NATIONAL NETWORK OF LIBRARIES OF MEDICINE

MidContinental Region

Quarterly Report

February 1, 2003 – April 30, 2003

Contract No. N01-LM-1-3514

Spencer s. Eccles Health Sciences Library

University of Utah

Submitted July 15, 2003

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Administration (Personnel changes, Overall program planning, Infrastructure, CE)

(See Appendix A for CE and Conferences)

All RML staff worked to complete the budget and submit it on February 12, 2003. We receive notice on April 24, 2003 that the projects proposed for our unexpended funds had been approved.

The Director and Associate Director attended the RML Directors meeting on February 6 and 7 at the New York Academy of Medicine. Wayne Peay and Claire Hamasu assisted the discussions on the Tribal Connections and Multi-lingual Work Group collaborations, the issues of raising the national maximum for ILLs, alternative publishing models and the effect of e-journals on services to the unaffiliated.

Ms. Hamasu was a member site visit team visit for the NN/LM South Atlantic Region on February 27, 2003. A premise for having regional offices is that each region is different and this was evident through out the visit. The experience of being on the team will be helpful for our own site visit that will take place in July.

Personnel
At the end of the quarter Kathleen McCloskey began a public health orientation for Molly Youngkin who will takes over as Public Health / Utah Liaison on June 1, 2003. Susan Whitson prepared a continuity book of major procedures and contacts in preparation for vacating her position effective April 20, 2003. Ms. Whitson fully briefed Mary Henning on the procedures, timelines, and open projects of the Wyoming Liaison. Ms. Henning is currently serving as interim Wyoming Liaison but she will begin as the permanent Wyoming Liaison, effective May 12, 2003.

In reviewing the RML staffing, the Director and Associate Director decided to eliminate the Technical Director position. An experienced librarian will be recruited who is has excellent technology skills to work with the Technology Liaison to support the needs of our Network members. Liaisons were apprehensive about the loss of Mr. Carr and the ability to carry out their work without the technical support he provided. Mr. Peay and Ms. Hamasu acknowledged their concerns and assured them that the system staff of Eccles Health Sciences Library would provide the back-up that is needed.

Network Programs

Document Delivery Services

Compiled responses from Resource Libraries recommending that NLM should continue to comply with ISO/ILL standards

DOCLINE
The RML encouraged Network members who wanted to be listed in the national consumer health resource directory on MEDLINEplus to authorize the listing in

DOCUSER. Liaisons answered questions about DOCLINE reports, statistics, and provided training for a new user. Ms. Davison-Turley met with library staff at Emporia State University about becoming a DOCLINE participant assisted them to complete the documents necessary. Questions were answered about individual DOCUSER records. Ms. Sommer updated 4 affiliate member's DOCUSER records. Liaisons answered questions on the upcoming SERHOLD to OCLC batch update and there was a question dealing with serials in microform format and one on union lists.

Liaisons answers questions on Loansome Doc and LinkOut. Ms. Davison-Turley worked with four libraries on developing or hosting LinkOut buttons.

McGoogan Library of Medicine will again be an EFTS user, effective May 1, 2003. This will mean that all Resource Libraries in the region will be participating in EFTS.
At the end of the quarter the region had 28 EFTS Libraries: Colorado – 12, Kansas – 2, Missouri – 5, Nebraska – 2, Utah – 4, and Wyoming - 1

Resource Libraries (RL directors meetings, activities at a resource library that have impact on the RML)

Betsy Kelly, Evaluation and Assessment Liaison, visited Omaha. She met with Nancy Woelfl, Director of McGoogan Library to discuss evaluation projects, the issues of balancing outreach and special project responsibilities, and general medical library activities. Ms. Woelfl is part of the assessment and evaluation work group.

Ms. Whitson and Ms. Henning met with Lori Phillips, Associate Dean, University of Wyoming Libraries, and Diana Shelton, Head, Reference Services, to discuss the year's progress with the Wyoming subcontract, and provide suggestions to rewrite the liaison's position description in preparation for hiring a new liaison.

Ms. Davison-Turley provided prizes, exhibit backdrop, and other NLM information for use in University of Kansas Medical Center celebration of National Library Week. Events promoted both the library and NLM resources.

The quarterly Resource Library Directors teleconference was held on April 7, 2003. Lori Phillips, new Associate Dean for the University of Wyoming Libraries was welcomed to the group. Mr. Peay and Ms. Hamasu alerted library directors that NLM would be doing a site visit in July. They reviewed the results of the liaison assessment, activities planned for year 03, and the outcomes of the RML Directors meeting. Ms. Sommer updated the directors on the regional licensing plan. Directors shared efforts within their own institutions to educate faculty and promote alternatives to traditional scholarly publishing.

Communication (liaisons, to Network members, Listserv, Newsletter, Quickplace)

Staff participated in the regular monthly RML teleconference. "RML News", the weekly newsletter, was sent out on the MCMLA listserv. Liaisons also forwarded emails to local health sciences, public library, and public health listservs.

The fourth issue of *Plains to Peaks Post* was published in paper and electronic format. The anouncement of the availability of the newsletter was sent to the MCMLA and nnlmall list-servs.

Ms. Weldon wrote an article for the February 2003 issue of *Council Quotes*, newsletter of the Colorado Council of Medical Librarians, on the library partnerships in Colorado. http://www.ccmlnet.org/CQFeb03.pdf (pages 3-4)

Web Revisions or New Pages:
Colorado health page http://nnlm.gov/mcr/states/colorado.php
Pamphlets and brochures http://nnlm.gov/mcr/consumer_health/pamphlet.php
Consumer health collection development
http://nnlm.gov/mcr/consumer_health/chcolldev.php
Finding full text online http://nnlm.gov/mcr/consumer_health/full.ppt
Consumer health information for seniors http://nnlm.gov/mcr/consumer_health/senior.ppt
Health careers http://nnlm.gov/mcr/consumer_health/career.php
African American Health Resources http://nnlm.gov/mcr/inner_city/aahealth.php
Nebraska Minority Resources http://nnlm.gov/mcr/consumer_health/ne.php JMLA link
added to the medical library management page
http://nnlm.gov/libinfo/mgmt/info.html#prof

Regional Advisory Board

New board members were recruited and the membership for 2003 was finalized. The term of membership has been set at two years. Some members are being asked to stay on for a third year so that there will be some continuity within the group. Members rotating off were thanked for their services.

Evaluation & Assessment/Feedback (Evaluation of RML efforts, feedback from Network and public)

The RML responded to requests from the National Network Office with suggestions of librarians in the region who could contribute to the Hospital IT Taskforce. The RML provided feedback on the ILL survey, the outreach reporting form, the participant data portion of the OARF, the NOMC mapping application and to the task forces working on the evaluation of outreach to public health workers and public libraries. Suggestions were sent to MEDLINEplus and PubMed develop groups on ways to improve these resources.

