



Midwest Chapter/MLA 2013 Contributed Papers, Concurrent Sessions
Monday, October 7, 10:30am-12:00pm

Paper Title:

At the Beginning of an Odyssey with Bioinformatics and the NCBI Databases

Paper Presenters:

Edith Starbuck, MLS
University of Cincinnati Libraries

Paper Abstract:

The University of Cincinnati Libraries is in the midst of positioning itself to meet the growing need for bioinformatics instruction at the University of Cincinnati. In the fall of 2012, a request to provide resource instruction for a drug discovery and development course opened the door to a new world of bioinformatics resources for a librarian at the University of Cincinnati Health Sciences Library. A beginner's knowledge of available databases and tools met the needs of the *New Drug Discovery I - Preclinical Development* course and a Pharmacology and Cell Biophysics Research Seminar. But that knowledge did not meet the increasing need to provide in-depth bioinformatics instruction to the Colleges of Medicine and Pharmacy.

So when the NLM Bulletin posted a call for applications to participate in a new bioinformatics training course entitled "A Librarian's Guide to NCBI", the adventure to a new world began.

This paper will describe the NCBI databases training experience from the perspective of a librarian in the first bioinformatics course designed specifically for librarians.

Paper Title:

Bridging the Gap from Concepts to Practice: An EBP Assignment for Nurse Practitioner Students

Paper Presenters:

Jen DeBerg, OT, MLS
University of Iowa Libraries

Paper Abstract:

This paper will describe experiences in establishing, evaluating, and refining an EBP assignment in the nurse practitioner (NP) curriculum. The objective of the paper is to provide an in-depth explanation of the assignment and assessment process to enable other professionals to generate ideas for their settings. This assignment was initiated in conjunction with nursing faculty, with aims to expand NP students' skills in searching for evidence related to clinical questions and promoting habits of collaboration with a medical librarian during this process. The following will be shared in sufficient detail that interested library professionals could adapt for their institutions: assignment criteria with grading rubric, librarian role in providing instruction, format for submission, and overview of how this assignment fits into the NP curriculum.

In an effort to more completely evaluate the effectiveness of library instruction, the author is experimenting with a different method of assessment than previously used: a thorough analysis of content from submitted papers. Level of understanding of appropriate resources and construction of effective search strategies will be determined and shared. In addition, the author will explore how different types of instruction (face to face, video, email) may have an impact on student learning of information literacy concepts. It is expected that this method, in conjunction with course evaluation and faculty input, may stimulate ideas for modifying the course instruction, assignment, or future assessment methods.

Paper Title:

Building EBP Skills in Medical Students with a Longitudinal Curriculum Integrated Plan

Paper Presenters:

Amy Blevins, MALS
University of Iowa

Paper Abstract:**Objectives:**

The goal of this project is to create a structured educational plan for medical students that instills information literacy skills to support evidence-based practice.

Methods: The liaison to the college of medicine met with the course directors for three required clerkships and for the Foundations of Clinical Practices (FCP) courses which take place during the medical students' first four semesters. Instructional sessions were developed with the goal of supporting the learning objectives and assignments in the courses while also building on the medical students' evidence-based practice skills. Instructional sessions are taught by a librarian once each semester during the students' first two years as well as during three of the required clerkships. In addition, a flow chart was created in conjunction with the EBM curriculum developer to reinforce the use of multiple resources. Assessment is being done through a combination of formal and informal evaluation.

Results: Satisfaction based surveys have shown that students are appreciative of the lectures, with interest decreasing from the first semester to the fourth. The majority of the students have been able to answer exam questions covering material from the preclinical library sessions, and the search skills of students in clerkships appear to have improved over time.

Conclusions: The College of Medicine is implementing a new curriculum starting in August 2013. This involves a restructuring of the courses that contain the library sessions; however, the librarian looks forward to expanding collaborations with course directors that will improve future library instruction sessions.

Paper Title:

Controlling the Flood of Demand-Driven Acquisition

Paper Presenters:

Janna Lawrence
University of Iowa

Paper Abstract:

Hardin Library for the Health Sciences, as part of the University of Iowa Libraries, initiated a demand-driven acquisition (DDA) program in 2009. The DDA program was set up through our book vendor, YBP, with books from the ebrary platform, and was initially based on the selection profiles set up through YBP. DDA proved to be extremely popular across all subject areas on campus, including the humanities and social sciences. This paper will discuss Hardin Library's particular experience with the program involving books in medicine, dentistry, nursing, pharmacy, public health, and other biomedical fields. Lessons learned include that a profile set for print books may not be right for electronic books, that users may not select the same titles as librarians, and that DDA is not yet a complete substitute for subject-specialist selection.

