Their impact on promotion and tenure and academic reputation
- Making the most out of faculty profiles and scholars

Consultations

During the review period, the OSC had 50 scholarly communication related consultations with UAB patrons. Most consultations were held online via Zoom and lasted anywhere from 30 – 60 minutes. Thirty-four of the consultations were with UAB faculty and eight were with UAB staff. Ten consultations were held with faculty from the Heersink School of Medicine and six were held with College of Arts and Sciences faculty. The remaining 34 consultations were spread evenly across other units, including the Provost's Office, eLearning, and the CCTS.

Consultation topics covered a broad range of areas, the most common being data management and storage, publishing and writing, and open access.

Point-of-Need email support

The OSC provides extensive point-of-need email support to the entire UAB campus. This support typically begins with direct email contact by a UAB user. Questions range in scope and

complexity but usually require 1.) At least some additional research and 2.) multiple follow-up and clarification emails. Some questions may also lead to longer Zoom consultations.

During the review period, the OSC received 80 point-of-need emails. Eighty percent of these emails were from UAB faculty while 13% were from UAB staff. UAB graduate students accounted for another 1.5%. The most common questions were related to publishing (17%), fair use (9.5%), open access (8.5%), and predatory publishing (8.5%).

More detailed statistics can be found in "The OSC By the Numbers."

OFFICE OF SCHOLARLY COMMUNICATION BY THE NUMBERS

50   Consultations with OSC patrons

80   Detailed questions answered

24   Workshops or trainings led

654   Number of workshop participants

The OSC had a staff of one until May 2022. A Research Data Management Librarian was hired in May 2022, increasing the staff to two.
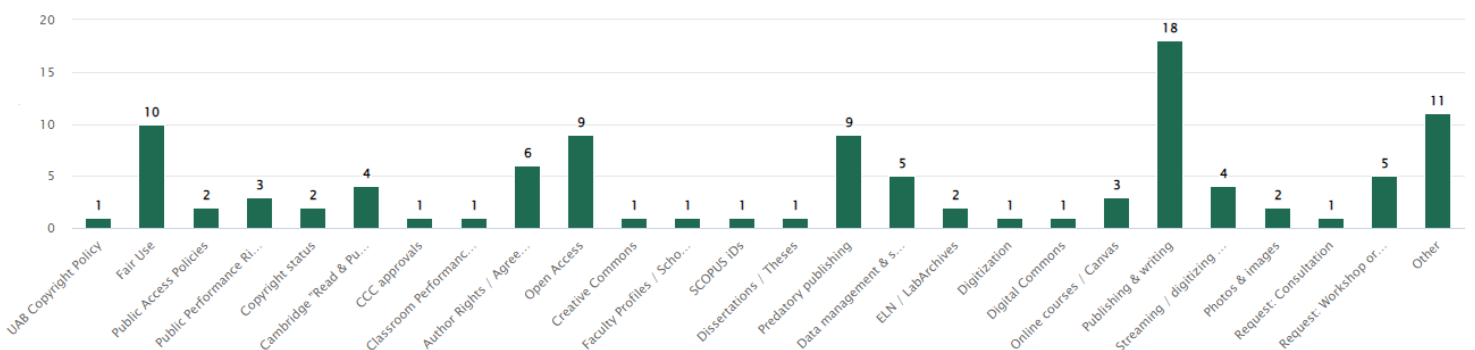

Who uses the OSC?
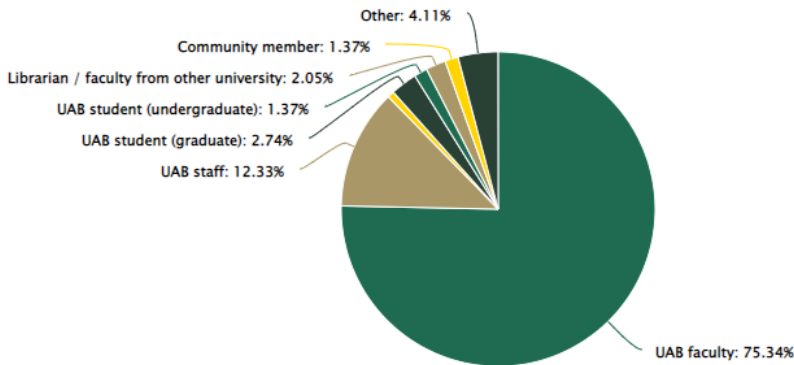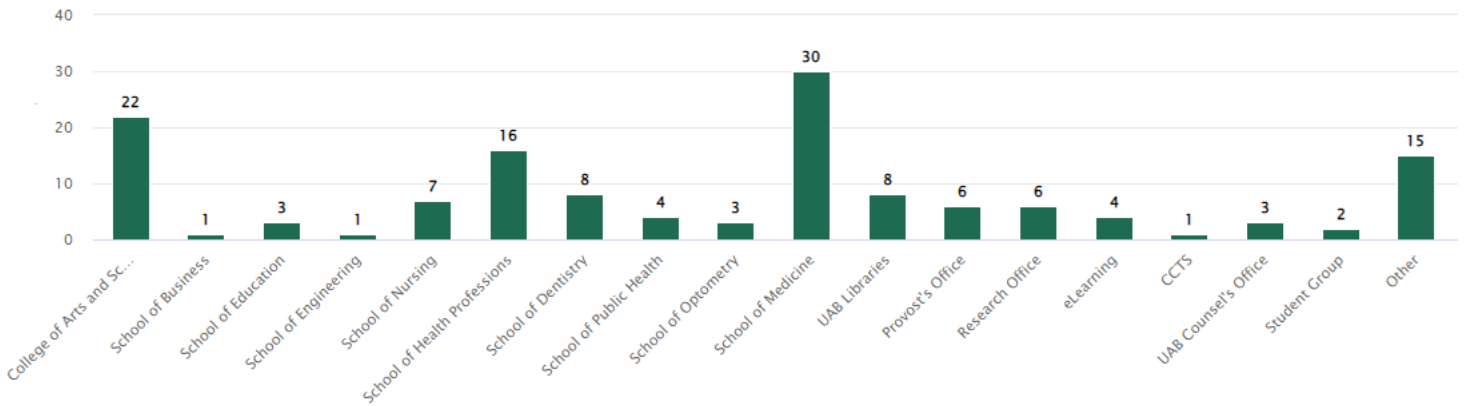
OSC web site analytics

2,217   OSC web site page views

540   Unique sessions / visitors

4   Average number of pages visited

1:59 mins   Average time spent on web site

What kinds of help are people seeking from the OSC?

INTERLIBRARY LOAN & DOCUMENT DELIVERY DEPARTMENT

The Interlibrary Loan and Document Delivery Department (ILL) had another productive year, once again gaining the top spot for RapidILL lending among all ASERL libraries. This is the second consecutive year that ILL has had the highest RapidILL lending fill rate among ASERL libraries.

