

RML Quarterly Report

Region: MidContinental

Period Covered: August 1, 2011-October 31, 2011

Contractor name: University of Utah

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

Date Submitted: January 23, 2012

Executive Summary

PERSONNEL

Rebecca Brown resigned as Kansas/Technology Coordinator effective August 5, 2011 to assume a trainer position for the NLM Training Center. She has been with the RML since January 31, 2007.

Siobhan Champ-Blackwell, Health Information Literacy Coordinator, resigned her position effective August 31, 2011. She will begin working for Aquilent, a contractor for NLM's Disaster Information Management Research Center. Ms. Champ-Blackwell began with the RML on October 15, 2002.

Sandy Drollinger, Financial Analyst, resigned effective October 14, 2011. She accepted a position in the medical school that would be a promotion. Ms. Drollinger had been with the RML since August 4, 2008.

Recruitment ensued in Salt Lake City for the Utah/Member Services Coordinator and the Financial Analyst positions. Recruitment ensued at Creighton University Health Sciences Library and A.R. Dykes Library for the Health Information Literacy and Kansas/Technology Coordinator positions.

Lin Chen accepted the position as Financial Analyst and started on October 31, 2011. Recruitment was not successful for the Utah/Member Services Coordinator. Recruitment continues for the positions at the Resource Libraries.

Claire Hamasu, Associate Director, traveled to Pittsburgh and shared her RML experiences with the NN/LM Middle Atlantic staff. It was exciting to be part of a brand-new RML, even for two days.

EDUCATION

Marty Magee, Nebraska/Education Coordinator, chaired MCMLA Education Committee meetings throughout the quarter in preparation of CE offerings at the chapter's annual meeting. The committee served as the education workgroup. Classes and sessions were tied to the RML's objectives in assessment and evaluation, emergency preparedness, library advocacy, and technology. The NLM Training Center offered PubMed and ToxNet classes.

LIBRARY ADVOCACY

One of our members in Missouri was reported to be using our membership requirements in order to increase library resources.

Jim Honour, Wyoming Coordinator, consulted with the librarian at Wyoming Medical Center. She has been in touch with RML coordinators for a while about changes affecting the library. She requested that MLA and MCMLA write to her administration in support of the library. Unfortunately, the administrator did not appreciate receiving the letters from outside agencies and has reduced the position to half-time and limited the librarian's responsibilities to ILL and licensing electronic resources. This is an example of how delicate the situation may be when we try to support Network members.

Letters were sent to the VA Rocky Mountain Network VISN 19 to encourage filling two open positions, in Denver and Cheyenne. Letters were sent to Exempla Lutheran Medical Center and Swedish Hospital in Denver following the firing of their librarians. No response was received.

Ms. Hamasu invited the Utah Congressional delegation to visit the library for a presentation on the NN/LM. During August, September and October representatives from all the offices were introduced to the NLM, the NN/LM, and the NLM Training Center by Jean Shipman, Director; Ms. Hamasu; and Sharon Dennis, Assistant Director of the NLM Training Center. NLM provided many of the handouts that were included in a packet. Staff expressed their appreciation for the invitation. We even had one Congressman, Jim Matheson, visit with us. No one except Representative Matheson, (his wife is a physician) was aware of NLM and the NN/LM so at a minimum, we raised awareness among Utah's congressional staff.

HEALTH INFORMATION LITERACY

Dana Abbey, Colorado/Health Information Literacy Coordinator, and Ms. Champ-Blackwell met with members of the collaborations work group to review the work MCR is doing with state libraries. The work group thought this was an appropriate role for the RML since Network members would more likely work with local public librarians than someone at the state level.

Ms. Magee continued to work with public health professionals and colleagues from the McGoogan Library of Medicine to establish Health Literacy Nebraska. They are focusing on funding and promotional efforts. They will

present a poster at the Public Health Association of Nebraska's annual meeting and create a web site.

