

# SCC/MLA Annual Meeting Abstracts October 12-14, 2021



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## Papers

### Putting It All Together: Library Resources, Course Reserves, and Textbooks

Marlene Bishop, LSU Health Sciences Center New Orleans

This paper describes how an academic health sciences library created a system for identifying and obtaining required textbooks in order to more effectively provide affordable textbook options to the student population. To achieve this goal, it was necessary to obtain and harvest data from a variety of sources including the registrar, bookstore, course coordinators, instructors, and department heads. The project included processing information from multiple documents into spreadsheets and the ILS course reserves module. Starting in the summer semester of 2020, we reviewed and updated the content of the course reserves module, developed a new book request form in Microsoft Forms, contacted program coordinators, created spreadsheets to track all incoming data, developed a system to check holdings, identify price and availability for both print and online access, as well as track ordering and cataloging through completion, and created workflows for communicating with instructors and providing follow-up information. Our reserves collection has always been an essential and popular service. Affordable learning is also an increasingly important initiative in academic libraries, especially in Louisiana, which recently signed into law Act 125 to require institutions to identify affordable textbook options in higher education. This project not only allowed us to acquire needed resources and update our course reserves module, but it also expanded faculty and student knowledge of library resources and fostered new relationships with all of our schools and programs.

### A positive in the midst of it all: the effects Covid-19 has had on creating more inclusive library services

Rachel Blume, Texas A&M University

\*First time presenter

The Covid-19 pandemic has upended the methods librarians and libraries use to safely maintain services to library users. With the sudden change to an online environment, librarians and staff were forced to adapt almost overnight. Despite this challenging period, as a public health librarian, I have encountered the unexpectedly positive opportunity to transform my instruction and library service to be more accessible and inclusive. By virtually meeting with my students in their homes, or at their work, I have come to understand the needs of my user groups much more clearly. I know now that many of them are working in hospitals or offices already or that several of them are parents. Being forced to use online tools, I've discovered that meeting with students via Zoom allows me to increase accessibility and reach through things like recording a research consultation for later viewing, better serving working students

by meeting on Zoom during their breaks or taking advantage of the chat function to overcome barriers to verbal communication with my many international students.

This presentation will discuss my experience, including the discoveries I made in inclusivity, and most importantly the implications for the future as I transition back to the office. My hope is that the opinion and expertise of students and instructors on digital tools and online learning has shifted for good. So, while many may be dreaming of a return to pre-covid practice, I will use this experience to permanently change and improve the inclusivity of my work.

### [Embedding Graduate LIS Students into the MLA Research Training Institute \(RTI\): A Unique Model for Research Methods Education](#)

Ana D. Cleveland, University of North Texas Department of Information Science

Jodi L. Philbrick, University of North Texas Department of Information Science

Susan E. Lessick, University of California – Irvine

Emily Vardell, Emporia State University School of Library and Information Management

**Background:** The MLA Research Training Institute (RTI) is an immersive online training program funded in part by the Institute of Museum and Library Services to equip practicing health sciences librarians with advanced research competencies related to scholarly research, inquiry, and publishing. As indicated in the literature, there is a lack of research skills in most graduates of programs of information and library science. The 2021-2022 RTI Online Embedded Student Program and academic partnerships, which has formed a new model for research methods education in graduate library and information sciences (LIS) master's programs, addresses this need.

**Description:** The RTI Online Embedded Student Program is a pilot research methods education project for LIS graduate students. Advanced research instruction and the educational experience of developing and implementing a research project are included. Four students from the University of North Texas (UNT) Master of Science in Information Science program and two from Emporia State University (ESU) School of Library and Information Management program were embedded in the 2021 RTI cohort. In addition, the practicing health sciences librarians and the student fellows engaged in one-on-one meetings with the academic liaisons from UNT and ESU and small group meetings. Research topics and plans will be shared.

**Conclusions:** The pilot project can serve as a model for other LIS master's programs for improving the quality of research methods instruction. It provides advanced research methods education as part of a formal LIS graduate-level course. It innovatively offers real-world opportunities (experiential learning) for LIS graduate students to collaborate with LIS practitioners.

## Comunidad Book Club: Planning, Lessons Learned, and Application to Health Sciences Librarianship

Ana Corral, University of Houston

\*First time presenter

The Comunidad Book Club (CBC) formed as a partnership between the Blacksburg Public Library, El Centro, the Hispanic and Latinx Cultural and Community Center at Virginia Tech, and the University Libraries at Virginia Tech. Discussions among various stakeholders in the community regarding the need for space to engage with the Spanish language led to the formation of this collaborative book club. A trial run was set for six months with the possibility of continuing funding and support contingent upon success and reception of the book club. Future iterations, including those centered in the health sciences, were also discussed. The CBC went through various evolutions and like most library programs today, was adversely impacted by the COVID-19 pandemic, leading to modifications and restructuring to virtual programming. Despite these challenges, the book club remains an active and ongoing book club to this day. By implementing best practices from community-focused librarianship, such as community inclusion during program planning and decision making, mindful partnerships with community organizations, and strategic goal setting, health librarians and health sciences libraries can partner throughout their institutions and in the community to promote health and information literacy, the dissemination of health information, and health-related programming for their communities.

## Question Formulation Skills Building Among Dental Hygiene Students

Jon Eldredge, University of New Mexico. Health Sciences Library and Informatics Center

Christine N. Nathe, Professor and Director, Dental Hygiene Program, University of New Mexico

\***Research**: Randomized Controlled Trial

\*First time presenter

### OBJECTIVE:

The first step in the Evidence Based Dentistry process consists of formulating an answerable, focused clinical question. Dental hygiene students at our academic health sciences center learn their Evidence Based Dentistry skills during their second year. We had noted that students had made marked improvement in their formulated questions after training and application of their skills with the assistance of a rubric.