ILL is staffed by one staff Supervisor and three ILL Associates. No new positions were added in ILL.

In total, ILL filled 15,758 lending requests for other libraries, down from 17,889 the previous year. This included 14,598 requests for journal articles or book chapters and 1,140 requests for books or other physical items. Of the journal article requests, 11,064 were filled through Rapid ILL with an average fill time of less than 6 hours.

ILL also filled 4,804 borrowing requests for UAB patrons, down by only 15 items from the previous year. This included 3,908 requests for journal articles or books chapters and 896 requests for books or other physical items. Of the journal article requests, 3,468 were filled through RapidILL with an average fill time of 9.4 hours.

ILL completed a significant update of its request web forms with the assistance of the Emerging Technology & System Development Department. All request forms were updated to provide a better user experience while modernizing the overall look and feel of the ILL web site. The updates were completed with no service disruptions and user feedback has been positive.
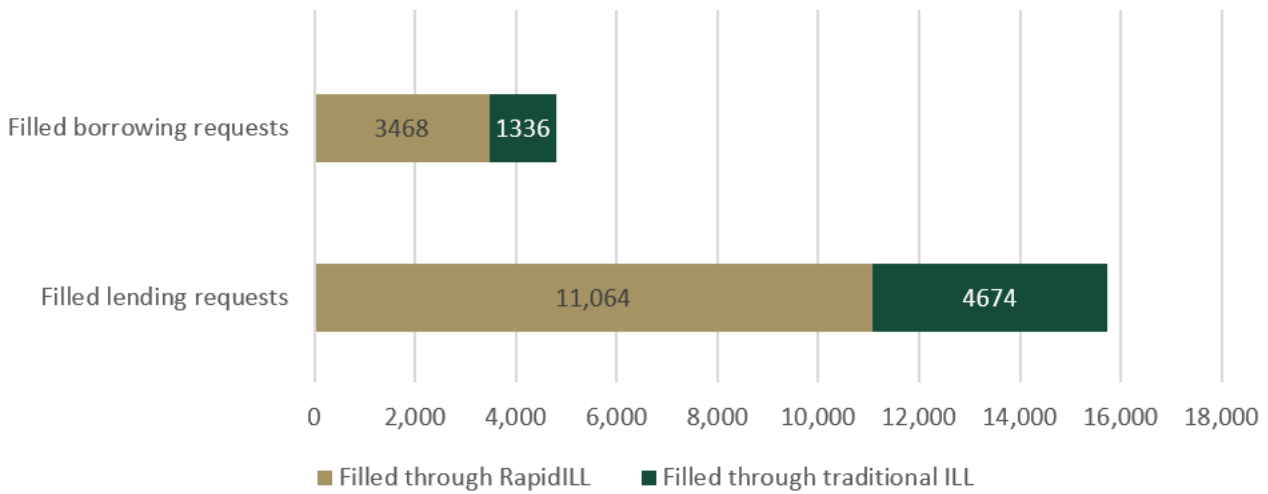
More detailed statistics can be found in "ILL By the Numbers."

INTERLIBRARY LOAN BY THE NUMBERS

15,738   Lending requests filled for other libraries (*down from 17,900 the previous year*).

4,804   Borrowing requests filled for UAB faculty, staff, and students (*down from 4,800 the previous year*)

3,222   Document Delivery requests filled (*down from 3,850 the previous year*)

Filled borrowing requests: 3468 (Filled through RapidILL), 1336 (Filled through traditional ILL)

Filled lending requests: 11,064 (Filled through RapidILL), 4674 (Filled through traditional ILL)

Legend: Filled through RapidILL | Filled through traditional ILL

RapidILL borrowing & lending

9.4 hours   Time it takes for most borrowing requests for UAB patrons to be filled & delivered through Rapid ILL, 30-minutes faster than last year.

The system average for filling these requests is 11.5 hours.

5.8 hours   Time in which we fill most lending requests for other libraries through Rapid ILL, 1.5 hours faster than last year.

The system average for filling these requests is 8.7 hours.

Types of materials borrowed and lent

Lending: Articles 14598, Books 1140

Borrowing: Articles 3908, Books 896

Legend: Articles | Books
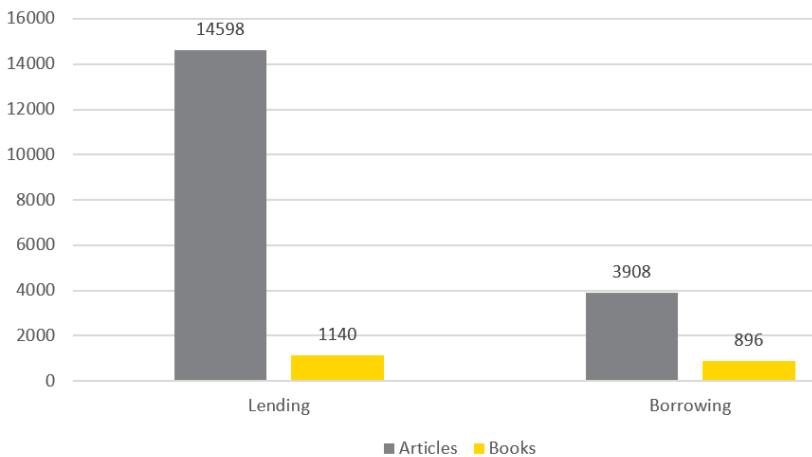
RapidILL and ASERL

1st   Top RapidILL Lender among ASERL libraries

3rd   3rd highest RapidILL Borrower among ASERL libraries

Technology & Technical Services

GENERAL OVERVIEW

UAB Libraries' Technology and Technical Services Department currently consists of three main departments including Resource Acquisitions and Discovery, Emerging Technology and System Development, and Digitization and Digital Preservation. As a team, we work across all areas of UAB Libraries and UAB campuses to support a variety of systems, resources, technologies, websites, and services. The department is currently operating with one faculty associate dean, three faculty department heads, four faculty librarians, one staff supervisor, two staff lab managers, one staff systems specialist, three staff associates, and ten student assistants. Over the past year we successfully recruited and welcomed several new members to our team including Patrick Boggs (Technology Labs Manager), Beth Hall (Electronic Resources Librarian), Danielle Hassan (Systems Librarian), and Khris Burge (Technology Collections Management Associate). In the coming year, we hope to fill additional faculty and staff vacancies in several areas to increase our effectiveness. As we continue to grow our department, we will also continue to reimagine technical services to provide the best possible library experience for our users and the UAB community.

