



ISTITUTO  
ZOOPROFILATTICO  
SPERIMENTALE DELLA  
SARDEGNA



EAHIL2010  
14th-18th June ♦ Lisboa, Portugal



**THE HEALTH LIBRARIANS' MULTI-SKILLS  
APPROACH IN  
*IN SITE TRAINING AND EDUCATION***

*THE EXPERIMENTAL SUPPORT ACTIVITY  
CARRIED OUT IN A TRAINING COURSE  
TARGETED TO THE ADVANCEMENT OF  
DIAGNOSIS AND RESEARCH*



# OVERVIEW



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THE HEALTH LIBRARIANS' MULTI-SKILLS APPROACH IN "SITE TRAINING AND EDUCATION": THE EXPERIMENTAL SUPPORT ACTIVITY CARRIED OUT IN A TRAINING COURSE TARGETED TO THE ADVANCEMENT OF DIAGNOSIS AND RESEARCH ACTIVITIES IN ANIMAL HEALTH BY A PANEL OF EXPERTS



# A NEW APPROACH TO USER EDUCATION

Modern IT offers on line EBM bibliographic data banks

to the researchers



**a new multi-skill approach  
a librarian  
is challenged  
to apply  
in user education activities  
for the health personnel  
*knowledge management and  
empowerment*  
within the II.ZZ.SS. in Italy**



# INPUT 1

The analysis of a **domestic customer satisfaction survey**, carried out by a team work in BIBLIOSAN, in 2008, by means of a questionnaire filled by the health library users/researches



## INPUT 2

the course organized in 2008 by *The II.ZZ.SS. Virtual Library*  
“*The use of health electronic resources for scientific research*”

- 7 editions: from october 2007 to may 2008, throughout Italy
- 328 participants
- targeted to veterinarians, biologists, chemists, pharmacists



All the participants were asked to fill a questionnaire,  
to detect the level of knowledge and use  
of the health electronic resources available



## INPUT 3

A **facilitation route** concerning *information retrieval activities* started in 2009, organized by the Training and and Education Department and the Documentation Department of the IZS-S, in Sassari, involving 45 researchers



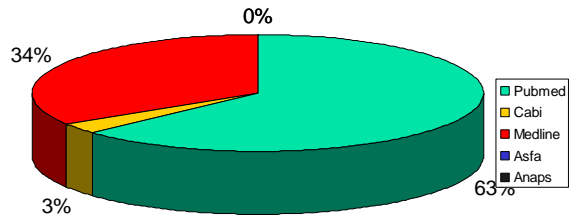
All the trainees were asked to fill **a questionnaire**, to detect the level of knowledge and use of the health electronic resources available

The questionnaire is framed into 3 sections containing a set of questions: **scientific information, scientific production,**  
**clinic diagnostics**

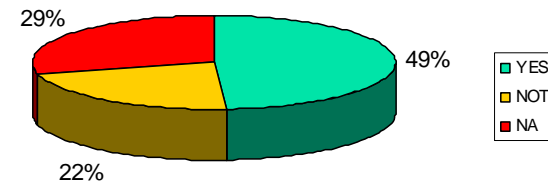


# SCIENTIFIC INFORMATION

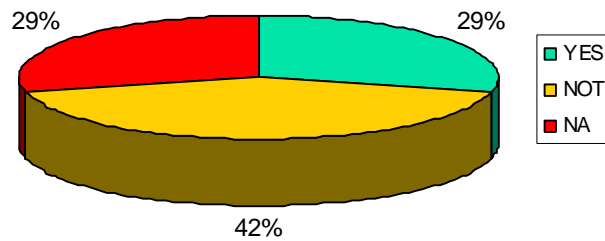
WHICH DB DO YOU USE FOR YOUR UPDATING?



