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University of Utah
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NTC Quarterly Report
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Executive Summary

STAFF CHANGES

Jessi Van Der Volgen joined the staff of the NTC as Trainer / Curriculum and Content Specialist on September 1, 2013.

CLASSES TAUGHT

NTC taught one session of the hybrid class PubMed® for Trainers; the in-person location was Salt Lake City, UT following the Midcontinental Chapter of the Medical Library Association (MCMLA) annual meeting.

NTC delivered one session of the online class "PubMed for Librarians" in September 2013. PubMed for Librarians consists of five 90-minute segments taught via Adobe Connect; participants can choose to attend any of the segments that interest them. The five segments are: "Introduction to PubMed"; "Medical Subject Headings (MeSH)"; "Automatic Term Mapping (ATM)"; "Building and Refining Your Search"; and "Customization - My NCBI."

NTC delivered one session of the new online TOXNET® class called "Discovering TOXNET: From Paracelsus to Nanotechnology (Module 1)" from October 21 – November 8, 2013. The class incorporates feedback from the beta class that was held July 22 – August 7, 2013. The class is taught as a hybrid asynchronous / synchronous class. During the first two weeks of the class, participants work independently at a time of their choosing; in the third week the class meets together for a 1-hour synchronous session.

NLM and NTC worked with Diane Rein, Ph.D., to select participants for a Fall 2013 session of the online course, "Fundamentals of Bioinformatics and Searching," offered from October 21 – December 2, 2013. We received 114 applications for 26 available slots. Participants who successfully complete the online class will be eligible to apply for the in-person, 5-day workshop entitled "Librarian's Guide to NCBI," to be held at NLM in April 2014. Based on the number of applicants received, it is clear that meeting demand for this training continues to be an on-going challenge.

TECHNICAL CHALLENGES

NTC and NLM trainers experienced numerous technical difficulties with Adobe Connect during the first two "PubMed for Librarians" sessions in September. This was likely due to the large size of the group. For the last three sessions, we moved to an Adobe Connect "seminar room" that features dedicated connections for the participants; as a result, we had minimal problems during those sessions.

OTHER ACTIVITIES

The NTC Center Review was held on September 10, 2013. Attendees included NTC staff, NNO staff, and the Center Review committee with representation from NLM and the RMLs. NTC staff presented accomplishments to date, plans for the short-term future, ideas for the next contract, strategies for communicating with the RMLs, and ideas for NLM. NTC will incorporate recommendations made by the Center Review Committee after the report is received.

On September 13, 2013, Sharon Dennis gave a 20-minute online presentation about the NTC's accomplishments for the NLM Library Operations Division Chiefs/Section Heads Meeting.

Training Events

TABLE 1. Training Sessions

| Session Content | Start Date | End Date | City/State | Trainers | Activity Conducted In-person | Activity Conducted Remotely | # Participants |
|---------------------------------------|-----------------------------|-----------------------------|--------------------|--|------------------------------|-----------------------------|----------------|
| PubMed for Librarians - Introduction | 9/9/2013 12:00:00 AM | 9/9/2013 12:00:00 AM | Online | Rebecca Brown | N | Y | 41 |
| PubMed for Librarians - MeSH | 9/11/2013 12:00:00 AM | 9/11/2013 12:00:00 AM | Online | Rebecca Brown | N | Y | 39 |
| PubMed for Librarians - ATM | 9/23/2013 12:00:00 AM | 9/23/2013 12:00:00 AM | Online | Rebecca Brown | N | Y | 30 |
| PubMed for Librarians - Building | 9/24/2013 12:00:00 AM | 9/24/2013 12:00:00 AM | Online | Rebecca Brown | N | Y | 36 |
| PubMed for Librarians - Customization | 9/25/2013 12:00:00 AM | 9/25/2013 12:00:00 AM | Online | Sharon Dennis | N | Y | 21 |
| PubMed for Trainers - Salt Lake City | 8/26/2013 12:00:00 AM | 9/18/2013 12:00:00 AM | Salt Lake City, UT | Sharon Dennis, Rebecca Brown, Jessica Van Der Volgen | Y | Y | 15 |

Cancellations

The NLM class "TOXNET and Beyond," scheduled for August 15, in Bethesda, MD was canceled in anticipation of a new TOXNET interface release in September 2013 (the release was later delayed until January 2014). In addition, the registration for the class session was quite low. The decision to cancel was made in collaboration with NLM/MMS and NLM/SIS.

The NLM class "PubMed for Trainers," scheduled for October 15-24, 2013 with the in-person location in Bethesda, MD, was canceled due to the government shutdown.