Ms. Kelly modified the RML's exit interview and distributed it to the liaisons to assess how they are coping with the distributed model and to obtain suggestions on improving the RML operation. She compiled responses into a report that was submitted to the Director and Associate Director and shared with Resource Library Directors. In response, the RML administration is reviewing support staff and their responsibilities and the orientation provided to new liaisons.

Ms. Kelly visited Omaha on March 26-28, 2003 and consulted with Ms. Hartman and Ms. Champ-Blackwell on project management and evaluating each of their project areas. She worked with Ms. Hartman to develop evaluation mechanisms for education activities in the region.

The internal monthly report template is being revised in order to capture data that will facilitate evaluating how our activities relate to our goals and objectives.

Ms. Kelly applied for and was accepted into the University of Illinois Outreach Evaluation and Consulting Institute to be held July 7 – 18, in Urbana-Champagne IL.

Feedback from the Region
Focus group questions were finalized. Ms. Kelly worked with RML staff to schedule focus groups, find moderators and recorders, and to invite network members to participate. An invitation was sent through the MCMLA list-serv with follow-up by each state liaison to recruit participants. In-person focus groups were scheduled for Colorado (April), Missouri (April), Kansas (May), and Utah (May) Teleconference focus groups are being scheduled for Nebraska and Wyoming liaisons. Joan Gregory, Interim Deputy Director at Eccles Health Sciences Library, Sally Patrick, Public Library Consultant, and Beryl Glitz, Consultant, will moderate the focus groups.

Network member questionnaires are still being received. The data has been entered into a database available at http://blackbird.wustl.edu/becker/rml.

Before leaving her position, Ms. Whitson gathered the following comments from Wyoming librarians:
Julie Caywood, Memorial Hospital of Sheridan County: "I've learned so much more this last year about TML services and benefits, because Susan has been such an effective communicator. The RML News is great! I haven't been able to get to any training for the last two years, so I'm really looking forward to attending the workshop in Laramie this summer. Training is what we need most!"

Pat Carlson, VA Medical Center, Sheridan: "We don't get much support from VA Headquarters anymore, so it's really important to me to belong to NN/LM and use the services you provide. What do I want more of? Training, training, training!"

Cindy Baker, Whedon Cancer Foundation: "I really like the personal visits the liaison makes—I feel like she's really interested in what my organization does and tailors the information and services to what fits my needs."

Kathy Marquis, Albany Co. Public Library: "Thanks so much for the MEDLINEplus training for my reference staff. I found it personally very helpful to run through all the parts of the service and I really appreciated your tips about how to use them and what patrons might find them most useful for. I also heard from many of the staffers who attended and they all thought very highly of your session. One person said it was one of

the best training sessions they'd been to and praised your training techniques as well as the specific information they'd learned. Several have said they've used M+ with patrons in just the short time since you were here."

Kerry Skidmore, VA Medical Center, Cheyenne: "Finally, something is happening in Wyoming with the RML."

Health Professionals Access to Information (Outreach, training to health professionals)

Ms. McCloskey submitted a poster proposal to the 2nd Inter-American Conference on Pharmacy and Nutrition to be held in Cuba. Her poster, "Exploiting the WWW for Free Quality Information in the Health Sciences" was accepted and focused on availability of full text professional literature. NLM resources such as MEDLINEplus were prominently featured. At the meeting in March, Ms. McCloskey's poster and handouts presented both in English and Spanish, were very popular with those attending the meeting.

Ms. Hartman prepared a presentation to the Heartland Healthcare Alliance on Feb 18, 2003. This is a consortium of hospitals in Nebraska (plus one in Kansas) that are seeking information on group purchasing. On the day of the presentation the Education Liaison discovered that the group she was presenting to was the Mary Lanning Hospital department heads. The group seemed to appreciate the information on information access, but liaison dropped out most of the references to group purchasing.

Network Members (Network member activities not covered by another heading)

(See Appendix B for Outreach Visits)

The RML liaisons submitted three CE proposals for the MCMLA meeting in South Dakota. Ms. Weldon submitted a proposal to teach an alternative medicine resources class, Ms. Hartman and Ms. Sommer offered a workshop on teaching the adult learner, and Ms. Davison-Turley submitted a class on PDAs.

Ms. Champ-Blackwell assisted Karen Mier of Methodist College in Nebraska to prepare to teach "Internet Sites for You and Your Patient" at the conference "Many Faces, Many Needs… Providing Responsible Health Care for a Culturally Diverse Population.

Liaisons continued to follow up with Network members who had not signed and returned their membership agreements. Some of the state liaisons are making the added effort to check DOCUSER to verify that it had been updated. One Network member questioned the privacy/visibility of survey responses and membership data. A cut off date has been set for the end of May to order the first batch of certificates.

Awards

(See Appendix C for Subcontract Reports)

Ms. Hartman, Ms. Sommer, and Ms. Weldon consulted with local groups and Network members about NLM grant opportunities.

In March, Mercy Medical Center notified the RML that they would have to decline the impact award. Ms. Weldon worked with Myoung Fry, who had submitted the proposal on behalf of a local consortium, to determine if one of the members could manage the project. Fort Lewis College has agreed to take responsibility for the project.

The National Network Office announced that all Access to Electronic Health Information Projects would start on March 1, 2003. However, projects have been delayed. Until the end of March the Associate Director was still negotiating how some of the projects would be carried out. The COA covering the full amount of the projects arrived from NLM at the end of April. Liaisons began working on the subcontract documents but at the end of this quarter none of the projects had started because the subcontractors had not received subcontract agreements.

Consortia Meetings
Ms. Davison-Turley attended the Health Sciences Library Network of Kansas City meeting. Ms. Hamasu attended the Utah Health Sciences Library Consortia and raised the issue of EFTS participation, the upcoming focus group, and encouraged keeping DOCUSER up-to-date. Ms. Champ-Blackwell and Ms. Hartman attended the ICON meeting in Omaha and covered NLM grants available for technology and information systems, as well as RML activities planned for year 03. Ms.Weldon presented RML updates at the two Colorado Council of Medical Librarians meetings held this quarter.

New Network Members
Crook County Medical Services', Sundance WY
Affiliate member -- William V. Gervasini Memorial Library, Denver, CO

Outreach Programs

Consumer Health Information Services (Efforts where community, public libraries are ultimate target)

Eccles Health Sciences Library submitted a proposal for an LSTA grant to fund the assessment of public libraries in Utah and their ability and readiness to respond to health information questions and the partnerships they have formed with other health information sources within their communities. Ms. Hamasu was a member of the staff who presented to the review team. She described how the objectives of the NN/LM dovetailed with the objectives of this grant and that the RML would support the efforts of the project.

