

NATIONAL NETWORK OF LIBRARIES OF
MEDICINE

MidContinental Region

Quarterly Report
August 1, 2003 – October 31, 2003

Contract No. N01-LM-1-3514

Spencer S. Eccles Health Sciences Library

University of Utah

Submitted November 24, 2004

TABLE OF CONTENTS

Administration	2
Network Programs	2
Document Delivery Services	2
Resource Libraries	3
Communications	3
Regional Advisory Board	4
Evaluation & Assessment/Feedback	4
Health Professionals Access to Information	4
Network Membership	5
Awards	6
Outreach Programs	6
Consumer Health Information Services	6
Public Health	7
Inner City and Minority Outreach	7
Technology Awareness and Integration	9
Education	9
Exhibits and Presentations at Meetings	9
Appendix A: Regional Advisory Board Minutes	11
Appendix B: CE and Conferences	19
Appendix C: Outreach Visits and Outreach Activity Report	21
Appendix D: Exhibit Reports	24
Appendix E: Subcontract Reports	37
Central Denver Public Library	38
Hope Fox Eccles HS Library	45
Poudre Valley Health System	47
George J. Fahra Medical Library	53
Boulder Public Library	62

Quarterly Report August 1 – October 31, 2003

Administration (Personnel changes, Overall program planning, Infrastructure, CE. For CE and Conferences you attend include title, dates, and location.)

Personnel

Interviews were held this quarter to fill two liaison positions. Missouri brought in candidates for its retitled Network Membership/Missouri Liaison. Kansas interviewed candidates for its Kansas Liaison position. Claire Hamasu, Associate Director, videoconferenced or teleconferenced with each of the candidates. Barbara Wessel (MO) and Janet Lamkin (KS) were selected for the two positions. Ms. Lamkin is living in the U.K., so her start date will depend on Immigration and Naturalization Service processing time. Teresa Hartman, Education and Nebraska Liaison, took a new position within her institution. Her last day was October 31, 2003.

Whitney Davison-Turley, Technology Liaison, made arrangements for her maternity leave, which is scheduled for October 20, 2003 through January 5, 2004.

A job audit was conducted for Teresa Hartman, Education and Nebraska Liaison, by the human resources office of her institution. The audit found that Ms. Hartman was working at more than 1 FTE.

Network Programs

Document Delivery Services (ILL, EFTS, DOCLINE, Loansome Doc, SERHOLD)

DOCLINE

The University of Wyoming (UW) libraries increased their ILL fees to the Network. Mary Henning, Wyoming Liaison, met with Lori Phillips, Assistant Dean of the University of Wyoming libraries, to explain the national maximum concept and the need to inform the RML when such actions are in the works. UW libraries pay copyright fees for their ILLs.

Liaisons met with the heads of their ILL departments to inform them of the changes being made to DOCLINE 2.0 and encouraged them to test the system. Because Ms. Davison-Turley will be on maternity leave when DOCLINE 2.0 is released, she has enlisted the support of the Resource Library's ILL staff to answer questions for Kansas DOCLINE users. Camille Salmond, the RML's DOCLINE Liaison, recorded an introduction to DOCLINE 2.0 that was made available as a web cast. She also recorded a Camtasia version of the summary of new features, developed by Susan Barnes of the Pacific Northwest Region. Some of the other RMLs linked to these multi-media tools in order to help DOCLINE users prepare for the new version.

Ms. Davison-Turley created a new group for libraries that are part of the Hospital Corporation of America system.

A Network member in Colorado questioned why a Loansome Doc patron's fax number does not transfer when the request is sent through DOCLINE.

SERHOLD

Ms. Davison-Turley answered two questions about updating and maintaining SERHOLD records. One Network member in particular was very upset that we have not been stricter with members about keeping records up-to-date.

LinkOut

Ms. Davison-Turley created a LinkOut button for University of the Health Sciences Library in Kansas City, Missouri.

Resource Libraries (RL directors meetings, activities at a Resource Library that have impact on the RML)

Creighton University has been designated a "Center of Excellence" and will now have many programs that support recruitment and retention of minority students in the Medical School. As a result the Health Sciences Library will be increasing its minority health collection. The Inner City and Minority Outreach position is well situated at this institution.

Ms. Davison-Turley is planning, with Karen Cole, Library Director and Crystal Cameron-Vedros, Head of Interlibrary Services, a position at the Resource Library externally funded by a corporation. This position would be a contract worker marketing to and serving corporate clients in the state who do not otherwise have health information access.

Resource Library Directors held their quarterly teleconference on October 28, 2003. They discussed the possibility of using Colorado's PASCAL as a regional storage facility. There are a number of deselection processes going on and everyone thought it would be a good idea if a unique copy was kept within the region. The distribution of cost was discussed. Paul Shoening from Washington University provided an update on the E-Print Archive Pilot using DSpace. He will be providing a basic overview of using the archive for Resource Library staff. He would like to experiment with it on the Washington University server.

Communications (Among liaisons, to Network members, Listserv, Newsletter, QuickPlace)

Ms. Champ-Blackwell saw the outcome of her informal email list in action. Several emails she sent out circulated the Internet and ending up coming back to her or to the Nebraska liaison from people not on the list! To formalize part of this list, she is developing a listserv focused on racial and ethnic minorities for RML staff.

Ms. Davison-Turley promoted the new ProQuest Nursing Journals Full-Text Databases provided by the KAN-ED project over the Kansas Biomedical Librarian's electronic discussion list.

A newly created web page for health professionals was listed in the Rural Health Bulletin as a good resource. <http://www.coruralhealth.org/crhc/resources/newsletter.htm>

Ms. Dennis tested video hardware and software with different groups this quarter. In August, she worked with the NTCC and Loma Linda University to test NetMeeting and VRVS for the PubMed class to be offered in October. Later in the quarter, she worked with each of the Resource Library directors to test their Polycom videoconferencing units. All future meetings of the library directors will be conducted using videoconferencing.

New or Updated Web Pages:

Free resources for health professionals: <http://nmlm.gov/mcr/states/healthprof.php>

Technology page: <http://nmlm.gov/mcr/technology/>

Emerging Technologies Update: <http://nmlm.gov/mcr/technology/EmTechHO.pdf>

Emerging Technologies Update: <http://nmlm.gov/mcr/technology/EmTechUpdate.wmv>

"Creating Influence" video by Frank and Lisa Traditi:

<http://nmlm.gov/mcr/education/video.php>

MLA tapes available for borrowing: <http://nmlm.gov/mcr/ill/>

Regional Advisory Board (See appendix A for Minutes and Picture)

The Regional Advisory Board meeting was held in Denver, Colorado on September 18 and 19, 2003. It was hosted by the Denison Memorial Library at PASCAL (a shared storage facility for Colorado academic libraries) located on the new Fitzsimons campus of the University of Colorado Health Sciences Center (UCHSC) and the University of Colorado Hospital (UCH). An orientation for new members preceded the official meeting. There was a lively discussion and good ideas generated during the session on the RML's role in supporting hospital libraries. We invited Network members to participate via teleconference and two members took us up on our offer. The videobroadcast of the meeting ran into problems on the Utah side and we were unable to web cast the meeting. Ms. Davison-Turley participated via teleconference since she's at the point in her pregnancy when she is not allowed to travel.

Evaluation & Assessment/Feedback (Evaluation of RML efforts, feedback from Network and public)

RML staff tested and provided feedback on the much-improved OARF II system.

Ms. Kelly continues to work on the two major assessment projects of the region. She drafted the report of the Network membership inventory results and began coding the teleconferenced focus group discussions. She is consulting with Karen Ouzts from the School of Nursing faculty at the University of Wyoming on the three evaluation programs – CD teaching tool, information literacy survey and a PDA program.

Health Professionals Access to Information (Outreach, training to health professionals)

Ms. Weldon visited Craig, Colorado and offered workshops to health professionals and nursing students.

In August, Ms. Youngkin provided training on public health related web sites for public health nurses from the School of Nursing and on quality health web sites to first and third-year medical students at the University of Utah.

In September, Ms. Youngkin provided a MedlinePlus demonstration to three health providers at the Enterprise Health Clinic in Enterprise, UT and to several student nurses and some librarians at the Southern Utah University library.

Ms. Henning met with Dr. Karen Ouzts of the University of Wyoming nursing faculty to help draft survey questions concerning the utilization of evidence-based research by Wyoming nurses in general practice. They are planning to travel together to selected Wyoming hospitals for outreach activities.

Ms. Davison-Turley provided information to Archie Dykes Library staff on offering CME credit for PubMed classes. Before offering CME, classes were often cancelled due to low attendance. With CME credit available, a second round of classes had to be offered.

Network Membership (Network member activities not covered by another heading. Include new Network and Affiliate members. Include Network libraries that close)

Ms. Weldon, as part of the Colorado Council of Medical Librarians (CCML) advocacy committee, is developing a letter to be sent to hospital administration on the importance of the library in their institution.

RML staff actively participated at MCMLA. The theme for the RML's booth was "NN/LM Partnering" and displayed pictures of the groups that RML liaisons have been working with.

The RML Update was an interactive session highlighting activities and linking them to the MCR web site, followed by a brainstorming session on supporting hospital libraries and librarians. Since the chapter includes North Dakota, which is part of the Greater Midwest Region, Kara Thompson joined us for the update. The RML put together a panel, "Partnership Perspectives: Sharing Electronic Resources." Representatives provided a description of the collaborations going on in their states to provide electronic resources. In addition, the RML contributed funding to support the session, "Licenses for Electronic Resources" by Marilu Goodyear, Vice Provost for Information Services & Chief Information Officer, University of Kansas.

Liaisons offered the following workshops:

"Consumer Health: An Evidence Based Approach to Complementary & Alternative Medicine" - Stephanie Weldon

"Teaching Adults: Is It Different?" - Teresa Hartman assisted by Siobhan Champ-Blackwell

"PDAs in Libraries & Health Care Settings" - Developed by Whitney Davison-Turley and presented by John Bramble

RML staff attended two consortia meetings this quarter. Ms. Champ-Blackwell offered a class to the ICON consortium on locating statistics. The resources included the Partners web site, as well as resources from the Nebraska Office of Minority Health. Ms. Hamasu and Ms. Youngkin attended the Utah Health Sciences Library Consortium (UHSLC) meeting in August and advised the group on upcoming activities including NTCC workshops and the Regional Advisory Board discussion on supporting hospital libraries.

Ms. Davison-Turley taught “Keeping Up with PubMed” and “Getting to Know LinkOut” to thirty librarians in two classes on August 13, 2003 and she worked with the Atchison Memorial Hospital on the possibility for creating a health information center.

New member

Emporia State University - Newman Nursing Library - KS

Reopened member

Truman Medical Center—Lakewood - MO

Awards

Ms. Champ-Blackwell consulted with Creighton University’s Health Sciences Library and the Nebraska Office of Faith-Based and Community Initiatives on their grant ideas.

ALA is publishing information on outreach that libraries provide outside the library walls. Ms. Champ-Blackwell suggested to the people on RML subcontracts that she oversees that they submit their information to this web site. Liz Workman’s 24 Languages Project is listed. <http://cs.ala.org/olos/outreach/intro.cfm>

Outreach Programs (OARF Summary See Appendix C)

Consumer Health Information Services (Efforts where community, public libraries are ultimate target)

Ms. Champ-Blackwell visited East St. Louis, Illinois on August 6 and 7, 2003 with GMR liaisons Beth Carlin and Greg Shymko. On August 6th, Ms. Carlin and Ms. Champ-Blackwell presented a class, “Health Information on the Internet,” to public librarians and three members of community based organizations. They also visited the East St. Louis Neighborhood Technical Assistance Center (NTAC) and met with director Chad Thilborger, to discuss ideas for how the NN/LM could assist them to providing health information training to the community based organizations that are part of NTAC.

Ms. Weldon has started working with the CAPHIS web subcommittee to populate the Consumer Health Resource. They expect to have the database relatively filled by the beginning of 2004.