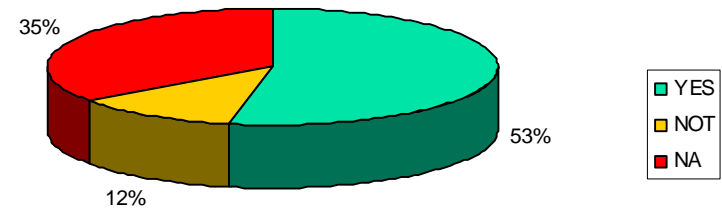
DO YOU USE EBSCO A TO Z CATALOGUE via BIBLIOSAN?



DO YOU USE EBSCO A TO Z CATALOGUE via ACPN?

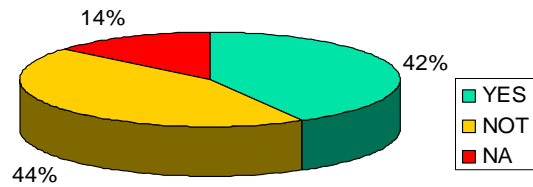


ARE YOU ABLE TO USE NILDE DD SYSTEM?

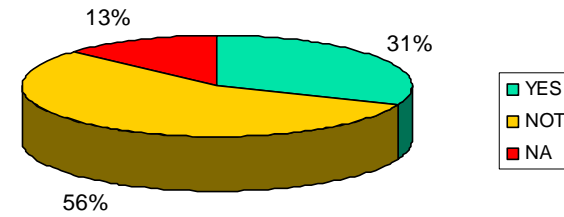


# SCIENTIFIC PRODUCTION

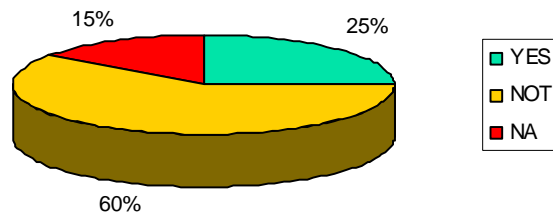
DO YOU KNOW WEB OF SCIENCE?



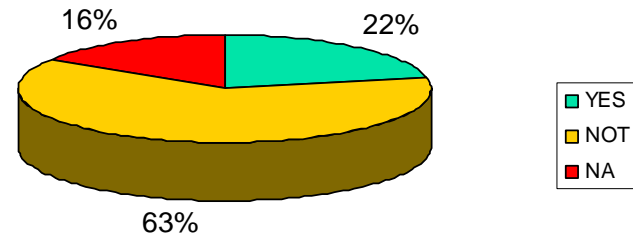
ARE YOU FAMILIAR WITH WEB OF SCIENCE?



ARE YOU FAMILIAR WITH JCR?



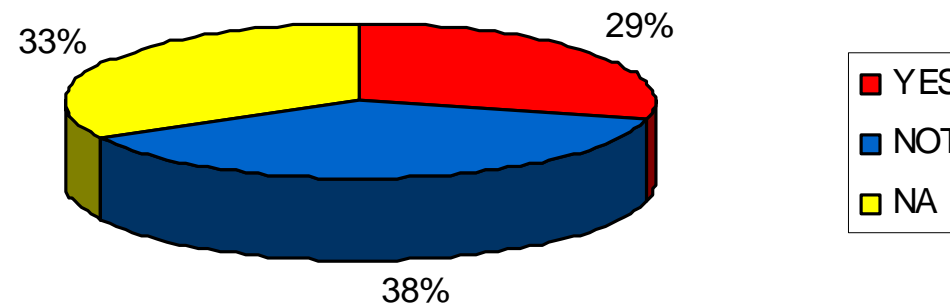
DO YOU USE OPEN ACCESS FOR YOUR PUBLICATIONS?