Ms. Weldon successfully asked the Army to add MEDLINEplus to their web site – they now have it listed under their links section.
<http://www.hooah4health.com/4life/links.htm>

Ms. Weldon completed the cultural competency module for the consumer health information workshop and sent it to RML consumer health coordinators for their review.

Go Local
The RML investigated several scenarios to initiate Go Local within the region. Ms. Davison-Turley worked with the Archie Dykes Library staff to determine the feasibility of hosting regional information at the University of Kansas Medical Center. When the National Library of Medicine announced in February their new plan for incorporating local information into MEDLINEplus this scenario was eliminated. Ms. Sommer began coordinating the efforts of Community Connection and the University of Missouri Health Sciences Library to develop a plan following the North Carolina model. The MEDLINEplus group accepted the plan, making Missouri the second state in the country that will come up on Go Local. Ms. Weldon continued to investigate possible resources including the DOORS database and Colorado Health. Ms. Davison-Turley presented information on to the Kansas Library Consultant's meeting where she learned of a similar project in process at the State Library level, where data is input by prison inmates.

Database for recommended resources
Ms. Weldon in consultation with the Consumer and Patient Health Information Section (CAPHIS) of the Medical Library Association is developing an interface for a database that will contain resources (i.e., websites, pamphlets, books, experts) that are recommended by members of the CAPHIS listserv. This will allow easier access to this information than searching the archive.

Multi-type library groups
One of the objectives for this year is to establish multi-type library groups around the region focusing on consumer health information services. Ms. Davison-Turley, made a presentation at the April 9, 2003 Kansas Library Association meeting on starting up Kansas Consumer Health Information Librarians (KCHIL). Interest was very positive.

Ms. Weldon helped to coordinate the February Colorado Consumer Health Information Library Listserv meeting at Longmont United Hospital. Teri Manzanares gave a tour of her library and the 5 satellite libraries that are located throughout the hospital. The library is based on Planetree. Michelle Bowman, BSN, RN was the featured speaker, she is the manager of the Department of Complementary and Alternative Medicine at Longmont United Hospital and she manages PrestigePLUS, the hospital's senior program with over 2000 participants

Public Health (Any interactions with public health agencies)

Due to Ms. Hartman's and McGoogan Library's persuasive efforts with the Nebraska Center for Bioterrorism Education, Sue Raymond, MLS was hired as librarian for the resource center starting on April 1, 2003. Ms. Hartman has consulted with the Center to plan the librarian's first month of activities.

Ms. Weldon contacted different departments of the Colorado public health department offering training and informing them of grant opportunities.

Kathleen McCloskey finished her report on the RML's MeSH project (Appendix D) The report outlines a methodology for identifying new public health terms. The next step will be to encourage a public health information group to review the process and continue the project. The report was emailed to members of the Partner's in Public Health Information Access steering committee.

On March 4, 2003, Molly Youngkin (incoming Public Health Liaison), Sharon Talboys and Kathleen McCloskey met to plan the Public Health 101 class to be given at MLA on May 2nd. Ms. Youngkin and Ms. Talboys will be teaching the ½ day class. Catherine Selden from NLM initiated the idea for the class and submitted it to MLA. The purpose of the class will be to introduce librarians to public health concepts, issues, and resources.

The Public Health Online Library group continues to meet monthly. One of the challenges for the project has been to develop a way to get public health staff to consistently submit e-documents for cataloging. The group may have found a solution with the public relations department that screens all documents. The group will investigate adding a link to the public relations form that will forward the document for cataloging.

Ms. Sommer attended the quarterly meeting of the Missouri Institute for Community Health (MICH) State-wide Advisory Board in Jefferson City. She joined the Workgroup for Leadership through Collaborative Systems. Ms. Sommer sent information to the MICH members about NLM's Community Collaboration planning funding. The group has decided to apply for the award.

Inner City and Minority Outreach (Outreach targeting inner city populations or ethnic minority populations)

The MidContinental Regional Medical Library assisted with the AIDS Information Summit sponsored by the Pacific Southwest Regional Library and the California AIDS Clearinghouse. Ms. Hamasu participated as a panel presenter and a facilitator for one of the break out groups. Derek Cowan inaugurated the portable videobroadcasting unit at this meeting and edited the tapes for web streaming. Links to the video archive of the meeting are available at http://nnlm.gov/psr/aids_summit.html.

Ms. Champ-Blackwell began a ten week class "Spanish for the Healthcare Professional" held at Alegent Hospital. She was able to take this class through Network member Ken Oyer, who enrolled her. During introductions, Ms. Champ-Blackwell discussed her role as a resource for health care professionals, and passed out business cards to the 30 students in the class. She also spoke with a psychiatrist from Douglas County facilities, who is interested in setting up a class for the health care professionals at the site.

On March 27, 2003, the Inner City Liaison, in collaboration with the library director at an inner city public branch library, sponsored a round table "brown bag lunch" led by four African American health care providers from North Omaha. The event was advertised at the health fair held by the Black Family Health and Wellness Association, and several groups at that fair took flyers to hand out to their members. Attendance was fair; the discussion was wonderful. Issues of health care specific to North Omaha and to African Americans living in North Omaha were laid out. Questions from those attending demonstrated the dissatisfaction faced by many in the neighborhood regarding poor access to health care, as well as trust issues in the community.

As a part of Minority Health Month, the Inner City Liaison and the Nebraska Liaison presented two workshops in Lexington, NE. Lexington is a rural town in mid- Nebraska with a population of 10,000, 80% of which are Latino. The workshops were arranged by Ms. Hartman with Josie Rodriquez, Health Program Manager for the Office of Minority Health. Ms. Rodriquez is a Nebraska Library Board member who met Ms. Hartman in the exhibit hall at the Nebraska Library Association meeting. On April 11th, a presentation was held for library and health professional staff. Unfortunately, the health professionals did not attend, perhaps because Friday afternoon was not a good time for them. Saturday morning's class on April 12th, was held for Spanish speaking child care providers with Ms. Rodriquez translating. Three of the women attending spoke only Spanish, and the others were bi-lingual. The bilingual speakers preferred using the English language versions of the websites discussed. They also worked in organizations that provided translation and transportation services for community members, and had slightly different interests than the Spanish speaking child care providers. The class was a great experience and provided both liaisons with the opportunity to test out the use of a translator in a small group setting.

The Inner City Liaison presented MEDLINEplus workshops to 7th graders and high school students as part of Creighton University's effort to encourage minority students to enter a health profession.

