# *"The mail never stops. It just keeps coming and coming and coming..."*

## Providing Research Support and Instruction to High-enrollment Programs

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Elizabeth R. Bucciarelli, Health Sciences Librarian & Liaison Librarian Team Leader, Eastern Michigan University

**Michigan Academic Library Association Annual Conference - East Lansing, MI - May 17, 2018**

# Origins of the Partnership

- Health science and nursing librarians are often 'lone wolves' on campus
- OU-EMU Instructional Exchange
  - Faculty status with non-scheduled summers
  - Similar challenges regarding meeting faculty & student research needs
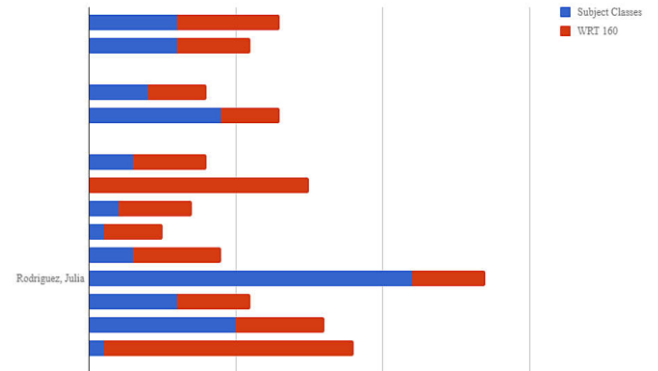- Benefits of the partnership

# Outline of Discussion

- The Problem - too many students and programs, not enough time
- Strategies - Myriad solutions applied
- Results - Less repetition, greater sanity, extended access
- Sustainability - Questionable but doable

# The Problem - Overview

- Positive job outlook for healthcare professionals- 18% 2016-2018
  (https://www.bls.gov/ooh/healthcare/home.htm)
  - Number of masters & PhD programs is expanding as the health professions move towards graduate degrees as terminal degrees, e.g., physician assistants, physical therapy, doctor of nursing practice
- Undergraduate and graduate students
  - Providing research support for year-round enrollment

# The Problem - Quantity

- Provide support for 4,000+ students per semester
- Multiple course sections requires a multifaceted approach
- Variety of program formats
  - Traditional two year
  - Accelerated 1.5 year
  - Hybrid
  - Fully-online

# The Problem - Learning

How to meet the learning styles and needs of large numbers of students

- High number of returning students, non-traditional, full-time employed, part-time, parents, veterans
- Limited exposure to
  - Research terminology
  - Research skills
  - Project formats- posters, slide presentations, papers

# The Problem - Graduate Student Needs

- Graduate student research questions require more librarian time
  - Developing the multi-part research question
  - Locating higher-level resources
  - Locating a variety of resources
  - Accessing resources
  - Evaluating higher-level resources

# Strategies

## Research Instruction

- Technology
- Pedagogical Approaches

## Individualized Research Support

- Technology
- Face-to-Face

# Strategies - Research Instruction
## TECHNOLOGY

- Self-enrollable general content short courses with badges
  - Universal topics; plagiarism, Introduction to library research, Data Literacy


- Open tutorials with or without badges
  - General topics, how to select a database


- Subject and course targeted research tools
  - Course guides, Nursing Toolkit

# Self-enrollable Short Courses with Badges - Example

**Featured Tutorials**

- Copyright and You
- Library Tour
- Plagiarism Tutorial
- Research Unbound

**Databases: What to Use, When?**

While virtually any website you search functions as a database, the library subscribes to many **research databases** - these are focused on academic resources for specific scholarly disciplines. Just as we found in searching IMDB, Amazon, and JSTOR, searching different academic databases yields different results.

