

# **RML Annual Report**

**Region: MidContinental**

**Period Covered: May 1, 2015 – April 30, 2016**

**Contractor Name: University of Utah**

**Contract Number: HHS-N-276-2011-00006-C**

**Date Submitted: July 6, 2016**

# Executive Summary

## PERSONNEL

Three new coordinators came on board during the year:

Alicia Lillich, started as the Kansas/Technology Coordinator on May 4, 2015. She is based at the A.R. Dykes Library of the Health Sciences at the University of Kansas.

Christian Minter started as the Education/Nebraska Coordinator on August 3, 2015. She was hired by McGoogan Library of Medicine in Omaha, Nebraska.

Annette Parde-Maass was hired as the Health Information Literacy Coordinator at Creighton University Health Sciences Library in Omaha, Nebraska. Her first day at work was January 4, 2016.

Monica Rogers, Health Information Literacy Coordinator, resigned from her position at Creighton University in September 2015 to become the Head of the Reference & User Support Services at the University of New Mexico Health Sciences Library and Informatics Center.

Discussions were held with Resource Library Directors on coordinator fte levels once funding begins for the cooperative agreement. Coordinator positions for Nebraska will each be reduced to .5fte on the NN/LM budget at Creighton University and University of Nebraska. The coordinators will work together and equally share responsibility for Nebraska outreach and the education project. Betsy Kelly, Assessment & Evaluation Coordinator, retired from Becker Library at Washington University. She will be working .25fte for the University of Utah.

## ASSESSMENT & EVALUATION

NN/LM MCR established 46 indicators for OY4. We met 24 of them, partially met 11, and did not meet 11. Fourteen of our indicators addressed changes that we designated would impact access to health information. Of the 14 access indicators we met eight (57%) of them.

This year NN/LM MCR conducted three main assessment activities. We distributed our annual end-of-year questionnaire to determine whether we had met selected indicators. We solicited feedback from our *Bringing Health Information to the Community* blog subscribers and readers. Salzman & Associates assessed social media use of the different categories of our Network members: health sciences, academic, public and K-12 libraries, and community based organizations. The results will be used for program planning next year.

In preparation for the 2016-2021 cooperative agreement we developed a five year logic model with new goals, outcomes, and indicators. Ms. Kelly reprogrammed the activity reporting system to reflect the new project areas and to be able to accept reports of our upcoming activities and attach them to the new logic model.

**Outcome:** NN/LM MCR collaborations are valuable.

**Indicator:** NN/LM MCR makes a positive contribution to NNO operations. Target: 1 contribution identified by National Network Office (NNO).

*Indicator Met. NNO acknowledged Matt Steadman's contribution to the development of the YouTube Channel. He created a video for NN/LM staff showing them how to convert Adobe Connect recordings so that they could be uploaded to YouTube.*

*NN/LM MCR staff also contributed to the work of other NLM efforts by assisting with getting the Eccles private agent client back online, identifying a way automatically populate certain fields in the contact NLM form, and helping to test WebEx.*

**Outcome:** Resource Libraries are partners in carrying out the NN/LM 2011-2016 contract.

**Indicator:** Resource Library Directors contribute to discussions about the current and future needs and services of health sciences libraries. Target: All Resource Library Directors.

*Indicator Met. Three meetings were held with Resource Library Directors. All contributed to discussions on training and educational needs of health sciences librarians.*

**Indicator:** Strengths and weaknesses of each staff member and their perspectives of working in the MCR are clear to the staff member, AD, and RL director.

*Indicator Not Met. As the year progressed, staff decided this would not be useful to them and decided not to carry out this indicator.*

**Outcome:** The Regional Advisory Board effectively advises the RML on outreach and programming for Network involvement and access to health information for health professionals and public.

**Indicator:** Regional Advisory Board member contributions are incorporated into programs on access to health information. Target: Each RAB member makes 1 contribution.

