

Collecting Qualitative Feedback for an Institutional Repository to help demonstrate value to stakeholders

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Thomas Jefferson University, Philadelphia PA

10.17

Agenda

- Jefferson & Jefferson Digital Commons background
- Workflows
- Feedback received
- Analysis
- Q&A

Learning Objectives

At the conclusion of this presentation attendees will be able to:

- Gather qualitative feedback for an IR
- Demonstrate value to your stakeholders on the power of an IR
- Share feedback to your patrons and build on transparency



Jefferson Health

13 Hospitals

- Abington Hospital
- Abington – Lansdale Hospital
- Aria – Bucks County Hospital
- Aria – Frankford Hospital
- Aria – Torresdale Hospital
- Jefferson Hospital for Neuroscience
– *part of Vickie and Jack Farber Institute for Neuroscience at Jefferson*
- Jefferson Cherry Hill Hospital
- Jefferson Stratford Hospital
- Jefferson Washington Township Hospital
- Methodist Hospital
- Physicians Care Surgical Hospital
- Rothman Orthopaedic Specialty Hospital
- Thomas Jefferson University Hospital
– *Sidney Kimmel Cancer Center at Jefferson (NCI-designated)*

6,000
physicians/practitioners



7,200 nurses



Abington Hospital, Jefferson Hospital for Neuroscience and Thomas Jefferson University Hospital are Magnet-designated hospitals

50+ outpatient and urgent care locations

Over **3.6 million**
patient interactions annually



Jefferson Health®

HOME OF SIDNEY KIMMEL MEDICAL COLLEGE



Thomas Jefferson University.



Thomas Jefferson University

9 Colleges + 4 Schools

- College of Architecture and the Built Environment
 - College of Biomedical Sciences
 - College of Health Professions
 - College of Nursing
 - *Aria Health School of Nursing*
 - College of Pharmacy
 - College of Population Health
 - College of Sciences, Health and the Liberal Arts
 - Kanbar College of Design, Engineering and Commerce
 - *School of Business Administration*
 - *School of Design and Engineering*
 - School of Continuing and Professional Studies
 - Sidney Kimmel Medical College
- and also
- Philadelphia University Design Institute
 - Philadelphia University Honors Institute

160+ Graduate & Undergraduate programs

63,000 Alumni | **7,800** Students (full/part time)

over **\$110 million** in public/private research funding.

5th largest university in Philadelphia

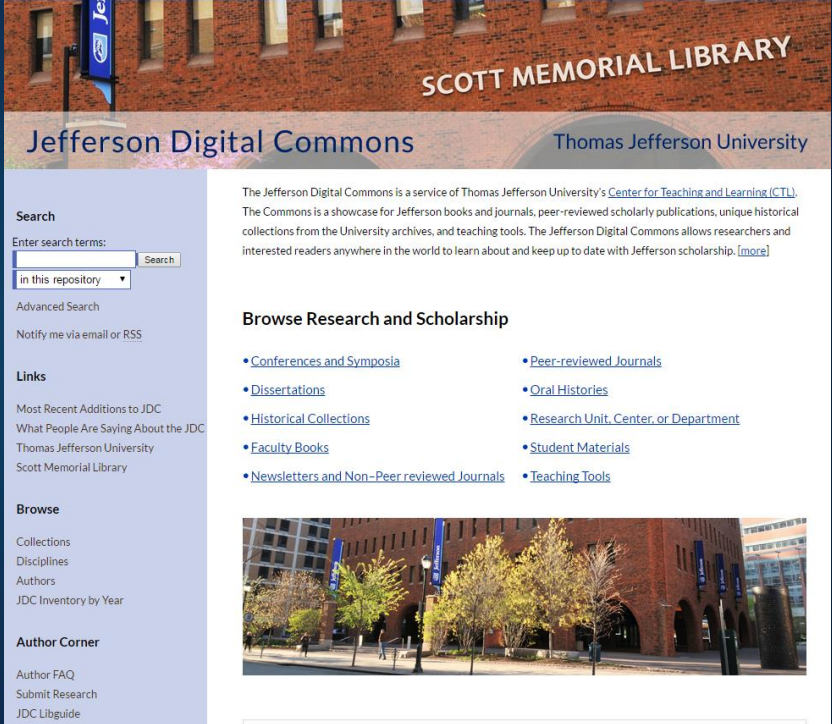
326 combined years of providing professional education