Paper Title:

Cyberchondria: Too Much Information for the Health Anxious Consumer?

Paper Presenters:

Amber Loos, MLIS, MPH
Southern Illinois University

Paper Abstract:

Cyberchondria, a term which was recently coined and popularized by the media, is receiving more and more attention from the medical community as consumers become increasingly reliant on online health information for symptom checking and self-diagnosis. A review of the literature on this topic reveals the pivotal role which health anxiety can play in online health information seeking and suggests possible solutions to this issue. The objectives of this paper are to introduce the concept of cyberchondria, provide a history of the term, and highlight its relevance to libraries. Particular attention is paid to recent research and its implications for the provision of consumer health education and library services.

Paper Title:

Downstream from the hospital to the library: Using a quality improvement program for library effectiveness

Paper Presenters:

Elizabeth Moreton, Health Sciences Librarian
Southern Illinois University Edwardsville

Paper Abstract:

Hospital administrators use quality improvement (QI) programs to increase patient safety and clinical effectiveness. Libraries provide support materials for these initiatives but do not usually participate in such rigorous self-study. By implementing a QI program such as Six Sigma, the library can both improve services and demonstrate previously intangible worth to administrators. Due to its flexibility, Six Sigma lends itself to the assessment of many areas of the library and has previously been used in interlibrary loan and circulation.

Two health science librarians piloted a small-scale Six Sigma program to measure and improve four librarian responsibilities: reference, collection management, instruction, and outreach. For reference, a cost-benefit analysis compared the number of questions as well as the value of information given across reference media. A histogram study of nursing books revealed low usage and the need for more precise

collection. Using an Ishikawa (or fishbone) diagram for instruction, the librarians targeted factors contributing to students' lack of comprehension and developed practical solutions. Finally, a PICK chart prioritized strategies for outreach and exposed barriers to implementation.

Overall, the study uncovered several unexpected but necessary changes to be made in the library. Some difficulties arose in the process of collecting data; however, the project was manageable and no formal training was required to implement it. Similar studies are recommended for hospital libraries and academic libraries to identify and improve library services.

Paper Title:

Enhancing research on a clinical decision support and geographic information system: getting involved as informationists

Paper Presenters:

Elizabeth Whipple, Rick Ralston, Jere Odell, Carly Zimmerman, Gilbert Liu
Indiana University School of Medicine

Paper Abstract:

In 2012, the National Library of Medicine (NLM) funded its first ever administrative supplement for informationists. The purpose of these grants is to enhance multidisciplinary basic and clinical research by integrating information specialists (informationists) on research teams in order to improve the capture, organization, and management of biomedical research data. Three informationists at the Indiana University School of Medicine were awarded one of these supplements to work on the Child Health Improvement through Computer Automation (CHICA) system. CHICA is a computer decision support system that interfaces with existing electronic medical record systems (EMRS) and delivers "just in time" patient-relevant guidelines to physicians during the clinical encounter. CHICA-GIS integrates a geographic information system (GIS) with CHICA to refer pediatricians and parents to relevant health services (as needed, for physical activity, dental care, or tutoring) near the patient's neighborhood. The informationists are enhancing the CHICA-GIS system by: improving the accuracy and accessibility of information, managing and mapping the knowledge which undergirds the CHICA-GIS decision support tool, supporting community engagement and consumer health information outreach, and facilitating the dissemination of new CHICA-GIS research results and services. This paper describes the initial process for approaching and collaborating with researchers, writing the grant and getting funded, and progress on the project goals to date.

Paper Title:

Fording the Data Stream

Paper Presenters:

Abigail Goben, MLS
Rebecca Raszewski, MS, AHIP
University of Illinois at Chicago

Paper Abstract:

Prior to Fall 2011, statistical data for a health sciences library's information services department was captured on paper. Cumulative data was captured only for monthly and annual reporting, with support staff time needed monthly to aggregate the data. To improve accuracy and more frequent data analysis, Google Forms were implemented for reference desk statistics in August 2011. All information services statistics moved to electronic reporting in January 2012.

Two opportunities arose: to improve data management understanding and statistical analysis skills using nonsensitive data and to use the analysis to inform staffing decisions and departmental strategic goals.

The analytical features available in Google Forms provide quick calculations and development of charts, allowing both faculty and administration to gain a timely, accurate picture of the quantity, type of questions, and faculty expertise. The previous five years of reference desk statistics were retroactively compiled electronically. Statistical analysis was run using Google Forms, Microsoft Excel, and SPSS.