*Indicator Not Met. The Regional Advisory Board was convened late in the year. Some of the members were not able to make the meeting. Those that did provided suggestions that will be used in the next funding cycle.*

**Outcome:** Evaluation data demonstrates the effectiveness of NN/LM MCR programs.

**Indicator:** NN/LM MCR state coordinators report on conversations with Network members from their state per year. Target: 25% or at least 10 conversations.

*Indicator Partially Met. This indicator was met for three of the six the states (Nebraska, Colorado, and Wyoming).*

**Indicator:** NN/LM MCR programs/services contribute to Network member ability to support access to health information resources. Target: 65% identify 3 programs.

*Indicator Met. Feedback from the 57 members to the end-of-year questionnaire agreed or strongly agreed that the following programs supported access to health information resources:*

- RML Weekly News 78%*
- Breezing Along with the RML 68%*
- Plains to Peaks Post newsletter 65%*

**Indicator:** Reports based on data from the activity reporting system describe activities that contribute to improved access. Target: 8 activities.

*Indicator Met. The following indicators were met. These indicator activities were identified as those that contribute to improved access.*

- 1. Consultations help identify strategies to decrease barriers to access NLM and NN/LM resources and services. Target: 2 out of 3 Network members consultees.*
- 2. Continuity of service drill is successful, Target: 100% of MCR staff agree.*
- 3. DOCLINE report(s) affect or is the basis for RML decisions or activity. Target: 1 decision or activity.*
- 4. K-12 school libraries will become Network members. Target: 4.*
- 5. New Full Network member will be enrolled. Target: 1.*
- 6. NN/LM programs/services contribute to Network member ability to support access to health information resources. Target: 65% identify 3 programs.*
- 7. Organizations working with Limited English Proficiency (LEP) populations report that resources were useful. Target: 1 per state.*
- 8. Participants report how the project contributes two ways to increase access to health information. Target: Each CBO participant.*

## EDUCATION

NN/LM MCR delivered 59 classes and presentations this year in a variety of different formats: in-person, synchronous online (usually webinars), asynchronous webinar recordings, Moodle classes, and Moodle classes with a gamification spin. We reached 2358 participants through our sessions. Twenty classes and presentations were recorded; there were 1075 views of the recordings.

In addition to the classes and presentations, we facilitated discussions around two books: Executive Presence: the Art of Commanding Respect Like a CEO by Harrison Monarth and David and Goliath by Malcolm Gladwell. We also held a journal club for members interested in learning about big data.

**Outcome:** Network members have the necessary skills to develop projects and programs.

**Indicator:** Network members who complete module(s) on assessing their environment report use of new skill(s). Target: Each member completing module.

*Indicator Not Met. Two modules were offered: "Building on the Best at The Great Library of Emerald City: Using Appreciative Inquiry to Enhance Services and Programs" and "The Yellow Brick Road, Poppy Fields, or the Forest – which direction should you go? Planning for and showing impact." Each module was completed by one participant. Neither participant had put their new skills to use by the end of the contract year.*

**Indicator:** Class met learning objectives. Target: 90% of participants responding.

*Indicator Partially Met. Fifty-one educational sessions were covered by this indicator. The required number of participants in 48 sessions responded that the session had met the learning objectives. Three classes did not meet the indicator.*

**Indicator:** Targeted group members attend synchronous or asynchronous Discover NLM and More! sessions. Target 1 person per participant group.

*Indicator Not Met. Four of the 10 Discover NLM and More! sessions had participation from the targeted groups we had identified should be in attendance. We were successful in attracting all the target groups except the public health workforce to attend at least one of these webinars. We were unsuccessful in getting representation from all of the groups we had identified for each session.*

**Indicator:** Professional Development award recipients share how the award benefited or enhanced their professional development or their ability to support access to health information resources. Target: 100% of recipients.

*Indicator Met. The NN/LM funded eight members to attend workshops and conferences this year. Each of them shared back their experiences through webinar presentations, articles in the NN/LM MCR newsletter, and one shared back on Instagram.*

**Outcome:** Network members and other organizations are better able to support access to health information resources.

**Indicator:** Articles about access to health information resources will be published within each state. Target: 4 per state.

