

Systematic Review Service Report 2014/15

Teaching and Learning team



Introduction

The Systematic Review Service began as a one year pilot to address the needs of postgraduate researchers (PGRs) requiring tailored in-depth help with their literature reviews. The pilot service ran from March 2014 to March 2015, with a report on the year's pilot submitted to Leadership Team in April 2015. This report encompasses some of the findings originally presented in the pilot report but focuses on the academic year, September 2014 – June 2015.

Service overview

What is the service

The Systematic Review Service is primarily aimed at medical and human sciences postgraduate students (including those who are also staff) to address the need for specialist research help for those whose degree course explicitly states that a systematic review is required as part of their studies. During the period October 2013- February 2014, prior to the launch of the Systematic Review Service, 32 people had received help from the library with their Systematic Reviews.

The service remit includes:

- advice on search strategy and search terms
- advice on using databases and other subject resources
- guidance on how to replicate searches on other (alternative) databases.
- search checking

Service team

Service Lead: Claire Hodkinson

Assistant Lead: Ingrid Zollinger

Review of the last 12 months

Summary

- The number of queries received over the academic year was fairly consistent, with spikes in October and March where the number of queries rose to 36 and 27 respectively, coinciding with the start of the Semesters. (See Appendices for further information)
- Queries ranged from very basic searching questions that are not specific to conducting systematic reviews to more complex search strategy advice.
- The usage of the Systematic Review Libguide reflected the pattern for monthly enquiries, with peak viewings occurring in October and March. The Libguide's inclusion in the subject pages has raised the service's profile and promotion across the medical and human sciences schools has also helped increase awareness of the service.