Positive outcomes from this project include immediate access to statistics, the transition of reference desk staffing from faculty to faculty-supported student workers, and justified the need for additional faculty. Pre-set calculations reduced the tallying burden for monthly and annual reporting. Faculty explored data entry, maintenance, short and long term storage questions, data sharing, and analysis by tackling a small, non-sensitive data set. The data continue to be reviewed for trends and to develop staffing models in conjunction with an upcoming renovation.

The presentation will include screenshots of relevant data and demonstrate how to create forms.

Paper Title:

From Beached to Re-launch While Charting a New Course: Digitization of a Retrospective Thesis Collection

Paper Presenters:

Jan Cox
Indiana University School of Dentistry Library

Paper Abstract:

Objective: This presentation will describe a pilot collaborative initiative which resulted in the successful digitization of 112 professional school graduate pediatric dentistry print theses. The collection now is floating amidst a river of other OA publications on a campus institutional repository (IR).

Methods: The presentation will document the process of migrating from the print archive to an OA electronic archive. Staffing, software and equipment used, workflows, challenges encountered as well as the potential impact of digitizing the retrospective file will be presented. Cost, production data, access and download statistics for the 112 digitized theses will be shared.

Results: Institutional Repository access, intra-institutional collaboration, engagement in the broader open access conversation, and heightened author, department and institutional research visibility were achieved by charting this new course. The pilot project fulfilled the promise of breaking these departmental theses loose from their beached status in the print user world and re-launching them into the much wider OA digital world. Advocacy, authorization, approval and acceptance were essential navigational tools used to re-launch and chart the new course for these graduate theses.

Conclusion: Transitioning from a physical single copy print archive to an OA digital archive with 24/7 unlimited worldwide user access was rewarding and generally without serious complications. Using this OA river channel has not only given new life to these resources but has served to demonstrate its applicability for other retrospective theses print collections.

Paper Title:

Library instruction and first-year medical students.

Paper Presenters:

Ryan Rafferty
Library of the Health Sciences-Urbana
University of Illinois-Chicago

Paper Abstract:

Objective: The purpose of this study is to determine if first-year medical students used resources highlighted during library instructional sessions for their assigned coursework. Citation analysis and survey results over two academic years (2011-2013) will be used to assess the impact of the library's instructional sessions, supplemental online materials, and course LibGuide.

Methods: Library instructional sessions were conducted two weeks prior to the due date of the student's assignments. Copies of the assignments (with cited references) were given to the researcher for analysis. The cited references were categorized and analyzed. Students were sent an email invitation to complete an online survey that sought feedback about library instruction and other library-created supplemental materials for their course. Data from the survey was collected and analyzed.

Results: Assignments submitted between August 2011 and May 2013 contained 2,119 citations. 75.37% came from some library resource. 44.79% of all citations came from databases demonstrated at library instructional sessions. 21.61% came from a specific resource listed on the course guide. 130 of 261 students completed the survey (49.81% response rate). 62.79% (n=81/129) of respondents "strongly agreed" the library instructional sessions positively impacted their research. 71.90% (n=87/121) of respondents "strongly agreed" the course guide positively impacted their research.

Conclusions: Citation analysis shows students primarily cited library resources and utilized databases and resources demonstrated at library instructional sessions. Student survey responses indicated that library instructional sessions and especially the course guide had a positive impact on their research.

Paper Title:

Mark twain! Navigating the River of Patient Engagement

Paper Presenters:

Melinda Orebaugh, MLS
Gundersen Health System

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Paper Abstract:

Patient engagement is good for business; patient engagement is a strategy for healthcare performance improvement. This paper describes an interdisciplinary collaborative to engage hospitalized pediatric, adult and behavioral health patients in their care by implementing GetWell:)Network®, an interactive patient care system. Education, entertainment, empowerment and engagement are fundamental to this disruptive innovation for patients and their families and, to the ensuing transformation in patient experience.

Myriad aspects of a successful interactive patient care system implementation will be presented such as required staff culture and workflow changes, staff education and training, content selection and creation, copyright and licensing, patient advisory group involvement, electronic health record interface, health

literacy and teach-back, and the impact on staff providing direct patient care. Selected organizational improvement strategies, also known as an outcomes achievement plan, which includes falls prevention, noise at night, completion of assigned patient education, patient questions of the day, and retail alerts, will also be addressed.

