Health Sciences Library
Annual Report
July 1, 2016 through June 30, 2017

HIGHLIGHTS

1. Major activities and accomplishments and how they contributed to the Libraries' Strategic Directions and focus areas.

- Translational Research and Information Lab (TRAIL) was opened with a ribbon cutting ceremony on November 7, 2016.
    - TRAIL ticketing system was successfully launched and implemented
    - Data wall installed and being used by the UW research community
    - TRAIL calendar using TRUMBA published on the TRAIL website
- Completed a redesign of the HSL website that launched August 15, 2016.
- Hosted the Annual AAHSL Directors Dinner on November 11, 2016
- HSL was invited to submit a full IMLS SPARKS grant proposal to write a virtual reality Primer.
- Completed a redesign of the HEALWA website that launched on December 17, 2016.
- Successfully managed the conclusion of the RRAIN II mobile app project and launched an Android version in Google Play store.
- Updated the 3rd floor study spaces and 2nd floor study rooms
- With the re-design of the website, two social media channels were started – one with Facebook and one with Twitter. Any news with a Health Sciences focus and any news regarding HSL are posted to the News sections of the website in addition to being tweeted and posted on Facebook.
- Hired:

  Amber Atkins,   Library Technician Lead (1/9/2017)

  Stephen Gabrielson, Instruction and Data Services Librarian (3/1/2017)

  Ann Glusker, Research and Data Coordinator (11/28/2016)

  Ann Bett-Madhavan, Research and Data Coordinator (11/1/2017)

  Emily Patridge, Assistant Director, Clinical Research & Data Services (8/16/2016)

  Christina Pryor,   Assistant Director & Community Health Education Coordinator (1/17/2017)

ADMINISTRATIVE SERVICES

1. **Major activities and accomplishments and how they contributed to the Libraries' Strategic Directions and focus areas.**

   Admin Services is the support unit for all of HSL and has helped out with numerous projects behind the scenes. Their work is detailed in Section 2.

2. **Other significant activities, changes and issues.**
   - Joy Araki transferred 100% to Interlibrary Loan and stepped down from HSL financial responsibilities. HSL is currently recruiting for a FT fiscal specialist II that can continue Joy's responsibilities and also assist with grants.
   - Administrate Services was part of the team that submitted the IMLS grant proposal for the VR studio. They reviewed budgets, proof-read documents and submitted the grant proposal in SAGE.
   - In January 2017, Admin Services team huddles was born and weekly the department meets to plan and organize. This has improved processes.
   - Team huddles has led to reviews of current processes such as how travel is processed and it was determined that Jane Kohl have full responsibility of travel for HSL and HEALWA now.
   - Hendeke Araya created several promotional items such as the TRAIL Ribbon Cutting Ceremony invitations and program agendas and TRAIL folders.
   - The storage cabinet was reorganized and several promotional items, such as annual reports, are now easy to grab and go.

3. **Major activities and initiatives anticipated for next year and how they will contribute to the Libraries' Strategic Directions and focus areas.**

   Engagement & Community:
   Social Media is going to become a larger focus and Jane Koh is taking a lead in updating the HSL Twitter feed.

   Grant financial management will also hopefully become a larger focus of work responsibility.

CLINICAL RESEARCH AND DATA SERVICES (CRDS)

CRDS is a new department that was created in August 2016 when the Director of CRDS was hired. This unit collaborates with PRS to provide library liaison services, leads the TRAIL initiative, and spear-heads data projects. As of July 2017 the unit comprises of:

- Emily Patridge (Assistant Director)
- Andrea Ball (Care Management & Population Health Librarian)
- Stephen Gabrielson (Instruction & Data Services Librarian)
- Grants Administration and Special Projects (GASP) Librarian

1. **Major activities and accomplishments and how they contributed to the Libraries' Strategic Directions and focus areas.**

Research & Scholarship

- PNR, CRDS, and Research Data Services collaborated to provide a monthly discussion on the BD2K webinar series in the months of October, November, and December 2016. On average 5-8 librarians from the UW Libraries attending the monthly discussions.
- In collaboration with PNR and Research Data Services CRDS revised the Research Data Services four day data management module. CRDS and PNR will launch the first health sciences data management module in August 2017.

Teaching & Learning

- HSL, PNR and RIT co-trained HSL librarians (Andrea Ball, Frances Chu, Stephen Gabrielson, Ann Glusker, Ann Madhavan, Emily Patridge and Deric Ruhl) to provide REDCap support to researchers and clinicians identified by ITHS.
- Two HSL librarians were trained on LEAF and are ready to provide support once LEAF is launched.

- CRDS and HEALWA gave a class at Northwest Hospital Spring 2017.

Engagement & Community
- Emily Patridge organized a TRAIL ribbon cutting ceremony and services demo with Tania Bardyn as the Master of Ceremonies.

- Emily Patridge organized an Open House for TRAIL to kick off the initiative. An estimated 40-50 people attended the event in the TRAIL space.
- Nurtured relationships with multiple departments to write an IMLS grant proposal to create a virtual reality studio and write a virtual reality studio primer.
- CRDS led the GPS-LAC student advisory group and had the students provide feedback on chair selection and wifi services. The students learned about HEALWA and other resources for life after the U.
- CRDS hosted a table at Harborview in March 2017 for a total of four Wednesdays. These table demos were from 12p.m.-1p.m. and on average 5 healthcare professionals stopped by to learn how HSL can assist them with their clinical research.
- HSL hosted the School of Nursing's Boot Camp for high school students interested in becoming nurses. This arrangement came about from HSL Administration doing a tour of the TRAIL space for the SoN executive leadership.
- TRAIL is led by three executive leaders: HSL, ITHS, and RIT.

2. **Other significant activities, changes and issues.**

- Deric Ruhl researched and implemented the TRAIL ticketing system.
- Jane Kohl maintained the space reservation system and booked appointments for the TRAIL space.
- HSL presented a TRAIL poster at the ITHS Expo and the UW OE Showcase.

- HSL was invited to submit a full IMLS SPARKS grant proposal to write a virtual reality Primer.
- HSL collaborated with Libraries Advancement to have an Open House for donors in February 2017.
- HSL continued to offer Writing Center support by hosting a satellite branch in the HSL.
- Emily Patridge was the MLA LAC's Continuing Education Co-chair.

3. Major activities and initiatives anticipated for next year and how they will contribute to the Libraries' Strategic Directions and focus areas.

Collection & Assessment
- Solicit, hire, train and mentor a Population Health intern from the iSchool. This position will work with the Care Management & Population Health Librarian to evaluate the LiveStories product, and compare/contrast it with Data Planet.
- Identify and evaluate population health tools and resources.
- Design a LibGuide for Population Health complimenting the existing Global Health LibGuide.

Research & Scholarship
- CRDS and Scholarly Communication collaborated to create content for an ORCID class and plan to teach the class in the 2017-2018 academic year.
- Provide secondary support for TRAIL tools, such as REDCap and LEAF, by answering TRAIL tickets and teaching the beginner REDCap class. A maximum of 12 REDCap classes with a minimum of 4 REDCap classes will be expected. A maximum of 100 REDCap tier 1 ticket questions will be answered by HSL staff for each month, with a minimum of 50 REDCap tier 1 ticket questions.
- Plan for a virtual reality/augmented reality studio in the TRAIL space. Adam Garrett is planning two retreats to design and develop the studio and provide training.

Teaching & Learning
- Develop and teach an eight-hour online data management course over four days for health sciences researchers. This course was developed by the UW Libraries Research Data Team in 2016. The maximum is the course will be taught twice (August 2017 and TBD) and a minimum the course will be taught once.
- Develop a TRAIL bibliography to track the conferences, posters, papers and other publications. The minimum will be creating a bibliography and the maximum will be creating a bibliography and posting online.
- Develop an online course/module about population health. Deliver this via the HSL web page.
- Offer a Fall 2017 Harborview table top demo.

Engagement & Community

- CRDS will launch a virtual reality user group for the UW community. Dr. Edward Varrier agreed to be the executive sponsor. Stephen Gabrielson will lead the group.

4. Key statistics not reported or collected centrally

Comments about TRAIL (December 2016- July 2017)
- Needed Technology = 4 responses
  - Explore creating 360 videos using the data wall and a 360 camera
  - I need a space with good connectivity, equipment, and quiet
- Meeting or Training = 22 responses
  - Electronic Health Record (EHR) Meeting
  - REDCap Consult
  - Multi-disciplinary, collaborative meeting to advise investigators on a clinical trial
- Showing for Potential Use or Replication = 6 responses
  - We are looking for opportunities to develop similar space in the Foster Business Library
  - Provide a session to potential users on the TRAIL initiative
- General Reasons = 12 responses
  - It's conveniently located, has plenty of seating, has lots of whiteboard space, and has very nice presentation equipment for visualizations.
  - Virtual Reality equipment demonstration
- Presentations at major conferences, webinars, posters: 5
- Northwest Hospital: Over 40 hours of service completed

HSL HOURS PER SERVICES
JULY 01, 2016- APRIL 14, 2017

■ Document Delivery ■ Literature Searches ■ Reference Questions
■ Administrative Services ■ Instruction

29%

63%
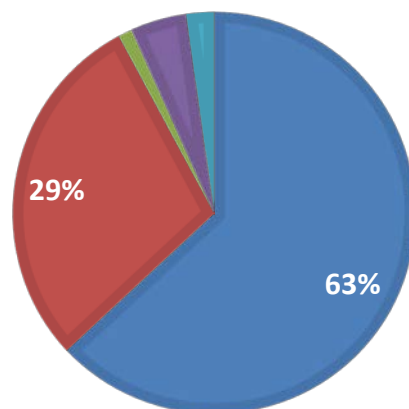
PUBLIC AND RESEARCH SERVICES & PRINT & ELECTRONIC RESOURCES SECTION (PERS)

The Print and Electronic Resources Services (PERS) department of the Health Sciences Library (HSL) contain a staff of two library specialist focused on ensuring all resources, both print and electronic remain available for HSL customers. The staff include:

- Meryl McDonald
- Sarita Thayil

Public and Research Services (PRS) consists of five liaison librarians who support six health sciences schools and UW Medicine hospitals and clinics caring for the population of Western Washington. The librarians include:

- Frances Chu
- Nicole Dettmar
- Diana Louden
- Joanne Rich
- Sarah Safranek

Collections & Access
- ➢ *Provide access to world class collections*
- ➢ *Expand and improve access to online resources*
- ➢ *Align collections and access strategies with current and emerging university needs*

In 2016, a group of staff from the Health Sciences Library (HSL), that included members from Print & Electronic Resources Services (PERS), Public & Research Services (PRS), Systems, and User Experience, worked together to redesign the HSL website. The most frequently used databases, resources, and services were displayed prominently in a tabbed box that allowed users to browse for resources and services without leaving the home page.

