

# **RML Quarterly Report**

**Region: MidContinental**

**Period Covered: August 1, 2014 – October 31, 2014**

**Contractor name: University of Utah**

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

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# Executive Summary

## PERSONNEL

Rachel Vukas, Kansas/Technology Coordinator, resigned as of September 20, 2014, to take a position at Dykes Library as the Health Sciences Librarian for the School of Medicine. Recruitment has begun for her replacement.

Jameson Watkins was appointed Director of the Dykes Library by Michael Harmelink, Associate Vice Chancellor for Information Resources.

## EDUCATION

The NN/LM MCR offered funding to library consortia for the fall MLA webinars. Five consortia applied for funding for two webinars each.

## LIBRARY ADVOCACY

The RML sponsored a discussion session on three articles focused on bias in literature searching. The session was advertised nationally and attracted attendance from librarians from all parts of the country. The discussion was facilitated by Barb Jones, Missouri/Library Advocacy Coordinator. Summaries of the articles were presented by Ms. Jones, Rebecca Graves, Educational Services Librarian at J. Otto Lottes Library, and Lorri Zipperer, consultant.

### Research Project

The candidate we were negotiating with to write the methodology for the cost impact study decided not to take the job. Additional university contacts were used to find someone to do our project. We contacted an evaluator at Utah State University inquiring about his interest in developing a

methodology for us. He did not have the appropriate background or the time but forwarded our project summary to other evaluators at the university.

Through the librarian, the hospital administrator from Cox Health was recruited to consult on the research project. The Center for Clinical and Translational Science design group recommended also including physicians in the advisory group.

We touched bases with the MLA chapter and received assurance from the incoming chair that they would support the project.

We received the bibliography compiled for a systematic review on the impact of the librarian on diagnosis and treatment/clinical care to review for additional articles that may apply to our study.

## HEALTH INFORMATION LITERACY

Ms. Jones received and distributed 10 requests for information from patients participating in Expert HealthSearch. This is a program of the Society to Improve Diagnosis in Medicine to link patients with health information.

### HCEA

Dana Abbey, Colorado/Health Information Literacy Coordinator, responded to five questions on the Health Care Educators Association listservs requesting information. Four of the requestors acknowledged that the information she provided was what they needed.

## BHIC

The blog lost a contributor from the NN/LM Pacific Northwest Region. Monica Rogers, Health Information Literacy Coordinator, is picking up the additional days until another volunteer can be recruited. More technical issues were encountered. Until fixed by WebSTOC, the mobile version of the blog was presented to desktop users.

## Public Health Information Access Project

The Utah Department of Health has been accepted as a participant in the Public Health Information Access Project. John Bramble, Utah/Technology Coordinator, and Claire Hamasu, Associate Director, attended the introductory session organized by Karen Dahlen for leaders of the Utah Department of Health. Training should begin in the next quarter.

Discussions continued on providing document delivery service. Both the project managers and the RML agree that it should be provided through Loansome Doc. The RML wants to run the requests through the State Library Division to Eccles Health Sciences Library. The PHIA managers want the requests to go directly to Eccles, but Eccles does not serve unaffiliated health professionals.

The NN/LM MCR and the NTC hosted Molly Higgins, from Lamar Soutter Library at the end of September. She will be developing a sustainable online training program for participating health department staff. She talked to coordinators and trainers about their experiences with instructional design for online training.

## K-12 National Initiative

In September, Ms. Jones was invited to join the Missouri Coordinated School Health

Coalition at the request of Marjorie Cole, President of the Coalition and School Nurse Coordinator for Missouri Department of Education. She attended her first meeting. The group is composed of individuals representing agencies that have an impact on the school populations including many departments within Missouri state government, public health departments, Healthy Kids of Kansas City.

Coordinators promoted the K-12 Partnership funding in their states. Coordinators consulted with three interested parties in Colorado, two in Nebraska, and two in Utah in addition to members who inquired last quarter. Two projects involving public libraries working with schools were submitted and both were funded.

