

**01-MAY-15 – 31-JUL-15**  
**University of Utah**  
**HHS-N-276-2011-00011-C**  
**NTC Quarterly Report**  
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## Table of Contents

Executive Summary.....	3
Training Events.....	5
Cancellations.....	6
Self-paced e-learning Products.....	7
NTC Web site.....	10
MLA Educational Clearinghouse Activities.....	11
Collaboration with NN/LM staff.....	12
Marketing and Promotional Activities.....	13
Other.....	14

# Executive Summary

## STAFF CHANGES

Jessi Van Der Volgen began May 1, 2015 as Interim Assistant Director.

Cheryl Rowan began June 1, 2015 as a temporary Trainer/Curriculum & Content Specialist at 0.6 FTE. Her appointment is through April 30, 2016. Cheryl works remotely from Houston, Texas.

## CLASSES TAUGHT

### PUBMED CLASSES

NTC delivered one series of the online class PubMed® for Librarians in June 2015. 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."

NLM trainers taught two sessions of Advanced PubMed Tips, Tricks & Tools: MeSH. The class is 90-minutes, and was held on July 9 and July 16, 2015. The class covered the topics: MeSH updates, commonly confused headings and subheadings, filters, free floating subheadings and more. It was taught as a live webinar with demonstrations and practice quizzes, as well as pre- and post-tests. Registration for these sessions filled quickly, indicating a wide interest in the class. This class will be added to the regular schedule of NTC classes and taught quarterly for the remainder of this contract year.

## TECHNICAL CHALLENGES

We did not experience technical difficulties during online classes this quarter.

## OTHER ACTIVITIES

### PUBMED FOR TRAINERS USERS' GROUP

As of July 2015, there are 582 members in the group. Since the users' group is available only for graduates of PubMed for Trainers (PMT) no new members have been added since last quarter because there have been no new PMT instances.

During this quarter, the PubMed for Trainers Users' Group met three times.

May 28, 2015: 28 attendees

June 24, 2015: 30 attendees

July 23, 2015: 35 attendees

Rebecca Brown asked the following free-text poll question during the May session in order to gather people's communication preferences about the group:

When do you prefer to receive a reminder email about a scheduled Users' Group session?

Responses (summarized):

Month before and day before (4)

Day before (3)

Week before and day of/before (2)

Day of (1)

Of those who stated a preference, most like to receive two emails; one a month before and one a day before. This matches what the NTC is already doing.

#### PUBMED UPDATES

On June 17, Rebecca presented a PubMed update at the PNR Rendezvous online webinar. Approximately 33 people attended.

On July 22, Rebecca presented a PubMed update at the NER Connects online webinar. Approximately 120 people attended.

Both sessions covered recent changes to PubMed, including PubMed Mobile, similar articles, create alert, the dataset [pt], and the removal of citation status tags. Content was based on the NLM PubMed update given at the Medical Library Association (MLA) annual meeting.

#### ROI STUDY

A report on the ROI Study, conducted with the ROI Institute in conjunction with NLM trainers, is available through the National Network Office.

## 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 - Automatic Term Mapping	6/11/2015 12:00:00 AM	6/11/2015 12:00:00 AM	Online	Rebecca Brown	N	Y	29
PubMed for Librarians - Building and Refining Your Search	6/16/2015 12:00:00 AM	6/16/2015 12:00:00 AM	Online	Rebecca Brown	N	Y	31
PubMed for Librarians - Customization My NCBI	6/18/2015 12:00:00 AM	6/18/2015 12:00:00 AM	Online	Rebecca Brown	N	Y	17
Advance PubMed Tips, Tricks, and Tools: MeSH	7/9/2015 12:00:00 AM	7/9/2015 12:00:00 AM	Online	NLM Trainers	N	Y	59
Advance PubMed Tips, Tricks, and Tools: MeSH	7/16/2015 12:00:00 AM	7/16/2015 12:00:00 AM	Online	NLM Trainers	N	Y	49
PubMed for Librarians - Introduction to PubMed	6/9/2015 12:00:00 AM	6/9/2015 12:00:00 AM	Online	Rebecca Brown	N	Y	26
PubMed for Librarians - MeSH	6/10/2015 12:00:00 AM	6/10/2015 12:00:00 AM	Online	Rebecca Brown	N	Y	24

## **Cancellations**

The June Bethesda PubMed for Trainers class was cancelled due to low enrollment.

## Self-paced e-learning Products

Due to staffing changes and other priorities for the quarter, no new videos were created or posted to YouTube during this quarter.

### Student Skills Assessment

#### PUBMED FOR LIBRARIANS CLASS

A short three or four-question pre- and post-test was administered for the "PubMed for Librarians" class. The average scores are listed below.

NTC PubMed for Librarians class:

\*Pre-test: 66%

\*Post-test: 91%

\*Knowledge gained: 25%

#### ADVANCED PUBMED TIPS, TRICKS, AND TOOLS: MESH

A four-question pre and post-test was administered for the Advanced PubMed Tips, Tricks and Tools: MeSH class. The average scores are listed below.