Before
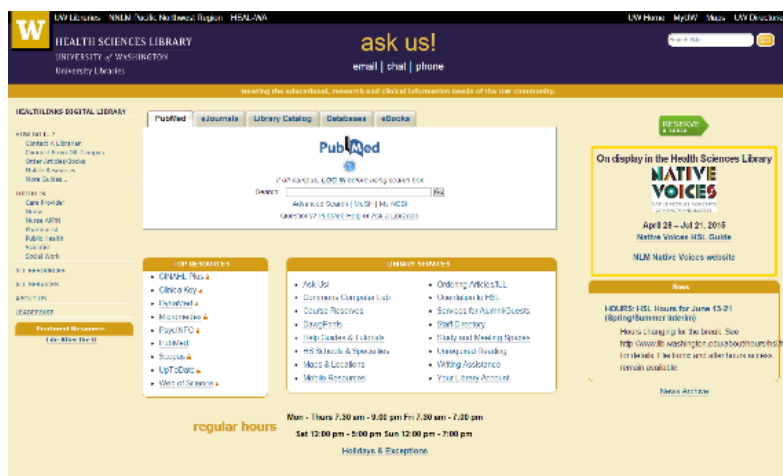
After
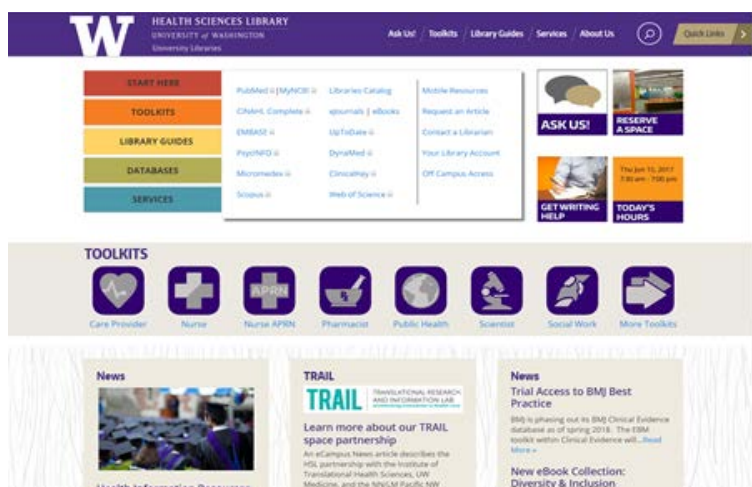
In 2016-2017, the HSL collection remained mostly online as most of the customers of HSL work and learn remotely. To ensure easy access to resources, a key element in development of the new website was creation and incorporation of searchable tables of databases, ebooks, and other resource links. The HSL Web Team, comprised of liaison librarians and the HSL website developer, oversee content and direction and development of new features. Subject categories of eBooks available to students, faculty, researchers and clinicians working in the various hospitals and clinics were expanded, and an eBook database was created with the two PERS staff, Meryl McDonald and Sarita Thayil, regularly maintaining and updating the eBook list.

LibGuide content created by P&RS librarians continues to be heavily used. In the 2016-2017 academic year, four of the ten most highly-used LibGuides on all UW campuses were HSL guides.

In addition, the PERS staff maintained and updated thousands of records for LinkOut in PubMed and SerHOLD for Docline. The PERS staff also spent many hours troubleshooting problems that occur with electronic resources.

- Average hours/month updating eBooks database – 28
- Average hours/month updating LinkOut and SerHold – 99
- Average hours/month troubleshooting – 19

Liaison librarians are also intimately involved in resource exploration, management, and purchase decision-making.

Research & Scholarship
➢ *Provide expertise and support for data management and digital scholarship*
➢ *Actively support all aspects of the research process*
➢ *Advocate for sustainable alternative publishing models*

Diana Louden and Joanne Rich worked with Dr. Paul Crane to receive an Administrative Supplement grant from the National Institute of Aging to fund a portion of their time serving as informationists on his Alzheimer's research team. As they learn about the scientific aspects of the project, the research methods, and the roles of the team members, they contribute in a number of ways: assessing information needs, researching best practices for data sharing, literature searches, citation management, current awareness alerts, and research impact assessment. Librarian, Sarah Safranek, participated in the Ithaka S+R Research Support Services: Public Health Project, where she obtained training on interviewing and content analysis of interviews, and then conducted interviews with the goals of assessing the research information needs of public health faculty and researchers at UW.

Other research support activities included:

- Participating on systematic review project teams
- Collaboration with CRDS) to provide REDCap support and training
- Partnering with the Office of Animal Welfare to improve searches for Institutional Animal Care and Use Committee (IACUC) protocols by hosting training sessions from the Animal Welfare Information Center (for librarians and researchers) and by embedding search assistance in the online IACUC protocol management system.
- Participation in developing a proposed Open Access Policy and conducting outreach to UW faculty regarding its merits and implications.
- Receiving a Student Technology Fee award to upgrade HSL-hosted Sequencher software. This grant provides laboratory access to DNA sequence analysis software which supports

skill development by students; research activities of faculty, students, and staff; and sample analysis for patient care.

Another essential service provided by the librarians were one-on-one consultations with a variety of customers, the majority being graduate/professional students. The charts below show data gathered from July 2016 to June 2017 on the numbers of research consultations provided by the librarians for the six schools and UW Medicine. The total number of consultations for the year was 452.

# of participants

Type of participant
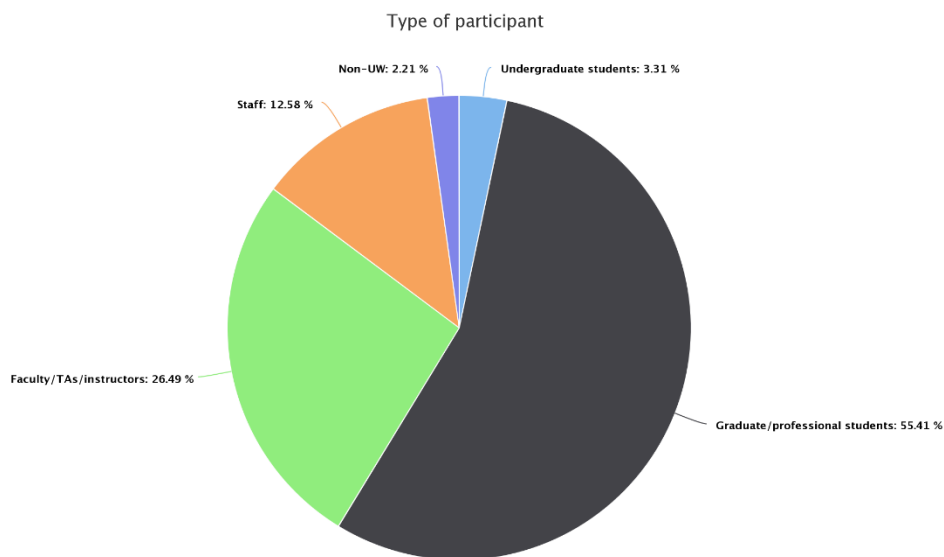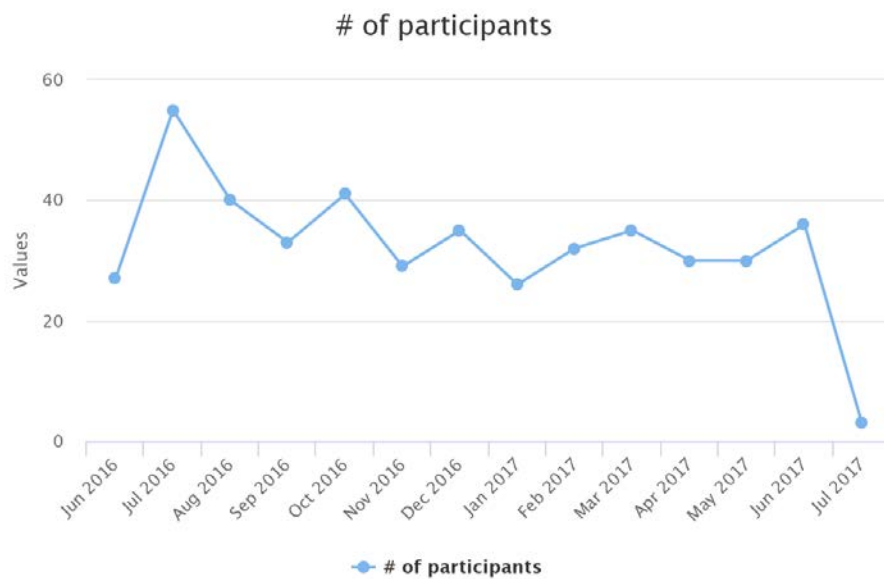
Other data show that liaison librarians have performed 266 literature reviews and 32 systematic reviews. With the start of the Memorandum of Understanding (MOU) with Multicare and the continuation of the MOU with Northwest Hospital, liaison librarians have completed an additional 36 literature searches for Multicare and Northwest Hospital.