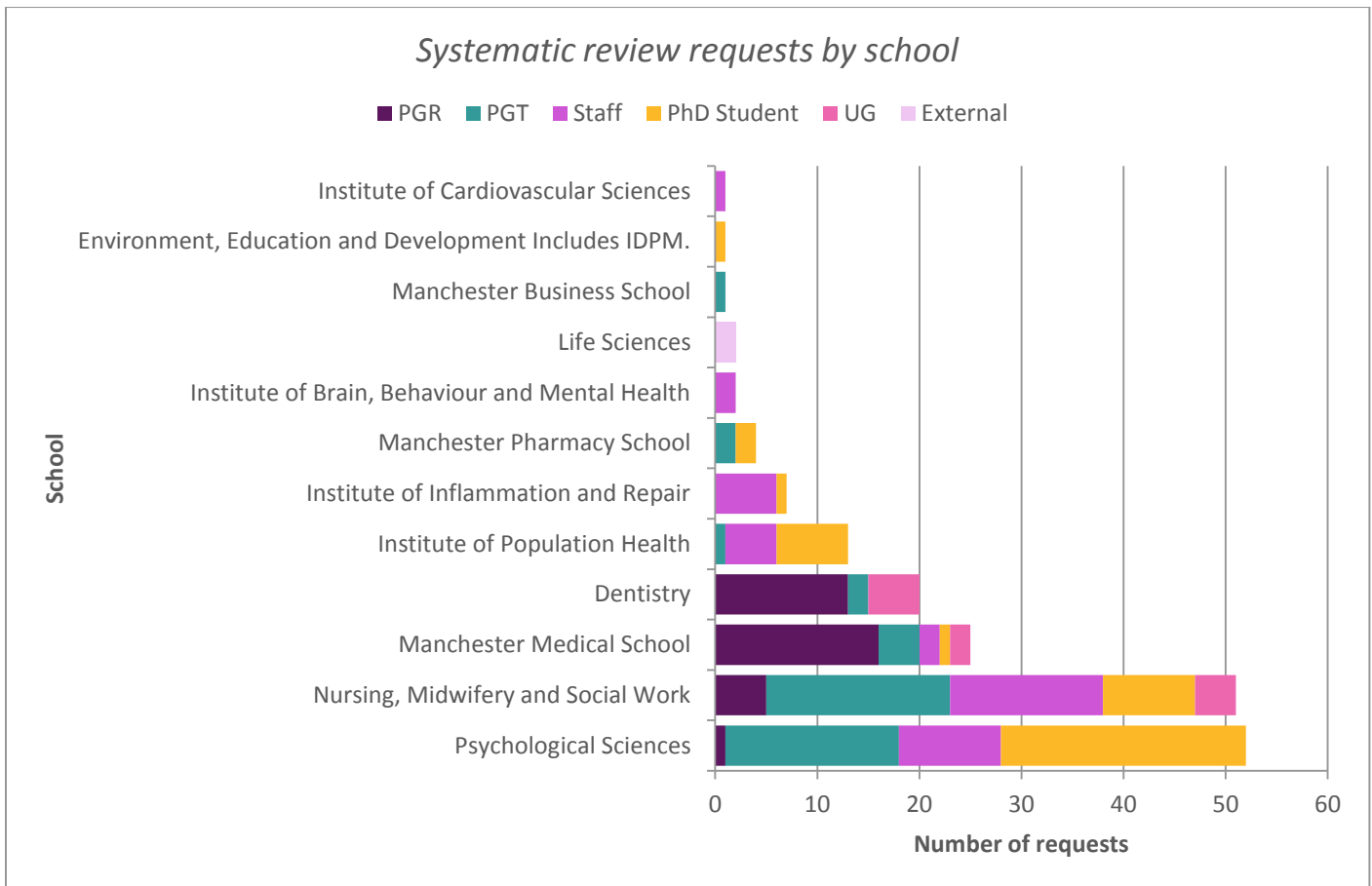


Statistics

Service Usage

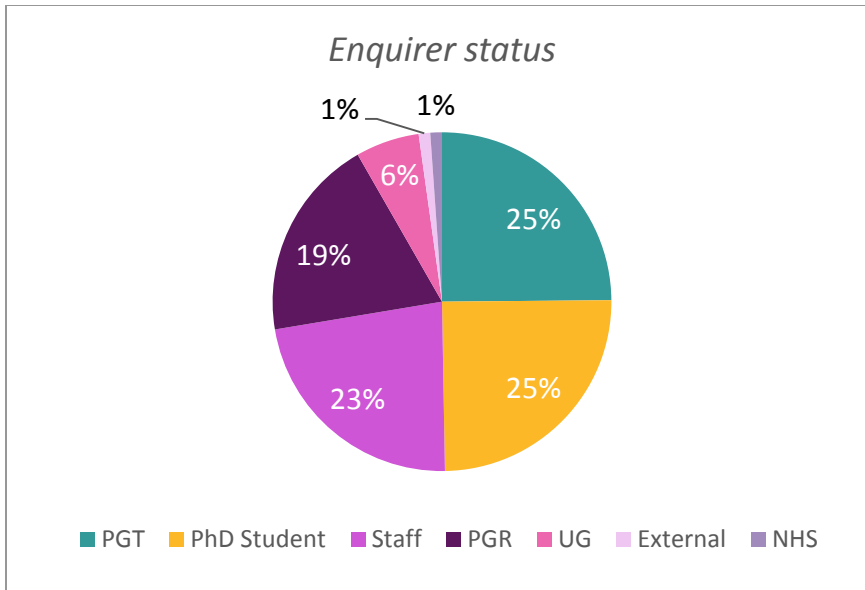
- In the first five months of the Systematic Review Service (March 2014 – August 2014), 35 people used the service
- From September 2014-August 2015, 65 people used the service.
- 10 people used the service in its early pilot months and have continued to use it during the past academic year

The Schools of Nursing, Midwifery and Social Work and Psychological Sciences generate similar numbers of queries. The high number of PhD students from Psychological Sciences is due to the School running a taught PhD Clinical Psychology degree. (See appendices for further information)



