Investigating research and clinical education services in regional health science libraries

A SCOPA Grant Proposal

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Project Description

Two early-career librarians will visit health sciences libraries in the region to investigate the delivery of education services to both clinical and research populations. Alexandria is particularly interested in the variety of ways librarians at different institutions teach evidence-based practice (EBP) – the combination of clinical experience, the literature, and patient values in medical decision-making – to residents. We also want to explore the communication of library resources to clinical staff (e.g. residents, fellows, faculty physicians, nurses) overall. Caitlin is interested in the delivery of online instructional resources to distance learners, on-site library workshops and programs (in topics such as conducting research, data visualization, and citation management software), as well as processes in place that determine users' needs in developing new educational services.

Project Outcomes

Through this project, Alexandria and Caitlin will:

- Develop a deeper understanding of the profession by interviewing librarians in similar positions and observing their practice.
- Form a regional network with librarians at other universities – making inroads for future work together on projects and other contributions to the field.
- Develop and distribute best practice models with our colleagues at both the medical library and the university library system for resource promotion, online learning delivery, and more.
- Inform the restructuring of the medical library's education program.

Cushing/Whitney Medical Library Context

At the medical library, we serve the School of Medicine, the School of Nursing, the School of Public Health, clinical staff and researchers at Yale New Haven Medical Center, researchers in the basic sciences, and scholars of the history of medicine. The previous team leaders for both

our Clinical Team and Research & Education Services Team are retiring in June 2018. With the influx of new staff and departure of veteran staff, the library is currently taking the time to thoroughly evaluate its existing services and educational programs. The Yale School of Medicine is also starting an entirely online Physician Assistant program in January that the library will be supporting in yet-to-be-determined ways.

Yale University Library Context

This project fits in well to the YUL 2016-2019 goals, particularly:
- Teaching, Learning, & Research: Strengthen current and emerging teaching, learning, and research practices at Yale through new services and expertise.
- User Experience: Proactively engage with users and staff to improve services continuously.[1]

While this project is limited to visiting health sciences libraries, we believe findings will be applicable outside of the discipline:
- Analyzing creative ways libraries communicate available resources to populations including attending physicians, visiting researchers, post-doctoral scholars, and students in a variety of schools, which can be applied to YUL resource promotion practices.
- Best practices in assessing user needs, deploying e-learning objects, reaching students online, and supporting research through on-site workshops can be brought back to the YUL Research, Instruction & Outreach committee, of which Caitlin is a new member.

Methodology

This project consists of site visits to regional health science libraries that will include:
- Facility tours
- Meetings with librarians that have similar roles to our positions
- Sitting in on classes
- Meetings with clinical faculty to discuss their interactions with the library, if time permits

Over the course of the twelve months allotted for the grant, there will be three trips. We will visit one city per trip.

Two Day Trips
- New York City: New York University, Columbia University, Cornell University, and Mount Sinai Health. We will spend a half day at each institution.
- Boston: Harvard University, Tufts University, Boston University We will spend a full day at Harvard and a half day at the other two institutions.

Day Trip
- Farmington, CT: University of Connecticut

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[1] Taken from the YUL *About the Library* LibGuide: https://guides.library.yale.edu/c.php?g=296129&p=3571011

About the Trips

New York City

New York University Sid and Ruth Lapidus Health Sciences Library

At NYU, we are particularly interested in their robust program of data visualization education, which includes workshops on best practices, communicating to different audiences, poster design, and software, as well as their data visualization clinic, which is a monthly open forum for researchers, students, and interested patrons to get feedback on their projects. The Health Sciences Library has also launched a Faculty Publication Metrics service that offers the ability to track publications, which is something we are interested in exploring with our new Collection Development & Scholarly Communication Librarian. Finally, we would like to meet with the Clinical Outreach Coordinator to learn about how NYU's medical library is integrated into their vast healthcare system.

Columbia University Augustus C. Long Health Sciences Library

Columbia offers a range of classes that have direct application to our user groups at Yale. Particularly interesting is the systematic review series that starts with a, "So You Want to do a Systematic Review?" and progresses to individual consultations. While most of our medical librarians are currently involved in systematic review projects with various researchers, our process is not streamlined. Therefore, learning about how they manage that service would be useful. Additionally, instead of individual database classes, they offer "Database Laboratory" in which participants learn about what resource is good for what types of topics and build searches from there. From an online learning perspective, the health sciences library offers tutorials in PDF form that conclude with a survey assessing the tool. We are curious to learn about how well this format works and what kind of evaluation questions they find informative and useful.

