

# Virtual Reference With No Budget: Using DimDim For Information Literacy Consultations

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# Objective

- Describe the successes and shortcomings of using a free web conferencing service, DimDim, to provide virtual reference.



University of Washington Health Sciences



Health Sciences Library Liaisons

# UW School of Nursing

- #1 School of Nursing in US
- 6 degree programs - 637 students
  - 19 Master's specialties
  - PhD and DNP program
  - Technology Enhanced and Distance Learning
- Certificate courses

# Challenges for the Library with In-Curriculum Nursing Classes

- Increased number of programs
- Increased numbers of classes
- Increased numbers of nursing students
- Economy effects
- Decreased library class time
- Student demographics

# Graduate Nursing Students Research Study

- UW nursing liaison study
- Interviews with Masters students
- Major finding: **no time**
  - Working students
  - Family
  - TA/RA
  - Research



# NMETH 520

- Scholarly Inquiry for Nursing Practice/Methods of Research in Nursing
- Major assignment: generate a research proposal with literature review
- Online class Winter 2009
- 42 students

# NMETH 532

- Developing an Evidence Base for Complementary and Alternative Medicine Practices
- Completely online course Winter 2009
- 8 students

# Library Involvement

- Updated streamed videos for some of the library modules
- Provided feedback on search techniques in class forum on Moodle
- Mandatory individual consultations: live or virtual via DimDim

# The Problem with Mandatory Consultations

50 nursing students

50 consultations

2 librarians, part-time

# 1 Creative Solution



# What is DimDim?

- Web conferencing system
- Free version:
  - Up to 20 participants
  - Chat, VOIP
  - Share your computer screen, files or whiteboard
  - Provide video of host

# Procedures For Setting Up

## Librarian

- Register for free account
- Download plug-in
- Schedule meeting
- Send invitations to attendee(s)
- Test out beforehand

## Student

- Select meeting time
- Test microphone and speakers
- Click to join meeting

Dear Joanne Rich,

Congratulations! You have successfully scheduled a Web Meeting for **May 03, 2010 09:00:PM PDT**. To start the web meeting simply click [here](#) \*

We've already sent email invitations to your invitees.. Once you start your meeting, they can join by clicking on the link in their email.

**Details about the meeting:**

**Meeting Name:** jrich1

**Meeting Room ID:** default

**Agenda:** online office hours

**Your Role:** Presenter

**Recurrence:** This meeting happens every week

**Schedule Ends At:** May 03, 2010

**International Dial In:**  
702-473-3463

**Moderator Pass Code:** 574241 **Attendee Pass Code:** 574241

**Host Key:**

Click [here](#) to add this event to your Outlook calendar.

**Hint:** You can click [here](#) to start, add, edit or search your meetings.

Sincerely,

**Your Web Meeting Team**

\*If the link above is broken (as can happen with some email systems) simply copy and paste the following URL into your browser address bar: <https://my.dimdim.com/all/jrich1/default?action=start&scheduleId=abfee523-efd5-401a-8ad4-4a41d77b573d>

Please review the latest [Dimdim Terms of Use](#)  
If you have forgotten your Web Meeting password, [Go here](#)

Copyright © 2008 Dimdim. Meet freely.  
[All Rights Reserved](#) / [Privacy Policy](#)

