Entrepreneurial University Chicago and Community Engagement National and International Impact and Visibility

Student Experience and Success

UNIVERSITY LIBRARY



UIC

University Library Newsletter Winter 2021-2022

UIC UNIVERSITY OF ILLINOIS AT CHICAOO

Special thanks to **Nancy Malinowski** for lending us her own little library treasure, Bob.

Who's that dog?



L to R: Dean Rhea Ballard-Thrower, Executive Assistant to the Dean Valerie Hill and Senior Library Specialist Nancy Malinowski when Bob visited the Library for an AmbassaDogBob photo shoot. Photo: Miguel Vazquez.

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Focus on Student Experience and Success - "Hi, I'm Bob!"

The UIC University Library is taking the concept of the "library cat" to a whole new level with our very own "AmbassaDogBob!" The adorable pug, owned in real life by Senior Library Specialist Nancy Malinowski, initially appeared on the Library's Instagram account at the beginning of the fall 2021 semester. A dog lover (and owner), University Librarian and Dean of Libraries Rhea Ballard-Thrower thought it would be fun for UIC's undergraduate students to learn about the Library's many resources and services from a canine mascot. Many sophomores returning to UIC in the fall hadn't yet experienced "college life" in person and were not yet fully oriented to campus due to COVID-19 pandemic shutdowns. We hope that AmbassaDogBob has been a bright light during an otherwise very challenging time for our students. Above AmbassaDogBob's photo are Chancellor Amiridis's recently refreshed 2021-2022 Strategic Priorities for UIC. In this edition of our newsletter, we focus on **"Student Experience and Success"** and how the Library supports this important initiative. As stated on the Chancellor's website, "Students are at the center of UIC's mission and its success. We will create an inclusive and innovative learning environment where all students are supported, equipped for success in their academic and post-graduate endeavors, and prepared to achieve their full potential." Subsequent newsletter issues will highlight the Library's accomplishments toward achieving the other three strategic priorities.

Read more about UIC's Strategic Priorities: strategicpriorities.uic.edu/refreshed-strategic-priorities/

WELCOCHE DEAN BALLARD-THROWER!

"My number one goal is student success. I believe this is why we do what we do."

– Dean Rhea Ballard-Thrower

Introducing the University Library's new Dean!

We are so excited to welcome University Librarian and Dean of Libraries Rhea Ballard-Thrower! Prior to joining UIC, Dean Ballard-Thrower was Executive Director of the Howard University Libraries and a tenured professor at the Howard University School of Law. She has also served as Director of the Howard University Law Library, Associate Director at the Georgia State University Law Library, and reference librarian for the Tarlton Law Library at the University of Texas-Austin. Ballard-Thrower has been a legal bibliography instructor, conference presenter and author of many articles on law librarianship. Her current research examines how to direct libraries as campus change agents. In addition to leading the UIC University Library, Dean Ballard-Thrower holds an affiliate faculty position at UIC Law where she teaches Advanced Legal Research using the Inside-Out Prison Exchange Program pedagogy (**insideoutcenter.org**/). In the program, she teaches law students and incarcerated students in the same classes at a correctional facility. Ballard-Thrower holds a Bachelor of Arts degree from the University of Cincinnati, a Master of Information and Library Studies from the University of Michigan and a Juris Doctor from the University of Kentucky College of Law.

Early in fall 2021, UIC Today interviewed Dean Ballard-Thrower about her goals and future plans for the UIC University Library. Read the full interview at today.uic.edu/uic-library-deans-goals-include-studentsuccess-social-justice

A message from Dean Rhea Ballard-Thrower

I was raised in a suburban Ohio town with the streets lined by fence, driveway, house, fence driveway, house, fence, driveway, house...for miles on end. The fences ranged from picket to metal to metal with blue and white inserts which would give you the hope that there was a swimming pool on the other side. But alas, no such luck.

Fencing was not only used for housing separation, but also to gauge how far you were from home. And thus, how much time it would take to get to your house once the streetlights came on before your mother called your name for the third and final time.

My house was easily identifiable since my mother was known for the roses which lined our fence from the sidewalk all the way back to the garage. Neighbors would stop during late spring and summer to admire how beautiful the roses were. For passersby, it was as if by magic roses would reappear every spring with bigger and bolder blossoms.