*Indicator Not Met. This indicator was met in two states (Kansas, Nebraska). At least one article was published in each state.*

## HEALTH INFORMATION LITERACY

### K-12 Funding

This year the NN/LM MCR again funded K-12 projects where Network members partnered with a K-12 institution promoting health resources.

We funded five projects where a public library, an academic health sciences library, or a research hospital, collaborated to improve health literacy among the K-12 population.

Collaborations were funded for a maximum of \$1,500. Six projects were approved for funding; one dropped out. The following recipients completed their projects:

1. Richfield Public Library and Prevention Coalition on suicide prevention.
2. Red Feather Lakes Community Library and Red Feather Lakes Elementary School on after-school programming.
3. National Jewish Health Tucker Memorial Library and Morgridge Academy on health literacy training.
4. Longmont High School and Medical and Bioscience Academy on public service announcements on health topics.
5. A.T. Still Memorial Library and William Matthews Middle School on evaluating health information.

Highlights of two of the projects were presented in the April 2016 Breezing Along with the RML session. <[goo.gl/CZYyei](http://goo.gl/CZYyei)>

### HCEA and Reddit

For the past five years, since 2011, the NN/LM MCR has monitored the Health Care Education Association listservs and responded to questions about sources of information. We decided to use this experience in a more public arena. At the end of 2015, coordinators began monitoring Reddit, a web site that covers many topics in sub-Reddits, including health topics.

Coordinators looked for health related questions

and responded with resources from NLM and other reliable sources that would address the question. We decided to use upvotes by readers as a proxy for usefulness of the response.

Coordinators did very well during this pilot. Only one of the responses, about weight loss pills, received less than one upvote. The most popular responses answered questions relating to HIV positive partners (8 upvotes), breast feeding by alcoholics (16 upvotes), and dementia in turtles or bowhead whales (59 upvotes). In each of our responses we cited the source of the information.

### Exhibit Feedback

We initiated a feedback loop into our interactions with visitors as they stopped by our exhibit at conferences and health fairs. At the end of each conversation or demonstration we asked whether they had received useful information. We were partially successful in meeting the indicator we had established. We expected that at least half of the visitors we engaged would find the information we relayed to be useful. We will be examining our interactions in the booth to make them more valuable.

### Health Literacy Consortia

NN/LM MCR coordinators have been strong supporters of health literacy consortia in their states. It was disappointing to see the end of Health Literacy Nebraska. Two Nebraska coordinators were founding members of the group. As a volunteer organization they had difficulty obtaining sustainable funding. Health Literacy Colorado is still organizing. Health Literacy Kansas has been in existence for several years and is developing a strategic plan. State coordinators are members of each of these health literacy consortia.

## BHIC Blog

Ms. Rogers managed the BHIC blog. She took a new position in September 2015. It was only with the assistance of Kate Flewollen, from the NN/LM Middle Atlantic Region, Dana Abbey, Colorado/Health Information Literacy Coordinator, and the continued contributions of the RML coordinators on the BHIC team that the BHIC blog continued publication. Ms. Parde-Maass was hired in January 2016. She soon resumed able management of the blog. At the end of the year she conducted an assessment of the readership. Of the 90 readers who responded 97% found the blog useful, 66% said that most or all of the information posted on the blog was new to them, and 85% either used the information personally or forwarded posts on to those who would use the information.

**Outcome:** Network members and other organizations are better able to support access to health information resources.

**Indicator:** Posts responding to health related queries submitted to online environments are judged useful. Target 50%.

*Indicator Met. NN/LM MCR staff posted responses in two venues the Health Care Education Association (HCEA) listservs and Reddit. Ms. Abbey responded to 18 health information questions on the HCEA listservs. Members of the listserv posted appreciation for the usefulness for 12 (66%) of her responses.*

*Coordinators monitored health sub-Reddits with a target to respond to 144 questions. Upvotes were used as the proxy for usefulness. Of the 135 posts, 134 (99%) received upvotes.*

**Outcome:** Librarians, health care providers and consumers in the MCR are more aware of health information resources, services, and programs.

