Meeting the CPD needs of the e-Librarian

FOLIO

(Facilitated Online Learning as an Interactive Opportunity)

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Outline of Presentation

- Introduction (Alison Turner)

- Administration and delivery of the FOLIO programme (Lynda Ayiku)

Introduction

Alison Turner

What are the CPD needs of the e-Librarian?

Demands on NHS knowledge services have become increasingly sophisticated, requiring that health information professionals' roles evolve to include:

- knowledge management
- training in information and evidence-seeking skills
- involvement in clinical decision making
- implementation of policies

What are the CPD needs of the e-Librarian?

Despite their requirements for training in these areas, health information professionals often find it difficult to get away from the workplace to attend training due to:

- budgetary constraints
- shortage of time
- small numbers of staff and lack of appropriate staff cover

FOLIO was created to overcome these difficulties

What is FOLIO?

- FOLIO is the…

Facilitated Online Learning as an Interactive Opportunity programme

What is FOLIO?

- FOLIO is a programme of continuing professional development (CPD) of twelve e-learning courses for health information professionals

- The online courses enable participants to study without the need to leave the workplace

- Courses are free of charge and are available for all information professionals who support staff working within the UK National Health Service (NHS).

- Part of the National Library for Health Librarian Development Programme (NLH LDP)

- NLH LDP provides support and training for librarians moving into new roles

What is FOLIO?

The idea for FOLIO was devised in Aug 2002 by…

- Andrew Booth (Director of Information Resources at ScHARR) and;
- Alison Turner (Leadership Development Manager, National Library for Health- NLH, NHS England)

Pilot FOLIO Programme

NLH commissioned ScHARR to run a small pilot FOLIO programme during Jan to May 2003:

- Project management (Jan-Feb)
- Evaluating your service (Feb-Mar)
- Evidence-based librarianship (Mar-May)

- Approx 500 participants took part on the pilot FOLIO courses

- An evaluation report of the FOLIO pilot is available at: http://www.nelh.nhs.uk/folio/folio%20pilot%20report.doc

Current FOLIO programme

- In Dec 2003, based on the success and popularity of the pilot, ScHARR was commissioned by the NLH to deliver 12 new FOLIO course during the period 2004-2006

- The course topic choices were based on the findings of a NLH LDP sponsored training needs analysis (TNA) on NHS information professionals, undertaken by ScHARR in autumn 2003

- TNA revealed that technical skills, management skills, professional skills and contextual knowledge were required

- Up to yet, 9 FOLIO courses have now been delivered

FOLIO Courses

Management skills

- Making your case successfully (MACHIAVEL)
- Managing change for health information professionals (MCHIP)

Contextual knowledge

- Information for social care (I4SC)

FOLIO Courses

Professional skills

- The FOLIO customer care course (FRONTIER)
- Planning and conducting an information needs analysis (PACINA)
- Maximising the impact of your service (MAXIM)
- Getting to grips with knowledge management (G2G)

Learning and teaching skills

- Designing and delivering information skills training courses (INFOSKILLS)
- Introduction to e-learning (E-FOLIO)

Upcoming FOLIO Courses

Under the current FOLIO contract, 3 further courses are yet to be run:

Contextual knowledge
- Understanding the business of clinical care (Sept-Oct 2005)

Learning and teaching skills
- Evaluating information skills training courses (Oct-Nov 2005)

Management skills
- Managing for service quality (Jan-Feb 2006)

Promoting FOLIO

FOLIO courses are promoted electronically via:

- Joint Information Society Committee (JISCmail) email discussion lists www.jiscmail.ac.uk [HLG-Members and LIS-Medical]

- National electronic Library for Health (NeLH) FOLIO website www.nelh.nhs.uk/folio

FOLIO Course Administration

The FOLIO courses and course materials are designed and developed by the FOLIO Team which is based at ScHARR. The FOLIO Team comprises:

- Andrew Booth (Programme Director)

- Alan O'Rourke (Programme Manager)

- Anthea Sutton and Lynda Ayiku (Learning Resource Co-ordinators)

- In addition, clerical support is provided by the Course Administrator, Tricia Campsell

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FOLIO Course Administration

- The team members take it in turn to act as Course Facilitator for each FOLIO Course

  Duties of the Course Facilitator include:

- Designing the timetable for the module
- Being the named FOLIO contact for the module
- Sending course materials to participants
- Answering participants queries

  Each course also has an external Module Tutor. The Module Tutor is often an expert on the topic of a FOLIO course and provides advice and guidance on FOLIO course design and course materials

Delivering FOLIO

- Low technology approach

- Participants details are added to JISCmail discussion email lists (FOLIO and E-FOLIO)

- Each course is delivered through 30 daily JISCmail emails over a six week period

- The emails contain background information, tasks, exercises and hyperlinks to course materials such as FOLIO briefings.
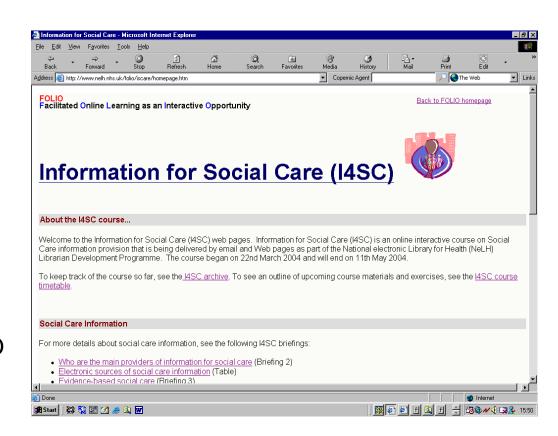
FOLIO web pages

