Quarterly Report

Name of reporting institution: Grillo Center Boulder Public Library
Grillo Health Information Center
1000 Canyon Blvd.
Boulder, CO 80302

Project: Internet Database Training

Name of person submitting report: Chris A. Engleman
Email address: englemanc@boulder.lib.co.us
Telephone number: 303-441-4144

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Publicity: For an NLM database class that I taught October 6, we were given free advertising for the class in the Boulder Public Library monthly calendar publication which is distributed throughout the Library and is also mailed to Boulder Library patrons. Flyers advertising this class (along with other classes) are placed in Library kiosks as well. We also printed Spanish-language brochures about the Grillo Center and our services, to distribute at the Family Learning Center. Starting in December, we have had a Spanish-language volunteer available at the Learning Center once-a-week to help people coming to the Center look up health information using the Spanish-language version of MedlinePlus. The brochures that were printed were made then to help advertise this service.

Outreach Reporting Form I taught a NLM database searching class on October 6. This was given at the Boulder Public Library training room and was attended by eight patrons, which is the room capacity. As with the May class I taught, this class was a sellout.

Other accomplishments: In December, we started having a Spanish-language volunteer available once a week at the Family Learning Center to assist people coming to the Learning Center in looking up health information using the Spanish-language version of MedlinePlus. The Family Learning Center is a place where non-native English speakers can go to take classes, primarily English-as-a-Second Language classes, and can participate in various other activities. They have a computer room and this is where our volunteer sits (underneath Grillo Center signs), to be available to assist people.

Target audience: Though it is true that the people coming to the Learning Center are, on average, more educated than those that we worked with at the People's Clinic (in the earlier days of our grant term), we have thus far still not had great success in having people use our services. The population is what we expected, but the usage of our services (or lack of) is not what we expected.
Goals, Outcomes, Objectives: First, I believe that our expectations need to be a little bit lower, as the barriers to the usage of our services are numerous. We did feel that we would have some success at the Family Learning Center, because the people there are going to the Center to advance their education and get out more into the local Boulder community. So far, we have not had people come to us much there, however, and we have not ascertained the reasons for this. It is true that we have been there just a month, so perhaps we need more time for people to know that we are even there.

Evaluation: Boulder Public Library class evaluation forms were handed out for the class I taught October 6. These were collected by the Instruction Coordinator at the Library. Otherwise, no other evaluations were done.

Impacts and Observations: One anecdote to share, is that involving the warm reception we were given by the Family Learning Center to welcome us to our working with the Center. Upon arriving for our first day working a the FLC, the Co-Director of the Grillo Center (Carol Salter) and our Spanish-language volunteer, were greeted with balloons and refreshments that were put together by the staff of the FLC as a welcoming gesture to us, for our participation and collaboration at the Center. It is clear that the staff here are very supportive of this project that we are doing, and is willing to assist us in many ways. Though there is this support, it has been somewhat disappointing that we have achieved little success in getting people to use this health-information searching assistance. We have averaged about one question a week, and we certainly feel that this number could be much higher.

The economic, educational, cultural and social barriers that we encountered at the People's Clinic, where we began this project, are all somewhat present at the Family Learning Center as well. But we have anticipated fewer educational barriers, and have also anticipated that the environment at the FLC (which is a learning environment) would be more conducive to people being able and willing to come to us to ask about researching health questions. The numbers so far are not indicating a greater degree of success here than at the People's Clinic, but we remain hopeful. Again, we have only been there a month, so I think more time will help. We also perhaps need to look at more marketing strategies, such as sending out flyers to the homes of those people that regularly attend classes and programs at the Learning Center.

Planned Activities: This is the final quarter of the grant (extension), though we plan to keep working at the Family Learning Center. We hope to see if we can achieve some success with our project there, given more time. I also will continue teaching quarterly NLM classes at the Boulder Public Library training room.