Workshops:

- In August, Ms. Davison-Turley presented classes on MedlinePlus to librarians from the Olathe Public Library Main Library and the Olathe Public Library Indian Creek Branch.

- Ms. Youngkin was one of the presenters of the session, “Consumer Health Information Partnerships: Utah’s Libraries Empowering Healthy Citizens” at the Utah Library Association Fall Workshops.
- Ms. Weldon was one of the instructors for the University of Colorado’s Health Sciences Center MiniMed session on October 29, 2003. The session was satellite broadcast to 5 sites.

Public Health (Any interactions with public health agencies)

CDC en espanol interviewed Ms. Champ-Blackwell on how she uses their web site. As a non-Spanish speaker, they could not conduct a complete interview but did note that she teaches and refers others to this resource.

In September, state public health meetings were scheduled in Colorado and Kansas. Ms. Weldon was on the program at the Colorado Public Health Conference and presented to over 50 public health personnel. Ms. Davison-Turley assisted Teresa Coady and Gayle Willard with final preparations for their first presentation under the subcontract that they have with the RML. She attended their presentation at the Kansas Public Health Association meeting along with thirty-eight public health practitioners. The presentation was extremely well received.

The following month Ms. Weldon provided a session to public health nurses from the Denver metro area.

Ms. Youngkin visited the Grand County branch of the Southeastern Utah District Health Department in Moab, UT on October 9, 2003 to introduce herself and the program.

Ms. Youngkin continued to work with the NLM Public Health Training Workgroup to develop training materials for those that serve the public health workforce. She has been assigned the section on health education resources.

Inner City and Minority Outreach (Outreach targeting inner city populations or ethnic minority populations)

Outreach to Native Americans

Ms. Hamasu, Ms. Champ-Blackwell and Cathy Burroughs from the NN/LM Pacific Northwest Region comprise a subgroup of Tribal Connections (TC) Four Corners. This group is charged with determining a way to share the lessons learned or best practices that come out of the TC Four Corners collaboration. They decided to take a closer look at the Effective Practices Resource (<http://www.nationalserviceresources.org/epicenter/>) and to set up a teleconference with resource staff. A proposal was submitted to the National Library of Medicine for funding to develop a Go Local resource for the Four Corners area. Subcontracts will go to the University of New Mexico and the University of Arizona to carry out this project.

Ms. Youngkin gave a short demonstration of MedlinePlus to the Paiute Indian Tribe of Utah in Cedar City, UT on Sept. 23, 2003.

On October 8, 2003, Ms. Youngkin visited the Monument Valley Health Clinic that serves the Navajo Nation in Monument Valley. The visit served to introduce John Bramble, the new Eccles Library Outreach Librarian, to the staff of this clinic.

Ms. Henning talked to faculty and staff at the University of Wyoming who are working on projects with the Wind River Reservation, to describe health information services that she would like to provide and to obtain their advice on how best to do it. They are providing her with names of individuals within the tribe who would be valuable contacts.

In October Ms. Champ-Blackwell was a guest speaker at the “Spanish for the Healthcare Provider” class held at Methodist College and at Alegent Health Bergan Mercy Medical Center. Ms. Champ-Blackwell showed students the Internet resources that provide patient education materials in Spanish. She was given this opportunity because she took the class last year and the instructor, Lynn Scott, asked her back as a guest speaker. In addition, Ms. Champ-Blackwell was invited to speak to Ms. Scott’s high school advanced Spanish students. In these classes, she discussed the need for bilingual resources, the need for health care providers who are fluent in Spanish and advised the students to continue their study.

Judith Kissell, of the Center for Health Ethics and Policy, invited Ms. Champ-Blackwell to the center’s roundtable that focuses on health issues. Ms. Champ-Blackwell provided resources on minority women’s health issues. Upon her recommendation, a member of the Nebraska Association of Translators and Interpreters spoke at the October roundtable.

Ms. Champ-Blackwell provided Paul Schoening, Director of the Becker Medical Library, and Neville Prendergast, Outreach Librarian, with information on grants for medical schools to provide outreach to inner city and minority high school and college students as a way to recruit them into the medical field.

The University of Nebraska Medical Center Community Partnerships Group is offering a series of Community Health Advocate training sessions. The focus of the class is to develop health advocacy skills for minorities. On September 6, Ms. Champ-Blackwell provided a one hour presentation with hands on training for the class.

Ms. Champ-Blackwell and Barbara Cosart from the South Central Region met with Gale Dutcher of SIS when they attended the NLM orientation for RML staff. They brainstormed on ways to collaborate on common concerns. For example, SIS is working on a project with the Offices of Refugees in many states. Ms. Champ-Blackwell will put together a list of offices in the region that SIS can use when it wants to distribute information. They have also begun emailing each other on conferences, etc that are of mutual interest.

On October 11, Ms. Champ-Blackwell assisted two members of the Health Sciences Multicultural & Community Affairs Office at Creighton University with a “College 101” class for junior high and high school students at the Bethel Mission Baptist Church. Channing Bunch of Creighton University is a minister at Bethel and he wants to develop

a program for minority students across the state that will prepare them to apply to and stay in college. He is using the students of his church as a testing ground for the development of the project. Ms. Champ-Blackwell provided handouts and a presentation on scholarships, especially for those interested in pursuing health careers.

With the New York Academy of Medicine, the NN/LM MidContinental Region submitted a proposal to the National Library of Medicine to sponsor an outreach symposium to explore collaborating with community based organizations as partners in health information outreach, to review NLM's Strategic Plan for Addressing Health Disparities and to come up with recommendations for the next RFP for the RML contract.

Technology Awareness and Integration (Efforts to increase the knowledge and improve the use of technology in the library)

Ms. Davison-Turley tested the conference feature in Yahoo! Messenger to hold a chat-based meeting with other liaisons on September 4, 2003. Overall, it was an efficient and effective means of group communication. Benefits include a transcript of the conversation and the service is free. A drawback is the difficulty of including everyone in the conversation, particularly those who do not type quickly.

Ms. Dennis is a member of the Tribal Connections Four Corners group that is selecting software to develop the contacts database for the project.

Education (Any instructional materials or sessions targeting Network, Affiliate members, health professionals, public librarians or the community)

No Activity

Exhibits and Presentations at Meetings (National and local exhibit reports, presentations made at professional meetings)

National Meetings

American Association of Diabetes Educators 30th Annual Meeting and Exhibition, Salt Lake City, UT -- August 7-9, 2003.

National Rural Educators Conference, Kearney, NE -- October 22-24, 2003.

Regional and Local Meetings (See Appendix D)

Colorado Cancer Conference, Denver, CO -- August 11, 2003. Ms. Weldon exhibited.

Nebraska Association of Translators & Interpreters, Omaha, NE -- August 14-16, 2003. Ms. Champ-Blackwell exhibited. People were at this conference from California, Texas, Arizona and Iowa. Those involved in medical interpreting were very excited to see NLM resources (MedlinePlus & the Multilingual Health page) as well as resources like The 24 Languages Project.

Public Health Conference, Steamboat, CO -- September 22-23, 2003. Ms. Weldon exhibited and presented to more than 50 public health personnel.

Nebraska Center for Faith Based and Community Initiatives Conference, Omaha, NE -- September 23, 2003. Ms. Champ- Blackwell exhibited. This was a regional meeting held by HUD to provide information on how faith based groups could apply for grants from HUD. Also in attendance were representatives from the departments of Labor, Education, HHS and Justice. Each department gave a presentation on the grants available for faith based groups. John Jeanetta, Vice President of Education Applied Information Management (AIM), gave an excellent presentation on the "Top Ten Tips For Writing a Winning Grant Proposal."

Nebraska Minority Health Conference, Kearney, NE -- September 30 - October 1, 2003. The conference was held in mid state Nebraska, so the Inner City and Minority Outreach Liaison was able to meet many new people in the state who are working on minority health projects and do not often get to the eastern part of Nebraska.

Wyoming Library Association Meeting, Sheridan, WY -- October 1-5, 2003. Ms. Henning exhibited. The exhibit was well attended with many individuals asking about MedlinePlus and the upcoming Wyoming Symposium.

Utah Nurses' Association Conference, "Above and Beyond Nursing Recognition" Orem, UT -- October 3, 2003. Ms. Youngkin exhibited. There were 56 attendees and the materials at the booth were well received.

Nebraska Minority Expo, Omaha, NE -- October 4-5, 2003. Ms. Champ-Blackwell exhibited at this expo which was advertised as bringing in 20,000 attendees. Less than 1,000 attended over the two days.

Nebraska Library Association Conference -- October 30-31, 2003. Many public, academic and school librarians from across the state stopped by the booth. As a part of the conference, Ms. Champ-Blackwell taught a class, "Finding Health Resources: Focus on Culture." The class was offered in the last time slot of the conference, on Halloween Day, so she expected a low turnout. She was pleasantly surprised to see 20 people in the class.

APPENDIX A

REGIONAL ADVISORY BOARD MINUTES

**NN/LM MidContinental Region
Regional Advisory Board Meeting**

September 18 - 19, 2003

University of Colorado Health Sciences Center - Fitzsimmons Campus - Aurora, CO

Introductions were made. All Advisory Board members were present except Candace Fleming and Edie Snethen who had conflicting obligations. Whitney Davison-Turley participated via phone since her pregnancy prevented her from traveling.

Network members in the Region. Based on the data that the region provided through the Network Member Inventory conducted earlier this year, the board heard about typical and under-supported hospital libraries in the region.

The typical hospital library has at least one FTE librarian supported by a staff of one or more. These hospital libraries serve approximately 36 patrons per day and offer orientations in the use of the library as well as training on PubMed and searching the Internet. Library services are primarily for affiliated health professionals and outreach to unaffiliated people is unusual. Staff has 2-3 computers for their own use and patrons have 4 computers, all with a high-speed Internet connections. Subscriptions to electronic journals may be provided. The staff keeps up to date by taking CE during the year and attending a professional meeting.

Some of our hospital libraries are not well supported nor do they offer a full range of services. There are libraries in the region with no librarian and 19 with less than 1 FTE staff. Fourteen hospital libraries offer no training. Up to 25% of our members may still be on dial-up connections to the Internet. About half of the hospital libraries do not subscribe to electronic journals. Staff from seven facilities have not been to a professional meeting and two have not used email.

Discussion on hospital libraries. Does the Regional Medical Library have a role? If yes, what is its role to support the availability of hospital libraries in hospitals? Network members were invited to participate in this section of the meeting by dialing into an 800 number.

The board agreed that the RML should support librarians in hospitals.

M. Bandy announced that an advocacy committee had been formed as part of the Colorado Council of Medical Librarians.

Suggestions for librarians:

- Provide services to consumers and enlist them as advocates. Ms. Stepan related her experience when a family member was diagnosed. The physician's office had no workstation to look up information. If librarians can work with consumers, these consumers can become advocates for change with health professionals. Ms. Dudden commented that since many hospital libraries are solo shops, they may not have the resources to add consumer health services to their existing services to health professionals.

- Jeanne LeBer (UT) -- Would it be helpful to create promotion materials for hospital libraries to use in stating/promoting their value to their institutions? As an example - a PowerPoint poster template that could state the value case but also be modified and stamped with the individual institutions logo or specific issues. Or - maybe templates for a brochure, or a press release that could be individualized. Just something the NN/LM MCR could help with.
- Medical librarians need to educate and market themselves to their constituency.

RML roles to support librarians in hospitals:

- Awards: Earmark awards specifically for hospital librarians to be used to promote services of the librarian and raise her visibility. Possibilities include technology awards and needs assessment awards. Encourage NLM to create a grant specifically for hospital libraries to develop innovative services.
- Testimonials: Collect testimonials for medical librarians and make them available on the web. Collect case studies highlighting successful library services. Collect stories on how hospital librarians save people time.
- Tools: Create a tool that can be easily implemented by librarians to track their effectiveness. Create a template on writing an annual report showing what to include (statistics, anecdotes etc).
- Education and training: Hold a “Wyoming Symposium” throughout the region. Provide training on a regular basis on the use of technology. Target libraries that are managed by staff without an MLS.
- Use RML News or RML products to market hospital libraries.