Self-paced e-learning Products

The NTC trainers revised 8 short videos for the "Discovering TOXNET" class based on feedback from the beta class. The videos were captioned for 508 compatibility and posted on the NTC YouTube channel. The videos covered the following topics: introduction to TOXNET; LactMed; TOXLINE; ChemIDPlus; CHEMM; REMM; and WISER. The trainers also created "Guide on the Side" tutorials that covered ChemIDPlus, TOXLINE, and LactMed. "Guide on the Side" is a freely available tutorial shell from the University of Arizona that allows users to read the tutorial instructions in one frame and then perform the actions on the live web site in the other frame. It also allows quiz questions to be added within the tutorial.

PUBMED FOR TRAINERS CLASS

A 21 question pre and post-test was administered for the "PubMed for Trainers" class. The average scores for all classes are listed below.

NTC PubMed for Trainers class:

*Pre-test: 66%

*Post-test: 80%

PUBMED FOR LIBRARIANS CLASS

Short four question pre and post-tests were administered for the "PubMed for Librarians" class. The average scores are listed below.

NTC PubMed for Librarians class:

*Pre-test: 71%

*Post-test: 92%

NTC PUBMED FOR TRAINERS EVALUATION RESULTS

In the first quarter, NTC taught one PubMed for Trainers class. A total of 19 participants registered; 10 of them took both the pre and post-tests; and 10 filled out the evaluation.

The evaluation results for the second quarter are as follows:

Instructor knowledge, preparation, presentation skills and responsiveness to questions:
High (98%); Good (2%)

Participants rating of whether they acquired knowledge and skills they can use:
Agree (100%)

Problems with technology:
No problems (100%)

Length of Adobe Connect Sessions:
About the right length (100%)

Felt encouraged to participate in remote sessions:
True (100%)

Most Helpful Parts of the Course

*Course interactivity both remotely and in-person

- *Instructional design aspects
- *Learning how to write objectives
- *Getting feedback and teaching experience from other librarians

Least Helpful Parts of the Course

- *PubMed tutorials
- *Group work

Additional Comments

*"I thought all the instructors and the instructions were very powerful. If it is listed locally again, I am going to suggest that our library school students consider attending. Nothing like free, high quality teaching!"

*"Instructors were very knowledgeable and open to questions/concerns that the students had. Before this class began, I couldn't imagine why you would need 14 hours of training on a database, but now I understand that it could easily go 20 hours and still not cover everything there is to PubMed. I will quite possibly take this class, or similar offerings, in the future for more information and to brush up. Thank you!"

*"I didn't find the hands-on "building a one-hour PubMed class" exercise (during the face-to-face session) to be very helpful. When my group met, we were really just winging it, and building our class based on what we were already doing, not necessarily learning a better way to do it. It would have been more helpful to me for the instructors to teach us methods of developing classes and teaching PubMed--what to include, how to present different elements of PubMed in a logical order, etc. I did like learning about rapid design, and building competencies using Bloom's taxonomy, and will be incorporating that into future lesson plans."

*"All the instructors were very nice and helpful. They have done a great job on preparing each class and presenting it very well. I thank all of them for their dedication to teaching medical librarians and sharing their knowledge and skills in searching PubMed. I hope to continue to consult their expertise in the future."

Overall Rating: "A" (70%); "B" (30%)

NTC PUBMED FOR LIBRARIANS EVALUATION RESULTS

NTC taught one series of the PubMed for Librarians online synchronous class during the second quarter. The class was taught in five independent segments. The classes had an average attendance rate of 65%. A total of 258 participants registered for at least one segment; 167 participants attended the segment they registered for; and 162 filled out the evaluation questionnaire for the segment.

The evaluation results for the fourth quarter are as follows:

Instructor knowledge, preparation, and responsiveness to questions:
High (92%); Good (7%); Fair (1%)

Participants rating of whether they acquired knowledge and skills they can use:
Agree (91%); Somewhat Agree (9%)

Most Helpful Parts of the Course:

- *The pace
- *Information on multiple year introduction in MeSH
- *Explanation of ATM functions

- *Learning about custom filters
- *Learned new features

Least Helpful Parts of the Course:

- *Information too basic
- *Stopping to answer questions interrupted the flow

Additional Comments:

*"Perhaps mention of the next appropriate session for those who want to learn more."

*"VOIP as opposed to using the phone would be preferable. Using the phone is awkward."

*"This was the first time I took a class using phone and computer. I was very impressed! This is great since I cannot afford to go to a specific meeting place. It is really clear and effective. Thank you."

*"Seemed to move too slowly, but then I've been searching Medline / PubMed for 40 years, so might not be too slow for some newbies. AND I have to say, I learned new things too!"

*"Very useful using Advanced Search's history to build search I learned how useful it is. Good idea to add terms instead of #."

NTC Web site

No activity this quarter other than routine maintenance.

MLA Educational Clearinghouse Activities

No activity this quarter.