NLM Advanced PubMed Tips, Tricks, and Tools: MeSH

\*Pre-test: 70%

\*Post-test: 84%

\*Knowledge gained: 14%

### Student Satisfaction Analysis

#### NTC PUBMED FOR LIBRARIANS EVALUATION RESULTS

NTC taught one series of the PubMed for Librarians online synchronous class during the first quarter. The class was taught in five independent segments. The classes had an average attendance rate of 83%. A total of 153 participants registered for at least one segment; 127 participants attended the segment they registered for; and 108 filled out the evaluation questionnaire for the segment.

The evaluation results for the first quarter are as follows:

Instructor knowledge, preparation, presentation skills, and responsiveness to questions: High (95%); Good (5%)

Participants rating of whether they acquired Knowledge and skills they can use: Agree (96%); Somewhat Agree (3%); Somewhat Disagree (1%)

#### Most Helpful Parts of the Course:

\* Rebecca Brown's speech pace was perfect for listening...good job! Also appreciated the online tutorial Rebecca took with each search/topic.

\* It was good to get us to engage at the beginning, middle, and end with polls and quick exercises. Kept me focused!

\* Conveyor belt metaphor was memorable and therefore very helpful in terms of thinking about how to formulate search strategies and how to understand the search details box. The walk-thru on journal searching was helpful. Was glad to learn about the difference

between earlier and later author name indexing and how full names get included (i.e. dependent upon publisher providing) Lots of details were very, very useful to know about.

\* I learned a trick I was not aware of with the NLM Catalog and how to take the subject set search into PubMed with one click. Like wow! The examples and the information about the nuances of the filters, the clinical queries etc.

\* I'm new to MY NCBI. So all of this was new to me and most of it was useful. The most useful part of the session was had from the time spent on the My NCBI page. Once you know about all of the cool filters and settings that live there, ideas can take shape on how to use those features. Generating and saving custom searches is a good thing for me to know about. I'm working on a historical project right now, and I plan to try out the "History of Medicine" subset and "Historical Article" under the Properties category.

#### Least Helpful Parts of the Course:

\* The organization seemed a bit disjointed at times and it was hard to follow the train of thought between concepts - could be because of just trying to squeeze lots in.

\* Again, the training classes are so helpful that I'm hard pressed to say that something was not helpful. I find the spoon-fed nature of the online courses so manageable (easier and more useful than the canned videos on YouTube, etc.--although those are certainly useful as well), but I wish the online classes were longer. That said, 90 minutes is a good chunk of time from a workday, and it would probably be more difficult to get participation in longer sessions. That's the only thing I can find to nitpick about. (Although, I had connection problems with the MeSH database 2x, and I fell behind on what Rebecca was covering.)

\* I would like to see longer searches

\* I wish the session was longer, that we got to practice and come back and share results of some assignments. I could see this as a 2 hour class doing that.

\* Too little time to complete exercises.

#### Additional Comments:

\* VERY HELPFUL!!! Good introduction to topic. Thanks for the overall presentation. Also, liked the way Cheryl assisted Rebecca with the questions.

\* It would be nice if this webinar could be listened to on headphones online rather than using a phone.

\* the only thing I can think of is to include the search examples on the handout... I was writing them down in my notes. I do realize they may need to change over time.

\* NTC courses are just head-and-shoulders above the classes I've often paid for. This is a great service.

\* Thank you for a very, very useful set of online training courses. I got a lot out of participating. It was definitely time well spent!

Overall Rating: "A" (91%); "B" (8%); "C" (1%)

NLM taught two sessions of the Advanced PubMed – Tips, Tricks, and Tools: MeSH online synchronous class during the first quarter. The classes had an average attendance rate of 69%. A total of 157 participants registered for a class; 108 participants attended the class they registered for; and 93 filled out the evaluation questionnaire.

The evaluation results for the first quarter are as follows:

Instructor knowledge, preparation, presentation skills, and responsiveness to questions: High (89%); Good (9%); Fair (1%)

Participants rating of whether they acquired knowledge and skills they can use: Agree (97%); Somewhat Agree (2%); Somewhat Disagree (1%)

Most Helpful Parts of the Course:

\* I learned many new things. I like the fill-in-the-blank worksheet. I think the act of writing out the answers will help me remember.

\* Everything! I learned a few new tricks & it reminded me of a few things I had forgotten. Katherine was an excellent presenter!

Least Helpful Parts of the Course:

\* During the last 30 minutes, it was a bit rushed. The most major problem, however, and this identified by other participants, was if you didn't hear something, and you wanted to return to the text version of the audio, it was confusing to decipher the words. The context of the material, then, was lost. Would also have liked to see the handout reviewed, as some of the fill in the blank items didn't make sense.

