2012-2013 Spring Questionnaire Report

NN/LM MidContinental Region

June 28, 2013

Spring 2012 - 2013 Questionnaire

The NN/LM MCR periodically administers questionnaires seeking feedback from Network members. One such questionnaire was administered in 2012 and repeated in 2013. Questions included the value to Network members of resources related to technology and to library advocacy and, in 2013, the benefits of Network membership. Responses to these new questions about the benefits of RML involvement provide baseline data we will use to gauge progress in coming years. Questions were included both years about new roles for librarians and about the effectiveness of the MCR's use of various communications tools. Eighty-eight Network members responded to the 2012 questionnaire and 66 in 2013.

Respondents were first asked to indicate the type of institution with which their library is affiliated. Table 1 shows that 47% were affiliated with academic institutions in 2012 and 56% in 2013. Forty-two percent were affiliated with hospitals in 2012 and 36% in 2013. In 2012 89% of respondents and in 2013 92.5% were affiliated with either academic or hospital libraries. Affiliation with Public or Other types of libraries were options as well but only 5 of 66 respondents indicated that affiliation in 2013. The percentage of respondents by affiliation has remained relatively stable since 2011 across all library types. While all responses are valued, for the purposes of this report, only responses from academic and hospital librarians will be discussed.

Table 1. All respondents by library type

Type of institution affiliation	2012	2013
Academic	47% (41)	56% (37)
Hospital	42% (37)	36% (24)
Other	9% (8)	6% (4)
Public Library	2% (2)	2% (1)
Total	88	66

Questions 2 and 3 asked whether the library's affiliated hospital or clinic use electronic medical records and, if so, how strongly they agreed with the statement "The NN/LM MCR supports my work with institutional EMRs." Respondents were also asked to describe any new roles they had taken on or expected to take on in the next 12 months.

The next group of questions sought the level of agreement for statements that addressed NN/LM MCR supported technologies and electronic resources. They also addressed the benefits in terms of increased ability to support access to health information and the effect on the member's professional development. Five statements related to the usefulness of a resource provided by the NN/LM MCR; two asked whether the NN/LM MCR web site increases awareness of regional activities and of health information resources. One polled on the adoption of

technologies showcased during the year. Two new statements related to the usefulness of business practice and of patient safety resources in the Advocacy section of the web site.

The final set of questions related to a list of advocacy tools and asked whether the respondent would recommend any to a colleague.

Discussion

Support for work with electronic medical records systems

The majority of academic and hospital respondents in both 2012 and 2013 indicated that their affiliated hospitals or clinics use electronic medical records (EMRs). Thirty-two academic and 35 hospital librarians (2012) and 22 academic and 22 hospital librarians (2013) responded that their affiliated hospitals or clinics had or were implementing electronic medical records. These respondents were then asked whether the NN/LM MCR supports their work with institutional EMRs. In 2012, 52 responded to the question with 11 (21%) agreeing or strongly agreeing that the NN/LM MCR supports their work. In 2013, 43 answered the question but only 8 agreed or strongly agreed that the RML supports their work with EHRs (18.6%). Although there appears to be a decline in agreement we have no way of knowing if the respondents were the same in 2013 as in 2012, whether returning respondents have changed their minds or whether the two cohorts are simply different individuals with different experiences. However, these responses warrant further investigation as work in this area is a Technology Project focus.

New roles for librarians

Thirty-six librarians commented in 2012 about new roles and responsibilities they had taken on or expected to in the next year; 20 responded to the question in 2013. Responses grouped around themes as illustrated in the tag clouds below.

