

2021 GIR Excellence Award Winner
University of Washington TRAIL REDCap Support Team



The University of Washington (UW) hosts one of the world's largest REDCap instances, with more than 13,500 active users and 18,000 projects since launching in 2012. To improve health sciences research support at the University of Washington during COVID-19, three departments in the UW Libraries and UW Medicine at the University brought together 10 staff to support timely COVID-19 research in Seattle, WA.

The University of Washington REDCap Support Team, is comprised of 7 staff and 3 librarians from the UW Health Sciences Library, UW Medicine Research IT, Institute of Translational Health Sciences, and the Network of the National Library of Medicine Pacific Northwest Region. Ticketing agents triaged more than 16,500 tickets in 2020, an increase of almost 70 percent on the year before. The Team have supported more than 650 COVID-related projects, between March 2020-March 2021, hosted on UW's REDCap servers. The exponential growth in REDCap support tickets was at its strongest in the early months of the COVID-19 pandemic, as tracking and tracing projects came online for the first time. The iterative nature of COVID-19 medical research projects, particularly in the initial weeks and months of the pandemic, effectively doubled the support required from agents, and the Health Sciences Library reassigned four User Experience staff, effectively doubled the staffing to meet the need. This responsiveness and collaborative approach to medical research support has expanded roles of health sciences librarians and library support staff at the University of Washington and demonstrates excellence in medical research service alignment across multiple departments and units within the University.