LETTER FROM THE DIRECTOR

The 2020-21 academic year will be long remembered for the COVID-19 pandemic and its accompanying masks and lockdowns. Classes and other university services had to transition to an online environment, and we all became very familiar with Zoom and working from home. It was an uncertain time for all of us as we struggled to stay safe from this deadly virus while also providing our necessary services to our community. I am proud to write that the Health Sciences Library met and exceeded all expectations for what must be our most challenging year on record.

The Library reopened its doors to students in June 2020. Unfortunately, we were only open for limited hours and had to limit the number of students in the Library by following COVID-19 safety protocols and guidelines. Still, students were very grateful to have a place to study. We were happy to see the students back too and the small return to normal. Although we had to limit our capacity, I was delighted that we never had to turn away a student who needed to use the Library. Our faculty and staff did a fabulous job staffing the library and information desk to keep us open to students.

Fortunately, the Library had long ago transitioned to online databases, journals, and books. These resources were available to the entire campus community throughout the pandemic. We were also able to add a few new anatomy resources to enrich and further support the student experience at UTHSC, with the chancellor generously providing us the additional funding. As a result, our librarians were able to continue their research consultations, literature searches, and many other services enjoyed by our faculty and students. In fact, we discovered notable increases in the number of systematic review requests, reference questions, literature search requests, and library workshop attendance. In addition, we had nearly one million library website views and terrific usage of our online resources.

Our historical collections and archives had a fantastic year, with many new historical materials added to the collection. The historical collections and archives help us preserve our university’s rich history and the many accomplishments of our faculty, staff, and students. In addition, our historical collections and archives represent the institutional memory of our university and contribute significantly to campus development efforts and alumni relations. Of particular note is the continued development and growth of our Digital Commons, the UTHSC institutional repository managed by our Library. It provides an exciting new avenue for disseminating UTHSC scholarship and research to a global audience.

Our librarians have continued their excellent work in the national, regional, and local Library professional organizations. They chaired and participated in numerous committees and panels. They also contributed many presentations, posters, and publications to the profession. It was an excellent year for our librarians and staff!

In closing, I am forever grateful for the efforts of the terrific library faculty and staff at the UTHSC Health Sciences Library. This past year so much was asked of them, and they exceeded all expectations in their dedication, hard work, and willingness to adapt to such difficult circumstances. I must also thank our outstanding administration at UTHSC for their unceasing support and encouragement of the Library and our many friends and supporters throughout the UTHSC community. We could not do it all without you, and it has been our pleasure to work with you this past year. We look forward to the new academic year to continue building upon our success and contributing to the university’s mission.

Sincerely,

Dr. Rick Fought
2020-2021 YEAR IN REVIEW

406 REFERENCE QUESTIONS ANSWERED BY SKILLED LIBRARIANS

3,810 PEOPLE ASSISTED

11 SYSTEMATIC REVIEWS

2,980 INTERLIBRARY LOAN REQUESTS MADE

989,148 WEBSITE VIEWS

87 SERVICE ACTIVITIES

104,976 UTHSC RESEARCH WORKS DOWNLOADED

330 WORKSHOP ATTENDEES

The Digital Measures Team, comprised of Librarian Jess Newman, Dr. Cindy Russell, Dr. Kristi Forman, Dr. Judith Nyabando, Megg Doolin & Lisa Zeigler, received the Exceptional Meritorious Award at the last faculty senate meeting of the year!

ILL KUDOS

“Oh, wow! I really thought I would have to wait until Monday or Tuesday to get this article. This was literally the last article I needed in order to resubmit my manuscript for final approval, so I'm very pleased I will be able to get that done today.

Thanks very much! You guys are GREAT!”

-Sheila Criswell

“Thank you so much for sending me this article! I have been looking for the information in this article since yesterday afternoon! I greatly appreciate all of your time and effort!”

-Akosua Sintim-Damoa
The Library’s year started strong with several major projects coming to completion and an entire collection’s worth of items being added to the Health Sciences Historical Collection! As students returned to campus, we also said “hello” to new faculty profiles, learning module, and faculty accomplishments.

1. **ADVANCED SEARCHING** Kay Strahan and Hilary Jasmin started the Advanced Searching Instructor-Led Courses Series (sponsored by MLA) to enhance their literature searching skills as expert searchers. This three-part course consisted of six classes that focused on advanced searching for systematic and exhaustive searches.

2. **RAPIDLY REMOTE** Leah Cordova coordinated a team effort to submit an article to the Journal of Hospital Librarianship. The article titled *Rapidly Remote: Providing Seamless Library Support During a Pandemic*, was coauthored by fellow UTHSC Librarians Hilary Jasmin, Tamara Nelson, Kay Strahan, and Lin Wu.