**Indicator:** The NN/LM MCR will have an exhibit presence at 4 events per state, including the state library association meeting.

*Indicator Met. This indicator was met in all states. In addition, we exhibited at Tier I conferences (state library associations,*

*community colleges, school librarian and media organizations) in all states.*

**Indicator:** Visitors report that they received useful information at the exhibit. Target: 50% of the people that we engage in conversation.

*Indicator Partially Met. This indicator was met at 23 of the 40 events where we exhibited.*

**Indicator:** Coordinators will present at events where they exhibit. Target: 25% of events.

*Indicator Met. Although the NN/LM MCR exhibited at 47 events there were only 17 where we could apply to be on the program. Some events such as health fairs do not sponsor presentations, some meetings require that the presentations offer CME, and some are by invitation only. We were successful in presenting at eight (47%) of them.*

**Outcome:** Network members and other organizations are better able to support access to health information resources.

**Indicator:** *Bringing Health Information to the Community* blog - Posts on the site are judged useful. Target 50%.

*Indicator Met. Subscribers and readers of the BHIC blog were asked to respond to a questionnaire on their perception and use of the blog. Ninety (97%) of the 94 respondents answered that the blog was useful.*

**Indicator:** Organizations working with Limited English Proficiency (LEP) populations report that multi-languages resources were useful. Target: 1 per state.

*Indicator Met. Coordinators introduced multi-language resources to 10 organizations serving LEP populations. Upon follow-up 19 contacts at these organizations found that the resources were useful. One contact was "very impressed with the depth and breadth of information that is so easily available."*

**Indicator:** Health information literacy consultees indicate that the consult was beneficial. Target: 8 of 10.

*Indicator Partially Met. Although all of the consults were rated beneficial, there were only five consults. Consults covered funding opportunities, resources, health, and health information literacy.*

**Indicator:** State Libraries report that RML collaboration improved their ability to support access to health information. Target: all State Libraries.

*Indicator Partially Met. Feedback indicated that four of the six state library contacts thought that their collaboration with the RML improved their ability to support access to health information. Two of the state contacts were neutral about the collaboration. These were in states where the NN/LM MCR has new coordinators who have not yet established a strong collaborative relationship with the state library.*

**Indicator:** K-12 Funding - The MCR has partnership models it can promote. Target: 4.

*Indicator Met. The NN/LM MCR funded five successful projects that produced models that can be promoted. (See Health Information Literacy narrative for details.)*

## LIBRARY ADVOCACY

The NN/LM MCR hired Kari Jones Ph.D., of Quantitative Health Research, Inc., to develop a methodology that quantifies the cost impact that clinical librarians have on the cost effectiveness of health care delivery. An agreement was signed in August 2015. Dr. Jones produced two deliverables, a methodology guide for determining the cost impact of literature searches and an article that will be submitted to *Population Health Management* for publication. In the next grant cycle we hope to recruit members who will implement the cost impact methodology.

Two classes, "Turning Data into Ammunition," were held at the end of the year. The class focused on planning for evaluation, gathering statistics, and using data from the retail valuation calculators for financial advocacy.

**Outcome:** Network members and other organizations are better able to support access to health information resources.

**Indicator:** Research Project - Methodology is approved by research advisory group.

*Indicator Met. The methodology submitted by the health economist consultant was approved and accepted by the research advisory group.*

**Indicator:** After consultation with a coordinator, Network members affected by restructuring try suggestions resulting from consultation. Target: 2 Network members.

