

RML Quarterly Report

Region: MidContinental

Period Covered: August 1 – October 31, 2013

Contractor name: University of Utah

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

Date Submitted: December 23, 2013

Executive Summary

PERSONNEL

MCR staff participated in the interview process for the Director of the McGoogan Library of Medicine at the University of Nebraska Medical Center and for the Deputy Director of the Spencer S. Eccles Health Sciences Library at the University of Utah.

LIBRARY ADVOCACY

Coordinators have consulted with a number of people (librarian at a sister hospital, the local health sciences library consortium, staff at the medical center) about HCA Overland Park Regional Medical Center's dismissal of the librarian and the future of library services. Dykes Library, the Resource Library for Kansas, is filling their document delivery requests. Rachel Vukas, Technology/Kansas Coordinator, met with the Education Director, who supervised the librarian and is now responsible for library services at the medical center. They discussed membership level requirements and how to address information needs, since administration has dispensed with the librarian position.

SSM (Sisters of St. Mary) Health Care in Missouri announced that it will be consolidating its library services through the Cardinal Glennon Children's Hospital in St. Louis. All librarians currently employed are being fired except for the librarian managing the children's hospital library. The library is part of a greater reduction in staffing. Barb Jones, Library Advocacy/ Missouri Coordinator, has been contacted by and is working with one of the librarians being released.

Research Project

Claire Hamasu, Associate Director, John Bramble, Technology/Utah Coordinator, and Ms. Jones, drafted a report that summarized consultations with Debra Scanlon from the university's business school and with Jamie Stevenson who coordinated the value of library study for FedLink. A one-page project description was extracted from the report. This description was attached to an application to the University of Utah's School of Business to recruit a Masters in Health Administration student for an independent study project. The research project they described is to answer the question, "What is the impact that librarians have on the cost of patient care?"

The University of Utah Health System is initiating Lean processes. Ms. Hamasu was invited to participate and submitted a project related to the research project on the financial impact of the librarian on patient care. Ms. Hamasu recruited a team of two physicians, an MBA, and a librarian from Eccles. They decided to focus their study on a librarian embedded with a rounding team.

HEALTH INFORMATION LITERACY

The Outstanding Public Library/K-12 Partnership Award was promoted in Wyoming, Kansas, Colorado, and Utah. This award is being offered to recognize successful health information partnerships between public libraries and K-12 entities (e.g., school library, school nurse, health/science teachers) that can serve as a model for public librarians and others working in K-12.

Health Information in Public Libraries Initiative

The Kansas State Library received \$50,000 from the Kansas Blue Cross/Blue Shield Foundation to place health information kiosks in public libraries. Ms. Vukas is a member of the committee involved in developing the proposal for the funding and responsible for implementing the project. The committee is now considering resources to be made available; under consideration are NLM resources.

Public Health Information Access Initiative

In August, Elaine Martin, Director of the NN/LM New England Region, and Karen Dahlen, manager of the Public Health Information Access Initiative, notified Ms. Hamasu of Utah's interest in participating in the project. Meetings were held with Ms. Martin, Ms. Dahlen, the Department of Health's representative, the State Library Division, and Eccles Library staff. For a while it appeared that the department would be a new participant of PHIA, but by the end of October it was evident that funding was not available to cover Utah's access to the digital collection. The NN/LM MCR will work with the Department of Health, the State Library Division, and Eccles Library to develop an information access improvement project.

Bringing Health Information to the Community Blog

Monica Rogers, Health Information Literacy Coordinator, trained the new blog contributor from the NN/LM South Central Region.

A sharing feature has been available on the blog page, but now has been added to individual blog items so that a single post can be shared via email, twitter and other social media. This convenience has already increased the sharing of BHIC blog posts.

A questionnaire was developed and distributed through the blog. All of the 105 respondents rated the content either positively or very positively.

National Initiatives

Community College Initiative

Four community college libraries became Affiliate members.

Ms. Vukas attended a meeting of the Kansas Community College Librarians that was held during the Kansas Library Conference. She talked about NN/LM and NLM services and resources and encouraged them to join the Network.

Ms. Magee visited and met with library staff at Central Community College-Hastings, Central Community College-Grand Island, and Hastings College. She also called eight community college libraries in Nebraska to promote the October "Spotlight! On NLM Resources" focusing on content of use to community colleges.

K-12 Initiative

Coordinators introduced themselves and shared resources with administrators for state and area schools.