Librarian leadership and influence as a member of the interactive patient care implementation team can enhance the hospitalized patient's experience, positively impact staff's clinical practice and help to improve organizational outcomes. Librarians 'sing the mark' for patient engagement!

Paper Title:

Navigating a River of Social Media Information

Paper Presenters:

Donald S. Pearson, MBA/MIS, dpearson@mchs.com
Stevo Roksandic, MBA, MLIS, sroksandic@mchs.com
Mount Carmel Health Sciences Library

Paper Abstract:

The use of social media was until recently seen as an extracurricular activity indulged in after work hours with friends. Recently, though, websites such as Facebook, twitter, YouTube and even iTunes U have been integrated into professional networks, corporate websites and even federated search engines! Each site has its strengths, weaknesses, threats and opportunities. Medical and Academic Library web presences can be greatly enhanced and empowered by using emerging technologies judiciously and creatively. This paper will delve into what we at Mount Carmel Health Sciences Library (MCHSL) have learned as we follow the currents of social media.

We will examine how we have connected and integrated in-person events and classes with our social media presence and other cloud-based emerging technologies such as iTunes U. We will share how MCHSL's virtual and live relationships have supported and enhanced each other. We will review how we have implemented virtual services such as live chat, suggestion box, online room bookings, tweets, online posts, virtual tours, online orientations, video testimonials, online courses and more to connect to our customers where they are in the flow of the Internet.

Finally, we will look downriver to determine where this torrent of information will take us next. Where will our customers be looking for us tomorrow? Will we be ready for what is around the next bend in the river? Our experiences in social media have taught us how to use emerging technologies like cloud computing applications to augment our personalized services in the virtual world.

Paper Title:

"Navigating the IRB for the Library Environment"

Paper Presenters:

Heidi M. Nickisch Duggan, MA, MS
Northwestern University

Paper Abstract:

An organization's Institutional Review Board is a committee (or multiple committees) whose primary responsibility is to protect the rights and welfare of human research participants. Some of the research in academic, academic health sciences, and hospital libraries is human subjects research that requires IRB approval. However, some social and behavioral research does not require IRB approval, even when human research participants are involved. This paper proposes to navigate the IRB landscape for librarians, and will provide a framework that librarians can use to navigate the IRB environment.

This paper covers a brief history of the IRB; when an IRB review is required for a project; IRB review categories; human subjects training/CITI certification; developing the IRB application and additional

material; collaborative/cross-institutional work (multi-site/data centers); the consent process; protocol revisions; data/safety monitoring; and librarians' contributions to the IRB.
Please join me for an entertaining and enlightening introduction to the IRB.

Paper Title:

Navigating the Social Media Stream: Smooth Sailing on Twitter for Medical Librarians

Paper Presenters:

Mary Wilkins Jordan
Simmons College - Graduate School of Library and Information Science

Paper Abstract:

It can be difficult to reach out to patrons in new ways, but Twitter can be a good tool to successfully navigate the difficult waters of advocacy and communication. This presentation will look at the results of my research into the use of Twitter by medical librarians, as well as looking at other how other library types have used Twitter. We will discuss some strategies for ensuring librarians are using this tool effectively to reach out to their communities and to share important, useful, and even entertaining information with community members both locally and at a distance from the library. We will close with some tips for measuring the effectiveness of a Twitter account, to provide a useful ROI to administration or other supervisors.

Paper Title:

Navigating your library to steady seas: How to market your library services & get buy-in from stakeholders and make your library a permanent fixture at your institution

Paper Presenters:

Kacy Allgood, MLS, AHIP
Indiana University, Department of Emergency Medicine, Division of Out-of-Hospital Care

Paper Abstract:

Libraries face many threats – reduced funding, rapidly changing information needs, delivery models, and low awareness from leaders. Without raising awareness of our services and demonstrating the value of the library, we risk professional extinction. Librarians must market information services and communicate their value every day, not just in times of budget crisis. The combination of marketing and customer service creates vocal library advocates. These allies will ensure that libraries and information services thrive well into the future. Practical steps to help librarians network, market their services and influence leaders include will be outlined. Case examples will help librarians to identify leaders, assess client needs, outline service & communication strategies and communicate library/librarian value to stakeholders.