Nationally ranked in architecture, fashion design, primary care, research and strategic leadership



Jefferson Digital Commons

- Open Access IR
- Over 12,000 assets
- Over 3 million downloads
- <http://jdc.jefferson.edu>

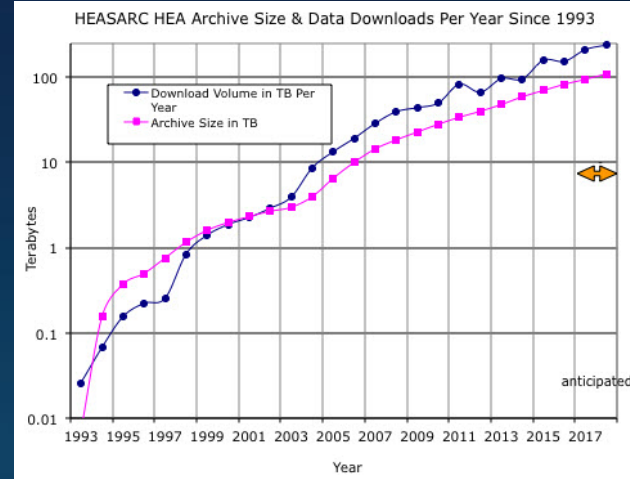
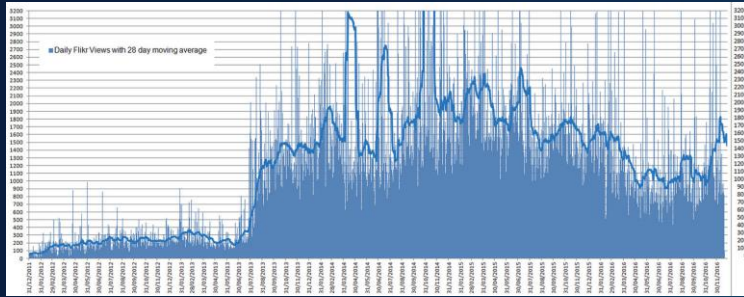


The screenshot displays the Jefferson Digital Commons website. At the top, a banner features a photograph of the Scott Memorial Library building with the text "SCOTT MEMORIAL LIBRARY" in white. Below the banner, the site title "Jefferson Digital Commons" and "Thomas Jefferson University" are visible. The main content area is divided into several sections:

- Search:** Includes a search bar with the text "Enter search terms:", a "Search" button, and a dropdown menu set to "in this repository". Below this are links for "Advanced Search" and "Notify me via email or RSS".
- Links:** A section titled "Links" containing a list of "Most Recent Additions to JDC" and "What People Are Saying About the JDC" with links to "Thomas Jefferson University" and "Scott Memorial Library".
- Browse:** A section titled "Browse" with links for "Collections", "Disciplines", "Authors", and "JDC Inventory by Year".
- Author Corner:** A section titled "Author Corner" with links for "Author FAQ", "Submit Research", and "JDC Libguide".
- Browse Research and Scholarship:** A section titled "Browse Research and Scholarship" with a grid of links: "Conferences and Symposia", "Peer-reviewed Journals", "Dissertations", "Oral Histories", "Historical Collections", "Research Unit, Center or Department", "Faculty Books", "Student Materials", "Newsletters and Non-Peer reviewed Journals", and "Teaching Tools".

At the bottom of the page, there is a photograph of the library building's exterior with trees in the foreground.