The Inner City Liaison held two classes at the Bryant Resource Center. It was held in the middle of the day during the week, as that was the time offered by the Bryant Center. Only two women came, both are outreach liaisons for the Women's Community Health Center in North Omaha. Both women started by saying they knew about Internet resources. Once they began exploring MEDLINEplus, however, they began to realize the wealth of information it offers. The other class was offered to the Cyber Kids Club,

grades 1-6. This is a very difficult age group to teach to, but finding websites that the kids can look at on their own is the key to a successful class.

The University of Illinois, Urbana-Champaign, runs a computer lab in East St. Louis through its East St. Louis Action Research Project. In 1990, the East St. Louis population was 98% African American with a 30% unemployment rate, and was considered a prime example of urban blight. <http://www.eslarp.uiuc.edu/overview/pdf/2.pdf> The Neighborhood Technical Assistance Center (NTAC) is an effort to assist the neighborhood in its revitalization efforts.
<http://www.eslarp.uiuc.edu/ntac/NTACbrochure.pdf> At present, there are approximately 25 organizations that network with the NTAC lab. Ms. Champ-Blackwell and Ms. Kelly visited the lab to demonstrate MEDLINEplus and other consumer health websites. Michael Brunelle has agreed to present the idea of offering training in NLM resources to the community organizations. Train the trainer classes are already being held here and Ms. Champ-Blackwell hopes to incorporate NLM resources into the series. It is hoped that a collaborative effort with the GMR can be developed through this project since the East St. Louis is situated in their region.

Cultural Competency Training
Ms. Champ-Blackwell will be involved in developing training that focuses on cultural competency as a member of the "Real Choice" grant training committee. HHSS is changing their long-term service delivery from service directed to consumer directed. Monroe Meyer Institute at the University of Nebraska Medical Center is running the grant and developing training for health care providers, service providers and consumers.

The Inner City liaison initiated contact with the managers of the Alegent Health Homecare & Hospice program involved in offering cultural competency training to the over 200 employees that work for the program. A date was set in May for the liaison to offer a "lunch n learn" session in finding health resources for immigrant populations, specifically Somalian and Spanish-speaking immigrants.

Native American Outreach
In a collaboratory effort, Tribal Connections-Four Corners will present a paper at MLA. Patricia Auflick from the University of Arizona submitted the abstract, Ms. Hamasu prepared the PowerPoint slides and Sharon Lezotte from the University of New Mexico will present the paper. Members of the Tribal Connections offered feedback and contributed to the content along the way.

On April 16th, the Inner City Liaison traveled to the Omaha tribe reservation in Macy, Nebraska and offered a class on PubMed to the health care professionals and Outreach staff at the Carl T. Curtis Health Education Center. Five health care providers/educators favorably received the workshop. The IC liaison feels a good relationship is being built with the health care providers. She followed up by sending information on NLM grants to CEO Wehnona St. Cyr. Champ-Blackwell plans on another visit in May.

The 2003 Native American Retreat was held on Creighton University's campus April 3-5. Over 70 high school students from New Mexico, South Dakota, Missouri, Iowa and Nebraska gathered for 3 days of workshops to prepare and encourage students to attend college. The Inner City liaison has been active over the past several months in planning the meeting with the Multicultural Student Services Office. Ms. Champ-Blackwell developed a handout of resources for the Occupation Therapy/Physical Therapy/Dental "Focus on Careers" workshop that was held on Friday afternoon. The handout included MEDLINEplus as a resource for general health information, with highlights on the Native American Health page and the Health Occupations page. She also developed the evaluation forms for the retreat.

Technology Awareness and Integration (Efforts to increase the knowledge and improve the use of technology in the library)

Work still continues with the IT staff at Colorado, Missouri and Nebraska to enable the use of VRVS videoconferencing.

The RML submitted the permission forms and connection information to NLM to participate in the NLM centric Internet performance evaluation.

Eccles Library is a member of the Advisory Council for Project TOUCH and has been participating in the sessions sponsored by the University of New Mexico using the Access Grid. The founding participants are the University of New Mexico and the University of Hawaii who are collaborating on a teaching project. Other participants sharing and demonstrating technology based projects at their own institutions are the University of Arkansas, University of Michigan, University of Wisconsin, and the National Library of Medicine. Mr. Peay and Ms. Hamasu have been attending the sessions.

Ms. Davison-Turley proceeded with plans to implement a statewide PDA pilot project in Kansas to develop a depository for evaluations of PDA applications of use to health professionals and health sciences librarians.

Virtual Reference
There are now three libraries sharing virtual reference hours for the region. Eccles Health Sciences Library began participating this quarter. Ms. Davison-Turley met with Rob Bussinger, Emporia State University MLS student, who was interested in a practicum with the RML. She coordinated a meeting with Sandi Parker to begin working on a Virtual Reference marketing plan for the region. The first deliverables are expected in early May. Ms. Weldon attended the Colorado virtual reference collaboration meeting made up of different libraries planning to work together to provide virtual reference in Colorado.

PDA Working Group
A successful meeting of the MCR PDA Working Group was held on March 20, with speaker Dr. David Voran, MD, a physician executive with the Cerner Corporation. Dr. Voran spoke on "how physicians really use PDAs" and predicted some trends for the

future. Approximately 25 librarians attended, and most were able to join Dr. Voran's web presentation using the WebEx software package. Ms. Davison-Turley and Mr. Carr installed and implemented a PHP Wiki as a resource sharing option for the PDA Working Group. It was then moved to the University of Kansas Medical Center since Mr. Carr will no longer provide server-side management.

Education

The RML with Eccles Health Sciences Library coordinated offering the workshop "TOXNET on the Web" with instructor Sheri Hester from the Oak Ridge Institute for Science and Education on March 13, 2003. Ms. Hester was in Salt Lake City exhibiting at a toxicology meeting and offered to share her expertise.

The liaisons discussed developing a web site for course syllabus construction based on modularized information. Users would indicate needs including audience, presentation style, subject, content and the web site would pull together modules that would comprise a complete set of course materials. The liaisons will work on this with the technology liaison and a web developer at Washington University.

Ms. Hartman evaluated ScreenWatch software for use by MCR to create NLM resource demonstrations that could be posted to the web as well as recorded on CD-ROMs. The education work group also tested it. The software seems ideal for MCR's needs. She created a demo for the Education/Outreach breakout session at the RML Directors meeting.

Ms. Hartman volunteered to develop the Cubby portion and bioterrorism/biodefense examples for the Advanced PubMed class being offered by the RMLs.

Library School Students
A library school student with the University of Illinois, Urbana Champaign program, visited the Creighton University Health Sciences Library. Ms. Champ-Blackwell gave her a tour of the library, explained the MCR RML, and demonstrated the communication tools used by the liaisons. Ms. Sommer met briefly with a University of Missouri Library School practicum student to explain the NN/LM, NLM, and what the RML does and how it operates.