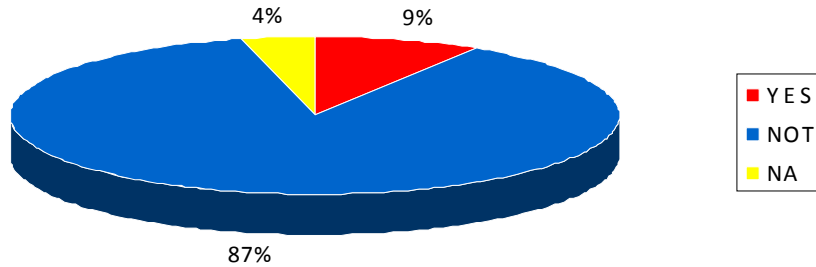
# CLINICAL DIAGNOSIS

DO YOU APPLY THE EBVM TOOLS TO MAKE DIAGNOSES?

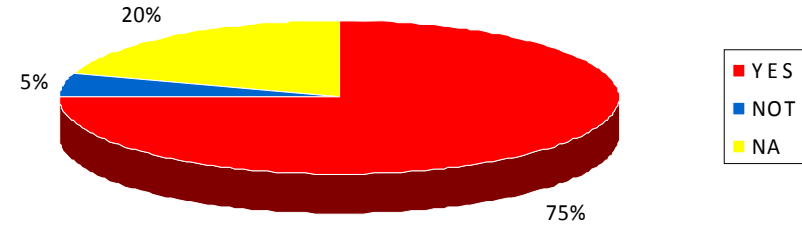


# CLINICAL DIAGNOSIS

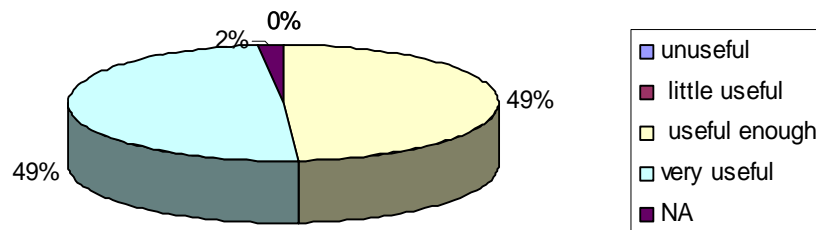
CAN YOU ACCESS COCHRANE LIBRARY?



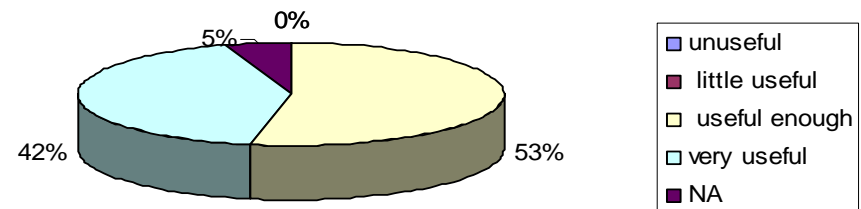
DO YOU DEEM PROFITABLE TO PUBLISH YOUR PAPERS IN AN INSTITUTIONAL OPEN REPOSITORY?



HOW DO YOU ASSESS THE LIBRARIAN'S SUPPORT TO AN EFFECTIVE RESEARCH STRATEGY?



DO YOU THINK THAT THE "ADVANCEMENT GROUP" TRAINING METHODOLOGY IS EFFECTIVE TO THE PROPER USE OF THE HEALTH ELECTRONIC RESOURCES?