Figure 1. New roles for librarians 2012

Figure 2. New roles for librarians 2013

Of the forty responses in 2012 and 2013 that specifically identified new and emerging roles those involving management and technology skills predominate. Management activities include participating in the organization's LEAN initiatives, applying management skills in supporting learning management systems, marketing, a learning commons model for the library, CME and participating in strategic planning. Those who referred to CME did not indicate that they provide CME through their own training activities, although training activities in relation to using web-based course delivery platforms, plagiarism prevention and social media were noted. Librarians anticipated increased roles involving technology in emergency preparedness and in the patient care arena including integrating information resources in EMRs and working with IT departments, patient education television, and training for computerized physician order entry (CPOE). Librarians are authoring articles published on corporate intranets and blogs and managing web pages. Three respondents listed involvement in grants – finding funding sources and writing grant applications. A few areas in which librarians have already been involved were mentioned as emerging responsibilities by the respondents. These include health literacy, consumer health, evidence-based medicine, copyright, and systematic reviews. Several respondents discussed the need to remain current on mobile technologies in order to support improved access to information resources.

Technology

NN/LM MCR resources

Communications tools. Several questions asked about the usefulness of communication tools in supporting access to health information. Thirty-five academic and 31 hospital librarians responded to the question in 2012 concerning the usefulness of five tools used by the MCR for communicating with the region. In 2013, 28 academic and 17 hospital librarians responded.

In 2012, 56% of academic and 55% of hospital respondents agreed or strongly agreed that at least one of the tools was useful. In 2013, those numbers declined to 50% of academic and 48% of hospital respondents. Seventy three percent of academic and 80% of hospital librarians who rated the NN/LM MCR web site, Plains to Peaks Post and the weekly news said in 2012 that these three were useful or very useful in supporting access to health information. However in 2013, more academic librarians (80%) but fewer hospital librarians (76%) said that the web site, newsletter and weekly news were useful or very useful in supporting access to health information.

Although the MCR uses both Twitter and Facebook to communicate with members neither is seen as a very useful tool. In 2012, Facebook was considered useful by thirteen (39%) of the 33 academic and nine (29%) of 31 hospital respondents. Twitter was considered useful by just 21% of academic and 6% of hospital librarians. In 2013 just 13% of 62 academic respondents and 11% of 36 hospital respondents judged Facebook to be useful, while no academic or hospital respondents judged Twitter to be useful.

Table 2. Strongly agree or agree responses about usefulness of MCR resources

Usefulness of resources How strongly do you agree with the following statement:	Hospital		Academic	
	2012	2013	2012	2013
This NN/LM MCR communications tool is useful in supporting access to health information:				
Facebook	29%	11%	39%	13%
NN/LM MCR web site	76%	78%	71%	83%
NN/LM MCR Weekly News	90%	83%	85%	84%
Plains to Peaks Post Newsletter	74%	67%	61%	74%
Twitter	6%		21%	
EbscoHost E-book collection of more than 100 books on technology and library management topics, linked from the MCR web site, is useful	58%	44%	53%	42%
E-science resources linked from the MCR web site are useful	47%	28%	56%	48%
Medical informatics information provided by the NN/LM MCR is useful	66%	45%	56%	59%

E-Science and EbscoHost. More than 50% of academic librarians agreed or strongly agreed in 2012 that e-science resources and the EbscoHost e-book collection, all available through links on the NN/LM MCR web site, were useful. In 2013, fewer academic respondents agreed that either the e-science resources or EbscoHost e-book collection were useful. Fifty-eight percent of hospital librarians agreed or strongly agreed in 2012 that the EbscoHost e-book collection was useful while 47% agreed/strongly agreed about the usefulness of e-science resources. In 2013 those numbers dropped to 44% and 28% respectively. The EbscoHost collection has been available for several years, originally as NetLibrary. After initial year over year growth, use dropped in 2012 and further declined in 2013. E-science is a relatively new concept related primarily to research using computers and web based systems and resources. Because e-science tends to be an academic issue it is not surprising that more academic than hospital librarians continue to find the e-science links useful at this point.

Informatics information. The question about the usefulness of medical informatics information provided by the MCR changed from 2012 to 2013. In 2012 the question sought input on the usefulness of medical informatics information. In 2013 the question asked about the usefulness specifically to the respondent. This is a subtle difference but is aimed at understanding how the RML assists librarians themselves. In 2012, 56% of academic librarians and 66% of hospital librarians responding to the question agreed or strongly agreed that it was useful. In 2013 more academic librarians (59%) than hospital librarians (45%) felt the resources were useful.