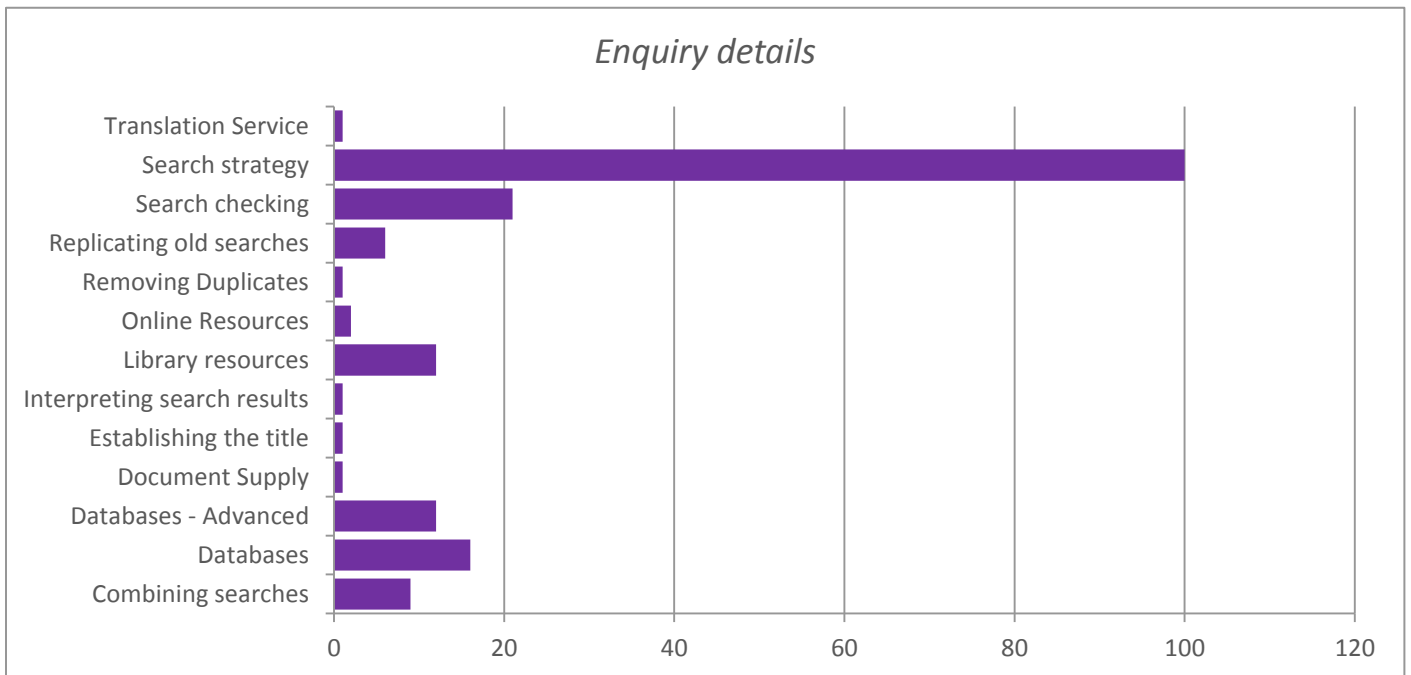
During the past academic year, 30% of queries were from staff – most of whom were embarking on a PhD parallel to their teaching roles. Most queries could be dealt with by email. Many of the service users were distance learners and/or clinicians and email was the most practical method of communication, generating a written record of each exchange.

