



**Creative Problem Clinics
Information Literacy Triage**

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LILAC 2011**



(High expectations) x (Gaps in understanding)^{students} + boredom = **N**

Limited time with students

N = Current Confusion

Symptoms include...



Google eyed



Project Panic



Blurred vision recognising
quality information



Students get
hallucinations of failure



Students feeling overwhelmed
by information



The Problem Clinic

What is it?

Active Learning

Questions, Answers

Practice session

Why do we need it?

To restore clarity

To help students

To promote the Library

The Problem Clinics treat



Googlitis



Confusion



Resource phobias



Library Disorientation



Wikipedia dependency



Resistance to databases



Project anxiety disorders



The Problem Clinic

Information Literacy Triage



Image source:
<http://www.grinningplanet.com/2007/10-04/thermometer.gif>

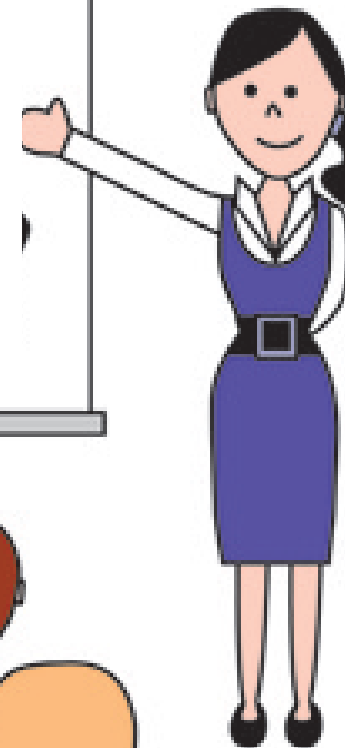
- Take histories
- Note core symptoms
- Diagnose Key problems
- Decide on treatment
- Treat as appropriate




➔ Full IL Recovery

Information Literacy Triage in practice

**What IL problems
or issues are you
having?**





**I'm getting
too many
irrelevant
results**

**I don't
understand
search
techniques**

**I can't find
the journal I
want**

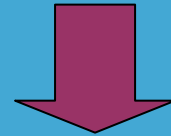
**I can't get
full text
access**

**What
database
should I
be using?**

Animation Erica Grainger

Diagnose Priority Symptoms

- Finding a Journal
- Limiting searches
- Off campus access



Treat with a

- Demonstration
- Exercise/Tutorial
- Game



Treat with a demonstration / exercise

New Search | Publications | CINAHL Headings | Evidence-Based Care Sheets | More ▾ Sign In to My EBSCOhost | Folder | Languages ▾ | New Features! | Help

Searching: **CINAHL Plus** | Choose Databases > Brought to you by UCD Dublin Library

Suggest Subject Terms

clinics in TI Title ?

and ▾ in Select a Field (optional) ▾

and ▾ in Select a Field (optional) ▾

Basic Search | Advanced Search | Visual Search | Search History/Alerts | Preferences >

Narrow Results by

Source Types

- All Results
- Periodicals

Subject: Major Heading

- Ambulatory Care Facilities
- Primary Health Care
- Health Services Accessibility
- Nurse-Managed Centers
- Ambulatory Care
- Outpatient Service

More >

Age




Gender


Publication

Results: 1-10 of 203 Page: 1 2 3 4 5 Next Sort by: Date Descending ▾

Results for: TI clinics Options set [Alert / Save / Share >](#)

• Search Mode: Boolean/Phrase

- [Factors influencing willingness to use convenient care clinics among baby boomers and older persons.](#) 
(includes abstract); Leppel K; Health Care Management Review, 2010 Jan-Mar; 35 (1): 13-22 (journal article) ISSN: 0361-6274 PMID: 20010009 CINAHL AN: 2010531756
Database: CINAHL Plus
- [eTriage - a novel, web-based triage and booking service: enabling timely access to sexual health clinics.](#) 
(includes abstract); Jones R; Menon-Johansson A; Waters AM; Sullivan AK; International Journal of STD & AIDS, 2010 Jan; 21 (1): 30-3 (journal article) ISSN: 0956-4624 PMID: 19884355 CINAHL AN: 2010526412
Database: CINAHL Plus
- [Convenient care clinics in the broader health care landscape.](#) 
(includes abstract); Ryan S; Journal for Nurse Practitioners, 2010 Jan; 6 (1): 27-32 (journal article) ISSN: 1555-4155 CINAHL AN: 2010540891
Database: CINAHL Plus
- [Depression screening patterns for women in rural health clinics.](#)
Tudiver F; Edwards JB; Pfortmiller DT; Journal of Rural Health, 2010 Winter; 26 (1): 44-50 (journal article) ISSN: 0890-765X PMID: 20105267 CINAHL AN: 2010523965
Database: CINAHL Plus