Wyoming Symposium. (Program for the symposium is attached as Appendix E)
Symposium invitations have been extended to interested health information professionals in Wyoming via organization listservs such as the Wyoming Library Association. Network and Affiliate members received individual mailings. The symposium will be held on July 10-11, 2003. Thirteen full and affiliate members are currently registered

Exhibits and Presentations at Meetings (National and local exhibit reports, presentations made at professional meetings)

(See Appendix F for Exhibit Reports)

The Inner City Liaison worked with Kay Deeney (NN/LM PSR) and Toni Yancey (NN/LM SER) to finish the rewrite of the Exhibit Manual. Her role was to provide feedback on the information and the writing style. The final draft was sent out on April 30, 2003.

National Meetings
American College of Legal Medicine Feb. 28-March 2, 2003, Phoenix, AZ
American Academy of Allergy, Asthma and Immunology at the Colorado Convention Center, Denver, March 8-10, 2003.

Regional Meetings

Real Choices for Nebraskans, Lincoln, NE February 11,2003

Nursing Leadership Summit, Kearney, NE March 25, 2003

Nebraska Public Health Directors' meeting, Grand Island, NE April 3, 2003

19th Annual Sharing Our Best Conference, NE April 23, 2003
> April 23-24 - Taught two Classes: National Library of Medicine resources and accessing and evaluating consumer health resources (emphasizing mental and developmental health resources)

Colleague Connections, Colorado April 22, 2003

Black Family Health and Wellness Association Health Fair, Omaha NE

NE Utah Dietetics Association Meeting, Salt Lake City, UT April 14, 2003

Kansas Library Association Meeting, April 9-11, 2003.

Kansas State Department of Education *Connecting Education and Careers Conference*
Ms. Davison-Turley presented information on National Library of Medicine resources to health educators. This invitation was generated by a presentation made in December, and itself generated one request for affiliate membership and two additional requests for presentations.

APPENDIX A

CE AND CONFERENCES

TITLE	DATE	NAME
Copyright Issues	February 20, 2003	T. Hartman
Virtual Reference Class	February 24, 2003	T. Hartman
BioInformatics Workshop	March 6, 2003	C. Hamasu
Alternative Medicine Conference	March 9-11, 2003	S. Weldon
Orientation to Public Health	March 11, 2003	T. Hartman
Get HIP to HIPAA: Health Information Professionals and the Health Insurance Portability and Accountability Act	March 12, 2003	C. Hamasu, S. Champ-Blackwell
Evidenced Based Librarianship	March 13, 2003	S. Weldon
Missouri Rural Health Association		D. Sommer
"Many Faces, Many Needs" Conference		Siobhan Champ-Blackwell
42nd Annual Colorado Interlibrary Loan Conference		D. Sommer
Toxnet on the Web	March 13, 2003	C. Hamasu
PubMed and Gateway Training	April 8-9, 2003	S. Champ-Blackwell
Reference Services: Virtual, Digital, and In-Library – a New Model for Effective Delivery	April 11, 2003	C. Hamasu
"Spanish for the Health Care Provider"		S. Champ-Blackwell
Grand Round Luncheon Seminar		S. Champ-Blackwell
National Institute of Mental Health "Four Corners Dialogue"	April 23-25, 2003	S. Champ-Blackwell

APPENDIX B

OUTREACH VISITS

OUTREACH VISITS								
Date	RML Staff	Institution Visited	State	Name/Title-Person Visited	Meeting Content	Affilate Member	Network Member	Comments
2/20/2003	S. Champ-Blackwell	Tooele Public Library	UT	Peggy Erickson	MEDLINEplus, NN/LM Eccles HS Library outreach			
4/10/2003	S. Weldon	Salida Hospital	CO	Carolyn Webb	Resources available and building a web page for resources accessability			
4/17/03	C. Hamasu	Tooele Public Library	UT	Peggy Erickson	MEDLINEplus, NN/LM Eccles HS Library outreach			

APPENDIX C

SUBCONTRACT REPORTS

Quarterly Report
Submitted on behalf of: spruill@parkcity2002.com on April 17, 2003.

Project Code:

mcrquarterreport

Name of reporting institution:

Park City Library
P.O. Box 668
Park City, Utah 84060

First and last name (e.g., Mary Contrary) of person submitting report:

Barbara Spruill

Internet email address (e.g., maryc@project.org) of person submitting this report:

spruill@parkcity2002.com

Telephone number (e.g., 555-555-5555) of person submitting this report:

435-615-5602

Reporting Period start date (e.g., mm-dd-yyyy):

01-25-03

Reporting Period end date (e.g., mm-dd-yyyy):

04-09-03

Publicity: List publicity and promotional activities conducted during the reporting period, if there were any. (Send any examples of non-electronic promotional materials to the NN/LM MCR by mail or send an email attachment to reports@rml4.utah.edu. Give URLs, send a disk for electronic materials created.)

NA

Outreach Sessions: List any demonstrations, trainings, or exhibits that took place during the reporting period. Include date, participating organization(s), city and state, number of attendees, and type of intervention (e.g., PubMed class, basic Internet class, etc.). Complete an

> Per terms of the award, I have registered to attend a local community event, Cinco de Mayo, also known as Diversity Day. This event is sponsored by Peace House and draws a conserable crowd. I will use the display equipment purchased through this grant and will display the Spanish language medicall print materials also purchased with this award.

Other accomplishments: List any additional activities, resources, services, and administrative arrangements or collaborations that occurred during this reporting period.

> I continue to work on the brochure of Spanish language medical websites and plan to have this brochure ready to take with me in May.

Target audience: Are there any insights you have gained about your target population during this reporting period? Have their needs changed since your initial assessment? Is the group different from your original anticipated audience?

> NA

Goals, Outcomes, Objectives: Discuss problems, successes, surprises, and/or insights of this quarter. Based on these experiences and your progress to date, have you rethought or in any way modified your objectives for the project? Are the needs of the audience those you anticipated, and are the outcomes you expected still feasible?

> My objectives remain the same. As I research Spanish medical websites, I find similar problems in evaluating the sites that I would expect to find in evaluating English language medical web resources. While there is an abundance of material, few meet evaluation criteria for statement of ownership or sponsorship and contact information clearly stated.

Evaluation: List any specific evaluation activities that occurred during the reporting period. Activities might include surveys, focus groups, pre-and post-tests, interviews, log of activities, or other steps to monitor progress.

NA

Impacts and Observations: If there are anecdotes that illustrate the impact that the project is having, provide the narrative here; incude any indicators of success. Share observations, lesions learned, and any other feedback you think would be helpful.