Involvement in RML activities: Two new questions in 2013 addressed the benefits of being involved in RML activities. More than 70% of respondents indicated that they agreed or strongly agreed with the two statements – one about benefits to their ability to support access to health information and the other about benefits to their own professional development. This strong positive response is gratifying and we will continue to encourage Network member involvement in RML programs.

Table 3. Benefits to Network members of RML involvement

How strongly do you agree with the following statement:	Hospital	Academic
My involvement in RML activities benefited or enhanced my ability to support access to health information resources.	75%	72%
My involvement in RML activities benefited or enhanced my professional development	75%	81%

NN/LM MCR web site

A significant increase was seen from 2012 to 2013 among academic librarians in agreement about the usability and ease of navigation of the NN/LM MCR web site. Fifty four percent of academic librarians in 2012 and 71% in 2013 agreed or strongly agreed that the NN/LM MCR web site is usable and easy to navigate. Hospital librarians' positive responses decreased from 77% to 72% agreement. The MCR regularly reviews and works to improve the web site - an important tool for disseminating information and will continue to do.

In 2012 the questionnaire asked whether the NN/LM MCR web site increased awareness of both health information resources and regional activities. As illustrated in Table 3, most respondents still agreed or strongly agreed that the MCR web site increases awareness of both information resources and regional activities. However, the percentage of agreement on both issues dropped among hospital librarians from 2012 to 2013. Among academic librarians the percentage increased for awareness of regional activities, but also dropped for awareness for information resources. The reason for these decreases decrease should be further investigated.

Table 4. Changes in awareness of health information resources and regional activities

Value of the NN/LM MCR web site How strongly do you agree with the following statement:	Hospital		Academic	
	2012	2013	2012	2013
NN/LM MCR web site is usable and easy to navigate	77%	72%	54%	71%
NN/LM MCR web site increases my awareness of regional activities	81%	78%	71%	84%
The NN/LM MCR web site increases my awareness of health information resources	81%	72%	79%	65%

Showcased technologies

The concept of social networking tools reflects both social networking and other web based technologies. From 2011 to 2012, by percentage of respondents, both academic and hospital librarians reported increased adoption of at least one showcased technology. However, from 2012 to 2013 the adoption rate dropped dramatically. Among academic librarians adoption dropped from 76% in 2012 to 33% in 2013 and among hospital librarians it dropped from 42% to 6%. Because new technologies are being rapidly adopted by health care professionals and consumers, the negative trend from 2012 to 2013 following a positive trend from 2011 to 2012, is troublesome.

Thirteen hospital librarians and one academic librarian reported in 2012 that one or more showcased technologies are blocked by institutional firewalls. Specifically, Doodle, Facebook, iPad Apps, iPad gestures and basic functions, Prezi, RFID tags, Screencasting, Social bookmarking, and Twitter are blocked by some hospitals. In 2013 six hospital and two academic librarians reported institutional blocking of Infogr.am, SlideRocket, social media communications tools and Trello. Several of the 2012 tools were grouped under social media communications, including Twitter, Facebook, Yahoo Pipes, and LinkedIn. This item was reported blocked by 6 of 9 hospitals that block one or more tools and were the only tools blocked by two academic institutions. While we cannot do a year to year comparison, it is encouraging that, in general, institutional blocking appears to be declining.

Tables 5a and b. Adoption of showcased technology

During the past year have you adopted at least one of the following showcased technologies at work? (Number adopting)		
	2012	2013
Academic	25	10
Hospital	13	1

During the past year have you adopted at least one of the following showcased technologies at work? (Percentage adopting)		
	2012	2013
Academic	76%	33%
Hospital	42%	6%

Library Advocacy

Respondents were asked whether they would recommend any of four advocacy tools to a colleague. Two additional tools included in the list in 2012 were dropped in 2013. As illustrated in Table 6, academic library respondents said "yes" more often in 2013 than in 2012 to their willingness to recommend "Whooo Says" and other articles in Plains to Peaks Post (16%), and to the Retail Value Calculators (14%); the level of recommendation among academic librarians declined from 2012 to 2013 for Breezing Along with the RML and the Advocacy web pages.