Teaching & Learning

➢ *Use assessment to improve teaching and learning and promote Libraries' role in student academic success*
➢ *Strengthen services to students new to UW to enable academic success*
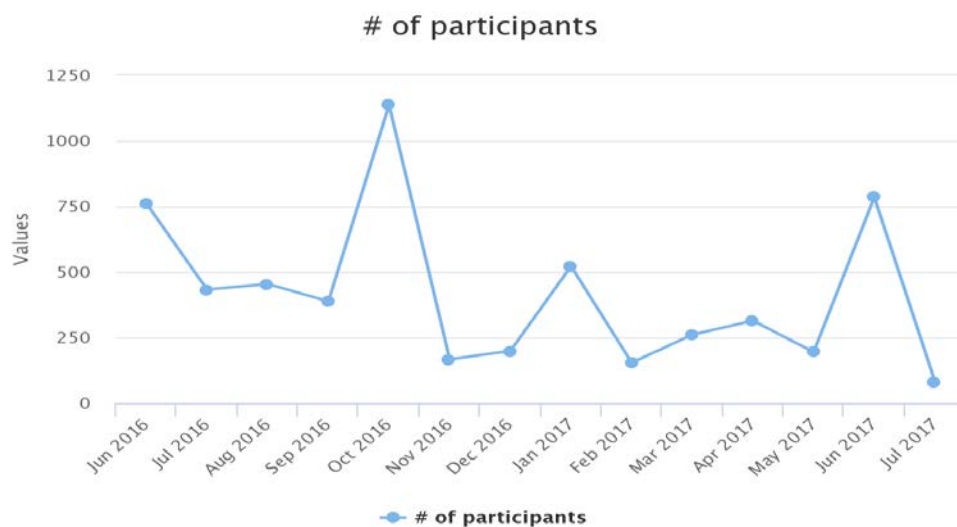➢ *Support unique and emerging needs of online and active learning*

The liaison librarians continued to teach a wide variety of audiences - building on established partnerships and developing instruction for new audiences who can be faculty, students or practicing clinicians. Audiences included, but are not limited to, are:

- School of Nursing: BSN, MSN, DNP and PhD students.
- School of Public Health: undergraduate students in Public Health, and Health Information Management, MHA, MPH and PhD students in Biostatistics, Global Health, Epidemiology, Health Services, Environmental & Occupational Health, and Public Health Genetics.
- School of Pharmacy: PharmD and PhD students, Biomedical Regulatory Affairs students
- School of Medicine: MD students; students in Bioengineering, Biomedical & Health Informatics, and Bioethics & Humanities; residents and fellows in all departments of the Departments of Medicine; and PA students.
- School of Social Work: BASW, MSW and PhD students
- School of Dentistry: DDS students, residents and fellows
- Institute of Translational Health Sciences: ITHS-WRF fellows and TL1 trainees
- UW Medicine: practicing clinicians of all types in the hospitals and clinics.

As the need for health sciences professionals increase to care for the aging population in the United States, the number of students for the six health sciences schools have steadily increased from 2009-2017.

HS students increased 30% since 2010
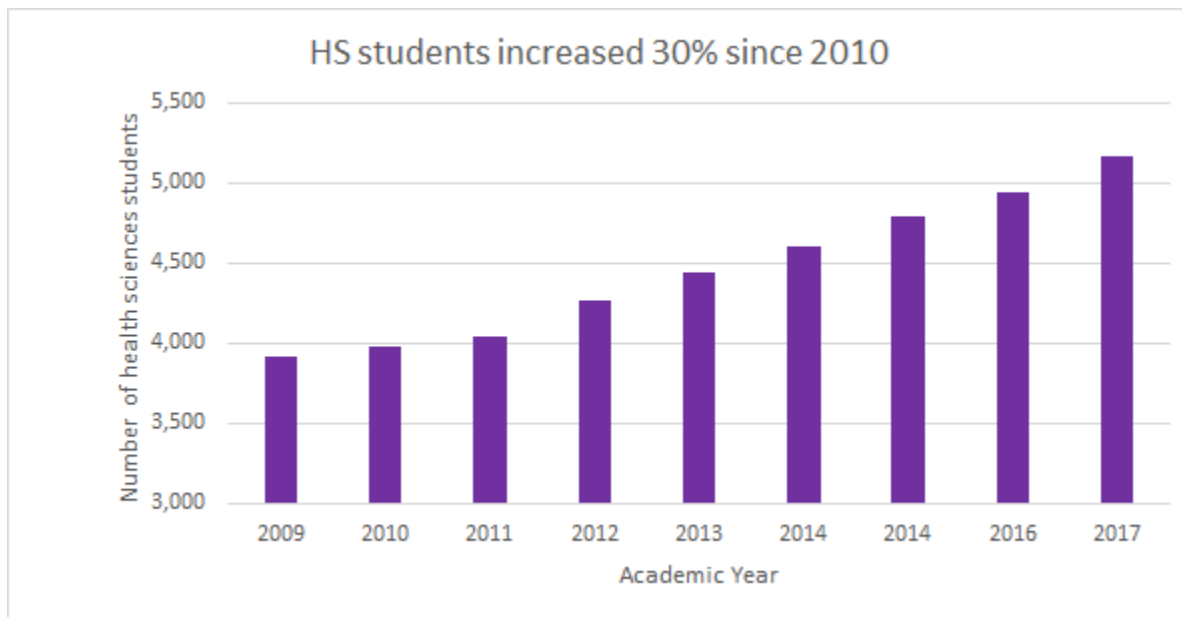
The charts below show data gathered from July 2016 to June 2017 on the numbers of participants in the sessions the librarians have taught. As of June 2017, the total number of participants taught by librarians was 4887.

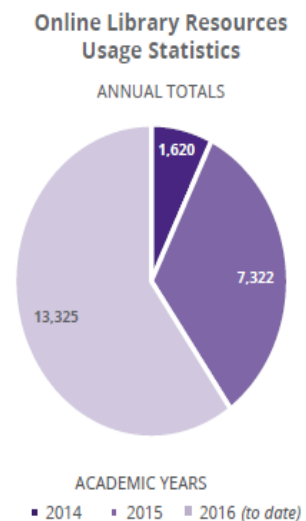

# of participants

Type of participant

Non-UW: 6.86 %
Undergraduate students: 6.86 %
Staff: 22.38 %
Graduate/professional students: 36.10 %
Faculty/TAs/instructors: 27.80 %
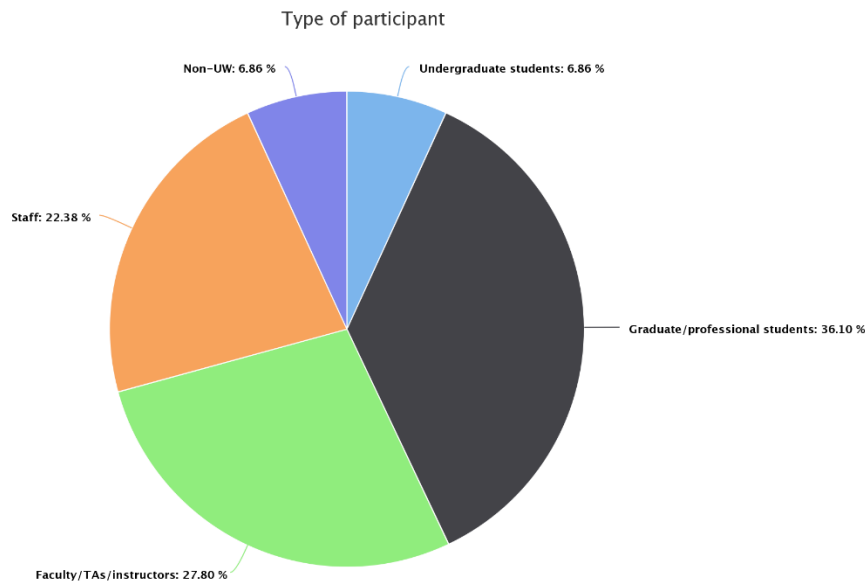
A specific example of liaison librarian support for teaching and learning is Nicole Dettmar's work with the UW School of Medicine in support of medical education curriculum over six locations in five states (Washington, Wyoming, Alaska, Montana and Idaho (WWAMI)). This curriculum involves more active learning with utilization of the Canvas Learning Management System for pre-class activities such as reading eBook chapters and articles. The librarian worked with the School of Medicine to develop, assess and revise in response to student feedback integrated online library resources using LibGuides and course instructional design collaboration with faculty and academic learning technology staff. The data show high usage of this resource with a 37% increase during the first 6 months of Academic Year 2016 (AY16) compared to all of AY15. Note that the data for AY16 is not complete and data collection is ongoing.

Online Library Resources Usage Statistics by Month

ACADEMIC YEARS
2014   2015   2016 (to date)

Online Library Resources Usage Statistics

ANNUAL TOTALS

1,620
7,322
13,325

ACADEMIC YEARS
2014   2015   2016 (to date)
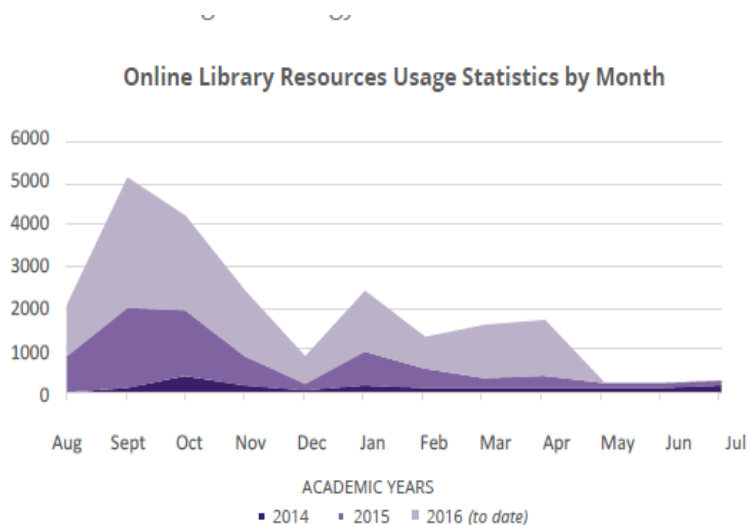
Another educational support service was a collaborative program with the Odegaard Writing and Research Center (OWRC) to place a tutoring service at HSL. This program began in 2014 and continues today with a MOU signed last year. Starting last year, the Writing Center will be providing online support for distance students, specifically those in the WWAMI region. In-person usage of the service has grown significantly as liaison librarians promote the service to students, staff and faculty.

HSL Session Statistics

167
146
294

ACADEMIC YEARS
■ 2014   ■ 2015   ■ 2016 *(to date)*
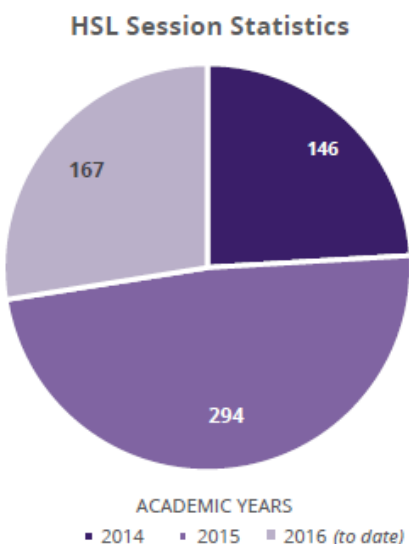
Another collaborative teaching activity was Diana Louden's work with Carolyn Martin (NNLM PNR). They taught three Continuing Education (CE) classes for librarians (in person and online) on supporting genetic information needs of clinicians and consumers.