Communicating with Administrators:

- Assist hospital librarians to show their value in terms that their administrators will find important (ex: cost benefit ratio). Teach techniques to sell the value of the librarian/library in a way that hospital administration will find compelling.
- Hospital libraries are found in many different locations on the organizational charts of hospitals. The RML should investigate (collect information from librarians who work in the Top 100 Hospitals) and determine the best location for the library within the hospital structure and recommend the best reporting hierarchy both to hospital librarians and hospital administrators.
- Letters to administrators describing the value that the librarian brings to the organization. Because librarians report to different administrators (CEO, VP for Education, Quality Assurance) letters need to be tailored to suit the type of administrator. Samples should be put on the web for hospital librarians to select and add address information.
- Ongoing communication to hospital administrators on the value of the medical librarian/library.

Hospital Associations:

- Work with state hospital associations and state medical associations to endorse the MLA hospital standards. These standards are more stringent than the requirements of JCAHO.
- Provide a “Better Business Bureau” validation for institutions meeting MLA standards.

Residency Programs:

- Depending on the specialty, residency programs do not currently require that libraries/librarians are available at par. Work with participating hospitals. Work with the programs to raise their standards. Advocate with medical school deans to send residents to hospitals only if they have a library/librarian. This may be a hard sell since deans have to work to enlist hospitals to accept residents. They may be reluctant to enforce a requirement that will reduce the pool of hospitals.
- SWAT Team: Create a SWAT team who go to an institution when a librarian/library is threatened and advocate for the library, negotiate for the library and mediate the closure of the library.
Prevention will work better than crisis intervention.

Tour of Fitzsimmons Campus Rick Forsman, Director of the Denison Memorial Library, provided board members with a tour of the PASCAL storage facility and of the new campus.

NLM Update – Angela Ruffin, National Network Office

Due to Hurricane Isabel the National Library of Medicine closed and Angela Ruffin was not able to join the meeting via videoconferencing.

Planning Groups-- Reviewed goals and objectives and made suggestions for year 04.

Technology: Paul Schoening, Carol Gassert, Sharon Dennis and Whitney Davison-Turley

- Digital Archive project, share information as it becomes available
- Continue planned project for archiving training and technology multimedia clips
- Web site
 - Redo should be complete in Y03, maintain, update, etc. in 04
 - Make distance ed. options easily searchable
- Provide basic technology training in many formats
 - Funds vs. training
 - Access vs. desire to use
 - Wireless
- Simple tools to improve communications
 - Explore further use of existing technologies, i.e., using Yahoo! Messenger to send msgs to cell phones, etc.
- Chart of technologies, how to implement them, and what they are good for
- Personalized services, particularly with web site and RML News
- Need to be sure we're reaching the end user health professionals, get PubMed integrated into charting systems, already happening with Cerner/Zenex project; Charlotte Waever, Roy Simpson potential contacts
- Working with IT departments
 - Focus on having goal-oriented discussions, allow IT to come up with solutions
 - Who does library report to? Work chain of command

Education: Gretchen Forsell and Mary Beth Stepan

- the NN/LM MCR's role is making librarians aware of new roles that they can take on through education events, such as "bioterrorism/disaster preparedness"
- educate members on how to teach health professionals & students to use handhelds
- send 'canned' messages on current topics to librarians with instructions to customize and send out to their faculty/audience (It was the board members' opinion that the information being sent out to librarians now is not traveling out to the health professional audiences)
- get testimonials of librarians that currently send out information to their audiences that proves useful (as a way to reinforce this method of information-sharing); would be great to get testimonials that show success of information gathered off of the RML News. This would lead to a 'best practices' approach, explaining to other librarians how this service can work towards advocacy for their own library
- evaluate this type of service by asking for replies from the receiving audience; could contact audience members quarterly, asking how many messages were valuable, did any cause you to contact your librarian for more information; librarian could evaluate by checking activity increase/increase in networking opportunities
- Board members agreed that there needs to be more incentive/urging for librarians to attend health professional conferences/planning meetings/department meetings/even cold-calling health professionals in their audience, since that is where the librarians would have the best chance to learn their audience's information needs, and learn how to best support their audience.
- another support for network members: create 'one-minute' education messages
- create a customizable home page of links for members and base it on nmlm.gov/mcr, since some members cannot create their own web pages
- encourage members to collaborate with other organizations to get CE credit for education offerings in their institutions
- highlight the value of partnering with health care professionals; have examples of successful partnerships; create filmed scenarios/case studies showing how librarians can serve planning and development projects, and at any presentation of these cases have health professionals and librarians present to the audience their real-world work together. (sample projects mentioned were health fairs, conferences, community projects, grants, etc)

Inner City: Florence Brown and Siobhan Champ-Blackwell

At a later date, Claire Hamasu and Siobhan Champ-Blackwell held a teleconference with Candace Fleming and Rosalie Truebull of the Ben Nighthorse Campbell Center for Health & Human Science at the University of Colorado.

- Work with community gatekeepers
- Suggestion for a title change for the liaison – underserved? Health disparities? Liaison
- Provide more training to health care professionals; this is an important piece of the picture; we have to do this in a way that keeps in mind the value of the local medical librarians; but also to find ways to reach health care providers who do not have access to medical librarians.

- In order to be effective in outreach to community groups in minority populations, specifically Native American populations, you should learn:
 1. Who are the gatekeepers that are willing to build relationships and networks
 2. Identify national and local groups that could have information on health that we could know about/acquire ourselves and be a broker of information in that way
 3. Identify a process for connecting – steps/protocol
 - a. GONA <http://p2001.health.org/CTI05/Cti05ttl.htm>
 4. What is the cost/benefit to the process
- Urban Indian Population:
 1. Need a resource of what is available to them for their health services; once they are not on the reservation, whom do they turn to for care?
 2. Go to the Reservations to find out the pathways the Urban Indians can take
- Candace has a list of evaluators who are either Native American or who have worked with Native American populations in a culturally competent manner.

ATTENDEES

Carolyn Anderson, Associate Director
 Central Resource Library Director
 Johnson County Library
 Overland Park, Kansas

Margaret Bandy, Manager
 St Joseph Hospital Medical Library
 Denver, Colorado

David Brunell, Executive Director
 Colorado Bibliographic Center for
 Research
 Aurora, Colorado

Anna Beth Crabtree
 Director of Medical Library Services
 Medical Library
 St. John's Health System
 Springfield, Missouri

Rosalind F. Dudden
 Health Sciences Librarian
 Tucker Medical Library
 National Jewish Medical and Research
 Center
 Denver, Colorado

Maggie M. Farrell, Dean
 University of Wyoming Libraries
 Laramie, Wyoming

Gretchen Forsell, MPH, RD
 Executive Director
 Northern Nebraska Area Health Education
 Center
 Norfolk, Nebraska

Carole Gassert
 Associate Dean for Academic Affairs
 School of Nursing
 University of Utah
 Salt Lake City, Utah

Lenora Kinzie, Director of Library Services
 Stauffer Health Sciences Library
 Stormont-Vail Regional Health Center
 Topeka, Kansas

Paul Schoening, Director
 Becker Medical Library
 Washington University School of Medicine
 St. Louis, Missouri

Mary Elizabeth Stepan
Assistant Professor, School of Nursing
University of Wyoming School of Nursing
Laramie, Wyoming

Florence M. Brown, RN, BSN, MPA
Administrator
Creighton University Medical Center
Women's Community Health Center
Omaha, Nebraska

RML STAFF

Siobhan Champ-Blackwell
Inner City Liaison
Creighton University HS Library
Omaha, Nebraska

Sharon Dennis
Technology Coordinator
NN/LM MCR
Spencer S. Eccles HS Library
University of Utah
Salt Lake City, Utah

Claire Hamasu
Associate Director
NN/LM MCR
Spencer S. Eccles HS Library
University of Utah
Salt Lake City, Utah

Theresa Hartman
Education and Nebraska Liaison
University of Nebraska Medical Center
Omaha, Nebraska

Mary Henning
Wyoming Liaison
Coe Library
University of Wyoming
Laramie, Wyoming

Betsy Kelly
Assessment and Evaluation Liaison
Washington University School of Medicine
St. Louis, Missouri

Wayne J. Peay, Director
NN/LM MCR
Spencer S. Eccles HS Library
University of Utah
Salt Lake City, Utah

Stephanie Weldon
Consumer Health and Colorado Liaison
Denison Memorial Library
University of Colorado HS Center
Denver, Colorado

Molly Youngkin
Public Health and Utah Liaison
NN/LM MCR
Spencer S. Eccles HS Library
University of Utah
Salt Lake City, Utah

PRESENTER

Angela B. Ruffin, M.S.L.S, Ph.D.
Head of the National Network Office
National Library of Medicine
Bethesda, Maryland

NON- ATTENDING MEMBERS

Candace Fleming, Ph.D.
Director of Training
National Center for American Indian and
Alaska Native Mental Health Research
(NCAIANMHR)
Aurora, Colorado

Eddie Snethen, Executive Director
Kansas Association of Local Health
Departments
Topeka, Kansas

NON-ATTENDING STAFF

Whitney Davison-Turley
Technology and Kansas Liaison
Archie R. Dykes Library
University of Kansas Medical Center
Kansas City, KS



APPENDIX B

CE AND CONFERENCES

Continuing Education and Conferences Attended by RML Staff

TITLE	DATE	NAME
Julia Blixrud on Scholarly Publishing	August 6, 2003	C Hamasu
Nebraska State Data Center Summer Conference	August 21, 2003	S Champ-Blackwell
Colorado Rural Health Center Breakfast Club	August 8, 2003	S Weldon
ArcGIS Training	September 4-5, 2003	B Kelly, S Dennis
MLA Health Information Literacy Satellite Broadcast	September 10, 2003	W Davison-Turley, C Hamasu
NLM Orientation	September 11-12, 2003	B Kelly, S Champ-Blackwell, S Dennis
Outreach Symposium (NN/LM GMR)	October 9, 2003	C Hamasu
Medicine in the 21 st Century	October 13, 2003	C Hamasu
MCMLA Annual Meeting	October 15-17, 2003	W Peay, C Hamasu, S Dennis, M Youngkin, S Champ-Blackwell, M Henning, T Hartman, B Kelly
Practical PC Troubleshooting 101	October 15, 2003	M Youngkin
PDA's for Libraries	October 17, 2003	M Henning

APPENDIX C

OUTREACH VISITS

AND

OUTREACH ACTIVITIES REPORT

Outreach Visits

	RML Staff	Institution Visited	State	Name/Title-Person Visited	Meeting Content	Affiliate Member	Network Member	Comments
8/1/03	M Henning	Washakie Medical Center, Worland	WY	Dr. Javad Monzavifar, Dr. Vern Miller, Dr. Regina, staff physicians	PubMed, MedlinePlus classes	No	No	Requested training for hospital physicians to be scheduled in September or October.
8/4/03	S Weldon	Colorado Department of Public Health and Environment	CO	Kay Juricek – Librarian	Discussed her position and possible contacts	Yes		She only works in the library one day a week and the rest of the time works in HR
8/05/03	M Henning	Fremont County Library in Lander	WY	Jeannette Woodward, Director, Fremont County Library	PubMed, MedlinePlus classes	No	No	Unable to schedule classes due to conflict with another activity
8/15/03	S Weldon	Colorado Virtual Reference Committee at the Colorado State Library	CO	Brenda Bailey Hainer and committee	Marketing of the Colorado virtual reference project			
9/12/03	W Davison-Turley	Truman Medical Center—Lakewood	MO	Erin Palazzolo, Librarian	DOCLINE instruction		Yes	
9/17/03	S Champ-Blackwell, T Hartman	Denver Public Library	CO		Electronic Access to Health Information project, Additional resources to add to web site and training	Yes		Denver Public Library and Denver Healthy People 2010 summarized work accomplished on their project.