Ms. Magee talked to the Human Services and Education and Health Science Career Field Specialist for Nebraska who has curricula responsibility. She is conducting sessions around the state. She agreed to distribute "K-12 Resources for Science Teachers" with Ms. Magee's contact information as she conducts sessions around the state. Ms. Magee also visited the Omaha Public School Library Administration. She was invited to briefly speak at the librarians meeting in September about NLM resources and distributed promotional materials.

Ms. Jones met with the Missouri Department of Elementary and Secondary Education coordinators for Science, Health and Professions. She shared NLM resources appropriate for K-12 and they intend to post these links on their web site.

Dana Abbey, Health Information Literacy/Colorado Coordinator sent a K-12 Resource Guide to the librarian at Montrose Regional Library that supports the curricula for area schools.

Coordinators also had direct contact with the librarian at Fireridge Elementary School (NE) and with the teacher at Denver Green School (CO).

MEMBER SERVICES

New Affiliate Members:

- White Mountain Library (WY)
- St. Louis Public Library, Baden Branch (MO)
- North Central Missouri College Library (MO)
- Joplin Public Library (MO)
- Providence Hospital (NE)
- Central Nebraska Community Services
- Mancos Public Library (CO)
- Pueblo Community College (CO)
- Pikes Peak Community College (CO)
- Otero Junior College (CO)
- Standley Lake Public Library (CO)

Full to Affiliate Member:

- Casper College (WY)

New EFTS Member:

- St. Louis College of Pharmacy Library (MO)

Three members were contacted to determine their status due to the flooding in Colorado in September. Two members had their DOCLINE accounts put on hold.

To encourage the final holdouts in the region to participate in EFTS, the MCR initiated a deposit account for qualified members. Applicants for the EFTS subsidy had to be non-participants, willing to promote EFTS to other non-users of EFTS, and describe the level of commitment their institution has to continue EFTS. The deadline for applications was October 31, 2013. Two members applied.

Resource Library Directors Meeting

Two Resource Library Directors meetings were held this quarter. During the August meeting coordinators provided updates on the Library Advocacy and Education projects. Ms. Hamasu provided an update on the site visit scheduled for September and Jean Shipman, Director, solicited topics for the in-person meeting also scheduled for September.

Directors stayed an extra day following the MCMLA meeting in September. Only one director was unable to attend. They discussed future budgets and the effect on Resource Library subcontracts, the value of libraries study by Marshall and how libraries are using it, the future of document delivery and ILL, the effect of health system mergers and expansions on libraries, use of library space and library services in the patient care setting.

TECHNOLOGY

Ms. Vukas investigated the use of videos in Adobe Connect presentations.

CBO Under Connected iPad Project

Ms. Vukas, Mr. Bramble, and Ms. Rogers conducted training for three more organizations participating in the project: Kansas Children's Services League, Comunidas Unidades, and the Nebraska AIDS Project. They covered the use of the iPad and NLM's consumer health resources. The first quarterly report from Comunidas Unidades described staff activity at the Mexican consulate where a daily health booth is open for diagnostic testing and education. The staff member has used the iPad to promote the infoSida and MedlinePlus en espanol during one-on-one consultations and to capture contact information.

Mission I'mPossible

Mission I'mPossible was the theme for the MCR session at the annual meeting of the Midcontinental Chapter of the Medical Library Association. The activity launched the online game of the same name that pulls together activities representing different project areas. Members receive increased points depending on the complexity of the "mission." Points can also be gained by attending "Breezing Along with the RML" and "Spotlight! On NLM Resources" sessions. Missions have been developed for advocacy, emergency preparedness, and health information literacy.

Network Infrastructure

Regional Advisory Board (RAB) activities

No Activity

Evidence Based Health:

Several staff attended e-science events. Marty Magee, Education/Nebraska Coordinator, attended a webinar, "Research Data Curation Part 1- E-Science Librarianship," sponsored by her institution. Ms. Hamasu and Mr. Bramble attended an e-science symposium at Brigham Young University.

Mr. Bramble initiated a work group that will identify effective library services for researchers.

Assessment and evaluation activities/data:

One of our Colorado Network members continues to struggle with the way DOCLINE does not accommodate e-pub ahead of print. This issue has been raised with the DOCLINE team but a solution has not been found.

The MCR staff want to revitalize our online offerings. A questionnaire was developed to obtain feedback from Network members on their preferences for content, format, and frequency.

Betsy Kelly, Assessment and Evaluation Coordinator, participated on the OERC site visit team.

Staff tested and sent feedback on the NN/LM Activity Reports.