We wanted to answer the question: How much training do students require in order to use the question formulation rubric effectively: a brief 5-minute overview or a 25-minute training that included a student peer assessment application exercise?

### METHODS:

Randomized controlled trial. All 24 students took the question formulation pre-test on the first day of the course on January 22nd. The two instructors scored the students' formulated questions with the students' identities concealed. As expected, there were no statistical differences between the intervention or control group pre-test scores. The instructors administered the post-test on February 19th after the Intervention group had received the instruction and rubric with the Control group only having received the rubric with a brief explanation. The instructors scored the Intervention and Control group post-tests with the students' identities concealed.

## RESULTS

The investigators employed a paired t-test to analyze the pre- and post-test score differences for each student in the Intervention and Control groups. We will report our findings at the October 2021 SCC/MLA Annual Meeting.

## Let's get physical! Meeting the accreditation and institutional needs of students through a remodel.

Julia M. Esparza, LSU Health Shreveport Library  
William Olmstadt, LSU Health Shreveport Library  
Kathleen Bloomingdale, LSU Health Shreveport Library

**Purpose:** This paper describes the six-year process to remodel parts of the LSU Health Shreveport (LSUHS) Library ground floor into a new 24/7 student study hub to help meet the accreditation and institutional needs of LSUHS.

**Setting/Participants/Resources:** The LSUHS Library working with vendors and LSUHS maintenance.

**Brief Description:** The Library ground floor originally contained the archives, journals, Technical Services section, two multipurpose rooms and study carrels. In 2015 a study was conducted and plans were developed for a new 24/7 Information Center for students. The Assistant Director for Technical Services began identifying journals in print that also had electronic archives. This continued until 2018 when journal withdrawals began. At the same time, plans changed and part of vacated ground floor was given to another department. That required an accelerated moving plan with getting the Archives moved to a different location in 2019. Furniture was identified and labeled to move to surplus or other floors of the library to keep for when the ground floor was cleared. Once the journal collection was relocated the older furniture was placed to make more study space. In 2020, funds became available for remodeling the student space. The normal remodeling decisions had to be made, rooms were gutted and remodeled, and new furniture had to be ordered. Excel was utilized in a unique way to visual types of furniture and layout.

Results/Outcome: The work of all parties has resulted in a bright, vibrant and incredibly useful 24/7 study space for students and resident/fellows.

### Bringing researchers together with the development of a campus center

Margaret J. Foster, Texas A&M University

Stephanie Fulton, Texas A&M University

Thomas D. Halling, Texas A&M University

Molly Crews, Texas A&M University

Robin Sewell, Texas A&M University

Bruce Herbert, Texas A&M University

\*First time presenter

This presentation will detail the development of a research center- the Center for Systematic Reviews and Research Syntheses (CSRRS) at Texas A&M University. Content will include the evolution from the original idea to obtaining approval of the Texas A&M Board of Regents and the implementation of the proposal. The CSRRS seeks to meet the challenge of review authors using inefficient practices and/or not following appropriate standards when conducting reviews. These practices can lead to incomplete research as well as manuscripts that are not published due to lack of rigor. The Center has three main research questions:

- What techniques/methods/resources can be utilized to improve the efficiency of information retrieval and other review processes?
- How to best promote systematic review methods across more disciplines?
- What are the best practices for documenting, archiving, disseminating and tracking research syntheses to increase and track their societal impact?

In addition to research, the Center will provide education, service and outreach related to research syntheses, especially related to searching, project management, and promotion of reviews. Research centers have potential to produce impactful interdisciplinary research, increase the visibility of the library, and increase the capacity of the library to conduct research and get grant funding.

### Developing a Faculty Roles Crosswalk for Health Sciences Librarians

Laura Hall, University of New Mexico Health Sciences Library and Informatics Center

Jonathan Eldredge, University of New Mexico Health Sciences Library and Informatics Center

\***Research**: Job Analysis

#### OBJECTIVE:

Approximately half of the Health Sciences Librarians (HSLs) affiliated with academic health

sciences centers in the United States have faculty status. Faculty status enables HSLs to collaborate with their basic sciences or clinical sciences faculty colleagues as peers.

Translating HSL faculty responsibilities into terms that their faculty counterparts can understand represents an ongoing challenge for HSLs. This translation process comes into sharp relief when HSLs with faculty status need to seek a promotion or wish to secure tenure. This translation requires HSL faculty members to prepare a dossier intended to persuade a faculty review committee filled with non-HSL faculty members.

#### METHODS:

Job Analysis. HSLs at University of New Mexico Health Sciences Library and Informatics Center wanted to clarify faculty roles to upgrade a faculty promotion policy. They consulted faculty guidelines available for the university and the medical school's departments. They requested policies from health sciences libraries in the U.S. with similar faculty requirements. For each HSL role, the authors searched for an equivalent basic science or clinical faculty role. The authors studied the MLA 2018 competencies and the criteria for promotion within the Academy of Health Information Professionals (AHIP).

#### RESULTS:

The authors organized their list into major Education, Research, and Service categories. They transformed this list of categories into a "crosswalk" document, which allows the reader to find an HSL role and match it to an equivalent basic science or clinical faculty role.

#### CONCLUSION:

The Crosswalk framework can be adapted by HSLs at other institutions to demonstrate that HSLs perform equivalent roles as their basic sciences or clinical faculty colleagues.

### [Bringing Early-Career Armadillos Together: Report of the Early Career Librarians Working Group](#)

Laura Haygood, UNTHSC Lewis Library

Laura Wright, Tulane University

The idea was born out of a round table that occurred at the Oklahoma City meeting in 2019. The working group was proposed to the Executive Committee in April 2020, and work began in summer 2020. While the group is focused on providing opportunities for new and early career librarians, membership is open to everyone.