Outreach Activities Report - All Midcontinental Projects RML Quarter 2 2003-2004

Generated: Friday, September 03, 2004

33 Total Outreach Activities

The following information is based on outreach reports of training activities.

Activities Summary		Session Content	
Total number of estimated participants:	923 participants	PubMed:	18 activities
Average number of participants:	27.97 per activity	MedlinePlus:	27 activities
Average length:	1.77 hours	ClinicalTrials.gov:	16 activities
Under 1 hour:	3 activities	NCBI:	1 activity
Between 1 and 2 hours:	21 activities	NLM Gateway:	1 activity
Over 2 hours:	9 activities	TOXNET:	2 activities
Hands-on practice:	8 activities	Other technology content:	14 activities
Conducted remotely:	0 activities	Other, non-technology content:	9 activities
Offering continuing education:	7 activities		
Significant number of minorities:	2 activities	Significant Minority Population Present (>=50% of participants)	
Type(s) of Organization(s) Involved in Activities		African American:	1 activity
Health sciences library:	33 activities	Alaska Native:	0 activities
Public library:	8 activities	Asian and Pacific Islander:	0 activities
Government agency:	4 activities	Hispanic:	0 activities
Hospital:	10 activities	Native American:	1 activity
Clinical/Health care:	8 activities		
Academic Institution:	33 activities		
Community-Based:	7 activities		
Faith-Based:	2 activities		
Public Health Agency:	4 activities		
Other:	4 activities		

68 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary		Special Populations Served (significant proportion of the population served) <i>Frozen as of</i>	
Activities at which PI sheet collected:	24.2%	African American:	17 participants
Health care or service providers:	16 participants	Alaska Native:	0 participants
Health science library staff members:	0 participants	Asian and Pacific Islander:	8 participants
Public Health worker:	0 participants	Hispanic:	14 participants
Public/Other library staff members:	38 participants	Native American:	6 participants
Members of general public:	14 participants	Rural:	11 participants
Percentage Health Care Providers:	23.5% participants	Senior (age 65 and older):	16 participants
Percentage Health Sciences Library:	0.0% participants	Youth/Teen (ages 12 - 17):	1 participant
Percentage Public Health Workers:	0.0% participants	Low Income:	19 participants
Percentage Public Library Staff:	55.9% participants	Inner City:	3 participants
Percentage General Public:	20.6% participants	Other:	2 participants



APPENDIX D

EXHIBIT REPORTS

EXHIBIT REPORT

- I. DATE OF REPORT: November 25, 2003
- II. NAME OF PERSON SUBMITTING REPORT: Stephanie Weldon
- III. ADDRESS: 4200 E 9th Ave. A003, Denver, CO 80262
- IV. EXHIBIT:

Name of Meeting: Colorado Cancer Conference

Location: Denver, CO

Dates: August 11, 2003

Staff: Stephanie Weldon

Number of Registrants: 300

Number of Exhibits: 25

Specify by Days:

- 1. Exhibit Hours 8:00 - 2:00
- 2. Number of People Visiting the Booth 50
- 3. Number of NLM System Demonstrations 15
- 4. Number of Internet Demonstrations other than NLM System Demonstrations -- NA

V. EXHIBIT SUMMARY (Narrative)

- A. Recommendations: Exhibit at this meeting next year?
No this wasn't a good use of time. It didn't cost anything as it was in town and not very far away - but I don't think it was very effective and I haven't seen any results from it.
- B. Other MEDLINE Information Providers - NA

STATE AND REGIONAL EXHIBIT REPORT

- I. DATE OF REPORT 8-19-03
- II. NAME OF PERSON SUBMITTING REPORT Siobhan Champ-Blackwell
- III. ADDRESS: 2500 California Plaza, Omaha, NE 68178
- IV. EXHIBIT:
 - A. Name of Meeting Nebraska Association of Translators & Interpreters (NATI)
 - B. Location (City, State) Omaha, NE
 - C. Dates Aug. 14-16, 2003
 - D. Staff Siobhan Champ-Blackwell
 - E. Number of Registrants 80
 - F. Number of Exhibits 3 manned booths, several handouts on tables from other groups

Week Days	Exhibit Hours	Number of Visits to Booth	NLM System Demonstrations	Internet Demonstrations
Sunday				
Monday				
Tuesday				
Wednesday				
Thursday	7:30-5:30	12	11	
Friday	7:30-6:00	7	7	
Saturday	7:30-4:00	6	8	
Total		25	26	

- V. EXHIBIT SUMMARY (Narrative)
 - A. Distribution of Pre-mailers, Letters or Invitations (if applicable)
 - B. Description of Booth Location: along the wall of the room where all meals and breaks were held.
 - C. Description of Program Presentations : none, late notice of conference
 - D. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted.
 - E. Problems: Due to current economic problems, this conference had its lowest turnout in four years – they were expecting 125-150 people, and only 80 people came. Many groups signed on to exhibit, and they never came.

F. User feedback: UNO provided wireless access which I was able to use. This was great, especially since the backup phone line did not allow for calls outside of campus, though they did allow calls to come in. People were at this conference from California, Texas, Arizona, and Iowa. People who were involved in medical interpreting were very excited to see NLM resources (MedlinePlus & the Multilingual Health page) as well as resources like The 24 Languages Project.

G. Suggestions/comments

H. Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer) Yes. Next year the Central Nebraska AHEC is sponsoring this conference in Grand Island. With the change in location and focus of the meeting, many new people should be coming (and hopefully with a change in economic times) The Grand Island location might also discourage Omahans from attending.

VI. Exhibit Budget: Booth Space Fee \$275.

EXHIBIT REPORT

- I. DATE OF REPORT: November 25, 2003
- II. NAME OF PERSON SUBMITTING REPORT: Stephanie Weldon
- III. ADDRESS 4200 E 9th Ave. A003, Denver, CO 80262
- IV. EXHIBIT:

Name of Meeting: Public Health Conference

Location: Steamboat, CO

Dates: September 22 and 23, 2003

Staff: Stephanie Weldon

Number of Registrants: 287

Number of Exhibits: 27

Specify by Days:

1. Exhibit Hours

9/22/03 8:00 - 4:00

9/23/03 8:00 - 8:00

2. Number of People Visiting the Booth

9/22/03 20

9/23/03 25

3. Number of NLM System Demonstrations

9/22/03 20

9/23/03 25

4. Number of Internet Demonstrations other than NLM
System Demonstrations -- NA

- V. EXHIBIT SUMMARY (Narrative)

Exhibit at this meeting next year?

No - I think presenting is enough. Must be sure to get on the presentation schedule though.

Other MEDLINE Information Providers - NA

STATE AND REGIONAL EXHIBIT REPORT

- I. DATE OF REPORT 9-26-03
- II. NAME OF PERSON SUBMITTING REPORT Siobhan Champ-Blackwell
- III. ADDRESS Creighton University Health Sciences Library
- IV. EXHIBIT:
 - A. Name of Meeting Nebraska Center for Faith Based and Community Initiatives: Garnering Resources fro Faith Based Initiatives: A Primer for Faith-Based and Community Organizations
 - B. Location (City, State) Omaha, NE
 - C. Dates September 23, 2003
 - D. Staff Siobhan Champ-Blackwell
 - E. Number of Registrants approx. 200
 - F. Number of Exhibits approx. 10

Week Days	Exhibit Hours	Number of Visits to Booth	NLM System Demonstrations	Internet Demonstrations
Sunday				
Monday				
Tuesday	9	36		
Wednesday				
Thursday				
Friday				
Saturday				
Total				

- V. EXHIBIT SUMMARY (Narrative)
 - A. Distribution of Pre-mailers, Letters or Invitations (if applicable)
 - B. Description of Booth Location: Directly in front of doors to main ballroom
 - C. Description of Program Presentations
 - D. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted.
 - E. Problems: There was no electricity or internet connection, so I could not demonstrate NLM resources, but I did have lots of handouts, and by the end of the day, lots of people had stopped and picked them up.

F. User feedback

G. Suggestions/comments: This was a regional workshop and people came from many states both within the MCR and outside of it. This was co-sponsored with HUD, and was basically a "how to get a grant" workshop.

H. Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer): This was a one time conference. HUD is holding similar sessions around the country though, and it is a good place to provide outreach to community and faith based organizations.

VI. BUDGET: Exhibit Booth Fee \$85.00

STATE AND REGIONAL EXHIBIT REPORT

- I. DATE OF REPORT 10-02-03
- II. NAME OF PERSON SUBMITTING REPORT Siobhan Champ-Blackwell
- III. ADDRESS Creighton University HSL 2500 California Plz, Omaha, NE 68178
- IV. EXHIBIT:
 - A. Name of Meeting: Nebraska Minority Health Conference: People of Color Celebrating Healthier Communities While Addressing Unequal Treatment
 - B. Location (City, State): Kearney, NE
 - C. Dates: Sept. 29 – Oct. 1, 2003
 - D. Staff: Siobhan Champ-Blackwell
 - E. Number of Registrants: approx 240
 - F. Number of Exhibits: 30

Week Days	Exhibit Hours	Number of Visits to Booth	NLM System Demonstrations	Internet Demonstrations
Sunday				
Monday				
Tuesday	7:30am-5:30pm	10	50	
Wednesday			11	
Thursday				
Friday				
Saturday				
Total		10	61	

- V. EXHIBIT SUMMARY (Narrative)
 - A. Distribution of Pre-mailers, Letters or Invitations (if applicable)
 - B. Description of Booth Location: back corner booth
 - C. Description of Program Presentations
 - D. I moderated a session – so introduced myself first, then the speakers. I kept them on schedule and collected evaluations at the end. A big problem occurred – the session was split into two topics – the speakers for the second session did not show up! So, I had to go out and find a replacement speaker with no notice. Luckily, my familiarity with the group allowed me to immediately locate a wonderful speaker and she filled in with no hesitation.

- E. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted: The Asian American Health page and ToxTown were highlighted
- F. Problems: The exhibit hall is placed away from the speaking rooms. There was not much time for people to visit the exhibits; I even heard people complaining about a lack of breaks. I was lucky that people came to my booth the first day, as it was fairly dead the second day. An additional problem was staffing the booth while I was moderating. I had to leave it unstaffed, and take my laptop with me to the session. This also meant leaving during the morning exhibit break time which ended up being the only time I might have had contact with attendees, as the rest of the day ran late and there was no break after lunch.
- G. User feedback
- H. Suggestions/comments: This is a great conference. The speakers that are brought in are nationally known, and the top of their field.
- I. Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer) YES!!! We should exhibit, and there should be two people so that we can attend as well as participate in the conference.

VI. Exhibit Budget Sheet

ITEM	COST
Booth space fee	25.00
Internet connection fee	
Other booth fees	
Total exhibit booth fees	
Shipping	
Drayage and material handling	
Total travel costs (including mileage, parking, airfare, accommodation, per diem)	169.28
Other costs (please specify) Registration for Conference	85.00
TOTAL EXHIBIT COST	279.28

STATE AND REGIONAL EXHIBIT REPORT

- I. DATE OF REPORT October 13, 2003
- II. NAME OF PERSON SUBMITTING REPORT Molly Youngkin, PH/Utah Outreach Liaison
- III. ADDRESS NN/LM MCR, Spencer S. Eccles Health Sciences Library, University of Utah Health Sciences Center, Salt Lake City, UT
- IV. EXHIBIT:
- A. Name of Meeting Utah Nurses Association 2003, annual conference. Entitled, *Challenging Times: Nurses Respond*
- B. Location: (City, State) Sorensen Student Center, Utah Valley State College, Orem, UT
- C. Dates: Friday, October 3, 2003
- D. Staff : John Bramble, Outreach Librarian, Spencer S. Eccles Health Sciences Library, Molly Youngkin, PH Liaison, NN/LM MCR, Eccles Library
- E. Number of Registrants: 56 people
- F. Number of Exhibits: 17

Week Days	Exhibit Hours	Number of Visits to Booth	NLM System Demonstrations	Internet Demonstrations
Sunday				
Monday				
Tuesday				
Wednesday				
Thursday				
Friday	9 hrs	28	17	
Saturday				
Total	9	28	17	

- V. EXHIBIT SUMMARY (Narrative)
- A. Distribution of Pre-mailers, Letters or Invitations (if applicable): Not applicable
- B. Description of Booth Location: All exhibit booths were located together in the ballroom of the Sorensen Student Center. This was a big enough ballroom to include all the exhibits (along the edges of the room) and chairs and tables for all the luncheons. We had a very good location.
- C. Description of Program Presentations
- D. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted. Not applicable.