\* Instructor seemed to bounce back and forth a lot, which sometimes made it hard to follow along.

Additional Comments:

\* Presenter had to rush a bit near the end, so it became a little more difficult to follow the nuances. Perhaps break the session into two one-hour sessions, even if they don't quite take an hour? This was an excellent session! Extremely worthwhile. Thank you.

\* This was my first advanced training. I realize I have a lot to learn about PubMed but this was helpful. Perhaps creating an online tutorial where one could do exercises and REPEAT them to reinforce the process. The problem with getting all the information quickly with no real reinforcement is that you can't really "practice" with feedback. Thanks much

Overall Rating: "A" (83%); "B" (14%); "C" (3%)

## **NTC Web site**

Matt Steadman updated the slideshow on the NTC homepage with current information. He also re-encoded an Adobe Connect recording of the Advanced class and uploaded it to the NTC YouTube channel for a student who could not access Adobe Connect.

## **MLA Educational Clearinghouse Activities**

No activity this quarter.

## **Collaboration with NN/LM staff**

Matt continued work on the NTRP/Drupal integration module with occasional collaboration from Web-STOC. Over the course of this quarter, the schedule pages were published, and some modifications were made based on feedback from the web developers meeting in May. The registration form part of this module now exists in Drupal. The module is expected to be completed in the first half of Quarter 2. The NTC is providing regular progress updates to the NNO.

A bug was detected in the Moodle integration features of the NTRP system which allowed people on wait-lists to be enrolled in classes that were full. This issue was resolved.

Matt presented on the NTRP Drupal Module at the Drupal Sharing Session on May 28, 2015 and the regular technical update session on June 10, 2015.

With help from Web-STOC, Matt developed and deployed new CSS themes for the schedule views integrating regional color schemes.

## **Marketing and Promotional Activities**

During the first quarter, NTC published 12 blog posts. Blog posts covered scheduled upcoming classes, PubMed updates and milestones, NLM resource updates, staffing announcements and more. During the quarter, there were 8,999 views of the blog, an average of 98 views per day. This is slightly fewer than the fourth quarter of Option Year 3. We also improved the way the blog auto-posts to Facebook, so that that it now includes an image from the blog post in the Facebook update.

At the end of the quarter, NTC had 715 likes on Facebook (an increase of nearly 200 since the end of the last quarter), and 374 followers on Twitter. The increase in likes is mostly from people outside the United States, but a sampling indicates they are mostly legitimate users. During this quarter, @nnlmntc has been retweeted 39 times, mentioned 16 times, and had tweets favorited 18 times. Our most popular tweets from this quarter were related to updates and changes in PubMed and training opportunities.

## Other

May 14, 2015: Matt Steadman and Jessi Van Der Volgen attended the Web-STOC Development Meeting in Austin, TX. Matt presented the progress of the NTRP Drupal Module.

May 15, 2015: Jessi Van Der Volgen, Rebecca Brown, and Matt Steadman attended the NN/LM Director's Meeting in Austin, TX. Jessi presented the NTC's top five accomplishments during the current contract period.

May 16, 2015: Jessi Van Der Volgen (with co-instructors Jean Shipman and Erica Lake) taught Innovation and Lean Process Improvement Demystified (6 MLA CE credits) at the Medical Library Association Annual Meeting in Austin, TX.

May 17, 2015: Jessi Van Der Volgen (with co-author Jean Shipman) presented a poster, "Raising Limits: Using Benchmark Data to Improve Salaries," at the Medical Library Association Annual Meeting in Austin, TX.

May 19, 2015: Rebecca Brown and Jessi Van Der Volgen presented "Modernization through Modules," at the Medical Library Association Annual Meeting in Austin, TX.

May 19, 2015: Jean Shipman, Erica Lake, and Jessi Van Der Volgen presented "A Lean Application in Documenting Patient Education for Meaningful Use," at the Medical Library Association Annual Meeting in Austin, TX. This paper was awarded Best Research Paper at the meeting.

May 15-20, 2015: Rebecca Brown attended MLA in Austin, TX. She took a 6 MLA CE class called: Introduction to Systematic Reviews for Librarians.

July 7-8, 2015: Rebecca Brown attended the 12th Annual Online Learning Consortium Blended Learning Conference and Workshop, "Blended Learning: Leading Education's Digital Future". This was a hybrid conference that she attended virtually.

July 30, 2015: Cheryl Rowan presented an online chat for University of North Texas SLIS students enrolled in a summer class on Consumer and Public Health taught by Dr. Ana Cleveland and adjunct faculty members. Topics for the chat included a broad description of NLM, NN/LM, and the NTC and their respective roles in promoting health information through NLM databases and resources and general information related to her previous experience as the Public Health Coordinator and Consumer Health Coordinator for the NN/LM South Central Region.

July 30-31, 2015: Rebecca Brown attended the Summer Institute of Distance Learning and Instructional Technology professional development conference in Overland Park, Kansas.