

## Providing Computer Assistance and Teaching Through “Quick Guides.” (Poster).

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# Providing Computer Assistance & Teaching Through "Quick Guides"



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## ABSTRACT

The Frank J. D'Agostino M.D. Medical Library serves a diverse group of patrons. The library has 10 computers and over 90 software programs including Microsoft Office, Knowledge Finder, and UpToDate. Surveys illustrated that most patrons did not know how to use the software. With limited staff, and given the variation in patrons' computer knowledge, it was often difficult to provide individualized training. Computer manuals placed next to each computer were not used and patrons continued to ask for assistance. Patrons needed to access helpful information quickly and easily. Therefore, we developed one sheet "Quick Guides." Each guide grouped various programs under broader "TOPICS" (literature searching, e-mail and Internet, MS Office, etc.). Guides were placed in brochure racks near the computers, and were distributed to residents during orientation and various programs. We tracked "Guide" usage and documented an increase in patron satisfaction. Frequency and nature of computer questions asked has changed. Questions are more specific, allowing librarians to provide assistance efficiently and effectively.

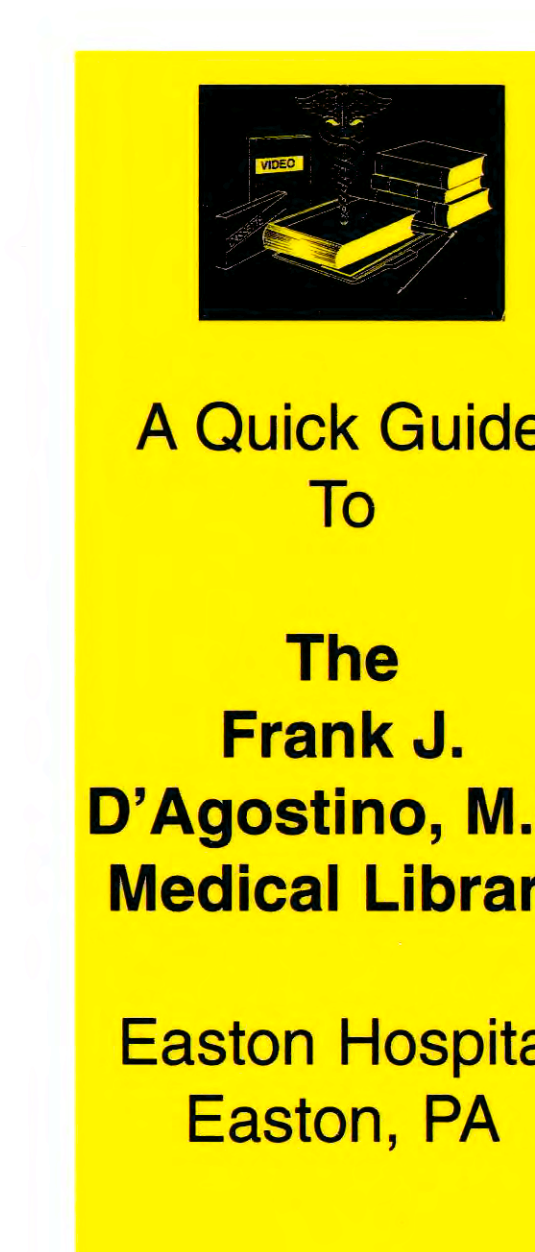
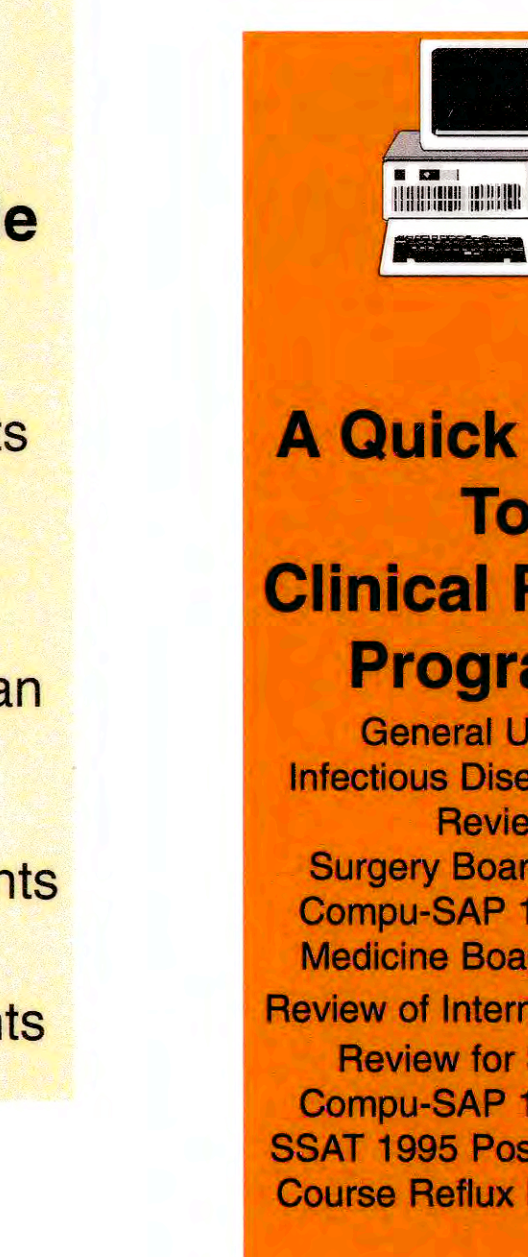
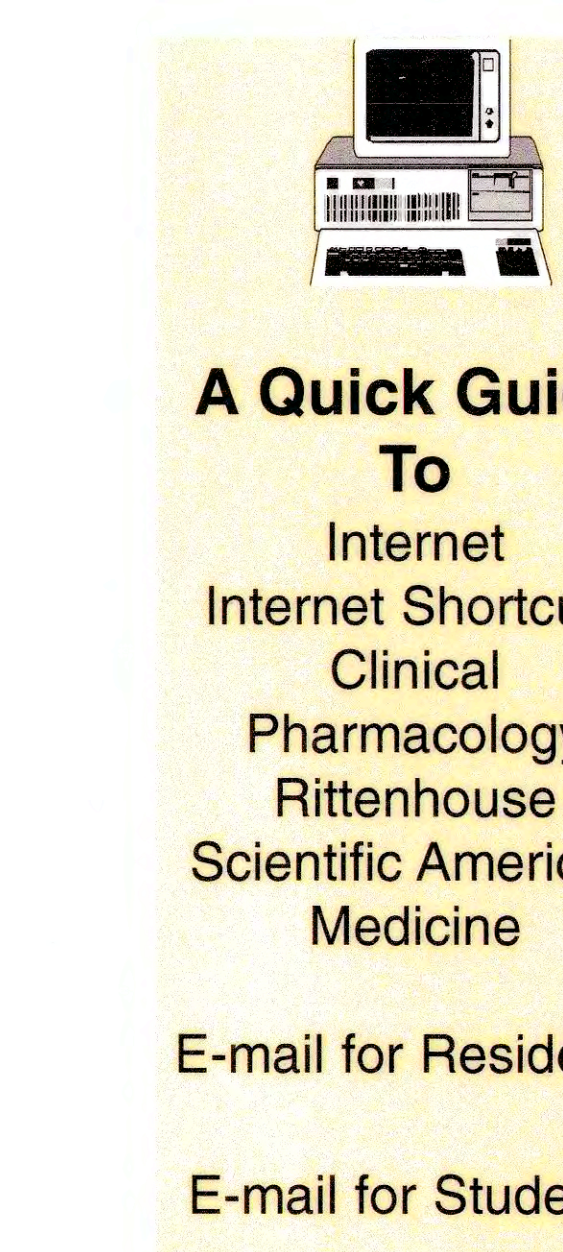
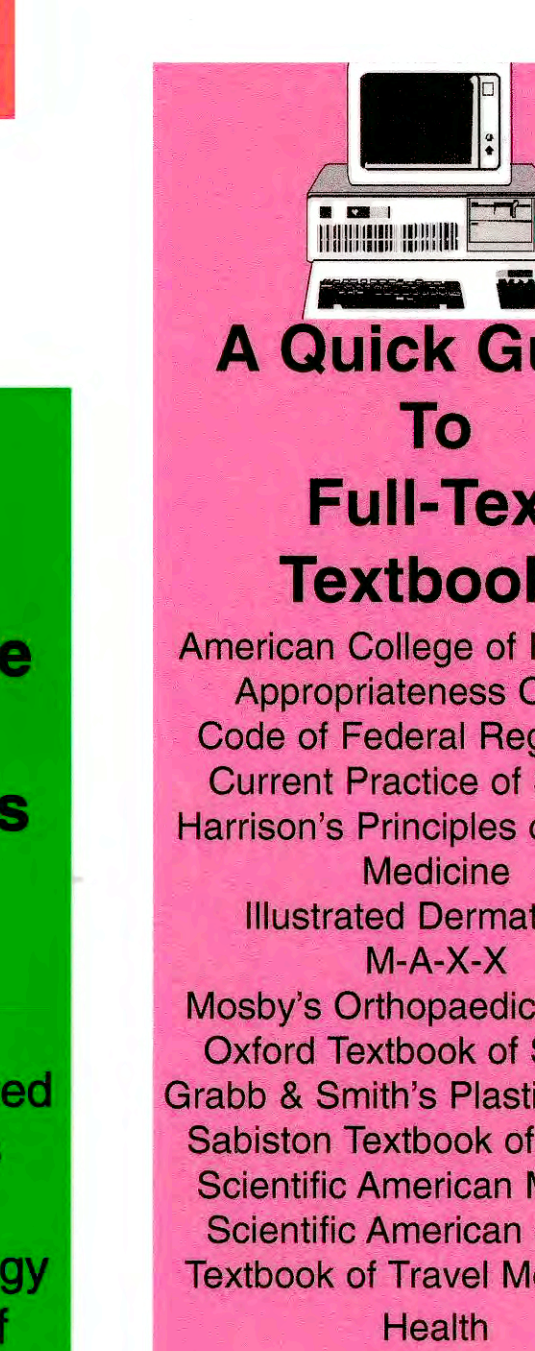
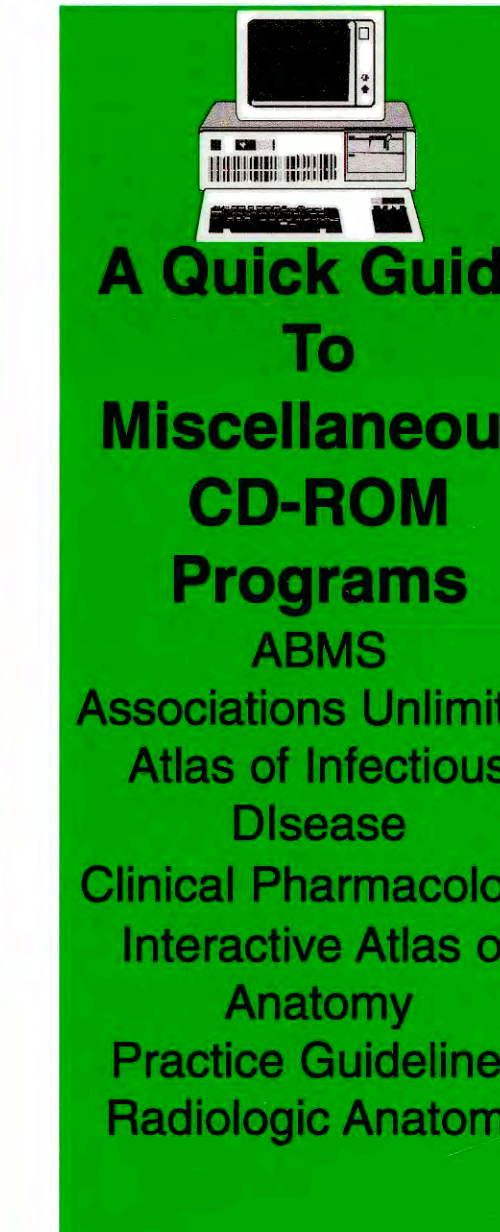
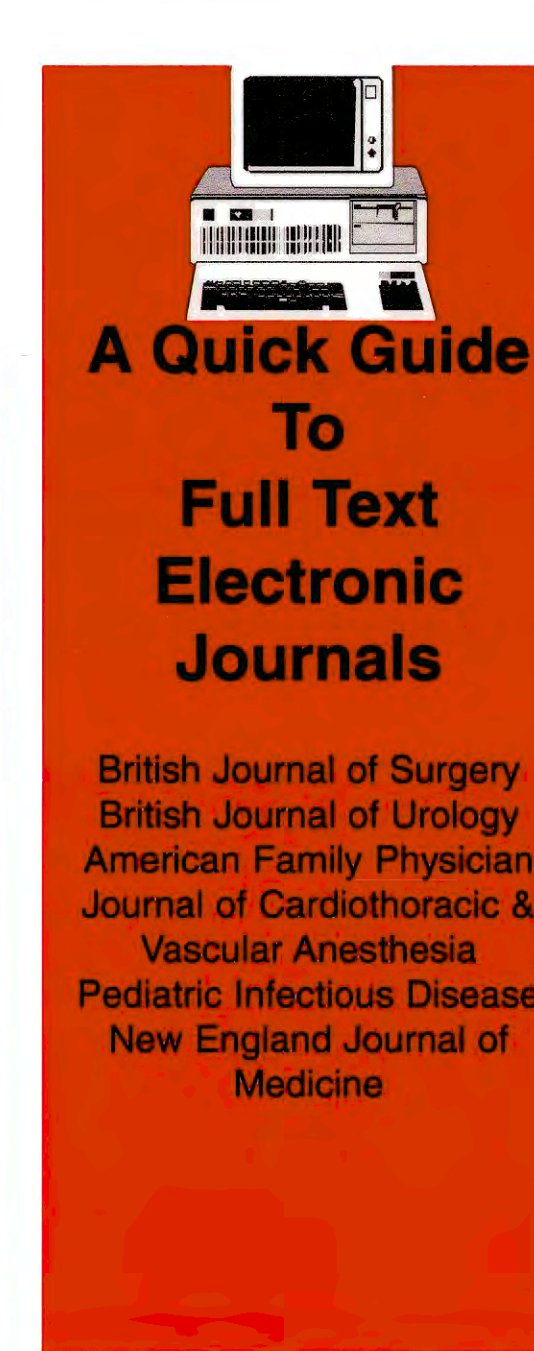