Hospital library respondents said "yes" more often in 2013 than in 2012 for all Advocacy programs on the NN/LM MCR web site (29%), live or recorded sessions during "Breezing Along with the RML"(15%), the Retail Value Calculators (16%), and for "Whooo Says" and other articles in Plains to Peaks Post (4%) .

More academic librarians reported using all of the tools except for the live or recorded sessions of Breezing Along with the RML, while all of the tools are being used by more hospital librarians.

Table 6. Advocacy tools recommendations response change 2012- 2013

% of respondents who would recommend an Advocacy tool	Hospital		Academic	
	2012	2013	2012	2013
Advocacy program web pages	53%	82%	57%	54%
Live or recorded sessions on Advocacy during Breezing Along with the RML	73%	88%	66%	61%
Retail Value or ROI/CBA calculators	60%	76%	54%	68%
"Whooo Says" and other articles in Plains to Peaks Post	67%	71%	49%	64%

Figure 3. Percent of hospital librarians who would recommend Advocacy tools 2012-2013

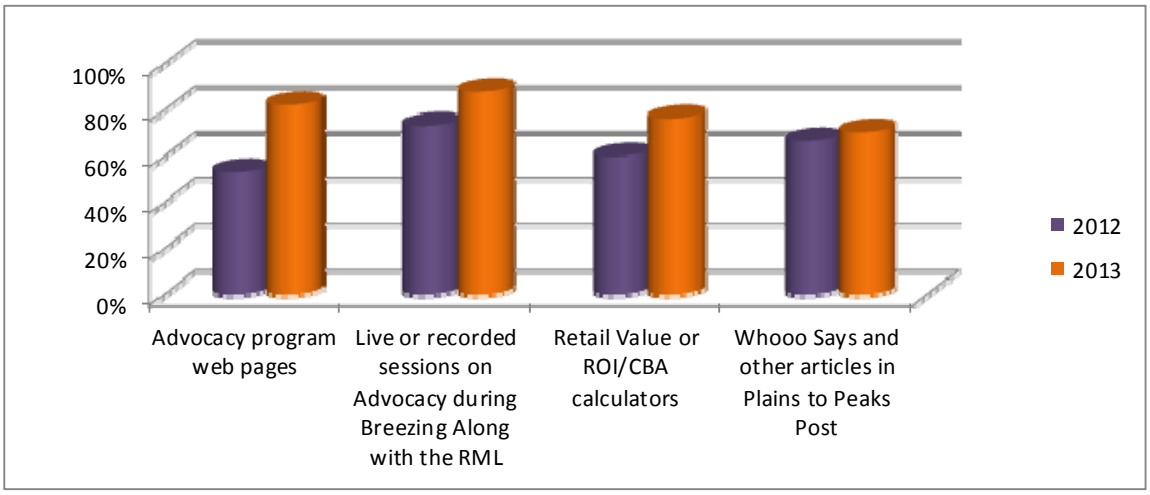


Figure 4. Percent of hospital librarians who have not used Advocacy tools 2012-2013