Data



34,150 Institutions

Education Commercial Organization Government Military [0%] Library [0%]



Filter by type: Show All

Show 10 entries

Search:

Export

Name	Type	Downloads
> Thomas Jefferson University	Education	13995
> Department of Veterans Affairs	Government	4769
> National Health Service	Government	2923
> HCA Hospital Corporation of America	Commercial	1789
> Kaiser Foundation Health Plan	Organization	1787
> North Carolina Research and Education Network	Education	1392
> Mayo Foundation for Medical Education and Research	Education	1278
> The Johns Hopkins Medical Institutions	Education	1078

> University of Pennsylvania

> Headquarters USAISC

Showing 1 to 10 of 34,150 entries

Available data: 12/16/2014 to 08/01/2017

223 Countries

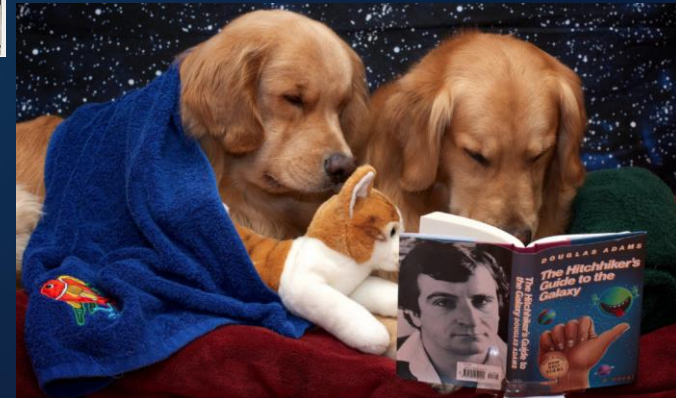
Show 10 entries

Search:

Export

Regions	Downloads
> United States	712526
> United Kingdom	49113
> India	43161
> China	33074
> Canada	32462
> Australia	23752
> Germany	17654
> France	15142
> Philippines	14214
> Russian Federation	13022

The power of stories



Workflow

[A manual of military surgery, b](#)

[A manual of military surgery \[full volu](#)

Browse

[A manual of military surgery \[full volume\]](#)

[A manual of military surgery - Cover, dedication, pref of contents](#)

[A manual of military surgery - Chapter I: Historical sl military surgery](#)

[A manual of military surgery - Chapter II: Importanc surgery](#)

Jefferson Digital Commons Feedback Form

Name (optional):

Email (optional):

Country:

What is your role?

Please copy and paste the link to the resource you are viewing in the JDC and commenting on:

Comments:

I give permission to use my comments in promotional materials for the Jefferson Digital Commons.

f3 v t 8L

Please enter the text above in order to submit this form:

CAUTION: Please DO NOT submit emergent or urgent health care matters.

Submit Feedback

From: Dan.Kipnis@jefferson.edu
To: Daniel Kipnis; F. Angelo; Kelsey Duinkerken
Cc:
Subject: Jefferson Digital Commons Feedback Form