# DATA ANALYSIS

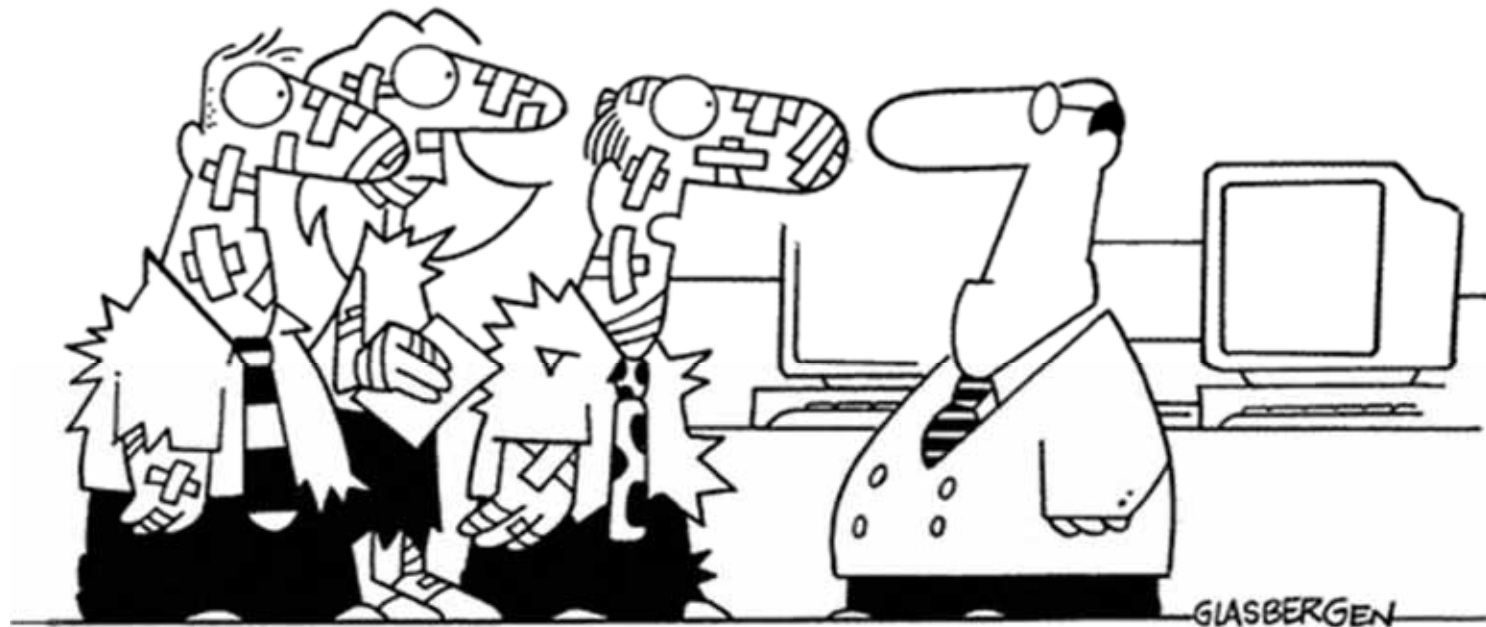
The researchers' DB knowledge and use level proved to be not standardized and almost fragmented

The librarian's support is acknowledged as relevant



# DATA ANALYSIS

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**“Frankly sir, we’re tired of being  
on the cutting edge of technology.”**



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# PROJECTS



## IZS SARDEGNA

*“Presentation and discussions of cases, reports, research projects and new diagnostic methodologies to the advancement of diagnostic and research activities in the field of animal public health”*

## IZS LAZIO

*“The effective use of health electronic resources the advancement group”*



# IZS SARDEGNA

## The user education route :

*“Presentation and discussions of cases, reports, research projects and new diagnostic methodologies to the advancement of diagnostic and research activities in the field of Animal Public Health”*



# CULTURAL BACKGROUND

- **Il.ZZ.SS. “in site” research**
- **EBM**
- **EBPH**
- **EBVM**



# EBVM history

- 1998: the first reference to EBVM is published in *Veterinary Record*
- 2000: *Praxis Veterinaria* introduces a new section: “Evidence based veterinary medicine”
- 2004: the *College of Veterinary Medicine* of the *Mississippi State University* organizes its first symposium about EBVM
- 2006: Perugia, 2nd Workshop of Applied Veterinary Epidemiology: the second session concerns EBVM





# AIM

The advancement of a process, a situation or a procedure

the goal of this project was to create such a **climate** that learning could be fostered by the interaction between **a group of peers** who have met each other **to improve and standardize the clinic diagnostics** of some basic pathologies for Veterinary Public Health



**the advancement group** will carry out a **dossier** containing the guide lines to study and make a diagnosis as well as the diagnostic protocols of the pathologies under study



