

An analysis of individualized research consultations practices and evaluations in academic libraries

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Outline

- Definition
- Background information
- Timeline of our research
 - Phase 1 – Scoping Review: nearly completed
 - Phase 2 – Survey of Academic Librarians: August 2014
 - Phase 3 – Pre and Post skills test: Winter 2015

What are individualized research consultations?

“Individualized research consultations are scheduled appointments that aim at helping researchers and students one-on-one with their research projects, including, but not limited to, the literature review process.”

Background information

- Studies have shown that staffing reference desks with paraprofessionals is efficient, one particular study determined that 89 percent of questions could be answered by non-librarians (Ryan, 2008).



How did we get started?

Academic librarians can spend many hours working with individuals on their research projects.

- How can we assess that time spent??



What's a scoping review?

- “Scoping studies might ‘aim to map *rapidly* the key concepts underpinning a research area and the main sources and types of evidence available, and can be undertaken as stand-alone projects in their own right, especially where an area is complex or has not been reviewed comprehensively before”.
- » Arksey, H., & O'Malley, L. (2005). Scoping studies: towards a methodological framework. *International journal of social research methodology*, 8(1), 19-32.

Scoping Review VS Systematic Review

Systematic review	Scoping review
Focused research question with narrow parameters	Research question(s) often broad
Inclusion/exclusion usually defined at outset	Inclusion/exclusion can be developed <i>post hoc</i>
Quality filters often applied	Quality not an initial priority
Detailed data extraction	May or may not involve data extraction
Quantitative synthesis often performed	Synthesis more qualitative and typically not quantitative
Formally assess the quality of studies and generates a conclusion relating to the focused research question	Used to identify parameters and gaps in a body of literature

Source: Armstrong, R., Hall, B. J., Doyle, J., & Waters, E. (2011). 'Scoping the scope' of a Cochrane review. *Journal of Public Health, 33*(1), 147-150.

Phase 1 : Scoping Review

Research Question: Which evaluation methods are used for individual consultations in academic libraries to measure impact and improve consultation services?



Phase 1 : Scoping Review

Methods

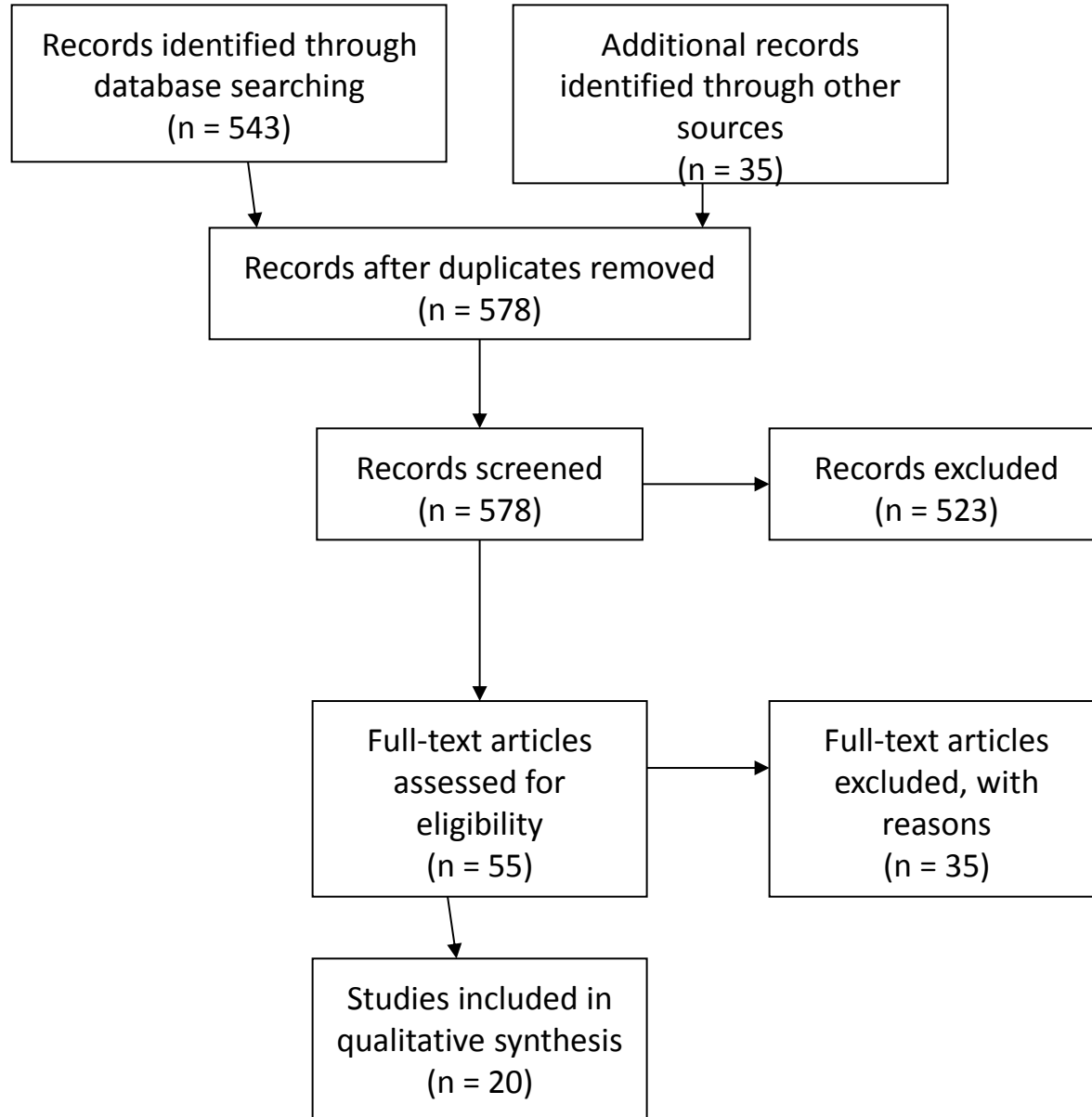
- Performed a scoping review of the literature using these databases:
 - LISA (proquest), LISTA, LLIS, ERIC, Scopus, Web of Sciences
 - Completed cited reference searching
- **Inclusion Criteria:**
 - Have to be about Individual consultations
 - In academic libraries
 - Need to include explanation/methods on how skills or consults were evaluated.
- **Exclusion criteria:**
 - Will exclude articles about group or class presentation.