*Indicator Met. Two consultations were provided. One on potential employment opportunities following consolidation of the Sisters of St. Mary's hospital libraries. The librarian carried out the suggestions but was not successful in finding new employment.*

*The second consultation covered bringing up document delivery services as the library transitioned from Affiliate to Full member status.*

**Indicator:** The MCR will communicate with administrators concerning continued health information access during and after organizational restructuring that affects the library. Target: 1 communication

*Indicator Not Met: This indicator is carried out at the request of librarians who find that restructuring is affecting their library. Although there were library closures this year, no librarians requested that we contact their administrators.*

**Indicator:** Respondents indicate the resources on achieving value driven outcomes are helpful. Target: 60%

*Indicator Not Met. This question was not included in our end-of-year questionnaire so we are unsure about meeting this indicator. We did receive the following feedback about the resources produced this year:*

- Kate Majewski, from NLM's Medlars Management Section, expressed appreciation for the consultation on the library calculators.
- 82% of the respondents evaluating the "Turning Data into Ammunition" classes said that they can use what they learned and all of the respondents said that the

information gained was a major strength of the class.

- All evaluations of the Library Advocacy Book Club indicated that the activity increased their awareness of politics in their institutions.

**Outcome:** Network members, especially hospital librarians, participate in emerging practices to promote evidence based health information in the institution.

**Indicator:** Participants indicate that the forum, "Using Data to Improve Clinical Patient Outcomes," increased their knowledge of patient safety practices. Target: 90%.

*Indicator Met. 97% of the forum attendees responded that the event increased their knowledge of patient safety practices.*

## MEMBER SERVICES

Jim Honour, Member Services Coordinator, organized the three series of DOCLINE classes ("Beginning DOCLINE," "Routing Tables," "Borrow & Lend," and Serial Holdings"). The series were taught by a team of trainers from four regions. Attendance continues to increase for this series. Last year we counted a total of 305 participants.

**DOCLINE Training by Region**

Region	Number of Participants
Greater Midwest	97
Middle Atlantic	92
Southeastern Atlantic	60
New England	49
Pacific Southwest	48
MidContinental	39
South Central	34
Pacific Northwest	33
<b>Total</b>	<b>452</b>

**Outcome:** Network members and other organizations are better able to support access to health information resources.

**Indicator:** Respondents agree or strongly agree that MCR communications tools contributed to increased awareness of new services for full text document delivery. Target: 60%.

*Indicator Partially Met. Twenty-two (39%) of the 57 responses from the end-of-year questionnaire agreed or strongly agreed that MCR communications tools contributed to increased awareness of new services for full text document delivery.*

**Indicator:** Individuals at Network member institutions are involved in NN/LM activities. Target: 60.

*Indicator Partially Met. Fifty-two individuals from member institutions were involved in NN/LM activities such as contributing to a webinar, a video, or the Plains to Peaks Post. They also helped staff exhibits, reviewed mobile apps, and provided feedback on a new class.*

**Indicator:** Involvement in RML activities benefited or enhanced Network member professional development or ability to support access to health information resources. Target: 75% of involved Network members.

*Indicator Met. Forty-two (81%) of the 52 individuals said that their involvement benefited or enhanced their professional development or their ability to support access to health information resources. This is an improvement over last year when 53% of the members said that their involvement had benefitted them.*

**Indicator:** Additional Network members will provide Loansome Doc services to unaffiliated health professionals. Target: 2.

*Indicator Partially Met. The Utah State Library is being used to provide Loansome Doc services to the Utah Department of Health as part of the Public Health Information Access project.*



Indicator: Non-EFTS users revisit participation with their institutions. Target: 5.

*Indicator Partially Met. Three members were persuaded to revisit their EFTS participation. One member, Quintiles, Inc., joined EFTS.*

Indicator: DOCLINE reports affect or are the basis for RML decisions or activities. Target: 1 decision or activity.

*Indicator Met. A DOCLINE report was produced by NLM to provide information on the volume of fills that hospital libraries generate in a year that are normal, rush, or urgent. This was to support the premise that hospital librarians are very involved in clinical care.*

Indicator: Full Network members meet the minimum requirement of 75% fill rate. Target: 75% of full members.

*Indicator Partially Met. Ninety-eight (74%) of 129 full members met the 75% fill rate. This is an improvement over last year when 64% of full members met the 75% fill rate.*

Indicator: Community college libraries will become new or reactivated Network members. Target: 4.