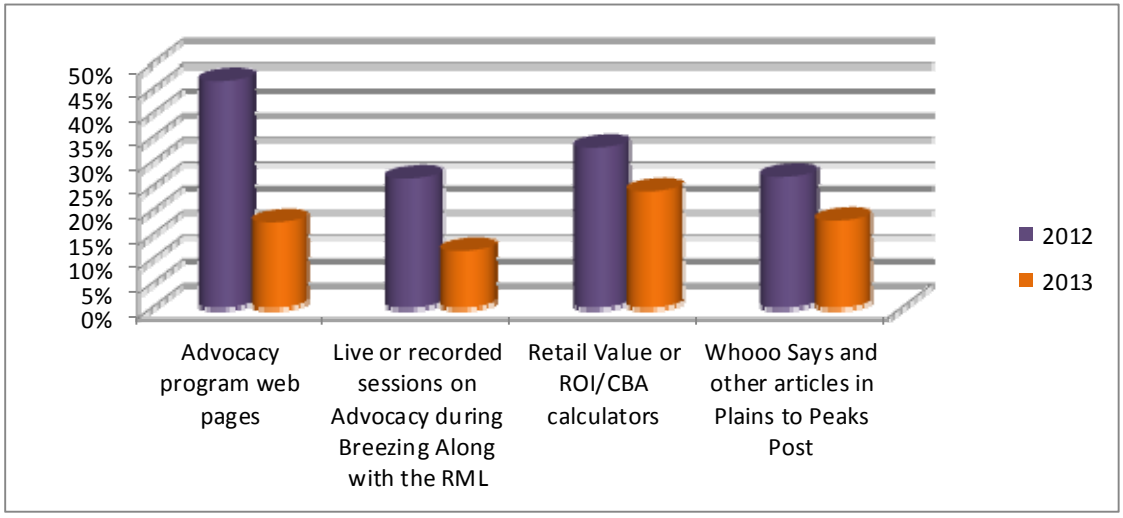


Figure 5. Percent of academic librarians who would recommend Advocacy tools 2012-2013

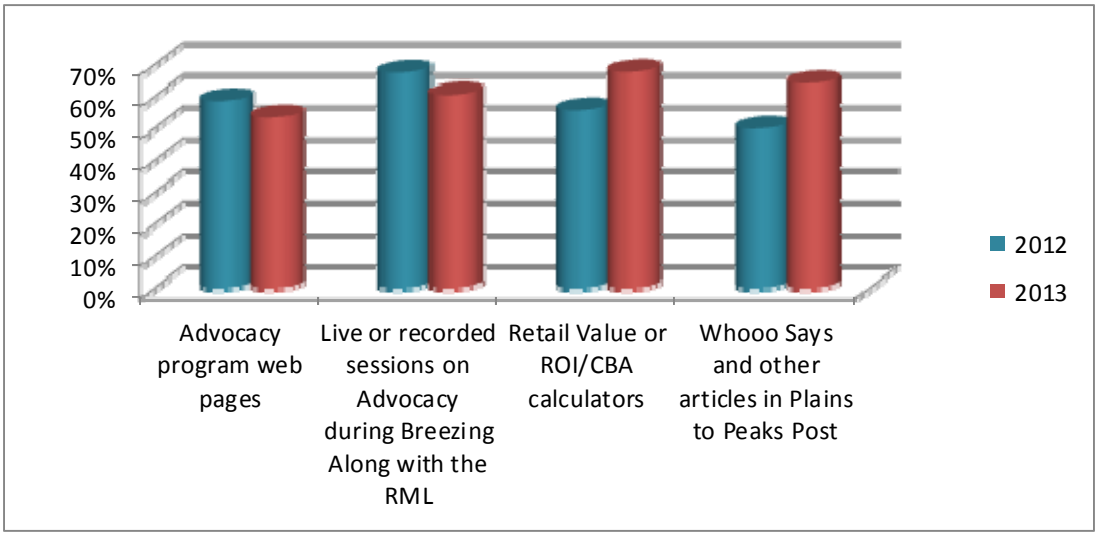
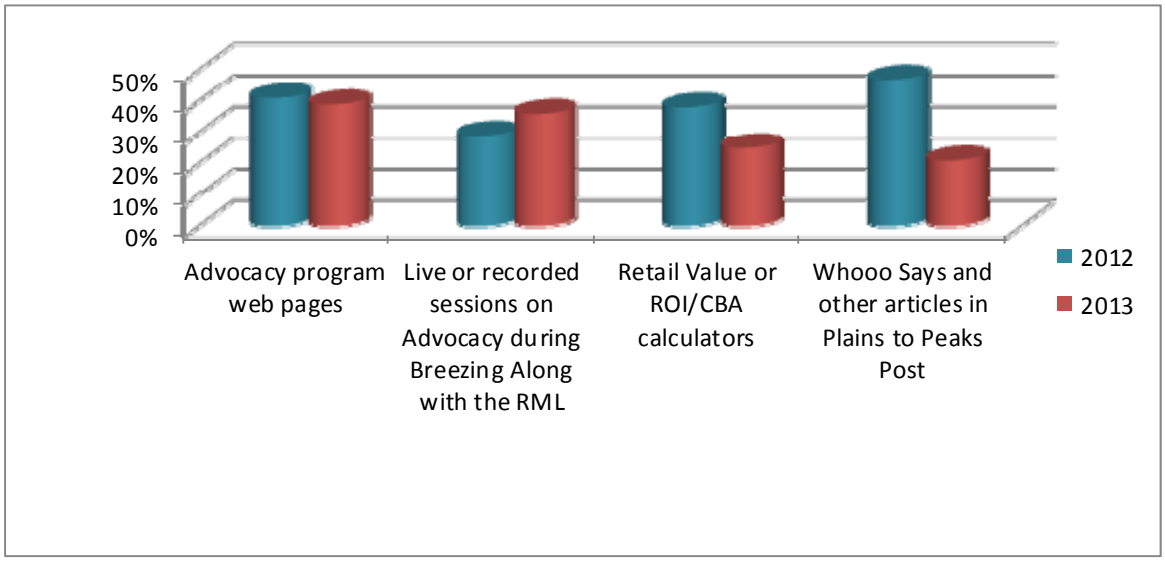