QUICK FACTS AND FIGURES

Top 3 Journals:
Cell
Journal of Biological Chemistry
The Lancet

602,248 Website visits

Added over **12,000** eBooks

135,101 A-Z database page visits

Top 3 Databases:

PubMed

UpToDate

Academic Search Premier

207,959 Library Catalog searches

over **2 Million** full-text articles downloaded

579%

Increase in Circulation of Technology Collection Items
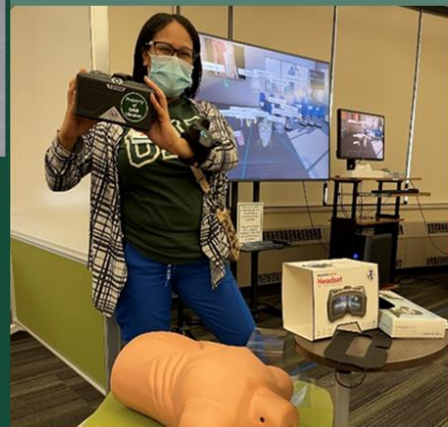53 [FY20-21] - 360 [FY21-22]

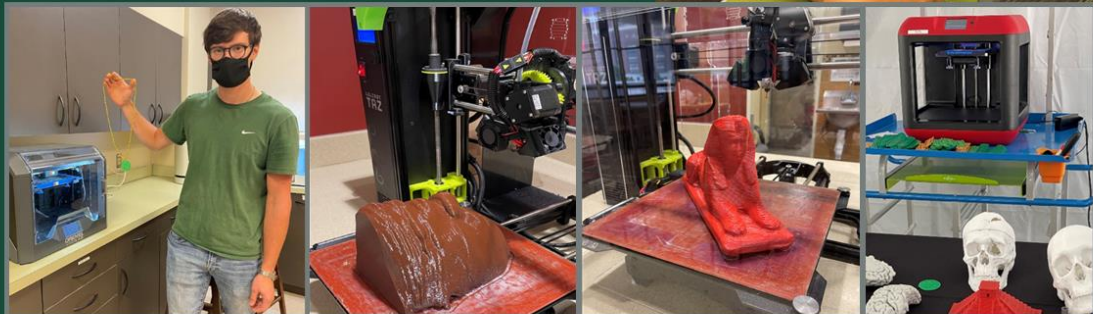# 9280 Total visits to technology-focused labs and spaces

7410

Minutes logged using VR headsets

471%

Increase in 3D Print Jobs
130 [FY20-21] - 743 [FY21-22]

38 New users trained on 3D printers

DEPARTMENT UPDATES

Resource Acquisitions & Discovery

In FY22, the Resource Acquisitions and Discovery Department (RA&D) continued to identify, negotiate, and license several new resources, both print and electronic; maintained and renewed all current resources; and worked on several projects across UAB Libraries. During FY22, our department managed over $11.4 M library resources budget and we renewed over 570 online information databases. Journal titles in large packages with Elsevier/Science Direct, SpringerNature, Sage, Cambridge, Wiley, etc. were reviewed for accuracy; all titles were renewed, and additional titles were added to the collections.

Resource Acquisitions

Over the past year, we successfully added and ensured the discoverability of several new primary source databases, newspaper collections and licensed content resources:

- Added 39 new ebook collections covering multiple subject areas. These 39 ebook collections added over 12,000 ebooks to the UAB Libraries collection covering such subjects as health sciences, engineering, literature, foreign languages, philosophy, etc.
- Added 96 new primary source databases, historical collections, and licensed content resources. The new resources included items such as *Digital Scholar Lab*, which is a digital humanities tool designed to help UAB students, faculty and staff build research and design research projects using primary source materials. *Science of Synthesis* database provides critical reviews on synthetic methodology in organic and organometallic chemistry; and is the largest collection of evaluated organic synthetic methods available worldwide
- Ensured discoverability of valuable databases in the health sciences: *AccessDermatology, AccessOBGYN, AccessAPN, Access Anesthesiology,* and *AccessHemOnc.*
- Added access to significant current newspapers. These subscriptions also include membership tools that are designed to provide additional multidisciplinary teaching tools. Subscriptions to *The Wall Street Journal*, *The New York Times*, and *The Financial Times* provide access and permit all UAB students, faculty, and staff to setup personal interest/ preference accounts.
- Added access to over 2,000 online videos through collections such as *Kanopy* and *Swank.* These online video collections support a wide variety of subject areas, contain current and archival film content.
- Added a valuable tool for measuring alternative metrics to support UAB research. *Altmetric Explorer*, managed through the UAB Libraries Office of Scholarly Communication, is used to demonstrate the full impact of UAB research and the work of UAB authors.

- Added Health sciences journal archive collections and some current standalone journal subscriptions have been added to the collection.   The collections include *Elsevier Clinic backfiles*, and the *Wiley Medicine & Nursing backfiles.* Subscriptions to standalone journals through various vendors have also been added (e.g., *Journal of Clinical Oncology, Neurology archive, Nature Ecology & Evolution, Nature Reviews Clinical Oncology,* etc.).

Discovery and Resource Management

Throughout the year, RA&D has been actively working on ILS maintenance and metadata enhancement projects. These projects involve collaboration across library departments to manage the lifecycle of both physical and electronic resources, while working towards increasing discoverability within our public-facing systems. Over 1,000 standalone multidisciplinary new print and electronic books were also added to the UAB Libraries collection. RA&D ensured discoverability of these standalone books. As many of our larger journal collections change and grow from year to year, we updated the list of titles and holdings for each collection, ensuring discoverability to over 8,500 electronic journal titles. In addition, we have reviewed and updated holdings to print journals to ensure discoverability and accuracy.

Ongoing metadata projects and discovery enhancements:

- Reviewed and updated the holdings of over 8,500 ejournals
- Worked with User Access to reprocess the LHL Test Collection
- Reprocess collection resources as necessary/requested
- Collaborated on the creation of metadata for circulating technologies
- Updated resource recommender in Alma to include database access links
- Collaborated with UAB archives to make hidden collections discoverable through Primo; cataloged over 2000 new items
- Resolved 134 metadata-related access issues
- Provided metadata and record enhancements for purchases eBooks

Access to Electronic Resources

Moving forward, we are working to continuously update, review and troubleshoot issues that arise with access and discovery library resources. We are collaborating with colleagues across the UAB Libraries and campus on projects and looking to identify new ways to support UAB Libraries and UAB initiatives.

Scholarly database/electronic resource management:

- Updated and maintained the UAB Libraries' A-Z databases list access links
- Coordinated migration of EZproxy to hosted model

- Implemented EZproxy Analytics for electronic usage reporting
- Resolved 105 electronic access-related issues

Emerging Technology & System Development

In FY22, the Emerging Technology and System Development Department's (ET&SD) continued to focus on enhancing existing system interfaces, developing technology spaces, increasing awareness of emerging technologies, and actualizing technology integrations across UAB Libraries.