The group has worked on a variety of projects over the past 18 months- piloting a mentorship program within SCC, hosting an early career panel with experienced SCC members, and a mid-year social event. Multiple group meetings have brought up additional ideas for projects to

benefit new and early career librarians. Future projects and the status of the group will be discussed.

## The Most Successful Predatory Publisher: OMICS in PubMed Central

Travis Ford Holder, Texas Medical Center Library

\***Research**: Database evaluation

\*First time presenter

A U.S. Federal court judge found that the publisher OMICS international engaged in deceptive practices, including misleading claims of peer review. Several OMICS journals are listed in the National Library of Medicine Catalog, and while they are not indexed for MEDLINE, some articles from these journals are included in PubMed Central in compliance with Public Access Policies.

Who is OMICS Publishing Group and how extensive is its presence in PMC? This presentation will examine the articles and journals that users risk encountering through PubMed.

This investigation is being conducted with an understanding of the importance of discussing journal evaluation to faculty, staff and students who are eager to publish. It is necessary for them to identify the problematic features of OMICS journals when submitting their articles for publication, especially since their potential appearance in PubMed search results gives them an air of legitimacy.

## Guidelines Stat!

RaeAnna Jeffers, University of Texas at Arlington

**Introduction:** A robust conversation about access to current, high quality, reliable clinical practice guidelines is needed to ensure the continuity of evidence-based practice principles in healthcare. As a Registered Nurse and Health Sciences Librarian, this author uncovers a myriad of issues involving clinical practice guidelines.

**Background:** Evidence-based practice and information literacy principles state that users must have skills to articulate their need, find, access, evaluate, and then translate information into practice. Health care practitioners experience roadblocks at every stage of this process which impacts long-term health outcomes for patients and populations, as well as overall job satisfaction for the health practitioner.

**Conclusion:** The aim of this paper is to elucidate issues, discuss methods used to connect users to guidelines, and provide a vision for the future to connect health care practitioners to the fundamental information necessary for their daily practice.

## DIY Library Strategic Planning Steps

Zahra Kamarej, Arkansas Colleges of Health Education

Connie Manning, Arkansas Colleges of Health Education

Sonya Lemke, Arkansas Colleges of Health Education

\***Research**: Library Leadership Research

\*First time presenter

Strategic planning is the lifeblood of a library. Without it the business of the library will move forward without a vision of what your constituents want and need, or what needs to change as you move forward to the future. It is highly recommended to do strategic planning every 3-5 years, but particularly when a new Dean or Director starts at an institution. This could be their first assignment to figure out a direction for the library.

The following steps need to be taken to plan for a strategic direction: Timeline, Blueprint, Preferred Scenario, Vision, Values, SWOT, Goals, and the SP document. All the above steps need to happen in brainstorming sessions with your library employees. The Strength, Weakness, Opportunity, Threat (SWOT) fact finding should happen in brainstorming sessions with Faculty, Students, Staff and Library employees.

Once you have all the data by taking the steps mentioned in the previous paragraph, write a short document starting with your institution's vision, your library's vision, your values and broad goals for the world. For the library employees, in addition to the main document, you add the detailed goals in a worksheet. Everyone in the library will be responsible for contributing to these goals, and their contributions will be reflected in their evaluations. It is a good idea to review these goals every six months and reflect on your progress.

## Five Years of Library Discovery System Usage at an Academic Health Sciences Library.

Scott Murray, Oklahoma State University Center for Health Sciences

\***Research**: Program Evaluation

Objective: To evaluate how an academic health sciences campus uses a library discovery system to search, discover, and access resources during a 5-year period (July 2016 to June 2021).

Setting: Library users in this study include medical students, graduate students, faculty, and staff in a mid-size city as well as residents, physicians, and clinical staff at university clinics throughout the state. The university campus includes a medical school and graduate programs in Athletic Training, Biomedical Sciences, Forensic Sciences, Health Administration, and Physician Assistant Studies.

Methods: Compiled and reviewed analytic reports that reveal user search, discovery, and access activity.

Results: Analytic reports showed what components of a library discovery system were used the most, the least, or had moderate consistent usage. These features include basic searches, advanced searches, full record views, title views, available statement clicks, citation generator clicks, facet filtering, popular searches, and others. The reports also showed increased usage over a 5-year period.

Conclusion: Knowing what researchers use in a library discovery system can facilitate discovery experience improvement. Most used features could be made more visible and accessible in the discovery interface. Least used features could be removed to improve the visibility of more helpful features in the discovery layer. In addition, knowing popular searches and titles viewed could help with collection development.

## Getting Schooled on Instruction: A Needs Assessment on Teaching Competencies for Librarians

Catherine Pepper, Texas A&M University, Medical Sciences Library

Thomas D. Halling, Texas A&M University, Sterling C. Evans Library

\***Research**: Cross-sectional

### Introduction

Instruction is a competency defined by the Medical Library Association and is a job requirement for many public services librarians. However, little opportunity for training in pedagogy exists in formal training venues, including library school, relegating librarians to learn how to teach on their own. The lack of standardization for pedagogical skills leads to inherent risks in librarians' teaching competency levels, which could result in content gaps, becoming experientially stagnant, and a potential for instruction irrelevance for learners. Therefore, one of the primary competencies for librarians involved in health sciences curricula lacks an academic foundation and is largely consigned to situational, experiential learning. The research questions are: How do librarians learn to teach? What specific pedagogical skills do librarians need to acquire?