Dialogue type	Totals
Email	133
Face-to-face	30
Phone	20
	183



Enquiry types

Most requests were for search checking and/or help with using the databases:



Enquiry details	
Combining searches	17
Databases - Advanced	12
Search checking	82

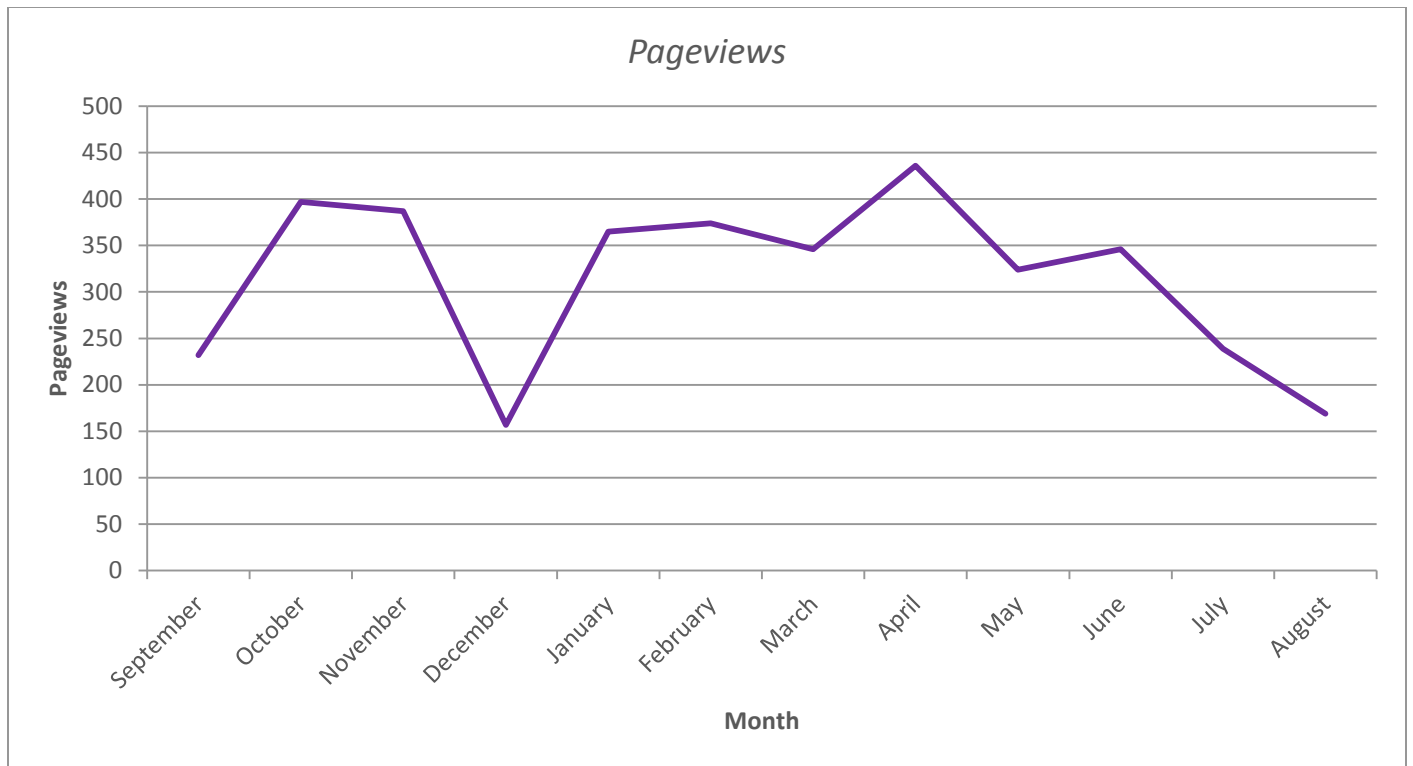


Databases	36
Interpreting search results	2
Establishing the title	1
Library resources	10
Library Search	1
Off campus access	2
Online Resources	6
Removing duplicates	5
Replicating new searches	0
Replicating old searches	6
Truncation	1
VPN	0
	181

Enquiry details	Totals
Combining searches	9
Databases	16
Databases - Advanced	12
Document Supply	1
Establishing the title	1
Interpreting search results	1
Library resources	12
Online Resources	2
Removing Duplicates	1
Replicating old searches	6
Search checking	21
Search strategy	100
Translation Service	1
	183