MEMBER SERVICES

New Affiliate:

- University City Public Library (MO)

Full Members Closed:

- Exempla Lutheran Medical Center (CO)
- Swedish Medical Center (CO)

Affiliate Members Closed:

- Children's Hospital (NE),
- Great Plains Regional Medical Center (NE)

Mr. Honour announced two funding opportunities to the region. One is the continuation of our professional development scholarships. Network members can apply for funding to attend workshops, conferences, any event that will increase their skills or knowledge. In return they must share what they learn with the region. With Ms. Abbey, he developed the promotion to encourage members to exhibit and present at health professional meetings. The RML will cover the cost of working at the conference.

John Bramble, Technology Coordinator, prepared instructions for staff to follow up with members who did not renew their membership. Ms. Abbey and Ms. Hamasu completed contacting their assigned members.

Mr. Bramble launched the campaign for members to update their serial holdings and institutional records. By the end of October, there were only three members who had not updated their records in the last year. All members with current records will receive an MCR designed Tugger pin.

Resource Libraries

Anticipating a flat or reduced budget for year 2, Ms. Hamasu and Ms. Shipman worked up several staffing models for the MCR. They met with the Resource Library Directors and coordinators to review and discuss the models. The model reducing Utah staffing by 1 FTE and moving member services responsibilities to Wyoming was clearly preferred.

Resource Library Directors meeting: Ms. Shipman and Ms. Hamasu facilitated a meeting of the Resource Library Directors. Mr. Bramble presented a review of the year 1 Technology logic model and Mr. Honour described the funding available to Network members. Directors were asked about MedPrint. Although some will consider participating others thought that the period of commitment was too long and others had incomplete issues and were not eligible.

Dykes Library will lead an exchange program among Resource Libraries within driving distance to support sharing expertise among staff. If the exchange is successful, Ms. Shipman and Ms. Hamasu indicated they would be willing to have the RML expand it to the region.

TECHNOLOGY

Staff reviewed and discussed Google Analytics usage statistics for 2008-2009 (year 3) and 2009-2010 (year 4). A surprisingly low volume of visits came from the MCR states. Staff decided to weed the web site of pages that few members were using. Mr. Bramble, Ms. Champ-Blackwell and Ms. Abbey volunteered to develop a plan to weed the web site. Instructions were sent out in October. Weeding is complete for two tabs, Health Information and Promoting Libraries & Librarianship.

Network Infrastructure

Regional Advisory Committee (RAC) activities

No Activity

Evidence Based Health:

Mr. Bramble asked Donna Kafel, at University of Massachusetts Lamar Soutter Library, if the NN/LM could link to the e-science page she developed for the New England Region. Javier Crespo, Associate Director for the NN/LM NER, agreed that rather than having every region redoing the page, the nnlm.gov site could link to what has already been developed.

Ms. Magee sent out information on the structured evidence queries for Healthy People 2020 objectives to academic librarians who support public health programs.

Barb Jones, Missouri/Library Advocacy Coordinator, met with co-authors to outline the chapter they will be writing for a book on patient safety scheduled to be published in 2012.

The MCR decided to collaborate with the Spencer S. Eccles Health Sciences Library to plan for the 2012 Priscilla Mayden Lecture. The topic is e-science and the MCR will arrange for a CE class on data curation and management for

health sciences librarians and fund experts to be part of a panel reacting to the keynote address. The event will be held on February 22, 2011 and all members will be invited. The lecture and panel discussion will be broadcast. The MCR will hold a discussion webinar a week later for anyone who attended the day in-person or virtually to provide comments and discuss issues that were raised.

Assessment and evaluation activities/data:

Betsy Kelly, Assessment and Evaluation Coordinator, facilitated the staff discussion on implications of the 2010 focus group report and action items that the MCR should take in response. The action items were added to the focus group report and the final report was attached to the NN/LM MCR’s 2010-2011 Annual Report.

For its session at the chapter meeting the MCR played a baseball game with members where they were asked to vote on activities and initiatives the RML had planned. Using clickers

they could indicate whether they thought we hit from a home run to a foul ball. As everyone got into the game the percentage of home runs increased. Not a reliable feedback mechanism, but everyone seemed to have fun.

WebSTOC and OERC requested that each RML assess user needs and feedback on regional web sites. Ms. Hamasu compiled data from the 2008 Network Member Questionnaire, Google Analytics for 2008 and 2009, questionnaires distributed in years 4 and 5, and the communication audit. This report was sent to OERC.