Sent: Fri 4/3/2015 6:56 PM

Name: Dorian J Wilson

Country: US

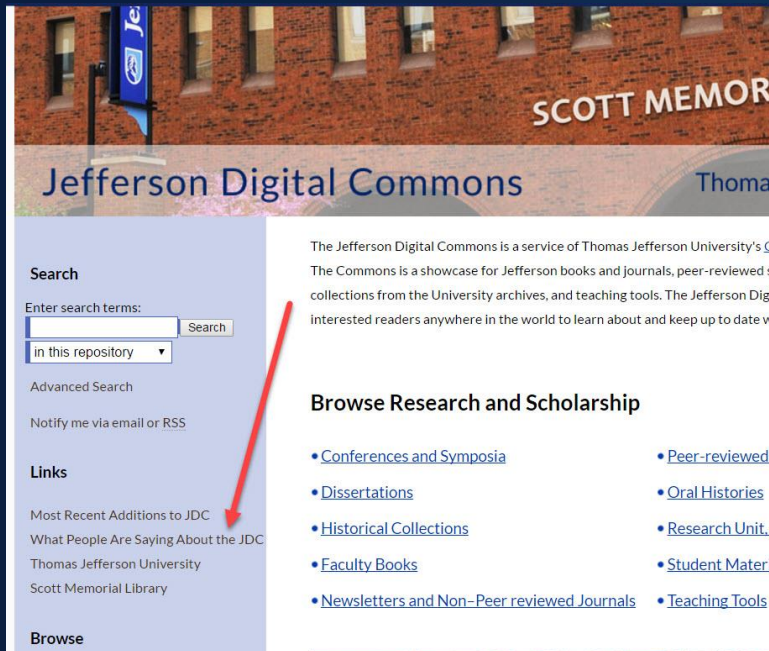
Role: faculty

Comments: I am giving a lecture that includes a salute to two military surgeons under whom I trained. The information will be quite helpful in setting a background for the talk. Thank you.

Permission: checked

Referring Page: <http://jdc.jefferson.edu/milsurgusa/1/>

Qualitative Feedback



Search

Enter search terms: Search

in this repository ▾

Advanced Search

Notify me via email or RSS

Links

Most Recent Additions to JDC
What People Are Saying About the JDC
Thomas Jefferson University
Scott Memorial Library

Browse

The Jefferson Digital Commons is a service of Thomas Jefferson University's Center for Digital Scholarship. The Commons is a showcase for Jefferson books and journals, peer-reviewed collections from the University archives, and teaching tools. The Jefferson Digital Commons is a place where interested readers anywhere in the world to learn about and keep up to date with the latest research.

Browse Research and Scholarship

- [Conferences and Symposia](#)
- [Dissertations](#)
- [Historical Collections](#)
- [Faculty Books](#)
- [Newsletters and Non-Peer reviewed Journals](#)
- [Peer-reviewed](#)
- [Oral Histories](#)
- [Research Unit](#)
- [Student Materials](#)
- [Teaching Tools](#)

Name: Kristen Merryman

Country: US

Role: Librarian

Resource URL: <http://jdc.jefferson.edu/cgi/viewcontent.cgi?article=1001&context=jmcmatriculates>

Comments: We have a historian of Durham, NC's history who has been trying to track down the education history of Bartlett Durham, who founded Durham, NC and this helped confirm that he did attend Jefferson but never graduated. So thank you!

Name: Gus Gotwalt

Country: US

Role: Great Grandson of WWI medic at Base 38

Resource URL: http://jdc.jefferson.edu/american_red_cross_base_hospital/

Comments: I have a copy of that book that the pdf forms are from; and that book is falling apart. I am very grateful for whoever scanned the pages from their book.

Name: Praja Shapkota

Country: US, Syracuse NY

Role: researcher

Resource URL: http://jdc.jefferson.edu/mphcapstone_presentation/150/

Comments: Interesting presentation. I am working on a similar project relates to refugee home ownership, community gardening and their well being.

Name: Karyem H. Aliffe, MD

Country: US

Role: Medical Doctor

Resource URL: <http://jdc.jefferson.edu/cgi/viewcontent.cgi?article=1002&context=jmbcimfp>

Comments: Thank you. It is very helpful to have open-access articles; it enables more effective e sharing, especially with motivated patients and fellow practitioners.

Lessons learned from creating the form

- Set Default permission to use comments
- Use captcha to prevent flood of spam
- Use pull-downs to help researchers identify themselves
- Place feedback link on cover pages of all assets in IR and make it large enough to see
- Point feedback on a page that can be shared with administrators and stakeholders