Yet the adults in the Ballard household knew the amount of work, care and dedication it took to get my mom's signature rose display. It wasn't until many decades later that I understood the nurturing my mother gave to the rose garden was with the same emphasis she used for her kindergarten students or her own children at home. Cultivation requires hard work, careful attention and dedication. When I was offered and accepted the UIC Library deanship, I was mindful of the famous Emerson quote– "To laugh often and much; to win the respect of intelligent people... to leave the world a better place, to know even one life has breathed easier because you have lived, this is to have succeeded."

I look forward to the years ahead where we will work to learn more about each other, to dedicate ourselves to supporting the UIC Library and to help our amazing university community achieve its objectives—one beautiful rose at a time.

Sincerely,

Dean Rhea Ballard-Thrower

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Photos: Miguel Vazquez

Celebrating Beverly Allen Day



On Sept. 7, 2020, the Library of the Health Sciences-Peoria hosted "Beverly Allen Day," an open house celebration and remembrance event and exhibition in honor of Beverly Allen, the trailblazing African American librarian who founded the Library. The day commemorates the 50th anniversary of the arrival of Allen in 1971 to the University of Illinois Peoria School of Medicine, now the UIC College of Medicine at Peoria (UICOMP). The exhibition included special collections materials and a time line depicting Beverly Allen's role in UICOMP's history.

In the early 1970s, African American women had for the first time been appointed to a few key leadership roles in the still today white-dominated field of library and information science in the U.S. During this time, Beverly Allen not only single-handedly created and developed the Peoria School of Medicine's library collections and services, policies, physical spaces and staffing but did so while also working in another predominantly white and male field—medical education. Over the course of only a few years from 1971-1976, Allen developed and set in motion her expansive vision of the role of the library as central to the medical school, shaping LHS-Peoria as we know it today. Just 17 days after starting her position as medical librarian, Allen gave the first Peoria School of Medicine Library Orientation to 18 third and fourth year-medical students (17 white men and one woman). By 1976, Allen had grown the medical collections from zero to over 25,000 volumes.

Above: Beverly Allen. Right: UICOMP medical students at the "Grab-and-Go" refreshment table on Beverly Allen Day.

In the first annual report of the Library of the Health Sciences-Peoria, Allen articulated her view that, "Service is the key word in the operation of this library. A store house or clearinghouse of information is not its goal. Rather, Peoria's purpose is to be an integral part of the process of teaching and learning." Today, Allen's legacy is carried on by LHS-Peoria librarians who play an integral role within UICOMP by partnering with faculty and leadership on curriculum development and delivering integrated library instruction. In addition, LHS-Peoria librarians serve the greater Peoria community through vital consumer health education outreach initiatives and programming.

About Beverly Allen

Beverly Allen was born Nov. 20, 1939 in Kansas City, MO. She earned a bachelor of arts in psychology from the University of Missouri and a master of science in library science from Syracuse University. Allen opened the library doors at the Peoria School of Medicine's early home on the Bradley University campus in 1972. She developed the plans to relocate the library to its current home at the UIC College of Medicine Peoria in 1976. However, a few months prior to the final move, Allen left UICOMP to build on her experience and expertise developing LHS-Peoria to establish the medical library, including a multi-media center, at Morehouse College. She was appointed to a term on the National Library of Medicine's Board of Regents in 1992. Twelve years later, in 2004, she was nominated by then President George W. Bush, confirmed by the U.S. Senate and subsequently appointed to a term on the National Museum and Library Services Board of the Institute of Museum and Library Services (IMLS). She retired from Morehouse College in 2005. Allen passed away in late 2020.



L to R: Daniel Kresnanto, AASIA treasurer, Mohammed Abdul Hadi, AASIA president and Alina Usmani, AASIA executive assistant, introducing the "Imperial Ball" dance event featuring a hip hop performance by the Evo Dance Troupe (including Hadi), on Nov. 19, 2021.





Year: Senior Major: Accounting

Involvement: Honors College; Mentor, First Friends **Campus Activities:** President, Asian American Students in Alliance (AASIA); Member, Evo Dance Troupe

Meet Library Student Worker Mohammed Abdul Hadi

Mohammed Abdul Hadi wasn't planning to study abroad. But after receiving encouragement from his parents to pursue his education in the United States, he decided to apply to two schools, Florida International University and the University of Illinois Chicago. He was accepted to both and chose UIC because he wanted to live in a cooler climate than his home in Lahore, Pakistan. He arrived in Chicago in 2018 and survived his first "Polar Vortex" that winter. Now in his senior year reflecting on his decision to attend UIC Hadi says, "I like the diversity of UIC. I probably wouldn't have grown as much elsewhere. UIC has a lot of student organizations and on-campus jobs."