Identification

Screening

Eligibility

Included



PRISMA Diagram

Phase 1 : Scoping Review

Type 1- Individual consultations assessment by statistics compilation, and by the service description and analysis, for a set period of time.

Studies included in Type 1:

- Atterbury et al., 2009;
- Becker, 1993;
- Hoskisson & Wentz, 2001;
- Lee, 2004;
- Meyer et al., 2010;
- Yi, 2003.

Phase 1 : Scoping Review

Type 2- Individual consultations assessment by surveying users of the service

Studies included in Type 2:

- Auster et al., 1994;
- Bean, 1995;
- Cardwell et al., 2001;
- Coniglio , 1984;
- Debreczeny, 1985;
- Gale and Evans, 2007;
- Gratch and York, 1991;
- Imamoto, 2006;
- Magi et al., 2013;
- Rothstein, 1990.
- Schobert, 1982.

Phase 1 : Scoping Review

Type 3- Individual consultations assessment by using objective quantitative methods

Studies included in Type 2:

- Donegan, 1989;
- Erickson and Warner, 1998;
- Reinsfelder, 2012.

*Very few studies have tried to assess individual consultations with objective quantitative data.



Individualized Research
Consultations Practices
Survey

Shout out to our audience

- How about you?
 - How many here do individual consultations?
 - Do you usually meet one-on-one? With an appointment?
 - For how long? One hour?

Phase 2 : Survey

- We developed a questionnaire to be answered by Academic Canadian Librarians.
 - Questions include general demographics and background information on individualized research consultations practices among Canadian academic librarians, followed by reflective questions on the assessment process of such practices.
 - The survey was submitted to the University of Ottawa's Ethics Research Boards at the beginning of May 2014.
 - We aim to start data collection in August.

Watch for the call for participation!

Phase 3 : Skills testing

- The final phase of our research project will look more closely at the skills students develop when given the opportunity to meet individually with a librarian.
- Through the development of a **pre/post skills test**, we hope to obtain objective data on the impact individual consultations have on students' information literacy skills.

Phase 3 : Skills testing

- We will target University of Ottawa students' as our primary research population for validity and reliability. In 2015, librarians will ask students to complete a skills test before an individual appointment. Following the consultation, a second skills test will be administered.
- Our goal is to have librarians from other institutions participating in our pre-post skills testing as well:
 - ARE YOU INTERESTED?



Our research project's anticipated contribution

Recommendations from this research project could potentially contribute to future improvements and development of individualized consultation services. This in turn will be beneficial to the student population, and ultimately improve students' experience.

MOVING FORWARD...

Questions?

Further questions or comments,
please contact us:



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