*Indicator Not Met. Only one community college, Wyoming Central Community College, was recruited this year.*

Indicator: K-12 school libraries will become Network members. Target: 4.

*Indicator Met. Four school libraries from Wyoming and Utah were recruited into the NN/LM:*

- Jackson Hole High School (WY)
- Farnsworth Elementary School Library (UT)
- Monticello Academy (UT)
- Horizonte Instruction and Training Center (UT)

Indicator: New Full Network member will be enrolled. Target: 1.

*Indicator Met. Baker University in Kansas was recruited into the Network.*

## TECHNOLOGY

### Mobile App Experience Project

Network members were again given the opportunity to apply for our Mobile App Experience Project. Nineteen applications were approved. Each was given a purchase card to use to download apps to test and evaluate. Reviews written by participants are published in the quarterly *Plains to Peaks Post* newsletter. Reviews rated productivity apps as well as health related apps for the providers, students, and patients. During the year 57 reviews were shared with the newsletter readership.  
<<http://nmlm.gov/mcr/p2pp/2016/04/mobile-app-experience-project-2/>>

### Librarians in the Wonderful Land of Oz

Librarians in the Wonderful Land of Oz offered six new challenges for the year. One, on appreciative inquiry, was developed by the Outreach Evaluation Resource Center. Each challenge consists of three parts, relating to the See One, Do One, Teach One educational approach.

1. “Building on the Best at The Great Library of Emerald City: Using Appreciative Inquiry to Enhance Services and Programs”
2. “The Yellow Brick Road, Poppy Fields, or the Forest – Which Direction Should You Go? Planning For and Showing Impact”
3. “Memes and GIFs and Videos -- Oh My!: Using Pop Culture to Enhance Instruction.”
4. “Dazzling Data Visualization”
5. “Just Click Your Heels To Go Beyond Facebook and Twitter: Engaging Professional Users via Social Media”
6. “Deliver the Doughnuts: Focusing on Library Promotion”

Seven participants took up one or more of the challenges. One participant completed three challenges; another completed two challenges. The challenges that were completed were

“Building on the Best...,” “Memes, Gifs and Videos...,” “Just Click Your Heals...,” and “Dazzling Data Visualization.”

This was the third year we gamified our online courses. We expected greater participation in the challenges and a higher rate of completion of the challenges. Staff will review including gamification in our educational program and decide how to use it. All the Oz courses are being de-gamified and transferred to Moodle for continued use by members.

Using Data to Improve Clinical Patient Outcomes March 7, 2016

The NN/LM MidContinental Region and Pacific Northwest Region joined resources to sponsor a forum to explore the use of data from electronic health records to improve care of patients. Although the primary audience was meant to be health sciences librarians, we wanted a diverse audience and promoted the event to bioinformaticians, health care providers and students. The event was attended by ~50 in-person at the University of Utah and the University of Washington. It also accommodated an online audience of about 189 through video streaming, twitter, and chat forums.

On site presenters and audiences were able to interact with each other via the video and audio broadcast. The organizers made the event interactive with small group sessions and share backs between sites. A web site was established for the event. The recordings and citations mentioned for resources mentioned in the presentations are available there.

<<https://nnlm.gov/data-forum>> An online class was created using the event recordings as a core and supplementing it with additional activities. Development of the class was also a collaboration between the two regions.

**Outcome:** NN/LM MCR communications mechanisms are effective.

**Indicator:** MCR staff, partnering with the technology coordinators, implement at least one new or new use of technology related enhancement(s) for their programs. Target: 50% of coordinators.

*Indicator Partially Met. Two of the five possible coordinators were assisted in using a new technology related to their programs. The technologies were Hemingway, an editor that helps with writing, and the other was making a video loop on the iPad to use when exhibiting.*

**Outcome:** Health sciences librarians are integrated in the conduct of e-science.

**Indicator:** The e-science interest group will share information on trends/current practices in data management/curation. Target: 1 presentation or article.