# COURSE OUTLINE

six meetings: 1 every 2 months

The programme:

- Presentation of the topic/issue  
(case from anamnesis to diagnosis)
- Scientific literature to support the diagnostic process
- Information retrieval
- Access to the documentation through the most significant websites



# UNDERWAY TRAINING PROCESS

2 meetings out of the 6 ones scheduled have taken place concerning Paratuberculosis and parassitoses

The bibliographic research activities have been mentored by the librarian

## Information resources:

### First day

- Google Scholar
- The portal BIBLIOSAN
- Open access
- Institutional open archive

### Second day

- JCR
- the Cochrane Library
- the institutional repositories
- the open access journals



# CONCLUSIONS

- An **effective search strategy** focusing on the integration of the various resources at disposal is the actual didactic goal of the project
- This experience consolidates **the librarian role** within the Research Public Boards, not simply in terms of authoritativeness or status, but **in terms of SERVICE**, thus emphasizing his/her support to the experts in an effective and efficient way





# IZS LAZIO

**“The effective use of health electronic  
resources**

***the advancement group”***



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# AIM

To produce **taylor-made specific guidelines** tutoring our library users to the effective use of the health electronic resources available by means of the contribution of a **panel of prominent researchers** operating within IZS-LT

**THE GUIDELINES WILL BE PUBLISHED ON THE IZS-LT INTRANET  
BY DICEMBRE 2010**

<http://www.izslt.it/izs/>

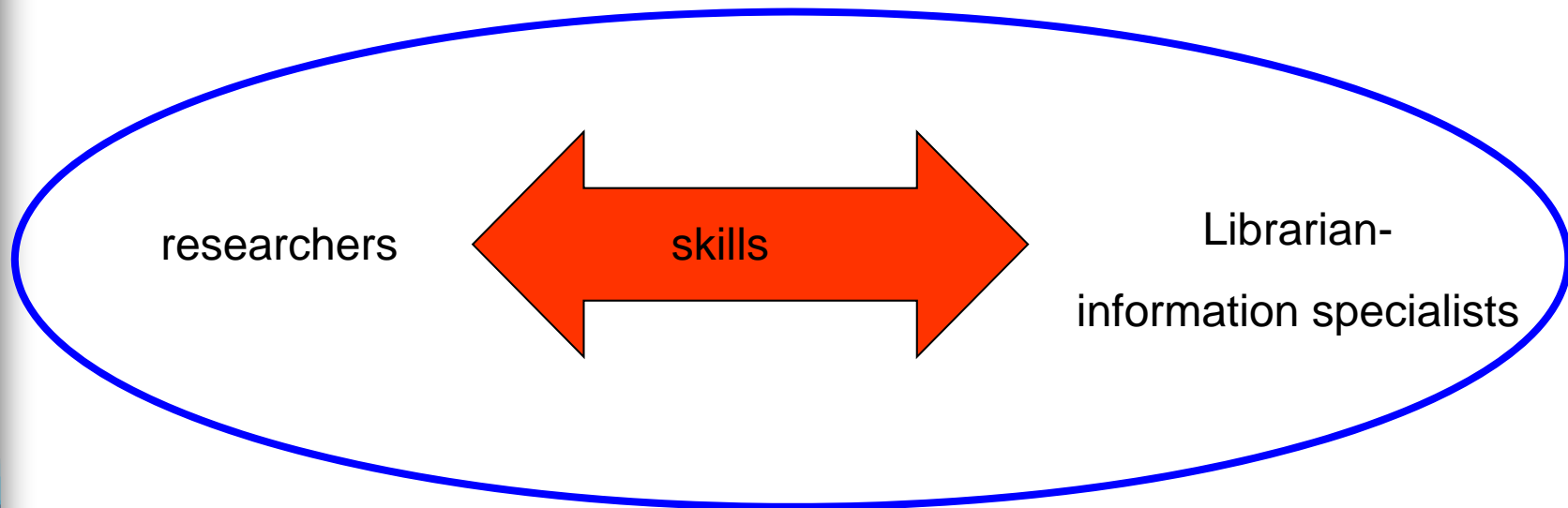


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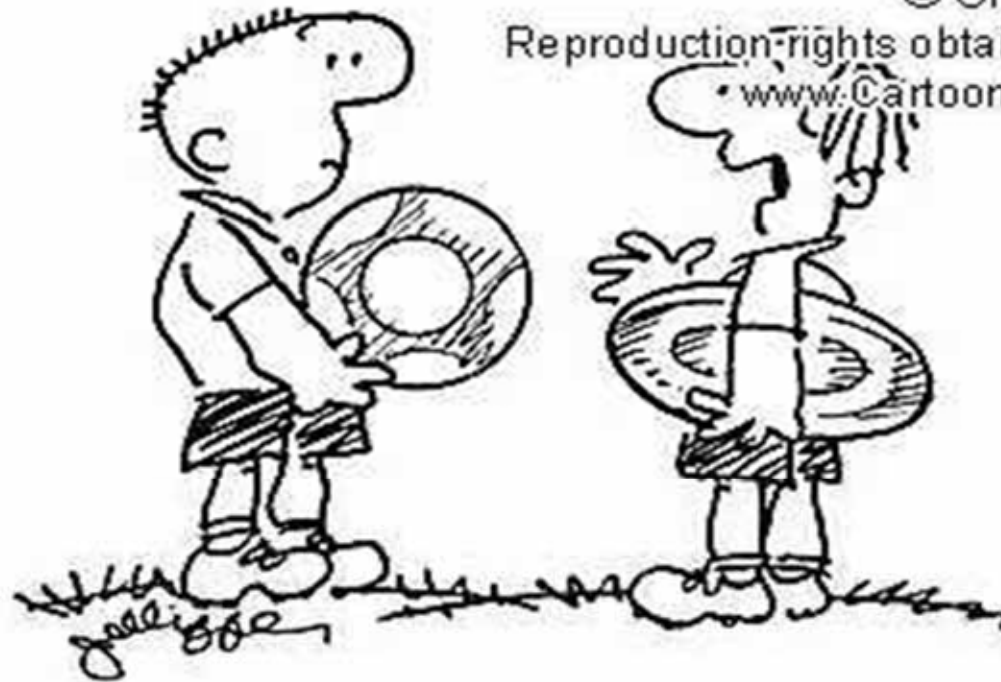
THE HEALTH LIBRARIANS' MULTI-SKILLS APPROACH IN "SITE TRAINING AND EDUCATION": THE EXPERIMENTAL SUPPORT ACTIVITY CARRIED OUT IN A TRAINING COURSE TARGETED TO THE ADVANCEMENT OF DIAGNOSIS AND RESEARCH ACTIVITIES IN ANIMAL HEALTH BY A PANEL OF EXPERTS



# ADVANCEMENT GROUP



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"You play ball with me and  
I'll play ball with you!"



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# COURSE OUTLINE

4-day course, 15 participants, 2 librarians

1. Participants selection
2. Observation grids framing
3. Presentation and demo of the DB at disposal
4. Grid collection, debate and final synthesis
5. Customised Guidellines layout
6. Customer satisfaction questionnaire
7. Learning test
8. Guideline editing by december 2010



# PARTECIPANT SELECTION

1. Representative sample of each Department within IZS-LT (food safety, infectious diseases, diagnostics, parasitology, animal welfare etc.)
1. Familiarity with our Library informative resources and holdings
2. high quality scientific production