In addition to supporting student learning in the six schools, the two liaison librarians (Frances Chu and Andrea Ball) who provide services to UW Medicine have been reaching out to the clinicians. In 2016, a qualitative research project was undergone to assess the information needs of the clinicians. The content analysis showed that the clinicians were not aware of the services, wanted the librarians to teach more and also be available for consultation as experts on information. In 2016-2017, the librarians contacted multiple programs in UW Medicine to provide orientations and raise awareness of the services the librarians can provide. Indeed this upcoming orientation season beginning June 2017 will have the librarians reaching over 20 resident and fellow programs. At the same time, the clinical librarians have helped train the UW Medicine practicing nurses with an Evidence-Based Practice Boot Camp multiple times, and are now involved in an RN Residency program at Harborview Medical Center.

Engagement & Community
> ➢ *Provide productive and user-centered library spaces and experiences*
> ➢ *Use integrated communication strategies to promote our resources, services, and values*

➢ *Advance mission of the Libraries through community support and collaboration*

To ensure that the customers receive timely and accurate answers for the health sciences information questions, several liaison librarians have been trained on the Questionpoint (QP) chat service in addition to all liaison librarians being trained to answer QP questions referred to HSL. The July 2016 to May 2017 data show that:

- Librarians and User Experience staff have answered a total of 732 referred question
- Librarians and User Experience staff have answered a total of 173 chat questions

Additionally, with several librarians providing Tier 1 technical support for REDCap, the total number of questions answered regarding REDCap was 802 since starting support services in December of 2016.

Another project to engage and support the community centered on the topic of homelessness. The Information Management Librarian, Joanne Rich, engaged with a nursing faculty member who had experienced homelessness and wrote a book about her experiences. The librarian worked with User Experience staff to collaborate on events and displays on the topic of homelessness within the HSL, especially during the time when a temporary homeless encampment was located on UW Campus near the Health Sciences building.

Lastly, with the re-design of the website, two social media channels were started – one with Facebook and one with Twitter. Any news with a Health Sciences focus and any news regarding HSL are posted to the News sections of the website in addition to being tweeted and posted on FaceBook. Below lists the number of followers for Facebooks and Twitter from December 2016 to May 2017.
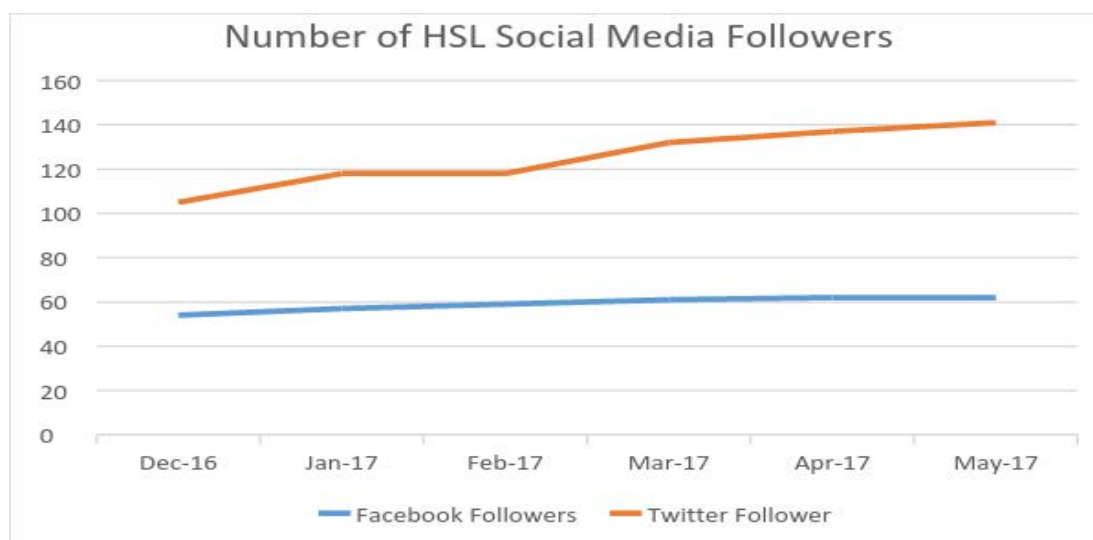
SYSTEMS

1. Major activities and accomplishments and how they contributed to the Libraries' Strategic Directions and focus areas.

- Completed migration to new HSL and HEALWA websites
- Manage installation of Steelcase Thread into T229 Pacific Room
- Successfully managed the conclusion of the RRAIN II mobile app project and launched an Android version in Google Play store.
- Manage installation of Shure wireless microphone system in T229 Pacific Room
- Continued to improve processes, policies, and systems to ensure consistent billing and use of Commons space
- Continue to participate with Admin to examine the future of the Commons; expanded to other uses such as data visualization, electronic assessments and active learning
- Re-imaged Commons PCs to fix issues with School of Medicine testing software

2. Other significant activities, changes and issues.

- Deployed and managed ticketing system for ITHS REDCap support as part of the TRAIL initiative

Transition of management of public work stations

- Assumed responsibility for 32 workstations in User Experience area for user support
- Collaborate with Libraries IT on imaging, updates, and repairs for public workstations
- Continue to consult with Libraries IT as appropriate
- STF awarded full funding for 2016 grant for Commons
- Installed computers from the 2016 grant - 68 new PCs and monitors in classrooms in Commons
- Trained, assigned duties, and continue to work with an LT III supporting Computer Commons
- Conducted mini training sessions on software for User Experience staff
- Worked with Libraries IT to update new lab and public images

3. Major activities and initiatives anticipated for next year and how they will contribute to the Libraries' Strategic Directions and focus areas.
- Work with Admin and Systems to review strategic directions for the Commons and utilize the space to meet those goals
- Build, test, and implement new Mac Image, deploy new Macs in Commons

- Learn / work with Liaisons on Big Data and Data Curation, TRAIL. Develop a role for the Commons

4. **Key statistics not reported or collected centrally**

- iOS RRAIN Washington app downloaded: 4835
- Android RRAIN Washington app downloaded: 31
- RRAIN Washington website visits from July 1 – June 30: 2941
- # of new likes on HEALWA Facebook page: 30
- # of followers on HEALWA Twitter feed: 296
- Billed events in the Computer Commons are on the rise, billings are up 35% for Autumn and Winter over last year's billings.
- TRAIL ticketing system has closed 5,470 tickets, Systems personnel have personally closed 460 tickets.

5. **Personnel and Staff Achievements. Please enter in the appropriate categories on the spreadsheet in the folder.**

   A. **Staff honors, awards, degrees and significant milestones**
      o Adam Garrett: 2017 Distinguished Staff Award nomination

   B. **Appointments and elections to offices and/or committees of organizations outside the University of Washington**
      o N/A

   C. **Appointments to University of Washington groups outside the Libraries**
      o N/A

   D. **Publications, presentations, performances, and exhibits**
      o Bardyn, Garrett, Kirk. Disaster Information Specialist presentation, National Library of Medicine, September 8, 2016
      o Garrett. UW Bothell Safety Fair/Shake Down event, October 5, 2016
      o Bardyn, Patridge, Mooney, Ruhl. Change Leadership: Partnering with Institutional Stakeholders to Address the Need for Collaboration Spaces and Clinical Research Data Management Support for Research Success, AAMC GIR, May 10th

USER EXPERIENCE

1. Major activities and accomplishments and how they contributed to the Libraries' Strategic Directions and focus areas.

Collections and Access

- Met with Iron Mountain to discuss possible off-site storage options for the HSL print collection.

Research & Scholarship
- User Experience staff attended multiple training sessions designed to improve our effectiveness in answering questions from library users (e.g. Medical Terminology and EndNote). As a result in increasing the depth of knowledge, fewer questions are referred to librarian liaisons improving response time for library users and increasing the time that librarians can spend on more in depth research and education.

Teaching & Learning
- Instituted student initiated course reserves requests. HSL had been doing this informally for many years. This year we standardized the process by adapting a successful pilot project that was conducted at OUGL reserves. Students can now place reserves requests by completing the online course reserves request form.

Engagement & Community
- User Experience staff participated in supporting a number of HSL events and exhibits throughout the year:
    - Collaborated with UW Libraries Development to host a Deep Dive event that highlighted HSL services for Friends of the Libraries members.
    - HSL hosted the annual AAHSL Director's Reception on November 11, 2016.
    - Collaborated with Medical Library Association representatives to support the space needs of several MLA Continuing Education classes.
    - Assisted with the NNLM site visit.
    - Helped with the TRAIL Lab ribbon cutting ceremony.
    - Provided tours for visitors.
    - Participated in School of Medicine orientation.
    - Participated in multiple Common Book events and created a Common Book display.
- User Experience staff also assisted in hosting the following student groups' events held at HSL:
    - The student Oncology Interest Group held a highly successful bone marrow registry drive on January 23rd. The representative from the National Marrow Donor Program mentioned that she was surprised to have long lines of people waiting to sign up.
    - The Environmental Health 433 class learned air sampling techniques by placing agar plates throughout HSL and the HS building for a day.

o Students involved with the American Academy of Developmental Medicine and Dentistry held a bake sale to support their "Spread the Word to End the Word" event to educate their peers about the appropriate, most sensitive ways to work with patient with disabilities.

Figure 1 Dentistry Students Bake Sale

HSL PHASE II REMODEL

o The TRAIL lab was built and created a lot of buzz at the ribbon cutting ceremony on Nov. 7th.
o The 3rd floor study spaces and 2nd floor study rooms were updated in response to multiple student comments on the triennial survey complaining that these study spaces were outdated, uncomfortable and dirty.
  ▪ The uncomfortable pink chairs were replaced by 230 Steelcase Move chairs, half with red seats and half with teal seats (completed January 2017).

Figure 2 Third floor study area

Figure 3 Third floor study area

  ▪ The tops of the wooden tables were treated with a polyurethane coating, giving them an update while preserving the distressed look (completed April 2017).
  ▪ Fifteen Steelcase Astor chairs replaced outdated teal reading chairs (completed June 2017).