NA

Planned Activities: Provide a brief outline of activities (training, exhibits, web development, meetings, evaluation etc.) that are scheduled for the next quarter.

5/28 Cinco de Mayo--Diversity Day Community Fair
6/1 Distribute brochure to People's Health Van and Summit Conty Health Department
6/30 Schedule Internet classes with clinics

Quarterly Report
Submitted on behalf of: celmore@vet.ksu.edu on May 13, 2003.

Project Code:

mcrquarterreport

Name of reporting institution:

KSU Veterinary Medical Library
Kansas State University
408 Trotter Hall
Manhattan, KS 66506-5614

First and last name (e.g., Mary Contrary) of person submitting report:

Carol Elmore

Internet email address (e.g., maryc@project.org) of person submitting this report:

celmore@vet.ksu.edu

Telephone number (e.g., 555-555-5555) of person submitting this report:

785-532-6006

Reporting Period start date (e.g., mm-dd-yyyy):

January 1, 2003

Reporting Period end date (e.g., mm-dd-yyyy):

March 31, 2003

Publicity: List publicity and promotional activities conducted during the reporting period, if there were any. (Send any examples of non-electronic promotional materials to the NN/LM MCR by mail or send an email attachment to reports@rml4.utah.edu. Give URLs, send a disk for electronic materials created.)

--We gave promotion material to KSU Veterinary College Faculty.
--We maintained material on the college's website about Library Research Services which uses PubMed.
--We had our college administrators distribute promotional material at regional veterinary dinner meetings.

Outreach Sessions: List any demonstrations, trainings, or exhibits that took place during the reporting period. Include date, participating organization(s), city and state, number of attendees, and type of intervention (e.g., PubMed class, basic Internet class, etc.). Complete an

We exhibited at the Nebraska Veterinary Medical Association 107th Annual Convention with posters, brochures, NLM pens, and PubMed bookmarks. The exhibit report for this will be sent today by email.

Other accomplishments: List any additional activities, resources, services, and administrative arrangements or collaborations that occurred during this reporting period.

We started a Library Research Services column in the Sunflower Roads magazine published by the College of Veterinary Medicine which gives research and searching tips for veterinarians and other readers of the magazine. This is a collaborative arrangement between our library and the college's development office.

Target audience: Are there any insights you have gained about your target population during this reporting period? Have their needs changed since your initial assessment? Is the group different from your original anticipated audience?

--We interacted with veterinarians primarily in private practice at this meeting. Many of them were from large animal/equine practices. Most of them are not affiliated with a medical or veterinary medical library and were interested in hearing about the databases provided free to them by NLM.
--The conference was not as well-attended as we thought it would be. We were able to talk to several older and several retired veterinarians and their spouses about MEDLINEplus.

Goals, Outcomes, Objectives: Discuss problems, successes, surprises, and/or insights of this quarter. Based on these experiences and your progress to date, have you rethought or in any way modified your objectives for the project? Are the needs of the audience those you anticipated, and are the outcomes you expected still feasible?

> --We were pleased that Carol was able to negotiate a free booth for us to use.
> --We were disappointed that our computer's modem malfunctioned and we were not able to give on-line demonstrations.
> --We again learned that people like to receive pens more than they like brochures or bookmarks.

Evaluation: List any specific evaluation activities that occurred during the reporting period. Activities might include survey, focus groups, pre-and post-tests, interviews, log of activities, or other steps to monitor progress.

> --We kept a log of meaningful contacts by the number of brochures and bookmarks that were distributed when we discussed NLM databases with attendees.

Impacts and Observations: If there are anecdotes that illustrate the impact that the project is having, provide the narrative here; include any indicators of success. Share observations, lessons learned, and any other feedback you think would be helpful.

> --We received thanks from several attendees that we were able to come and share NLM services with them.
> --Comments were made that attendees wanted to start using PubMed more for their research needs.

Planned Activities: Provide a brief outline of activities (training, exhibits, web development, meetings, evaluation etc.) that are scheduled for the next quarter.

> We will be demonstrating and displaying PubMed and other NLM services at the Kansas Veterinary Medical Association Meeting/College of Veterinary Medicine Annual Conference, June 1-June 3, 2003.

Quarterly Report
Submitted on behalf of: gwillard@vet.ksu.edu on May 13, 2003.

Project Code:

mcrquarterreport

Name of reporting institution:

KSU Veterinary Medical Library
Kansas State University
408 Trotter Hall
Manhattan, KS 66506-5614

First and last name (e.g., Mary Contrary) of person submitting report:

Gayle Willard

Internet email address (e.g., maryc@project.org) of person submitting this report:

gwillard@vet.ksu.edu

Telephone number (e.g., 555-555-5555) of person submitting this report:

785-532-6006

Reporting Period start date (e.g., mm-dd-yyyy):

01-01-2003

Reporting Period end date (e.g., mm-dd-yyyy):

03-31-2003

Publicity: List publicity and promotional activities conducted during the reporting period, if there were any. (Send any examples of non-electronic promotional materials to the NN/LM MCR by mail or send an email attachment to reports@rml4.utah.edu. Give URLs, send a disk for electronic materials created.)

All publicity consisted of announcements on several lists by Cindy Logan, the main person to implement Ariel and our Docline Coordinator. Whitney Davison-Turley also announced it on the listserv used for the NN/LM-MCR.

Outreach Sessions: List any demonstrations, trainings, or exhibits that took place during the reporting period. Include date, participating organization(s), city and state, number of attendees, and type of intervention (e.g., PubMed class, basic Internet class, etc.). Complete an

None

Other accomplishments: List any additional activities, resources, services, and administrative arrangements or collaborations that occurred during this reporting period.

Entered free/reciprocal agreements with many libraries including the CDC (at their request). An internal procedures/training manual has been developed and a copy will be sent at the end of the evaluation period.

Target audience: Are there any insights you have gained about your target population during this reporting period? Have their needs changed since your initial assessment? Is the group different from your original anticipated audience?

Target audience has not changed. Unexpected libraries have added us to their Docline routing cells. For example, the Naval Ambulatory Care Center in Rhode Island has requested several veterinary themed articles. While we expected new medical libraries would request articles from our medical collection, our predictions that there would be increased requests for articles from our veterinary literature were validated.

Goals, Outcomes, Objectives: Discuss problems, successes, surprises, and/or insights of this quarter. Based on these experiences and your progress to date, have you rethought or in any way modified your objectives for the project? Are the needs of the audience those you anticipated, and are the outcomes you expected still feasible?

Goals, outcomes, objectives, needs, etc. remain valid and feasible. We have noticed an extreme increase in the number of requests that we have

filled. Although we have color capability, this has not been requested by other libraries, however we do scan and send in color if there is color in the original article. We expect that requests for color will increase as more medical libraries implement Ariel 3.3, color printers and/or desktop delivery.