Library Space Assessment Project

Ms. Shipman is leading a project, which includes the NN/LM MCR, to inventory how recently vacated library collection space is being used and what kinds of university entities now call library space home. Ms. Hamasu revised the questions that would identify organizations moving into the physical library and whether they became partners. She added questions to identify space that libraries are adding in other parts of campus and how they are using those spaces.

Outreach

Table 1: All newly funded awards and projects

No New Awards

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

No Awards

Table 2: Presentations and training provided by RML Staff

Data to be added at a future date

Information Technology and Transfer:

No Activity

Other Staff Activities

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

Title	Medium	Submitted to MLA Educational Clearinghouse
Packing Your Digital Go-Bag: Essential Disaster Health Information on Your Mobile Device	Webinar	Yes
Keeping Up with New Tech	Article	No
Veteran’s Health Information Resources	Article	No

Other Notable Staff Activities:

August 6, 2013 – Ms. Abbey visited Affiliate members in Colorado Springs and Pueblo: Pikes Peak and Pueblo Community Colleges. She talked about member benefits, MedlinePlus Connect for their HIT program, and the Library Value Calculators.

August 7, 2013 – Ms. Abby visited Full members in Colorado Springs: Evans Army Community Hospital and Memorial Health System. She promoted MedlinePlus Connect and the Library Value Calculators.

August 7, 2013 – Ms. Rogers attended planning meetings for Bi-National Health Week events.

August 7, 2013 – Ms. Rogers attended the meeting of the MCMLA Education Committee responsible for the CE at the MCMLA annual meeting.

August 7, 2013 – Ms. Abbey wrote an article for faith based nurses on health information resources for veterans and posted it on Facebook pages of national organizations as well as on Facebook pages of organizations in Wyoming and Missouri.

August 8, 2013 – Ms. Magee visited the University of Nebraska-Omaha library, an Affiliate member. She informed them of NLM’s history of medicine traveling exhibit.

August 9, 2013 – Ms. Abbey visited Full members Community Hospital, St. Mary’s Hospital, and the VA Medical Center in Grand Junction; Vail Valley Medical Center in Vail; and Valley View Hospital in Glenwood Springs.

August 9, 2013 – Ms. Hamasu participated in the train-the-trainer workshop for “ClinicalTrials.gov: Results Reporting, Unique Evidence, and the Role of Medical Librarians.”

August 13, 2013 – Ms. Jones exhibited at the Missouri State Fair sharing the schedule for a booth sponsored by the University of Missouri Hospital. She was visited by 115 fair goers and provided 20 MedlinePlus demonstrations. The InfoRx Health Record Card was very popular.

August 15, 2013 – Ms. Jones attended the Education Committee meeting of the Society to Improve Diagnosis in Medicine.

August 15-17, 2013 – Jim Honour, Member Services/Wyoming Coordinator, exhibited at the 43rd Annual Wyoming Trauma Conference in Cheyenne, Wyoming. Meeting attendees included paramedics, EMTs and first responders who were interested in the mobile resources WISER, CHEMM, and REMM.

August 20, 2013 – Ms. Vukas contacted the librarian at the Topeka and Shawnee County Public Library about her participation in the WebJunction webinar “Health Happens in Libraries: Supporting Patron Information Needs.” The librarian’s involvement began when local organizations wanted to use the library for ACA events.

August 21, 2013 – Ms. Vukas attended training on the NN/LM AR system.

August 26, 2013 – Ms. Vukas and Network members participating in Health Literacy Kansas discussed how to broaden the focus of the organization.

August 28, 2013 – Ms. Vukas and Ms. Hamasu attended the WebJunction webinar “Health Happens in Libraries: Supporting Patron Information Needs.”

August 29, 2013 – Ms. Rogers attended the board meeting for Creighton University’s Center for Promoting Health and Health Equality.

August 30, 2013 – Ms. Magee and Ms. Rogers met with the Executive Director of the Omaha Public Library. They discussed events that the library is sponsoring on the ACA.

September 6, 2013 – Ms. Rogers and Ms. Magee attended the ICON meeting where they reminded members of the BHIC blog questionnaire, upcoming training opportunities, funding available for professional development, e-books, and assistance from the MCR coordinators.

September 9, 2013 – Following up on a question from DMRIC, Ms. Vukas contacted Lawrence Public Library for an update on their emergency preparedness program. Their hazard hotline and TTD line for the hearing impaired is on a temporary hiatus while the library is being renovated and staff is in temporary quarters.

September 10, 2013 – Ms. Shipman and Ms. Hamasu attended the NTC Site Visit.

September 11, 2013 – Ms. Hamasu attended the New England Region Site Visit Orientation.

