

Nudging Cultural Evolution From the Need of the Hour: Testing A New Approach to Work and Services

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Abstract

Introduction

Istituto Zooprofilattico Sperimentale del Lazio e Toscana M. Aleandri (IZSLT) is a public health board focused on food safety, animal health and welfare. The unprecedented context of the global health restrictions and the shutdown of the IZSLT Library and Training Department activity challenged us to fulfil unparalleled needs: the implementation of the mandatory personnel training program envisaged by the Italian Continuous Education Medicine (CEM) system; the access to documentation and updating; the support to scientific production. This paper aims to show the endeavor pursued starting from the first lockdown (March-December 2020).

Materials and Methods

The activities carried in smart working out cover four areas:

1. remote library activities: remote front office services (document delivery, information retrieval bibliographic research; language editing; support to scientific production; debunking predatory publishers; alerting on updated scientific readings and launching new resources trials;
2. distance learning through webinars and virtual classes
3. digital classes classes to download structured scientific materials and to opt for a final test;

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4. training events esp. for university trainees in substitution of the mandatory internship in a laboratory: 10 virtual classes focusing on institutional subject areas
- animal health and welfare, food safety, public health, risk analysis, biosecurity
 - for 29 students.

Results

Distance Training and Remote Learning, targeting 100 STM IZSLT workers; training staff: 6

WEBINARS: n. 4 for 60 participants plus virtual classes: n. 7 for 99 CEM and 7 non-CEM participants, totalling 108 people attending (March-May 2020); in 2020, a total of 35 CEM classes (8 residential), 865 participants (723 CEM; 142 non-CEM).

A customer satisfaction survey was carried out via a questionnaire asking for a scoring scale from 1 to 5. About the webinar quality, 32.2 % of the respondents scored "5"; 4.5 % assessed "4"; about the quality of virtual classes, 24.4 % marked "5" and 36.8 % answered "4".

Remote libraries activities have been enhanced by: 1. tailorizing weekly alerting plus a fortnightly legislative bulletin (24 issues per year); 2. mentoring our users (60 new accounts in data banks, portal access, ORCID, etc. + 25%) to our resources via videoconference, WhatsApp and phone calls; 3. boosting the doc del service (142 papers in 2020 in the Italian interchange system NILDE an increase equal to 30% vs 2019; debunking predatory publishers (44 requests); 3. providing 3 bibliometric reports for the Ministry of Health.

Discussion and conclusion

An innovation process was set off by integrating research with e-infrastructures to serve our publishing needs, by benefitting from economy-of-scale provision of storage and computing capacities (BIBLIOSAN, NILDE). The peculiar outlook change has impacted positively on the staff cohesion and in the patrons' feedback.

Keywords: Remote Learning, Distant Updating, Debunking Predatory Publishers