Paper Title:

Replicating Rochester: Developing a Feasible Multi-Institution Study of User Information Needs in the Health Sciences

Paper Presenters:

Jeanne M. Link, MS, MLIS
Jonna Peterson, MLIS
Library of Rush University Medical Center

Paper Abstract:

Ethnographic methods are an extremely effective way of gathering data about people's motivations, behavior, and needs. In the original University of Rochester ethnographic study, Dr. Nancy Fried Foster

and her team explored how undergraduate students gather information. Most research about information seeking behavior in undergraduates is considered too general to be applied specifically to students training to practice clinical medicine. The crucial nature of evidence based medical decision making compels efforts to capture useful data about how clinical information is accessed.

Seven Illinois academic medical libraries explored aspects of planning a collaborative project focused on learning and implementing ethnographic methods with funds awarded by the NN/LM Greater Midwest Region. The objective was to determine the feasibility of successfully implementing ethnographic methods as a group and gathering data applicable to each unique institution as providers of clinical information, with Dr. Foster serving as consultant.

The collaborative nature of this work yielded much more than the means to make an informed decision on what was feasible to study. Directors and staff members cooperatively learned about participatory design; came to consensus on what aspect of user needs should be collectively studied and adapted to a smaller project scope based on realistic funding possibilities. The project, initiated with the vision of one Director, became a model of flexibility as different leaders stepped forward to guide various aspects of the project. Next steps for this project are being planned.

Paper Title:

"Tricked Into Submission: Health Science Librarian's Role in Fighting Predatory Publishing and Spamferences"

Paper Presenters:

Paul Blobaum, Full Professor
Governors State University Library

Paper Abstract:

Objectives: This paper explores the phenomena of predatory publishing, pseudo-scientific conferences, and vanity press publishers. Should these publications and conference presentations count towards tenure decisions? Are faculty tenure and promotion committees also being fooled? This paper explores the librarian role as gatekeeper, curator, and broker of knowledge. What are the characteristics and danger signs of low quality and predatory publishers? How can librarians promote and support publishing with reputable publishers and help improve manuscript quality?

Methods: The Author recently served as the chair of the University Personnel Committee, the tenure and promotion committee at Governors State University, a public university in Illinois, and also has served as chair of the Library Faculty Personnel Committee. Faculty tenure and promotion committees are unprepared for discerning reputable publishers and conferences from predatory, or identifying vanity publications. Examples from predatory and vanity publishing and predatory scholarly conferences will be reviewed and analyzed. The core skill sets needed by librarians who support scholarly and professional publishing, and roles for librarians will be proposed.

Results: The extent of the problem is unknown, and impact unclear, but librarians have the resources and skills to ensure access to high quality information. Communities of concern and research are forming around these issues, such as Professor Jeffrey Beall's "Scholarly Open Access" blog. Health Science Librarians are joining other librarians in raising awareness in their communities, and fighting back against predatory publishing practices. A checklist of levels of evidence to establish a journal's quality and legitimacy was developed to assist authors and evaluators.

Conclusions: More research is needed. "Buyer Beware" must be our motto, both for librarians making purchasing decisions, authors seeking to publish their work, and credentialing and tenure committees.

Paper Title:

When Library staffing 'dries up' – 'immerse' it with Work-Study Program

Paper Presenters:

Stevo Roksandic, MBA, MLIS, sroksandic@mchs.com

Noreen Mulcahy, MLIS, nmulcahy@mchs.com

Mount Carmel Health Sciences Library

Paper Abstract:

This paper will share Mount Carmel Health Sciences Library (MCHSL) experiences, methodologies, established practices, lessons learned and important factors that have subsidized Library staff shortage. To maintain customer service excellence MCHSL offers Work-Study Program (WSP) jobs for students to support circulation, technical, reference, interlibrary loan and technology-related Library services.

In collaboration with our College Office of Financial Services, we have implemented hiring, compensating and evaluating practices to meet Federal Student Aid office regulations and Mount Carmel Health System corporate environment.

Leadership and managing of all WSP Students is assigned to a designated Librarian who regularly meets, continuously guides and respectfully and compassionately communicates with WSP Students. Commitment to excellence in all aspects of students work, developing work ethic, and learning of new skills are evaluated after every semester and these assessments are used and highly valued as reference for the student scholarships and their further employment. Developed practices utilize social media as well as special designed tools for WSP Students training. Those include workshops, created LibGuide WSP student reference portal, and access to on-line work schedule. After establishing practice of assigning professional library staff as mentors to WSP Students, engagement, performance and fulfilling of Library tasks, daily services and operations significantly improved.

Creating culture which assimilate, appreciate and value student engagements by professional Library Staff and Library customers significantly increased interest for and retention of the WSP Students working at MCHSL. Their contribution enables MCHSL to remain recognized for its customer service excellence despite a staffing shortage.