- A third custodian was assigned on weekdays and HSL was added to the weekend cleaning schedule to improve overall cleanliness. The space is looking much cleaner, though even with three custodians, it is difficult to get everything cleaned regularly. HSL staff continue to stock paper products in the restrooms, vacuum, and pick up trash, in addition to the work being done by custodians.
    - The Writing Center moved to T317B (July 2016), making it more visible and accessible for students who need writing help.

Organization & Effectiveness
- Formed the Health Sciences Service Desk Review Task Force which evaluated services at the Information Desk and provided recommendations (final report February 2017).

- A number of staff workspace updates were made during the year, many of which included updating carpet which had been in place since the T-wing was first built in 1972. In addition to being more pleasant, the remodeled spaces are better organized than the old spaces, allowing staff to work more efficiently.

    - Remodeled the PNR offices including new carpet, furniture and paint and a new office cubicle space was created outside of T244, increasing the overall space occupied by PNR staff (completed September 2016).
    - Completed the remodel of T-219 with new carpet, paint, window film and furniture to provide workstations for two librarians (completed January 2017).

Figure 4 T-219

    - Painted and installed new carpet in the Lower Level Conference Room (July 2016). Also, updated the technology in the space with a rolling cart with a large computer screen and equipment.

- o Reconfigured and remodeled the Print & Electronic Resources area (completed May 2017). The walls were painted, furniture was re-arranged and new panels installed. The newly remodeled space will house two additional staff members: a Fiscal Technician and an Administrative Services student worker.
- o Installed new carpet in three offices and a hallway in the HSL Administrative suite (completed March 2017). Additional carpet tiles were purchased for the fiscal office. They will be installed at a later date.
- o Purchased a new refrigerator for the 2nd floor staff kitchen area and the old refrigerator was moved to the 3rd floor staff lounge. New cabinet pulls completed the updated look for the 2nd floor staff kitchen area.

Figure 5 2nd floor staff kitchen

- o Improved security of the HSL staff work spaces by converting the freight elevator to key activation. To call it from the 3rd floor public space entrance, a key is required.
- o Preliminary planning began for remodeling T220, the room under the stairs. Shelving has been removed and window film installed. The initial plans include office space for 2 staff members. However, in the future, it may be converted to other uses.

2. Other significant activities, changes and issues.

- Created a video to show visitors to HSL how to get to the Library from the Link Light Rail station (https://www.youtube.com/watch?v=DSRjLkkgi6c). The video was shared with guests that attended multiple events including the 2017 Medical Library Association Annual Conference.
- Conducted an assessment project to determine how library users are utilizing the different HSL spaces. A survey instrument was developed and data were collected which will be used to inform future decisions regarding HSL's space.

- Submitted an unsuccessful proposal to the Friends of the Libraries for funding to purchase a mobile SMART board for library users.
- Tyson White resigned and his position was not replaced. His last day at work was October 14, 2016.
- Amber Atkins replaced Kay Douglas as the evening lead. She started work on January 9th.
- Mary Van Court phased out her work with the UW Libraries Reserves Operations Group due to increased workload at HSL. The remaining group members are working with the Access Services Committee to develop a new model for supporting Course Reserves.
- The newly organized group for answering copyright questions at the UW Libraries has been very active; Mary Van Court was involved in responding to a number of questions.

3. Major activities and initiatives anticipated for next year and how they will contribute to the Libraries' Strategic Directions and focus areas.

- Evaluate the recommendations of HSL Service Desk Review Task Force report and implement as needed.

- If funding is available, work with Iron Mountain to move a substantial portion of HSL's collection off site. This will allow HSL create new and innovative spaces to meet the needs of our library users.

- Explore options for refurbishing HSL's study rooms. While the furniture has been replaced, the carpet and walls are still dirty and worn.

4. Key statistics not reported or collected centrally

N/A

5. Personnel and Staff Achievements.

A. Staff honors, awards, degrees and significant milestones
   - Kari Morohashi, a User Experience student, won one of the UW Libraries student scholarships.
   - Mary Van Court was nominated for a UW Distinguished Staff Award in recognition for her work with the Reserves Operations Group.
   - Kay Douglas retired from working at the UW. Her last day at work was October 31st.

B. Appointments and elections to offices and/or committees of organizations outside the University of Washington

C. Appointments to University of Washington groups outside the Libraries

D. Publications, presentations, performances, and exhibits
- Hosted the NNLM travelling exhibit, *Every Necessary Care and Attention: George Washington and Medicine*.
- Coordinated and participated in the Multiple Common Book events and exhibits including events related to the common book, the fireside writer's workshop and Tent City 3. Routinely delivered HSL staff and public donations to TC3.
- Mary Van Court conducted a breakout session on course reserves for the Alliance Summer meeting along with Steve Weber from OUGL and Joanna Bailey from WWU.
- Lynly Beard attended the *Washington State of Reform Health Policy Conference*, representing HEALWA for HSL.

HEALWA

1. Major activities and accomplishments and how they contributed to the Libraries' Strategic Directions and focus areas.

Key Accomplishments
- The key legislation that created HEALWA hit a milestone celebrating its 10th year since it went into law in July 2007.
- Christina Pryor started in January as the new Assistant Director and Community Health Education Coordinator overseeing HEALWA.
- For the first time, renegotiated and clarified key language in the biennial agreement with the Washington State Department of Health to better clarify the roles and responsibilities of the UW Health Sciences Library.
- Completed a redesign of the HEALWA website which launched on December 17, 2016.
- Successfully negotiated and shifted the focus of the HEALWA electronic resource collection to remove underperforming titles and add fresher content. Also negotiated three out of four of the vendor contracts to a two agreement to coincide with the DOH biennial contract and were able to keep the inflationary increases down.

2. Other significant activities, changes and issues.
- Through a NNLM subaward at Washington State University in Spokane, an Outreach Librarian position was created in August 2016. A primary responsibility of this new position is to promote HEALWA in eastern Washington.

- In an effort to promote HEALWA to eligible health professions, newsletter articles were submitted to the *Washington Nursing Commission News, Patient Safety Quarterly,* and *Washington State Podiatric Medicine Association Newsletter.* These three publications have agreed to publish a regular column about HEALWA in future issues.
- A Stakeholders meeting was held on February 6, 2017. Thirteen people participated in the meeting held in Olympia. The meeting was convened to provide an update to stakeholders on HEALWA activities and to introduce the new Assistant Director. Representatives from the following entities were present at the meeting:
  - The Honorable Eileen Cody, Representative from the 34th Legislative District (West Seattle, Washington)
  - Ms. Tierney Edwards, Associate Director of Legal and Federal Affairs, Washington State Medical Association
  - Ms. Leslie Emerick, Lobbyist for Washington State Hospice and Palliative Care, ARNPs of WA, Washington Home Care Association, and WA State Psychological Association
  - Ms. Lori Grassi, Executive Director, Washington State Chiropractic Association
  - The Honorable Paul Harris, Representative from the 17th Legislative District (Vancouver, Washington)
  - Ms. Meagan Hillier, Legislative Assistant to Representative Paul Harris
  - Ms. Melissa Johnson, Lobbyist for Governmental Affairs, Washington State Nurses Assoc., Physical Therapy Assoc, Speech Language Hearing Assoc., School Nurse Org. of WA.
  - Ms. Kathryn Kolan, Director of Legislative and Regulatory Affairs, Washington State Medical Association
  - Ms. Hannah Leask and Ana BioMedical Field Representative, EBSCO
  - Mr. Christian Patrick, Vice President of Sales, EBSCO
  - The Honorable June Robinson, Representative from the 38th Legislative District (Everett, Washington)
  - Ms. Kathy Schmitt, Deputy Director of the Office of Health Professions, Washington State Department of Health
  - Ms. Melanie Stewart, Lobbyist for Medical Therapy Association and Washington State Podiatric Medical Association

3. Major activities and initiatives anticipated for next year and how they will contribute to the Libraries' Strategic Directions and focus areas.
- Planning HEALWA 10 year celebration activities across the state including an event in Olympia.
- On the occasion of the 10th year anniversary, complete a redesign of the HEALWA logo.

- Continue to explore additional promotion opportunities for HEALWA including reaching out to state associations and DOH Commissions.

4. Key statistics not reported or collected centrally

- Currently 25,828 or 13.2% of the 195,721 eligible health care professionals in the state of Washington have registered for HEALWA. Registrations have increased slightly over the last year. The groups with the highest numbers of total users are Registered Nurses and Licenses Practical Nurses, Physicians & Surgeons, followed by Massage Therapists.
- The HEALWA website had 157,603 total pages views from July 1, 2016-June 30, 2017. 91.52% of users were on a desktop machine, 5.84% on mobile, and 2.64% on tablets.

NATIONAL NETWORK OF LIBRARIES OF MEDICINE, PACIFIC NW REGION

Major activities, accomplishments, significant changes and issues, grants and gifts

Under a cooperative agreement with the National Library of Medicine, the UW Health Sciences Library staffs a regional office for the National Network of Libraries of Medicine, Pacific Northwest Region (NN/LM PNR).

- Personnel hires: In November, Ann Madhavan and Ann Glusker joined the NNLM PNR, both in fulltime roles as Research & Data Coordinator. The decision to hire both for the same position addressed an opportunity to bring very experienced and skilled librarians to the RML, to build a community of practice in data skills for mining, curating, and sharing biomedical big data.
- The updated mobile-responsive NNLM PNR Website (http://nnlm.gov/pnr) launched on November 30, 2016. The new website features professional development and funding opportunities, and news and information from the National Library of Medicine and the NNLM PNR. Links are readily available for regional and national programs and services, including free webinars organized and hosted by PNR with Medical Library Association CE.
- PNR staff conducted 56 trainings, presentations and site visits to more than 1,622 people across the 5 states of the Pacific Northwest Region. Staff reached health science, public, school and community college librarians, community groups, and health professionals on topics ranging from health literacy, public health, and scholarly communications to data management, and new services of the National Library of Medicine.
- PNR Research & Data Coordinators Ann Madhavan and Ann Glusker participated in a national working group to ensure the successful launch of "NNLM RD3: Resources for Data-Driven Discovery" (https://nnlm.gov/data), a new portal created by the NNLM Research Data Management (RDM) Working Group. NNLM RD3 is a resource for

librarians, library students, information professionals, and interested individuals to foster library roles in data science. It illuminates how research and academic organizations generate, share, store and/or use data for scientific research, with an emphasis on research in the health, biological, and physical sciences. This website provides tools and information that will help information professionals effectively participate in networked science by collocating resources on education, outreach, and collaboration, as well as current practices and data science news. Ann Madhavan serves as a project manager of the NNLM RD3 and Ann Glusker is a subject specialist and editor for the subject primer on data literacy.