*Indicator Not Met. The e-science interest group, comprised primarily of academic health sciences librarians, completed its work in April discussing big data. They submitted an abstract for a MLA 2016 Lightening Round but it was not accepted.*

**Outcome:** Network members adopt new technologies to increase access to biomedical information.

**Indicator:** Information provided by the NN/LM MCR increased Network member awareness of developments in technologies to support access to health information. Target: 65% of respondents.

*Indicator Partially Met. Feedback was gathered in our end-of-year questionnaire. Of the 55 respondents, 55% said that we provided information that increased their awareness of developments in technologies that supported access to health information.*

**Indicator:** Mobile App Sharing Project participants feel confident in their ability to evaluate mobile apps. Target: 80%.

*Indicator Met. Of the 19 participants, 84% (16) agreed or strongly agreed that they felt more confident in evaluating mobile apps.*

**Outcome:** Network members and other organizations are better able to support access to health information resources.

**Indicator:** Consultations help identify strategies to decrease barriers to access NLM and NN/LM resources and services. Target: 2 out of 3 Network member consultees.

*Indicator Met. Technology coordinators had three successful consultations. The first consultation resulted in regaining receipt of PubMed alerts that were blocked, the second resulted in access to social media through the social media wall on the NN/LM MCR web site, and the third consult identified strategies that would help the library regain access to social media.*

**Indicator:** The minimum requirements to win the Librarians in the Wonderful Land of Oz game are to complete at least two 3-part challenges. Target: 1 player wins.

*Indicator Met. There were two participants who met this requirement. The highest scorer completed three challenges--Memes and GIFs and Videos -- Oh My!: Using Pop Culture to Enhance Instruction; Just Click Your Heels To Go Beyond Facebook and Twitter: Engaging Professional Users via Social Media; and Building on the Best at The Great Library of Emerald City: Using Appreciative Inquiry to Enhance Services and Programs. The second winning participant completed Memes and GIFs and Videos -- Oh My!: Using Pop Culture to Enhance Instruction and Dazzling Data Visualization. Each of these challenges consisted of three parts (See One, Do One, Teach One) that they worked through to accomplish the challenge and earn MLA CE credits.*

**Indicator:** Viewers of each effective practice in librarianship video report learning about a new or useful practice. Target: 2 viewers per video.

*Indicator Met. Viewers learned about using business cards for effective networking, considering whether the candidate represents the future of the profession as a hiring criteria, involvement in and leading institutional teams as a way of promoting librarianship and libraries. Three viewers for each video provided feedback.*

**Indicator:** Under Connected CBO iPad Project - Participants report how the project contributes two ways to increase access to health information: Each CBO participant.

*Indicator Met.*

Downtown Clinic (WY)

1. The iPad was used to help Spanish-only speaking clients to access information for health conditions.
2. The iPad was used to check prescription drug interactions.

Refugee and Immigration Services Office (MO)

1. The iPad was used to navigate to online health and non-English materials, Youtube videos (i.e., ACA insurance in Arabic).
2. One of the nurse volunteers used the iPad to create a video on bus orientation.

Parents as Teachers (MO)

1. Used the iPad as tool to immediately access online resources for jobs, food pantries, dealing with death, and brain development.
2. Provided access to information where and when it was needed. This immediacy encouraged parents to follow through on referrals right away.

Spring Institute Project SHINE (CO)

(This organization had six iPads)

1. I pads were used by students to teach health literacy resources at adult daycares.
2. Used by rotating medical residents to store information and photos of clients to provide continuity and smoother monthly transitions.

# Network Infrastructure

**Table 1: Annual Infrastructure Data**

	Current Year	Previous Year
Network Members - Full	131	136
Network Members - Affiliate	272	258

## MedPrint – Medical Serials Print Preservation Program

Resource Library Directors were updated with the regional participation in MedPrint. They asked whether NLM coordinates with other print retention programs. They suggested that the expectation that 12 libraries hold each MedPrint title was unrealistic and that the requirement of a complete issue should be revised.