5. [Convenient care clinics: making a positive change in health care.](#) 

Limit your results

Full Text
 References Available
 Abstract Available

Filter by Publication Date:

2009 2010

[< Search Options](#) Options set

Done

Treat with a Game – Matching pairs

Phrase Searching

Used to search for two or more words together in a document

Example “clinical skills”

This will retrieve results with clinical skills as a concept.



Delivering Problem Clinics

Dosage

1 problem clinic per year
(voluntary)

Instructions

Take 1 problem clinic
after a traditional IL
session

Best Results



Use Stop, start
continue Reflect

PRESCRIPTION

FOR: **Students**

FROM: **Librarian**

AILMENT: **Confusion**

DATE: **04/02/11**

R_x

**Problem
Clinic**

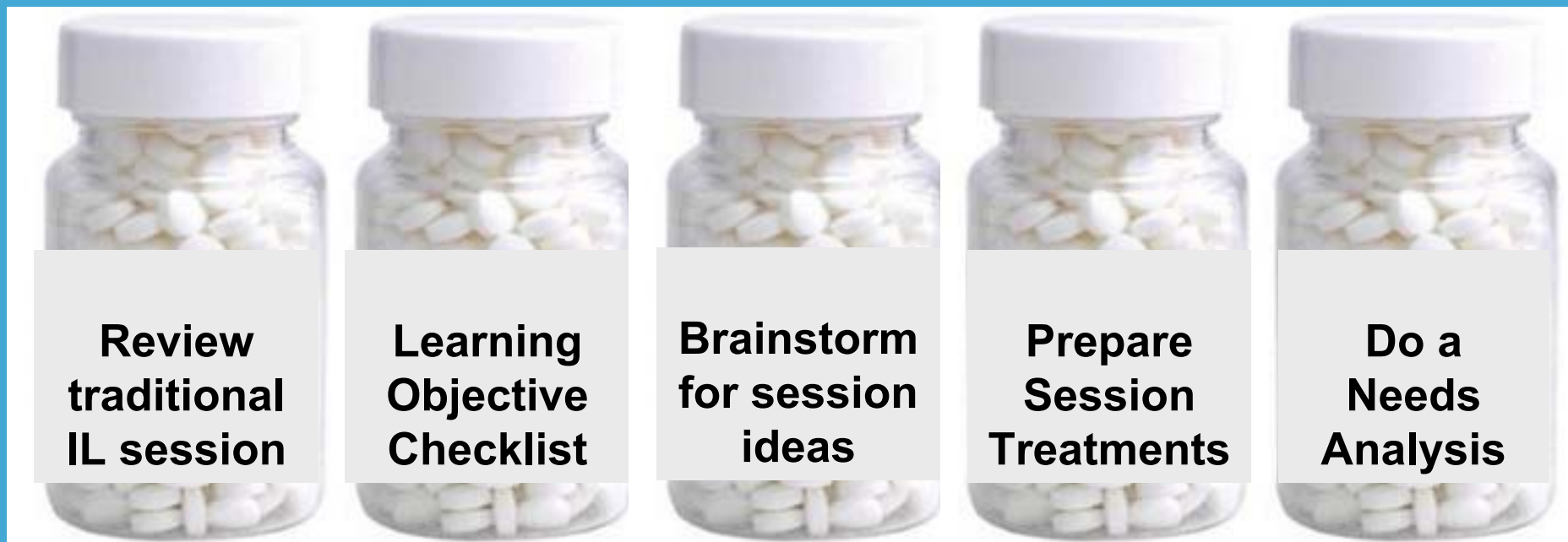
SPECIAL INSTRUCTIONS

DOSAGE: **1 pa** PER HOUR PER WEEK
 PER DAY PER MONTH
DURATION: _____ HOURS WEEKS
 DAYS MONTHS
REFILLS: **0** ZERO TWO
 ONE THREE