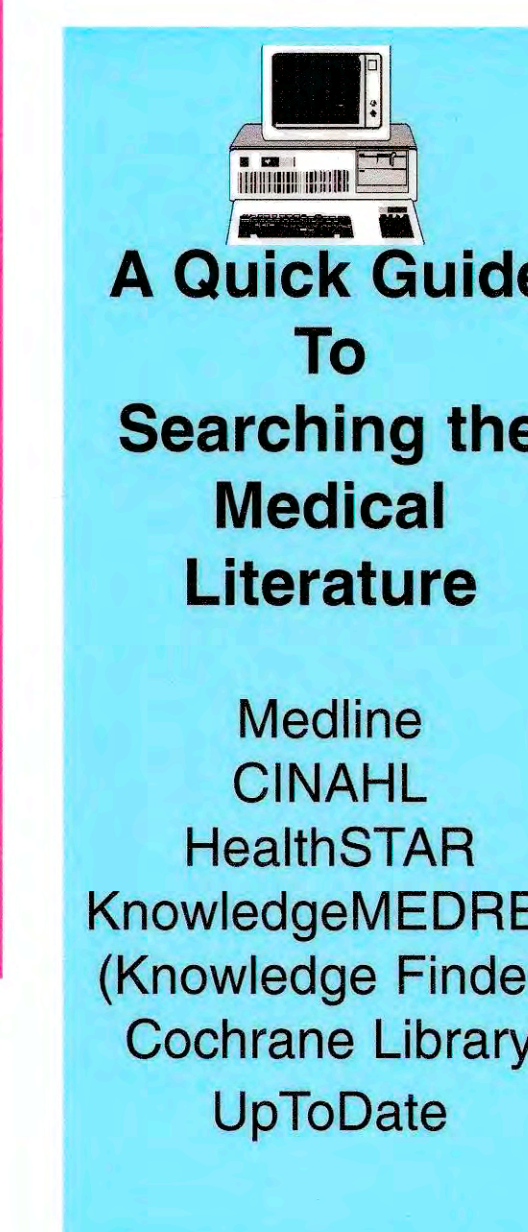
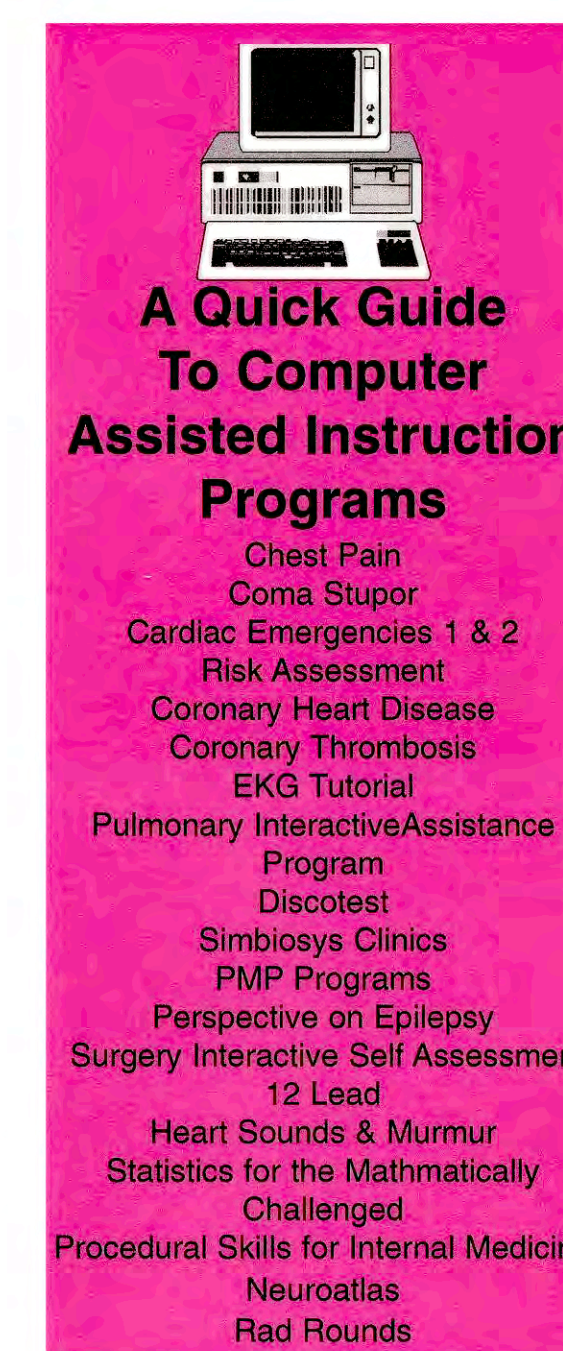
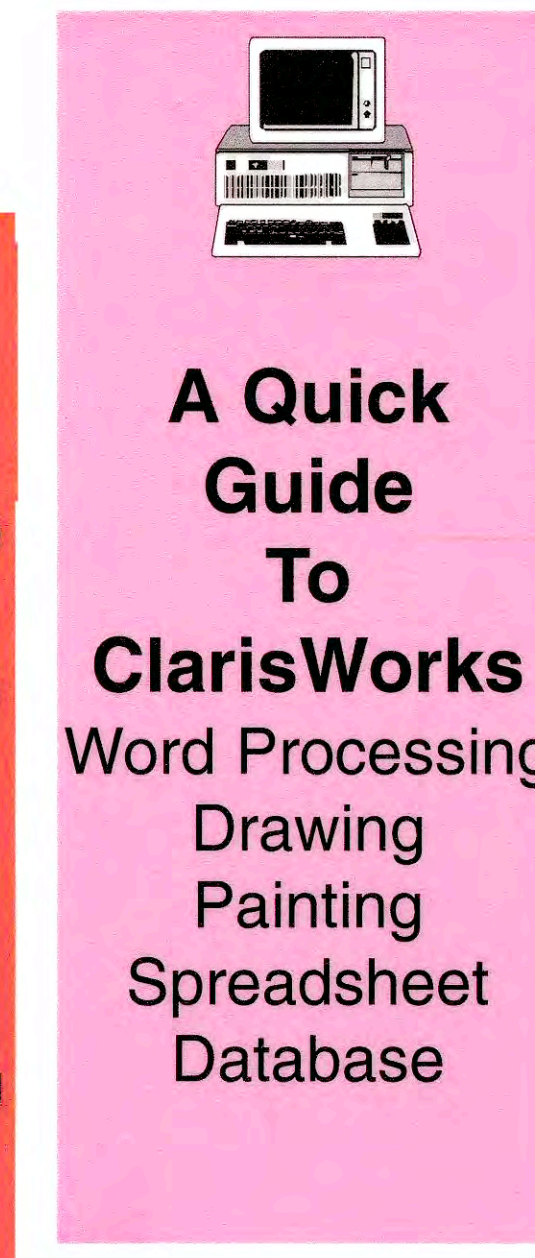
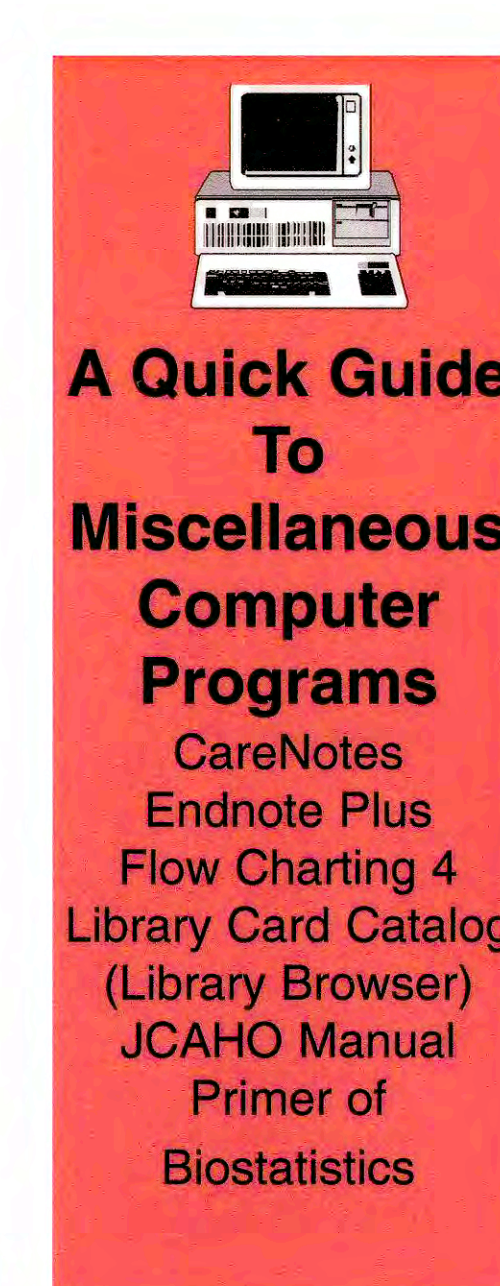
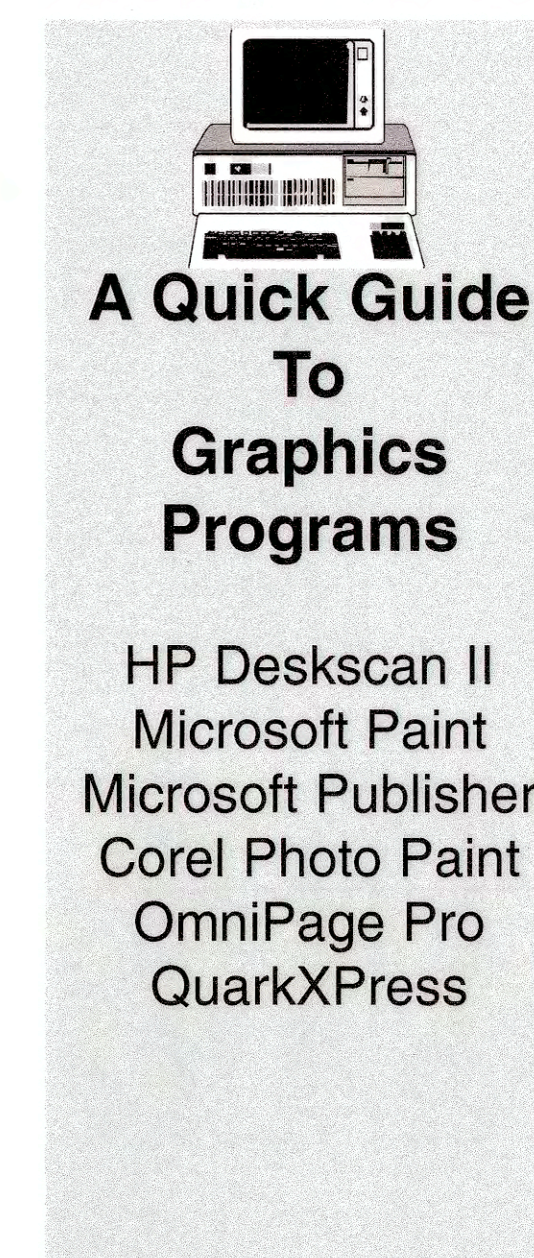
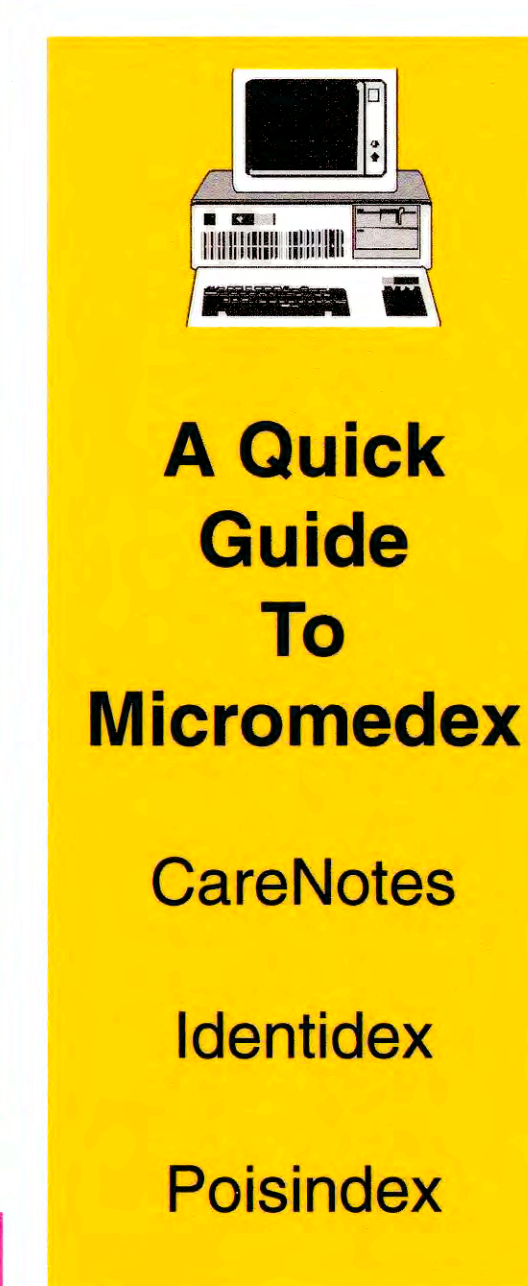
## NEEDS ASSESSMENT