## **MEMBER SERVICES**

### New Affiliate Members:

- Lexington Public Library (NE)
- Park County Public Library (WY)
- John Burroughs School (MO)
- Rich Hill Memorial Library (MO)
- Rich Hill R-IV School District (MO)
- Bosworth R-V School (MO)
- Olympus Junior High (UT)

### Affiliate Members Closed:

- Nature's Way Products, Inc. (UT)
- Vatterott College (NE)
- McKee Medical Center (CO)
- Exempla Good Samaritan Medical Center – Lafayette (CO)

Mr. Bramble organized times for the NN/LM MCR to hold office hours using Adobe Connect. Hours were listed on the directory page in early August with six staff members are participating. Although office hours have been promoted through

the RML News, members have not taken advantage of them.

We learned that we were missing a large number of members from our listserv resulting from a DOCLINE download error. This discovery gave us the opportunity to check the member list against DOCLINE to determine that every member institution had a contact receiving our communications. Coordinators were assigned to follow up with institutions where there were discrepancies, missing information for contacts, or bounce backs when emails are sent. Most of the errors were cleaned up by the end of October.

#### Quint\*Essential Meeting

Ms. Hamasu and the Associate Directors from the NN/LM Pacific Northwest Region, Pacific Southwest Region, and South Central Region, planned the NN/LM session at the joint chapter meeting in Denver held on October 22, 2014. Ms. Hamasu convinced the other ADs to have an interactive session using activities from Liberating Structures. They decided to ask the questions:

“Other than financial issues, what is a critical issue facing your library?”

“What is a bold idea that the RML can do to help to address YOUR critical issue?”

“What is a bold idea that the RML can do to help to address A critical issue?”

MCR coordinators staffed the exhibit booth on Tuesday, October 14. They talked with 13 attendees and had them answer questions on training preferences using Quick Tap on a tablet. Staff had four presentations, two posters and two classes accepted for the meeting.

#### Utah Society of Health Sciences Librarians (USHSL)

Mr. Bramble and Ms. Hamasu were two members of the organizing team to develop a statewide organization to support library professionals in Utah who have an interest in improving their skills as health information providers. The first meeting was held on October 3 and 12 founding members attended to elect officers and determine activities for the year. Mr. Bramble was elected Chair of this new organization.

#### Resource Library Directors Meeting

Resource Library Directors met on October 6, 2014. Jim Honour, Wyoming/Member Services Coordinator, and Betsy Kelly, Assessment & Evaluation Coordinator, provided updates on their projects. They asked the directors about serving health professionals whose facilities have closed their library and the assessment and evaluation skills that librarians could use. Ms. Hamasu provided an update on the next 5-year funding conveying information from the meeting the RMLs had with Dianne Babski, Acting Head of NNO. Directors shared the status of their budgets. Three of the libraries have had budget cuts for the upcoming year.

## **TECHNOLOGY**

Conversion was completed from the Mission I'mPossible storyline to the Oz storyline and the game was launched on September 23. Two Network members, one from a hospital library and one from an academic health sciences library, have been enlisted to advise the staff on recruiting more participants and managing the game. It is being promoted as an online interactive professional development experience where members

can gain MLA CE credits. Ten players have registered.

### Mobile App Sharing Project

The purpose of the Mobile App Sharing Project is to support CBO and Member experimentation with for-fee apps that might improve work performance or efficiencies and to have them share their experience. One of the two CBO participants has dropped out. The person

who was going to review and evaluate health apps is leaving for another job. Training was offered to the Colorado participant at Servicios de la Raza on activating her iTunes account and apps she might find useful. Participating Network members have been filing their evaluations on apps. A summary of their evaluations was published in the November issue of *Plains to Peaks Post*.

## Network Infrastructure

### **Regional Advisory Board (RAB) activities**

A meeting was held on September 19. We continued to obtain suggestions from members on the promotion of NN/LM and NLM resources and services. The following suggestions were made:

- Promote links to NLM resources to electronic health record vendors
- Make resources available where people are looking for them
- Include NLM in subject line of emails
- Personalize the subject line

We described our efforts to work with organizations whose clients have limited English proficiency and asked the board if we had missed any organizations. They suggested promotoras and professional translator associations.

Ms. Hamasu developed a report back feature that will be part of RAB meeting minutes. This feature will provide immediate feedback to the members about whether their suggestions will be implemented immediately, tabled till the

next year, already in process, or rejected and the reason for the rejection.