- E. Problems. There were no problems, although we had ordered a phone line that wasn't delivered. But the Student Center was very generous and gave us a T1 line connection at no cost.
- F. User feedback The nurses seemed very interested in our products and services. We gave out information on the services of the Eccles Health Sciences Library as well. The number of attendees at this conference was not as large as last year, according to the organizers.
- G. Suggestions/comments
 - a. There were 56 attendees. Several general UVSC students just walked through the exhibit area since it was open. Several of the nursing students were from the U of U, Weber, and BYU.
 - b. The best contact was Carol Ryan, PhD, Health Program Specialist, with the Utah Department of Health in Salt Lake City. Her primary focus is Diabetes Control. She works closely with the Native American community in the state and especially in the Four Corners area. John Bramble plans on working with her to promote outreach services. Carol's number is (801) 538-6248 and her email is: carolryan@utah.gov
 - c. Some of Carol's comments about working with the Native American populations include: The same person should make the contacts in a community. It is better to have one person, one face, make the contacts than a group of individuals. Building relationships and trust is faster when they can relate to one person.
 - d. In some Native American cultures, alternative or complimentary medicine is the STANDARD medical practice. Our usual western form of medicine is seen as "the alternative". This can affect how various web sites are presented.
 - e. When renting a government vehicle, it is often a better idea to get one that doesn't have government symbols, markings, or government license plates.
- H. Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer) Yes, the Spencer S. Eccles Health Sciences Library plans to exhibit at this conference again next year.

STATE AND REGIONAL EXHIBIT REPORT

- I. DATE OF REPORT 10-08-03
- II. NAME OF PERSON SUBMITTING REPORT Siobhan Champ-Blackwell
- III. ADDRESS Creighton University Health Sciences Library 2500 California Plaza,
- IV. EXHIBIT:
 - A. Name of Meeting: Nebraska Minority Expo
 - B. Location (City, State): Omaha, NE
 - C. Dates Oct 4-5, 2003
 - D. Staff: Siobhan Champ-Blackwell, Jeanne Burke, Bill Wade, Judi Berjkhold
 - E. Number of Registrants: approx. 3,000
 - F. Number of Exhibits: 120

Week Days	Exhibit Hours	Number of Visits to Booth	NLM System Demonstrations	Internet Demonstrations
Sunday	12-4	13		
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday	11-6:30	100+		
Total				

- V. EXHIBIT SUMMARY (Narrative)
 - A. Distribution of Pre-mailers, Letters or Invitations (if applicable)
 - B. Description of Booth Location: The booth was located in the UNMC Health Fair Section
 - C. Description of Program Presentations
 - D. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted: Asian American Health
 - E. Problems: The promotional material said 20,000 expected attendees, but there was no advertising on the expo; it cost \$6.00 to park, \$6.00 entry per adult, and \$4.00 per child. Turnout was extremely low
 - a. The whole expo was extremely unorganized. I was told the building was wireless, only to discover on setting up that it would cost \$300.00 to get Internet access,

which I declined after a \$400.00 booth fee. The expo stayed open until 7:00 pm on Sunday, but the Health Fair closed at 4:00, which I found out about at 2:00 on Sunday.

- F. User feedback: While the Inner City Liaison manned the booth, the Nebraska Liaison paid the booth fees in a partnering effort to bring health information to the state of Nebraska.
- G. Suggestions/comments
- H. Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer): Not next year. I would say to give this expo a few years to get its feet on the ground. For the amount of time and money that went into this, the results were not worth it. Though it looks like 100 people showed up at the table on Saturday, it was mostly other exhibitors with nothing to do but walk around the booths.

VI. BUDGET SHEET

ITEM	COST
Booth space fee	400.00
Internet connection fee	
Other booth fees	50.00
Total exhibit booth fees	
Shipping	
Drayage and material handling	
Total travel costs (including mileage, parking, airfare, accommodation, per diem)	
Other costs (please specify) Parking	18.00
TOTAL EXHIBIT COST	468.00

APPENDIX E

SUBCONTRACT REPORTS

September 08, 2003.

Access to Electronic Health Information for Denver

Institution:

Central Denver Public Library
10W. 14th Avenue Parkway
Denver, CO 80204-2731

First and last name: Elaine Connell

email address: econnell@denver.lib.co.us

Telephone number: 720-865-1363

Start date: 06-01-2003

End date: 08-31-2003

Publicity:

1. Project was mentioned briefly several times at the 'Denver Healthy People 2010 Planning for Action! Summit' on June 20-21, 2003, with some 30+ people in attendance.
2. Additionally, the Whittier Neighborhood Spotlight ran a short article in the July, 2003 edition telling about our project. See: www.whittierneighbors.com Select "Neighborhood Association" on the left side, and scroll to the bottom of the page. Select the July, 2003 edition of the Spotlight (PDF Format) and go to page 3, under "Library Matters."

Outreach Sessions:

None.

Other accomplishments:

1. Lee Shaughnessy was hired as the Library's Health Educator Consultant. She started work on August 1, 2003. She has participated in meetings with other members of the project team, and is moving quickly on the recommendations of staff and of 2 initial key informants to develop a strategy for focus groups.
2. Project team development is underway, and there is a great deal of enthusiasm and energy being expressed for this work.
3. We are exploring the incorporation of the Library's Government Documents Department staff and resources as a valuable asset for the provision of services to the professional community.
4. Michelle Jeske and our 'Library Without Walls' team released a Spanish version of our DPL web page on Aug. 5, 2003. They also released a Teen web site on the same day, but with a different structure.
5. Michelle's crew also did usability testing on our current site over the past few months (March through July) and are actively designing a new version of the Library's overall web site, anticipating release in October.

Target audience:

1. We knew prior to the project that many people in the community were coming to the Library for videos, and those who used the computers (a low percentage) were doing a lot of email and games. We are gaining insight about this, and seeing the need to include simple, basic computer and Internet instruction as part of the project. Such things as 'clicking' and using the 'Back' button are educational challenges for some of these folks. 'How to use a library,'and 'how to use a librarian' will be part of the instruction, too, as will some basic 'Information Literacy.'
2. Lee has begun with key informants who are not necessarily related to the Whittier neighborhood, but to the greater Denver African-American and Latino communities. These folks are providing us with great contacts who are more specifically rooted in Whittier.
3. There is a great deal of work that has been done on the information and health needs of Denver citizens, so we are having to digest quite a bit to see what really applies in this setting.
4. While we are getting better understanding of this target audience, we are not finding significant differences from the initial assessment.

Goals, Outcomes, Objectives:

1. We have been surprised to discover the length and breadth of bureaucratic challenges in getting things rolling within such a large governmental organization! Many things take longer than I was aware, and there are little things coming up frequently that take longer to accomplish than I had imagined. Arranging for payment of our partner staff, for example, requires creating a document suitable to two big government agencies.
2. In our original Cost Proposal, the total number of hours listed for our Health Educator Consultant was 650, but the total when added up only equaled 605! This was a delightful surprise, as we simultaneously realized that we had not allowed any time for our Consultant to 'take on' this work. (read the proposal and other associated literature, to get acquainted with other team members, and the inner workings of the Library, etc.) We added "Supervision and Communication" - 45 hours) to the task list for our Consultant. Please let me know if this is a problem. Total of 650 hours at specified pay rate stands.
3. Lee is very energetic, very professional, and very delightful to work with. The energy of our team is exciting, and she is finding many eager connections within the community.
4. The City of Denver is experiencing an additional round of budget cuts, and the Library is feeling a serious pinch. It is challenging for the Library just to maintain current levels of service. When the additional demand for services arises, this will stretch us even further. Because of this we are re-thinking some aspects of the project. For example, the importance of community buy-in with this project cannot be over-emphasized, with the hope that community-based volunteer trainers may alleviate some of the additional burdens. In addition, we believe that a 'Pathfinder' at the beginning of the Health/Medicine web page will provide

customers basic instruction so that many can use it without additional library staff interaction.

5. As far as we can tell so far, the needs of the target audience are as we anticipated. The outcomes we expected are still feasible.

Evaluation:

1. Lee has done interviews with three key informants. She is developing a network of additional key informants and community folks who would be good candidates for inclusion in the focus groups.
2. All team members are maintaining logs of activities and hours dedicated to this project. So far there have been lots of meetings and planning, but in the next quarter we will be seeing a wider variety of activities.

Impacts and Observations:

1. With each contact that Lee is making, inevitably the person remarks: "I had no idea that the Library had such resources on their web page!" Indeed, Lee was unaware, and is coming at this project with the zeal of a 'convert' herself. People who are already web savvy will explore the current site on their own. We will maintain contact with them, and offer training on databases as the project moves forward.

Planned Activities: The quarter before us looks very busy and exciting. We anticipate:

1. running the community focus groups
2. discerning a structural organization for the Library site
3. evaluating sites suitable for both web sites
4. designing a 'pathfinder' for the Library site
5. developing a Draft site for the Library site
6. beginning to develop training materials and a training plan
7. drafting our outreach and PR plan
8. developing our evaluation strategy more effectively
9. doing key informant interviews with Library contacts, as well as with professionals who might use the HP2010 site
10. convening the HP2010 Advisory Committee and bringing the Library's findings to them
11. convening a Library group for input on the librarian training process

Access to Electronic Health Information for Denver

The Denver Public Library (DPL), in conjunction with the Denver Department of Environmental Health's Denver Healthy People 2010, has received a grant from the National Network of Libraries of Medicine (NNLM).

- The project will improve the Web sites of both the Library and Denver Healthy People 2010 for people seeking simple or in-depth health information.
- DPL's final product will be a Web site that addresses the needs of Denver's residents who live in the Whittier neighborhood or use the Ford-Warren Branch Library... *including* those who are Spanish-speaking, low-income, or have limited reading or computer skills.
- A community assessment is currently underway that gathers information through focus groups, presentations, and trainings.
- The Denver Healthy People 2010 Web site will also be updated in order to meet the needs of professionals and community organizations working with Denver residents.
- The project timeline is mid-2003 through mid-2004.

For more information:

Elaine Connell, Lead Investigator
Denver Public Library, Reference Department
720-865-1363
econnell@denver.lib.co.us

Stacey McConlogue, Program Administrator
Denver Healthy People 2010
720-865-5407
stacey.mcconlogue@ci.denver.co.us

Lee Shaughnessy, Health Educator Consultant
Denver Public Library, Reference Department
720-865-1187
lshaugh@denver.lib.co.us




Access to Electronic Health Information for Denver
funded by the National Network of Libraries of Medicine

Elaine Connell
Reference Librarian and
Lead Investigator
econnell@denver.lib.co.us
tel 720-865-1363
fax 720-865-1481

Lee Shaughnessy
Health Educator Consultant
lshaugh@denver.lib.co.us
tel 720-865-1187
fax 720-865-1481

10 W. 14th Ave. Pkwy. | Denver, CO 80204-2731 | www.denverlibrary.org

Denver Public Library & Denver Healthy People 2010 Initiative




"Access to Electronic Health
Information for Denver"

A grant sponsored by the National Network of
Libraries of Medicine

Project History

- Large addition to DPL's health information collection library – circa 2000
- NNLM – interest in online access and especially partnerships
- Elaine met Stacey on Sept 5, they submitted their grant to NN/LM Oct. 1, 2002!!
- Unique project, lots of interest in seeing our results!