- In December, the UW HSL, in partnership with the ITHS, UW Medicine Research Information Technology (RIT), and the PNR launched the Translational Research and Information Lab (TRAIL), to triage and provide consultations on research data management tools and data visualization. PNR Research & Data Coordinators serve as TRAIL consultants offering support about REDCap, a data management platform used by research teams across the world.

- On June 13, 2016 PI/Director Tania Bardyn, convened UW leadership for a 'stakeholder meeting' focused on engaging intra-institutional stakeholders at the UW about the NNLM PNR program and shared program goals, especially in the area of data and big data. This meeting provided an opportunity to make a commitment to align RLM and CTSA award activities with shared objectives, confirm regional leadership on clinical & research data, streamline marketing and training efforts in order to reduce costs and improve workflow practices.

- The first meeting of the 2016-2021 Executive Committee of the NN/LM PNR was held on Friday, December 9. 2016 in the Health Sciences Library, Pacific Room from 12:00 p.m. - 2:00 p.m. The Executive Committee is critical to the UG4 success, providing a small, cohesive group of regional leaders, and health professionals for quick feedback on matters that relate to NLM and NN/LM programs and activities. It also serves as the governance for the NN/LM PNR Region and sounding board on emerging issues and needs. At the December meeting, the group was introduced to Cathy Burroughs, Associate Director and four Coordinators – Pat Devine, Ann Glusker, Annie Madhavan, Carolyn Martin to learn about the major aims and Cores of the UG4 cooperative agreement.

- The NNLM PNR introduced NLM resources to attendees at 3 national conferences resulting in 242 meaningful interactions and 12 regional or state conferences resulting in 327 meaningful interactions. For example the PNR exhibited at the Association of Clinical Research Professionals (ACRP) in Seattle on April 28-May 2, 2017. The ACRP Meeting & Expo attracts more than 2,000 clinical research professionals including research coordinators/site, data managers, research nurses, regulatory affairs/compliance managers, investigators, physicians, patient recruiters, quality

assurance managers, and more. PNR staff demonstrated TRAIL, BD2K, PubMed, ClinicalTrials.gov, and the PNR website

- PNR funded subawards to 12 Network member organizations in rural and urban areas of Alaska, Idaho, Montana, Oregon and Washington including large academic institutions, health departments, a council of libraries, and a community-based nonprofit focusing on healthcare issues of marginalized groups. Organizations receiving funding carried out projects in community outreach, technology improvement, and health science library partnership related to research data management training. In addition, network members received Professional Development Awards to attend conferences instructing in such topics as public health, refugee/immigrant health, and evidence-based medicine.

- In response to a funding opportunity developed by the RML, the Inland Northwest Health Sciences Libraries association was awarded a Health Sciences Library Partnership subaward to bring the Association of College & Research Libraries' workshop "Building Your Research Data Management Toolkit: Integrating RDM into Your Liaison Work" to Spokane, WA on April 10, 2017. The workshop trained regional academic and hospital librarians and academic research support staff members serving expanding medical programs and growing research needs involving rural populations. With the support of the libraries from Washington State University, Gonzaga University, Eastern Washington University, and Providence Sacred Heart Medical Center, this PNR subaward funded workshop fees, travel and lodging expenses for two invited speakers, host facility fees and materials.

- PNR Rendezvous, a free continuing education webinar series with timely topics and presentations, is organized and hosted monthly by the PNR. During the reporting period, these talks were featured:
  - **NLM's K-12 Resources; Supporting the Teacher, Engaging the Student,** 8/17/2016. Presenter: Andrew Plumer, Outreach Librarian, National Library of Medicine
  - **Adventures in Precision Medicine; A Major Public Research Initiative and its Implications for Healthcare Consumers and Institutions**, 9/21/2016. Presenter: Malia Fullerton, Associate Professor of Bioethics and Humanities at the University of Washington School of Medicine
  - **PubMed for Nurses; Creating a Tutorial for the National Library of Medicine,** 10/19/2016. Presenter: Megan Kellner, Associate Fellow, National Library of Medicine
  - **LGBT Elder Population Health Awareness; Building Collections and Connections to Improve Health, Safety, and Well-being,** 11/16/2016. Presenters: Tony Nguyen, Access and Communications Coordinator for NNLM SE/A & Patricia Devine, Outreach and Communications Coordinator for NNLM PNR
  - **Full Circle: Update on an Integrated EBM Instructional Model for First and Second Year Medical Students,** 12/14/2016. Presenters: Jane D. Saxton, Director

of Library Services, Bastyr University, Christopher Mahoney, Senior Librarian, Bastyr University & Ekaterini Papadoupoulou, Librarian, Bastyr University

- o **PNR Update,** 1/18/2017. Presenters: PNR Staff
- o **What's New in Post-Publication Activities in PubMed,** 3/15/2017. Presenter: Hilda Bastian, Chief editor, PubMed Commons and PubMed Health at the National Center for Biotechnology Information (NCBI), Bethesda, MD
- o **TRAILS and The Small but Powerful Guide,** 5/17/2017. Presenters: John Amundsen, Program Officer for Outreach and Communications with the ALA Office for Diversity, Literacy, and Outreach Services, Liana Juliano, Information Resources Manager at Paul Hastings LLP & Whitney Sakakibara, Youth Services Librarian at Kitsap Regional Library
- o **Library, Family, Primary Care and Community Collaboration for Young Children,** 6/21/2017. Presenter: Kate Orville, Co-director of the Washington State Medical Home Partnerships Project for Children and Youth with Special Health Care Needs (MHPP) housed at the University of Washington's Center on Human Development and Disability

- PNR Partners, a free continuing education webinar series featuring NNLM PNR-funded projects is organized and hosted monthly by the PNR. During the reporting period, we hosted 6 sessions featuring the work of 12 subawards
- NNLM Resource picks is a collaborative national webinar series featuring NLM resources. In March 2017 PNR hosted a session featuring the NNLM Traveling Exhibition Program.

Major activities and initiatives anticipated for next year and how they contribute to the Libraries' Strategic Directions and focus areas.

In contribution to the Libraries' strategic directions the PNR will work with partners in the Pacific NW Region of the NN/LM to:

- Establish new relationships with data organizations, public libraries, regional and community organizations and specific population organizations to promote membership and to involve them in Network activities.
- Provide information and education opportunities to Network members regarding data literacy and research data management.
- Use web conferencing software as a communication tool for instruction, webinars, as well as to facilitate updates to the Governance Structure and the Network membership at large.
- Work with regional programs for the health workforce serving NLM's priority audiences in Medically Underserved Areas.

- Work with regional and state library programs and services reaching minority, low income and aging populations.
- Support collaboration with state and regional organizations by funding awards that improve team-based care, evidence-based health administration, and access to quality online health information resources for underserved, minorities, seniors, K-12 and rural communities.

Key statistics not reported or collected centrally

Exhibits at National Conferences:

- Association for Information Science and Technology, RDAP 2017 (Research Data Access & Preservation Summit), Seattle, WA
- Association of Clinical Research Professionals, Association of Clinical Research Professionals Meeting and Expo, Seattle, WA
- National Society of Genetic Counselors, Annual Education Conference, Seattle, WA

Exhibits at Regional Conferences:

- Alaska Library Association, annual conference, Ketchikan, AK
- Alaska Public Health Association, Alaska Health Summit, Anchorage, AK
- Foundation for Health Generations, Annual Conference, Seattle, WA
- NW Rural Health Association, Annual Conference, Seattle, WA
- Online Northwest, Online Northwest 2017, Portland, OR
- Oregon Library Association, annual conference, Salem, OR
- Oregon Society of Medical Assistants, Annual Meeting, Springfield, OR
- Pacific Northwest Library Association, PNLA annual conference, Calgary, CA
- Pacific NW Chapter, MLA, Annual Conference, Portland, OR
- School Nurse Organization of Idaho (SNOI), Annual Conference, Coeur d'Alene, ID
- UW School of Nursing and UW School of Medicine Center for Health Equity, Diversity and Inclusion, Lecture, Seminar, Workshop, Seattle, WA
- Washington Academy of Physician Assistants, Annual Recertification Course and Spring Conference, Seattle, WA

Personnel and Staff Achievements. Please enter in the appropriate categories on the spreadsheet in the folder (spreadsheet available later in July).

A. Staff honors, awards, degrees and significant milestones
B. Appointments and elections to offices and/or committees of organizations outside the University of Washington
C. Appointments to University of Washington groups outside the Libraries

D. Publications, presentations, performances, and exhibits

NATIONAL NETWORK OF LIBRARIES OF MEDICINE, NEO

The NNLM Evaluation Office (NEO) is part of the National Network of Libraries of Medicine (NNLM), which is an outreach program managed by the National Library of Medicine (NLM). The NEO leads the evaluation of outreach activities of the NNLM, a national network of libraries and organizations that are dedicated to advancing the progress of medicine and improving the public health through access to health information. The NEO collaborates most closely with the eight regional medical libraries and four other national offices who receive NLM funding to implement the NNLM program. Therefore, all of our 2016-2017 activities align with the UW Libraries' strategic directions of Engagement and Community and Teaching and Learning.

1. **Major activities and accomplishments and how they contributed to the Libraries' Strategic Directions and focus areas.**
    - Cindy Olney, Assistant Director, was elected co-chair of the National Network Steering Committee (NNSC) in May 2016. The NNSC is a governance committee for the NNLM and is charged with setting priorities and goal-setting. She led a working group of NNSC members to produce a Goals and Indicators document for committee approval, which was accepted December 2016. Her term ended May 2017.
    - The NLM awarded an additional $131,352 in budget restoration funds to the NEO in September 2016 to hire an additional staff member and consultants to implement a national-level evaluation initiative for the NNLM. The NEO staff, in partnership with evaluation consultants, designed new evaluation processes, data collection tools and data analysis products to facilitate a comprehensive evaluation plan involving all NNLM Regional Medical Libraries (RMLs), National Offices, and recipients of NNLM subawards.
    - The NEO collaborated with the NNLM Training Office (NTO) to conduct a national training needs assessment of NNLM training participants. The NEO contributed consultation on sampling and questionnaire design, and also provided data visualizations of the assessment data for the final report.
    - The NEO staff redesigned and updated the NEO website and blog, in compliance with the overall redesign of NNLM's web presence. The web redesigned was completed December 2016.
    - The NEO and NTO provided consultation to the Medical Library Association (MLA) for revision of its training session evaluation form for its continuing education classes. Many of MLA's continuing education sessions are taught by staff members of the NNLM RMLs and Offices. The new form was finalized in November.

