



OHSLA Spring 2020 Meeting Summary by Don Pearson, 5/18/2020

The **OHSLA Spring 2020 Meeting** was initially planned to be held at Nationwide Children's Hospital in Columbus, on **Friday, April 17, 2020**. On March 17, because of the global outbreak of the novel coronavirus disease 2019 (COVID-19), the OHSLA Executive Committee made the decision to cancel the in-person meeting. But by March 30, we were able to announce an online version of the planned programming on the same date using Cisco WebEx. In the interest of brevity the business meeting portion of the Spring Meeting was postponed until Friday, May 22, 2020. The registration cost was lowered to \$20, payable only by PayPal or special arrangement with the OHSLA Treasurer.

Elizabeth Bolander, Director of Audience Insights and Services at [The Cleveland Museum of Art](#) presented a class entitled **Beyond the Survey: Qualitative Research Practices and Techniques**. Participants earned 3.0 Medical Library Association (MLA) continuing education credits. This entry-level, hands-on workshop covered ways of gathering, managing, and analyzing qualitative data. Participants learned best practices for conducting one-on-one interviews with patrons and left prepared to tackle their own exploratory qualitative research projects. The MLA CE credits were generously underwritten by the National Network of Libraries of Medicine, Greater Midwest Region ([NNLM GMR](#)). During the afternoon session, Sam Watson, Outreach Specialist at the NNLM GMR shared an update on the activities of the NNLM and answered our questions about the new version of PubMed.

There were 27 attendees, and 22 responses to the meeting evaluation. A majority of evaluation respondents were from hospital libraries (59.1%), with 36.4% from academic libraries, and 4.5% coming from non-profit organizations. Half of the attendees (50.0%) were from Northeast Ohio, 22.7% from Central Ohio, 18.2% from Southwest Ohio, and 4.5% each from Southeast and Northwest Ohio. Most attendees (66.7%) were fully reimbursed by their employer for the meeting, with 19.0% getting no reimbursement, and 14.3% receiving partial reimbursement.

Beyond the Survey: Qualitative Research Practices and Techniques

Elizabeth Bolander's course was well received with presenter's expertise (4.9 out of 5) and clarity (4.9 out of 5) being the highest rated. Survey respondents gave the course an overall rating of 4.7 out of 5.

Respondent comments on Elizabeth's presentation were overwhelmingly positive with many commenting on her willingness to take the time to answer all questions, and her responsiveness to the WebEx chat. Others commented that she was patient, calm, knowledgeable, clear, prepared and professional. One respondent noted that she "kept it simple but got the important ideas into play." Another respondent considered the presentation too basic, but acknowledged that they still learned something new.



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Respondents commented that the program was nicely paced and ran very smoothly. Several commented that they appreciated the built-in discussion time and interactive group exercise with shared feedback. Some would have liked even more time during the interview exercise to practice their survey questions. One respondent suggested having the groups preassigned, rather than requiring participants to find their own partner – which might be off-putting to new participants unfamiliar with OHSLA. One respondent thought there was not enough notice given of the pre-work required.

The online format was generally viewed as a success for OHSLA's, and Elizabeth's, first virtual offering. Respondents praised the work done to adapt the presentation to an online-only format in a short time frame. Respondents also praised the use of videoconferencing for the paired discussions.

One respondent commented that they appreciated having a speaker from outside the medical field talking about a shared topic of interest. Another respondent commented that organizations like libraries and museums are often asked to provide information about the worth of their work, and asserted that they would be able to draw on the knowledge they gained in this course for their next survey of library patrons.

“Top marks! A Million Thumbs Up! Overall, it was a great workshop!”

NNLM GMR Update and The New PubMed

Sam Watson's update on the work of the NNLM GMR and the New PubMed was also well received with “appropriate format for the topic” and “clarity of the presentation” receiving 4.7 and 4.4 ratings out of 5 respectively. Survey respondents gave the presentation an overall rating of 4.4 out of 5.

Respondent comments on Sam's presentation were positive with many stating that the information was very helpful and that they learned much more about what the GMR does, including funding opportunities and class offerings. One respondent expressed gratitude for Sam's flexibility in switching to a virtual meeting with only a short notice. Respondents appreciated having the links and speaker notes provided in the PowerPoint.

Some respondents thought the presentation was a bit rushed and repetitive, but others commented that they thought Sam was well-prepared, very responsive, and willing to follow-up with any questions he did not have an answer for. Some respondents thought Sam may have been hampered by not being able to see the WebEx Chat window.

Several respondents expressed a desire to get more concrete and in-depth training on PubMed and were grateful for the classes listed. A few respondents expressed concern



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that the mid-May 2020 rollout date for the new PubMed was too soon, given the circumstances and disruption due to the pandemic. One respondent would have liked just a brief overview of the New PubMed with more time given to answering specific questions from the attendees.

Regarding the format of the presentation some respondents thought the GMR portion should have been placed at the beginning of the meeting when participants were fresher.

“There's so much GMR does!”

“Looking forward to more in-depth training on the new PubMed.”