Technology Labs (3D Printing/Scanning – AR/VR – Circulating Technology Collections)

The UAB Libraries Technology Labs, part of Emerging Technology in the UAB Libraries have grown tremendously in the past year and are on track to set new usage records in the 2022-2023 year. The library technology labs currently consist of two 3D Printing/Scanning spaces, one VR/AR lab, and one mixed use technology space, branded as the LibLab. The Library Technology Labs have fully reopened following changes in safety recommendations for COVID. The labs now have regular operating hours and are regularly staffed by UAB Libraries Technology Student Assistants and managed by our new Technology Labs manager who manages reservation calendars, delivers 3D printer training, and is working to improve the physical lab spaces to make them more welcoming to new users.
The library technology labs organized several events and projects this year to promote the equipment and services available in the library technology labs including:

- Designed and 3D printed homecoming medallions that were distributed by the UAB Libraries as part of the library's homecoming activities
- Organized two promotional raffles, a Halloween raffle promoted by Library Technology Student Workers, and a Valentines raffle with a heart-related theme. 3D printed jack o lanterns and hearts were part of the raffle prizes at these events
- Hosted screenings for Chasing Time, a concept pilot by UAB Alumnus and teaching artist David Edward Perry. Mr. Perry used products from the Adobe Creative Cloud to create special effects and edit the concept pilot
- Contributed to the UAB Libraries activities in the UAB activation space at the World Games. Sharing the library's new emerging technology resources at the World Games was a once-in-a lifetime opportunity. For the activation space activities, the Emerging Technologies Team, in collaboration with the Reynolds Finley Historical library and other units on campus, created a 360 video of locations on the UAB Campus that visitors were able to watch in Oculus Quest virtual reality headsets. The team also brought 3D printers to the activation space for demonstrations and gave out 3D printed bookmarks. Printed cards with a QR code that enabled users with the Adobe Aero app to place an augmented reality Blaze graphic on vertical services were also created as activation

space giveaways. Following the Activation Space activities, the UAB Libraries team was awarded a silver medal by University Provost Pam Benoit, PhD.

- Designed and prototyped a box to hold a sensor worn by UAB athletes to collect data on movement during practices and games. The box protypes were designed to be 3D printed with flexible material called TPU. Over 40 of the prototype boxes were 3D printed by student workers and UAB Libraries staff in Lister Hill Library 3D printing
- Collaborated with Dennis Stanley, PhD from UAB's Department of Radiation Oncology to 3D print phantoms using files supplied by the unit. The phantoms will be used to help calibrate equipment in the department

This year we have also increased the number of technology items available for check-out and created new visual webpages and guides to increase the discoverability of these items. Some of the new items include portable VR headsets, Raspberry Pi kits, digital cameras, and high-performance laptops and tablets. We have also added several items to help boost creativity and support digital projects of all types.

Overall, the statistics from lab usage shows an increase in use and demand for technology-focused offerings across the libraries, and they continue to be some of our most popular spaces and services.

- 9,280 total visits across the spaces
- 7,410 minutes of time logged using the VR headsets in-house
- 1172 3D print jobs submitted
- 743 Completed 3D print jobs
- 360 total checkouts for the circulating technology collections

System Development (plus Website and Hardware support)

The systems team continued to collaborate with all other UAB Libraries departments to prepare, deliver, and refine the needed support and infrastructure to support collections, projects, physical item circulation, and other aspects of the library's core operations. In FY22, the systems team resolved 362 technical support tickets and contributed to several projects spanning library departments, including:

- Worked on the library's KIC Scanners
- Created a new systems process for automatically registering new-to-UAB library users
- Developed a new layout for the Interlibrary Loan logon and request submission pages
- Configured messages to patrons in the library's service and inventory management platform
- Configured connections between 3DPrinterOS and the library's 3D printers
- Developed new tools for locating and managing missing and lost library materials
- Made visual improvements to the home page for the library's internally managed events calendar

- Activated a Syndetics Unbound Integration in the library's discovery system
- Upgraded technology in the Dean's Conference Room and Fletcher Room
- Planned for Springshare ROOMS migration
- Worked with Archives to standardize Alma locations
- Worked with D&D to configure and set up Rosetta local storage
- Replaced workstations for all library employees and multiple shared spaces

The systems team also worked with members of different UAB IT teams to develop several system integrations including:

- Set up study room reservations and library hours to be automatically displayed on digital signage in Sterne Library and Lister Hill Library
- Configured "Library Search" tile in the UAB mobile app to allow searching of the library's discovery system
- Enrolled and manage all circulating laptops in campus inTune system

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Digitization & Digital Preservation

The Digitization and Digital Preservation Department (D&D) is a newly established department. Its primary focus is on new workflows in digitization services, metadata enhancements for digital collections, and long-term preservation plans/processes for digital assets.

A secondary factor in our department is outreach and relationship building to establish trusted partners in digital services across the campus and community. In FY22, we established and grew several relationships including:

- Established the department as the go-to department for support for digital imaging, digital collections, and visual resources with the motto of "How can we help?"
- Provided imaging and technical services that directly and positively impacted several UAB Libraries departments
- Built service-focused relationship with Reynolds-Finley Historical Library, to serve as a model for other relationships within UAB Libraries and across campus
- Established relationship with the Digital Library of the Middle East, which will greatly increase use and prestige of RFHL's Middle East Medical collection
- Jumped in to help with disaster recovery after Lister Hill Library flooding, reinforcing UAB Libraries cohesion, building a workplace attitude of teamwork

Digital Services Lab

The Digital Services Lab provides some of our department's core services. Towards the end of the year, we began planning for student assistants and taking requests for digitization, working

closely with the Reynolds-Finley Historical Library to identify some of their most rare and fragile collection items. Some of the lab activities over the past year include:

- Designed the lab spaces, purchased, and assembled furniture and equipment, and coordinated somewhat with designers, contractors, and other service providers
- Researched and purchased digital imaging equipment, including DT Atom high-end scanner, targets, cameras, tripods, cutting mats, etc.
- Worked with Digital Transitions to obtain state-of-the-art equipment at a reasonable price
  - Underwent training on the DT Atom and CaptureOne cultural heritage software, to produce three- and four-star FADGI compliant images
- Began to establish DSL Workflows
  - Created shared processing log - shared workflow document to coordinate between different stages of the imaging and preservation workflows
  - Established file naming conventions and controlled vocabularies for digital asset metadata
- Created initial student position descriptions
- Gave tours of the DSL to attract diverse candidates and to show off UAB Libraries
- Maintained spaces and equipment within the lab
- Digitized books from the Incunabula (pre-1500 print) collection