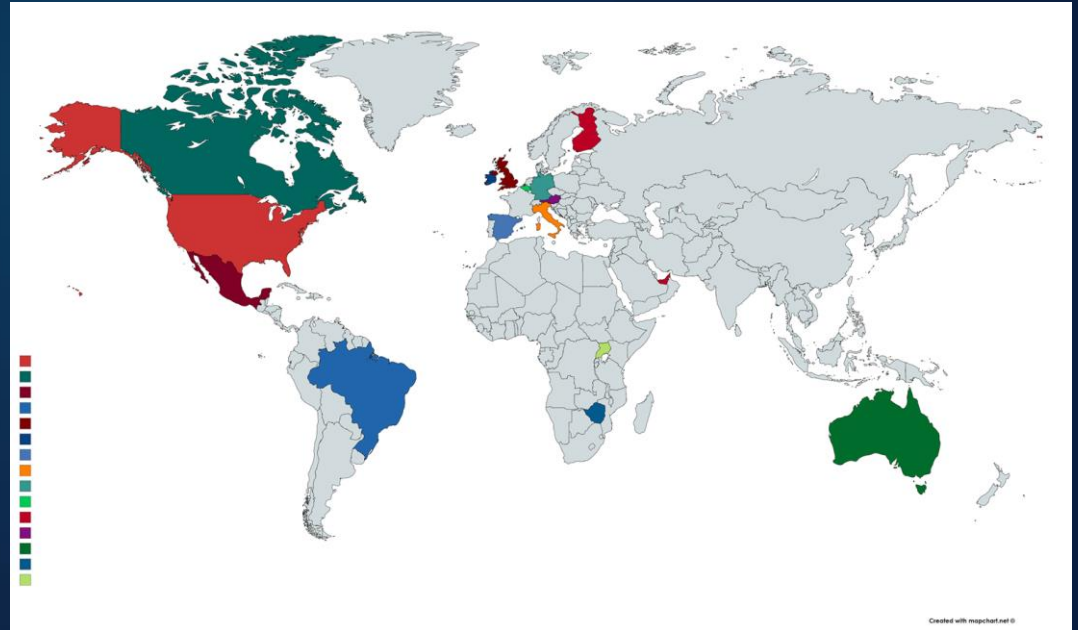
Of course statistics...

From Nov 2015-October 2017

64 comments

16 countries

(<https://mapchart.net/world.html>)



Demographics

- Researcher (27)
- Non-profit regional
- Student (7)
- Flight Medic
- Film Company
- Physical Therapist (2)
- Faculty (13)
- Nurse (1)
- Physician (6)
- Patient (3)
- Librarian (2)

