



Through the Eyes of Our Researchers: Enhancing the Collaborative Role and Value of Librarians Within the Systematic Review Team



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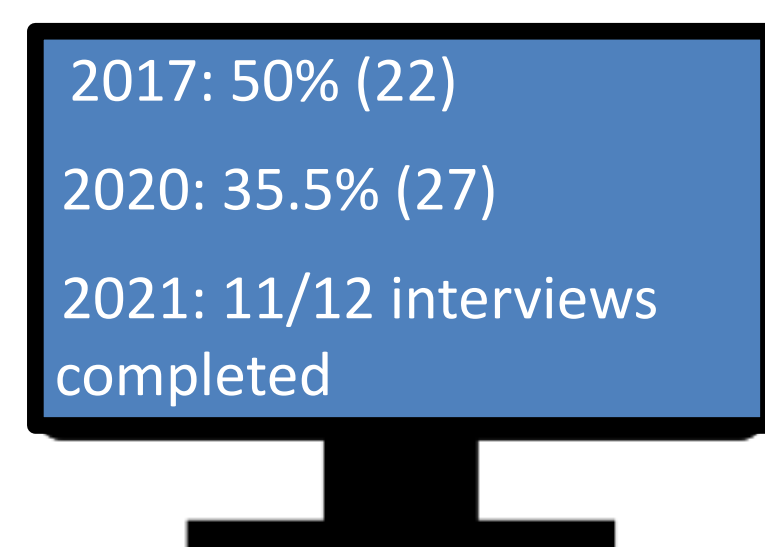
OBJECTIVES & METHODS

Systematic review (SR) services based in a health care environment can benefit from ongoing assessment and evaluation. By performing regular assessments, librarians can uncover opportunities to add value to the SR process and research team. In 2017 and 2020, client surveys were distributed to measure satisfaction with our Library's SR service. Several questions from the 2017 survey were repurposed and administered to a similar audience, researchers who had submitted a request for support and published a SR in collaboration with their assigned librarian. Based on responses from the original survey, three new questions were added to the second survey to further explore our current SR process and identify tasks where the researchers felt the librarian had the greatest impact or where they could have benefited from more support. A selection of first time and repeat service users were identified for interviews to tease out additional information about the librarian's role.

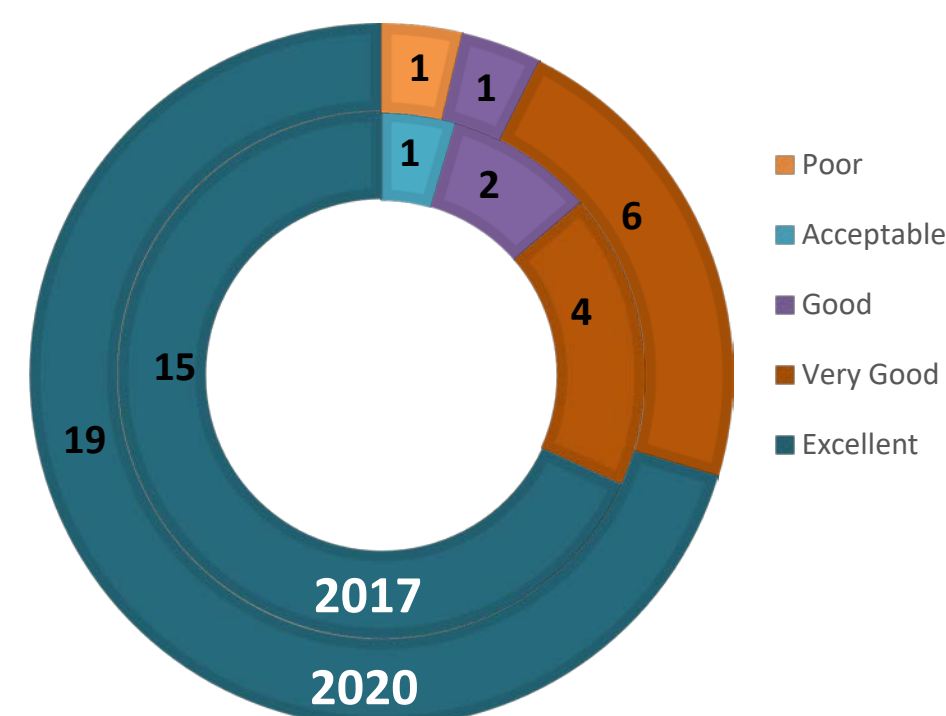
RESULTS

The 2020 survey response rate was slightly larger than 2017. Feedback was similar regarding client satisfaction, service recommendation, knowledge and quality of work completed by the librarian, and benefits from using the service. Both surveys' findings revealed that some clients thought the SR process was slow, exacerbated by staff turnover or competing responsibilities. A new 2020 question highlighting researchers' selection of where they saw the greatest impact of the librarian demonstrated that traditional librarian functions topped the list. Eleven client interviews were completed, uncovering other practical ways in which librarians could support SR teams.

SURVEY AND INTERVIEW RESPONSE RATE



LIBRARIAN'S KNOWLEDGE & QUALITY OF WORK



2017 Survey Response: 22
2020 Survey Response: 27

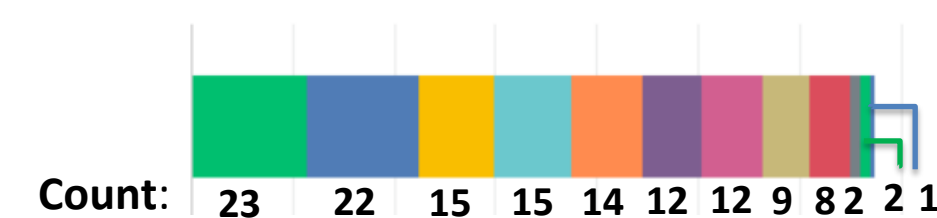
Contact us to obtain the survey and interview questions.

CONCLUSIONS

The findings from both surveys and the interviews confirmed overall service value and benefits of working with an assigned librarian. The interviews provided specific ways that librarians could increase their collaboration on the SR team: proactively scheduling brief progress check-ins, setting expectations for obtaining full-text content (article management), ongoing identification/sharing of cutting-edge SR tools, developing a SR team task checklist, and simplifying the SR request process.

WHERE DO YOU THINK THE RESEARCH INFORMATIONIST HAD THE MOST IMPACT... SELECT ALL THAT APPLY.

2020 Survey Response: 27



CLIENT INTERVIEW FEEDBACK: INCREASING COLLABORATION

2021 Interviews: 11

PROJECT MANAGEMENT DOCUMENTATION (5 mentions)

"I think creating a checklist that the research informationist can provide us at the beginning of the review process would be great.... include things like, obtaining a quality assessment tool and when to implement this in the review process, PRISMA 2020 checklist, and when to utilize this in the process..." Assistant Attending

MAINTAIN SR EXPERTISE AND BEST PRACTICES (4 mentions)

"...would like to count on [librarians] to keep an eye on industry standards for conducting an SR as well as related software." Chief Attending

ARTICLE MANAGEMENT (3 mentions)

"...The one issue is full text. I understand that it is time consuming.... I think of full text as part of the [librarian's] role...." Chief Attending

ONGOING COMMUNICATION (3 mentions)

"If you wanted to design the absolute best service, one thing that would help is to be a little less passive. No one reaching out to say hey you need to do this...." Assistant Attending

TIME COMMITMENT (2 mentions)

"...Sometimes it can take two months for turnaround, but I get that, it's an expert doing the work...." Assistant Attending