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FROM THE LITERATURE

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FROM THE LITERATURE

Terry Henner, Column Editor

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DIGITAL LIBRARIES

Monson, Jane. "What to Expect When You're Digitizing: A Primer for the Solo Digital Librarian." *Computers in Libraries* 31, no. 1 (2011): 16–20.

Starting a digitization program can be a daunting prospect for any library, but especially for a solo library practice. The author draws on personal experience to provide a roadmap for librarians who plan to create digital collections. The article discusses selection of software and the hazards of freeware choice, tactics for pursuing outside sources of funding, and the importance of managing expectations.

Stewart, Christopher. "Keeping Track of It All: The Challenge of Measuring Digital Resource Usage." *Journal of Academic Librarianship* 37, no. 2 (2011): 174–176.

This article looks at various means for arriving at data-driven decisions when analyzing the impact and value of electronic resources. It outlines the evolution and current state of some key methods used for measuring use and explains differences in protocols such as Standardized Usage Statistics Harvesting Initiative (SUSHI) and Counting Online Usage of Networked Electronic Resources (COUNTER).

EVALUATION AND RESEARCH

Flynn, Maura G., and McGuinness, Claire. "Hospital Clinicians' Information Behavior and Attitudes Towards the 'Clinical Informationist': An Irish Survey." *Health Information and Libraries Journal* 28, no. 1 (2011): 23–32.

This paper addresses significant questions regarding clinicians' perceptions and attitudes to the introduction of a clinical librarian (CI) into their patient care teams. Findings showed that clinicians struggle to fit information seeking into their working day and regularly resort to answering patient-related queries outside of working hours. Though attitudes towards

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the concept of a CI were predominantly positive, potential disadvantages included cost, eroding of clinicians' own information-seeking skills, and medico-legal issues.

Mu, Xiangming; Dimitroff, A.; Jordan, J. et al. "A Survey and Empirical Study of Virtual Reference Service in Academic Libraries." *Journal of Academic Librarianship* 37, no. 2 (2011): 120–129.

Despite having a high degree of user satisfaction, virtual reference services (VRS) generally see low use by patrons. This paper conducted usability studies to understand how virtual reference services can find a more accepting audience. Factors that promote greater use include creation of a pop-up VRS system to preemptively capture the interest of a user, relocation of the reference link to a more visible spot, and use of effective graphics to attract attention to the service.

EVIDENCE-BASED PRACTICE

Arguelles, Carlos. "Evidence-Based Practice Mentors: Taking Information Literacy to the Units in a Teaching Hospital." *Journal of Hospital Librarianship* 11, no. 1 (2011): 8–22.

This article focuses on the librarians' role in a pilot program, Evidence-Based Mentors, that aimed to motivate and assist nurses in the process of searching for and using literature and evidence-based information to improve clinical practice in a teaching hospital. The authors stress the need for librarians to master evidence-based methodology and to build more collaborative relationships with nurses. Discussion indicates that librarians assisting nurses in their workplaces helped close the gap between availability of information resources and the application of it in patient care.

Ketchum, Andrea M.; Saleh, A.A.; and Jeong, K. "Type of Evidence Behind Point-of-Care Clinical Information Products: A Bibliometric Analysis." *Journal of Medical Internet Research* (February 2011). Available: <http://www.jmir.org/2011/1/e21/>.

This study performs a comparative analysis of the characteristics of the references that comprise the evidence for content in several point-of-care products. Five commonly used products served as subjects for the study: ACP PIER, Clinical Evidence, DynaMed, FirstCONSULT, and UpToDate. Results indicate that FirstCONSULT had the greatest proportion of references from publication types such as systematic review and randomized controlled trials. DynaMed had the largest total number of references and the largest proportion of current (2007–2009) references. A surprising finding was the considerable lack of overlap found in the citations across the products for a similar topic.

Chan, Rachel, and Stieda, Vivian. "Evaluation of Three Point-of-Care Healthcare Databases: BMJ Point-of-Care, Clin-Eguide and Nursing Reference Centre." *Health Information and Libraries Journal* 28, no. 1 (2011): 50–58.

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This study aimed to assess the content, interface, and usability of three point-of-care tools—BMJ Point-of-Care, Clin-Eguide, and Nursing Reference Centre—through a questionnaire targeting health care practitioners. No particular database emerged as significantly better. Clients' prior knowledge and their own subjective preferences seemed to play a large role in determining which product was best for their needs.

PROFESSIONAL AND ORGANIZATIONAL DEVELOPMENT

Quinney, Kayla L.; Smith, S.; and Galbraith, Q. "Bridging the Gap: Self-Directed Staff Technology Training." *Information Technology and Libraries* 29, no. 4 (2010): 205–213.

This article describes an effort to close the gap in technology use between students and library staff by initiating the Technology Challenge, a self-directed technology training program that encourages and rewards library employees for exploring new technologies. The authors found that this approach not only fosters the acquisition of technology skills but also promotes lifelong learning habits. The discussion illuminates the key characteristics and duties expected of those working in the Library 2.0 environment. Among those are connecting people, technology, and information; embracing nontextual information; using the latest tools of communication; and understanding the emerging roles and impacts of the blogosphere and wikisphere.