September 11, 2013 – Ms. Magee attended “Impact of MOOCs” sponsored by her institution. UNMC recently signed an agreement with Coursera.

September 12, 2013 – Ms. Abbey met with the director of the Colorado Refugee Wellness Center and sent him a resource list.

September 13, 2013 – Ms. Vukas attended a MedlinePlus Connect Task Force meeting.

September 13, 2013 – Ms. Abbey exhibited at the Culture of Data conference. She was visited by 23 attendees and provided five demos.

September 15, 2013 – Ms. Kelly and Ms. Jones attended the screening and panel discussion of “Escape Fire: The Fight to Rescue American Healthcare” sponsored by the University of Utah School of Medicine.

September 15-17, 2013 – All NN/LM MCR staff attended the Midcontinental Chapter of the Medical Library Association annual meeting in Salt Lake City, Utah. Staff received recognition for Best Research Poster: “Partnering with State Libraries: Supporting Public Library Health Information Programs and Training” and the Viewer’s Choice Award for the poster: “Taking it to the streets: the iTest iPad community based organization project.”

September 18, 2013 – Ms. Vukas exhibited at the Nursing Research Conference sponsored by the University of Kansas School of Nursing. Thirty eight attendees stopped by the booth and seven demos were given.

September 18-20, 2013 – Ms. Abbey exhibited at the Gay and Lesbian Medical Association meeting in Denver. She was visited by 212 attendees and gave nine demos.

September 19, 2013 – Mr. Honour attended the LinkOut quarterly teleconference.

September 22-25, 2013 – Ms. Jones attended the Diagnostic Error in Medicine 2013 meeting in Chicago, Illinois. She presented a poster on systematic reviews for a Network member who was unable to attend.

September 24, 2013 – Ms. Magee visited the staff at Faith Regional Health Services, a Full member. They may be changing to Affiliate status because of a reduction in serial holdings.

September 24, 2013 – Ms. Magee introduced herself to the new administrator of the Northeast Nebraska System Library and discussed resources available about the ACA.

September 24, 2013 – Ms. Hamasu attended “Physician Leader/Health Sciences Leader: Lean Education Program.”

September 25-26, 2013 – Ms. Jones exhibited at the Missouri Public Health Association conference. 40 attendees visited the booth and 10 demos were given.

September 26, 2013 – Mr. Bramble and Ms. Hamasu visited Ogden Regional Medical Center. The contact there was very frank that they meet the minimum requirements for full membership only to use DOCLINE. Beyond that, they are not interested in providing information services.

September 26, 2013 – Mr. Bramble and Ms. Hamasu visited Logan Regional Hospital and met with the Education Manager who oversees library services. The hospital was unsuccessful in recruiting an MLS for their open position and has hired a person with communication background. The manager at this facility was also very interested in maintaining their access to DOCLINE.

September 26-27, 2013 – Ms. Rogers and Ms. Magee exhibited at the nationally assigned Association of Small and Rural Libraries. Of the 500 attendees, 160 stopped by the booth and four demos were given.

September 27, 2013 – Ms. Hamasu and Mr. Bramble met with the librarian at Utah State University who was one of the organizers for the e-science boot camp held in Colorado during the summer.

September 30, 2013 – Ms. Abbey attended the ClinicalTrials.gov Task Force meeting.

October 2, 2013 – Ms. Rogers exhibited at the Bi-National Health Week Senior Event where she met 51 attendees and gave two demos. There was a shortage and Ms. Rogers did not have an interpreter to assist.

October 3, 2013 – The MCR enlisted the assistance of the Scholarly Communications Librarian at the University of Wyoming Libraries to exhibit at the Consumer Issues Conference: Navigating the New Health Care Market. Twenty five attendees visited the booth and three demos were given.

October 3-4, 2013 – Mr. Honour exhibited at the Wyoming Library Association conference. Twenty five attendees visited the booth and one demo was given.

October 3-4, 2013 – Ms. Jones exhibited at the Missouri Library Association meeting. There were approximately 100 visitors to the booth and 10 demos presented.

October 3-4, 2013 – Ms. Magee exhibited at a nationally assigned conference, National Network of Health Career Programs in Two-Year Colleges. This was a very small meeting. Thirty two attendees stopped by the booth and two demos were given.

October 5, 2013 – Ms. Rogers exhibited at the Bi-National Health Week Children's Event. She was not in a good location and although she had an interpreter, was visited by only 46 attendees.

October 9, 2013 – Mr. Bramble and Ms. Hamasu met with the Training Coordinator/Consultant for the Utah State Library. They planned two events on the ACA: a webinar in November 2013 and a session at the Utah Library Association meeting in May 2014.