Figure 6. Percent of academic librarians who have not used Advocacy tools 2012-2013



Conclusions

Eighty-eight librarians responded to the Spring questionnaire in 2012 and 66 in 2013 out of a potential population of approximately 400 subscribers to the listserv used to distribute the URL for the questionnaires. This represents a 22% response rate in 2012 and 15% in 2013. These numbers are lower than we'd hoped and this microcosm of respondents may not fully represent the Network membership. Questionnaires such as these provide the RML with a feel for the

impact of our programs and what Network members value. The declining response rate is of concern and we will be looking into the reasons and possible remedies for encouraging more Network members to provide feedback.

Librarians anticipate both little change and significant change in their roles in the coming years. They expect to become more involved in work outside the library. This expansion, in many cases, will be a positive change where the librarian is able to demonstrate how access to information resources can influence the work of the institution. Management, training and technology skills, along with flexibility and collaboration will position the librarian as an integral part of committees and services within the institution in support of its teaching, patient care, and research mission.

Sixty-seven (86%) of the 78 respondents in 2012 and 44 (92%) of the respondents in 2013 are affiliated with institutions that use or are in the process of implementing electronic health records. Fifty-two (in 2012) and 43 (in 2013) of those respondents also answered the question about NN/LM MCR support for their work with EMRs. Of those, 20% agreed or strongly agreed that NN/LM MCR supports them. The NN/LM MCR is just beginning to develop programs and resources to support librarian involvement in ensuring access to information through electronic health records systems. It is anticipated that the NN/LM MCR will be increasingly viewed as a source of support for librarians as these programs and resources mature.

Three of five tools used for communications – the NN/LM MCR web site, the weekly News and the Plains to Peaks Post newsletter – were judged useful (agreed or strongly agreed) by respondents. Facebook and Twitter, two communications technologies which coordinators used more consistently in the last year were still deemed less useful. Just 39% of hospital librarians and 29% of academic librarians agreed or strongly agreed with the usefulness of Facebook and even fewer, 21% of hospital and 6% of academic librarians, agreed or strongly agreed in 2012 that Twitter is useful. None thought Twitter useful in 2013.

Firewalls and institutional policies continue to make investigating and adopting new technologies difficult for hospital librarians. The RML has extended support to librarians in their efforts to change institutional policy but there has been little success in that area to date.

Fifty-five percent of all respondents in 2012 but only 41% of respondents in 2013 agreed or strongly agreed that the EbscoHost E-book collection is useful. These correlate with use statistics from the site with full text hits declining from 192 in 2012 to 141 in 2013. The MCR will monitor this trend and consider whether other resources would be more useful for our Network members.