3. **EBH FOR ALL** The Library’s new Evidence-Based Healthcare Learning Module is now available to the campus. This short learning module will introduce students to the concept of evidence-based practice (EBP). The module can be viewed at libguides.uthsc.edu/ebh/module.

4. **SEE YOU LATER, CHRIS** This quarter the Library said goodbye to our student worker, Chris Parsons, as he completes the final stage of his education and embarks on his career as a Physical Therapist. We will miss him but know he will do great in all of his future endeavors!

Faculty across the university got new and improved faculty profiles thanks in part to the hard work of Jess Newman, the Digital Measures team, Information Technology Services, and Communications and Marketing.
1. **SYSTEMATICALLY REVIEWED** A systematic review co-authored the Library’s Tamara Nelson accepted for publication in October in 2020. The review, titled *Sialendoscopy and Sjogren’s Disease: A Systematic Review* went on to be published in The Laryngoscope vol. 131(7), pg. 1474-1481.

2. **SHOWING OUT AT SC/MLA** UTHSC Librarians were in full force at the Southern Chapter of the Medical Library Association (SC/MLA) 2020 Virtual Annual Meeting, which was held November 16 -20. Hilary Jasmin presented a paper at the meeting, “Rotating from Home: Implementation of a Systematic Searching Crash Course for Pharmacy Rotation Students.”

3. **LIBRARY ANNIVERSARIES** Several members of the UTHSC Health Sciences Library celebrated milestone work anniversaries. The following were honored at the annual UTHSC Employee Service Recognition Program on November 18: Paul Gahn - 10 years, Wanda Booker-Wade - 15 years, Lin Wu - 15 years, Carolyn Polk - 20 years, Alicia Brookins - 25 years, Delores Johnson - 30 years

4. **SOCIAL PRO** On December 2nd, Sarah Thompson, the Health Sciences Library Communications Coordinator, presented to the Memphis Area Library Council, a coalition of libraries in the city, about the merits and how-to’s of social media.

5. **MEET SKELDON** The library made a new, small friend over the Holidays and his name is Skeldon! He started as an elf-on-the-shelf-like addition, but we think we’ll keep him around.

As the calendar year came to a close, the Library had a lot to be thankful for. Several members of the library staff were recognized for their efforts and many more were celebrating achievements!

Jess Newman created a new research guide and debuted a new workshop on Research Impact Metrics. It’s been viewed 1005 times since it went live!
The Library’s calendar year started strong with several major projects coming to completion and an entire collection worth of items being added to the Health Sciences Historical Collection! We even saw the arrival of the new member of the Library family, which made us feel all warm and fuzzy in these cold months!

1. TIME FOR YOUR CLOSE-UP The UTHSC Library has been busy over the last few months developing a variety of video content to better serve its patrons. Several videos have already been released in the EndNote How-to series with several more in the works. They also debuted a web series entitled “Ask a UTHSC Librarian” which answers the Library’s FAQs.

2. NNLM COVID-19 HEALTH INFORMATION OUTREACH AWARD Leah Cordova was awarded the NNLM (Network of the National Library of Medicine) Covid 19 Health Information Outreach Award in collaboration with Kelsey Grabeel and Alex Quesenberry, librarians from Preston Medical Library in Knoxville.

3. LITTLEST LIBRARIAN The Library welcomed a new member of the Library family with the arrival of Diana Strahan!

4. THE WEATHER OUTSIDE WAS FRIGHTFUL Memphis saw a snowstorm unlike any it had seen in years in February. Several inches of snow fell, keeping librarians, students, faculty, and staff stuck at home for the better part of the week! That doesn’t mean the library didn’t get in on the fun!

The Library was able to add 29 new eBooks to its collection over the third quarter. Paul Gahn, Assisted Director for Electronic and Collection Services, did a great job obtaining these titles for our campus!
1. **INFORMATION LITERACY MEDALLION** Led by Tamara Nelson, library faculty Kay Strahan, and Hilary Jasmin completed creating the Library’s Information Literacy Medallion in the Teaching and Learning Center’s Medallion Program. It consists of several topics, also called silver medallions. Three silver medallions were created and are available in Blackboard: Introduction to Information Literacy Framework, Evidence-Based Practice, and Tools for Enhancing Instruction and Research.

2. **RTI FELLOW** Jess Newman, Research Data and Scholarly Communications Lead, was selected as a 2021 Research Training Institute (RTI) fellow. The Research Training Institute for Health Sciences Librarians (RTI) of the Medical Library Association is an online continuing education program for health sciences librarians that provides advanced research methods training and an intensive level of support for health sciences librarians, to design, conduct, and successfully disseminate a research project. Newman is one of 31 librarians that were selected to take part in this program. We’re so proud of her!

3. **THE NATIONAL STAGE** The UTHSC Library had a fantastic showing at MLA’21 vConference with eight presentations from nine librarians and staff members!

