

**UNIVERSITY OF WASHINGTON
FACULTY COUNCIL ON UNIVERSITY LIBRARIES**

The Faculty Council on University Libraries met at 9:00 a.m. on Wednesday, **May 28, 2003**, in room 102B, Suzzallo Library. Betsy Wilson, Director of Libraries, presided.

PRESENT: **Professors** Lavelly, Martin and Zick;
 Ex officio members Sercombe, Ullman and Wilson;
 Regular guest Charles Chamberlin, Deputy Director of Libraries;
 Guests Paul Constantine, Associate Director of Libraries Research and Instructional Services; Nancy Huling, Head, Reference and Research Services Division, Libraries; Ann Lally, Head, Digital Initiatives, Libraries; and Leilani St. Anna, Information Management Librarian, Health Sciences Library.

ABSENT: **Professors** Brown, Chance, Kerr, Moy, Sauer, Schepp, Sullivan, Sutton and Wilkinson;
 Ex officio members Fuller and Ullman;

Approval of minutes

Approval of the minutes of April 30, 2003 was deferred due to lack of quorum.

Digital demonstrations

Wilson said, "As part of our strategic direction of creating the 'Anytime Anyplace' library, I thought you would enjoy seeing some of the digital developments in the Libraries. I have asked some of my library colleagues to give you brief demonstrations of some of our digital programs."

Digital reference (Question and Answer Live) – Nancy Huling

Huling said her definition of Digital Reference is: "The use of digital technology by both user and library staff to respond to information inquiries."

Huling said E-mail, Web forms, and online interactive tap are included in the digital technologies employed in "Digital Reference." She said E-mail reference has existed for ten years in most of the Libraries, and for upwards of 20 years in the Health Sciences Library. In January 2000 the Online Chat Service – a collaborative effort with Cornell University – was inaugurated. Cornell Digital Reference librarians are in charge of the 7:00 a.m. – noon requests, and UW Digital Reference librarians field requests from noon to 9:00 p.m.

Asked, "Why do this?", Huling answered, "The users are online. Sometimes we get questions from people who have not used the Libraries before, or from Distance Learning students who live far away from the campus." Huling said the E-mail management question system (Active Questions) enables members to post questions and proceed through a global algorithm that connects to libraries worldwide.

Huling said, "We're still in the early stages of this experiment; it's been two years now. It hasn't been used a lot to this point. We have to learn not to suppose that we have the answer here [at the UW], and make use of our collaborators more readily, when we *don't* have the answers."

Huling next demonstrated "Live Online Reference." "We write the user's name when responding," she stressed, saying that this practice "makes the exchange more personal." She said that, as an example, a user may want to know what database to use to conduct a successful search. "We can walk the user through a search," said Huling. "It's highly interactive. The user can also lead the Digital Reference librarian who is helping the user to a particular window."

Huling then demonstrated the "Information Gateway," a collaboration with Cornell University in which a librarian at Cornell can "join the question" the UW Digital Reference librarian is fielding from an online

“caller.” In this “Question and Answer Live,” the Cornell librarian can “co-browse” with the UW librarian as they search the Catalog. “We can work with more than one person at a time,” said Huling, in Question and Answer Live.

In the demonstration, Huling and the Cornell librarian – with whom she was “conversing” online – took the “caller” to the Catalog. They co-browsed the Catalog and the Cornell librarian discovered that the book being requested was not only checked out, but overdue. The Cornell librarian requested the book from the “Cascade” system (the ORBIS/Cascade Alliance of 26 participating libraries, about which the council has learned much in its past several meetings). It was revealed that Evergreen College had a copy of the book. Huling thus could click on “Request” to ask for a copy of the book and complete the dialogue with the “caller.” She thanked the Cornell librarian for all his help.

Huling observed that “sometimes it can take longer online [to conduct a search], but you’re *with* the ‘caller’ all the way while they’re searching. So it *can* be an advantage, seen from that perspective.” Sercombe said, “I’m sure people are very appreciative.” Huling corroborated Sercombe: “Yes, people are indeed appreciative.”

Huling told the council, “I can also transfer a question to another librarian [on Question and Answer Live], if need be.”

PrimeAnswers – Leilani St. Anna

St. Anna spoke to the council about PrimeAnswers, an NLM-funded grant project to connect clinicians to patient-related information. PrimeAnswers is an outgrowth of work started with the “Health Links” Website and the Care Provider Toolkit.

She said PrimeAnswers represents “the next generation care provider tool kit,” and responds to “clinical questions for adult primary care patients.”

St. Anna said during the first year of the grant a “contextual inquiry was conducted, in which users were asked what it was they most wanted to know.” She said the three PrimeAnswers test clinics are Roosevelt General Internal Medicine, Harborview Family Medicine, and the UWP Belltown clinic. Clinics that were chosen had computers in patient care centers. MD’s are part of the project team and give feedback and guidance on the Website.

