

**SCAMeL Librarian Exchange
Professional Development Program
Final Report
June 24, 2008**

Participant:

Emily Patridge, MLS
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UT Southwestern Medical Center Library

Institution Visited:

University of Arkansas for Medical Sciences Library – Little Rock, AR
June 16-17, 2008

Goals of Visit:

The theme of this visit was to study communication in other academic health sciences libraries. The focus was on patron communication in outreach, and library staff communication in supporting the outreach programs at UAMS Library.

I wanted to learn more about the history and overview of their Liaison and Outreach programs and discover how these various programs are set up. How do the programs correlate to other library promotion tools such as Marketing and Liaison? With established programs, what are the tools and methods used to assess outreach and liaison programs?

Excellent communication with clients begins with Library staff and their understanding of a clients' information need. How does the staff communicate internally? Is there a reference triage to help with reference questions, or is each Librarian responsible for their outreach contact? What other types of liaison/outreach activities are there for the UAMS Library?

Since UAMS has a successful liaison program in place, I wanted to know what the target groups for their liaisons were, how they identified the information needs for each client, and how they evaluated and accessed the program. I was also interested in learning about the future plans of the Liaison and Outreach programs.

By visiting UAMS, I gained a deeper understanding of outreach and liaison programs and will be able to apply what I learned to my own library. These new ideas and concepts will help my library's outreach programs flourish.

Agenda: Week of June 16, 2008

June 17, 2008

6 Dinner with UAMS Librarians

June 18, 2008

7:45-9 Welcome to UAMS & Library Director's Role in Liaison/Outreach (Mary R)
9-10 Overview & History of Liaison/Outreach at UAMS (Jan & Abby)
10-10:15 Break
10:15 – 10:45 Campus Tour (Abby)
10:45-11:15 Department-Based Liaison Activities (Rena)
11:15 – 12:30 Lunch
12:30 – 2 Clinical Liaison Activities (Susan, Brynn, Jan)
2 - 3:30 Hospital-Based Liaison Activities – AR Children's Hospital (Lily)
3:45 Travel to the airport for return home

Description of How Goals Were Met or Not Met During Visit:

All of my goals for this Library site visit were met, or even exceeded my expectations. I learned all about UAMS Liaison program and their outreach initiatives.

The site visit was a mix of meetings and tours of the Library, UAMS hospital, and Children's hospital. This mix was great to help witness what was learned in meetings in various real life applications.

Lessons Learned:

There were several suggestions on improving a liaison program and getting more clients involved with their library. One of the suggestions was to have a "Friday at Noon" series that showcases the newest technology and how it can improve the Library experience. Another suggestion was to join campus committees.

The UT Southwestern Library has begun to use SharePoint for internal communication. The UAMS uses SharePoint to develop web sites to send to Liaison contacts. This idea of communicating to Liaison contacts will be beneficial for the development of the Liaison program at UT Southwestern.

The grant provided an opportunity for both the host library and the visiting librarian to exchange ideas on how their libraries handle reference triages, liaison assignment, and other outreach and liaison topics.

Suggestions for Improvement:

The process of applying for a SCAMeL grant was not complex. Submitting a joint proposal for two librarians sped up the process and I would recommend this for future applicants.

Having the host library set up the agenda and arrange for airport/hotel transport was great and made the visit run smoothly.

Rachel Gyore and I had set up a dinner and full day's agenda and this seemed to be effective – enough time to learn about the host Library. However, some applicants may want more time to visit.

This exchange program was a success and I'd like to extend a personal thank you to all of the SCAMeL Board for creating this opportunity.