Digital Preservation and Asset Management

We currently have two digital repository systems: CONTENTdm which displays digital collections and provides access to them from the UAB Libraries digital collections portal and Rosetta, a digital preservation platform which maintains preservation storage for digital assets. We also participated in the planning and implementation of a new repository housed in the Office of Scholarly Communication, Digital Commons. Some of the activities related to digital asset management and preservation include:

- Local Preservation Storage/Rosetta
  - Configured Rosetta to ingest digital objects from staging server
  - Created technical workflows for packaging and transferring digitized content into digital preservation
  - Tested local RAID storage alternatives to tape, DROBO, etc.
- External Cloud Storage
  - Established cloud storage on Azure "Archival Storage"
  - Created technical workflows for ingest into cloud storage
- Geographically distributed preservation storage
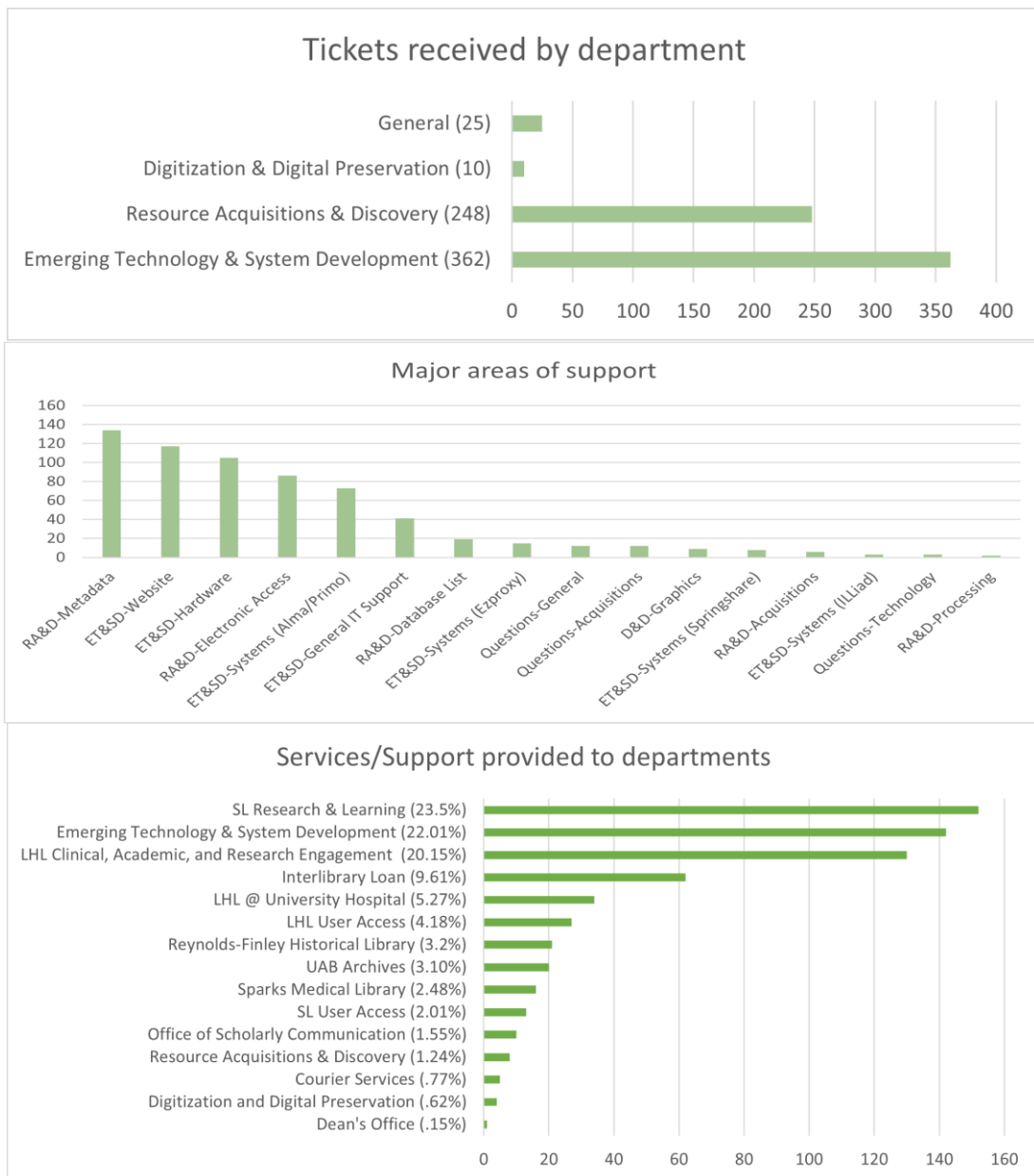 - Became members of Academic Preservation Trust

- Continue to contribute to the ADP-Net community of practice
- Digital Preservation Development
  - Created DnDprepack.py and SIPmaker.py
  - Created staging server for sharing large files locally with Historical Collections
  - Created several virtual machines for testing:
    - Omeka; IIIF Image Server (Mirador); CKAN for Metadata
- Digital Commons Planning
  - Contributed to conversations about design and launch of Digital Commons as an institutional repository (IR)
  - Created position descriptions and presented several alternatives for faculty and staff who might maintain and support the institutional repository
  - Brainstormed positions, services, and resources for bulk metadata export and upload, as well as plans to coordinate digital collections metadata among CONTENTdm, Rosetta, and Digital Commons

Visual Resources Support (Graphic Design, Imaging, and Production)

- Designed branding for Adobe grant funded LibLab and signage for ET&SD department
- Temporary Signage for LHL
- Installed, set-up, and maintained large format printer
- Graphic design and printing for:
  - UAB Libraries Homecoming banner
  - You Are UAB Libraries employee recognition event
  - Advertisement post cards for the World Games tent
  - Posters for Sterne Reference
  - Visual resources for DEI Task Force's women's history display
- Photographed equipment to go into ILS, for lending by the ET&SD department
- Recorded candidate presentations and made them available in MS Teams
- Provided visual resources support for all major exhibits in Sterne Library
- Established graphics approval protocol with UAB Marketing and did the graphic design to order UAB Libraries swag, including:
  - Swag for UAB Best Employer employee appreciation event
  - Swag, banner, and prizes for You Are UAB Libraries employee recognition event
  - Swag and UAB Libraries promotional materials for Finals Week
  - Swag for UAB Libraries World Games tent
- Contributed to UAB Libraries branding, marketing, and advocacy
  - Provided graphic design and production for swag and promotional materials
  - Editor for UAB Libraries Newsletter