Why is health information important?



"In referring you to a colleague, he specializes in holistic medicine."

- Being sick is scary!
- Information is power!
- The days of "Doctor, I'm in your hands" are over!
- Research shows that informed patients are more able to follow treatment recommendations and participate in their care!

Sometimes our customers are interested in health information for other reasons!



NON SEQUITUR*
"WHY THE GARDEN & THE GARDEN ARE WORKING TOGETHER?"

Project Components

- Whittier Community Assessment – Ford-Warren Branch Territory
 - Key Informant Interviews
 - Focus Groups
- Content Development
- Beta Testing
- Launch and Community Outreach
 - Project Evaluation and Impact Assessment
 - Timeline March 1, 2003 – August 31, 2004

Project Staff

- Principal Investigator
 - Elaine Connell, Reference Department, DPL
- Co-Principal Investigator
 - Stacey McConlogue, Denver Dept. of Environmental Health
- Health Educator Consultant
 - Lee Shaughnessy (longtime patient educator and Master of Public Health student at UCHSC)
- Advisory Committee
- Library Staff
- Community Members

What's the challenge?
It's the first step that's hard!!



Initial Assessment of Health Concerns for Whittier

- Among both African American and Hispanic audiences, the following health concerns are consistently cited:
 - Cancer, diabetes, Alzheimer's disease, well-child care issues, complementary and alternative medicine, women's health, sexuality, diet and nutrition.
 - Other concerns, often cited as social issues, impact health, including air and water pollution (ex. lead exposure), violence, teen pregnancy, gangs, obesity, drug and alcohol abuse, sexually transmitted diseases, and immunizations.

Barriers to Use of DPL Resources

- Lack of access among many of our customers
- Lack of computer and/or Internet experience
- Literacy challenges
- Lack of visibility of DPL online resources
- Staff shortages...

Advantages of DPL Resources

- DPL is well-utilized... Top of the Rocky!
- Good community presence, credibility, trust!
- Traffic is already in place, now it's changing traffic patterns!
- Everyone thinks it makes sense!

Including library staff in the process

- Training – In-house & Community
- Testing – El Centro, Byers, Woodbury, and Ford-Warren
- Recruiting 'Community Liaisons'
- Facilitating access for these tentative new users

Our Challenge

- How can Denver Public Library's website move to "top of mind" for health and medicine information when research is needed?
- How can we get non-users familiar with and comfortable using DPL internet resources?
- How can we augment their research with other DPL resources?

September 26, 2003.

Online Sound Recordings of Health Information in Many Languages

Institution: Hope Fox Eccles Health Sciences Library y4037 University Hospital 50
North Medical Drive Salt Lake City UT 84132

First and last name T. Elizabeth Workman
Internet email address lworkman@lib.med.utah.edu
Telephone number 801-581-4686

Start date 06-01-03

End date: 08-31-03

Publicity:

Promotional activities were mainly carried out via "word of mouth". All project members continue to inform consumers and colleagues about the sound files at every opportunity. Once more audiophiles are online on the web site, formal publication and promotional activities will take place.

Outreach Sessions:

No formal events.

Other accomplishments:

We have been working with our partner organizations to insure that we have all their most current publications.

Target audience:

1. I have reviewed updated statistics on Americans whose 1st language is not English, and have gained further insight:
2. There is a significant amount of foreign-born residents who have not benefited from English-as-a-Second-Language instruction. We must focus extra efforts to reach these people, so they can get the health information they need.
3. Overall, 21% of Americans are functionally health illiterate, and 27% are only marginally health literate. Minorities and immigrant populations are among those who are especially at risk for health illiteracy.

Goals, Outcomes, Objectives:

We have found that the recording process is more complicated than originally foreseen. Narrators sometimes have questions about individual publications. It is very useful to give them a copy of their brochure(s) in enough advance time so they may read through them carefully, and formulate any questions they may have. Then we can answer the questions and resolve any issues before recording begins.

Evaluation:

I have reviewed a few minority group publications to get a feel for what they need, and the best way to present this new resource. As before noted, I have also reviewed some new literacy statistics among Americans who speak English as a second language. This will better enable us to serve this diverse population, and to market the resource once we reach the promotional phase.

Impacts and Observations:

Off-campus colleagues that I speak with share their feelings. The consensus is that there is a great need for non-English health information in an audio format. I am excited to monitor the use this project will get once more sound recordings are online.

Planned Activities:

We will continue to record and post online the audiofiles. If a sufficient amount of sound recordings are on the site, we will begin to visit area libraries to promote the service toward the end of the quarter.

September 30, 2003

MEDLINE in the Mountains

Institution: Poudre Valley Health System 1024 South Lemay Avenue Fort Collins, CO 80524

First and last name: Susannah Wright

Email: smw2@pvh.org

Phone: 970-297-6720

Start date: 6-1-03

End date: 8-31-03

Publicity:

1. Article about the project published in Poudre Valley Hospital Medical Library newsletter, March 2003.
2. Article about the project published in Red Feather Lakes Community Library newsletter, May 2003.
3. Article about the project published in North Forty News (regional newspaper), August 2003.

These materials have been mailed to the NN/LM MCR.

Outreach Sessions: NONE

Other accomplishments:

1. Two of the four participating community libraries changed directors and staff leadership during the past six months, resulting in some confusion about the project.
2. While one library is still in the search process for a new director, participating staff are committed to the partnership. Other new staff is aware of and enthusiastic about the project.
3. During a partnership meeting, the participating libraries finalized responsibilities for each representative throughout the project and planned for distribution, pick up, and evaluation of additional patron surveys.
4. MedSpeak brochures have been received and 400 have been distributed to Berthoud, Estes Park, Red Feather Lakes, and Wellington Libraries. An additional 100 copies are being held by the Poudre Valley Hospital medical library for future use during the project.

Target audience:

1. Patrons do not appear to differentiate between health information and any other information they are searching for on the Internet.
2. Patrons who are comfortable with the technology also seem to assume that they are making sound decisions about the credibility of the information they find.

Goals, Outcomes, Objectives:

1. The insight we gained about the patrons is helping us to re-evaluate how we present our local training sessions.
2. Most Internet users who answered the survey seem very confident in their ability to find what they need. Others who are not comfortable searching on the Internet do not see the value of learning how to find information there.
3. We are realizing that it is important to bring those who do not understand or are uncomfortable with the Internet into the library and introduce them to the technology in a friendly way vs. just offering classes on "how to search for medical information."

Evaluation:

1. Between August 15, 2003 and August 31, 2003 patron surveys were distributed at Estes Park, Red Feather Lakes, and Wellington Libraries.
2. Surveys are being used to determine how patrons currently find health information on the Internet, and their perceived successes and failures in accessing electronic health information.
3. Approximately 300 - 500 patrons saw the survey and a notice explaining the project. The survey was completed by 57 patrons.
4. In addition, Estes Park and Red Feather Lakes Libraries interviewed patrons about their use of the World Wide Web and their interest in training on how to find electronic health information.

Impacts and Observations:

As the project is in the preliminary stages, we do not yet have any observations about its impact.

Planned Activities:

1. Patrons will continue to be surveyed at local community libraries.
2. Local community librarians will work with Poudre Valley Hospital's medical librarian to develop education/outreach plans for providing ongoing training to patrons.
3. Local community librarians will attend an all-day training on 10-31-03 at Poudre Valley Hospital's medical library. Topics include special problems of medical reference; medical terminology; PubMed and MedlinePlus; and Train the Trainer.
4. Training manuals and pre- and post-knowledge assessment questionnaires will be developed for use during the training of librarians at Poudre Valley Hospital.
5. Computers and projectors will be purchased for each local library to use during patron training sessions.
6. Patron questionnaires will be developed for ongoing use at each local library.
7. The web site design will be completed and the publicity campaign plan will be developed.

Library **DATABANK**

NEWSLETTER OF THE POUDRE VALLEY HOSPITAL MEDICAL LIBRARY

Jerry Carlson, Librarian/Editor

January-March 2003

YOUR LIBRARY NEEDS YOUR OPINION



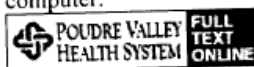
With this newsletter you should receive a copy of the **2003 Library Customer Survey**. Please fill it out and return it by **Monday, April 28**. Just 15-20 minutes of your time during this next month will help shape the Library to meet your needs for the next 2-3 years. *It will also help determine how you will get the knowledge you need at the REGIONAL MEDICAL CENTER.* Think of it as a great way to celebrate **National Library Week, April 6-12**.

PVHS LIBRARY JOURNALS NOW LINKED TO PUBMED

Have you ever wondered, while searching **PubMed**, whether the articles you're finding are available here? Wonder no longer – instead, when you open PubMed, use OUR special PubMed web address:

<http://www.ncbi.nlm.nih.gov/entrez/queriv.fcgi?holding=pvhib>

Buttons in the Abstract or Citation display will tell you if we have it in print, or link you to the article online if it's accessible from your computer.



If you're at a PVHS computer, this address is the one I use in the **Medical Cybrary**.

CONVENIENT CARE

Medical Library Location:

Poudre Valley Hospital Legacy Center,
Basement, beneath the ER and One
Day Surgery.

Hours: 7:30 am-5:00 pm Mon-Fri. Librarian
present 8:30-5. Medical Staff and
Employees may enter after hours using
the code lock or by calling Security.

Phone: (970) 495-7323

Fax: (970) 495-7652

Pager: 61-1258

E-Mail: gmc@pvh.org

Book Returns: Medical Library and
Main Entrance.

**Medical Cybrary (available on
PVHS computers):**
"Links" tab in the Virtual
Information Center (VIC)

PVHS LIBRARY WINS NLM GRANT

In collaboration with the **Red Feather Lakes Library**, and with a LOT of help from the PVH Foundation's **Sue Wright**, the Library has been awarded a \$36,275 grant from the **National Library of Medicine** to promote reliable online health information to people – including some of your patients - in **Red Feather Lakes, Wellington, Estes Park, and Berthoud**. The project will be carried out over the next 18 months, involving redoing my PubMed manual for home use, creating new materials and a website (RFL is handling that part among other things), and training both public library staff and their patrons. **Kathi Patterson** and **Colette Thompson** of Education will help with the staff training.

May 2003

Project will help rural residents find medical resources on the Internet

The Red Feather Lakes Community Library will participate in a project funded by the National Library of Medicine, that will bring more credible health information to residents of rural areas.

This project is a collaboration with Poudre Valley Health Systems, Berthoud Public Library, Estes Park Public Library, and Wellington Public Library to connect consumers to health information resources they need to make informed health care decisions.

The target population is

the underserved consumers in rural and geographically isolated communities along Colorado's northern Front Range. Enhanced access to electronic health resources will be provided through training for staff, volunteers, and patrons.

Poudre Valley Health System will provide training for librarians and patrons in the many helpful medical sites available on the World Wide Web and how to help patrons find the information quickly and easily.

The libraries will then

continue to offer ongoing classes to their patrons.

The project will be developed over an 18-month period and will include a web site, hosted by the Red Feather Lakes Community Library, a workshop for librarians, classes for library volunteers in libraries across northeastern Colorado, including Red Feather Lakes, and ongoing classes for library patrons. Poudre Valley Health System's library will also provide reduced price interlibrary loans for those who want to do extensive research.

Red Feather Lakes Community Library
PO Box 123
Red Feather Lakes, CO 80545

Senior Health Libraries will focus on web-based medical resources

By Linda Bell
Correspondent

When Jenny West arrived from Iowa for her annual vacation in Red Feather Lakes, she noticed some unusual shortness of breath, headaches and dizzy spells.