For instance, examine the search results for **"academic achievement" "social media" "college students"** in three different subject-specific databases:
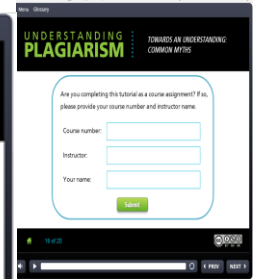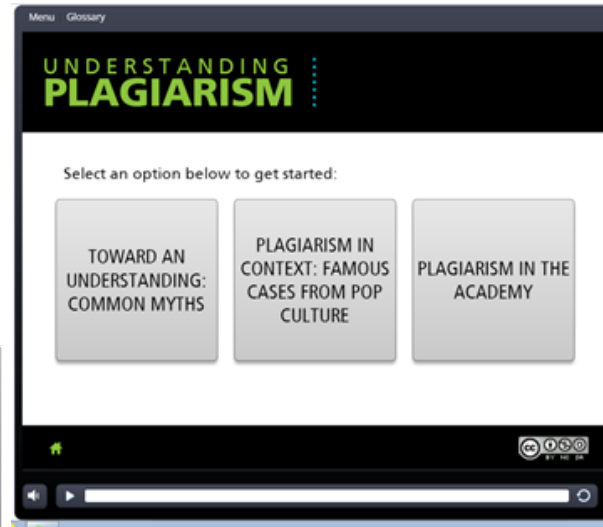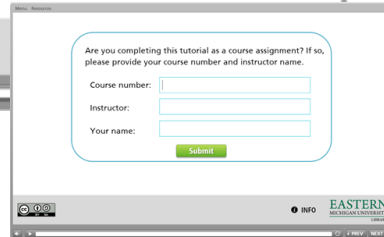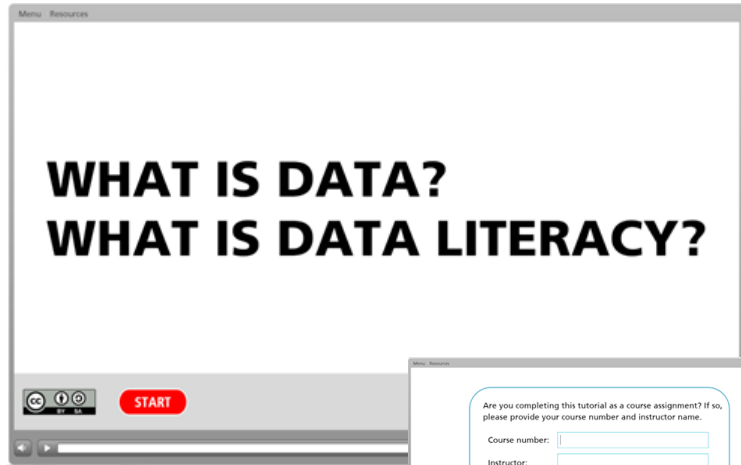
**Academic OneFile**

**JSTOR**

# Data Literacy & Plagiarism Tutorials-Optional Badges

# Discipline & Course Targeted Research Tools - Examples

**EASTERN MICHIGAN UNIVERSITY LIBRARY**

**Research Guides**

EMU Library / Research Guides / Physician Assistant / Medical & Health eBooks

## Physician Assistant

**PA Books**
**Medical & Health eBooks**
**Anatomy**
**Physiology**
**Pathophysiology**
**Cultural Competence in Healthcare**
**Accessing Books @ the Library**
**Articles**
**Evidence-Based Practice**
**Statistics**
**PA Board Review Study Guides**
**Contact a Librarian**

**Important Information!**

The titles listed on this page are only selected titles. The library owns many, many more titles. For

### Diagnosis & Treatment

- Clinical Laboratory Hematology
- Clinician's Pocket Reference
- CURRENT Medical Diagnosis & Treatment 2017
- CURRENT Practice Guidelines in Primary Care 2017
- Differential Diagnosis in Primary Care
- Guide to Laboratory and Diagnostic Tests
- Mosby's Diagnostic and Laboratory Test Reference
- Pocket Guide to Diagnostic Tests
- Quick Medical Diagnosis & Treatment 2017
- Taylor's Diagnostic and Therapeutic Challenges a Handbook
- Zitelli and Davis' Atlas of Pediatric Physical Diagnosis

### Internal Medicine

- Current Practice Guidelines in Primary Care
- Goldman's Cecil Medicine
- Handbook of Fluid, Electrolyte & Acid-base Imbalances
- Harrison's Principles of Internal Medicine -20 ed.

### Medical Dictionaries

- Taber's Cyclopedic Medical Dictionary
  To search for a term, type the desired word into the center search box, then click on the link below the search box, "Search within this title". A word can also be browsed using the alphabetic links off the left frame

- Stedman's Medical Dictionary
  To search for a term, type the desired word into the center search box. A term can also be browsed using the alphabetic links off the left frame.

Dorland's Dictionary of Medical Acronyms and Abbreviations
Publication Date: 2016
Follow the Tabs above

### Patient Care Management
- AccessMedicine
- ClinicalKey
- DynaMed Plus
- UpToDate

### Practice Guidelines
- National Clearinghouse
- ClinicalKey
- CINAHL Plus with Full-Text
- Nursing Resource Center
- PubMed (MEDLINE) -
  Limit to "Practice Guideline" under the section labeled "Type of Article.
  *View finding guidelines guide from MSU Libraries

### Diagnostic & Lab Test
- STAT!Ref ICD Procedures & Codes
  >Manuals of Laboratory and Diagnostic Tests (ebook list)

### Databases

### Medications
- AccessMedicine
- LactMed (part of ToxNet)
- Micromedex
- UpToDate
- Natural Medicines

### Calculators
- DynaMed Plus Calculator link top left corner, medical equations, decision trees, statistics calculators, units & dose converters.
- Micromedex Drug Calculator under Other Tools *Also See NeoFax for Peds dose calculations
- STAT!Ref

### Patient Education
- MedlinePlus
- Micromedex CareNotes
- UpToDate Patient Education

### EBP care-sheets

### Test prep
>NCLEX-RN Books and guides
>First Aid eBook collection - test guides
>OU Libraries Nursing test prep books
> USMLE Easy Need to create personal account to access and track progress.
STAT!Ref
BoardVitals for nurses is available once you create an account.