NNO requested feedback on an idea from the BOR Outreach Subcommittee to focus outreach on benefits managers. Following a discussion MCR staff responded that this was a feasible group to contact. Benefit managers are usually part of human resources departments and have no health background. They may appreciate learning about MedlinePlus and other resources they could promote to their employees.

Outreach

Table 1: All newly funded awards and projects

No Awards

Title	Lead Organization	City/State

Update of ongoing major projects (funded at > \$15,000):

No Awards

Table 2: Presentations and training provided by RML Staff

Activity Name	County/State	Est. # of Participants	Activity Conducted Remotely
Future of Health Information - Aurora Public Library	Adams County / CO	40	
Spotlight! Anatomy Resources	Douglas County / NE	22	X
Spotlight! Anatomy Resources (Asynchronous)	Douglas County / NE	33	X
NE Library Commission: Birds Do It, Bees Do It	Douglas County / NE	14	X
Health Literacy Missouri Summit 2011	Boone County / MO	137	
CSPH Foundations: grey literature & .gov resources	Adams County / CO	25	
Westberg Parish Nurse Symposium - Finding the Evidence with PubMed	St. Louis County / MO	20	
MCMLA Symposium of Sages	St. Louis County / MO	13	
Columbia Boone County Health Department Health Literacy 1	Boone County / MO	27	
Columbia Boone County Health Department Health Literacy 2	Boone County / MO	30	
Spotlight! on Diabetes Resources	Douglas County / NE	23	X
Spotlight! on Diabetes Resources (Asynchronous)	Douglas County / NE	40	X
NLM Resources for Research - Community College Research Council	Buffalo County / NE	9	X
Wyoming Library Assoc. Environmental Health Resources for Children	Laramie County / WY	5	
Nebraska Library Association/ Nebraska Educational Media Association	Lancaster County / NE	36	
Behind Closed Doors: Politics in the Library	Adams County / ID	6	

Activity Name	County/State	Est. # of Participants	Activity Conducted Remotely
Breezing Along with the RML: October 2011	Adams County / CO	16	X
Breezing Along with the RML: October 2011 (Asynchronous)	Adams County / CO	8	X
Spotlight! on Genetics Resources	Adams County / CO	31	X
Spotlight! on Genetics Resources (Asynchronous)	Adams County / CO	18	X
Behind Closed Doors: Politics in the Library	New London County / CN	10	
Breezing Along with the RML: September 2011	Boone County / MO	27	X
Breezing Along with the RML: September 2011	Adams County / CO	14	X
HUD Neighborhood Networks: Food, Fun and Fitness Day	Adams County / CO	58	X
CDPHE - Searching for the Evidence EPI	Denver County / CO	18	
Breezing Along with the RML: August 2011	Douglas County / NE	12	X
Breezing Along with the RML: August 2011 (Asynchronous)	Douglas County / NE	22	X

Information Technology and Transfer:

Two coordinators had similar experiences when contacting community colleges with HIT programs. Ms. Abbey contacted the librarian at Pueblo Community College for information on the library's involvement in the HIT certification program. She learned that the library is not involved. Ms. Abbey was encouraged to speak to the program head about NLM resources and then pull in the community college librarian. Ms. Magee contacted the librarian at Metropolitan Community College who also is

not involved in supporting the HIT curriculum. Ms. Magee, too, was forwarded on to the HIT department head who reported that they are already promoting MedlinePlus in their classes. She was willing check with faculty about receiving additional training and resources from Ms. Magee.

Ms. Abbey monitors the Health Educators Association listservs for educators who work with patients and other health care staff. She responded to a query regarding patient information and meaningful use and promoted MedlinePlus Connect.

Other Staff Activities

Table 3: Classes, publications and resources developed by RML staff

Title	Medium	Submitted to MLA Educational Clearinghouse
Finding the Evidence with PubMed	PowerPoint	X
Spotlight! on Genetics Resources	PowerPoint	X
Spotlight! on Anatomy Resources	PowerPoint	X
MedlinePlus Connect links EHRs to health information	Newsletter	
Spotlight! on Neurological Disorders	PowerPoint	X

Other Notable Staff Activities:

8/4/2011 Ms. Hamasu facilitated a planning session for the Utah Academic Library Consortia using Café to Go. Ms. Shipman is chair of the consortia this year.