### Method

A 9-item survey on pedagogical training needs for health sciences librarians was sent to several library association distribution lists. Participants were asked to identify areas of instruction responsibility, how they learned to teach, and which of 38 areas of pedagogical training are needed. Respondents were invited to share their recommendations for methods to improve teaching competencies.

### Results

Preliminary results from a small pilot study indicate that “Curriculum and instructional development”, “Assessment methods”, “How to ensure deep learning rather than surface learning, and “Effective active learning” are areas of highest need. Full results will be presented at the meeting.

#### Conclusion

Recommendations and conclusions will be presented at the meeting.

### [Pandemic Adaptations: How a Consumer Health Library Shifted Gears](#)

Valerie Prilop, The University of Texas MD Anderson Cancer Center

Adela V. Justice, The University of Texas MD Anderson Cancer Center

Like many other libraries, this hospital consumer health library closed in March of 2020 due to the coronavirus pandemic and was closed until June of 2021.

Prior to the pandemic, the library served the vast majority of its patrons face-to-face in two locations on the institution’s main campus. While service was also provided via email and over the phone, those interactions were generally informational or simple reference requests. The sudden closure of the library meant the staff had to dramatically shift gears and find new ways to reach patrons. Some of these new ways turned out to be successful, but other ideas were unable to be implemented. Others, once implemented, didn’t go as well as hoped.

The staff faced a number of challenges throughout the 16-month closure. These were due to factors that included the large size of the institution, the nature of the patron base, and the various personal and professional challenges faced by the staff.

This presentation will share the new services that were implemented during that time, review the challenges encountered, describe how things looked different when the library reopened, and discuss how the pandemic has changed the library moving forward.

### [Where's the Fire? Resource Access Diagnostics at Your Library](#)

Joanne Romano, MLS, Texas Medical Center Library

Nha Huynh, MLIS, Texas Medical Center Library

When access to your library’s electronic resources is disrupted, it can be a minor inconvenience or a major catastrophe. Happiness abounds when you’re able to deliver the content your patron could not access, but then the real work begins: diagnosing and resolving the cause. Causes can be simple or convoluted. Is it your authentication system, a vendor platform upgrade, a corrupted URL, a glitch with vendor identity management software, a ceased title or an obsolete URL bookmarked on the user’s computer? The possibilities are endless. Finding the

cause requires solid guidelines and staff training. Librarians share their knowledge resolving access issues, including their ever-evolving resource access diagnostics guide.

## It's Worse than You Think: Significant Search Function Unreliability in the Major Medical Databases

Amy Sisson, Texas Medical Center Library

Lara Ouellette, Texas Medical Center Library

\***Research**: Applied research

\*First time presenter

**Objective:** This study sought to determine whether six individual major medical databases returned internally consistent search results from day-to-day.

**Methods:** A search strategy was developed in Medline Ovid and subsequently translated to CINAHL, Cochrane, Embase, PubMed, and Scopus. This strategy was run in each database every day for a period of two months in 2019, and the line-by-line results were analyzed on an ongoing basis to identify internal anomalies. When issues occurred, we contacted the appropriate vendor and kept detailed records of the troubleshooting process. The process was repeated for the same two-month period in 2020.

**Results:** Significant issues were identified in four of the six databases, including missing data sets (Medline Ovid); unexplained decreases in results from one day to the next (Scopus); discrepancies when searches were run from a saved strategy versus manual re-entry (Cochrane); and faulty syntax or retrieval functionality (Medline Ovid, Cochrane, and Embase).

**Conclusions:** This study demonstrates that literature search results in four of the major medical databases were unreliable during the initial two-month observation period, and that these issues appear to have unrelated causes. Based on these occurrences, as well as additional problems identified from the end of the study period until this writing, we further conclude that database unreliability may be the rule rather than the exception. In addition, these issues have a particularly negative impact on the potential reproducibility of systematic review searches.

## Organizational Change Through Flexibility & Expansion

Lisa Smith, MLS, Univ. of Arkansas for Medical Sciences Library

Susan Steelman, MLIS, AHIP, Univ. of Arkansas for Medical Sciences Library

**OBJECTIVE:** To examine an organizational change effort undertaken by an academic health sciences center library.

**METHODS:** Pre-pandemic the library administration conducted listening tours with staff and faculty which identified opportunities for organizational change. Technical services workflows were reimaged. Administrative positions were realigned and vendor negotiations, contracting and licensing were migrated to the administrative team. Additional faculty positions were recruited to allow for the expansion of the education and research services (E&RS) unit.

**RESULTS:** A scalable public service presence was created. Extensive programming, clinical support, research, outreach and education is provided by E&RS. As the only academic health science center serving our state, it was imperative that we grow the department to align with the size and scope of audience served.

Cross departmental work was maximized while reducing redundancy. Drawing upon the metadata skills within the Archives program we migrated the discovery and resource management team to the Archives department to maximize managerial oversight of similar processes, independent of the topical content of materials. This increased cross departmental opportunities for working in teams, and provided cross functional project support. Budgeting / Contracting were also addressed. Resource Management & Administrative units both focused upon contracting, invoicing, vendor relations, budgetary oversight and licensing. Resource management was centralized within the Administrative unit to centrally house these functions.

**CONCLUSION:** By reviewing cross departmental role redundancy and reallocating work effort the library was positioned to grow and extend the reach of the E&RS program.

### [The intersection of information skills and behaviors with the steps of EBP in local professional health programs curricula](#)

Micah J. Waltz, Texas A&M University  
Heather K. Moberly, Texas A&M University  
Catherine Pepper, Texas A&M University  
Christina Seeger, Texas A&M University  
Stephanie Fulton, Texas A&M University

\***Research**: Instructional research

#### Objective:

This research continues an examination of how information skills and behaviors are present in program-level curricular documents from five professional health programs at one university, including a veterinary curriculum.