### **Evidence Based Health:**

No Activity

### **Assessment and evaluation activities/data:**

Ms. Kelly experimented with new layouts for the MCR logic model to address issues that Cindy Olney, Interim Director of the Outreach Evaluation Resource Center (OERC), had identified. These issues prevented her from understanding our intentions and our plans. Staff had also said that the format of the logic model prevented them from seeing the bigger view of their projects. Ms. Kelly and Ms. Hamasu worked on developing a new version and tested it with two of the coordinators. Additional changes were then made. As a result they produced a planning document and a logic model template for each project area. The planning document is more detailed with audience, partner, responsibility, and

indicators information. The logic model offers a quick way to understand the essentials of the project: goal, outcome, one year outcome, and activity.

Ms. Hamasu and Ms. Kelly were interviewed by staff of the OERC to provide them with feedback on their programming and ideas for additional activities and future directions.

## Outreach

**Table 1: All newly funded awards and projects**

<b>Title</b>	<b>Lead Organization</b>	<b>City/State</b>
Visualizing the Human Body to Empower Better Health Choices	Olympus Jr. High School	Holladay, Utah
Kearns Library and Farnsworth Elementary Health Literacy Project	Salt Lake County Library System(Kearns Branch Library)	Kearns, Utah

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

No Activity

### **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
Limited English Proficiency Resources	Article	N/A
Health Information Resources for Limited English Proficient Persons	Article	N/A

## Other Notable Staff Activities:

August 1, 2014 – Ms. Rogers attended the Training Workgroup meeting of Health Literacy Nebraska. Ms. Rogers will be a presenter for the September webinar.

August 4, 2014 – Mr. Bramble attended the meeting of the Eccles Library Emergency/ Recovery Planning group. One of their activities is to update the one-page continuity of service plan developed several years ago.

August 5, 2014 – Marty Magee, Nebraska/ Education Coordinator, talked with representatives of the Archdiocese of Omaha and the Catholic high school and provided them with the Resources for Teachers handout.

August 5, 2014 – Ms. Magee attended the webinar, “Primer on Instructional Design for Library Trainers,” sponsored by the Montana State Library.

August 6, 2014 – Ms. Jones met with the Refugee and Immigration Services in Columbia, Missouri to provide information on LEP resources. As a result of this meeting Ms. Jones was invited to attend the Refugee Stakeholders Quarterly

Consultation meetings attended by diverse social service agencies and community organizations.

August 7, 2014 – Ms. Abbey met with the Director of CME for the Colorado Medical Society to propose conducting a MedlinePlus Connect session for its members. If accepted, CMS would offer CME credits for the session.

August 7, 2014 – Ms. Abbey attended the Western States Government Information Virtual Conference focused on community engagement and disaster resources.

August 7, 2014 – Ms. Rogers exhibited at the Nebraska Association of Translators and Interpreters with about 150 attendees. Of the attendees 44 visited the booth and Ms. Rogers presented 12 demonstrations.

August 8, 2014 – Ms. Hamasu attended the webinar, “Creative Commons Tools and Resources for Librarians and Libraries” sponsored by the Mountain West Digital Library.

August 12-14, 2014– Ms. Magee attended the conference Distance Teaching and Learning in Madison, Wisconsin.

August 14, 2014 – Ms. Rogers attended the Steering Committee meeting for Health Literacy Nebraska and participated in the discussion on their communication and conference plans and activities for health literacy month.

August 14, 2014 – Mr. Honour exhibited at the Wyoming Trauma Conference attended by 250 registrants, of whom 31 visited the NN/LM table. Four demonstrations were presented.

August 15, 2014 – Ms. Rogers exhibited at the Creighton University Continuing Education event, “Street Drugs Exposed: What Your Patients and Kids Aren't Telling You.” There were 180 registrants of whom 46 visited the booth. Ms. Rogers presented five demonstrations.

August 18, 2014 – Ms. Abbey exhibited at the Colorado School of Public Health's Resource Fair. Of the 140 attendees 54 visited her table. There were no demonstrations.

August 19-20, 2014 – Ms. Abbey visited Network members, St. Mary's Hospital and Community Hospital, in Grand Junction, Colorado.

August 20, 2014 – Ms. Hamasu received a call from Mary Langman, Governmental Relations MLA staff, inquiring about other health sciences libraries that participate in the Federal Depository Library Program. Ms. Langman was responding to a request for input on digitizing all government docs. Ms. Hamasu was able to answer her question and provide an example where

digitizing older government docs would be useful.

August 25, 2014 – Ms. Abbey visited Network member, Valley View Hospital in Glenwood Springs, Colorado.