8/4/2011 Ms. Abbey attended the planning meeting for the Culture of Data Conference. She will be a moderator for one of the panels.

8/8/2011 Ms. Hamasu participated in the MCMLA Executive Committee meeting. Preparation began for the chapter’s annual meeting.

8/8/2011 Ms. Shipman coordinated a meeting of the Utah Telehealth Network and Eccles librarians, including Ms. Hamasu, to follow up on ideas generated at the Four Corners Telehealth Consortium/Northwest Regional Telehealth Resource Center Board of Directors meeting held in June.

8/11/2011 Ms. Abbey exhibited at the Colorado Rural Health Association in Denver. The attendance this year was poor.

8/11/2011 Ms. Magee and Ms. Champ-Blackwell consulted with representatives from the National Alliance on Mental Illness on promoting their resources to public librarians.

8/12/2011 Ms. Abbey attended the Colorado Council of Medical Librarians Executive Committee meeting as President-elect. They discussed the recent layoffs at two hospitals.

8/16/2011 Mr. Bramble presented an overview of the technology project area for Eccles library faculty and staff.

8/17-19, 24/2011 Ms. Abbey and Ms. Hamasu participated in and provided feedback on the PubMed for Trainers beta presentations.

8/18/2011 Ms. Champ-Blackwell provided input on different activities that the library could provide to support Creighton University’s work with the Mayan community.

8/22/2011 Mr. Bramble provided the RML Update on upcoming educational opportunities at the Utah Health Sciences Library Consortia meeting.

8/24/2011 Mr. Honour attended part 1 of a training webinar sponsored by DHHS on the Quick Health Data online resource.

8/25/2011 Ms. Magee met with representatives of DHHS Region VII to discuss a conference in Kansas City in August 2012.

8/26/2011 Mr. Honour attended part 2 of a training webinar sponsored by DHHS on the Quick Health Data online resource.

9/8/2011 Ms. Hamasu spoke with the chair of MCMLA about a collaborative effort to encourage members to do succession planning.

9/9/2011 Ms. Hamasu participated in the Outreach Connections Evaluation subcommittee meeting. The committee has two library science students working on evaluation projects. One is a usability study of the wiki and the other is a usage study of site for 2010.

9/12/2011 Ms. Magee sent Information Rx materials to two facilities in Nebraska, Midwest Dermatology Clinic and Olson Center for Women.

9/12/2011 Ms. Brown attended the Health Literacy Missouri Summit. She presented on a panel, speaking about the role of libraries in health literacy activities, and co-chaired a breakout session on building community partnerships for health literacy activities.

9/13/2011 Mr. Honour exhibited at the Wyoming Health Care Symposium, a meeting for community members and stakeholders to inform them about the Affordable Care Act.

9/13/2011 Mr. Bramble attended the webinar, EMR and Quality Management: Best Practices, sponsored by Health IT News.

9/16/2011 Ms. Hamasu submitted Becker Library (MO) and Primary Children's Hospital Library (UT) projects for the National Medical Librarians Month web site.

9/16-17/2011 Mr. Honour and Ms. Abbey exhibited at the REFORMA meeting, a nationally assigned meeting. Gail Kouame, Consumer Health Outreach Coordinator from the NN/LM PNR helped staff the booth.

9/16-17/2011 Ms. Jones and Ms. Magee exhibited at the 2011 Westburg Parish Nurse Symposium in St. Louis, Missouri. An information needs assessment was conducted with 135 attendees who stopped by the booth.

9/19/2011 Ms. Magee attended a meeting of Plaza Partnership, a collaboration to increase diversity in clinical trial participation.

9/21-23 /2011 All RML librarians attended the MCMLA annual meeting.

9/28/2011 J. Otto Lottes Health Sciences Library at the University of Missouri - Columbia celebrated its 25th anniversary and honored Dr. Lindberg. Ms. Shipman led a discussion on the future of libraries.