## Regional Emergency Preparedness and Response Plan

**Outcome:** Network members and other organizations are better able to support access to health information resources.

**Indicator:** Continuity of service drill is successful, Target: 100% of NN/LM MCR staff agree.

*Indicator Met. A table-top drill was conducted in April 2016 and was successful because it identified sections of the plan that required revision due to changes in staff and the demise of the 800#.*

## E-Licensing

**Outcome:** Network members and other organizations are better able to support access to health information resources.

**Indicator:** Network members, who have consults with MCR about e-licensing consortia willing to accept their participation, make at least one membership inquiry with a consortium. Target: 2 out of 3 consultees.

*Indicator Not Met. No e-licensing consortia were identified or promoted so there were no consults.*

## Identifying Unique and Historical Collections

**Outcome:** Librarians are aware of and have access to historical collections within the region as well as those from the National Library of Medicine.

**Indicator:** NLM History of Medicine information is provided to a public library and/or K-12 publication. Target: 1 per state.

*Indicator Partially Met. Articles were published in four out of the six states (Kansas, Nebraska, Utah, Wyoming) on the History of Medicine exhibition program and online resources.*

**Indicator:** Plains to Peaks Post articles about History of Medicine: Target 2.

*Indicator Met. Two articles were published in Plains to Peaks Post one by a Network member on hosting an NLM traveling exhibit and one describing digital films in the History of Medicine collection.*

## Cross-regional Collaborative Efforts

The NN/LM MCR collaborated with colleagues in other RMLs and centers on a number of efforts.

1. Contributed to the national task force initiatives for K-12, MedlinePlus Connect, and ClinicalTrials.gov.
  2. Co-chaired the Community College Task Force Initiative with the NN/LM Greater Midwest Region.
  3. Contributed to the NN/LM Exhibit Management Manual revision and exhibit structure recommendations.
  4. Co-managed the BHIC blog with the NN/LM Middle Atlantic Region. Additional contributors were from the Pacific Northwest, Southeastern Atlantic, South Central, and Pacific Southwest Regions.
- NN/LM MCR staff collaborated on the following educational activities:
1. Sponsored the “Using Data to Improve Clinical Patient Outcomes” forum with the NN/LM Pacific Northwest Region.
  2. Coordinated the national DOCLINE training series with participation from the NN/LM Middle Atlantic, Greater Midwest, and Pacific Northwest Regions.
  3. Developed a data journal club and data class with the NN/LM Pacific Northwest Region.
  4. Assisted OERC to include their appreciative inquiry challenge in the Librarians in the Wonderful Land of Oz game.
  5. Co-presented with the NN/LM Middle Atlantic Region at the ALA Annual Conference 2015
  6. Co-presented with the NN/LM Middle Atlantic Region for the October 2015 OCLC WebJunction webinar.
  7. Updated patient safety class with the NN/LM Greater Midwest and Middle Atlantic Regions.
  8. Offered Consumer Health Information Specialization training with the NN/LM Greater Midwest and New England Regions.

# Outreach

<b>Number of major (≥ \$15,000) projects funded in contract year:</b>	0
<b>Number of regional/state/local exhibits conducted by RML:</b>	47
<b>Number of regional/state/local exhibits conducted by subcontractors:</b>	0

## Information Technology and Transfer:

**Outcome:** Network members adopt new technologies to increase access to biomedical information.

Indicator: Information provided by NN/LM MCR increased Network member awareness of electronic health records. Target: 65% of respondents.

*Indicator Partially Met. Feedback was gathered in our end-of-year questionnaire. Of the 55 respondents, 55% said that we had increased their awareness of EHRs. The NN/LM posted blog entries, presented webinars, and held a cross-regional forum to increase member awareness of EHRs.*

# **Attachments**

## **Attachment 1**

**Annual AR summary data: RML staff activities**

## **Attachment 2**

**Annual AR summary data: Subcontractor activities**