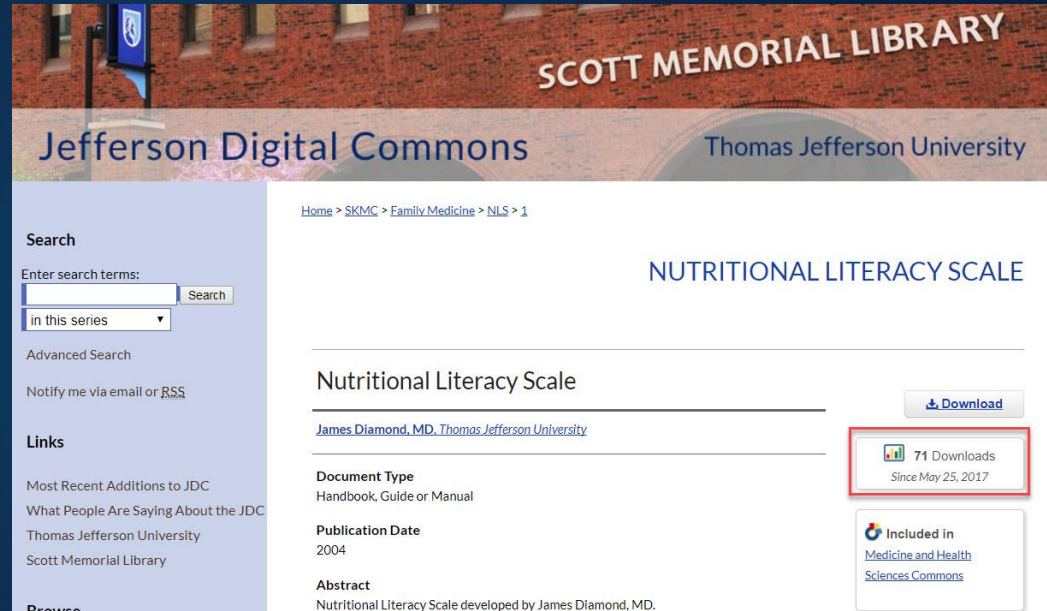
Brazil



Nutritional Literacy Scale

Since May 25, 2017

- 71 downloads
- 20 countries
- 15 institutions



The screenshot shows the Jefferson Digital Commons interface. At the top, it says "SCOTT MEMORIAL LIBRARY" and "Jefferson Digital Commons Thomas Jefferson University". The breadcrumb trail is "Home > SKMC > Family Medicine > NLS > 1". The main title is "NUTRITIONAL LITERACY SCALE". Below the title, there is a "Download" button and a box indicating "71 Downloads Since May 25, 2017". The author is listed as "James Diamond, MD, Thomas Jefferson University". The document type is "Handbook, Guide or Manual", the publication date is "2004", and the abstract is "Nutritional Literacy Scale developed by James Diamond, MD.".