Evaluation: List any specific evaluation activities that occurred during the reporting period. Activities might include surveys, focus groups, pre- and post-tests, interviews, log of activities, or other steps to monitor progress.

In the same period of January through March 2002, we borrowed 108 items on Docline and lent 547 items. For this current reporting period of January through March 2002, we borrowed 140 items on Docline and lent 646 items. Of these, 65 were received via Ariel and 514 were sent via Ariel. Due to the increased time required to scan articles, we need to re-evaluate our staffing. Basically, approximately 95% of our delivery is electronic compared to the previous year.

Impacts and Observations: If there are anecdotes that illustrate the impact that the project is having, provide the narrative here; include any indicators of success. Share observations, lessons learned, and any other feedback you think would be helpful.

Successes: we have received a number of appreciative e-mails for the service we provide. Cindy Logan goes the extra mile to make sure articles are sent in a high quality mode. For example, one grateful librarian from VAMC Northport, Virginia Harley wrote to Cindy "Cindy, it looks fine. Thank you very, very much for your attention and kindness. You give new meaning to Customer Service. Hope we can be as helpful in the future."

Planned Activities: Provide a brief outline of activities (training, exhibits, web development, meetings, evaluation etc.) that are scheduled for the next quarter.

In this quarter we are trying to establish EFTS and exploring the implementation of Loansome Doc.

Tribal Connections Four Corners

Arizona Health Sciences Library
University of Arizona
Tucson, Arizona

By Jeanette C. McCray
Arizona Health Sciences Library
University of Arizona
P. O. Box 245079
Tucson, AZ 85724-5079
Voice: 520/626-6121; Fax: 520/626-2922
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Second (2nd) Quarterly Report
January 1 – March 31, 2003

Submitted April 30, 2003

Introduction

The purpose of this two-year project is to capture the lessons learned by the partners of the Tribal Connections Four Corners in their collaboration to improve health information access to the Native Americans in the Four Corners region of the United States. The process includes the development of an asset/resources inventory and asset map of the partners participating in the project, a selection of pilot projects to be evaluated, and the creation of a best/effective practices website populated with information from the pilot projects.

The focus of this 2nd quarter has been on developing and distributing the questionnaire and beginning the planning for the workshop on June 26-27 in Tucson.

I.   Description of Progress toward the Project's Major Objectives

A. Administrative/Planning Activities

Joan LaFrance, project consultant, worked with members of the team to develop the questionnaire that is being used to collect information from participating libraries and librarians. A group-wide teleconference was held to gather ideas and react to the first iteration. The final version was emailed to all participants on March 21, 2003, with a deadline of April 11th to return the completed questionnaires. Two questionnaires were designed and specific instructions were attached. Contact people at each library have been identified to work with Joan to coordinate activities and clarify issues. The introductory letter and copies of the 2 questionnaires can be found in the appendix.

The purposes of the survey are to identify the following from participating libraries and librarians:
- Experience in working with Indian tribes and communities
- Description of major lessons learned in this work
- Resource list of staff and institutional capacity for working in Indian tribes and communities
- Interest in learning more about successful outreach efforts
- Interest in cross library collaboration
- Recommendations for a resource database for NLM

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This information will be collated to prepare for the workshop scheduled for June 26-27 in Tucson.

The workshop plans are proceeding. The group decided on June 26-27. We are investigating the possibility of having the workshop at one of the resorts in Tucson since June is not a busy month for them and the prices quoted thus far have been very encouraging.

The program will begin on the afternoon of June 26 (Thursday) around 2pm. On Thursday we are working to invite some Native Americans involved in health care to give us some perspective on tribal health policy in the United States in general and the role of traditional medicine in tribal health.

Friday's workshop (June 27) originally had the following goals:
   a. Review the research regarding the experience, skills and assets within the group of institutional partners
   b. Discuss how this information could be formatted into a shared database for the National Network of Regional Library of Medicine
   c. Review current or potential pilot projects that could be developed for a special evaluation effort
   d. Develop major evaluation questions and goals for the evaluation of the pilot project(s)

Towards the end of the quarter an email discussion among participants in the project surfaced which may involve our broadening the focus of Friday's workshop to include some time spent on how to make a difference in working toward the ultimate goal of improving tribal community health, hearing reports from those actively involved in projects, and starting to synthesize the lessons we think we have learned to date. Stay tuned, as this will involve a major discussion next quarter.

Arrangements have been made with the university to pay Joan LaFrance on an outside-contractor basis. This is possible because the fees for her services fall below the university's threshold for issuing an RFP. Hiring her as a temporary employee would have been another option, but more complicated and time consuming. Telephone calling details have also been worked out so that Joan can make calls on behalf of the project from wherever she is.

B. Publicity/Marketing Activities

   None

C. Product/Resource Development Activities

   See administrative and planning highlights above. Appendix
   includes copies of pertinent documents.

D. **Site Visits/Training/Demonstration Sessions/Presentations
   (Include** description of the sites and target population)

   None

E. Exhibits

   None

II.   Loansome Doc/Document Delivery Activities

   No activity

III.   Evaluation Activities

   No activity

**IV.   Problems/Corrective Actions. Lessons Learned/Significant
   Feedback**

   Nothing to report

V.   Projected Activities for Next Quarter

April/May 2003	Analyze and organize the information for the workshop
	Plan workshop agenda
	Finalize and publicize workshop (facilities, meals, etc.) details
June 2003	Conduct workshop