An accounting major, Mohammed joined the Library's Business Office in summer 2021 and transferred to Library Human Resources in the fall. "I'm very passionate about accounting and my job working for the Business Office was very tailored to my degree and added a lot to my resume. I enjoyed placing orders and doing some other financial activities," he says. As any of the employees in the Library Administration Office can attest, Mohammed is always ready to assist with any task when needed.

In addition to his role at the Library, Mohammed has held several other positions at UIC including at EnterpriseWorks Chicago (**resources. istcoalition.org/enterpriseworks-chicago**), the Institute of Health Research and Policy and for the Bloomberg Foundation-funded

project Accelerating Progress on Tobacco Taxes in Low- and Middle-Income Countries (**publichealth.uic.edu/research/tobacco-taxes/**) and its administrative department where he currently works. While working at the Office of the Vice Chancellor for Health Affairs, Mohammed met an African American co-worker who invited him to stay with her family over the summer. "I call her my 'American Mom," says Mohammed affectionately. "It was an interesting experience because I am a practicing Muslim but I also have faith in Christianity and attended their church. I was introduced to African American cuisine. And my American family really groomed me to be more assertive and confident."

While balancing his studies, work and other activities including the Asian American Students in Alliance, Evo Dance Troupe (aarcc.uic.edu/programs/aa-orgs-leadership-initiatives/) and mentoring other international students through the First Friends program (ois.uic.edu/programs/first_friends), Mohammed also volunteers preparing tax returns at Ladder Up (goladderup.org). The nonprofit organization Ladder Up provides free financial consulting resources. "My dream job would be preparing tax returns. Working there made me think maybe this is something I want to do for the rest of my life. I would love to ideally work for a nonprofit org[anization]," says Mohammed.



Library life during COVID-19 Supporting our students

By Elena Carrillo, Paula Dempsey, Jennifer M. Jackson and Teresa Helena Moreno

When the UIC University Library closed on March 27, 2020, it seemed impossible that the stacks, study rooms and tables would remain empty until August. Yet even with the buildings closed, the Library continued to help students with their coursework and research. Through **Chat with a Librarian**, an instant messaging service, librarians provided virtual assistance 140 hours/week. By Sept. 2020, Chat interactions had climbed 42% over Sept. 2019. Individual research consultations with a librarian also jumped 175% when working on Zoom became second nature. Interlibrary loan article delivery continued uninterrupted.

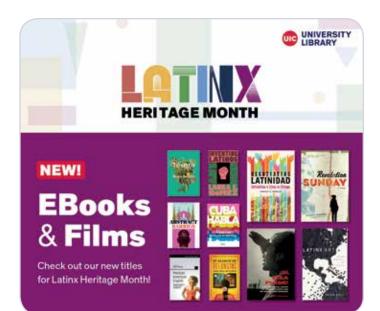
The Library's Undergraduate Engagement Program successfully implemented online versions of new student orientations and other programs including:

- The Wall of Encouragement: go.library.uic.edu/encourage
- Heritage Month books displays: go.library.uic.edu/newbooks

However, students also needed space to study and access to computers and print books. On July 13, 2020, the Richard J. Daley Library began a low-contact pick-up service for the UIC community. The Library of the Health Sciences-Chicago also implemented a direct delivery service.

In late Aug. 2020, LHS-Chicago and the Richard J. Daley Library reopened to the UIC community to provide study space and computers. The opening was contingent on necessary restrictions to keep everyone safe, such as a system to reserve socially distanced seating, masking up and restricting food and disposable beverage containers. Security staff and volunteer Wellness Ambassadors helped ensure patrons followed health safety protocols. Similarly, the Library of the Health Sciences-Peoria and the Crawford Library of the Health Sciences-Rockford adjusted hours and staffing to provide a safe environment. Through summer 2021 and into the fall, LHS-Peoria gradually restored spaces and services such as study rooms, increasing seating capacity and providing outdoor "activity sets" (tennis, basketball, etc.). To welcome students back to campus, LHS-Peoria developed rotating displays for its new Gallery Wall celebrating founding librarian Beverly Allen, Hispanic Heritage Month and graphic medicine artwork.

In Fall 2021, UIC established vaccination disclosure protocols and eased capacity limits, enabling the Library to serve the University community members who returned to campus for in-person instruction. Virtual services remain an essential part of reaching students.



