Evidence-based practice in research and academic libraries: an applied approach

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#LIBER2019

![USQ Australia logo] # About USQ Library

- Regional university with 3 campuses in the south-east corner of Queensland, Australia

- 27,000+ FTE student load

- 75% of our students study online

- 3 campus libraries; 64 FTE library staff

- Coordinator (Evidence-Based Practice) role created in October 2016.

(Image: USQ Toowoomba campus. Photo by USQ Photography)

Evidence-based library and information practice

"A structured process of articulating questions or problems, collecting, interpreting and applying valid and reliable evidence to support decision making and continuous service improvement in professional practice."

(Howlett & Thorpe 2018)

(Image: USQ Ipswich campus library. Photo by USQ Photography)

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EBLIP at USQ

We work with USQ Library staff to:

- develop tools, skills and expertise in evidence-based practice,

- enable us to demonstrate value to our stakeholders,

- gain deeper understanding of client needs and experiences,

- promote robust decision making, and

- improve our service delivery.

(Howlett 2018)

Engaging and enabling staff in EBP

- Articulate the expectation

- Build trust through relationships

- Communicate benefits through transparent processes and regular feedback

- Build accountability for evidence-based practice as a corporate value (it's everyone's responsibility)

- Support staff development

- Adopt many small practices (O'Sullivan & Partridge 2016)

Conceptual application of EBP

USQ Library Content Framework (Pearse, 2018)
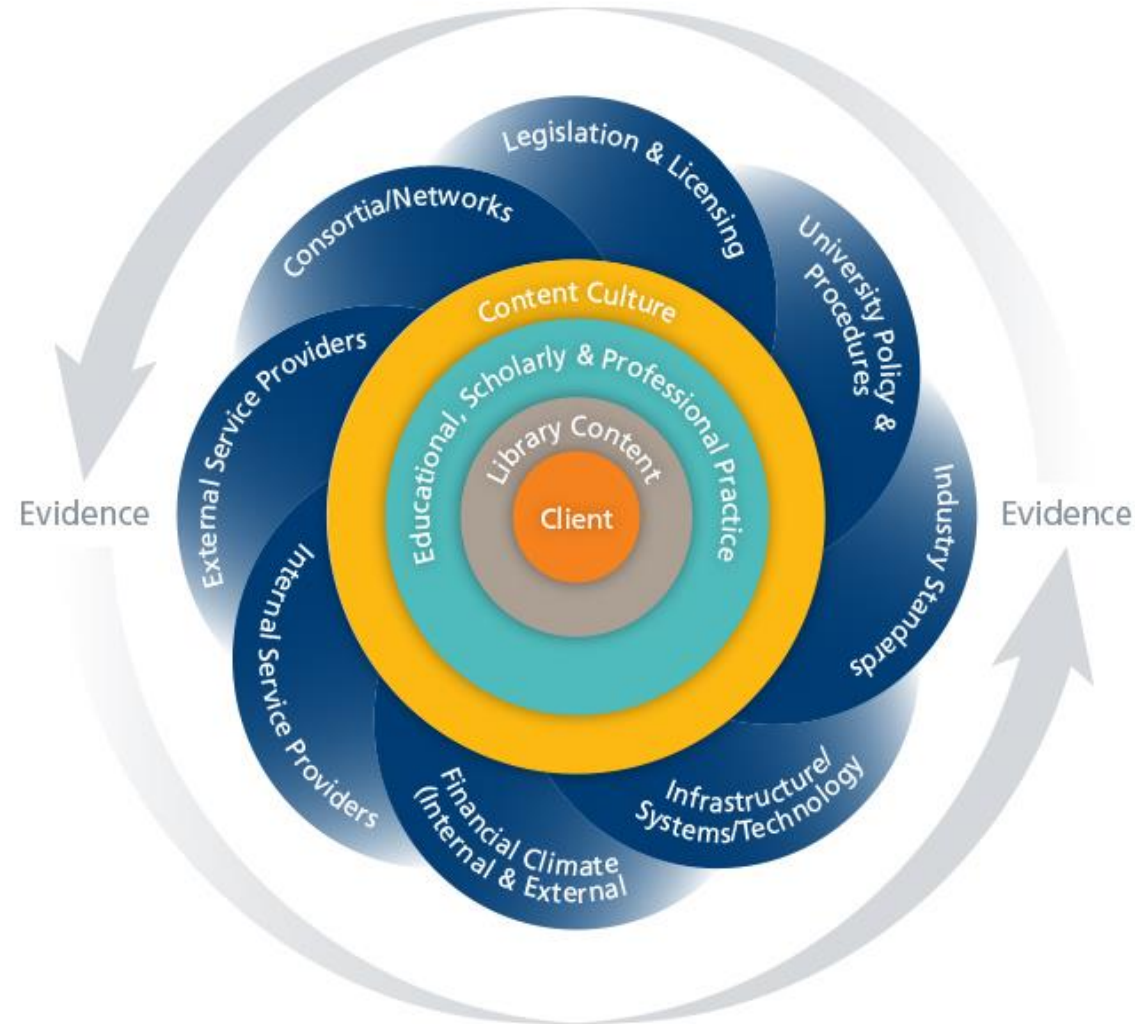
Practical application of EBP