Internal Support Impact as a Department

Technology and Technical Services provides support both internally and externally for librarians, teaching faculty, students, and other community users. Support tickets are managed through an online interface and include broad questions, acquisitions requests, access issues, metadata requests, hardware support, website modifications, digitization requests, system support, and general IT related support. This past year we resolved a **total of 645 service tickets**, submitted from a variety of areas within the libraries. A breakdown of the supported areas and request types is shown below:

Tickets received by department

Department	Tickets
General	25
Digitization & Digital Preservation	10
Resource Acquisitions & Discovery	248
Emerging Technology & System Development	362

Major areas of support

Area	
RA&D-Metadata	~133
ET&SD-Website	~117
ET&SD-Hardware	~105
RA&D-Electronic Access	~85
ET&SD-Systems (Alma/Primo)	~73
ET&SD-General IT Support	~42
RA&D-Database List	~18
ET&SD-Systems (Ezproxy)	~14
Questions-General	~12
Questions-Acquisitions	~12
D&D-Graphics	~9
ET&SD-Systems (Springshare)	~8
RA&D-Acquisitions	~6
ET&SD-Systems (ILLiad)	~3
Questions-Technology	~3
RA&D-Processing	~2

Services/Support provided to departments

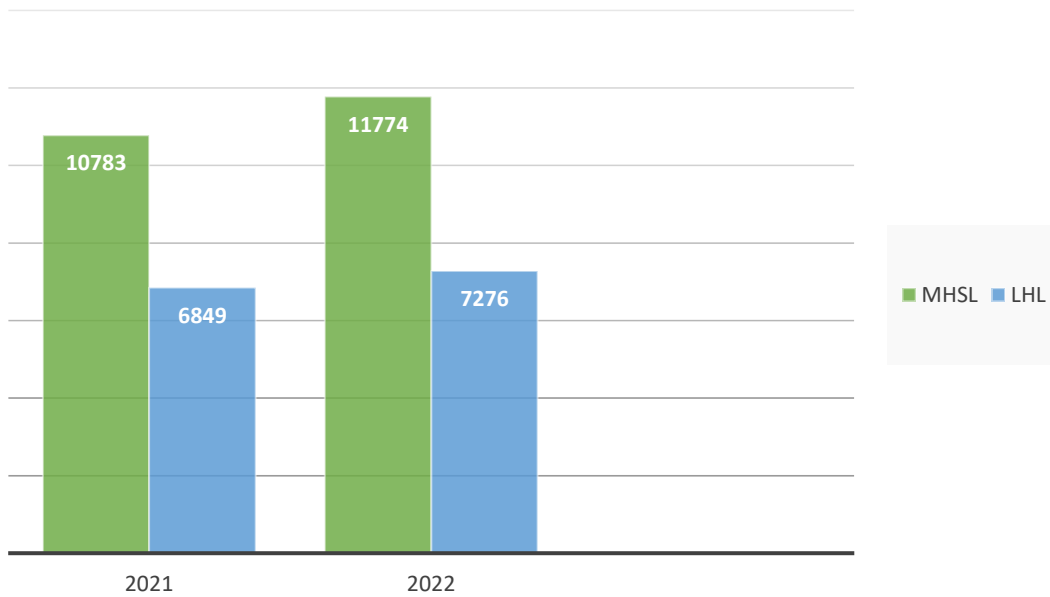| Department	Percentage
SL Research & Learning	23.5%
Emerging Technology & System Development	22.01%
LHL Clinical, Academic, and Research Engagement	20.15%
Interlibrary Loan	9.61%
LHL @ University Hospital	5.27%
LHL User Access	4.18%
Reynolds-Finley Historical Library	3.2%
UAB Archives	3.10%
Sparks Medical Library	2.48%
SL User Access	2.01%
Office of Scholarly Communication	1.55%
Resource Acquisitions & Discovery	1.24%
Courier Services	.77%
Digitization and Digital Preservation	.62%
Dean's Office	.15%

User Access Annual Report

- **Training & Cross-training**
  - User Access (UA) staff completed PCI recertification training
  - UA supervisors hired and trained new student assistants
  - Recruited and hired a part time staff member to assist with evening and weekend coverage
  - Staff attended customer service training offered by UAB Learning & Development

- **Technologies & Technical Services Collaboration**
  - Staff attended technologies overview for circulating technology equipment
  - Supervisors participate in monthly check-in meetings with the Technologies staff to help coordinate and plan for implementing innovative technology processes and system into the User access workflows
  - Worked with Technologies staff to coordinate updating and replacement of all UA staff & HUB computer workstations
  - Implemented new process and procedure to manage circulating laptops

- **Collaborative Activities Related to UAB Libraries Public Spaces**
  - Implemented a tabling policy which allows student organizations to reserve informational tables for the purposes of raising awareness of services, resources, and/or events of interest that are available to the UAB community
  - Worked with other LHL building occupants to update signage
  - Partnered with other building occupants for UAB Homecoming

- **Flooding Recovery Activities**
  - LHL UA staff assisted with recovery efforts after flooding in LHL by identifying flooded areas, removing damaged materials, and protecting printed materials

- **Updates**
  - Unit supervisors updated HUB Quick Guides, HUB Service Guidelines and HUB Training Checklist
  - Unit supervisor provided updated information for the libraries' website services and policies pages

- **Enhancements to Office and Staff Space**
  - Added portable rolling partitions to staff workstations to provide a more private workspace
  - Added photocopy/scanner to the LHL User Access office space
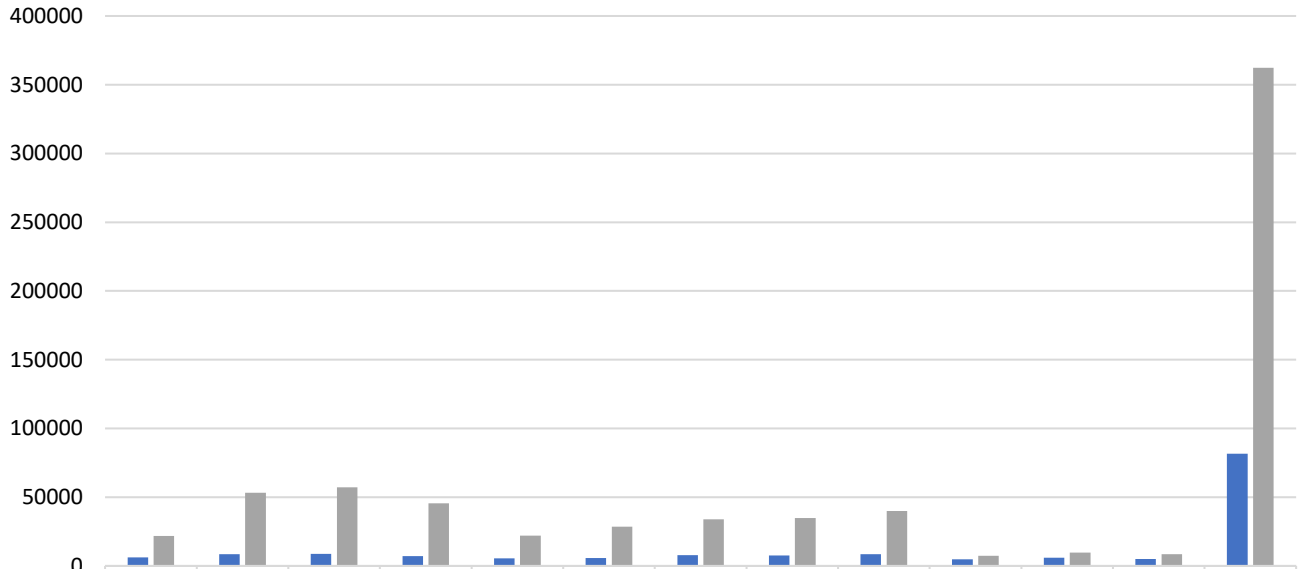 - Reconfigured the MHSL UA work room to accommodate two staff members