Easton Hospital is a 350 bed community hospital with a staff of 1500 employees and 250 physicians. It is a teaching facility that has both medical and surgical residency programs, and medical students who rotate there. The Frank D'Agostino M.D. Medical Library is a 2300 square foot library with approximately 2000 textbooks, 187 journal subscriptions, 5 PC and 5 Macintosh computers, and over 90 computer programs. Some of the computer programs are Knowledge Finder, Microsoft Office, UpToDate, Clinical Pharmacology, and Stat!Ref. Previous library surveys revealed that over half of the library patrons did not know how to use the various computer programs available in the library. Many patrons conveyed that they would welcome some type of instruction. The library staff encountered computer questions that ranged from how to underline text in a document to how to perform a literature search.

Since the ABIM requires medical residents to have computer competency, we also wanted to see what types of skills the residents already had. A survey of both medical and surgical residents showed that their computer knowledge varied from fairly competent to never having seen a computer before. We needed to come up with something that showed the user how to use the programs and would be easy enough for anyone to use.

## RESPONSE

Previously the library staff created computer manuals that were placed next to each library computer. Each manual contained a one-page help sheet for each computer program available. From staff observation and user comments we found that these manuals were not used. We needed to create something else that would be brief, to the point, and help the library patron to use the various computer programs. Over a 6 month period the staff developed one sheet "Quick Guides". Each Quick Guide grouped various programs into "TOPICS" (i.e. searching the literature, e-mail and Internet, CD full text, and CAI programs). Each quick guide was made a different color to help distinguish one from another.



## EVALUATION

To track usage, we noted the number of Quick Guides (in each topic category) that were placed in the brochure rack. Various Quick Guides were distributed to residents and students during orientations. Quick Guides also were used during inservices on the various computer programs.

Figure 1

	# used	Total Days
Introduced in June		
Literature searching	145	252
Internet	142	252
MS Office	88	252
General library info.	75	252
Full text books	59	252
Clarisworks	42	252
Misc. programs	20	252
Introduced in July		
Micromedex	110	243
Introduced in August		
Mail merge	37	213
Misc. CD programs	30	200
Clinical review programs	17	200
Comp. assist. Inst. programs	15	200
Introduced in Sept		
Full text journals	12	101
Graphics programs	19	97

## SUMMARY

The computer skills of library patrons vary. The use of "Quick Guides" helps reduce and focus computer questions that library patrons ask. This leads to less time helping patrons, but also more efficient delivery of services and a better use of library staff time.

## RESULTS

Brochure usage varied across Quick Guide Topics (see Fig. 1). The heaviest used brochures included the Internet, Micromedex, and Literature Searching categories. The library staff also observed changes in the types of computer questions asked. For example, while previously a resident would have asked a global question on how to create a slide presentation, now after using a Quick Guide on MS Office, the resident would pose a more focused question on how to import clip art.