### Certification
>ANCC Certification Center
>Certification review & testing success (book list)

### Mobile tools
Find Mobile Apps for UptoDate, Dynamed Plus, etc.

### Cross Cultural Awareness
>Culture Clues - (UWMC) tip sheets, preferences of patients from the diverse cultures.

# Strategies: Research Instruction

## Technology

- Short videos for FAQs and class assignments
- Learning modules integrated into the campus learning management system

# Short Videos for FAQs - Example

# Short Videos for Class Assignments - Example

## NURS 372/374 - Nursing Research

| | | |
|---|---|---|
| **Class Research Videos** | **Introduction** | **Evidence Based Practice Information** |
| **Articles** | Introduction **Overview** | |
| **Evidence-Based Practice** | MAIN **Links to Main Resources & Web Sites** | **Places to Locate Evidence-Based Practice Information** |
| **Books II** | | |
| **Evidenced Based Practice eBooks** | **Research Journal & Review of Basic Searching** | CINAHL **Searching for EBP Materials in CINAHL** |
| **Statistics** | | |
| **Frequently Requested Definitions** | **Research Journal & Review of Basic Searching** | PubMed **Searching for EBP Materials in PubMed** |
| **General Health Information** | | |
| **Citing Sources** | **Resource Authority & EBP Publication Pyramids** | **Evidence-Based Medicine (EBM) & Evidence-Based Practice (EBP) Terms & Process** |
| **Quiz** | | |
| **Class Handouts** | **Resource Authority & EBP Pyramids of Publication** | |
| **Contact a Librarian** | | |
| **Cited Reference Searching -** | | |

# Research Guide for FAQs - Example

## Physician Assistant

| PA Books |
| Medical & Health eBooks |
| Anatomy |
| Physiology |
| Pathophysiology |
| Cultural Competence in Healthcare |
| Accessing Books @ the Library |
| Articles |
| Evidence-Based Practice |
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### IMPORTANT INFORMATION!

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### Websites on Cultural Competence in Healthcare

- "Culture Clues" from the University of Washington Medical Center
- Georgetown University National Center for Cultural Competence

### Print Books on Cultural Competence in Healthcare

Cultural Competence in Caring for Muslim Patients by G. Rassool
Call Number: RT86.54 .C83
ISBN: 9781137358400
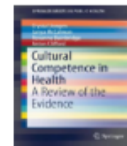Publication Date: 2014

Cultural Competence in Sports Medicine
Call Number: RC1210 .C365
ISBN: 9780736072281
Publication Date: 2011

Cultural Competency for the Health Professional by P. Rose
Call Number: R727.3 .R67
ISBN: 9781449672126
Publication Date: 2013

### eBooks on Cultural Competence in Healthcare

Cultural Competence in Health
eBook (click title to view)

Cultural Competence in Health Education and Health Promotion
Call Number: RA 418.5.T73 C853 2008 - 3rd Level
Publication Date: 2008 & 2014

Cultural

# Learning Modules Integrated into the Learning Management System - Example

## Library Research Online Module and In-Class Activities

University librarian Julia Rodriguez is coming to our class to teach about how to conduct proper l[...]
assignments. She is doing a flipped lecture, you must complete the online learning lesson below [...]
18th on your own time. During class time, she will be conducting in-class activities that go along [...]
complete all online lessons lessons and participate in the in-class activities you will receive 5 ext[...]
exam in the course.