#### Methods:

Using a nine-category rubric for qualitative coding, each curricular outcome from five local professional health programs was coded using an inductive approach. Each curricular outcome was further analyzed by evaluating the context of their primary action verbs.

The information from the local programs' curricula was mapped to the steps of EBP to provide a framework for sustainable instructional support.

#### Results:

All five programs had curricular competencies that implied information skills and behaviors—such as “lifelong learning.” A common emphasis of the curricular outcomes was “evaluating information.”

Mapping the local programs' curricular competencies to EBP highlights the multiple needs for health sciences librarians in developing and delivering contextualized instruction in accessing, identifying, and evaluating information necessary to apply the evidence for clinical or public health decisions.

#### Conclusions:

Five program-level curricular documents contained valuable data about which information skills and behaviors are emphasized in the local health sciences curricula. The mapped information skills and behaviors within the framework of EBP contextualizes designing and delivering instructional programs.

## Lightning Talks

### [Digging My Own Burrow: How This Armadillo Made a Position Their Own](#)

Michelle Green, Northeastern State University

I will talk about my experience taking on an existing position when left with almost no succession materials or information by my predecessor. I will give some tips for those in similar positions and hopefully inspire newer librarians to not only make the position their own but to ensure your successor and those who take over temporarily (however many years down the road!) are well-prepared too.

### [Learn the Library - Health Sciences: Developing a Virtual Workshop Series for Online Graduate Students](#)

Marisha C. Kelly, Northcentral University

\*First time presenter

The Library provides electronic resource access and serves students in a 100 percent online environment. Reference and instruction librarians developed a virtual workshop series aimed at School of Health Sciences students with the goal of promoting scholarly research and sharing effective search strategies for finding relevant information within the field for dissertations and assignments. The School of Health Sciences has 115 actively enrolled students pursuing a master's or doctoral degree. While online workshops focused on building general search skills and navigating discovery tools are offered weekly, targeted workshops were launched in April 2021 in an effort to increase engagement among enrolled students within the school and to boost online library usage for subject-specific databases, including Cochrane Library, PubMed, and OVID. The impetus for offering this series also arose from a review of research consultations for fiscal year 2021, which showed that out of 287 booked appointments, only 3 students from the School of Health Sciences met with a reference and instruction librarian. The "Learn the Library – Health Sciences" workshop series includes five parts: Scholarly Research; Legal Research; CINAHL and MEDLINE; Cochrane Library and OVID; and PubMed Like a Pro. Individual session registration information was posted on the Library's event calendar through LibCal and on the University's online community forum. Weekly workshops were facilitated through Zoom. Since offering the workshops, a total of 66 students have registered and 15 students were in attendance. Further considerations for increasing workshop attendance and developing asynchronous alternatives are discussed.

### Data Management & Health Sciences Researchers: Learning Together

Stefanie Lapka, University of Houston

Reid Boehm, University of Houston

Rachel Helbing, University of Houston

\*First time presenter

#### OBJECTIVE

Data Management is an integral part of health sciences research. It is a challenge to balance laboratory needs, security measures, requirements from funders, and budgeting. In light of the recent release of the NIH data management planning and sharing policy, set to take effect in 2023, the library has partnered with a librarian specializing in research data management for a webinar series.

#### METHODS

In spring 2021 the library began hosting 'lunch & learn' style webinars. Each session discusses an aspect of health sciences data management planning and introduces available resources and support, with emphasis on the new NIH grant requirements, and facilitates questions and discussion around needs moving forward. The webinars are created with a multidisciplinary

audience in mind and are promoted across health sciences programs. Each session is recorded and recordings are made available in the institutional repository.

## RESULTS

To date, the library has hosted two sessions focused on navigating grant funder requirements and getting started with data management planning using DMPtool. Over 40 attendees from across all health sciences programs have participated in the sessions.

## CONCLUSIONS

There is clear interest in the 2023 NIH data management planning and sharing policy requirements. The sessions have been a source of valuable educational opportunities and productive networking for both researchers and librarians, helping to position the library as a campus leader in research productivity. The library plans to offer more webinars on research data management that focus on data archiving, documentation, guidelines, and more.

## Making Connections: Family Resource Center Networking Survey

Casey Ruegger, Dell Children's Medical Center, Austin, TX

Darlene Ennis, Dell Children's Medical Center, Austin, TX

\*First time presenter

**OBJECTIVE:** During November 2020, we started a project to reach out to Family Resource Centers in Children's Hospitals to see what precautions they were taking during COVID-19 and what services they were still providing. Throughout the development of this project, the goal changed to creating a searchable directory including pre-pandemic services provided.

**METHODS:** The survey was distributed using a GoogleForm link to 36 centers and included questions about staffing, service, and general site information.

**RESULTS:** Survey responses included data from 36 centers received from 28 networking group members. We are providing access to the center's data through an AwesomeTable Directory and GoogleSite. The project further evolved to creating a virtual monthly networking meeting and a Listserv that allows members to ask questions and share answers with other family resource centers and consumer health information colleagues.

**CONCLUSIONS:** The data collected on center resources, initiatives, staffing and COVID 19 policies and has facilitated the formation of a valuable information and support network among this unique group of consumer health and library professionals. Members are excited about the continued opportunities for networking through the monthly meetings and listserv.

## Implementing a Customer Relationship Management (CRM) system at an academic medical library

Richard Wayne, UT Southwestern Medical Center

**Purpose:** Describes the need, selection process, and implementation process for software that enables customer relationship management (CRM).

**Setting:** An academic medical library that serves over 21,000 clients.

**Brief Description:** Data capture and reporting methods for statistical surveys and management analysis were outdated and did not adequately demonstrate library value. We evaluated available systems that were easy to use and that would complement our workflow. After a system was selected, an implementation schedule and training were planned to aid in system adaptation to our environment.