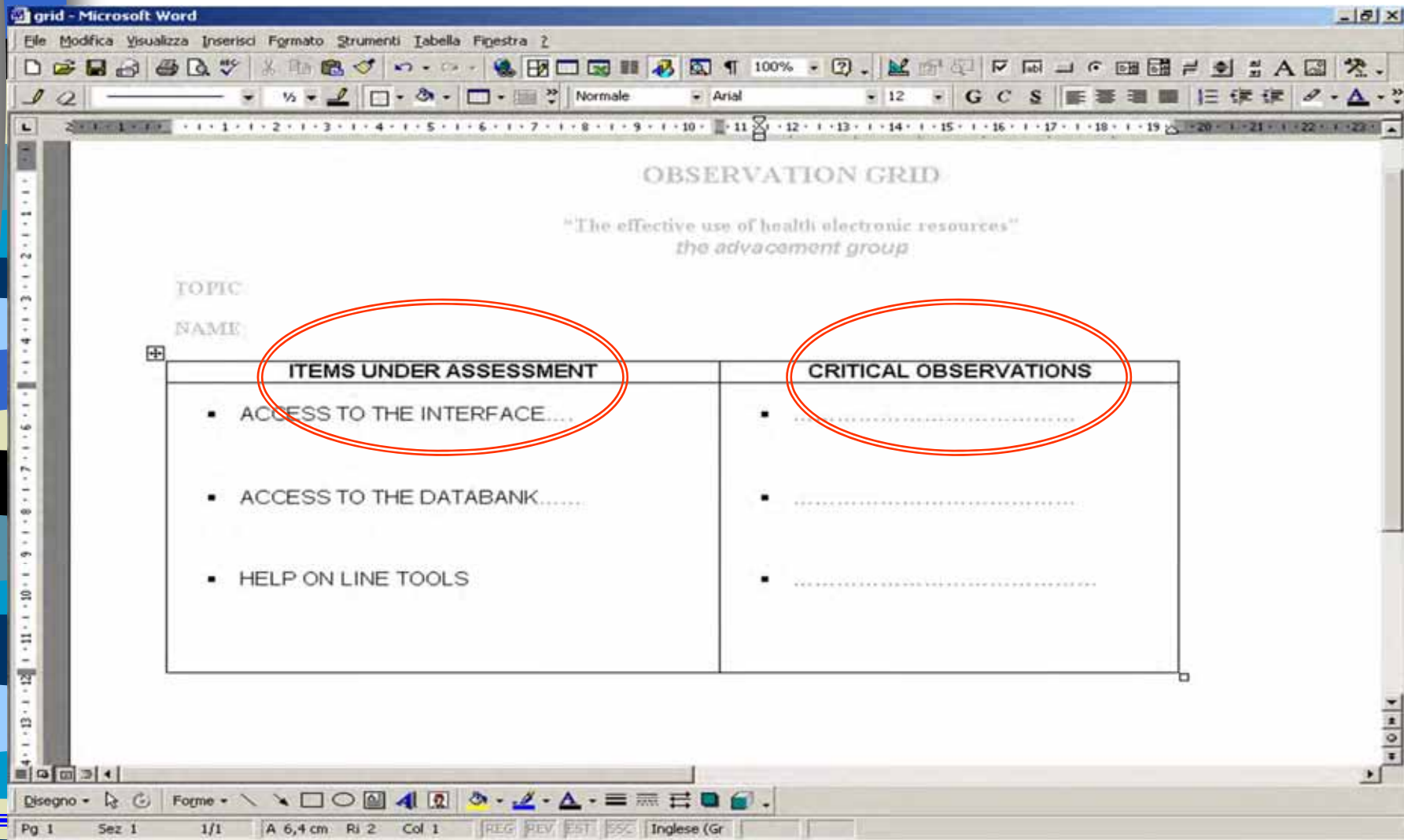
# OBSERVATION GRIDS FRAMING

- not to appraise the trainers' teaching ability, methodology or techniques
- not to weigh the *pros* and *cons* of the single product
- not to assess the single product
- not to assess the learning increase

A tool to foster a **critical approach** to  
the *information retrieval* and *knowledge management* process  
within a given DB and  
to single out and highlight the **intricacies**  
the researchers do experiment in their queries