- HS 201 Library Research online lessons
- Library inclass activity 1 - Databases
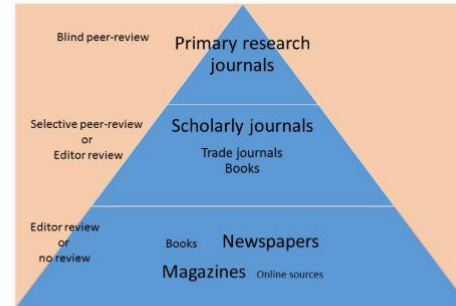  Available from **January 18 2017, 12:40 PM**
- Library inclass activity 2 - Evaluating sources
  Available from **January 18 2017, 12:40 PM**

### Distinguishing peer-reviewed from other scholarly articles

Many search engines provide a way to limit or refine results to display **only journals** that are peer-reviewed but this feature **does NOT filter down to the** content that is not peer-reviewed inforamation. Thus, it is important to understand how to recognize peer-review articles and non-peer-reviewed content in

**Peer-reviewed articles are the highest quality scholarly articles.**

- Blind peer-review — Primary research journals
- Selective peer-review or Editor review — Scholarly journals / Trade journals / Books
- Editor review or no review — Newspapers / Books / Magazines / Online sources

**I. Peer-review articles and journals**

Peer-review is a review process that journal editors use to ensure that the articles they publish represent high quality scholarship.

# Strategies: Research Instruction
## Pedagogical Approaches

- Addressing different learning styles

Techniques:

- Flipped classroom model - online modules completed before class
- Required scheduled librarian consultation hours in program-based building for group assignments
- Required librarian consultation hours scheduled in the classroom for a group assignment; co-teaching structure

# Occupational Therapy Research Course

**Session #1 -** Meet with the two combined classes in the very early weeks of the semester

- Database exploration exploration with in-class sharing
- In-class small group exercise = research question ⇨ database selection

**Session #2** - Meet with each class separately, but located in adjacent classrooms; three hours total

- Both the teaching faculty member and I meet with each small group at least once
- Faculty member working with each group

**Session #3 -** Optional small group appointments using my electronic calendar

# Physician Assistant Research Course

Assignment

- Small groups of 3-4 students assigned to a pro or con stance on a controversial medical topic
- Each small group required to meet with the librarian in-person at least once

Problem - Overwhelmed my appointment calendar to such a degree that students from other the health sciences programs were unable to make appointments for three weeks
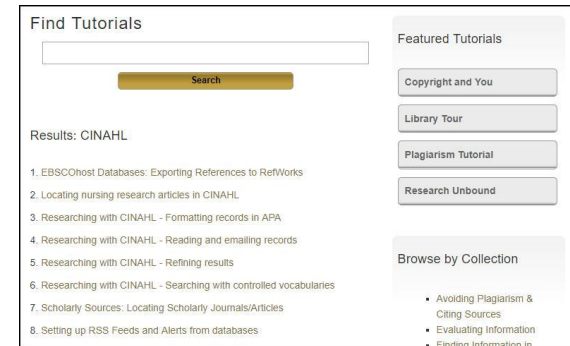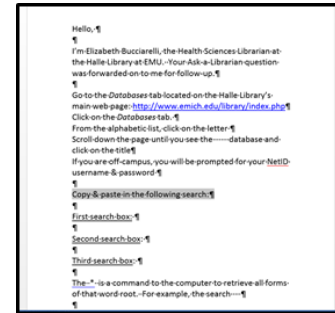
Solution

- Hold office hours for two hours immediately following the time slot for the PA research course in their building
-  Disseminate a sign-up sheet to the professor so student the groups can sign up for a single time slot until all groups have had an opportunity to meet with me at least once
- Optional small group appointments using my electronic calendar

# Strategies - Individualized Research Support

## Technology

- Template emails for FAQs
- Electronic appointment scheduling with shorter appointment durations, e.g., 30 minutes instead of 60 minutes
- Small group consultations
- Telephone consultations
- Online meetings
- Searchable tutorials database

# Strategies - Individualized Research Support

## Face-to-Face

- Train-the-trainer instruction for FAQs:
  - Librarians and reference desk staff
    - Librarian meetings
  - Program faculty
- Regularly scheduled drop-in workshops
- Partnership - Writing Center

# Strategies - Other Remedies

- Ask (plead) for help
  - Redistribute introductory undergraduate course research instruction to other librarians
- Trained library student assistants and staff how to make referrals
- Encourage the student to use the Academic Projects Center and virtual reference

# Sustainability - Technology

- Guide maintenance
  - Part-time lecture(s) trained to update guides
- Videos need updating regularly
  - Match changes of website/databases
  - ADA - W3C compliance
- Online modules
  - Less internal links needing updating
  - Need to adjust lessons to changing syllabi
  - Problems with 'giving away' content - move to local system with badges?

# Sustainability - Face-to-Face

- Electronic appointment scheduling w/ shorter appointment durations
- Small group consultations
- Telephone / WebEx consultations
- Regularly scheduled drop-in workshops

- Train-the-trainer instruction
- Partnership - Writing Center

# Sustainability - Questionable but ....

- Reaching out
- Letting go...
- Need many of these structures in place
- Schools of Nursing require their own librarian subject specialist

# Questions?  Best Practices?

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