Libguide viewings

There have been **3772** views of the Systematic Review Libguide in the academic year 2014-15. The peaks have been at the beginnings of the Semesters and the falls coincide with the Christmas and summer vacations. Interestingly the Easter vacation did not experience such a dramatic fall in usage as the Christmas and summer vacations:



Feedback

In March this year we emailed everyone who had used the Systematic Review service and asked them for feedback via a Qualtrics questionnaire; 23 people responded. Overall satisfaction with the service was good, with the majority of respondents stating that they were “very satisfied” or “satisfied”. In its first year, the service provided met the expectation of 20 of the 23 respondents. A couple of respondents would have liked the library staff to conduct the searches for them.

This was one positive comment;

“The service was incredibly useful for having an experienced yet fresh set of eyes look over the search strategy and spot any errors. Also to give advice based on results from scoping to enable project to be complete in projected time line. I have done systematic reviews before but i found the service invaluable and have completed a valuable piece of work as result of it.”[sic]

And one negative comment;

I was conscious that the service could only offer me a restricted level of support. It would be helpful to have more support stretching to being able to give more hands on with the actual searching.”



Overview of objectives and development actions

Yearly objectives

<i>2014-2015 Service Objective</i>	<i>2014-2015 Service Outcome</i>
<ul style="list-style-type: none"> • Increase online content on libguide. 	<ul style="list-style-type: none"> • Over the past year the LibGuide has been re-organised so it is easier to read on smaller mobile devices. Additional content has also been added and this will continue as the service develops.
<ul style="list-style-type: none"> • Investigate demand for workshops with small sample of Schools e.g. Clinical Psychology. 	<ul style="list-style-type: none"> • We have a template for a successful Systematic Review workshop run at the University of Belfast. We have been given permission to use this by the University of Belfast and will report on our experience.
<ul style="list-style-type: none"> • Review the types of queries sent to the service during the pilot. 	<ul style="list-style-type: none"> • The three top areas for help were: 1) advice on search terms 2) checking search strategies and 3) advice on formulating searches. Service users would like us to develop these further, especially more support in conducting searches.
<ul style="list-style-type: none"> • Gather feedback from the academics and researchers that have used the service to inform development. 	<ul style="list-style-type: none"> • In March 2014 a survey was sent out to all 110 users asking them to evaluate their experiences. 23 people responded; 8 were staff, 15 were students. • The replies were largely positive and overall satisfaction with the service was good with the majority of respondents stating that they were very satisfied or satisfied.
<ul style="list-style-type: none"> • Make recommendation for future systematic review service after the pilot phase. 	<ul style="list-style-type: none"> • Following the approval of the Leadership Team to continue the services, CH will liaise with the Academic Engagement Librarians and approach academics within the MHS faculty about facilitating formal training sessions for their students.

Monthly development actions

<i>2014-2015 Monthly development actions and progress</i>
<p>September 2014:</p> <ul style="list-style-type: none"> • The libguide required further developing and was gaining popularity owing to its printable handouts and online links. Development of the libguide is ongoing.
<p>October 2014:</p>



