

**Quarterly Report**  
September 30, 2003

**Institution:**

Poudre Valley Health System  
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**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.