August 28, 2014 – Ms. Magee attended the NN/LM Outreach and Consumer Health Coordinators meeting.

September 3, 2014 – Ms. Hamasu attended the Women's Health, Sex & Gender Research Conference sponsored by the Eccles Library and the university's Center of Excellence in Women's Health. The conference was partially funded by NLM.

September 3, 2014 – Ms. Hamasu met with Janice Kelly and Laura Bartlett who were doing a site visit for the sex and gender funding SIS awarded the library. They discussed the Native American Portal and SIS outreach activities.

September 5, 2014 – Ms. Kelly reviewed an article submitted to the *Journal of eScience Librarianship* on training librarians to support data management.

September 5, 2014 – Ms. Magee and Ms. Rogers attended the ICON meeting and promoted NN/LM events and activities. Ms. Rogers arranged for Ms. Jones and Ms. Kelly to teach “Measuring Your Impact.”

September 9, 2014 – Ms. Rogers hosted and Ms. Magee attended the Health Literacy Nebraska webinar on the UNMC Health Literacy MOOC. This MOOC has over 6,000 registrants. Ms. Rogers also suggested activities for Health Literacy Month.

September 9, 2014 – Ms. Magee and Ms. Rogers participated in the MCMLA Education Committee meeting.



September 15, 2014 – Ms. Hamasu and Mr. Bramble attended a demonstration of Statista. This is a product that provides infographics.

September 15-17, 2014 – Ms. Jones attended the Diagnostic Error in Medicine Conference in Atlanta, Georgia. She is a member of the Education Committee for the meeting.

September 17, 2014 – Ms. Abbey was given access to the state library calendar for online training being offered across Colorado. She can now add NN/LM offerings to the calendar.

September 17-19, 2014 – Mr. Honour exhibited at the Public Health in the Rockies Conference, a joint meeting of the Wyoming and Colorado Public Health Associations in Fort Collins, Colorado. He was visited by 41 of the 560 attendees and provided seven demos.

September 18, 2014 – Ms. Hamasu attended two sessions of the 1st Annual Academy of Health Science Educators Education Symposium held at the University of Utah. One session was presented by Maryellen E. Gusic, MD, of the AAMC on “Ensuring Competency through Authentic Assessment of Learners.” The second session was on “Flipping the Classroom” presented by professors of pharmacy and medicine.

September 25-26, 2014 – Mr. Honour exhibited at the Wyoming Library Association Annual Conference in Casper, Wyoming. He was visited by 20 of the 260 attendees to the meeting. Seven demos were provided.

September 27, 2014 – Ms. Hamasu received a call from a board member of the American Academy of Disability Evaluating Physicians who wanted his organization to provide full text access to resources for its membership. After consulting with a Network member who works for a professional organization, Ms. Hamasu suggested starting with a Loansome Doc service to gather interest level and the frequently requested journals titles.

September 29-Oct 1, 2014 – Ms. Vukas exhibited at the Kansas Public Health Association Annual Conference in Topeka. Of the 175 attendees 10 visited the booth. She gave six demonstrations.

October 1, 2014 – Ms. Jones met with the MLA Governmental Relations Staff Liaison, and the MCMLA Government Relations Committee Chair to discuss MLA’s role in advocating for members. MLA is not able to lobby for a policy to include librarians in health care. Theirs is an enabling role, collecting and storing advocacy resources for members to use.

October 2, 2014 – Mr. Honour exhibited at the Wyoming Speech-Language-Hearing Association Convention that had 100 attendees with ten attendees visiting the booth. He provided three demos.

October 3, 2014 – Ms. Kelly attended the 2nd Annual Clinical Informatics Symposium on the electronic health record sponsored by Washington University and St. Louis Children’s Hospital. All presenters were from Packard Children’s Hospital (Stanford).

October 3, 2014 – Mr. Honour exhibited at the Wyoming School Nurses Association Conference that had 40 attendees and over half (23) visited the booth. Four demos were provided.

October 3, 2014 – Ms. Magee shared an exhibit booth with the UNMC Consumer Health Information Resource Service at the Olsen Center Women's Conference. Seventy-eight of the 150 attendees visited the booth and two demos were given.

October 4, 2014 – Ms. Rogers exhibited at the Bi-National Health Week Health Fair with 350 attendees. She had 115 visitors to her booth and gave four demos.

