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Title

Within a Primary Care Library Establishing a System to Track Library Impact: A Delphi study

Priority 1 (Research Category)

Qualitative research

Presenters

Gwen Wilson, MLS, AHIP

Abstract

Context: A Department of Family and Community Medicine has a fully embedded library within the department. There is a challenge having data to measure the impact of the library and librarian.

Objective: Develop impact variable data point terms and definitions that could be incorporated by a primary care library to measure the impact of the library and librarian.

Study Design: Utilizing the Delphi methodology, informational professionals were recruited to participate in focus groups. Based on the literature and a pilot focus group impact variable data point terms and definitions were drafted. The structured focus group protocol applied an adapted version of the norming process. Utilizing example reference service scenarios, participants determined which impact variable data point best fit the scenario. If conflict arose, the participants were asked what revisions to the terms/definitions would provide clarity.

Setting: United States

Population Studied: Information professionals

Outcome Measures: Library impact variable terms and definitions

Results: Between the three rounds of focus groups there were 17 participates. The first focus group (n=5) made several edits to the impact variable. Following the Delphi technique, the second focus group (n=6) started with the revised impact variable data point terms and definitions from the first focus group. The second focus group made a few edits to the naming of the terms, definitions and added a new impact area. The third focus group (n=6) only made one small edit to a definition rewording the phrasing. Participants agreed that these terms and definitions are acceptable for implementation as a new data category.

Conclusions: The impact terms and definitions developed through this study reached a saturation of consensus. This consensus is a great foundation for primary care libraries to implement these terms and definitions as a new category within their reference library tracking system.