UIC student voices Library student surveys

By Jung Mi Scoulas

The Library's role in student success includes providing safe spaces to study, work collaboratively on class projects and learn how to find information resources that ensure academic achievement. The Library conducts ongoing assessment to understand students' experiences in its spaces and to make improvements in hours, technology, security and building services.

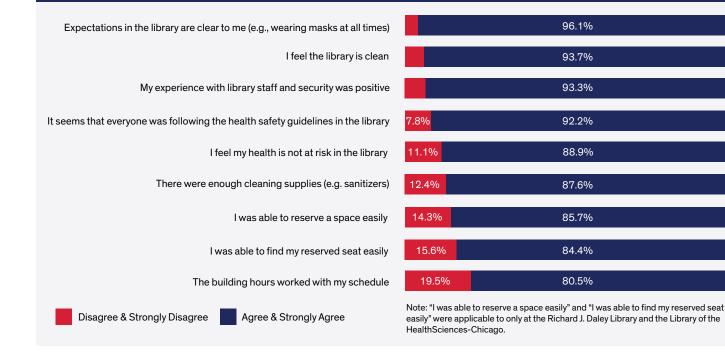
The COVID-19 pandemic brought radical changes to in-person services, and the Library sought students' opinions and concerns about returning to campus and to a library with strict health safety protocols: daily health checks, six-foot physical distancing, masking, sanitizing surfaces in public spaces. Through the planning stages in summer and reopening in fall 2020, the Library enlisted several channels of communication to gather students' feedback including conducting focus groups and monthly surveys of students who came into the building, having a dedicated email account to which administrators responded and providing "Ask a Librarian" service.

Students related their experiences and suggestions in the monthly surveys, and the Library improved processes where it could be flexible in addressing needs while still maintaining safety protocols. As a result of student feedback, the reservation procedure was adjusted and clearer signage simplified entry into the buildings. Some student requests such as being allowed to eat in the building could not be approved because of campus health regulations. A total of 540 respondents completed the survey during Fall 2020, and the findings showed that more than 90% of patrons reported positive experiences related to cleanliness of the library, feeling safe in the library and clear health safety guidelines. Regarding patrons' experience with reservation systems, the results suggest, patrons had difficulty in reserving and finding their seats at the beginning of the semester, but their experience improved as the semester went by. However, library building hours was rated the least agreeable throughout Fall 2020.

During the middle of the pandemic, the biennial survey was distributed February–March 2021 asking students to rate satisfaction with virtual and physical services and explain how their use of Library resources contributes to academic success. A total of 3,379 students completed the survey for a response rate of 10.8%. Findings of in-person experiences are consistent with results from monthly surveys in fall 2020, spring 2021 and fall 2021 semesters. The Library hopes to make suggested changes in health protocols as soon as the end of the pandemic makes this possible. (Fig. 1).

Read the details of the library student surveys by following links to Dr. Jung Mi Scoulas' published works on **orcid.org**, **ID 0000-0002-7536-295X**

Fig. 1. Experience in the library during pandemic



How was your overall experience in the library? Please indicate your level of agreement with each of the following statements.













Tina Griffin







UIC University Library faculty members have a sustained record of producing, publishing and presenting scholarship in a diverse range of areas influencing local practice and the discipline of library and information studies including:

- Scholarly Communication and Data Librarianship
- **Digital Scholarship and Open Educational Resources** .
- **Evidence-Based Medicine and Health Informatics** •
- More

Since the 1990s, the UIC Library has ranked in the top ten among U.S. academic libraries for productivity based on the number of articles published. These pages represent a selective portion of Library faculty scholarship in 2020-2021.





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Selective 2020-2021 Library Faculty Research













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*Abigail Goben received the Stephen E. Wiberley, Jr. Library Faculty Publication Award for this article.

Congrats to our Library stars!

The Enterstry of Human of Dirayo presents be JANICE WATKINS AWARD for Dormpolial OutService to Yolanda Rence Ferguson

Yolanda Ferguson Janice Watkins Award

Barth

Sponsored by the UIC Staff Advisory Council, the Janice Watkins Award recognizes exceptional Civil Service employees for their distinguished service to the University. The Library was pleased to learn that **Yolanda Ferguson** was recognized with this award.

Yolanda Ferguson has been part of the Richard J. Daley Library's Access Services department for more than 23 years. In normal semesters, about 8,500 visitors per day come through the doors of the Library. Yolanda welcomes them, answers their questions and checks on their well-being. For many, Yolanda's greetings are a pleasant bonus in their day. Even more, students have testified that when they felt disheartened, hopeless or sad, Yolanda was a daily source of encouragement and inspiration that enabled them to achieve their educational goals.

