

Impact of Research Consults: Development and Implementation of an Assessment Tool

Robin Parker, Melissa Helwig, **Kristy Hancock**

June 2019



W.K. Kellogg Health
Sciences Library

Background

- The outcome of individual research consultations is rarely evaluated (Fournier & Sikora 2017)
- Kellogg Librarians conduct consultations across the Faculties of Health, Dentistry, Medicine
- Data regarding consultations can inform the development and improvement of library services

Fournier, K., & Sikora, L. (2017). How Canadian librarians practice and assess individualized research consultations in academic libraries: A nationwide survey. *Performance Measurement and Metrics*, 18(2), 148-157.

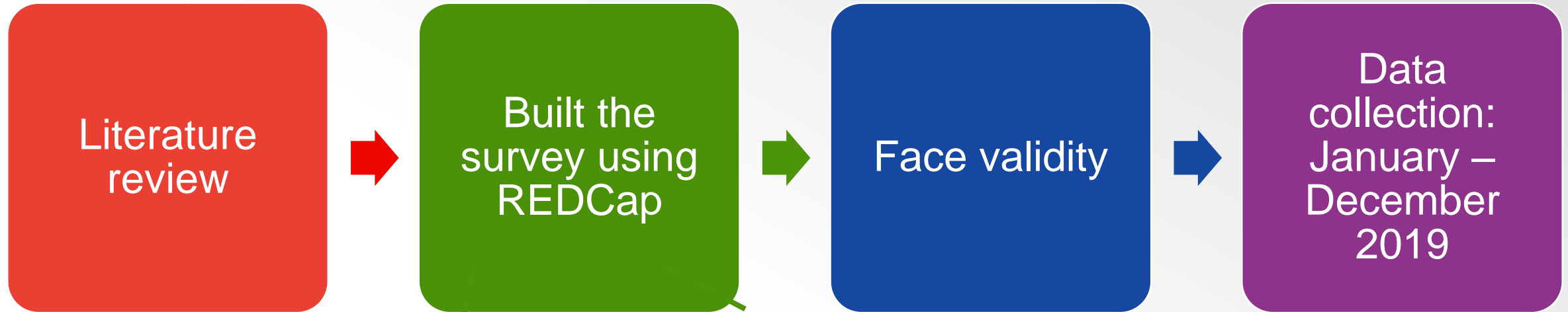
What we did

- Developed a web-based evaluation tool to collect feedback from individuals supported through individual research consultations

Research question

- How do users apply the knowledge and skills shared in individual research consultations?

Methods



Longitudinal study design*:

- Email collection survey
- Initial survey
- Follow-up survey

*Dal Research Ethics Board gave approval prior to launching

Data collection variables:

- Demographics
- Research consultation characteristics
- User satisfaction
- Outcomes following the consultation

