

Meeting diverse learning needs of Cochrane Information Specialists: survey results on resources and services from the CIS Support Team

Background

The Cochrane Information Specialists' (CIS) Support Team provides resources and services to support CIS in all aspects of their role within a Cochrane Review Group. In particular, the team trains CIS on use of the Cochrane Register of Studies (CRS).

Survey objectives

To learn if we were meeting the needs of the community, and to support improvements to the CIS Support Team's resources and services.



Results

Thirty-two CIS completed the survey (participation rate of 68%).

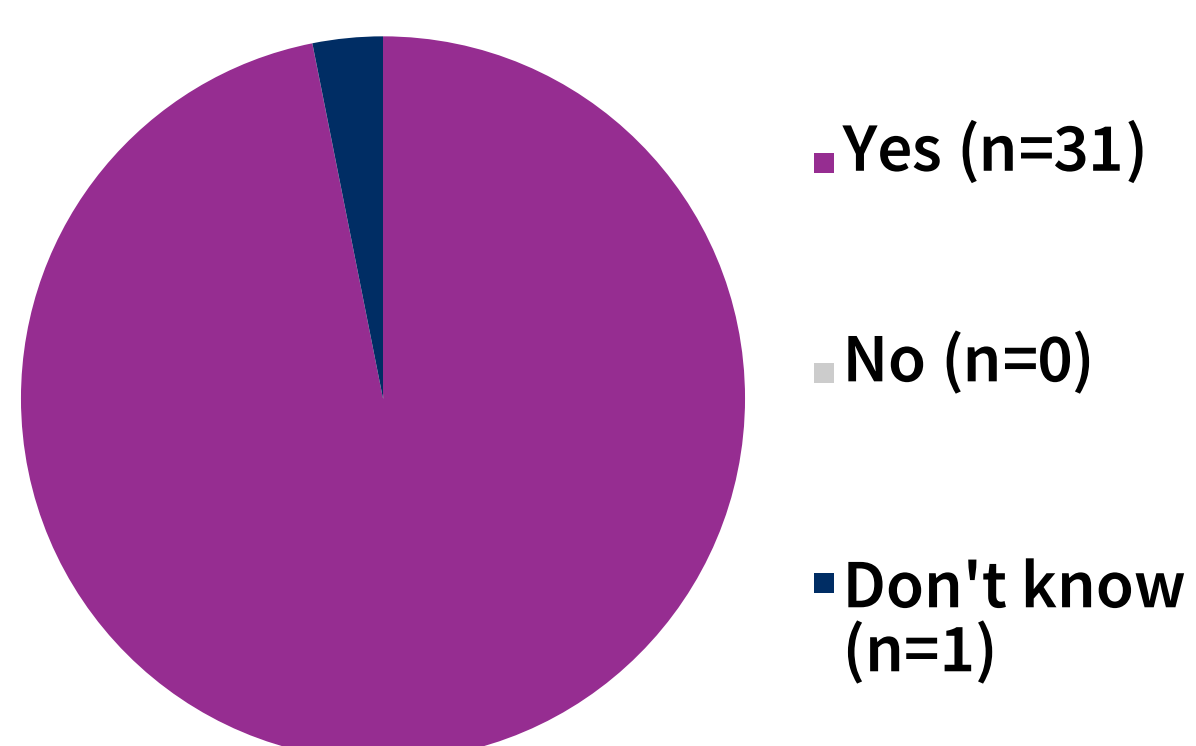
Overall, CIS rated the Support Team's resources (4.43/5 - weighted average) and services (4.46/5) as "very useful".

CIS liked the "quick response" time of the Helpdesk and interactivity of in-person training. For training materials, CIS liked "having several short videos instead of one long one," and having a "combination of video and PDF guides." The IS portal received suggested improvements to "make CRS information more visible" and "update the navigation."