Weill Cornell Medicine Samuel J. Wood Library

At Weill Cornell, we are interested in the series of classes called, "Tech Tuesdays", where librarians teach attendees tools such as Qualtrics, Box, and more. We have considered themed class series, so learning about the success and logistics of such a series would be helpful. Furthermore, the SCISSORS (Scholarly Communication Information Services in Support of ReSearch) suite of services is a good model as we develop classes and resources around scholarly communication issues.

Icahn School of Medicine at Mount Sinai Levy Library

Levy Library is home to the Instructional Technology Group, a department that creates everything from animations for faculty to massive open online courses (MOOC) and more. This is particularly interesting as we now support online programs along with more remote users than ever. Additionally, we would meet with the Outreach & Public Services Librarian and Research & Instruction Librarian to learn more about their recent user needs assessment project that they shared at the Dartmouth October Conference. In addition, we are interested in learning about the success they have found in implementing new programs because of the

assessment. This is applicable to both the ongoing reevaluations of the education program and clinical services.

Boston

Harvard University Conway Library of Medicine

We are interested in visiting the Conway Library of Medicine because they already have a few initiatives that we are currently exploring at the CWML, such as their Research Data Management resource guide and class series. We would want to interview the User Experience Librarian to learn about assessment techniques to better understand the needs of our patrons. In addition, they are providing classes on databases such as PubMed and we want to see how they present the materials since we are currently revisiting our different PubMed classes to decide where there is overlap and what makes these classes distinct. We plan on asking how Conway distinguishes the different class objectives for classes on the same databases, but targeted to different patron populations. Asking about these classes will inform what information we could present and how to do so most effectively and efficiently.

Tufts University Hirsh Health Science Library

We are interested in visiting Hirsh Health Science Library since they have a robust librarian liaison program. Currently, the clinical team is doing an internal and external environmental scan of the different services medical librarians provide for clinical departments. Meeting with the liaison librarians will give us a new perspective on how we can help this patron population. In addition, Hirsh provides a systematic review service. At the CWML, we find that we are doing more systematic reviews than ever, and would benefit from learning how another library balances the systematic review services with other librarian responsibilities as well as what their service provides to the patrons

Boston University Alumni Medical Library

We are interested in visiting the Alumni Medical Library because of its extensive subject guides. As we are expanding on our subject guides, especially as a resource discovery platform, we will be meeting with the librarians who create and maintain to understand how they decide what content goes into the guides and how they use the guides to supplement their teaching.

Farmington, CT

University of Connecticut Lyman Maynard Stowe Library

We are interested in visiting the Lyman Maynard Stowe Library to learn more about their student support librarian program. The program is similar to our personal librarian program for the medical students and we want to learn if there is there more we could provide with this service. Also, we are interested in a few positions that they have that we currently do not but could be addressed by the clinical librarian services such as their Hartford Medical Society Librarian and Patient & Family Health Information Service Librarian.

Timeline

To mitigate chances of weather interfering with travel plans and to spread out the days of missed work, the trips would ideally take place in March, June, and September. Determining the exact dates for travel will depend on the schedules of the librarians at the visiting institutions. This schedule leaves the last quarter of the year to work on summative reports, develop and distribute the best practices documents, and a three-month trial period to implement changes and have initial results for the final SCOPA report.

Estimated Expenses: $1,721.65

Transportation Expenses: $367.65

- Roundtrip train fare to NYC on Metro North: $93
- Subway fare while in NYC: $33 (estimated six rides each)
- Mileage to Boston: 300 miles, $160.50
- Mileage to Farmington, CT: 90 miles, $48.15

Lodging Expenses: $520

Based on GSA.gov's average lodging and per diem rates for 2018:

- NYC: $253
- Boston: $267

Per Diem Expenses: $674

Based on GSA.gov's average lodging and per diem rates for 2018, actual numbers likely to be much lower due to prorated days with fewer meals:

- NYC: $74/day/person
- Boston: $69/day/person
- Farmington, CT: $51/day/person

Miscellaneous Expenses: $120-160

- $15-20 per site for a thank you gift