E-science is a fairly new area for RML programming. It is predominantly an area for growth for academic librarians and as such, while responses in agreement about the usefulness of e-science information available from the MCR web site trended downward from academic and hospital

librarians, it was a somewhat less steep drop among academic respondents. The RML will monitor trends and continue to support this complex and growing work as best it can.

Responses from academic librarians on questions about medical informatics information made available by the MCR web site were more positive in 2013 than 2012 by three percentage points, while they dropped among hospital librarians by 21 percentage points. Informatics has always been a troublesome term, defined differently by different speakers. The RML should investigate the meaning of informatics to our Network members and then evaluate the resources on the web site for their relevance to the members.

Academic librarians responded more positively about the usability and navigability of the NN/LM MCR web site. However, hospital librarian responses were less positive. Fewer hospital librarians but more academic librarians agreed that the web site increases their awareness of regional activities while fewer of both types of librarians agreed/strongly agreed that the web site increased their awareness of health information resources. We are encouraged by the overall positive opinion of the NN/LM MCR web site but the coordinators will keep these results in mind as they conduct their ongoing reviews of areas of the web site for which they are responsible. The site is under continual modification and updating to ensure that it is a valuable resource for Network members.

Adoption of new showcased technologies is strong among a small group of librarians. The Technology Coordinators offer online Sandbox sessions where various technologies are demonstrated and tested by participants. Most of the respondents in 2012 and 2013 reported on their adoption, or lack thereof, of new technologies. Where just under half of hospital and three-quarters of academic librarians reported adopting at least one new technology in 2012, just one hospital librarian and one third of academic librarians adopted a new technology in 2013. The list of possible technologies, based on those demonstrated during Sandbox sessions and taught in the workshops such as “Cool Creative Communications,” changes from year to year. It is unclear whether that was a factor in the declining adoption rate but this RML is committed to introducing technologies and assisting Network members in using them in their work. We will examine whether the technologies demonstrated are fun and interesting but not applicable, whether institutions block the adoption of various technologies, or whether there are other factors at play in the Network.

Changes in the willingness of respondents to recommend various advocacy tools were generally positive. Hospital librarians were significantly more positive about the Advocacy program web pages, live or recorded sessions of Breezing along with the RML, and the Library Value Calculators. “Whooo Says” articles in Plains to Peaks Post continue to be well regarded with a small positive increase from 2012 to 2013. Fewer hospital respondents reported they had not used one or more of the Advocacy tools. Academic librarians responded more positively in 2013 than 2012, recommending the Retail Value or ROI/CBA calculators and “Whooo Says” articles in the Plains to Peaks Post. They were slightly less positive about the Advocacy program web pages

and the Breezing along with the RML sessions. Interestingly, there is a negative correlation among academic librarians between the number who have not used an Advocacy tool and the number who would recommend the same tool. Perhaps the saying, "try it, you'll like it" bears keeping in mind as we promote these tools.

Eighty-eight Network members responded to the 2012 questionnaire and 66 in 2013. We are cautious in reviewing the results both in terms of number of responses from one year to the next and as percentages of responses. With small cohorts such as these even a single change in response from one year to the next can calculate to a, perhaps, misleading percentage change. In addition, when looking at numbers of responses versus percentages, although fewer responses may have been recorded in 2013 compared to 2012 for a particular question the difference can actually be a positive change when viewed as a percentage of all respondents to the question. Enthusiasm varies for different aspects of the NN/LM MCR program from one program to another and from hospital to academic librarians. Each MCR Coordinator will review results relating to his or her program and propose actions that may stem downward trends and reinforce positive trends. Overall we are pleased to observe an overall positive response from our questionnaire participants to programs and resources offered by the NN/LM MCR

Next Steps

NN/LM MCR staff will

- Review these results in detail
- Look for ways to continue to support successful initiatives
- Look for ways to improve weaker programs
- Continue to develop new programs and services to meet the changing needs of our Network members