Items Circulated per Library 21/22

Lister Hill Library
1,202

Sparks Library at Huntsville
1,196

Sterne Library
35,001
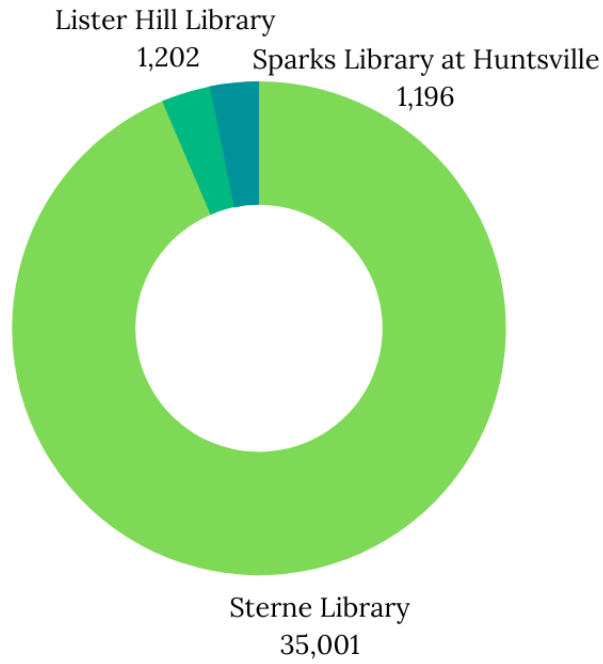
Group Study Room Reservations Year by Year Comparison 20/21 and 21/22

10783

11774

6849

7276

2021   2022

■ MHSL ■ LHL

UAB Libraries User Traffic 2021-2022

	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Total
■ Counts (LHL)	6101	8643	8805	7139	5531	5688	7764	7672	8502	4755	5877	5086	81563
■ Counts (MHSL)	21703	53146	57156	45509	21942	28540	33936	34778	40004	7452	9642	8578	362386

Reynolds-Finley Historical Library (RFHL)

Personnel

- Worked with Dean Gonnerman to create a new faculty position to focus on enhancing the RFHL digital presence and investigating and implementing new technologies. Anna Kaetz was promoted to this role in August 2021. Now the unit is staffed by 2 faculty members, Anna L. Kaetz, Digital Strategy and Metadata Librarian for RFHL, and Margaret W. (Peggy) Balch, Curator of the Reynolds-Finley Historical Library.

Instruction/Reference

- Presented 12 Instructional Session to Classes (8 UAB classes, and 4 Birmingham-Southern)
    - Enhanced RFHL instruction by collaborating with professors to develop assignments utilizing rare primary materials for their instructional goals and offering individual student appointments to work on their assignments
- Provided 101 Research Consultations
- Answered 148 additional Reference Inquiries
- Provided internships to 2 students from the Anthropology and History departments
- Worked with Art History capstone student, Simon Peeples, on the use of RFHL imagery and the development of an alchemy exhibit at the UAB Art Lab
- Presented 3 Workshops:
    - "Thinking Outside the Books-Finding Creative Ways to Use Primary Sources in the Classroom." UAB Libraries Series for UAB's Center for Teaching and Learning (CTL), presented online via Zoom, April 6, 2022
    - "Rare Book Libraries: Focusing on the Reynolds-Finley Historical Library," Presented to the fall and spring UAB AEIVA Art Museum Careers Workshops, October 13, 2021, and February 23, 2022

Exhibits

- Created the first ever virtual reality tour of the RFHL, titled *Halloween: A Spooky Tour of the Reynolds-Finley Historical Library*, created in October 2022
- Implemented the *Turning the Pages* technology for users to interactively explore rare materials
    - Coordinated purchase of the Ideum touchscreen located on the first floor of LHL and the *Turning the Pages* (TTP) software
    - Added 15 rare items to the TTP for interactive display
- Designed an RFHL webpage to be added by UAB Digital Media titled "Virtual Exhibits" to improve the discoverability of the virtual exhibits created by RFHL staff
- Developed the following physical exhibits to feature RFHL collections:

- *Celebrating the Traditional Bookmaking Arts of China & Japan* (with Art professor, Doug Baulos), on display at Mervyn H. Sterne Library from August 12, 2021 – January 10, 2022
- *Narrations of ENT: The Dennis G. Pappas Otolaryngology Exhibit*, the physical version of the previously created virtual exhibit, on display in the Reynolds-Finley Historical Library from September 17, 2021 – present

Outreach

- Participated in the UAB Libraries booth at the World Games and exhibited RFHL materials using the new *Turning the Pages* technology

Digitization, Cataloging and Technology

- Digitized materials and created metadata to develop/enhance the following digital collections:
  - *Contagious Through the Ages*: 21 items
  - *Rare Alabama Medical Journals*: 2 issues of the *Transactions of the Medical Association of the State of Alabama* added
  - *In Memoriam*: 20 items
  - *Incunabula collection*: 7 items
  - *Documenting COVID-19 at UAB:* 11 items

  Total: Added 61 digital collection items

- Cataloged 108 RFHL collection items

Collections

- Created a detailed inventory of the 800 items donated to RFHL by the Diethelm Family
- Continued to build the RFHL collection by acquiring 81 additional items through purchase and/or donation
- Provided disaster response for the Alabama Museum of the Health Sciences vault and Lister Hill Library book collections after flooding on March 31, 2022

Highlights of Accomplishments

- Expanded the Reynolds-Finley Fellowship Program to provide support for UAB applicants
- Expanded the fellowship program to applicants with research topics beyond the health sciences so that use of our collection resources for any research project can be considered
- Hosted and provided research support and consultation to 5 Reynolds-Finley Research Fellows during their visits