Now Sharing: Computer Screen

NCBI Resources How To

PubMed.gov  
U.S. National Library of Medicine  
National Institutes of Health

Search: PubMed  
preconception care AND obesity

Display Settings: Summary, 20 per page, Sorted by Recently Added

Results: 1 to 20 of 44

- [Indigenous newborn care.](#)
  - Sayers SM.  
Pediatr Clin North Am. 2009 Dec;56(6):1243-61. Review.  
PMID: 19962020 [PubMed - indexed for MEDLINE]  
[Related articles](#)
  - [Learning Curve study day for midwives: part 1.](#)
    - Edmondson L.  
J Fam Health Care. 2009;19(5):174-5. No abstract available.  
PMID: 19911735 [PubMed - indexed for MEDLINE]  
[Related articles](#)
    - [\[Preconception care and counseling for women with diabetes and those at risk for diabetes\]](#)
      - Damti A, Riskin-Mashiah S.  
Harefuah. 2009 Jul;148(7):447-51, 475. Review. Hebrew.  
PMID: 19848333 [PubMed - indexed for MEDLINE]  
[Related articles](#)
      - [Barriers to addressing overweight and obesity before conception.](#)
        - Callaway LK, O'Callaghan MJ, McIntyre HD.  
Med J Aust. 2009 Oct 19;191(8):425-8.  
PMID: 19835534 [PubMed - indexed for MEDLINE]  
[Related articles](#)
        - [Adding weight to preconception care.](#)
          - Keirse MJ.  
Med J Aust. 2009 Oct 19;191(8):421-2. No abstract available.

Public Chat

Welcome to your Web Meeting.  
me: Hi there, how can I help you?

Powered By Dimdim Emotion



Joanne Ric...  
Live

# Consultations

- Students chose live or virtual consults
- 20 virtual and 30 in person consults
- 30 – 60 min average
- 5 week period

# Lessons Learned from DimDim

## Disadvantages

- Audio requires equipment and set up
- VOIP often not reliable; use the phone
- Phone use may incur long distance charges
- For participant to share their computer screen, they must download software prior to meeting
- Some lag time for computer screen changes to appear on attendees' screens

# Lessons Learned , cont.

## Advantages

- FREE
- Easy to use
- Flexibility with student schedules
- On demand meetings or scheduled in advance
- Shared desktops for demonstrating databases
- “It’s been extremely interesting and rewarding to be able to interact with the students at the point where it is most relevant.”

# Feedback

- Students comments on virtual consultations

“...having someone walk me through [searching] on my computer helped to embed the training in my head.”

“Thanks for offering this virtual option. I was able to stay home with my sick child today.”

“I was glad this was a requirement for the course. I felt it was a great experience!”

“Being able to ask questions without the pressure of time”

“...I like watching an expert try different techniques...”

# Current Use of DimDim

- Individual consultations for distance students
- Spontaneous consultations
- Expanded to other departments, schools
- Meeting with outside agencies
- Librarians investigating use for board meetings

# Future

## Use widget to post online office hours

HealthLinks > HSL > Liaisons > Joanne Rich


HealthLinks  
University of Washington

Home Library Resources MyHealth Toolkits UW Help Ask Us!

off-campus access  
(log in)

Search HealthLinks  Go

### HSL Liaison: Joanne Rich



Information Management Librarian  
Health Sciences Libraries  
University of Washington, Box 357155  
Seattle, WA 98195-7155  
206.616.6601  
FAX 206.543.8066  
jrich@u.washington.edu

Chat with me when I'm available via IM:

Service	Username
Google Talk™	hsrich[at]gmail.com
Skype	hsrich

Send me a question using this [online form](#)

Send a question to Joanne Rich.  
Asterisk (\*) denotes required field.

\*E-mail:

\*Name:

\*UW Affiliation:

Department:

Other department:

\*Question:

OR drop in during my online office hours on **Mondays 9-11** by clicking on this link:  
<http://my.dimdim.com/jrich1> or joining from this box:

**jrich1**

**Agenda:** online office hours

**Date:** Mon May 3 2010  
**Time:** 9:00 AM

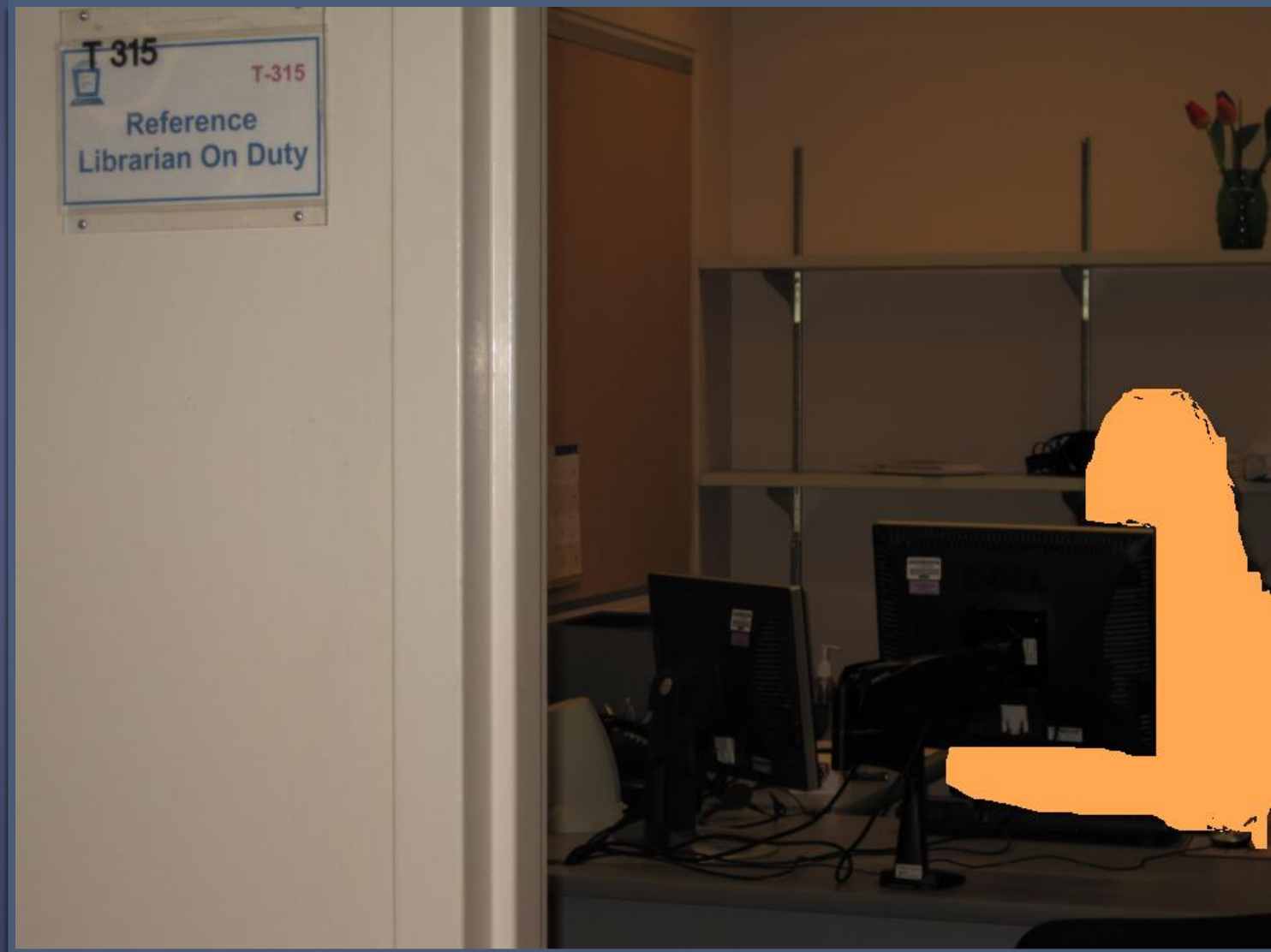
To Register, enter your email

Powered by Dimdim

LIAISON AREAS

# Future

Use in library for remote reference (plug-in already downloaded)



# Other Free Web Conferencing Services

- Yuuguu
  - Limited screen sharing time allotted
  - + Screen sharing with no download
- Freeconference.com
  - Must use telephone service as part of conference (could be long distance)
- Skype
  - No screen sharing
  - + Good free audio
- Zoho
  - Audio available through Skype
  - Screen sharing plugin has limited compatibility
  - + Screen sharing with no download (Flash on student side)
- Gotomeeting.com
  - Similar to DimDim (share screens, audio)
  - Free trial only

QUESTIONS?