Yolanda Ferguson's significance to the Library and the UIC community gained even more importance during the pandemic. When the building opened to the UIC community in Aug. 2020, it was a different world where patrons had to follow many health safety guidelines. Yolanda was there to deal with difficult changes with the kindest and calmest demeanor.

Yolanda's warmth and generosity extend to activities sponsored by her church. She is consistently available to provide food, clothes and counseling and to refer those in need of basic necessities such as housing to appropriate services. The Library is proud that Yolanda is a part of our team.

Lynn McNish UIC Award of Merit

Lynn McNish, senior library specialist in the UIC Library's Resource Acquisition and Management (RAM) department, was recognized with a 2021 Award of Merit. This university-wide honor shows appreciation for staff who exhibit service, commitment and dedication to the mission and goals of the university.

Lynn's work is essential to the success of UIC students and faculty because she acquires and processes payments for the print and online materials they need for learning, instruction and research. She recently triumphed over extraordinary challenges in her job when the Library implemented different software to manage vendors, orders and the online catalog. Consistently a friendly, calm and approachable colleague, Lynn shone as a leader and expert as her department transitioned to new technology and workflows—with all the complications of working in the pandemic environment.

Lynn McNish joined the Library in 1994. RAM is a behind-the-scenes department, and the UIC community that benefits from its work is often unaware of the experienced, dedicated staff who ensure that scholarly materials are seamlessly available to them.

The Library is especially proud that Lynn's contributions to student learning and faculty research have been recognized with the prestigious UIC Award of Merit.



Leanna Barcelona

Leanna Barcelona is the University Archivist and Assistant Professor in Special Collections and University Archives. In this role, Leanna oversees the official repository for historical assets from UIC as well as its predecessor institutions. Leanna received her MLIS from the University of Illinois Urbana-Champaign and was previously the university archivist at Baylor University in Waco, Texas.

Ken Broady

Ken Broady is the HR Generalist in Library Human Resources. His primary areas of responsibility include recruiting and onboarding, leave of absence management, job description development and HR projects. Ken brings extensive experience in recruitment and HR operations from state and not-for-profit agencies.

NEW LIBRARY TEAM MEMBERS!



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Emily Gilbert

Emily Gilbert is the Assistant Professor and Information Services and Liaison Librarian in the Information Services and Research department. Emily supports the College of Medicine's educational and research initiatives and advocates for the needs of the college, designs instructional support research initiatives and offers feedback on collections development decisions.



Jasmine Schreiber

Jasmine Schreiber is a Library Specialist in the Access Services department. She assists with evening and weekend operations and maintaining a safe and scholarly environment in the library. Her responsibilities also include course reserve and shelf preparation of new materials.



Torin White

Torin White is the Bridge to the Faculty Research Scholar and Data Science Librarian in the Assessment and Scholarly Communication department. Torin's role includes consulting with researchers, developing and delivering services and workshops and conducting research related to data and digital scholarship. More: diversity.uic.edu/faculty/bridgeto-the-faculty/

Excellence in nursing education 20 years of NExT

By Carmen Howard

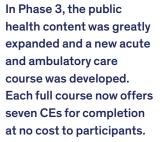
Since 2001, the University of Illinois at Chicago's (UIC) Library of the Health Sciences and College of Nursing have conducted evidence-based practice (EBP) nursing education programs. Officially renamed Nursing Experts: Translating the Evidence (NExT) in 2014, the programs have expanded and built upon each other and now reach a limited national audience.

Led by UIC, NExT's strength comes from connections between librarians and nurses at multiple institutions. The programs' goals are providing equal access to biomedical information to all U.S. health professionals and encouraging the use of scientific evidence to guide healthcare decision making. Partners include Western Illinois University, Carle Health System, UI Health, public health departments and rural and urban hospitals, as well as multiple host and beta-testing sites. Dr. Krista Jones, DNP, MSN, RN, PHNA-BC, principal investigator and director of the UIC College of Nursing's Urbana Regional Campus, affirms the value of interprofessional teams stating, **"The collaboration of library and nursing** faculty has resulted in a proven and successful partnership that has provided instruction in and promotion of the use of evidence-based health information to a public/school health and acute/ambulatory care nursing audience."



In Phase 1, EBP workshops for public health were conducted in multiple locations throughout the state of Illinois. Each workshop was taught by a nurse/librarian team and included a lecture, case study and hands-on activities. Three continuing education credits (CEs) were granted to participating nurses for free. The NExT portal (go.uic.edu/nextebp) was also developed to provide a resource for self-directed learning and future reference.