9/29/2011 Mr. Honour exhibited at the Wyoming Library Association meeting.

9/29/2011 Ms. Jones exhibited at the Missouri Public Health Association conference.

9/30/2011 Ms. Jones chaired the Missouri Practice Based Research Network meeting. Researchers reported the results on public health department participation in the accreditation process and on quality improvement practice. Ms. Jones plans to use this data to gain ideas for library programming.

10/4/2011 Ms. Jones consulted with the librarian for St. John's Hospital whose hospital was demolished in the Joplin tornado. They discussed providing library services for practitioners and staff working out of non-centralized hospital units.

10/6/2011 Ms. Magee exhibited at the Nebraska Library Association/Nebraska Educational Media Association meeting in Lincoln.

10/7/2011 Ms. Abbey exhibited at and attended the Culture of Data Conference in Arvada, Colorado.

10/13-14/2011 Ms. Abbey exhibited at the Colorado Association of Libraries in Loveland.

10/13/2011 Ms. Magee exhibited at the annual meeting of the Public Health Association of Nebraska in Grand Island.

10/18/2011 Ms. Jones provided a brief introduction to NLM resources to members of the Midwest Regional HIV/AIDS Research Summit sponsored by the Latin American Coalition on AIDS. The summit was held in St. Louis, Missouri.

10/20/2011 Ms. Magee exhibited at the Nebraska Hospital Association meeting in Omaha.

10/21/2011 Mr. Honour talked to the Library Development Manager at the state library about becoming a Network member and offering webinars for public librarians on NLM resources.

10/24/2011 Ms. Jones attended the Diagnostic Errors in Medicine Conference.

Attachments

Attachment 1

Quarterly OARF summary data: RML staff activities (01-AUG-11 - 31-OCT-11)

Activity Summary

Total Outreach

Region 04 = 19.

Total Number of Estimated Participants

Region 04 = 557.

Average Number of Participants Per Activity

Region 04 = 29.

Average Length in Hours

Region 04 = 2.

Under 1 Hour

Region 04 = 1.

Between 1 and 2 Hours

Region 04 = 13.

Over 2 Hours

Region 04 = 5.

Hands-On Practice

Region 04 = 6.

Conducted Remotely

Region 04 = 9.

Offering Continuing Education

Region 04 = 7.

Significant Number of Minorities

Type of Organization Involved

Health Sciences Library

Region 04 = 18.

Public Library

Region 04 = 1.

Government

Region 04 = 3.

Hospital**Clinical/Health Care****Academic**

Region 04 = 19.

Community-Based

Region 04 = 2.

Faith-Based

Region 04 = 3.

Public Health

Region 04 = 4.

Other

Region 04 = 2.

Session Content

PubMed

Region 04 = 7.

MedlinePlus

Region 04 = 11.

ClinicalTrials

Region 04 = 3.

NCBI

Region 04 = 1.

NLM Gateway**TOXNET****Other Technology**

Region 04 = 10.

Other Non-Technology

Region 04 = 6.

Significant Number of Minorities

African American**Alaska Native****Asian and Pacific Islander****Hispanic****Native American**

Participant Summary

Completed Participant Information Sheet

Region 04 = 186.

Health Care or Service Provider

Region 04 = 29.

Health Science Library Staff

Region 04 = 91.

Public Health Worker**Public/Other Library Staff**

Region 04 = 65.

General Public

Region 04 = 2.

Attachment 2

Quarterly OARF summary data: Subcontractor activities 01-AUG-11 - 31-OCT-11

Activity Summary

Total Outreach

Region 04 = 2.

Total Number of Estimated Participants

Region 04 = 41.

Average Number of Participants Per Activity

Region 04 = 21.

Average Length in Hours

Region 04 = 34.

Under 1 Hour

Between 1 and 2 Hours

Over 2 Hours

Region 04 = 2.

Hands-On Practice

Region 04 = 2.

Conducted Remotely

Offering Continuing Education

Region 04 = 1.

Significant Number of Minorities

Type of Organization Involved

Health Sciences Library

Region 04 = 2.

Public Library

Government

Hospital

Clinical/Health Care

Academic

Region 04 = 2.