ELECTRONIC RESOURCE REVIEW OUTCOME

Insert Name Here   2019

Review Parameter	Review Parameter Weighting (1 - Low, 2 - Medium, 3 - High)	Overall Review Parameter Score	Final Review Parameter Score (B x C)
Cost per Usage	3	1	3
ILL Supply Cost Difference	2	3	6
Content Importance	3	2	6
Functionality and Accessibility	3	2	6
Delivery Model	3	3	9
Reporting	2	2	4
Vendor Supply / Support	1	3	3
Licence Terms	2	2	4
		Overall Score	41

Note: If a parameter is not applicable, weighting must be set to zero

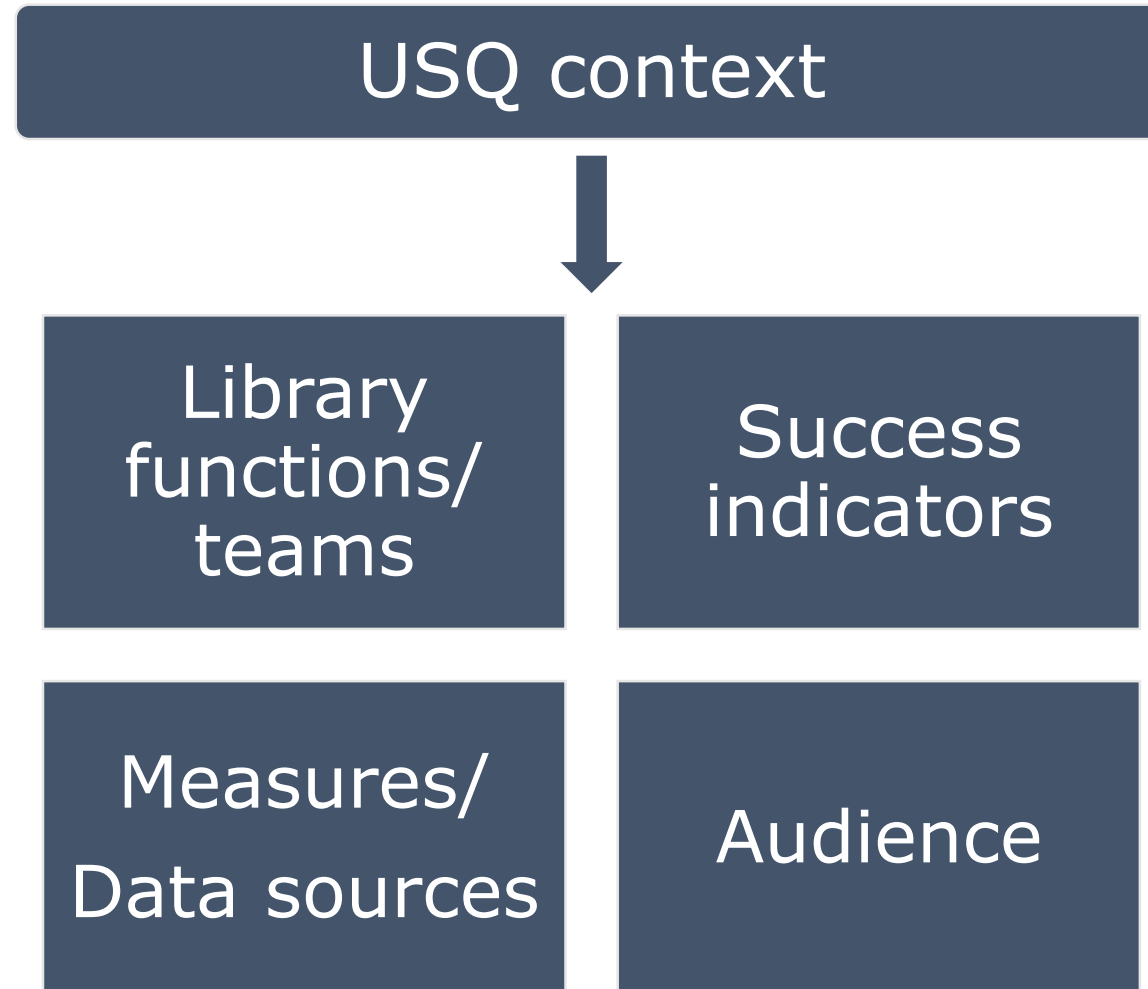| Outcome	Range Low	Range High
Recommend for Renewal / Purchase	48	57
Liaise with stakeholders regarding Renewal / Purchase	30	47
Recommend not to Renew/Purchase	19	29

Insert Name

4

Selection and Evaluation of Electronic Content (SEEC) tool (Hay & Pearse 2019)

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Improved outcomes for clients

