A Study on the Status of Medical Library User Instruction in Korea and Program Development

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A Study on the Status of Medical Library User Instruction in Korea and Program Development
Introduction - Background

- Behavior of library users have changed

  - Use of the electronic library resources through the website is becoming more popular compared to a visit to the library

- User instruction

  1. First started to develop in the 1970s
  2. In the 1990s, the information and methods of user instruction were discussed in different angles
  3. Became one of the main library services
Introduction

• This study

1. Investigation of the status of medical library user instruction in Korea

2. Study of the users’ satisfaction level and instructional needs through surveys and interviews

3. Introduction to the case of such a library that has made changes on their user instruction programs
Status of Medical Library User Instruction in Korea (1)

1. A thesis in 2005

- Discussion of the research on the current status of the user instruction

- Only 5 libraries were enforcing the user instruction program

- Contents were too simple

- Users’ satisfaction rates were too low
2. Survey in 2008

- 168 libraries of the Korean Medical Library Association
- Examination of the types of user instruction programs

- The results

① 21 library websites provided user instructional menu
② 5 libraries had various instructional courses regularly
③ 8 libraries supplied instructional courses by groups
3. Survey in 2009

- 38 medical college libraries out of the 54 libraries in the Korean Medical Library Association

- 32 libraries had their own websites
Provide User Instruction Program and Manuals on the Website

<table>
<thead>
<tr>
<th>User Instruction</th>
<th>Practice User Instruction</th>
<th>Provide Three or More Instruction Courses</th>
<th>Regularly Provide Instructional Programs</th>
<th>Provide Self-Produced Video Clips</th>
<th>Provide Self-Produced Manuals</th>
<th>Provide Manuals Made from Vendor Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>38 (Medical College Libraries)</td>
<td>17</td>
<td>9</td>
<td>6</td>
<td>9</td>
<td>9</td>
<td>8</td>
</tr>
</tbody>
</table>

- Medical library user instructions in Korea were regularly followed by large libraries
Analysis on User Satisfaction and Instruction Needs (1)

• Purpose and Methods

1. Increase of the satisfaction level of user instruction and also to activate it
2. Research was made on the types of user instruction that users actually want.
3. It was done for two months from January to March, 2008 by Yonsei University Health System faculties who have received user instruction.
4. A total number of 137 surveys were received
5. 17 people were asked for in-depth interviews
Analysis on User Satisfaction and Instruction Needs (2)

1. Survey

- 15 questions about satisfaction levels on each fields of user instruction.

① Satisfaction Levels:
   Contents, Course length, Methods, Place

② Helpful Usage Levels:
   Library uses, Medical Databases, Information Usage
Analysis on User Satisfaction and Instruction Needs (3)

1. Satisfaction level of instructional contents, methods, and place: more than 50%

2. Satisfaction level of Class length was only 33.1%
### Satisfaction Levels on Each Fields of User Instruction

<table>
<thead>
<tr>
<th></th>
<th>Instructional Contents</th>
<th><strong>Course Length</strong></th>
<th>Instructional Methods</th>
<th>Instructional Place</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>25 (18.4%)</td>
<td>14 (10.3%)</td>
<td>29 (14.0%)</td>
<td>24 (17.6%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>73 (53.7%)</td>
<td>32 (22.8%)</td>
<td>60 (44.1%)</td>
<td>54 (39.7%)</td>
</tr>
<tr>
<td>Average</td>
<td>23 (16.9%)</td>
<td>62 (45.6%)</td>
<td>44 (32.4%)</td>
<td>25 (22.8%)</td>
</tr>
<tr>
<td>Unsatisfied</td>
<td>10 (10.3%)</td>
<td>26 (19.1%)</td>
<td>13 (9.6%)</td>
<td>31 (22.8%)</td>
</tr>
<tr>
<td>Very unsatisfied</td>
<td>1 (0.7%)</td>
<td>3 (2.2%)</td>
<td>0 (0%)</td>
<td>2 (1.5%)</td>
</tr>
</tbody>
</table>
## Level of Helpful Usage

<table>
<thead>
<tr>
<th></th>
<th>Library Uses</th>
<th>Medical Databases</th>
<th>Information Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very helpful</td>
<td>25 (18.4%)</td>
<td>29 (21.3%)</td>
<td>34 (24.3%)</td>
</tr>
<tr>
<td>Helpful</td>
<td>60 (44.1%)</td>
<td>50 (36.8%)</td>
<td>58 (42.6%)</td>
</tr>
<tr>
<td>Average</td>
<td>29 (21.3%)</td>
<td>36 (26.5%)</td>
<td>21 (15.4%)</td>
</tr>
<tr>
<td>Unhelpful</td>
<td>17 (12.5%)</td>
<td>16 (11.8%)</td>
<td>20 (14.7%)</td>
</tr>
<tr>
<td>Very unhelpful</td>
<td>5 (3.7%)</td>
<td>5 (3.7%)</td>
<td>4 (2.9%)</td>
</tr>
</tbody>
</table>

- 60% people have agreed that user instruction has helped them
Analysis on User Satisfaction and Instruction Needs (4)

- 52.2% would make inquiries to the library if they have information questions after they attended courses.

- 70.6% would like to attend another user instruction course.

- Library: provide useful information on their studies
Analysis on User Satisfaction and Instruction Needs (5)

1. Interviews

- Questions: (3 parts)
  ① Information seeking behaviors
  ② Methods of user instruction
  ③ View points and recognition of the Librarians:
     Necessity of instruction, desirable instructional methods, effective user instructional methods, the most needed part of the instruction
Analysis on User Satisfaction and Instruction Needs (6)

1. Interviews

- Suggestions
  ① Actual practices
  ② Various contents
  ③ Courses divide by levels
  ④ Repetitive programs
  ⑤ Case study
Instruction Program Case Study

• The user instruction program at Yonsei University Medical Library has improved its program based on the results of the surveys and interviews made.

• The library has complemented the program, which first began in March, 2008.
Instruction Program (1)

- Plan monthly schedule
- Select target users and Separate Levels
- Instruct various courses
Instruction Program (2)

- Provide classes with practices
- Provide classes in various time periods
- Offer easy registration process
- Provide snack coupons
## The Status of User Instruction in Yonsei University Medical Library

<table>
<thead>
<tr>
<th>Year</th>
<th>Regular Instruction</th>
<th>Customized Instruction</th>
<th>Number of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>29</td>
<td>13</td>
<td>1,511</td>
</tr>
<tr>
<td>2007</td>
<td>35</td>
<td>34</td>
<td>1,657</td>
</tr>
<tr>
<td>2008</td>
<td>56</td>
<td>37</td>
<td>2,099</td>
</tr>
</tbody>
</table>
Conclusion (1)

• This paper examined types of user Instruction practiced by medical libraries in Korea

• Satisfaction level and instructional needs of users who have used the user Instruction program

• In order to activate the system and provide higher satisfaction

• Based on the results, Yonsei University Medical Library has developed a user instructional program and practiced it since 2008
Conclusion (2)

• As a result,
  - The user Instruction became one of the main library services

• This process will help one to understand that libraries are strongly-needed organizations in the society

• The users who educated instruction can advertise the library
The social viewpoints of the librarians could be positively changed as well.

Conclusion:
The case of user instruction introduced could be used as a reference also for improving the library materials and increasing the user satisfaction.
Thank You!

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User Instruction Program on Website
Request Form of Instruction
My Library