Collaboration with NN/LM staff

Activities related to the National Training Registration Page (NTRP) system in this quarter were as follows:

*508 compliance issues within the NTRP were addressed, including using Cascading Style Sheets (CSS) instead of HTML tables.

*Programming began on a project to integrate the NTRP system with Moodle. This will allow users registered for a Moodle class to be automatically registered for Moodle and enrolled in the correct Moodle class. Final stages of testing were underway as of October 31, 2013, and the integration should be ready for testing and implementation in the third quarter.

*Several bugs related to the messaging system in the NTRP were fixed. Spam blocking continues to be a troublesome hurdle.

*Other minor enhancements as requested by NN/LM staff.

Matthew Steadman presented new features of the NTRP, asked for feedback about the NTRP, and answered questions during the NN/LM Outreach/Education Coordinators monthly teleconference on August 22, 2013.

Marketing and Promotional Activities

Rebecca Brown and Jessi Van Der Volgen worked on a plan for enhancing NTC's social media presence. We are now publishing blog entries and Twitter posts on a more frequent basis (2 blog entries per week and 5 Twitter posts per week). The blog and Twitter posts are scheduled on a weekly basis. NTC's Facebook page picks up the blog posts for those who prefer to use Facebook.

Recent blog posts have included interactive polls to further engage readers about topics such as PowerPoint design and what topics people would like to see covered in the NTC blog.

The Twitter posts are planned with particular topics for each day of the week. The topics are:

Monday: New classes and other NTC news

Tuesday: Did you know? (Tutorial about a feature of PubMed, TOXNET or NCBI databases)

Wednesday: Ask a question

Thursday: Training tips and technologies, adult education principles

Friday: Fun facts, historical tidbits about PubMed/NLM, miscellaneous

As of October 31, 2013, NTC had 141 followers (up from 123 in August 2013) on Twitter and 112 likes on Facebook (up from 104 in August 2013). During the second quarter NTC staff published 31 blog posts (up from thirteen blog posts in the first quarter).

Other

August 17-21, 2013: Sharon Dennis and Rebecca Brown attended the International Federation of Library Associations and Institutions (IFLA) Annual Meeting, held in Singapore. Rebecca Brown was appointed to serve on the IFLA Continuing Professional Development and Workplace Learning (CPDWL) committee.

August 19, 2013: Sharon Dennis and Rebecca Brown presented the poster entitled, "Measuring Our Impact: Behavioral Changes as a Result of a Blended Learning Class" at the International Federation of Library Associations and Institutions (IFLA) Annual Meeting, held in Singapore.

September 14, 2013: Jessi Van Der Volgen taught a class (with Erica Lake) called "Why Health Services Research Matters Now," at the Midcontinental Chapter of the Medical Library Association (MCMLA) annual meeting held in Salt Lake City, UT. The course was approved for 4 MLA CE credits.

September 16-17, 2013: Sharon Dennis and Jessi Van Der Volgen attended the Midcontinental Medical Library Association (MCMLA) annual Chapter meeting held in Salt Lake City, UT.

September 16, 2013: Sharon Dennis gave a paper presentation at the Midcontinental Chapter of the Medical Library Association (MCMLA) annual meeting held in Salt Lake City, UT, entitled, "Bioinformatics Training for Librarians: Mapping Training Techniques to Methods Used in Bioinformatics Medical Education." The paper was co-authored with Diane Rein, Ph.D. (Dr. Rein was unable to attend the annual meeting in person).

September 16, 2013: Jessi Van Der Volgen gave a paper presentation at the Midcontinental Chapter of the Medical Library Association (MCMLA) annual Chapter meeting held in Salt Lake City, UT, entitled, "Bringing Lean to Life in the Library." The paper was co-authored with Erica Lake, Jean Shipman, Darrin Doman, Alisha Richins and Madeline Araya.

September 16, 2013: Sharon Dennis (along with co-authors John Bramble, Marty Magee, and Betsy Kelly) presented the poster entitled, "Blended vs. Asynchronous Classes: Comparing Completion Rates" at the Midcontinental Chapter of the Medical Library Association (MCMLA) annual Chapter meeting held in Salt Lake City, UT. This poster won the "People's Choice" award for Best Research Poster.

September 16, 2013: A poster authored by Rebecca Brown and Sharon Dennis, entitled, "Blended vs. Asynchronous Classes: Comparing Completion Rates," was presented by Sharon Dennis at the Midcontinental Chapter of the Medical Library Association (MCMLA) annual Chapter meeting held in Salt Lake City, UT.

September 16, 2013: Jessi Van Der Volgen (along with co-authors Abby L. Adamczyk, Amy Honisett, Peter Jones, Jeanne Le Ber, and Jean P. Shipman), presented the poster entitled, "Unbound Communication: Partnering to Spread the Word" at the Midcontinental Chapter of the Medical Library Association (MCMLA) annual Chapter meeting held in Salt Lake City, UT.