4. **MEET JENESSA** Meet the Library’s newest librarian. Jenessa McElfresh will serve as new Systematic Review Service Coordinator & Senior Research & Learning Services Librarian.

5. **MEET KAITLYN** Welcome, Kaitlyn Ritacca! Kaitlyn will be the Library’s Senior Reference Services Specialist!

As the year wound down, the UTHSC Library took the national stage at the MLA conference. We welcomed not one, but two new members to the Library family, saw the completion of a major project, and was able to add an entire collection of ebooks to our offerings!
This was a record year for both historical research requests and donations and transfers of archival material. Research requests included everything from internal administrative requests for documents, photographs and data to assisting historical scholars and genealogists. Internal transfers to the archives included material from the Boling Center, the Department of Pathology and Communications and Marketing. Private archival donations from former faculty members and alumni include campus memorabilia, professional papers, and materials documenting the history of the health sciences in the Memphis area.

Thanks to the Simon R. Bruesch, MD Endowment Fund, the HSHC was able to acquire a first edition copy of William Hunter’s *Anatomia uteri humani gravidi tabulis illustrata* (The anatomy of the human gravid uterus exhibited in figures). First published in 1774, this groundbreaking work is considered to be “one of the finest anatomical atlases to ever be produced.” HSHC is pleased to add this work to the HSHC Rare Book Collection.

On August 18th the UTHSC Library’s Health Sciences Historical Collections picked up a significant archival collection from the family of alumni Dr. James Moore (COM, 1953).

The Health Sciences Historical Collection got a new look this year! In September 2020 the process of creating a new logo for the collection was completed.

**NEW ORAL HISTORY PROGRAM**
The HSHC is pleased to announce that its Oral History Program was approved by the campus IRB. Two oral histories have already been recorded, with more on the way. The program aims to document our campus history through the recorded experiences of faculty, staff, and students.

**DRAWING PARALLELS**
Archivist and Special Collections Librarian, Jennifer Langford was interviewed in August 2020 by the Daily Memphian about the 1878 Memphis Yellow Fever epidemic and parallels with the Covid pandemic.
MEET DIGITAL COMMONS
Digital Commons is the UTHSC Institutional Repository. Managed by the Library, it disseminates UTHSC scholarship and research to a global audience. The Institutional Repository also gained the ability for UTHSC users to login with their Netid instead of having to create a separate Digital Commons account.

CHECK IT OUT AT DC.UTHSC.EDU

ADDING COLLECTIONS
The Institutional Repository added five new collections from around campus this year. They are:
• CON DNP EBP Projects
• COHP MOT2 CAT Projects
• COHP OT Faculty Presentations
• SCMLA 2020 Annual Conference Posters and Presentations
• COM Longitudinal Scholar’s Projects

104,976 DOWNLOADS DURING THE 2020-2021 YEAR
175 COUNTRIES ACCESSING RESEARCH
93 NEW WORKS ADDED
3921 INSTITUTIONS
Presentations


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The heatmap shows how usage in library services increased throughout the pandemic. If you look further to the left side of the chart, you can see lighter colors indicating lighter usage, with dark colors, indicating greater usage, more towards the right side of the chart.

In tough times, the UTHSC campus turned to their library. Compared to the same time period in 2019, consultations increased by 43.8% during April through Dec. of 2020. Reference questions increased by 65.8% and workshop and lecture attendees increased by 82% in the same time period.

Most of the academic year for the Library included reduced hours, mask mandates, and registration requirements in place in order to help enforce social distancing in the heart of campus. The Library remained strong though, reporting record numbers in usage of various library services!

### Heatmap of Library Faculty Activities by Category
(January 2019 - December 2020)

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Sum of Number of Records broken down by Start Date vs. Activity (group). Color shows sum of Number of Records. The map excludes Systematic Review.

### October 2020
The Health Sciences Library reopened on Saturdays from 8:00 a.m. to 5:00 p.m.

### June 2020
The Library reopens for the first time since the closure in March, at a limited capacity.
GETTING SOCIAL
The Library made headway in improving our social media presence in the 2020-2021 academic year. We gained 273 followers across social media (59 on Facebook, 47 on Twitter, and 167 on Instagram) and reached 6,797 people on Facebook, 6,596 people on Instagram, and had 137,620 impressions on Twitter. In total we earned 5,453 engagements (likes, comments, shares, etc.) on our posts! These efforts played a crucial part in helping students get connected to virtual resources throughout the pandemic.

January 2021
The library further extended opening hours from 8:00 am to 8:00 pm, Monday through Friday, 1:00 p.m. to 6:00 p.m., Saturday and Sunday.

March 2021
The Library will expanded hours to be open from 8 a.m. - 11 p.m. every day of the week!

June 2021
Capacity was increased to 500 patrons while the need to register was dropped!