<ul style="list-style-type: none"> • A request was made for a “certificate of proof” that the person had seen someone in the library. This issue was discussed at the Service Leads’ meeting and we agreed that the library policy is that we do not “rubber stamp” searches and cannot guarantee searches are totally robust or watertight.
<p>November 2014:</p> <ul style="list-style-type: none"> • Ingrid required access to the Systematic Review email Inbox following her appointment as Claire’s Lead Assistant and this was duly arranged via IT-Services.
<p>December 2014:</p> <ul style="list-style-type: none"> • No specific actions for this month.
<p>January 2015:</p> <ul style="list-style-type: none"> • Following requests for basic search help from some overseas students, a PDF outlining the Information Inventory and Essay Plan was added to the Getting Started tab on the Systematic Review libguide page. A sheet for Evaluating Your Resources was also added.
<p>February 2015:</p> <ul style="list-style-type: none"> • March 2015 marked the end of the 12 month pilot. To find out what services other Universities and NHS libraries offered an email was sent to them asking for further details. Their responses were included in the pilot report. • Neil and Claire devised a Qualtrics form to send service users in early March.
<p>March 2015:</p> <ul style="list-style-type: none"> • On 11 March a Qualtrics form was sent to 112 service users asking for feedback. • Claire began to analyse the feedback from the Qualtrics data . • A meeting was held with Dominic, Ruth and Sarah to gain an overview of what the external feedback from the local NHS libraries and two other Universities (Exeter and Queen’s University Belfast) offered and how this may determine the next year of our service.
<p>April 2015;</p> <ul style="list-style-type: none"> • Claire analysed the feedback from the Qualtrics data and compiled a 2 page draft report for Ruth • After consultation with Ruth the report was given to Sarah and Dominic.
<p>May 2015:</p> <ul style="list-style-type: none"> • Sarah and Dominic met to discuss the Systematic Review 12 month pilot report compiled by Claire and Ruth and Claire amended the report as requested by Sarah (Ruth retired 27 May)
<p>June 2015:</p> <ul style="list-style-type: none"> • Sarah and Dominic presented the Systematic Review Pilot paper to Katy and Simon.
<p>July 2015:</p> <ul style="list-style-type: none"> • Sarah and Dominic briefed Claire , Nick and Olivia (AELs for the Medical, Human and Life Sciences subject areas) on Katy’s and Simon’s feedback from the Systematic Review paper. • Following on from the final Systematic Review pilot report feedback Claire will talk to academics to ascertain what type of training support the service could practically offer. • Claire has been asked to talk to the NHS librarians in December 2015. • Claire and Ingrid will attend <i>Identifying the evidence for systematic reviews: an introduction for</i>

information professionals – training day at the University of York.

Summary and recommendations

Summary

Feedback from our service users and analysis of services provided by other University and NHS institutions has given us valuable insight into what happens elsewhere, what we have achieved so far and what we can expect to attain in the future. The evidence gathered during the pilot pointed to a clear customer need for this service.

The current service of checking searches and giving advice on searching is highly valued; however, it is not currently feasible to **conduct searches** for several reasons:

1. We do not have capacity to undertake searches for our service users. Searches take many hours and involve several people and many revisions
2. There is an ethical point which is that a Systematic Review is a learning and discovery process and thus for our students the searching is a key part of this.

Recommendations

Over the past 18 months the service has proven its usefulness to its targeted audience. As such, the following actions are recommended for the year ahead:

