## Mining the Knowledge Base: Wiki Technology and Constructivist Learning in a Reference Services Training Program

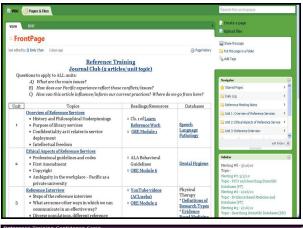
Emily Chan echan@pacific.edu University of the Pacific Health Sciences Branch Library Stockton, California Marina Torres mtorres1@pacific.edu University of the Pacific Health Sciences Branch Library Stockton, California

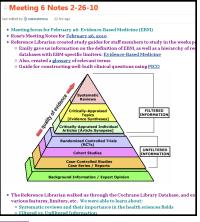
## Reference Training Program & Objectives:

Reference question tracking has shown that paraprofessional staff at the Health Sciences Branch Library at the University of the Pacific field 76% of all reference questions. To maximize staff presence and reference capabilities at HSB, reference training was implemented for the branch's two paraprofessional employees. Based on constructivist theory, which posits that development is learning and that knowledge is socially constructed, wiki technology was selected to collocate different resources and formats in a single location. The collaborative functions of the wiki complemented the branch's egalitarian organizational structure.

## **Results & Conclusions:**

Twenty-eight criteria were assessed via a confidence scale that each paraprofessional took during regular intervals. Amongst the participants, confidence in 84% of the areas improved, with a total 100% staying the same and/or improving. Paraprofessionals felt more confident in receiving and responding to reference questions.





ı	SideBar
	Meeting #8 - 3/12/10
	Topic -
	Meeting #7-3/5/10
	Topic - PICO and Searching Scientific
	Databases (PT)
	Meeting #6 - 2/26/10
	Topic - Evidence-Based Medicine and
	Databases (PT)
	Meeting #5 - 2/16/10
	Topic - Searching Scientific Databases (DH)
	Meeting #4 - 1/15/10
	Topic - The Reference Interview
	Meeting #3 - 12/16/09
	Topic - Expectations: What is success? How d
	we measure success?
	Meeting #2 - 11/16/09
	Topic - Searching Scientific Databases (SLP)
	Meeting #1 - 11/6/09
	Topic - Overall Reference Services
	Edit the sidebar

Terence Training Confidence Scale									
Default Section									
					10	196			
1. When performing this task/action, please rate your level of confidence.									
	Absolutely confident	Confident	Somewhat confident	Neither confident or unconfident	Somewhat unconfident	Unconfident	Not confident all		
Answering Speech-Language Questions	0	0	0	0	0	0	0		
Answering Pharmacy Questions									
Answering Dental Hygiene Questions	0	0	0	0	0	0	0		
Anwering Physical Therapy Questions	J	J	J	J	J	J	J		
Searching Health Sciences Databases	0	0	0	0	0	0	0		
Describing the difference between popular & scholarly works	)	J	)	)	)	J	J		
Limiting a search to scholarly works only	0	0	0	0	0	0	0		
Searching PacifiCat	J	)	J	)	J	)	)		
Teaching PacifiCat Search	0	0	0	0	0	0	0		
Searching HSB Books	)	)	)	)	J	)	)		
Searching HSB Periodicals	0	0	0	0	0	0	0		
Requesting ILL	J	)	)	)	J	)	J		
Teaching ILL Requesting	0	0	0	0	0	0	0		
Speaking to students	)	)	)	)	J	)	)		