Walker, Shannon. "Career Motivations of the Scientist-Turned-Librarian: A Secondary Analysis of WILIS Data." *Issues in Science and Technology Librarianship* (Winter 2011). Available: <http://www.istl.org/11-winter/refereed4.html>.

This research investigates the motivations of bench scientists who trade a career in the lab for one in librarianship. An analysis of data from a longitudinal career study provides an interesting glimpse into the background and characteristics of those who make the transition to librarianship. A familiarity with computers and technology and a strong interest in research appear to be contributing factors in making this particular career change.

REFERENCE PRACTICE

Aho, Melissa K.; Beschnett, A.M.; and Reimer, E.Y. "Who is Sitting at the Reference Desk?: The Ever-Changing Concept of Staffing the Reference Desk at the Bio-Medical Library." *Collaborative Librarianship* 3, no. 1 (2011): 46–49.

This is an inside look into the history and evolving approach to staffing service points in a large biomedical library environment. The discussion focuses on the transition to a consolidated service point and the need for ongoing staff training and communication to maintain high levels of

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reference. A diverse staff, drawing on professionals, highly skilled library assistants, and technicians, is seen as one key to success.

Derven, Caleb, Kendlin, and Valerie. "Evidence-Based Librarianship: A Case Study of a Print Resource Cancellation Project." *Journal of Academic Librarianship* 37, no. 2 (2011): 166–170.

The budget cuts facing many libraries frequently lead to journal cancellation projects. This article, focusing on evidence-based practice, shows how management data can act as a driver for service improvement and change. The thorough methods section gives a useful framework for those initiating a journal collections analysis.

RESOURCES FOR OUTREACH AND INNOVATION

Duncan, Vicky, and Gerrard, Angie. "All Together Now!: Integrating Virtual Reference in the Academic Library." *Reference and User Services Quarterly* 50, no. 3 (2011): 280–292.

Perhaps no topic of late draws as much scrutiny as virtual reference services. How should a virtual reference service be delivered? Who should provide it? Is it worth the effort in light of generally disappointing patron use? This case study, which discusses the integration of virtual services into reference, sheds further light on the issue. The authors present some lessons learned as well a set of planning recommendations that may be useful for academic libraries considering offering or modifying a virtual reference program.

Nunn, Brent, and Ruane, Elizabeth. "Marketing Gets Personal: Promoting Reference Staff to Reach Users." *Journal of Library Administration* 51, no. 3 (2011): 291–300.

This presents a useful and thought provoking primer on the basic tenets of marketing as they pertain to the promotion of library services. The article reviews previous trends in library promotion and explores new initiatives, including roving reference and librarians on location. Personalization of reference services through meaningful librarian-patron interactions is seen as the cornerstone of successful library marketing efforts.

Pullen, Kimberly; Jones, D.; and Timm, D.F. "Healthy Connections for Consumers: National Library of Medicine Web Sites." *Journal of Hospital Librarianship* 11, no. 1 (2011): 23–38.

This article presents an evaluation of eight of the consumer health websites developed by the National Library of Medicine (NLM) with an emphasis on matching the resource to the information needs of the user. Those evaluated are ClinicalTrials.gov, Genetics Home Reference, Haz-Map, Household Products Database, MedlinePlus, NIHSeniorHealth, TOXMAP, and Tox Town. The review used the following criteria: Features, Navigation, Timeliness,

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Search Options, and Search Results. The analysis rated six of the NLM websites as "excellent," and two rated "very good." The methods for describing, evaluating, and rating on the basis of specified criteria provide a useful rubric for other review projects.

TECH TOOLS

Beales, Donna L. "Screencasting: Basic Knowledge for the Medical Librarian." *Journal of Hospital Librarianship* 11, no. 1 (2011): 87–93.

Though a basic introduction to screencasting, a novice to the process will appreciate this article for its clarity and focus on fundamentals. The author does a good job of covering hardware requirements, recommending software, and defining terminology. A section on copyright and implications for developers of screencasting materials is a useful complement.

Hansen, Margaret; Oosthuizen, G.; Windsor, J.; Doherty, I. et al. "Enhancement of Medical Interns' Levels of Clinical Skills Competence and Self-Confidence Levels via Video iPods: Pilot Randomized Controlled Trial." *Journal of Medical Internet Research* (March 2011). Available: <http://www.jmir.org/2011/1/e29/>.

The aim of this study was to add to the body of empirical research investigating the impact of interactive Web 2.0 mobile applications on medical educational outcomes. It correlated use of instructional videos of specific clinical procedures delivered through an iPod platform with enhanced student skill competencies. Results indicate a decline in skill competency over time among the control group, whereas the competency level for the procedures was stable among the experimental group. Accordingly, Video iPods may offer a novel pedagogical approach to enhance medical students' medical skill competencies and self-confidence levels.