Findings: Demographics

n=32

Students:
65.6%

Faculty:
18.8%

Staff:
15.6%

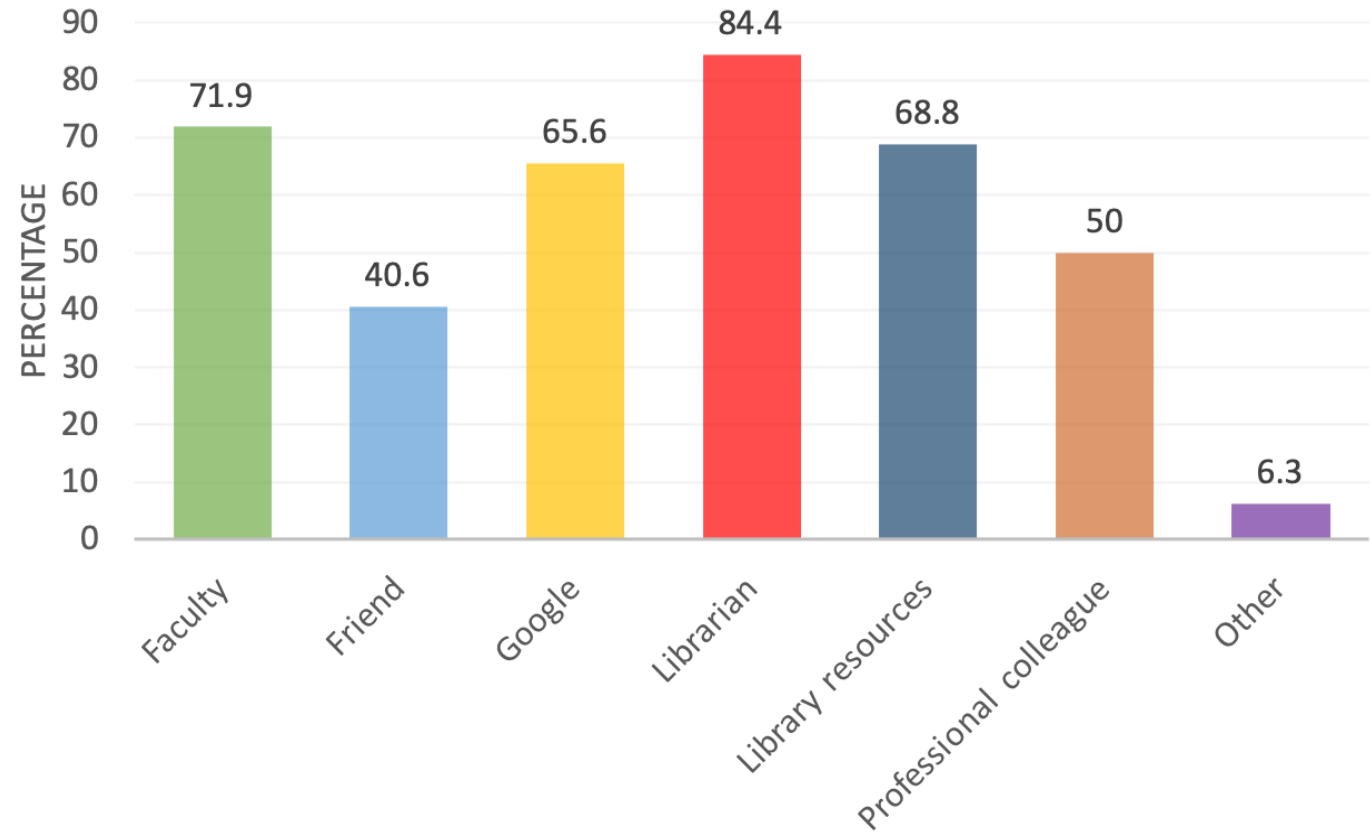
38% Masters
19% PhD

55% with 1-5
years work
experience

Areas of study & discipline

- 25% Health & Human Performance
- 19% Medicine, Nursing, Other

Which resources are consulted when research help is needed?



Findings: Research Consultations

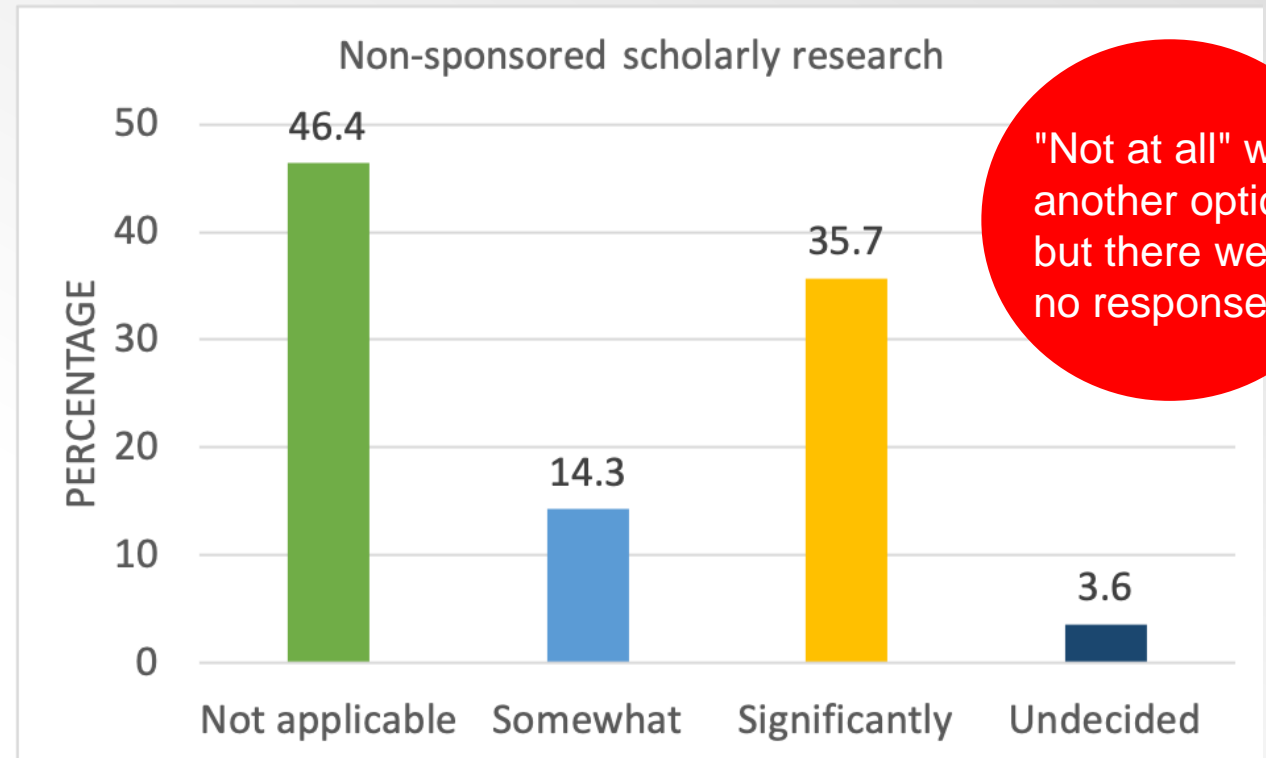
Main influence for booking:

- 56% personal choice
- 34% directed by supervisor

Main purpose for booking:

- 41% coursework
- 34% non-sponsored research

How did this library research consult impact your work in the following areas?



Next steps

- Continuing data collection
- Comparing the initial and follow-up survey results
- Determining how library services can be improved