**Results / Outcome:** A powerful infrastructure is in place to satisfactorily assist with management analysis, statistical reporting, and to demonstrate important aspects of library value.

## Posters

### Building Consensus Around the Future Remote Work: One Library's Study

Sally Bowler-Hill, University of New Mexico

\***Research**: Qualitative survey

\*First time presenter

**OBJECTIVE:** The purpose of this study was to explore and understand employee perceptions of remote work as a potential option after the library returns to “normal” operations. This survey was used to develop the library’s telecommuting and remote work guideline.

**METHODS:** An 8-question, web-based survey was sent to all library faculty and staff, asking their opinions about working remotely after the COVID-19 pandemic. The study was declared minimal risk by our institutional IRB. The questions included multiple choice and free-text responses about how often employees wanted to work remotely; what tasks they believed could be done productively from home; what equipment they needed at home; and what challenges they believed the library faced with employees working remotely. Summary results from the survey were presented to all faculty and staff for additional discussion.

**RESULTS:** 85% of staff and faculty responded. All wanted to continue to work remotely part time after the pandemic. 65% preferred working from home 2-3 days per week. Meetings, consultations, answering reference questions, and taking required training were among the tasks respondents felt could be done remotely on an ongoing basis. The challenges identified included staffing the building and the demand for in-person services. The data were used to, in concert with university policies, to develop a departmental guideline.

**CONCLUSIONS:** Overall, survey responses were very consistent, indicating a broad consensus among faculty and staff about continued remote work. Future work will include periodic reviews of the developed guidelines.

### Balancing Safety and Service: One Academic Health Sciences Library's Opportunity for Innovation and Change During the COVID-19 Pandemic

Hayley Brunner, UNTHSC

Kayleen Lam, UNTHSC

Michele Whitehead, UNTHSC

\*First time presenter

In March 2020, the Gibson D. Lewis Library’s service desk looked like many typical academic health science centers: a physical desk was staffed 109 hours per week to provide textbooks, add print money, give directions, and grant visitor access. After receiving guidance that COVID-

19 might make a bigger impact than initially thought, the University of North Texas Health Science Center at Fort Worth shut down practically overnight. Like much of academia -and the world- the Lewis Library was launched into a socially-distanced digital environment where service, teaching, and engagement occurred in isolation. This poster will present a case study of a small health sciences library who took the opportunity to be innovative in the face of great change through the implementation of new technologies and workflows. Each challenge became an opportunity to not only shift the present workplace, but also allowed space for creativity to make work more meaningful for the future.

### [Beyond the Binary in the Wards and Stacks: An Analysis of LGBTQIA+-Related Research in Health Sciences LIS Journals, 2011-2020](#)

John Carter, NYIT College of Osteopathic Medicine at Arkansas State University

\***Research**: Bibliometrics

\*First time presenter

**Purpose:** This study examined the research related to LGBTQIA+ patrons and services in health sciences library and information science (LIS) journals from 2011 to 2020, analyzing publication patterns, core journals, most prolific authors, frequent terminology, and central themes and concepts.

**Methodology:** This study employed descriptive bibliometrics and content analysis. Data were extracted from three LIS databases—ISTA, LISS, LISTA—and were coded and analyzed in an Excel spreadsheet.

**Search Strategy:** (gay OR lesbian OR bisexual OR transgender OR LGBT\* OR queer OR sexual orientation OR gender identity OR sexual minority [title]) AND (health OR medical [source])

**Results:** Thirty-seven pertinent articles were analyzed, and the Journal of Medical Internet Research was identified as the most prolific journal. Blake Hawkins was identified as the most prolific author/co-author. The data generally followed the patterns of Bradford's Law and Lotka's Law, with slight variance from established bibliometric standards. Additionally, analysis of terminology (subject headings and research-submitted terms) and thematic content highlighted some diversity in this field in terms of research interests and vocabulary; although, many gaps remain in the literature.

**Conclusion:** This study provided valuable insights for information professionals about the current state of the literature relating to LGBTQIA+ research in health sciences LIS journals. In general, the literature remains shallow, with several topical gaps. This study is foundational. The COVID-19 pandemic has heightened awareness of health disparities, especially among

LGBTQIA+ populations, and information professionals should stay bibliometrically abreast of LGBTQIA+-related research in their field beyond 2020, the endpoint of this study.

### [Around the Liaison Role in 11 Months: An Early Career Librarian's Journey around and throughout Health Sciences Disciplines](#)

Ana Corral, Medical & Health Sciences Librarian, University of Houston Libraries, Health Sciences Library

\*First time presenter

Transitioning from diverse types of library positions and liaison duties can be challenging but can also provide the opportunity for professional growth and new insights. In this poster session, the presenter will describe what practices and approaches they implemented as they were promoted from a resident librarian position with non-traditional liaison duties at Virginia Tech, to an unrestricted, research-focused, health sciences liaison role also within Virginia Tech, to lastly and most recently, a tenure track position that provides instruction, research support and services, and liaison duties for the newly established College of Medicine at the University of Houston, all in the span of 11 months during the COVID-19 pandemic. The presenter will share some tips and tricks, strategies, and lessons learned that allowed them to transition to different librarian support roles and how to successfully navigate through diverse health-related disciplines.

### [Professional Development Collections in Health Sciences Libraries](#)

Amy Faltinek, TTUHSC

**Purpose:** The purpose was to determine if libraries at other health sciences centers have professional development book collections.

**Setting/Participants/Resources:** Health sciences centers library print book collections and eBook collections.

**Methodology:** Literature searches, analysis of health sciences centers library websites, and canvas listservs/MEDLIB-L about professional development collections in print.