It wasn't her usual adaptation to being at 8,000 feet. This was strange. Over the winter she'd had problems with high blood pressure, so she wondered if this could be related. At 68 she is fit, exercises regularly, eats healthy foods, maintains a low-salt diet, never smokes and uses alcohol in moderation.

Instead of driving to Fort Collins to find a doctor, Jenny went to the Red Feather Lakes Library. She surfed the Internet for a link between high blood pressure and high altitude. Her initial search on "blood pressure" got 2,750,000 hits, many of them sponsored by pharmaceutical and medical industries.

She tried "altitude sickness" and got 33,300 hits, this time many of them sponsored by sporting organizations and travel companies. Nothing seemed to suggest that being at high altitude might change her blood pressure.

She easily found lists of symptoms for both conditions, and indications for reversing them. She already knew most of what was on

those lists. Like most Internet users, Jenny checked out a few sites on the first three pages of each search and then gave up, still confused and unsure of what she should do.

While Jenny West is hypothetical, the experience is typical of the frustrations inherent in using the Internet as an information tool. The World Wide Web can be snake oil or a gold mine — the latter requiring training to find targeted information that changes rapidly.

By next year, qualified personnel and resources will be available at the county's smaller libraries to help guide such web-based medical research, according to Marilyn Colter, Red Feather Lakes librarian.

Four rural Larimer County libraries — Red Feather Lakes, Wellington, Estes Park and Berthoud — recently received a "Medline in the Mountains" grant worth \$36,275 for education and training on web-based medical research. Colter said. The grant, which came from the National Network of Libraries of Medicine, is administered by the Poudre Valley Hospital Foundation.

Dr. Janice Weixelmann, who will soon be opening a medical clinic in Red Feather Lakes, said this will be a great community re-

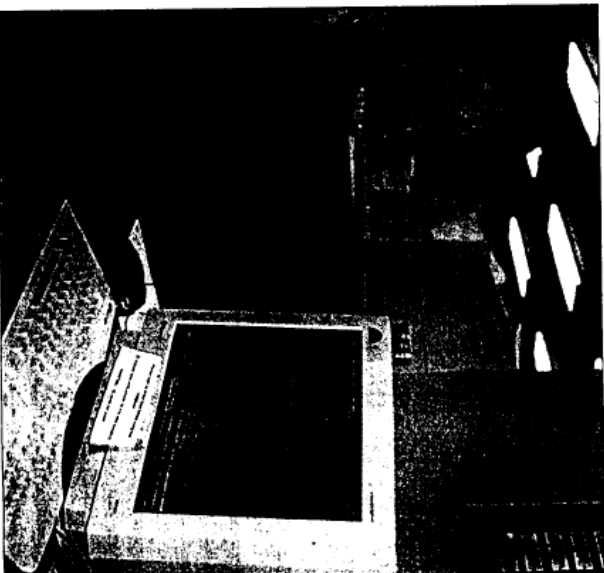
source. She said she expects to encourage her patients to use the library where they can access reliable medical resources about their treatments and diagnoses.

"I like my patients to be as well informed as possible," she said, but cautioned that one patient went to an Internet chat room and received information that turned out to be bogus.

Over the 18-month grant period, employees from the four libraries will be trained at Poudre Valley Health System's medical library to access accurate medical information and resources from the web, she explained. The medical librarian for PVHS, Jerry Carlson, will then present workshops at each library to train volunteers and interested community residents, Colter added.

The grant will also provide training manuals, a medical terminology textbook, laptop computers for Internet research, a digital projector and a small budget for publicity for each library, she said. In addition, the grant will underwrite the cost of a dedicated medical web site which can be accessed from a quick link off the existing library site, www.rflibrary.org.

The first task, Colter said, will be to find out how the community finds credible health information, either online or through media,



Get the facts. Marilyn Colter, library director at Red Feather Lakes demonstrates how patrons can use the Internet to find reliable health information.

Photo by Linda Bell

Get started
For a quick foray into Internet research go to www.pvhs.org and pull down the menu under LaurUSHealth.

Health Resources Questionnaire for Patrons

Please help us learn about your on-line experiences

Your local library and the Poudre Valley Health System want to help you access good medical information on the Internet. Your answers to this questionnaire may help us understand how you currently find information about medical treatments, diseases and disorders, medicines and nutrition. We'd also like to know about your success and failures in accessing information on the Internet. Please take just a minute or two to answer the five short questions below. (A grant from the National Network of Libraries of Medicine is funding this project.)

1. Where do you usually find information about health, medical care and nutrition? *(check all that apply)*

- Doctor's Office Television Newspaper/Magazines Library resource books
 Support Groups Books The Internet Other _____

2. If you have ever tried to find information on the Internet, did you find what you were looking for? *(check one)*

- Yes No

3. If you *did not* find the information there, what difficulties did you encounter that kept you from finding it? *(circle all that apply)*

- A. Technical problems. (Didn't understand the computer system, didn't understand how to search for the information)
B. There was so much information, I was confused.
C. Couldn't find anything on my subject.
D. It took too long to find the information.
E. Other *(please explain)* _____

4. If you *did* find information about your subject, did you feel confident that the information was accurate and up-to-date? Why or why not? *(please explain below)*

5. In a class, what way do you think you learn new information best? *(circle one)*

- A. Listening B. Doing a task. C. Seeing a demonstration. D. All of these.

Thank you for taking the time to help us understand how you access health and medical information. Watch for announcements about classes, web site and other resources that will be provided by PVHS and your local library soon.

Poudre Valley Health System
Berthoud Public Library
Estes Park Public Library

Red Feather Lakes Community Library
Wellington Public Library

**Quarterly Report
Unlocking the Power of Electronic health Information for Public Health Workers in Kansas
Submitted on August 04, 2004**

Project Code: http://nnlm.gov/webreports/mcr/quarterly_reports/mcrquarterreport-2004-08-04-104926.html

Name of reporting institution:

George J. Farha Medical Library
University of Kansas-Wichita
1010 North Kansas
Wichita KS 67214-3199

First and last name of person submitting report:

Teresa Coady

Internet email address of person submitting this report:

tcoady@kumc.edu

Telephone number of person submitting this report:

316-293-3437

Reporting Period start date:

07-01-03

Reporting Period end date:

09-30-03

Publicity: List publicity and promotional activities conducted during the reporting period.

I will mail the CD packet which includes our CD, the CD insert, CD label, bookmarks, letter and postcard that we handed out to conference attendees as our take home tool. This was all designed as part of the grant.

Completed exhibitor agreement form and write-up for inclusion in the Annual Kansas Public Association Annual Meeting held in conjunction with the Kansas Association of Sanitarians. Presented at the Conference, which was held September 24/25, 2003 in Overland Park, Kansas.

Completed exhibitor agreement form and write-up for inclusion in the Kansas State Nurses Association and Kansas Association of Nursing Students Annual Conference and the Annual Kansas 2003 Immunization Conference. To be held October 9/10, 2003 in Kansas City, Kansas and November 13/14 in Wichita, Kansas.

Completed exhibitor agreement form and write-up for inclusion in the South Central Kansas Library System Technology Day to be held November 5, 2003 in

Wichita, Kansas. This presentation was an additional presentation, not originally part of the grant.

Outreach Reporting Form:

None

Other accomplishments: List any additional activities, resources, services, and administrative arrangements or collaborations that occurred during this reporting period.

August: Set up domain name for web site: www.kspublichealth.org

August: Worked all month to evaluate, test, and select web sites that will be included on our www.kspublichealth.org web site for this grant. Met with our web designer several times a week to communicate decisions regarding the content, interface, and ease of use.

August 21/22 Web design and text in rough draft

August 26: Web site ready to preview and share with others for input.

September: Purchase laptops and software for upcoming presentations and learn to use them.

September 2-5: Developed, built and produced a CD. Video taped segments for the CD, with demos of how to use MEDLINE, MedlinePlus, our web site www.kspublichealth.org and an introduction to the CD by the PI and Co-PI.

September: Final approval and posting of web site www.kspublichealth.org

September 9-10: Replicate CD's. A glitch was encountered as the CD's were to be reproduced, when the company was unable to reproduce the quality required, so we had to scramble to immediately find another vendor to reproduce CD's for our upcoming meeting.

September 10-17: Build Power-Point show to include Camtasia recordings.

September 10-20: Designed bookmarks, CD label, CD insert, and letter which are included in the CD packet. Worked with our Printing department and Graphic Designer to accomplish this in a few short weeks.

September 18-22: Assembled CD packets which included NLM PubMed and NLM MedlinePlus bookmarks, a www.kspublichealth.org bookmark, a letter, our CD (complete with CD cover, instruction and insert that we designed).

September 23/23, 2003: Presented at first conference.

Target audience: Are there any insights you have gained about your target population during this reporting period? Have their needs changed since your initial assessment? Is the group different from your original anticipated audience?

The public health conference was known to be a diverse group - from different organizations with various interests. They were thankful for our information, indicated an immediate need for web information and indicated they would share it with their colleagues.

Epidemiologists at the conference expressed an immediate need for web sites with epidemiological statistics.

Goals, Outcomes, Objectives: Discuss problems, successes, surprises, and/or insights of this quarter. Based on these experiences and your progress to date, have you rethought or in any way modified your objectives for the project? Are the needs of the audience those you anticipated, and are the outcomes you expected still feasible?

Received notification of Grant contract agreement between NIH/NNLM and KU School of Medicine - Wichita on July 3, 2003. It was huge push to develop an entire web site, develop and produce a CD, assemble technology laden give away packets, purchase laptops and video recording software, learn new video recording software and laptops software management, plus prepare for presentations all within ten weeks. We have learned to extend timelines on future grants and build in extra time for the grant paperwork and funding to come through. This was impossible to do on this project, since each of these activities hinged on the other and we couldn't delay the presentations for another year.

Another unexpected challenge was the difficulty in getting the CD's replicated. I had secured a company known for quality CD replication, when I wrote the grant. When it came time for the company to replicate the CD's the quality was unprofessional so I canceled their replication of the CD's. I scrambled to find another CD replication company that would serve our needs immediately. The second CD replication company wouldn't replicate the CD's and stomp the CD labels onto the CD's in the short timeframe to meet our own deadline. Our library stomped the CD labels onto the CD's one by one, as we had to meet our deadline and have the CD's ready to give out at the upcoming conference.

Evaluation: List any specific evaluation activities that occurred during the reporting period. Activities might include surveys, focus groups, pre- and post-tests, interviews, log of activities, or other steps to monitor progress.

We distributed a Pre-evaluation survey to the attendees at the Annual Kansas Public Health Association Annual Conference/Kansas Association of Sanitarians and the compiled results will be sent via email.

PI and Co-PI have been in close communication for the duration of this grant. Each step along the way we have evaluated our progress with each other and taken steps to specifically target each group during our presentations. This has been a very successful way to approach working on a "two institution" grant. I highly recommend this type of collaboration!

Impacts and Observations: If there are anecdotes that illustrate the impact that the project is having, provide the narrative here; include any indicators of success. Share observations, lessons learned, and any other feedback you think would be helpful.

Comments from the Annual Kansas Public Health Association Annual Meeting/Kansas Association of Sanitarians Meeting:

"Great project, great resource! Thank You!"

"I search the net a lot. I am happy to know about the quality site to help me do research. THANK YOU!!!"

"I have needed a site like this."

Planned Activities: Provide a brief outline of activities (training, exhibits, web development, meetings, evaluation etc.) that are scheduled for the next quarter.

Prepare for two upcoming presentations at Annual State Conferences. Tailor to each audience.

Video record tailored and different Fantasia recordings for each upcoming conference.

Edit web site as needed, based upon findings and preparations for upcoming conferences.




An additional presentation was added to our schedule due to a request. The conference is the South Central Kansas Library System Technology Day which will be held November 6, 2003 in Wichita, Kansas. The audience is public, academic and school librarians.