- Department of Veterans Affairs (Olathe, CO) most downloads

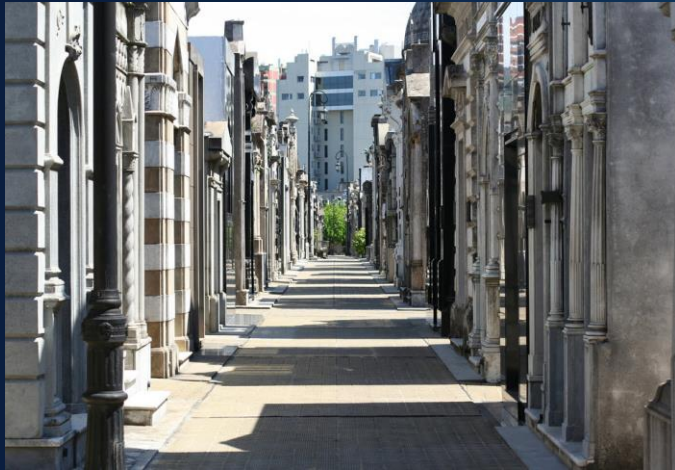
Healthcare agencies



Researchers



Genealogists

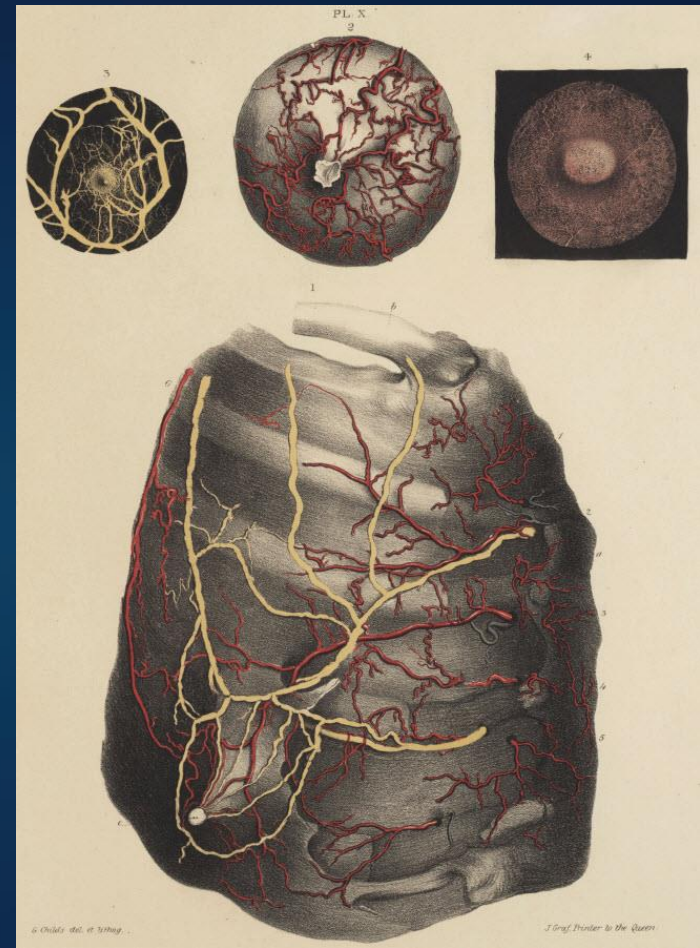


Film makers

On the anatomy of the breast
Plate X: Arteries and veins 1840

Sir Astley Paston Cooper

<http://jdc.jefferson.edu/cooper/>



Quarterly reports

Jefferson Digital Commons (JDC) Quarterly Report: January-March 2017

The JDC is off to a great start for 2017 with over 300 new assets added including the first Global Research Day hosted at Jefferson, a variety of Grand Rounds from numerous departments, podcasts, posters and continued feedback from users from around the world finding useful content in the JDC.

Readership Distribution January 1 to March 31, 2017



Over the 3 months the JDC generated the following:

- 8,730 institutions visiting the JDC
- 204 Countries
- 132,161 downloads
- 302 assets posted

Highlighted assets added over this quarter

Articles

- Emerging Infectious Diseases: Global to Local Implications
- Lambda Red-mediated Recombining in the Attaching and Effacing Pathogen *Escherichia*

JDC Quarterly Report October-December 2016

The [Jefferson Digital Commons](#) (JDC) had a great 2016. On December 14, 2016 the JDC reached a new milestone by passing the 3 million download mark along with the deposit of more than 12,000 assets to date.

In addition, new Departments joining the JDC include:

- Neurosurgery Grand Rounds
- Jefferson Sleep Center

Here are some statistics from 2016 to share:

- Total assets added in 2016: 1,493
- 18,280 different institutions accessed content in the JDC
 - 43% Education, 30% commercial, 16% Organization, 8% government, 3% other
- 215 countries visited the JDC
- March 2016 generated the most downloads with 43,493
- Total downloads for 2016: 467,382

Top 5 Most Downloaded Assets Deposited in 2016:

1. [The relationship between body positioning, muscle activity, and spinal kinematics in cyclists with and without low back pain](#) (PT Capstone poster, 456 downloads, posted March 11, 2016)
2. [Biomechanical Factors Associated with Knee Pain in Cyclists: A Systematic Review of the Literature](#) (PT Capstone poster, 402, posted March 14, 2016)
3. [The effect of night splints in the treatment of plantar fasciitis: a systematic literature review](#) (PT Capstone poster, 400, posted March 20, 2016)
4. [The Most Effective and Efficient Bedside Exam for the Dizzy Patient in the Acute Care Setting: A Systematic Review of the Literature](#) (PT Capstone poster, 352, posted March 14, 2016)

Since 2013

20 reports

Downloaded
in:

- France
- Germany
- China

What people are saying about the JDC

Name: Carla

Country: US

Role: student

Resource URL: http://jdc.jefferson.edu/cgi/viewcontent.cgi?article=1063&context=jmc_catalogs

Comments: I'm using this document as a primary source document in an english paper. The topic is "Choose a medical document that is important to today and was important in the past."

Name: Dr P Prabhakar

Country: Ireland

Role: faculty

Resource URL: Common peroneal nerve palsy following total knee arthroplasty: prognostic factors and course of recovery.

<http://jdc.jefferson.edu/cgi/viewcontent.cgi?article=1067&context=orthofp>

Comments: The article would be of use in management of post TKR complications

Initiatives on campus

- Continued outreach to community to gather conference posters
- Working with University President on new journal
- Gathering annual reports from all departments on campus
- Working with satellite locations to gather materials
- Scanning more materials from University Archives



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jdc.jefferson.edu/aisrpubs/46