In Phase 2, the in-person content was converted to an interactive, asynchronous online course module with three free CEs available through the NExT portal. During this phase, the project began to reach beyond Illinois.





NExT Project Reach by Participant-Reported Zipcode Data for All Instructional Formats as of October 31, 2021. In Phase 4, currently underway, the focus is on expanding the project's reach by conducting an intensive national marketing campaign in the hopes of connecting even more nurses to this free educational resource.

"I learned how to advocate for my patients better, I will educate patients on the evidence behind why they are receiving their care. Knowing more about the 'how' will help me when I'm trying to find the answers to the 'why' questions I encounter."

- NExT course participant

All phases of NExT and much of the earlier work have benefitted from funding from the Network of the National Library of Medicine/National Institutes of Health (**nnIm.gov/**).

Virtual exhibits and tours Archives come alive

By Pamela Hackbart-Dean

Take a look at our online exhibits highlighting the Library's Special Collections and University Archives! Some are new and some are redesigned and expanded. The online exhibitions draw inspiration and content from the historic records in the collections that document the history of Chicago and the University of Illinois Chicago. These materials—photographs, manuscripts, newspapers, maps, artifacts and audiovisual materials—are fundamental to a more complete understanding of events, people and places in UIC and Chicago history.



The recently launched Millennium City: Richard M. Daley & Global Chicago online exhibit complements our political collections. Drawing on the Richard M. Daley Oral History project, the exhibit gives researchers and students a visually appealing way to explore that collection's extensive interviews with Daley's close

colleagues, friends and others who worked with him and knew him during his service as mayor from 1989 to 2011. The interviews provide a glimpse into Richard M. Daley's approach to the critical issues during his time in office, such as school privatization and choice, community policing, service-sector job policies and public housing reform.

Circle of Care: The Horizon Hospice

spotlights the history of Chicago's first hospice, Horizon Hospice. The hospice opened in 1978 to provide palliative care and comfort for the terminally ill and their families. The first patient was admitted in October 1978. By 1988, over 200 patients were served and by 1998, more than 500.



The hospice served patients in the Chicago area regardless of their ability to pay. It cared for most patients at home, but often worked with local hospitals, nursing homes and AIDS residences. In 2015, Horizon Hospice merged with JourneyCare and Midwest CareCenter to form JourneyCare.



Nostalgic for the UIC of yesteryear? Plan a virtual walking tour with **The Historic Netsch Campus** which reintroduces you to the modernist architecture found on the East Side of the University of Illinois Chicago. Internationally acclaimed architect Walter Netsch, of the Chicago firm of Skidmore, Owings, and Merrill, designed the campus between 1963 and 1968.



A wider ranging excursion into UIC history can be found in Coming Full Circle: The History of UIC. This online exhibit traces the university's development up to 1982. It starts with UIC's origins as late nineteenth-century private health colleges, such as the Chicago College of Pharmacy (founded 1859),

the College of Physicians and Surgeons (founded 1882) and the Columbian College of Dentistry (founded 1891). It tells the story of the Chicago Undergraduate Division at Navy Pier from the 1940s through the early 1960s. It finishes with a look at the formation of what was called the "Chicago Circle Campus" and what we know of today as the East Side of the University of Illinois Chicago.

Chicago Alert! The City Plans for Atomic Attack examines how views on and plans for civil defense evolved in Chicago from the early years of the Cold War, which began after World War II ended in 1945, through the 1980s. It argues that civil defense campaigns were meant to both scare and reassure citizens, relying on widespread fear engendered by the Cold War and appealing to American values rooted in individualism, consumerism, volunteerism and free-market capitalism. This online exhibit is based on a physical exhibit formerly on display in

the Daley Library. It features a number of documents, maps, photographs and memorabilia from the holdings in Special Collections. Among those are materials from UIC's own history as it planned for a potential Armageddon and did studies on the psychological effects of living in a fallout shelter.



These exhibits are an invaluable tool for seasoned researchers and undergraduate students who are just beginning their higher education journey:

library.uic.edu/collections/digital/exhibits/

BECIAL COLLECTIONS

You never know what you might find in Special Collections!:)



SCUA on Instagram!

AmbassaDogBob helped launch our new Special Collections and University Archives Instagram account in Oct. 2021. Check it out **@UICSCUA**!

> **Creative Direction:** Andrea Smith Director of Library Communications