Community-Based

Faith-Based

Public Health

Region 04 = 1.

Other

Session Content

PubMed

Region 04 = 2.

MedlinePlus

ClinicalTrials

NCBI

NLM Gateway

TOXNET

Region 04 = 1.

Other Technology

Other Non-Technology

Significant Number of Minorities

African American

Alaska Native

Asian and Pacific Islander

Hispanic

Native American

Participant Summary

Completed Participant Information Sheet

Region 04 = 16.

Health Care or Service Provider

Health Science Library Staff

Region 04 = 2.

Public Health Worker

Public/Other Library Staff

Region 04 = 9.

General Public

Region 04 = 5.

Attachment 3 - NN/LM Project Reports

No Project Reports

Attachment 4 – Promotional Materials Provided

Date	Who	Items Provided	Purpose
8/8/2011	Hope Fox Eccles Consumer Health Library <i>Utah</i>	<ul style="list-style-type: none"> - 200 - MedlinePlus Bookmark - 100 - MedlinePlus Bookmark (Spanish) 	To distribute at a health fair
8/15/11	University of Utah College of Nursing <i>Utah</i>	<ul style="list-style-type: none"> - 100 - MedlinePlus Bookmark - 50 - MedlinePlus pens 	Distribution at a Health Fair
9/9/2011	Utah Valley Regional Medical Center <i>Utah</i>	<ul style="list-style-type: none"> - 200 - PubMed Card - 200 - MedlinePlus Bookmark 	New Employee Packets
9/13/2011	Nebraska Association of Instructional Librarians (NAIL) <i>Nebraska</i>	<ul style="list-style-type: none"> - 20 - MedlinePlus Bookmarks - 20 - MedlinePlus Pens 	Distribution at group meeting
9/29/2011	Springfield Greene County Library <i>Missouri</i>	<ul style="list-style-type: none"> - 50 - MedlinePlus Bookmark - 50 - Consumer Health Card - 50 - Good Health Information on WWW card 	Items will be handed out at a Health Literacy event at our main library. Leftovers will be handed out at our Health Library in the Jordan Valley Community Health Center.
10/07/2011	Caregiver's Conference <i>Utah</i>	<ul style="list-style-type: none"> - 100 - MedlinePlus bookmarks 	Distribution to conference attendees
10/10/2011	Health Sciences Library - University of Colorado <i>Colorado</i>	<ul style="list-style-type: none"> - 75 screen swipes - 75 M+ pens - 75 sticky notes - 75 M+ bookmarks 	Aurora Lights Parents Night

Date	Who	Items Provided	Purpose
10/12/2011	University City Public Library <i>Missouri</i>	<ul style="list-style-type: none"> - 50 - MedlinePlus Bookmark - 50 - MedlinePlus Bookmark (Spanish) - 50 - PubMed Card - 100 - Consumer Health Card - 50 - Health Information for Senior Citizens Card - 50 - Tox Town Card - 50 - Tox Town Brochure - 50 - Household Products Database Card - 50 - Haz-Map Occupational Health Database Card - 50 - Asian American Health Brochure - 50 - Toxicology Brochure 	To distribute to library patrons and staff, in particular in conjunction with a monthly free health fair held at our library
10/19/2011	Magna Library <i>Utah</i>	<ul style="list-style-type: none"> - 20 - MedlinePlus Bookmark - 20 - MedlinePlus Bookmark (Spanish) - 20 - PubMed Card - 20 - Consumer Health Card - 50 - Health Information for Senior Citizens Card 	Health Literacy presentation at a senior center
10/19/2011	Metropolitan Community College <i>Nebraska</i>	<ul style="list-style-type: none"> - 50 - NLM Pocket Card - 50 - Health Information for Senior Citizens Card - 50 - Good Health Information on WWW card - 50 - How to Use NLM Card - 50 - NLM Gateway Card - 50 - Public Health Resources - 50 - Specialized Information Services Card 	Reference materials for fellow instructors and students
10/31/2011	Englewood Public Library <i>Colorado</i>	<ul style="list-style-type: none"> - 100 - MedlinePlus Bookmarks 	Health Information Display