

**SCAMeL Librarian Exchange
Professional Development Program - Application**

PARTICIPANTS:

Rachel Gyore, MLS
Reference & Outreach Services Librarian - University of Arkansas for Medical Sciences Library

Emily Patridge, MLS
Outreach and Reference Librarian - UT Southwestern Medical Center Library

HOST LIBRARIES:

University of Arkansas for Medical Sciences Library – Little Rock, AR

UT Southwestern Medical Center Library – Dallas, TX

INTRODUCTION OF PARTICIPANTS:

RACHEL GYORE

The objective of this visit is to further my understanding of staff development, assessment & evaluation, and leadership/management in an academic health science library. As project director for the ARHealthLINK – Arkansas Go Local site, my work includes assigning tasks to the professional and paraprofessional staff who participate on the team. Each team member brings a different skill set to the project, and I am interested in learning about how another library approaches the challenge of balancing varying skill levels and job responsibilities of staff in regards to projects.

My work also includes coordinating the outreach subcontract with the Regional Medical Library for the South Central Region on behalf of the UAMS Library. Assessment and evaluation have been topics of interest throughout the region, particularly in regard to outreach programs. Since the UAMS Library does not have an Assessment Librarian, I am interested in learning more about how this position functions at UT Southwestern and how assessment and evaluation might be incorporated into the library on a broader scale.

As a fairly new librarian in the field of health sciences librarianship, opportunities such as the SCAMeL Librarian Exchange program can help expose me to other libraries and their services/programs. A visit to UT Southwestern Medical Center Library will enable me to pursue my interest in leadership and management, and explore different perspectives and approaches to leadership/management issues in the library setting.

Library to Visit: UT Southwestern Medical Center Library

Goals of Visit: My goals for the visit are to learn more about specific issues in the areas of staff development, assessment & evaluation, and leadership/management. These issues include:

Staff Development –

- Learning how another library trains new employees and integrates them into existing library activities
- Developing and managing project work involving both professional and paraprofessional staff

Assessment & Evaluation –

- Creating and developing an Assessment Librarian position in an academic health sciences library
- Exploring the role of an Assessment Librarian position within the larger library
- Incorporating evaluation and assessment into existing library programs
- Educating staff about evaluation and assessment

Leadership & Management –

- Developing leadership skills in non-management staff
- Addressing generational issues/differences in a library

EMILY PATRIDGE

My current position with UT Southwestern focuses on outreach and marketing to a campus community. Recently I was involved with a Liaison task force to research and suggest ideas on how to design a successful Liaison Program for the UT Southwestern faculty, staff, and students. This task force has evolved into a Liaison Program with a Library team providing support and training for the Liaisons. I am a Liaison Program team member and Liaison to the University Hospitals. There are two main campus locations for the University Hospitals and the importance of communicating with both campus locations is a vital part of maintaining a relationship with the Hospital.

My liaisonship to the University Hospital is unique because I began Library promotion with this client group and it expanded into a Marketing Promotion Plan for the Library and a Pilot Program for the Liaisons.

With an established relationship with the University Hospital, I am seeking to research and explore other academic health libraries and how they promote and maintain communication with a hospital community. What type of services does the UAMS Library offer to their clients? Are they primarily reference or education? What virtual communication tools do they use to offer these services?

Library to Visit: University of Arkansas for Medical Sciences Library. Based on their website they have two areas I am focused on:

- Successful Outreach Program that has an established Liaison Program
- Hospital they provide Library Services

I want to explore these two services and learn how they became successful outreach programs.

Goals of Visit: The goal, or theme, of this visit is to study communication in other academic health sciences libraries. The focus will be on patron communication in outreach and library staff communication in supporting the outreach programs at UAMS Library.

I would want to spend time with Library staff and explore the outreach they do to their campus community. How is their Liaison Program set up? How do they correlate to other library promotion tools such as Marketing and the Liaison Program? With established programs, what are the tools and methods used to assess outreach?

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

By visiting another academic health sciences library, I can gain a deeper understanding of outreach and liaison programs and apply what I learn to my own library. These new ideas and concept will help a successful outreach program flourish.

SUGGESTED VISIT DATES AND DRAFT ITINERARY:

Rachel Gyore – Visit to UT Southwestern

Objectives/Goals – Assessment, Staff Development, and Leadership & Management

Draft Itinerary – Week of June 2, 2008

Arrive June 3rd in afternoon; brief tour of area; dinner with UT Southwestern Librarians

June 4th, 2008 (tentative)

8:30-9:30 Meet with Laurie, to discuss management and leadership
9:30-10:30 Campus tour with Barb Nunn
10:30-10:45 Break
10:45-11:30 Meet with Brian to discuss management and leadership
11:30-1 Lunch
1-2: Library FYI on area of interest
2-2:15 Break
2:15-3:30 Meet with Kay to discuss assessment
3:30 - Leave to catch plane

Emily Patridge – Visit to UAMS

Objectives/Goals - Liaison & Outreach at the UAMS Library

- People involved in Liaison & Outreach activities
- History & Overview of Liaison & Outreach at the UAMS Library
- Communication tools used in liaison/outreach activities
- Types of liaison/outreach activities
- Defining liaison target groups, identifying needs, evaluation, assessment
- Future plans

Draft Itinerary – Week of June 16, 2008

Arrive June 17th in afternoon; brief tour of area; dinner with UAMS Librarians

June 18, 2008 (tentative)

8:30 – 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 – 11:15 Campus Tour (Abby)

11:15-11:45 Department-Based Liaison Activities – College of Pharmacy (Rena)

12 - 1 Lunch

1 – 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

BUDGET (PER PERSON):

Transportation	Airfare	240.00
	Taxi	80.00
Housing	Hotel	120.00
Meals	1.5 days	60.00
	Total:	500.00