Each FOLIO course has a set of web pages. Information provided includes:

• Contact details
• Frequently asked questions (FAQs)
• Archive of the JISCmail FOLIO email messages
• Course timetable
• Course materials such as FOLIO briefings and PowerPoint presentations

Educational Methods

- Practical and pedagogic education methods employed

Practical (informal learning activities):

- Fictional case studies
- Self-reflective exercises
- Debate / Voting
- Group discussion
- Quizzes
- Competitions

Educational Methods

- Practical and pedagogic education methods employed

Pedagogic (formal learning activities):

- Traditional tasks and exercises
- Guided reading
- FOLIO briefings
- "Chalk and talk" lectures (delivered via teleconferencing)

Course Methods

The mixture of practical and pedagogic teaching methods:

- engages and motivates participants

- increases the potential to meet a range of preferential learning styles among participants

FOLIO Portfolio

- Record of participants' FOLIO activities and exercises in a portfolio

- Portfolio submission date is set two weeks after the end of the six weeks course to enable flexibility

- Participants submit portfolio to receive a certificate - but even those who choose not to submit benefit from course

Participant support

- During FOLIO courses, participants are provided with both educational and social support

Educational support

- Participants are invited to send enquiries to the FOLIO Team via email (folio@shef.ac.uk) in order to receive help and advice during courses

- All queries are answered within 48hrs

- In addition, some FOLIO courses feature 'drop-in' days. Participants are invited to contact their Course Facilitator directly via email, telephone, or online 'chat' at specific dates and times

Social support

- Online learners often feel isolated when undertaking e-learning courses

- This can lead to de-motivation and participant withdrawal from e-learning courses

- The FOLIO courses include a 'buddy' system to help lessen feelings of isolation

'Buddy' system

- The buddy system enables social interaction to take place during e-learning

- Each FOLIO participant is assigned one or more buddies

- At the start of each course, buddies send informal 'icebreakers' to one another in order to introduce themselves

- Buddies are required to collaborate with each other on specific FOLIO exercises and activities

Evaluation

- At the end of a FOLIO course, participants must complete an evaluation form to pass the course
- The evaluation forms are made available online via JISCmail
- The forms are made available throughout the duration of courses in order to enable feedback to be gained from participants that withdraw
- Information that is gained from course evaluations is taken into account during the design of delivery of future FOLIO courses

General evaluation findings

Participants' opinions so far…

- 374 different library staff have registered for FOLIO courses
- The majority of participants (approx 70%) have found the FOLIO courses 'enjoyable'
- Approx 70-75% agree that the courses have met their objectives
- Approx 70% state that they would undertake another FOLIO course in the future (67 participants have completed more than one- up to 5!- FOLIO courses)

Lessons Learnt…

Workload

- FOLIO courses originally advertised as equivalent to a one-day face-to-face workshop.
- Evaluation responses revealed that participants felt that FOLIO courses are more intensive than a one-day course
- "Time-logging" activity set during Maxim FOLIO course to gain a more accurate estimation of workload
- Workload now more accurately advertised (2-3 day face-to-face event) and the number of exercises have been reduced

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Lessons Learnt…

Buddy system (1)

- Originally buddies were required to work in pairs
- If one buddy withdrew, the remaining buddy was often left to complete the course alone
- Buddies are now required to work in groups of 3-6.

Lessons learnt

Buddy system (2)

- The vast majority of participants view the buddy system as positive.

- However, a minority of participants prefer to work alone due to: learning preferences, lack of time, work pressures

- As social interaction is a key part of e-learning, all participants are required to work collaboratively

Lessons Learnt…

Applicability

- FOLIO case study material is usually within the context of the UK NHS

- This could affect the generalisability of the FOLIO programme outside of the UK healthcare system

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Lessons Learnt…

Technology

- Generally few technological problems due to 'low technology' approach

- However some participants have difficulty accessing JISCmail based features such as quizzes and evaluation forms due to firewalls etc at their workplace

- Problem is overcome by supplying students with Word versions of these features

- Due to firewalls etc, some participants have difficulty downloading FOLIO PowerPoint course materials. FOLIO Team emails the course materials to participants with these difficulties

Lessons Learnt…

Flexibility

- To accommodate participants that learn alongside their day-to-day work, participants have an automatic two week 'catch up' period for portfolio submission
- In addition, participants can request an extension of up to 4 weeks in extenuating circumstances
- However, FOLIO must continually review and develop to enable participants to complete courses ever more flexibly (especially for part-time workers and solo information professionals)

Conclusion

- Presentation title: "Meeting the CPD needs of the e-Librarian"
- But… CPD needs of the e-Librarian can never fully be met!

Needs of the e-Librarian are ever-changing due to:

- ongoing personal development requirements
- shifting nature of the health information and library environment
- developments in technology

Conclusion

However, by being flexible and responsive and delivering training in an anytime, anyplace environment, e-learning models used by the FOLIO Programme can at least "engage" the needs of the e-Librarian if not "satisfy" them!

"Soundbites"

Feedback comments:

- *"This is an excellent way for hard pressed NHS Library staff to participate in courses as long as they are able to set protected time aside to do them!"*

- *"FOLIO courses are an excellent way of learning… I can't believe that they are free!!"*

Any Questions?

- Contact the FOLIO course team at: folio@sheffield.ac.uk

- Keep an eye on the FOLIO website for future courses and developments: www.nelh.nhs.uk/folio