Veterinary Medical Library Kansas State University

Research Services

**For Practitioners, Industry, Corporations, and
Allied Professionals**



-  Database Searching
-  Document Delivery - including Loansome Doc.
-  Reference Assistance

Costs



- Journal Articles: A per article charge, sent U.S. mail. Fax delivery available for an extra cost.
- Database Searches: \$20.00 per 15 minute interval.

Contact

Carol Elmore, MALS
Research Services Librarian
Kansas State University
408 Trotter Hall
Manhattan, KS 66506-5614
(785) 532-6006
Fax (785) 532-2838

Email: libresearch@vet.k-state.edu
Website: www.vet.k-state.edu/depts/library
All searches and document requests are confidential

Library Research Services

Veterinary Medical Library, Kansas State University



Contact

Carol Elmore, MALS
Research Services Librarian
Kansas State University
408 Trotter Hall
Manhattan, KS 66506-5614

Telephone and Fax

(785) 532-6006
Fax (785) 532-2838

E-mail

libresearch@vet.k-state.edu

Website

www.vet.k-state.edu/depts/library

Hours

Monday	1 pm-5 pm
Tuesday	8 am-12 pm
Wednesday	8 am-12 pm
Thursday	1 pm-5 pm
Friday	1 pm-5 pm

Reliability

Reliable staff at the veterinary medical library are available to veterinary practitioners, industry, corporations and allied professionals.

Excellence

Excellence and quality are our goals.

Services

- ◆ Database searching
- ◆ Document delivery including Loansome Doc*
- ◆ Reference assistance
- ◆ Patent searching

Efficiency

Our efficiency, experience and expertise can save you time and provide current, comprehensive and reliable information.

Assurance

Assurance is given that we understand the proprietary nature of your business and all searches and document requests are confidential.

Resources

Resources include Medline, CAB (veterinary and agriculture, other related databases, extensive journal collection, and up-to-date medical and scientific books).

Costs

Costs are nominal:

Journal articles \$11.00 each sent U.S. mail or Web pdf with additional charges for fax.
Loansome Doc charges are the same*

Database searches \$20 per 15 minutes.

note: most searches take less than 1 hour with an average of 15 to 30 minutes

Frequently, the librarian will do a preliminary search at no charge and discuss the results with you to refine the keywords before completing the full literature search.

You review the results of the final search to select the articles you want to order.

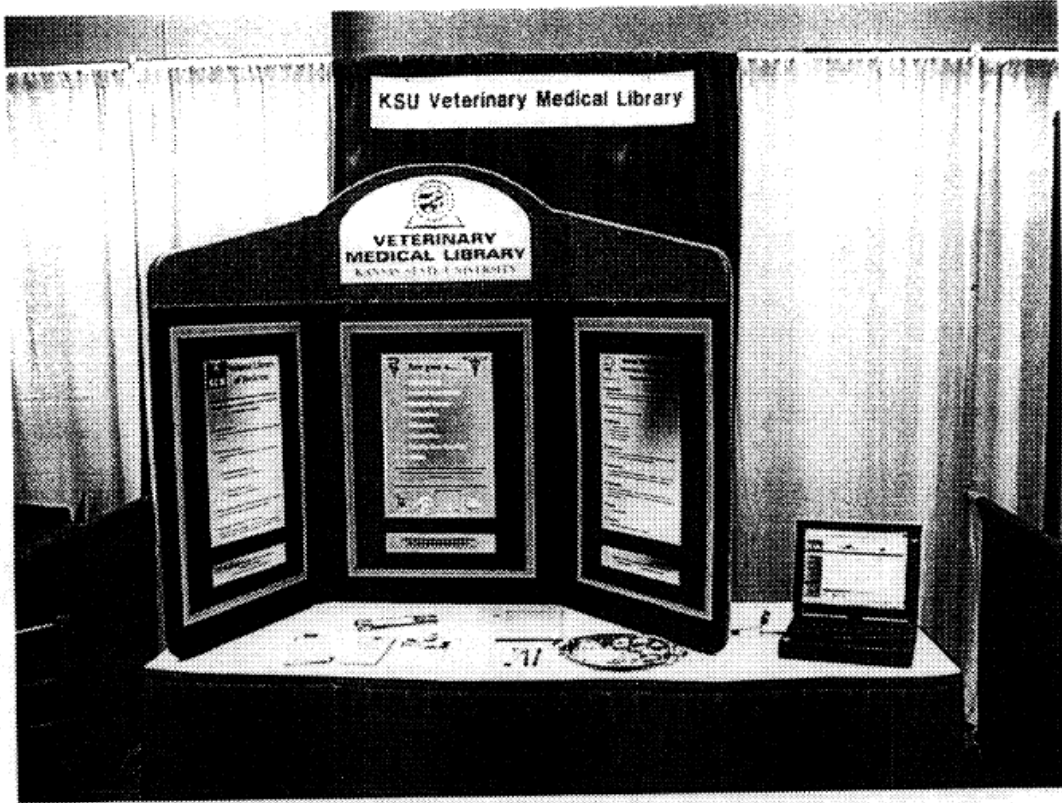
Rush, fax, FedEx and other services are available for an additional fee. Visa and MasterCard accepted. * <http://mlm.gov/mlm/docdet/loansome.html> or contact Carol Elmore

Helpful

Helpful and personal assistance is available from your:

Research Services Librarian, Carol Elmore.





Outreach Activities Report Unlocking the Power of Electronic Health Information for Public RML Quarter 2 2003-2004

Generated: Friday, September 03, 2004

2 Total Outreach Activities

The following information is based on outreach reports of training activities.

Activities Summary		Session Content	
Total number of estimated participants:	75 participants	PubMed:	2 activities
Average number of participants:	37.50 per activity	MedlinePlus:	2 activities
Average length:	1.38 hours	ClinicalTrials.gov:	2 activities
Under 1 hour:	0 activities	NCBI:	0 activities
Between 1 and 2 hours:	2 activities	NLM Gateway:	0 activities
Over 2 hours:	0 activities	TOXNET:	2 activities
Hands-on practice:	0 activities	Other technology content:	2 activities
Conducted remotely:	0 activities	Other, non-technology content:	0 activities
Offering continuing education:	1 activity		
Significant number of minorities:	0 activities	Significant Minority Population Present (>=50% of participants)	
Type(s) of Organization(s) Involved in Activities		African American:	0 activities
Health sciences library:	2 activities	Alaska Native:	0 activities
Public library:	0 activities	Asian and Pacific Islander:	0 activities
Government agency:	2 activities	Hispanic:	0 activities
Hospital:	0 activities	Native American:	0 activities
Clinical/Health care:	1 activity		
Academic Institution:	2 activities		
Community-Based:	0 activities		
Faith-Based:	0 activities		
Public Health Agency:	2 activities		
Other:	0 activities		

0 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary		Special Populations Served <i>(significant proportion of the population served) Frozen as of</i>	
Activities at which PI sheet collected:	0.0%	African American:	0 participants
Health care or service providers:	0 participants	Alaska Native:	0 participants
Health science library staff members:	0 participants	Asian and Pacific Islander:	0 participants
Public Health worker:	0 participants	Hispanic:	0 participants
Public/Other library staff members:	0 participants	Native American:	0 participants
Members of general public:	0 participants	Rural:	0 participants
Percentage Health Care Providers:	0.0% participants	Senior (age 65 and older):	0 participants
Percentage Health Sciences Library:	0.0% participants	Youth/Teen (ages 12 - 17):	0 participants
Percentage Public Health Workers:	0.0% participants	Low Income:	0 participants
Percentage Public Library Staff:	0.0% participants	Inner City:	0 participants
Percentage General Public:	0.0% participants	Other:	0 participants



Quarterly Report
Internet Database Training
October 15, 2003

Project Code: mcrquarterreport-2003-10-15-64341.html

Name of reporting institution:

Boulder Public Library
1000 Canyon Blvd.
Boulder, CO 80302

First and last name of person submitting report: Chris A. Engleman

Internet email address: englemanc@boulder.lib.co.us

Telephone number: 303-441-4144

Reporting Period start date: 07/01/2003

Reporting Period end date: 10/01/2003

Publicity:

We will send hard copies of promotional materials by mail.

The only publicity materials this quarter were flyers and a listing in the Boulder Public Library monthly calendar publication, advertising a NLM database class I taught at the Library on September 23. These materials were paid for by the Library. Poster and flyers for our outreach project at the People's Clinic were all done during the last quarterly reporting.

Outreach Sessions:

Throughout the last 12-week period, we have had a Spanish-language volunteer staffing a table once a week, for three hours a day, at the People's Clinic in Boulder. This volunteer has the laptop computer and printer, purchased with this grant money, and with that, offers assistance to the Spanish-language population that attends the clinic, in looking up medical information using the Spanish-language version of MedlinePlus.

In addition, I taught a class on using PubMed and MedlinePlus to the general public. This took place in the training room of the Boulder Public Library, and was given on September 23. There is only room for 7 people to take the class, as there are only 7 (working!) computers in the room. I, therefore, need to limit the class to 7 people. Of the 7 that signed up, 6 attended.

Other accomplishments:

We have been in contact with a place called the Learning Center, which is sort of a "community house" for the Spanish speaking population of Boulder. We are working on getting set up to do the same thing that we have been doing at the People's Clinic, with a computer and printer and Spanish-language volunteer, to assist people with looking up medical information using the Spanish-language version of MedlinePlus. We have recruited a second Spanish speaking volunteer and we are in the process of setting up the

ways and means of making this all work once a week at the Learning Center. This is the goal for this next reporting quarter.

Target audience:

Only one observation to make here as far as teaching the NLM database class at the Library. Though I realize that the overall numbers are small, there has not been one male attending the two classes I have taught. This is not particularly surprising, although it would be nice to figure out how to get men more interested in attending these classes. Most attendees are not particularly computer-literate, so I usually have to be very basic with my class. This leaves the few who are computer-literate perhaps a little bored...or at least it moves maybe a little slow for them. I may need to think about having different "levels" of classes, depending upon computer skills. I don't know how feasible that is.

Goals, Outcomes, Objectives:

I discussed this some in the previous question...as far as the NLM class. Would like more men to attend the class. I would like to figure out how to maybe have classes for those who are not computer-literate (much) and other classes for those who are more computer literate. This may not be very feasible (determining literacy levels?).

As far as the very small numbers of Spanish-speaking patrons asking for our services at the People's Clinic, I am not surprised, as we have been aware of the cultural barriers to the success of this. However, it has been encouraging that some of the physicians at the Clinic have started asking our assistance in finding Spanish-language health information (MedlinePlus) that they can give to their patients. This has only happened a couple of times, but it is more than when we began. Though progress is very slow, it does appear that our regular presence there is supported by the People's Clinic, and I believe that our services will start to be used more and more with time. This I suppose is what we hope to find out over the next few months.

Evaluation:

I have evaluation forms (only a few handed in) from the class I taught. I can mail copies of those. We have had just 4 requests from the People's Clinic project over the last 12 weeks. This seems like next-to-nothing, but is actually a bit encouraging, as we had no requests the first few weeks.

Impacts and Observations:

I had one person in my class who had been doing her own research on her own health questions. She was quite computer and health "literate". She even knew about PubMed. But she did not know about the MeSH function. After I discussed this in the class, she used this to do her own search, and she found information that was exactly what she was looking for. Needless to say, she was thrilled to learn about that. And, of course, I was happy that she was thrilled.

It has also been useful to have gotten the word (and our brochures) to the physicians at the People's Clinic about us. I think this will help greatly in breaking the barrier of the Spanish-speaking population and their using our service. If the physicians will suggest to their patients that they can come to us to look up their health questions, then I think our goal of outreach to this population will be much more successful.

Planned Activities:

We will continue to have a weekly presence at the People's Clinic. And we plan to add a second presence at the Learning Center with a second Spanish-Language volunteer, who has just been trained this week.

The Library training room is getting booked up with Holiday activities, but I will try and schedule a third NLM database class. I get feedback from patrons wondering if I am going to teach it again, so I think this would be a good thing to do regularly (once a quarter, if not perhaps more often).