St. Anna showed the council the PrimeAnswers Website. The Homepage includes the categories most requested, and used, by clinicians. Among them are: diagnosis and therapy, patient handouts, drugs, immunizations, travel health, screening, skin conditions, and common conditions. “We put evidence-based research up front whenever possible,” she pointed out. In order to make evidence accessible to clinicians, we re-indexed a number of evidence-based resources so that they can be accessed quickly in once place through the PrimeEvidence search.

St. Anna said PrimeAnswers has a three-tiered approach to providing answers. The top tier is a very brief answer. The middle tier is summary information, containing highpoints. The third tier is the original article, something clinicians can go back to at the end of the day and do further research on. “We’ve done a lot of pre-programming to save interns and docs a lot of time and process. They can go right to the summaries and the other documents they need.”

St. Anna said, “Half of the items listed on PrimeAnswers are licensed; others are available free of charge.”

“We welcome recommendations from primary care providers at the UW,” St. Anna said. Common conditions pages were part of the original project. An interesting outgrowth of the grant is the expansion of the conditions pages concept to include information appropriate for use as an educational tool with residents.

Another area of growth beyond the original project of PrimeAnswers is “Prediction Rules and Calculators.” One of the calculators on the page allows a doctor to sit with a patient and calculate one’s ten-year risk of having a heart attack.

Lastly, St. Anna said, “We are winding up the three-year grant for PrimeAnswers, but fully expect to continue the project.”

Digital collections – Ann Lally and Eileen Llona

Lally discussed the digital collections in the “Libraries Information Gateways.” She said the Libraries works with faculty to develop homegrown programs in digital collections. One of the most prominent and well-known is the “Pacific Northwest Collections,” containing many priceless collections of cultural and historical documents now in digital form.

She displayed the “WTO Collection,” containing a wealth of items – including placards, signs and diverse documents – and a data dictionary. She pointed out the “Mount St. Helens Collection,” a unique collection of invaluable scientific data from Reger del Moro’s Homepage, a collection developed over more than twenty years.

Llona showed the council the “Central Eurasian Statistical Atlas.” She said, “We needed statistics from the Russian Federation. Everything we received came in Russian.”

Llona said that, as a result of a grant, “We have spent the last three years translating the Russian into English, and marrying the numbers to maps.” Some of the categories in the Statistical Atlas are: demographics, social indicators, and agriculture. “The Atlas can also show tabular data,” said Llona, and she brought up the tabular graph to illustrate. One can zoom on the Atlas to see specific cities and even railroads,” said Llona. She demonstrated this feature.

Llona also displayed the William C. Brumfield “Russian Architecture Collection.” Brumfield, in a remarkable digital collection, married his images with a hybrid search interface. One can search for a particular building: say, for a particular church, and the church (if it is one of the many churches included by Brumfield) will appear in a close-up, as well as the meta-data accompanying it. “There are lots of ways for the user to get into the data,” Llona emphasized.

Director’s update – Betsy Wilson

Wilson thanked the presenters and said, “These excellent demonstrations just scratch the surface of the digital developments at the Libraries.”

Wilson thanked the council for its feedback on the budget letter to the faculty, distributed via E-mail and print. She said, “Librarians have begun working with their faculties to identify serial cancellation titles and strategies. University leadership understands the severity of the situation – the impact of inflation, and the centrality of the Libraries to the entire University. We’re working hand-in-hand to make sure that the worst case scenario doesn’t come to pass.”

Wilson said, “There are three good developments to report regarding the budget. The ICR money already has been allocated to units, and thus will not be subject to the budget cut. For the Libraries, this means \$4.2 million not subject to cuts. A proposal to allocate \$700,000 of new ICR is anticipated this year from increased grant activity to the Libraries. And a proposal is under way to protect/privilege the Libraries materials budget from cuts. This will have to go through the Regents, but it is expected that the Regents.”

“We’re moving ahead with the serial cuts, but it looks better, *much* better, than it did a few weeks ago [on budget cuts overall for the Libraries]. We are continuing with our contingency planning.”

Thanks to all FCUL members – Betsy Wilson

Wilson thanked all FCUL members for their excellent work on the council during the 2002-2003 academic year, and for their support of the Libraries at a difficult time for everyone at the University. She thanked Geoff Sauer in particular for his fine chairmanship, and Brian Taylor for his work on behalf of the council.

FCUL Chair for the 2003-2004 academic year

Any returning member of the council who is interested in serving as chair for the 2003-2004 academic year is invited to contact Secretary of the Faculty Lea Vaughn (secfac@u.washington.edu) or her Administrative Assistant, Tasha Taylor (ktaylor@u.washington.edu).

Next meeting

This was the final FCUL meeting of the 2002-2003 academic year. The next council meeting will occur in October 2003, after the beginning of Autumn Quarter.

Brian Taylor
Recorder