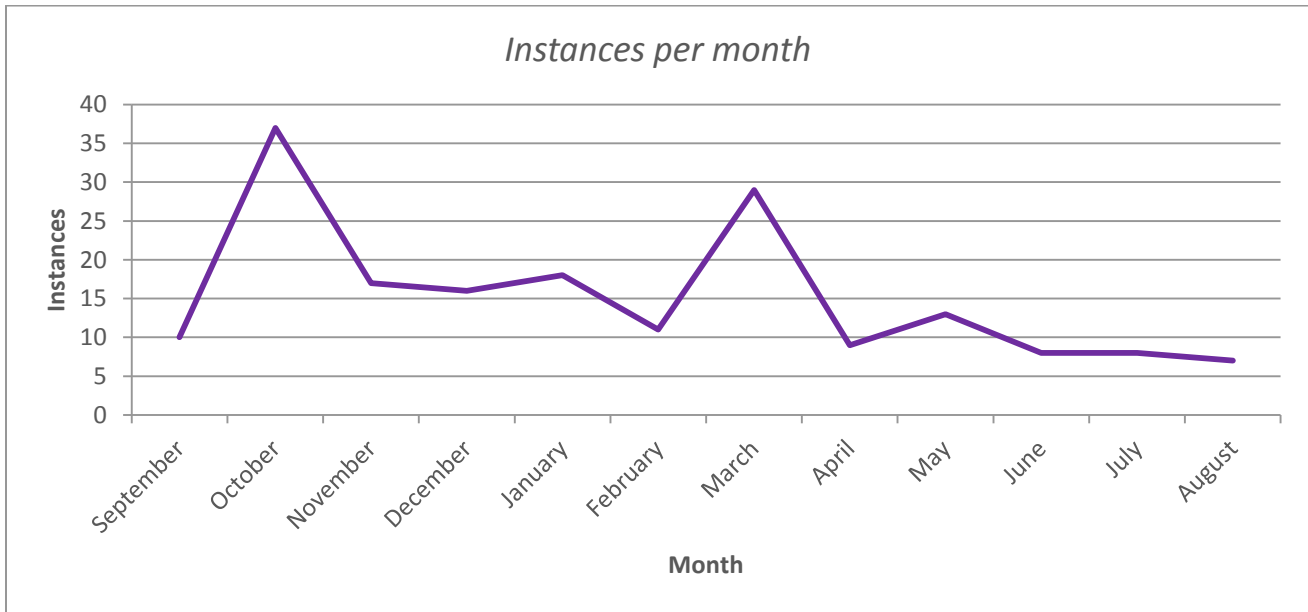
1. The Systematic Review Service is now recognised as a full service, to be reviewed on a 12-monthly basis.
2. The service should continue to be run by Claire Hodkinson (0.4FTE) with assistance from Ingrid Zollinger (0.1FTE.)
3. The service should continue as a search checking and advice service.
4. The service can now be actively promoted.
5. Service standards will be introduced to help manage expectations.