**Results/Outcomes:** Although professional development collections are found at other health sciences centers, these collections are usually a paid database service. For example, Professional Development Collection by EBSCOHost. This differs from a specific professional development book collection.

**Discussion/Conclusion:** Professional development collections vary among health sciences centers libraries and prove to be important.

## The Use of Canva as an All-in-One Social Media Tool for Academic Health Sciences Libraries

Stefani Gafford, University of Arkansas for Medical Sciences

Susan Steelman

\*First time presenter

**OBJECTIVE:** Social Media is one of the best ways to promote library services, and engage with patrons. Properly utilizing social media is known to be a time consuming endeavor. Many Health Science Libraries do not have the faculty or staff to dedicate specifically to social media. Therefore, it is important streamline this process.

**METHODS:** This poster will evaluate the content creation tool Canva for social media content creation, and social media scheduling. When initially researching content creating tools, the two major tools found were Canva and Hootsuite. After testing features such as pre-made templates, brand kits, and scheduling, as well as cost comparison, the library decided to continue with the Canva Pro option.

**RESULTS:** Canva has a wide variety of pre-made templates specifically curated for each social media platform. It also has an option to create a brand kit, where custom color schemes, fonts, and logos can be added to any post which allows a library to curate a cohesive social media feed. Canva enables you to make a copy and resize an existing post so that the image fits the specifications of another platform. This makes it so that you only have to create one graphic for Facebook, Twitter, Instagram, and others.

**CONCLUSIONS:** Overall, Canva is a wonderful social media resource, that simplifies the social media process. Academic Health Sciences Libraries have an opportunity to expand their social media content while limiting the amount of time necessary to build a social media campaign.

## The Role of Technical Services

Toni Hoberecht, Schusterman Library at OU-Tulsa

### OBJECTIVE

To investigate the definition, history, and roles of the technical services librarian in academic and health sciences libraries, as part of a larger investigation of technical services librarian participation in professional organizations.

### METHODS

A literature review was performed using the phrases “technical services librarian” and “library technical services” in Ovid Medline, Web of Science, and Academic Search Premier. Citation

tracing was used to locate additional articles. MLA annual meeting abstracts, Technical Services Section/Caucus annual reports and newsletters, ALA ALCTS/Core webpages, and selected books were also examined.

## RESULTS

The literature defines technical services as the department responsible for preparing materials, regardless of format or material type, for the library user, and the technical services librarian as the librarian responsible for this department. This department was a response to growing library collections in the early twentieth century. Acquisitions and cataloging, two consecutive steps in the process of making work available, combined to become Technical Services. Serials, binding, and “duplication” have also been considered part of technical services. As libraries changed, electronic services, metadata, and other types of librarians have been considered part of technical services as well. Some health sciences libraries rely on other institutional libraries to perform technical services functions on their behalf.

## CONCLUSIONS

Technical services as a distinct department has only been in existence for about a hundred years. Although job titles and materials formats have changed, the core work of the technical services librarian - to acquire and prepare library materials for users - remains the same.

## WTF While WFH: A “What the Fun” Committee Focused on Having Fun While Working from Home

Adela V. Justice, UT MD Anderson Cancer Center

In March 2020 a hospital’s Patient Education (PE) staff transitioned to working remotely full-time due to the pandemic. This included the consumer health/patient library staff, since the library is part of the PE department and the library was closed temporarily. With staff working from home, the pandemic caused several social activities to be cancelled including the staff retreat, birthday breakfasts, and holiday parties. When staff were told to keep working remotely into 2021, some members formed a committee to focus on implementing ways to have fun together during work, while at home.

After PE supervisors approved the new committee, all 15 PE staff members were petitioned for interest, with five joining the committee. Coined the “WTF: What the Fun” committee, the first task was to brainstorm ideas that could connect staff in fun ways remotely and virtually, synchronously and asynchronously. Several online activity ideas were implemented including a pumpkin decorating contest, pet show, fun hat department meeting, Zoom happy hour, and more.

The WTF committee made it clear from the beginning that participation in any of these activities would be completely voluntary. Of the 15 PE staff, all but four have participated in one or more activities. The committee's future ideas for work from home fun will hopefully include some that appeal to all PE staff until everyone can return to the office and resume team-building and social activities in person.

### [If You Build It...?: Evaluating a Pandemic Chat Service](#)

Valerie Prilop, UT MD Anderson Cancer Center

\***Research**: Service evaluation

#### OBJECTIVE:

A consumer health library implemented a chat/SMS service to reach patrons during the COVID-19 shutdown. This poster will outline the implementation process and discuss usage statistics and a staff survey about the service. Information will be presented in the context of institutional services and resources, library staffing, and other means of service to patrons during the same time period.

#### METHODS:

When the library shut down in March, 2020, there was not a robust system of virtual outreach in place. Staff decided to implement a chat service as one means of reaching patrons while the library doors were closed, and multiple avenues for publicizing and bringing awareness to the service were explored. Chat service usage was measured using the service's built-in statistics. Around the one-year mark, a simple staff survey was conducted to add insight into the challenges and successes of chat implementation.

#### RESULTS:

During the first year, usage of the chat service was not high. One difficulty during implementation was promotion of the service, and when the library reopened, staffing the service met challenges. Regardless, the library has decided to continue with the service even after a partial reopening of the physical library spaces.

#### CONCLUSIONS:

Implementing a new service is not simply a matter of setting it up and making it available. A variety of factors can affect usage and complicate success. In this time of uncertainty and change, quantitative measures may not be the sole factor in evaluating a new service and whether it should continue.