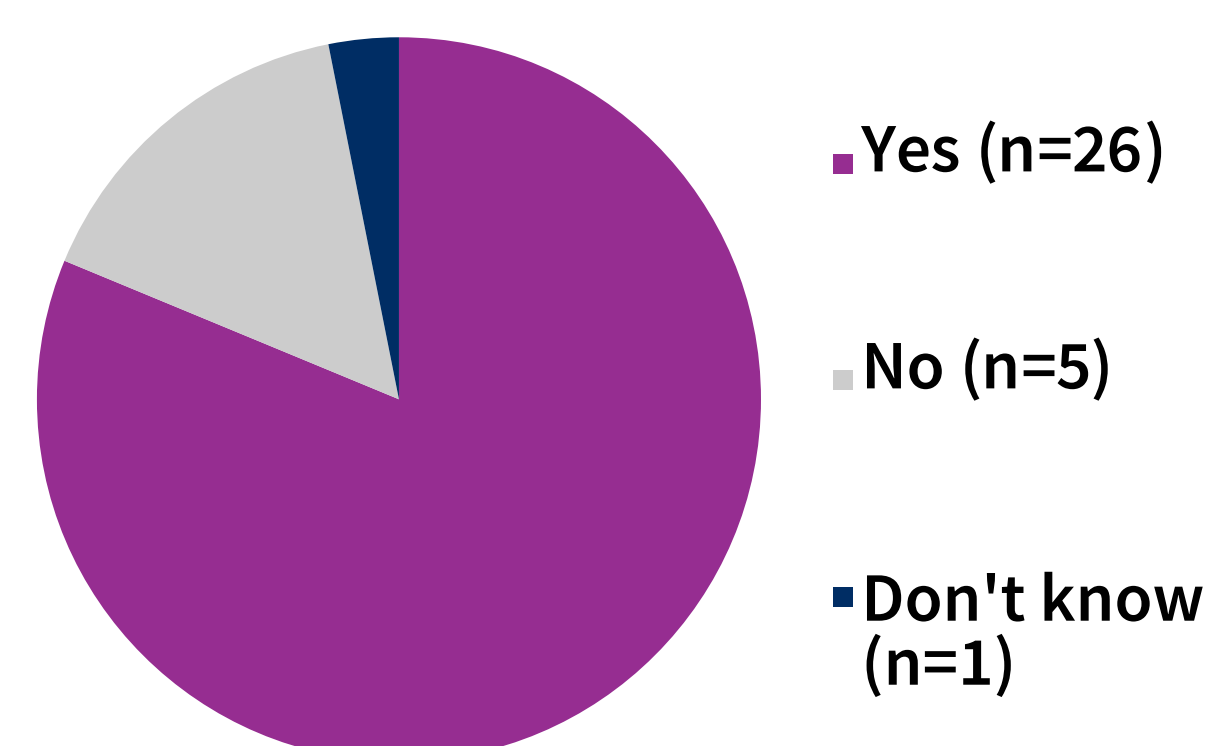
Methods

In March 2019 we sent an online survey to CIS.

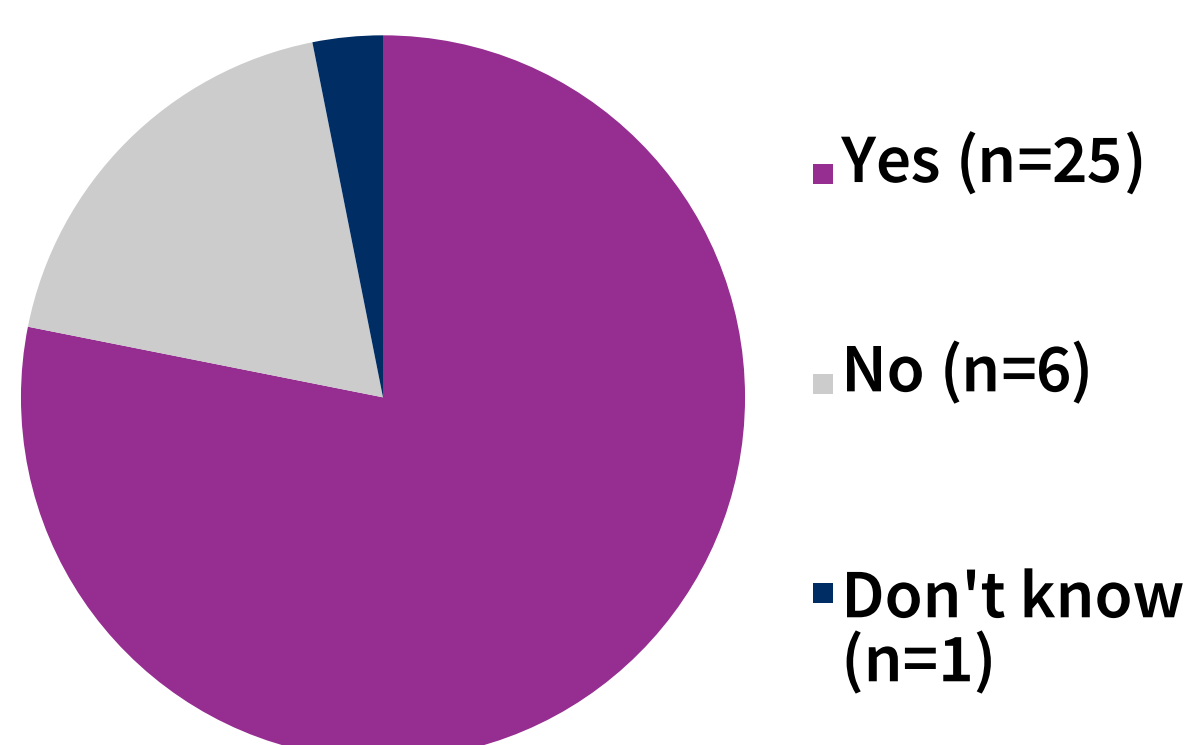
The survey contained 28 questions about the CIS Support Team's **services (in-person training, induction meetings, and support Helpdesk email)**, and **resources (CRS training videos/guides, IS portal website, digest newsletter)**.