- The NEO and NTO collaborated with the Medical Library Association (MLA) to integrate the NNLM's new training session evaluation processes with the MLA's new learning management system. This involved three major tasks: integrating two separate session evaluation forms (NNLM's and MLA's); developing a process linking the NNLM's evaluation data collection system in SurveyGizmo with MLA's new learning management system; and training RML staff members on implementing the session evaluation process. The new NNLM training evaluation process was adopted in May.
- In March, Olney was appointed to the NLM Outreach Audit Committee, which is tasked with assessing the effort, cost, and benefits of NLM outreach activities. Olney collected and compiled outreach audit information, as required by NLM, from all 13 RMLs and National Offices.
- Two new evaluation workshops were added to the NEO's current list of workshops and webinars. Karen Vargas, evaluation specialist, created an in-person, 4-hour workshop called *Participatory & Collaborative Methods for Gathering and Understanding Data About Your Library,* which the MLA has accepted as a continuing education session for its MLA 2018 program. Kalyna Durbak, Data Management and Social Media Coordinator, created *Beyond the Memes: Evaluating Your Social Media Strategy*, a webinar about social media evaluation.
- NEO staff taught or co-facilitated 23 training sessions (10 webinars and 13 in person sessions). Some presentations were continuing education workshops and webinars for librarians and others in the NNLM. Others were specialized training experiences conducted to develop the skills of RML staff to engage in newly developed national-level evaluation activities. Listed below are the NEO training sessions offered this year.
  o *Make Your Point: Good Design for Data Visualization*, presented to members of the Health Science Library Association of New Jersey (webinar; July 19).
  o *Finding Information in Number and Words*, presented to MLA Pacific Northwest Chapter (Portland, OR; October 6).
  o *Finding Information in Numbers and Words: Data Analysis for Program Evaluation*, presented to the MLA South Central Chapter (Galveston, TX; October 23).
  o *Participatory & Collaborative Methods for Gathering and Understanding Data About Your Library*, presented to the MLA South Central Chapter (Galveston, TX; October 23).
  o *Measuring What Matters to Stakeholders,* presented to the North Atlantic Health Sciences Libraries Association (New Haven, CT; October 23).
  o *Grants and Proposal Writing*, presented to the University of North Texas and the Denton Public Library (Denton, TX; November 8).
  o *Measuring What Matters to Stakeholders*, presented to HealthLINE Dallas-Fort Worth Health Libraries Information Network (Plano, TX; November 17).

- *How to Use SurveyGizmo*, presented to NNLM RML staff members (webinar; November 30).
- *How to Use SurveyGizmo*, presented to NNLM RML staff members (webinar; December 1).
- *Measuring What Matters to Stakeholders*, presented to the Health Science Library Association of New Jersey (New Brunswick, NJ; Dec 7).
- *Orientation to NNLM National-Level Evaluation Forms*, presented to NNLM RML staff members (webinar; December 17).
- *Make Your Point: Good Design for Data Visualization*, presented to NNLM Pacific Southwest Region for their monthly webinar *Midday at the Oasis* (webinar; February 15).
- *Training Needs Assessment – Report*, co-presented with the NTO to NNLM RML staff members (webinar; March 3).
- *How to Use Data Analysis Workbooks*, presented to NNSC (webinar; March 24).
- *Grants and Proposal Writing*, at the University of Oklahoma, for Oklahoma information specialists (Oklahoma City, OK; March 27).
- *Planning Outcomes-based Programs,* at the University of Oklahoma, for Oklahoma information specialists (Oklahoma City, OK; March 27).
- *Using Questionnaires for Program Evaluation: Collecting High Quality Information*, at the University of Oklahoma, for Oklahoma information specialists (Oklahoma City, OK; March 28).
- *How to Use Data Analysis Workbooks*, presented to the NNSC (webinar; March 29).
- *Explore TLA's Diverse Community at a Data Fiesta*, presented to the Texas Library Association (San Antonio, TX; April 21).
- *Make Your Point: Good Design for Data Visualization*, presented to the Texas Library Association (San Antonio, TX; April 21).
- *Beyond the Memes: Evaluating Your Social Media Strategy*, presented to NNLM RML staff members (webinar; April 28).
- *SurveyGizmo Demo and Workshop*, presented to NNLM RML staff members (webinar; May 11).
- *The New NNLM Training Evaluation Process (SurveyGizmo Demo)*, presented to NNLM RML staff members (webinar; May 18)

2. **Other significant activities, changes and issues.**
   - The scope of work has shifted for the NEO this year. It now is charged with leading national-level initiatives for the NNLM, so activities such as continuing education workshops, written materials, and one-to-one consultations are lower in priority to managing these large, multi-site activities.

- The NEO added a third staff member in June. Kalyna Durbak, MLIS, is the NEO's Data Management and Social Media Coordinator and is responsible for managing data from the NNLM evaluation initiatives, providing technical support to users of the NNLM's SurveyGizmo account, and promoting the NEO blog through social media. Previously, Durbak was a temporary program assistant to NEO, providing technical and administrative support on various NEO projects.

3. **Major activities and initiatives anticipated for next year and how they will contribute to the Libraries' Strategic Directions and focus areas.**
   - The NEO will continue to manage the NNLM national evaluation initiatives, supporting the NNLM leadership's ability to make data-driven decisions. While continuing to manage four performance assessment processes developed during the past year, the NEO will work with the NNLM Web Services Office to design and implement new data collection tools to support evolving measurement needs of the NNLM. The NEO also will support evaluation efforts for two new, national-level projects being implemented throughout the NNLM in the coming year: The Data Management and Public Libraries initiatives.
   - The NEO will collaborate with the NTO to conduct a follow-up assessment with participants who took NNLM workshops or webinars to determine if they are using the information taught in training sessions.
   - Vargas will convene monthly meetings of the Evaluation Liaison Working Group (ELWG), composed of NNLM RML and National Office staff members and initiated in July to facilitate communication among regions about the national evaluation processes. The purpose of the group is to improve data being collected at multiple sites throughout the US. In the coming year, ELWG will work with the NEO to make national evaluation data collection methods more usable and serve as information sources for their colleagues about new or modified methods.
   - To build evaluation skills among NNLM RML and National Office staff members, Durbak will convene a monthly SurveyGizmo Super User group. This group had its first meeting in July 2017. She will also provide one-on-one support for use of the NNLM's SurveyGizmo online survey software application. The goal is to develop staff members' skill and confidence to use SurveyGizmo to enhance evaluation in their own regions.
   - Olney will continue to represent the NNLM on the NLM Outreach Audit Committee and serve on its evaluation subcommittee. The Outreach Audit Committee will submit its final report to NLM in December 2017.
   - NEO staff will create an online repository of sample questionnaires and evaluation tools developed by the RMLs. This will allow members of RMLs and National Offices to share

their evaluation tools with each other. This collection of evaluation tools will be available on the NNLM staff intranet.

- At the request of the head of NNCO, the NEO staff members will develop their expertise on Tableau Data Visualization Software and begin developing Tableau dashboards for national NNLM performance indicators.

4. **Key statistics not reported or collected central**
   - NEO distributed 86 digital and print copies of *Planning and Evaluating Health Information Outreach Projects* booklet series and 8 copies of *Measuring the Difference: Guide to Planning and Evaluating Health Information Outreach.*
   - NEO staff published 51 blog posts on evaluation topics in the NEO Shop Talk blog.
   - NEO Shop Talk had 9036 visits in the 2016-2017 academic year, a 49% increase from 2015-2016. In June 2017, the blog reached a new high with 1099 visitors. The most popular post published in the 2016-2017 academic year was "A Cinderella Story about Evaluation Presentations."
   - Activity on the NEO's Twitter account is up 114% during the second half of academic year. Median monthly number of Twitter post impressions was 1517 in the first half of the year; it increased to 3252 in the second half. Durbak took over management of the NEO's social media communications in January and increased the number of weekly Twitter posts from one post per week to five per week.
   - Attendance at NEO's 22 training events totaled 344 participants.
   - The NEO and NTO's new NNLM training session evaluation procedures began May 10. By June 30, the system had collected training session evaluations from 542 participants.
   - The NNLM SurveyGizmo enterprise account, managed by the NEO and used by NNLM RMLs and National Offices to design and distribute assessment questionnaires, contains 278 evaluation forms created by NNLM RMLs and Offices.

5. **Personnel and Staff Achievements. Please enter in the appropriate categories on the spreadsheet in the folder.**
   A. Staff honors, awards, degrees and significant milestones
   - Cindy Olney, Karen Vargas, and Kalyna Durbak were granted a Certificate of Appreciation for their "valuable contribution to the NEO Website Redesign."
   - Kalyna Durbak was granted a Certificate of Appreciation for her "outstanding performance and lasting contribution to NNLM PNR Website Redesign."
   - Kalyna Durbak was granted a Certificate of Appreciation for her "outstanding performance and lasting contribution on HEALWA Website Redesign."

   B. Appointments and elections to offices and/or committees of organizations outside the University of Washington

- Cindy Olney was elected co-chair of the NNSC in May 2016. Her term ended May 2017. She currently serves on the NNLM Communications Committee, the NNSC, the NNLM Program Committee, and the NLM Outreach Audit Committee.
- Karen Vargas became the chair-elect of the Special Libraries Division of the Texas Library Association in April 2017. She also serves on the NNLM Class Coordination Working Group, and is the NEO liaison to NNLM Training Office.
- Kalyna Durbak became a member of the Washington Library Association's Communications and Marketing Committee in January 2017. She also serves on the NNLM Web Working Group and heads the SurveyGizmo Super User Group.

C. Appointments to University of Washington groups outside the Libraries

D. Publications, presentations, performances, and exhibits
- Karen Vargas presented A Place for All? Experiences of People with Disabilities in the Library to the Texas Library Association on April 22 during their annual conference. 48 people attended the presentation.