### [Collection Development within Academic Health Sciences Libraries: A Scoping Review](#)

Logan Renée Whittington, MLIS, University of Arkansas for Medical Sciences Library

Lauren Tong, MLIS, MSHCI, NDTR - Univ. of Arkansas for Medical Sciences Library

Amanda Pizzollo, BSN, RN - Univ. of Arkansas for Medical Sciences Library  
Susan C. Steelman, MLIS, AHIP – Univ. of Arkansas for Medical Sciences Library

\*Research: Mixed Methods

\*First time presenter

**OBJECTIVE:** Collection Development (CD) is a cornerstone of library services. Within health sciences, the study of CD practices is important due to rapidly changing environments. Technological advancements affect the efficacy of any library collection, but this is especially true for health information. Users of health resources require access to the latest scholarship. This scoping review will examine how librarians manage collections within academic health sciences.

**METHODS:** An in-depth strategy utilizing expert searching techniques was run in mid-April 2021. Databases included Library and Information Science Abstracts (LISA), plus nine ProQuest databases covering medicine, education, nursing, public health and science. MEDLINE, International Pharmaceutical Abstracts and Journals@OVID were searched through OVID. The EBSCO platform was used to search CINAHLComplete, PsycINFO, SocINDEX and Health Policy Reference Center. Science Citation Index and Social Sciences Citation Index were run on Web of Science. Using a double-blind method, the research team used Rayyan to analyze results.

**RESULTS:** A unique set of 976 citations covering 2010-2021 were analyzed for themes and narrowed to 93 records. Citations are mapped by year and CD topic. A journal title list is provided.

**CONCLUSIONS:** Data revealed that cost was a primary focus as opposed to users' needs. Due to complex budgetary restrictions, many authors discussed sharing resources through consortia. By analyzing case studies across similar institutions, health sciences librarians can better inform their own collection management practices. Given the foundational value of collections to the primary mission of academic health sciences, there exists a need for more communication and additional research.

### [We Have Your Records: the archives of the South Central Chapter](#)

Sandra Yates, Texas Medical Center Library

\*First time presenter

This poster will provide an overview of the existing materials in the South Central Chapter of the Medical Library Association records archive as well as inform SCC members how they can contribute to the collection. The collection contains organizational history, photographs, bylaws, reports, policies, annual meeting records, executive board records, meeting minutes, committee documents, local arrangements materials, membership directories, procedure

manuals, newsletters, oral histories, and digital media. The collection documents the activities, people, membership, leaders, and committee work of the SCC/MLA, a professional organization of medical librarians and libraries. Materials also include records related to the Hospital Library Interest Section, Texas Council of Health Libraries, and South Central Academic Medical Libraries (SCAMeL) Consortium. Materials are added annually.

## Round Table Discussions

Tuesday, October 12: 12:00 pm - 1:00 pm

### Proxies, Outside Tools, and Extensions: Tips and Tricks for Navigating the Maze of Working with PubMed

Host: Rebecca Bealer, LSU Health Sciences Center New Orleans Library

This round table will focus on the challenges of linking to and from PubMed. Although link resolvers, proxies, and browser extensions should help improve the user's experience, implementing these tools for PubMed is often not easy. Come and share tips and tricks as well as commiserate with others working with this resource.

### Open Access and Predatory Publishing

Host: Julie Schiavo, LSUHealth New Orleans

How do you tell the difference between a legitimate open access journal and a predatory one? Should we even try? Librarians are often called upon to advise faculty and researchers on the best place to publish their research but the open access publishing waters have become murky and difficult to navigate.

### Hindsight 2020/2021: Saving Your Institution's COVID-19 Response History

Host: Karen Vargas, Houston Methodist

All of our medical institutions have been a part of the nation's response to the COVID-19 pandemic. Our work lives have been fundamentally changed. Researchers will be reviewing our institutions' responses for decades to inform pandemic response in the future. How are you saving the history of the response at your institution and its community? Is the library being included in saving the history as it happens in real time? Are the people who are making the history aware of the importance of saving it for posterity? The purpose of this Round Table is to discuss ways that we can be involved in making sure this valuable history is not lost and share ideas and methods we are using at our different locations.

### Exploring and Applying Reflective Practice Together: What Works?

Hosts: Stephanie Fulton, Texas A&M University Medical Sciences Library, Jolene Miller, Mulford Health Sciences Library, University of Toledo, and Will Olmstadt, Health Sciences Library, Louisiana State University

How do you get better at what you do? How do you make sense of work situations? Join us for a roundtable discussion about how we apply reflection at work: We'll talk about our own experiences -- what it looks like, what models we use, our motivations to start and continue investing in reflective practice -- then open the floor to participants. What does reflective practice mean to you? Why did you start? What techniques have you tried? What obstacles have you encountered? How did you overcome them? Whether you have used reflective practice for a long time or if you are brand new, this roundtable will be a place to share ideas and learn from one another.

Wednesday, October 13: 12:00 pm - 1:00 pm

### All Things Marketing!

Hosts: Katie Prentice, TMC Library and Yumi Yaguchi, University of the Incarnate Word

Let's talk marketing. How, where, what? All the tools, ideas, things you have learned. All are welcome to join this discussion to explore the many elements of library marketing.

### Interlibrary Loan Roundtable

Hosts: Jennifer Lloyd and Keith Pickett, LSUHSC New Orleans

This roundtable will be a place to discuss recent ILL changes, including: DOCLINE Login issues, EFTS move, impact of COVID-19, region vs chapter.

### Disability and Accessibility: Bridges Built and Remaining Gaps to Serve Users and Employees

Host: Laura Haygood, University of North Texas Health Science Center

This roundtable will discuss what has worked in medical libraries with regard to accessibility, as well as what accommodations may still need to be made. This session hopes to encourage conversation about the accessibility needs of all types of disabilities: physical, psychological, cognitive, visual, and auditory.