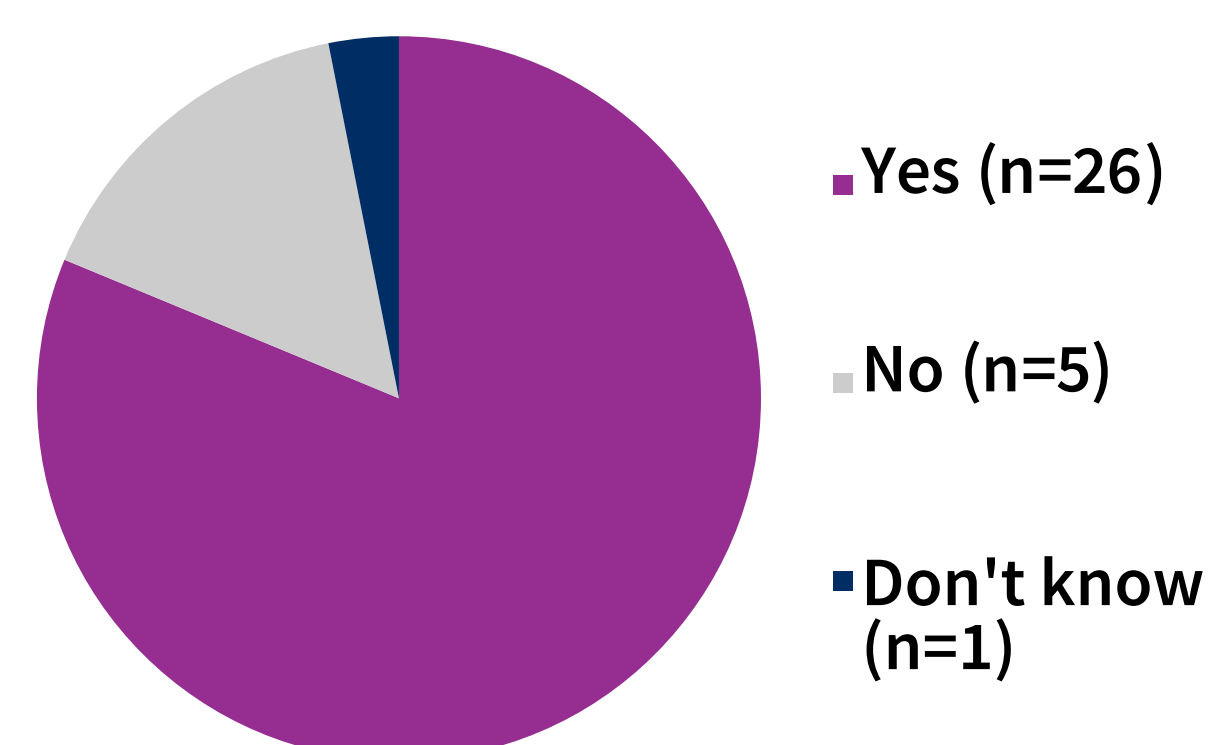
Do you currently receive the CIS Support Team Digest email newsletter?