Collections Assessment Committee Summary and Recommendations

Committee Members

Frances Chu, Acting Lead Liaison and Clinical & Content Librarian, Committee Chair

Andrea Ball, Care Management and Population Health Librarian

Stephen Gabrielson, Instruction and Data Services Librarian

Meryl McDonald, Library Specialist I - Supervisor

Christina Pryor, Assistant Director and Community Health Education Coordinator

Joanne Rich, Information Management Librarian

Background

Because of the ever increasing inflationary costs of ongoing subscriptions, the role of this Committee is to provide continuous assessment and evaluation of resources being paid from the Health Sciences Library (HSL) Resources Budget to ensure the collection remains a relevant and world class set of resources that brings value to the educational, research and clinical arena of University Washington Health Sciences.

For FY 2017-2018, in the first 6 months of 2017, the committee was tasked with reviewing these 6 resources.

- Access Surgery
- BMJ Clinical Evidence
- Procedure Consult
- JAMA Evidence via Access
- OMMBID via Access
- Wiley Essential Evidence Plus

Because Access Surgery, OMMBID and JAMA Evidence are subscribed to with Access Medicine and Access Pharmacy, the committee deemed it important to review these two packages

(Access Medicine and Access Pharmacy) as comparison. Additionally, the nursing liaisons from the three campuses needed to be aware of the use of Nursing Reference Center Plus because the nursing liaison from HSL expressed concern about its lack of usage. As such, Nursing Reference Center Plus was included in the review. In the end, nine resources were reviewed for usage, cost and cost per use.

Analysis

Below shows the cost, usage and cost per use for each resource from 2015, 2016 and 5 months of 2017.
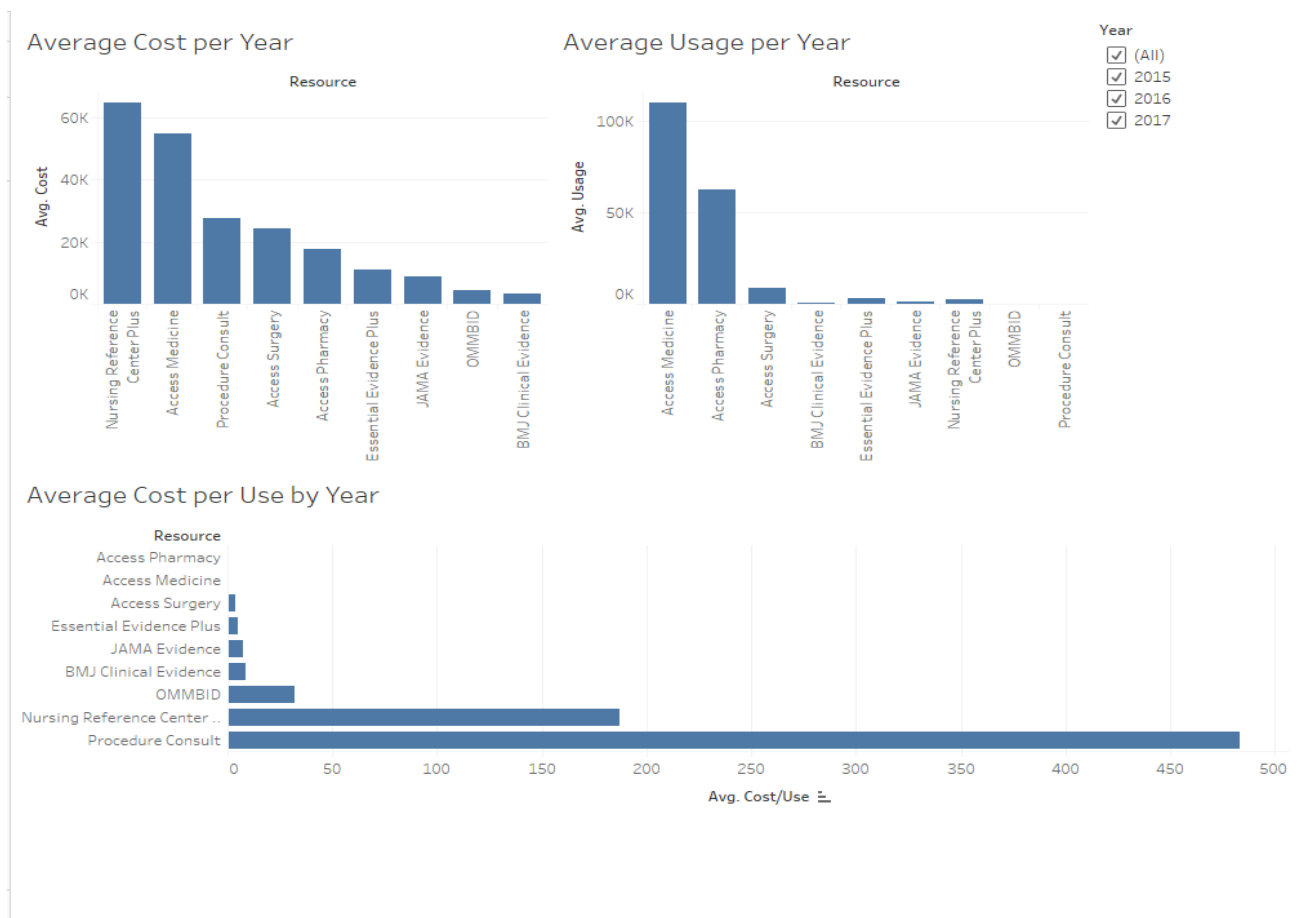
Recommendations

Based on the analysis, Nursing Reference Center Plus, OMMBID and Procedure Consult need to be considered for cancellation. However, at this moment, there is an agreement with UW Medicine E-Learning to pay for Procedure Consult for 3 years. Additionally, there is concern

about the accuracy of the data since the data comes from ClinicalKey and may not track usage from customers who access Procedure Consult directly. As such, in Fall 2017 when subscriptions are up for renewal, OMMBID and Nursing Reference Center Plus should be cancelled. With the money saved, these three resources can be considered for subscription:

- Current Protocols in Immunology
- Current Protocols in Molecular Biology
- DynaMed Plus

Current Protocols in Immunology and Current Protocols in Molecular Biology, both resources that have been requested frequently by researchers of UW. HSL currently has a print subscription to these monograph series and having electronic versions of these series would save processing time and provide easier access to these products from on- and off-campus.

Subscribing to DynaMed Plus could allow for comparison of the product with its competitor UpToDate for two years and also support both the educational and clinical area of the health sciences.

Next Steps

This committee should be an ongoing committee with another selection of resources to be evaluated next be suggested by the Liaison Librarians of HSL. Having this committee is necessary so that HSL can take a proactive approach to collection development in order to make the best informed decisions to bring the most value for our constituents.

TRAIL: Translational Research and Information Lab

I. Committee charge and membership
Guiding Principles:
Vision: TRAIL (Translational Research and Information Lab) is an initiative between the Health Sciences Library (HSL), the Institute of Translational Health Sciences (ITHS), UW Medicine Research Information Technology (RIT), and the Pacific Northwest Region of the National Network of National Libraries of Medicine (PNR) to triage and provide consultations on research data management tools and data visualization.
Mission statement: A collaboration accelerating healthcare research through tools, team science and applications.
Goals Year 1:
- *Provide an idea incubator space for investigators using data and technology.*
- *Provide access to tools and information to facilitate learning, discovery and innovation.*

- *Promote workshops and conferences to foster multidisciplinary team science.*

<u>Membership:</u>

Andrea Ball, Tania Bardyn (Executive Leader), Liz Bedford, Frances Chu, Carlos De La Pena (Executive Leader), Bas De Veer, Adam Garrett, Ann Glusker, Jane Koh (record keeper), Annie Madhavan, Sean Mooney (Executive Leader) Emily Patridge (Chair), Sally Pine, Deric Ruhl, Stacey Long-Genovese

II. Major activities and accomplishments in 2016-17 and how they contributed to the Libraries Strategic Directions and focus areas.
The TRAIL initative strongly falls into two of the strategic directions:

Engagement & Community -Work as a trusted partner with users and stakeholders to continuously improve a library that is an integral part of the UW experience.

Organization & Effectiveness - Develop and invest in staff resources and expertise to focus on strategic priorities and new ways of working.

By accomplishing these activities and projects:

- *Design and construction of the TRAIL Idea Incubator Space* that was completed October 2016. This space is designed for the UW researcher community to collaborate across disciplines, share ideas, and provide training so future research projects benefit from a space dedicated to team science.
- *TRAIL Ribbon Cutting Ceremony (November 2016) and TRAIL Open House (December 2016)* these events highlighted the community building HSL did with the community of researchers. The ribbon cutting ceremony showcased many of the services and resources TRAIL would be providing to the researchers' community.
- *Developed an open source ticketing system for TRAIL* Improving upon the current models of providing support for REDCap support questions and reserving a space in the HSL using REDCap, the OS Ticketing System highlights organization & effectiveness.
- *Trained seven HSL librarians to provide support for REDCap* By training librarians to provide support for REDCap was another way TRAIL achieved an Organization & Effectiveness direction
- *Partnered with ITHS and RIT to provide the TRAIL initiative* The HSL expanded its engagement & community reach with bringing in partners to provide services and resources.

III. Other significant changes and challenges in 2016-17.
The TRAIL initiative launched December 2016 and while we had guiding principles to ensure the pathway, we did not define any definite projects so we could be flexible with the needs of researchers. Our population health consults did not gain any traction via TRAIL so we are now exploring other venues.

IV. Major activities and initiatives anticipated next year, and how they contribute to the Libraries' Strategic Directions and focus areas.

HSL worked with a vendor to provide signage for TRAIL that would be attractive and draw attention. A research scientist saw the signage in December 2016 and contacted Emily Patridge to see if TRAIL was something he could use for his VR/AR equipment and it turned out he could! Based on this initial success and having a cardiologist also reserve the space for his VR equipment, one of TRAIL's goals for year 2 will be virtual reality/augmented reality. TRAIL is planning on adding VR equipment and also to host a VR user group.

Another change for TRAIL in the second year is a decision that TRAIL is guided by innovation, being a leader with researcher innovation and continuing to decide specific projects by user needs.

The TRAIL executive leaders are determining what partner will lead what goal – HSL will continue to provide the space and will add a new goal of VR, ITHS will promote and provide workshops and conferences, and RIT will provide access to tools such as REDCap and LEAF.