Claire Hodkinson August 2015

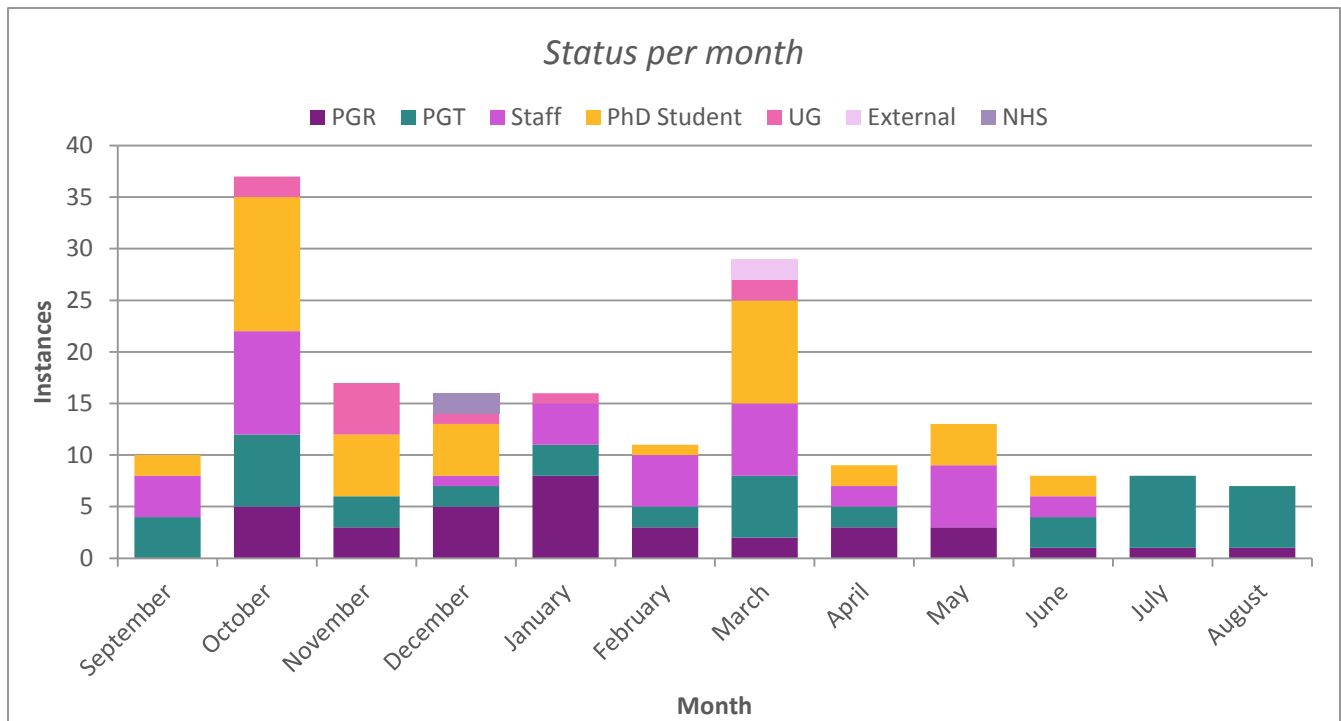


Appendices:

The table below shows the numbers of instances per month. This means the number of times we responded to services users by telephone, email or face-to face. The beginning of the semesters have proven to be the busiest period over the past year. Some service users require more than one interaction to satiate their enquiry.



The table below shows the status of service users assisted each month.





List of enquirers

The table below shows the number of service users listed by their school or course and documents the number of instances (or interaction) that service user has had with the service. As stated above, some service users require more than one interaction to satiate their enquiry. The time indicates the total time spent dealing with the service user.

enquirer	Instances	Time (minutes)
Clinical Psychology	3	270
Clinical Psychology	1	15
Institute of Inflammation and Repair	1	20
Nursing, Midwifery and Social Work	7	235
Manchester Medical School	3	110
NHS Staff	2	70
Human Communication and Deafness	4	190
Clinical Psychology	4	185
Institute of Population Health	2	100
Nursing, Midwifery and Social Work	2	100
Nursing, Midwifery and Social Work	1	60
Institute of Cardiovascular Sciences	1	60
Manchester Medical School	7	370
Institute of Population Health	3	150
Nursing, Midwifery and Social Work	2	100
Nursing, Midwifery and Social Work	4	100
Manchester Medical School	8	235
External	2	40
Nursing, Midwifery and Social Work	6	310
Clinical Psychology	1	10
Clinical Psychology	5	125
Nursing, Midwifery and Social Work	4	185
Clinical Psychology	1	5
Clinical Psychology	4	50
Institute of Population Health	1	60
Manchester Dental School	2	65
Nursing, Midwifery and Social Work	2	150
Clinical Psychology	5	260
Nursing, Midwifery and Social Work	2	180
Institute of Population Health	1	5
Institute of Inflammation and Repair	5	380



Clinical Psychology	4	150
Clinical Psychology	1	45
Clinical Psychology	2	65
Institute of Brain Behaviour and Mental Health	2	70
Manchester Pharmacy School	1	60
Nursing, Midwifery and Social Work	1	10
Institute of Population Health	2	120
Clinical Psychology	1	30
Clinical Psychology	1	60
Manchester Dental School	3	130
Manchester Pharmacy School	1	45
Manchester Dental School	1	5
Nursing, Midwifery and Social Work	3	105
Clinical Psychology	2	105
Clinical Psychology	2	125
Institute of Population Health	1	90
School of Education	1	30
Nursing, Midwifery and Social Work	11	130
Nursing, Midwifery and Social Work	3	45
Institute of Population Health	3	130
Manchester Medical School	1	60
Clinical Psychology	3	180
Clinical Psychology	2	30
Clinical Psychology	1	120
Institute of Population Health	2	180
Nursing, Midwifery and Social Work	4	230
Manchester Dental School	12	355
Manchester Dental School	2	90
Clinical Psychology	5	135
Institute of Inflammation and Repair	1	30
Manchester Pharmacy School	1	5
Manchester Medical School	2	55
Manchester Business School	1	30
Institute of Population Health	1	60
	180	7305