Kern, M. Kathleen, and Hensley, Merinda K. "Citation Management Software: Features and Futures." *Reference and User Services Quarterly* 50, no. 3 (2011): 204–208.

This article presents a nicely condensed comparative analysis of the most popular and predominant citation management programs on the market today, including both commercial and freeware products. It describes benefits to users as well as implications for librarians providing training and support for the programs.

TRENDS AND INNOVATIONS

Brettle, Alison; Maden-Jenkins, M.; Anderson, L.; and McNally, R. "Evaluating Clinical Librarian Services: A Systematic Review." *Health Information and Libraries Journal* 28, no. 1 (2011): 3–22.

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Studies in library research have occasionally tried to confirm the value of clinical librarian (CL) services. Previous systematic reviews in this area have indicated limited evidence and poor quality evaluations of CL. Results found that the quality of CL studies is improving, but more work is needed on reducing bias and providing evidence of specific impacts on patient care. That said, the body of research shows that clinical librarians have a positive effect on clinical decision making by contributing to better informed decisions, diagnosis and choice of drug, and therapy.

Heilman, James M.; Kemmann, E.; Bonert, M. et al. "Wikipedia: A Key Tool for Global Public Health Promotion." *Journal of Medical Internet Research* (January 2011). Available: <http://www.jmir.org/2011/1/e14/>.

The year 2004 saw the formation of a group called WikiProject Medicine to coordinate and discuss Wikipedia's medical content. This paper, authored by members of the group, discusses the intricacies, strengths, and weaknesses of Wikipedia as a source of health information and compares it with other medical sites. The authors encourage medical professionals, their societies, patient groups, and institutions to participate in helping to improve Wikipedia's health-related entries.

Zabel, Diane, and Miller, Liz. "Resource Description and Access (RDA): An Introduction for Reference Librarians." *Reference and User Services Quarterly* 50, no. 3 (2011): 216–222.

Written for the noncataloger, this article provides a relatively painless introduction to a new cataloging code under development: Resource Description and Access, otherwise known as RDA. Intended as an eventual replacement for AACR2, RDA is designed for the online environment, is more principles-based, and better accommodates nonprint formats. As the paper discusses, RDA has stirred some controversy in the cataloging community and should remain a hot topic of discussion as it undergoes further development and scrutiny.

USER INSTRUCTION

Burdick, Amrita J. "Information 'Sound Bites' by E-mail: Increasing Information Awareness and Improving Clinical Information Skills." *Journal of Hospital Librarianship* 11, no. 1 (2011): 70–77.

This report describes a clinical library initiative that successfully integrates education and clinical information services by embedding brief instructional tidbits into e-mails sent to internal medicine teams. The technique increases the opportunity to raise awareness of information resources for health professionals and also reinforces the value of the librarian to the health care team. Feedback has been positive and respondents to a survey expressed increased knowledge as a result of the e-mail interventions.

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Chang, Jieh; Poynton, M.R.; Gassert, C.A.; and Staggers, N. "Nursing Informatics Competencies Required of Nurses in Taiwan." *International Journal of Medical Informatics* 80, no. 5 (2011): 332–340.

As reflected in nursing school curriculums and magnet programs, nursing informatics competencies are critically necessary in health care delivery systems. By describing expected nursing competencies in such a detailed and comprehensive manner, this paper presents an extremely valuable core of instructional objectives for librarians engaged in teaching nurses. A representative sampling from the list includes: "Uses applications to format and present data and information; Identifies pertinent literature resources and incorporates into practice and professional development; Understands the principles of data display to facilitate analysis; and Is knowledgeable regarding optimal search strategies to locate clinically sound and useful studies from information resources."

Maden-Jenkins, Michelle. "Healthcare Librarians and the Delivery of Critical Appraisal Training: Barriers to Involvement." *Health Information and Libraries Journal* 28, no. 1 (2011): 33–40.

The role of health care librarians in providing training in critical appraisal has gained only modest traction. This study examines the barriers to librarian involvement in delivering critical appraisal training. Two types of barriers were noted: extrinsic barriers (i.e., organizational, environmental, training, role expectations) and intrinsic barriers (i.e., knowledge, skills, attitudes). Recommended means for overcoming barriers include observing other librarians delivering critical appraisal training and collaborating with different health care professionals who are more grounded in critical appraisal practice.

Sobel, Karen, and Wolf, Kenneth. "Updating Your Tool Belt: Redesigning Assessments of Learning in the Library." *Reference and User Services Quarterly* 50, no. 3 (2011): 245–258.

The literature on library instruction points out the problematic area of assessment and the challenges of selecting appropriate instruments and tactics to gauge teaching effectiveness. The authors present a wide ranging perspective on a variety of assessment techniques and theory. The discussion focuses on the learning measured by each tool, learning variables that can be assessed through library instruction, appropriate instruments for assessing student learning, and tools for scoring these instruments.

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