October 8-9, 2014 – Ms. Jones exhibited at the Missouri Library Association meeting. There were approximately 800 attendees and 100 visitors to the booth She conducted 15 demos.

October 9, 2014 – Mr. Bramble exhibited at the Utah Nurses Association conference in Salt Lake City, Utah attended by 115 nurses. Thirty-eight registrants visited the booth and there were no demos.

October 9-10, 2014 – Ms. Magee exhibited at the Nebraska Library Association/ Nebraska School Library Association conference in South Sioux City, Nebraska attended by 300 librarians. Eighty-two attendees visited the booth and two demos were given.

October 12, 2014 – Ms. Jones attended the CE, "Innovation and Lean Process Demystified," at the Quint Meeting.

October 13-16, 2014 – All NN/LM MCR staff attended the Quint Meeting in Denver, Colorado.

October 14, 2014 – Ms. Magee and Ms. Rogers participated in the MCMLA Education Committee meeting. Ms. Magee suggested a stat talk session for the 2015 virtual meeting.

October 14, 2014 – Ms. Hamasu met with Pat Bradley, Native and Distance Services Librarian University of New Mexico and Laura Bartlett, from SIS to discuss how to bring cohesiveness to the Tribal Connections group.

October 16-18, 2014 – Ms. Abbey exhibited at the Colorado Association of Libraries in Loveland, Colorado. The meeting had 1,200 attendees of whom 458 visited the NN/LM booth. Eight demos were provided.

October 22, 2014 – Ms. Hamasu attended the MLA webinar, "Beyond the Search I: Protocol Development and Methodology for Systematic Reviews."

October 24, 2014 – Ms. Abbey attended the Ebola and Public Health Symposium.

October 27, 2014 – Ms. Hamasu met with Dianne Babski and Renee Bougard to hear about a HOSA (Health Occupations Students of America) pilot that the organization and NLM would like carried out in Utah.

October 29-31, 2014 – Ms. Hamasu presented and participated in the XII International Conference on University Libraries in Mexico City, Mexico.

October 29-30, 2014 – Ms. Vukas exhibited at the Kansas Library Conference in Wichita. Of the 620 attendees 30 visited the booth. Ms. Vukas gave 12 demonstrations.

October 30, 2014 – Ms. Rogers attended the Creighton University Violence Prevention Advisory board meeting.

# Attachments

## Attachment 1 – Promotional Materials Provided

Date	Who	Items Provided	Purpose
9/15/2014	Research Medical Center <i>Missouri</i>	<ul style="list-style-type: none"> <li>- 100 - MedlinePlus Bookmark</li> <li>- 50 - PubMed Card</li> <li>- 50 - ClinicalTrials.gov Card</li> <li>- 50 - Good Health Information on WWW</li> <li>- 50 - The Visible Humans Card</li> </ul>	Promotional Materials for National Medical Librarians Month(October)
9/29/2014	Geneva Public Library <i>Nebraska</i>	<ul style="list-style-type: none"> <li>- 50 - MedlinePlus Bookmark</li> <li>- 12 - PubMed Card</li> <li>- 12 - Consumer Health Card</li> </ul>	Health fair resources.
10/6/2014	Kansas State University – Hale Library <i>Kansas</i>	<ul style="list-style-type: none"> <li>- 30 - Consumer Health Card</li> <li>- 10 - AIDS Information Services Card</li> <li>- 10 - Health Information for Senior Citizens Card</li> <li>- 10 - Tox Town Brochure</li> <li>- 10 - Haz-Map Occupational Health Database Card</li> <li>- 10 - Asian American Health Brochure</li> <li>- 10 - Arctic Health Brochure</li> <li>- 10 - Public Health Resources</li> <li>- 10 - Partners in Information Access for the Public Health Workforce</li> <li>- 10 - Toxicology Brochure</li> <li>- 10 - The History of Medicine at the National Library of Medicine Card</li> <li>- 10 - Profiles in Science Card</li> <li>- 10 - The Visible Humans Card</li> </ul>	Health benefits fair and outreach to the community at large
10/29/2014	Saint Joseph Hospital <i>Colorado</i>	<ul style="list-style-type: none"> <li>- 200 - Consumer Health Card</li> </ul>	As promotions for National Institutes of Health and National Library of Medicine resources in our new library in our new hospital.