Program

Overall many respondents expressed their surprise and pleasure with OHSLA's first virtual meeting and how well it went. Some noted that this format was much appreciated for those members who live further away from Columbus, and participation did, in fact, increase from areas outside northeast and central Ohio. The virtual format also offers a way to reach out to more potential participants. Several respondents expressed a willingness to make a virtual meeting a regular part of OHSLA, with one suggesting a mediated or round robin discussion for networking and sharing.

Respondents in general enjoyed both speakers and praised their flexibility to make this inaugural event happen. Several respondents stated that despite the great online experience, they missed seeing and interacting with their colleagues in person.

“This program worked surprisingly well in a virtual setting – kudos to our speakers!”

“I enjoyed both presenters, and the technology worked well!”

“It's nice to see people in person, of course, but for those of us with a 2 to 2.5 hour drive to Columbus, the online meeting is a blessing. It allows the burden of meeting attendance to be shared more fairly across attendees. I would be more likely to attend OHSLA meetings if they were online.”



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Future Programming Suggestions

- Citizen Science Initiatives via public/academic partnerships.
- Systematic Reviews
 - Starting a systematic review program with students and faculty
 - How will the New PubMed interface change how we do systematic reviews?
- Coronavirus information including public health, vaccination programs, disaster response, how to record lessons learned, etc.
- Remote Support of Library Users
- Consumer Health Librarianship

Budget

The budgeted amount for the Spring 2020 meeting was \$1,550.00, but because of the switch to an online meeting, the expenses were greatly reduced. The only expense was the honorarium for Elizabeth Bolander in the amount of \$500.00. The NNLM GMR sponsored the continuing education credit, saving us the \$175.00 fee to the MLA. We had 27 attendees with a registration fee of \$20 for an income of \$540.00. This resulted in a profit of \$40.00 for this meeting.

OHSLA thanks our Treasurer, Liz Lyman for the initial planning involved in hosting the in person meeting at Nationwide Children's. We also thank her for the extra work to refund all the initial registrations, then process new registrations and payments for the online course.

Access to Recording and Class Materials

All meeting documentation will remain available for a few months on the OHSLA Event page at <http://ohsla.info/events>. During the summer of 2020 the materials will be archived and made available on the Past Presenters page at <http://ohsla.info/page-1363001>.

If you would like to view recordings of the presentations, please visit OHSLA's [YouTube Channel](#). Here are the direct links for the recordings:

- Beyond the Survey (2 hours, 31 minutes): <https://youtu.be/Ywk0P7OaLw>
- NNLM GMR & New PubMed (1 hour, 6 minutes): <https://youtu.be/EomixpPYkJK>



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Lessons Learned

The OHSLA Executive Committee had been contemplating holding an online-only meeting for quite some time, but had never taken action to make it happen. The COVID-19 pandemic resulted in Ohio Governor Mike DeWine issuing the March 23, 2020 “[Stay At Home](#)” order, which prohibited holding gatherings of any size. This confirmed the decision the previous week to cancel the in person OHSLA Spring 2020 meeting. Through this the OHSLA Executive Committee worked to replace it with an online meeting. The following items comprised our lessons learned and actions taken:

1. OHSLA membership was able to accept an online-only registration and payment via PayPal.
2. Draft and disseminate a [Virtual Meeting Etiquette](#) document.
3. Decide on the online platform early and provide complete directions for all Technology needed, see [Technology Procedures and Tools for the Meeting](#)
4. Develop a way to plan for and assign small groups and suggest apps for videoconferencing, see [Technology Procedures and Tools for the Meeting](#)
5. Provide any prework instructions a couple weeks in advance of the meeting.
6. Plan a time to take a group picture via screen capture.
7. Test and make sure any Google Docs or other links are shared correctly so everyone can read/edit.
8. Assign a conference master who only has responsibility to run the conference, if possible assign another individual to monitor the chat and draw the presenter’s attention to any questions.
9. Begin the session 15 minutes early in order to give everyone a chance to resolve any technology issues.
10. Mute everyone at the appointed start time, and allow the presenter to begin on time.
11. After the designated start time, only respond to any technology questions or late arrivals via chat.
12. Remember to save the chat questions and make them available to the attendees. Remove any personal information like phone numbers or addresses.
13. Remember to record the session if you have permission from the presenters. Post recordings on the [OHSLA YouTube Channel](#).



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Thank You

In addition to all the work OHSLA Treasurer Liz Lyman did in planning, cancelling, and replanning the Spring 2020 meeting, OHSLA would also like to thank President Alyssa Portwood who piloted the WebEx, Secretary Marilia Antunez for suggesting Elizabeth Bolander as a presenter, Webmaster Heidi Beke-Harrigan for setting up two different registration pages, and President-Elect Don Pearson for organizing the meeting.

We are grateful for the financial support for the MLA CE credit provided by The National Network of Libraries of Medicine, Greater Midwest Region. We are also privileged to have had two flexible and professional presenters in Elizabeth Bolander and Sam Watson who changed their presentations from an in person to an online format in very short order. Finally we are thankful to the 27 OHSLA members who bravely attended our very first online OHSLA meeting – we couldn't have done it without all of you!