Strategic Success Framework: an example

Improve the visibility of research outputs

Institutional repository

% of research outputs that are Open Access

Open Access metadata

Office of Research, Faculty, Deputy VCs, Industry benchmarking
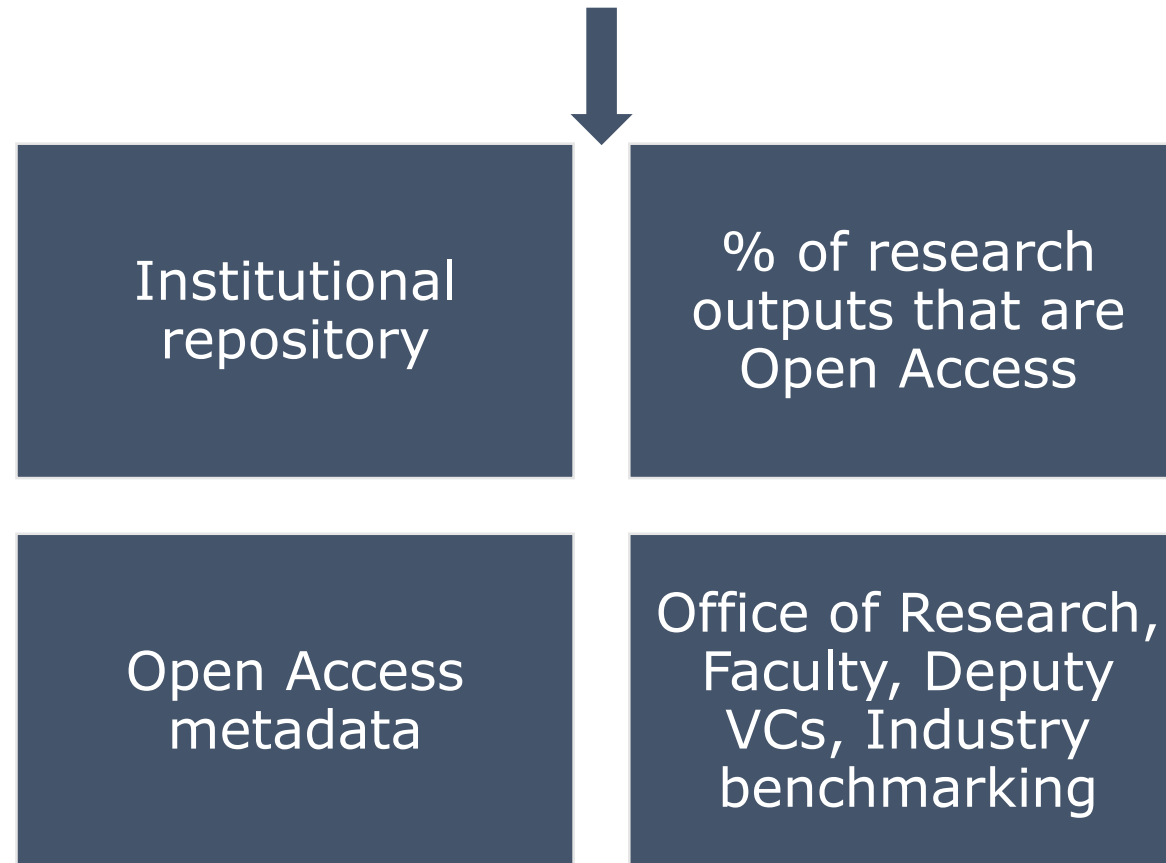
Research question & method

- **How does a university library leader know that the library's service and practice is evidence-based?**

- 16 semi-structured interviews with library professionals across Australia and New Zealand.

- Transcripts were thematically analysed to identify the dimensions and levels of the draft maturity model.

What we found

EBLIP experiences appeared to be on a continuum around three main themes:
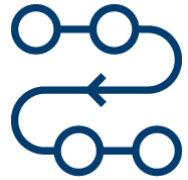
	Process	how evidence-based practice was approached
	Engagement	who was involved in evidence-based practice and how they were involved
	Evidence	the types of evidence involved in a library's process and an awareness of its limitations

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An initial EBLIP capability maturity model

Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
AD HOC/SPORADIC	JUSTIFYING	EMERGING	EXPERIMENTING	TRANSFORMING

A lot of decisions were just made on people's personal opinion. (I10)

I hear a lot of that justifying, "The evidence is telling us this, but that's because blah & blah". Then we don't have to do anything about it, because we can justify it. (I13)

Having a process around the collection & evaluation of the information that you're going through making a business case for a change. (I2)

You're really thinking through all the ramifications of the decision and then what kind of example you can get, or evidence from other libraries or other businesses (I4)

I see it in terms of the library conducting itself, and being managed, and being driven forward, on the basis of evidence-based practice. (I11)

Next steps

How can a university library measure and progress its maturity in EBP?

- Continue to develop the initial model into a working EBP capability maturity model

- Develop self-assessment matrix/tools, resources and practical recommendations on how to grow a library's EBP maturity.

(Image: USQ Springfield Library. Photo by USQ Photography)

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