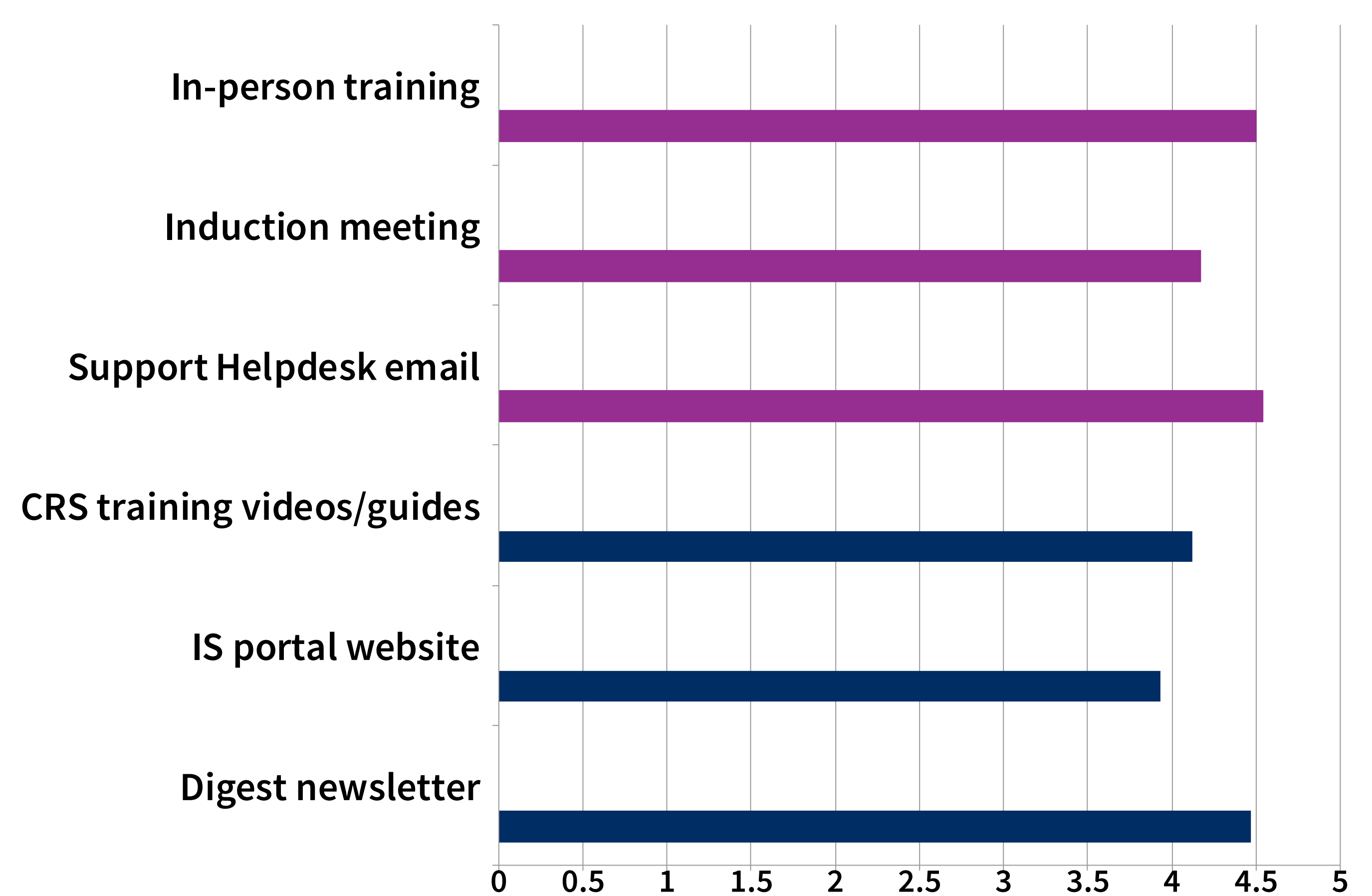
Have you ever viewed any of the training videos on the IS portal?



Have you accessed the IS portal website in the last 6 months?



Have you ever contacted the CIS Support Helpdesk email?



How useful are these Services & Resources on a scale of 1 (not at all useful) to 5 (very useful)?

Conclusions

Survey responses informed enhancements of the CIS Support Team's resources and services, and will influence future planning.

We learned that responsiveness and face-to-face training are highly valued by CIS. The team could improve by having online training sessions that cover multiple time zones and reorganizing content on the IS portal.

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