



Reconstructing Reference to Become Strategic Partners in Research Initiatives

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Tompkins- McCaw Library for the Health Sciences
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Background

- ❑ Single point Service Desk to serve Schools of Medicine, Dentistry, Allied Health, Nursing, Pharmacy, and Public Health; the VCU Medical Center and Biomedical Research
- ❑ Access to online information and changing needs of library users



Background

- Results of reference questions review (in-person, email and chat reference)
- New university initiatives/shifting priorities/increased demand for research support
- Evolving role of librarians



Background

- Survey conducted on research support provided by other academic health sciences libraries
- Challenge of meeting new needs without additional staffing
- Research support proposal



Research Support Proposal

- Pilot project
- Realignment of staff and services
- Staff development training
- Move towards an on call reference model
- Research support framed around a library liaison model and enhanced training and outreach services



Research Support Model

- TML Liaison Program
- Liaison duties
- Scholarly Circuit
- On call reference and consultation appointments
- Specialized librarian training
- Targeted user training: workshops, small groups, lecture series and online classes

Research support to existing and new initiatives

- Grant-related committees
- Information resource training
- Literature reviews
- Special event planning
- Tracking of activities and feedback

VCU Research Support Examples

1. Research Subject Protection: animals (IACUC) and humans (IRB)
2. Capital Area Health Education Center (CAHEC) Project Support
3. Quality Performance Measurement, Data Collection, and Reporting in Primary Care (AHRQ)
4. Family Medicine project

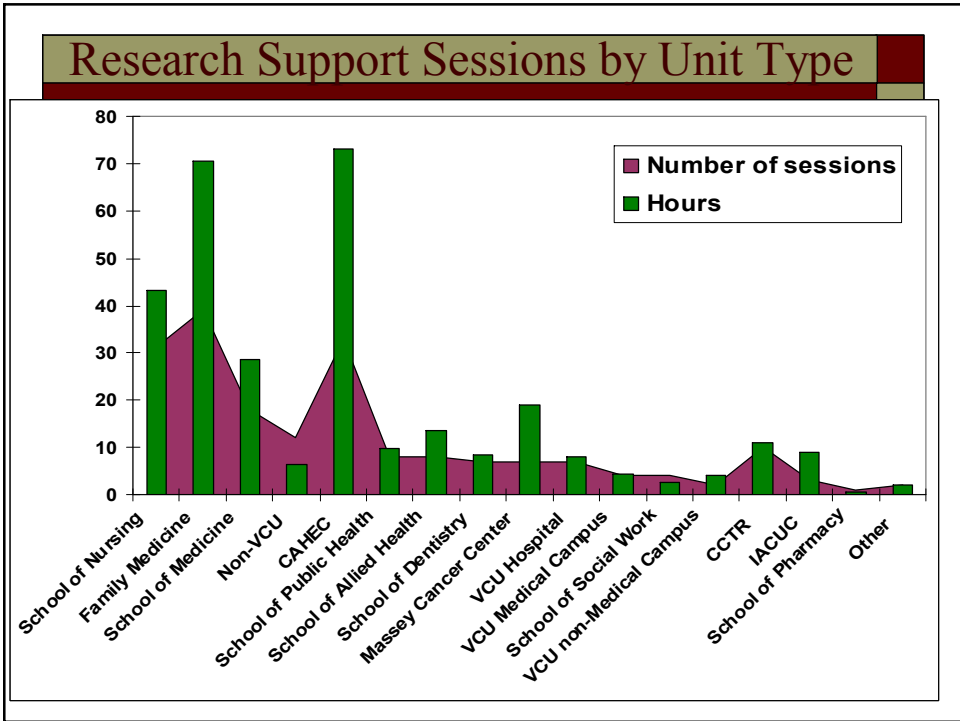
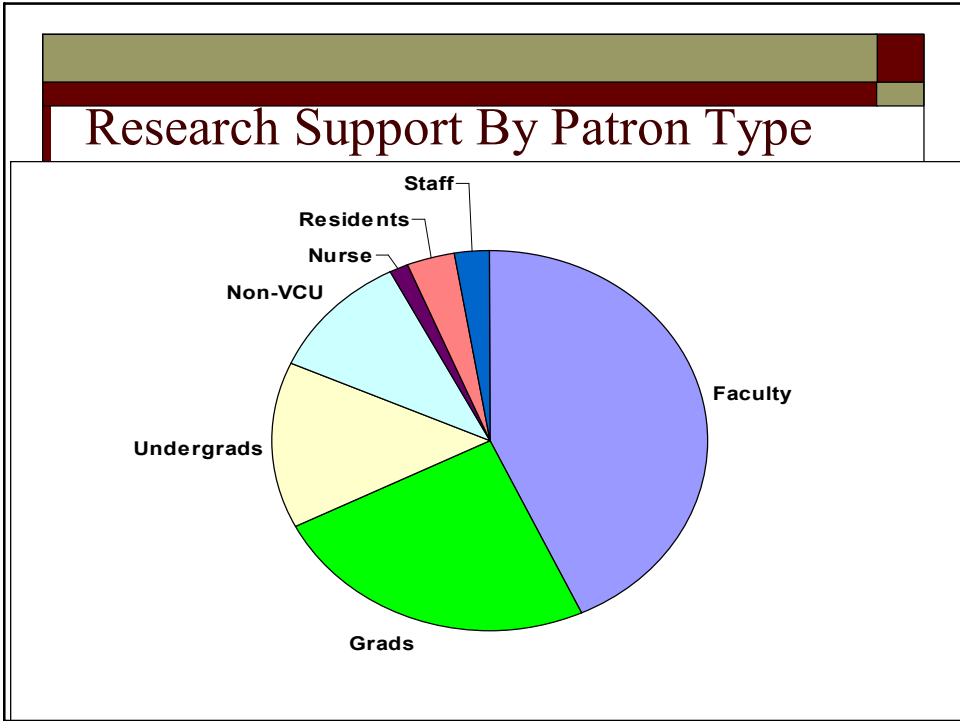
Role of the Librarian



- ❑ Identify funding sources
- ❑ Provide assistance in setting up current awareness alerts
- ❑ Teach citation management software
- ❑ Offer specific resource training on sources, including PubMed, Web of Science, CRISP, NCHS, PsycINFO, and others

Results of Pilot Project to Date...

- ❑ Increase in researchers' use of librarian consultations
- ❑ Increase in requests for special instruction
- ❑ Increase in fee-based services
- ❑ Positive publicity





Results continued....

- ❑ Expansion of support staff role
- ❑ Library included in grants and publications
- ❑ Opportunities for librarians to use specialized skills
- ❑ Collaboration with the VCU Office of Research for inaugural Research Day



Inaugural 2008 Research Day

- ❑ Result of stronger partnership with VCU Office of Research
- ❑ Library support of VCU researchers
- ❑ Ninety- two attendees
- ❑ Five presentations by Library personnel
- ❑ Three presentations by VCU researchers
- ❑ Author's tea celebrating VCU authors



Challenges

- Educating support staff and librarians
- Adapting to new roles for all
- Becoming embedded into the VCU research enterprise
- Scheduling
- Fluctuating staffing levels
- Documenting efforts and results



Conclusions

- Positive outcomes for the library and VCU research community
- University's recognition of library value
- Ongoing venture....



Thank you 😊