# THE GRID



# CONCLUSIONS

## FINAL TEAM-WORK PROPOSAL TO WORK OUT THE GUIDELINES TO THE USE OF THE ELECTRONIC RESOURCES

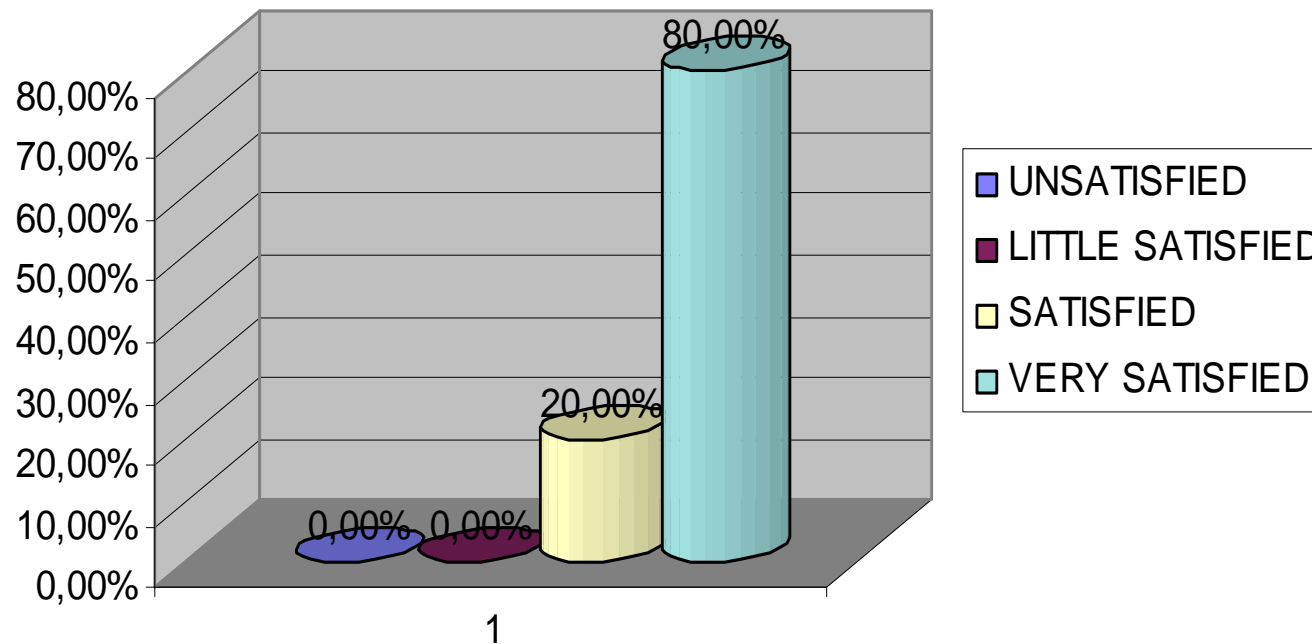
1. HYPERTEXTUAL PDF FORMAT
2. SCHEDULE :
  - DETAILED SOURCE DESCRIPTION
  - SPECIFIC FEATURES of the CONTENT  
(SUBJECTS, SERVICES, type of documents retrievable...)
3. **RESOURCES INTEGRATION**
4. EXERCISES about SPECIFIC TOPICS
5. BIBLIOGRAFIC RESEARCH SIMULATION BY FLOWCHART



# FEEDBACK

- a lively, keen, high-spirited climate which set up a virtuous circle
- a high satisfaction rate as processed by the customer satisfaction questionnaire

OVERALL ASSESSMENT



## THE LIBRARIAN NEW ROLE

A multi-skill approach:

- advanced IT knowledge and expertise
- attitude to reference activities
- ability to understand a special technical jargon
- ability to act as a tutor
- basic knowledge of the scientific sector concerning the advancement group
- social intelligence: empathy, ability to set up relationships and to moderate group dynamics



**Should you need any further information....**

**... do not hesitate to contact us at:**

■ **IZSLT**

**biblioteca@izslt.it**

■ **IZSS**

**elisa.piras@izs-sardegna.it**



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# THANK YOU!



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