October 9, 2013 – Ms. Magee visited the paraprofessional who staffs the library at Mary Lanning Hospital, a Full member. She informed her of training available through the "Spotlight! on NLM Resources."

October 9-10, 2013 – Ms. Vukas exhibited at the Kansas Library Conference, a joint conference of the Kansas Library Association and the Kansas Association of School Librarians. Forty three attendees visited the booth and six demos were given. Ms. Vukas presented a session, partnering with the librarian from the Topeka and Shawnee County Public Library, on consumer health resources and health information literacy activities.

October 10, 2013 – Mr. Honour facilitated a meeting with DOCLINE trainers from the NN/LM Pacific Northwest, Middle Atlantic, and Greater Midwest Regions to decide dates, tasks, and responsibilities for the DOCLINE training webinars in November and December.

October 10-11, 2013 – Ms. Magee exhibited at the joint Nebraska Library Association – Nebraska School Library conference. She had 105 visitors to the booth and gave two demonstrations.

October 12, 2013 – Ms. Rogers exhibited at the Bi-National Health Week Community Health Fair. She had an interpreter for the duration of the event resulting in 97 visitors and 16 demos.

October 16, 2013 – Ms. Rogers attended the Steering Committee Meeting for Health Literacy Nebraska. They are considering becoming a 501c(3).

October 17-18, 2013 – Mr. Bramble exhibited at the Utah Educator Association conference. Ninety five attendees visited the booth and 13 demos were given.

October 18-19, 2013 – Ms. Rogers exhibited at the National Rural Education Association Conference attended by administrators and teachers who were very interested in NLM resources. She had 102 visitors to the booth and gave 13 demos. She did not have connectivity on the first day.

October 24, 2013 – Ms. Hamasu met with the associate directors of the South Central and Pacific Southwest Regions to begin planning the RML session at the joint quint chapter meeting in 2014.

October 24, 2013 – Ms. Hamasu presented an RML update at the meeting of the Utah Health Sciences Library Consortium. She encouraged subscribing to the BHIC blog, liking our Facebook page, and participating in Mission I'mPossible. She asked whether member institutions created information in other languages and about health literacy activities carried out by members.

October 24, 2013 – Ms. Abbey exhibited at the Health Science's Library Open Access event. Twenty attendees visited her table, but no demos were given.

Attachments

Attachment 1

Promotional Materials Provided

Date	Who	Items Provided	Purpose
8/5/2013	Heartland Conference - Teacher Education Department <i>Nebraska</i>	– 160 - K-12 Resources Handout	To distribute at the Heartland Conference for K-12 Librarians held at University of Nebraska.
8/6/2013	Community Hospital <i>Colorado</i>	– 100 - MedlinePlus Bookmark – 50 - Household Products Database Card	Handouts in the library itself, but also to share with some folks working on a new clinic with our county health dept.
8/13/2013	Children's Mercy Hospital <i>Missouri</i>	– 200 - MedlinePlus Bookmark	We will give these to patients, parents and other health care consumers who are seeking health information.
9/26/2013	Logan Regional Medical Center <i>Utah</i>	– 50 – MedlinePlus Bookmark – 50 - At Last – Senior Health Bookmark	Distribution in the library.
9/26/2013	Ogden Regional Medical Center <i>Utah</i>	– 50 - At Last – Senior Health Bookmark	Distribution in the library.
10/17/2013	Roseman University of Health Sciences <i>Utah</i>	<ul style="list-style-type: none"> – 50 - MedlinePlus Bookmark – 100 - ClinicalTrials.gov Card – 50 - AIDS Information Services Card – 50 - AIDSinfo Brochure – 25 - Genetics Home Reference Card – 50 - Asian American Health Brochure – 20 - Our Story Card – 20 - Partners in Information Access for the Public Health Workforce – 50 - The National Center for Biotechnology Information Card – 50 - International Programs Card 	For the edification of students, staff and faculty.

Date	Who	Items Provided	Purpose
10/28/2013	Jefferson County Public Library - Standley Lake Branch <i>Colorado</i>	<ul style="list-style-type: none"> - 200 - MedlinePlus Bookmark - 50 - ClinicalTrials.gov Card - 50 - Health Information for Senior Citizens Card - 50 - Genetics Home Reference Card - 50 - Tox Town Card - 50 - Haz-Map Occupational Health Database Card - 50 - Good Health Information on WWW card - 50 - Public Health Resources - 50 - Toxicology Brochure - 25 - WISER Card - 25 - The Visible Humans Card 	To distribute at a health fair.