Susan
SIGNATURE
Boyle

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Preparing Problem Clinics



**Information Literacy
Wellbeing**



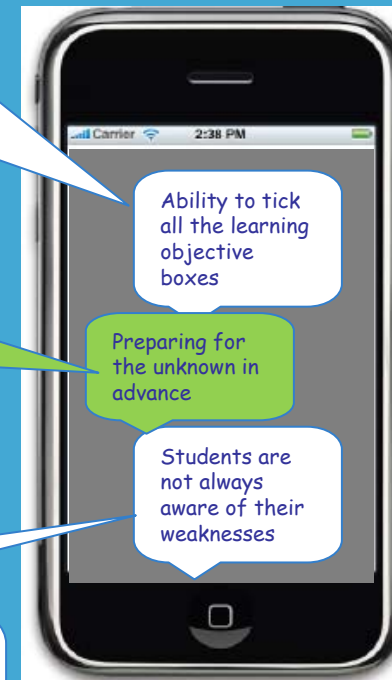
Adverse Reactions to Problem Clinics

Very few contra indications!

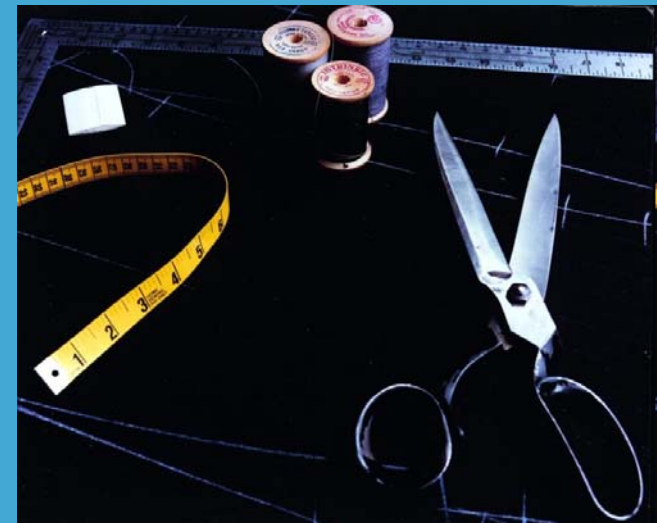
Ability to tick all the learning objective boxes

Preparing for the unknown in advance

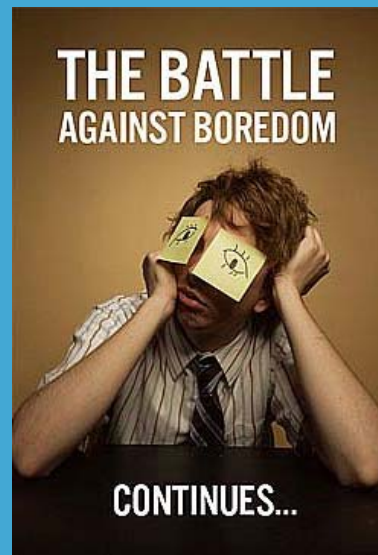
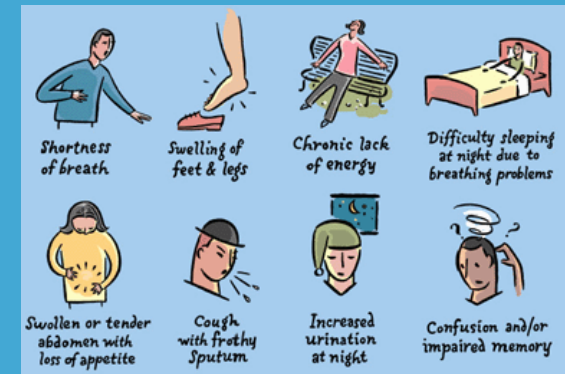
Students are not always aware of their weaknesses



Benefits of the Problem Clinic triage approach for Students



Benefits of the Problem Clinic triage approach for Librarians



See notes for Image sources

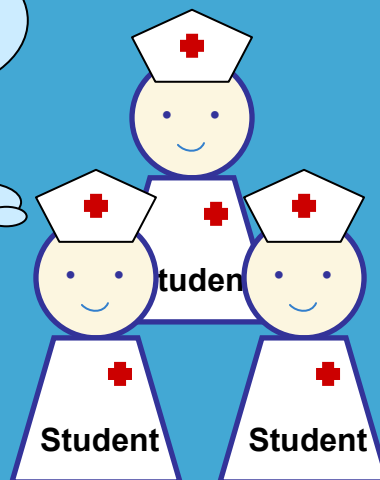
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Problem Clinic Testimonials

“It was good to be able to voice your own personal problems. Make sure everyone else gets to go”

“Keep running these sessions”

“She asked us what we would like to learn first so all of the session was very useful”



Thanks for listening!