



Brief History and Guiding Principles for CALiO™

I. Evolution of NCAC Digital Library Services

In 2003, Dr. David King joined the staff of the National Children's Advocacy Center (NCAC) in support of the research, training, mental health and prevention programs. He organized a traditional library of books and journals, but also envisioned adding electronic collections for ease of access. Through Dr. King's efforts, the NCAC obtained a \$2,000 grant from the Daniel Foundation of Alabama, which was used to buy a server, a desktop computer, and software for the library. On this foundation, Dr. King created an Intranet that gave online access to core journals and databases. The Intranet was accessible only to NCAC employees, on campus without login and from off campus locations via login.

Dr. King suggested that it would be technologically possible to offer remote access to other Children's Advocacy Centers (CACs) using the same sort of login process. In order to obtain publisher agreement to this, access needed to be restricted to a defined, circumscribed group of users. In discussions with NCAC leadership and key staff, it was decided that this service would be most valuable to members of the Multidisciplinary Teams (MDTs) of CACs that have full or associate level accreditation from the National Children's Alliance. Each eligible CAC could apply for access, and would be provided with one username and password that would be used by all members of its MDT. Most publishers (not all) agreed to this model. A registration process was created and a Web presence for the National Digital Library on Child Abuse was added to the NCAC website. The online library began beta testing in 2004.

By 2005, the online library was fully operational. Over the next two years, as funding increased, additional electronic resources were added. Dr. King began preparing bibliographies on topics of interest, adding collections of publications by prominent experts in the area of child abuse, creating web pages with resources for CAC management, and generally building out the breadth of services offered by the online library.

Over the next few years, personnel and technology issues affected growth of the digital library. The grants that had funded the Research Department and its IT staff ended. The server was moved to a co-location host within the city, with limited technical support. When the server

began failing, an informal agreement was made with the library at University of Alabama at Huntsville that their IT department would provide hosting and technical support. In 2009, new funding streams allowed NCAC to hire Research Librarian, Muriel Wells to work with Dr. King to begin preparations for expanded online services.

From 2007-2014, Dr. King was also employed as the Director of Libraries for Georgia Health Sciences University, while serving as a contract consultant for NCAC. While at the University, Dr. King established an institutional repository in collaboration with the University System of Georgia. This experience, and evolution in policy pertaining to public access to publications, led to conception of a new model for online library services that would enable NCAC to broaden its scope and provide access to all professionals working in fields related to child abuse, *i.e.*, not just those affiliated with CACs.

In 2007, a new vision for the digital library unfolded, and it was renamed the Child Abuse Library Online (CALiO™). It would consist of collections accessible to personnel at social service agencies, district attorney offices, medical and mental health professionals, caregivers, mandated reporters – all who required research resources. And being freely available, it would be open to the public. The collections would consist of open access materials (*i.e.*, in the public domain) with records and links served from an institutional repository. Other freely available resources, such as bibliographies, fact sheets, and training materials would be accessible through this database as well.

The online service for multidisciplinary team members of CACs would remain behind a login. This service would include subscription resources with limited access, per publisher contracts, as well as proprietary publications made available by experts.

Installation of basic software by the UAH Library IT staff allowed Dr. King and Ms. Wells to experiment with processes required to bring the envisioned model to fruition. Unfortunately, an internal administrative situation at UAH stalled progress. Consequently, the NCAC implemented alternative strategies for achieving the new digital library.

The Child Abuse Library Online (CALiO™) was redesigned in 2014 and was launched in January 2015. The newly redesigned CALiO provides a collection of open access publications and other resources, searchable using an easy, Google-like interface, retrieving complete documents, not citations. Behind the login, for CAC professionals, resides a robust collection of

databases and publications easily searched using the same simple search interface, again providing documents, not just citations.

II. Research Into Practice: The Guiding Principles for CALiO™

From the beginning, Dr. King has espoused fundamental principles to guide the deployment of NCAC digital library services, both in-house and for clientele beyond the walls of NCAC. These guiding principles derive from basic assumptions regarding its users.

Assumption 1: Our digital library users are smart, educated and committed to providing the best services possible.

Assumption 2: Our digital library users seek information for decision making, problem solving, and improving services; not research, personal edification, or entertainment.

Assumption 3: Our digital library users function under tight time constraints and with limited funding. Therefore, they do not have easy access to professional libraries or personal subscriptions to professional journals.

These basic assumptions differentiate CALiO™ from all other university, research, and public libraries. Thus, three basic principles have guided development of the NCAC digital library services from the beginning.

Principle 1: Ease of use. Resources meeting user-defined needs should be easy for them to identify and locate.

Principle 2: Documents, not citations. Immediate delivery of electronic versions of the resources, meeting time-sensitive needs, not bibliographic citations to publications they must track down.

Principle 3: Training and Service. Provide users with the skills to find what they are looking for and personalized assistance when they need it, to assure the best possible results for users.