UAB Archives

Reference

On-site research visits 46   *increase of 17%*

Class instruction

Online
Honors Leadership, April 2022
Honors History of Alabama, November 2021

In-person
HA 628 Health Administration, August 2021
HY 300 Historians Craft, September 2021 & February 2022
HY 374 Gay & Lesbian History, January 2022
NUR 004 Nurse Midwifery, June 2022

Museums Workshop, October 2021 & February 2022

Invited Presentations

Online
UAB Advancement, UAB in the Civil Rights Movement, February 2022
UAB Medical Alumni Association, African American History at the School of Medicine, February 2022
UAB SOM-Selma Sparks Program, African American History at the School of Medicine, February 2022

In-person
Organization Theory in Healthcare Conference, History of UAB and Segregated Healthcare, featured luncheon speaker, May 2022
School of Medicine, Service-Learning Community, Civil Rights at UAB, August 2021
UAB Healthcare Leadership Academy, UAB History, November 2021

Hybrid
Jefferson County Medical Society, African American History at the School of Medicine, April 2022

Department's Major Work Projects

Display at Sterne Library of highlights of the donated Memorial Gay and Lesbian Collection, January – August 2022

Staff have thus far inventoried and processed for technical services staff over 6,110 volumes of monographs and journals in the donated Memorial Gay and Lesbian

Collection. Of these, more than 5,900 volumes and 5,540 titles have been cataloged and are currently available and have been shelved at the library's remote facility at 801.

Adaptation to the aftermath of the March 2022 flood event at LHL, which necessitated the removal of collections and shelving and their disbursement across the archival storage area in aisleways and in floor stacks which has caused problems in daily activities of the staff and in answering/researching reference queries – we still await construction and restoration of the area and a return to normalcy for the department

Department's Ongoing Work Projects

Image of the Month posted

UAB history chronology updated periodically

Archival material displayed in the three cases on the third floor of LHL and in the single case by the LHL entrance: Scenic Postcards; African American related material in the Memorial Gay & Lesbian Collection for Black History Month; Holiday display; etc.

Continued major revisions and updates to *UAB Dictionary of Academic Units* and to the *UAB Dictionary of Buildings and Facilities*

Collections Processed

Completed processing of the records of UAB President Charles A. McCallum (Series 1.3.10 & Series P1.3.10) more than 158 cubic feet of archival records and photographs

Currently processing of the records of UAB President J. Claude Bennett, will be about 50 cubic feet of material

Collections Acquired or Transferred

University Records/Collections
Transfer of WBHM Public Radio records, 1 cubic foot accretion to existing collection

Transfer of material from Advancement Office, 3 cubic feet

Transfer of photographs and slides from Office of Student Life, 1.5 cubic feet

Manuscript Collections
Records of Opera Birmingham, Inc. – negotiated gift of the historical collection of Opera Birmingham, 17 cubic feet

Papers of Dr. Nancy Johnson (Education), 2 cubic feet

Papers of Carolyn Johnson Crawford, 36 cubic feet – from long-time civic and cultural volunteer and wife of engineering faculty member

Papers of Dr. James H. Woodward (Engineering), 1 cubic foot – UAB related material of the former dean of engineering who was later the president of UNC-Charlotte

Several smaller collections of material from/about Willoughby Anderson, Patricia Cleveland (Nursing), James Ehernberger, Wayne Finley, and Tracy Powell (Library)

LGBTQ Collection: Ongoing transfers of material for this major donation, including print monographs and serials and archival material such as correspondence, photographs, scrapbooks, diaries, ephemera, realia, etc. – staff made 10 trips to retrieve material from the donor's house and returned to campus with over 210 boxes of material in the LGBTQ or Ala./BHM history (see below) collections.

Alabama and Birmingham History: Ongoing transfers of material for this major donation – from same donor as that of the LGBTQ Collection – includes print monographs and serials and archival material such as correspondence, photographs, scrapbooks, ephemera, realia, etc.

Lister Hill Library at University Hospital

Highlights of the Year's Activity

- Tracy Powell, Clinical Services Librarian for over 25 years, retired. Tracy ensured a successful transition to her replacement.
- Carried out hiring searches for a new Clinical Research & Education Librarian for the Department of Anesthesiology and Perioperative Medicine and a Clinical Reference Librarian for Lister Hill Library at University Hospital.
- Maintained services to key constituents in the hospital including GME, clinical departments, the Center for Nursing Excellence and the Nurse Residency Program while also continuing support of the Anesthesiology Department's research, education, and physical and virtual library spaces.
- Updated and maintained 11 clinical services guides which were accessed almost 64,000 times over the course of the year.
- Taught a new series of workshops for UAB Medicine's reorganized Nurse Residency Program, reaching over 200 first year nurses at UAB Hospital.
- Continued the weekly Table of Contents Service, sending customized emails to subscribers with almost 60,000 links to current journal content.
- Continued participation in planning for the new Graduate Medical Education Resident Wellness space including interviewing and evaluating architectural firms.

Statistics on Information Services Provided by LHL@UH Staff

	sessions	total length	attendees
Consultations	11	9	12
Instruction	22	18.5	384

Reference Questions	
Reference	49
Consultation (unscheduled)	11
Directional	27
Virtual Reference	150
via chat	52
Virtual Consultation	20
via chat	4
Virtual Directional	1
via chat	0
Point of Use Technology	3
Consumer	0
Literature Search	75

Sparks Medical Library at UAB Huntsville Regional Medical Campus

Highlights of the Year's Activity

- Alan Backer, the Librarian at Sparks Medical Library, became an Assistant Professor with UAB Libraries in 2021
- Marion Montgomery, the former Library Assistant, moved to Student Services. Alan took over her circulation, book processing and invoice management duties.
- Creation and maintenance of a new Sparks Library webpage on the UAB Libraries' website: Sparks Library - Libraries | UAB
- Ordered 158 new book titles for the Sparks in-house collection
- Lead organizer for the 5th Annual UAB Huntsville Research Day
- Gave 3 presentations: Dean's Conference EBM series in critical appraisal for HSV students, How to Use PubMed for HSV students, and UAB Libraries Tech Talk on Comparing the Needs of Students, Residents and Faculty in Library Services

Statistics on Information Services Provided by Sparks Library Staff

	sessions	total length	attendees
Scheduled Consultations	12	4 hrs	12
Instruction	2	1.5 hrs	64
Orientations	2	2 hrs	56

Reference Questions	
Reference	380
Consultation (unscheduled)	29
Directional	43
Virtual Reference	111
via chat	111
Virtual Consultation	24
via chat	24
Virtual Directional	9
via chat	9
Point of Use Technology	67
Literature Search	9