**VI.   Reporting Forms for Training/Demonstration Sessions
   and/or Exhibit Reports**

No activity
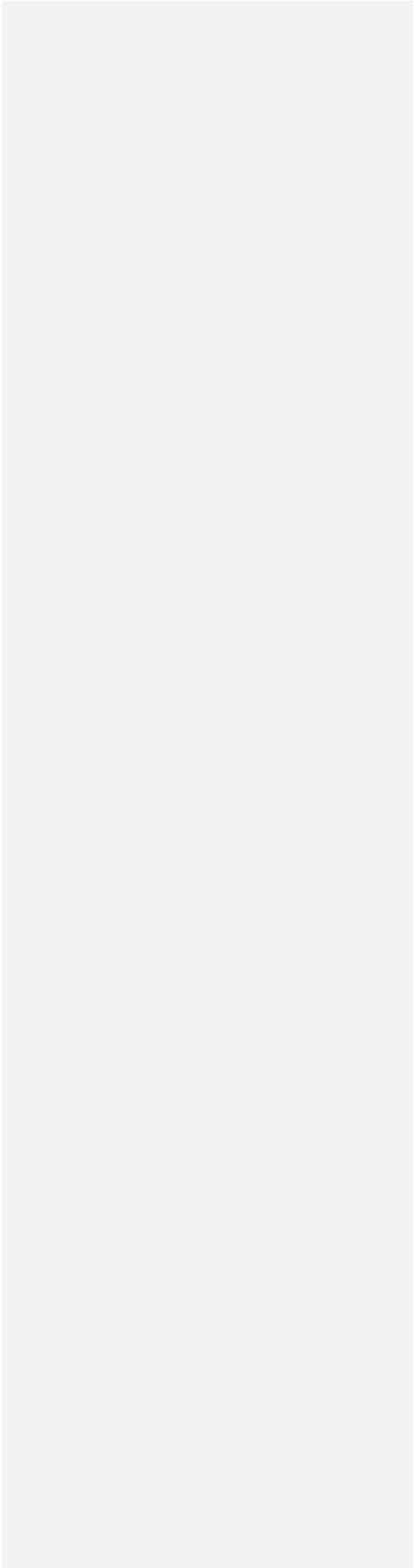
APPENDIX

<u>Memorandum</u>

Date: March 21, 2003

To: Tribal Connections – Four Corners Team

From: Joan LaFrance
                    Inventory/Assessment Consultant

Subject: Health Outreach Inventory Questionnaires

Attached to this memorandum are the questionnaires designed to collect information that will be collated to prepare for the workshop scheduled for June 26-27 in Tucson. The purposes of the survey are to identify the following from participating libraries and librarians:

1. Experience in working with Indian tribes and communities
2. Description of major lessons learned in this work
3. Resource list of staff and institutional capacity for working in Indian tribes and communities
4. Interest in learning more about successful outreach efforts
5. Interest in cross library collaboration
6. Recommendations for a resource database for NLM

We have designed two questionnaires for this survey. The first is to be filled out by the contact person for the library and should describe programs/services at the institutional level. The second is for individual librarians. There is duplication in both questionnaires and the information to include on the institutional vs. the individual questionnaire will be somewhat of a judgment call. I will be calling each contact person to sort through the judgments and clarify any questions regarding completing the questionnaires.

The timeline for this data collection phase is mid-March through mid-April. **I will expect to have all the questionnaires sent to me via email by April 11**. I will plan to call the contact persons noted below during the first week of April (April 1 through April 4). If you want to talk to me before then, feel free to send me an email and I will get right back to you, or call if wish. My phone numbers and email address are listed below. I am temporarily working out of my daughter's home in Honolulu, so you can call my cell or her phone number.

The following guidelines should help you fill out the questionnaires.

1. We are limiting the timeframe to within the past five years; so do not include any projects that were implemented prior to 1997.

2. The inventory is focusing on any <u>health information outreach</u> projects/services to tribes or Indian communities.

3. We assume that for some projects, the major project will described on the Institutional Questionnaire, and the individual librarian's experience in the project will be described on the Librarian Questionnaire. For example, the RML in Seattle is doing a project called Tribal Connections 3 (TC3). The general description of this project would be described on the Institutional Questionnaire in #2. TC3 is an effort to reach out to three different reservations, and a different librarian is leading the outreach for each reservation. The librarians will describe their individual element of this project on the Librarian Questionnaire. I fully expect that this redundancy will be confusing. However, we are attempting to capture as much rich information as possible so we want to know how the institution would describe the project and their learning, as well as the individual librarians. It might be good to meet together to discuss what should go on the Institutional vs. the Individual questionnaires. And don't hesitate to call or email if you have questions.

4. Don't fill out each section of the "a" through "i" format in question 2, if it does not make sense to do so – for example if the information would be exactly the same for the institutional as for the individual librarian form, then use only the librarian form. Or, if the librarian form would have some of the same information in these sections as the institutional form, just put the information on one form and indicate on the other that it is the same.

Thanks for taking the time to help with this phase of the data gathering for the Four Corners Project.

Contact Information:
Joan LaFrance
Mekinak Consulting
joanlafrance@cs.com
cell phone: 206-251-0906
Honolulu phone # 808-946-6378

Library Institutional Questionnaire

1. Within the past five years, has your library developed or sponsored any health outreach programs or services specifically targeted to Indian tribes or communities in your area?
   _____yes_____no

2. If yes, please describe each program using the following format:

   a. Name of the project

   b. The name of the tribe(s) or communities

   c. Brief description of the program/service

   d. Brief description of the tribe(s) or community (ex: is it rural or urban, relative size, presence of an Indian health clinic, or any other characteristics you think are relevant to the project)

   e. The approximate date or dates of the service

   f. Names of the librarians involved in the project

   g. Name of the main Indian contact person (name is optional, but do describe the position and function) and a description of their function (Community Heath Representative, manager of clinic, school administrator, etc.)

   h. Names and functions other staff or partners involved in the project

   i. Briefly summarize your experience, any lessons learned, or observations about the project or community that you believe are useful for others librarians who are thinking about doing a similar project. In writing your summary, describe any special challenges and ways in which these were addressed, thinks what worked well, your assessment of the major outcomes of the work, and lessons learned).

(If your library has had more than one program or service initiative in health information outreach, within the past five years, please describe each program separately using the format above).

3. Is your library interested in participating in projects that involve cross-library collaboration?
   ___ yes, ___ no, ___ not sure

   a. If yes, what needs to happen to make collaboration work?

   b. If no, or not sure, why do you say this?

4. Briefly describe technological resources or materials, or funding sources, or any other resources in your library that you believe can facilitate library outreach services to Indian tribes and communities.

5. Briefly describe resources on your campus or partners you work or might work with in the future that could facilitate library outreach services with Indian tribes and communities.

6. What type of information would you like to access in a resource database of experience in working in Indian communities and tribes?

7. Are there any current or potential projects in Indian Country that you believe are good candidates to be evaluated to assess effective library outreach practices?

8. Are you facing funding or other changes that might limit or reduce your ability to do future outreach?

Librarian Questionnaire

1. Within the past five years, have you developed or sponsored any health outreach programs or services specifically targeted to Indian tribes or communities in your area?
   _____ yes _____ no

2. If yes, please describe each program using the following format:

   a. Name of the project

   b. The name of the tribe(s) or communities

   c. Brief description of the program/service

   d. Brief description of the tribe(s) or community (ex: is it rural or urban, relative size, presence of an Indian health clinic, or any other characteristics you think are relevant to the project)

   e. The approximate date or dates of the service

   f. Names of the librarians involved in the project

   g. Name of the main Indian contact person (name is optional, but please describe the position and function) and a description of their function (Community Heath Representative, manager of clinic, school administrator, etc.)

   h. Names and functions other staff or partners involved in the project

   i. Briefly summarize your experience, any lessons learned, or observations about the project or community that you believe are useful for others librarians who are thinking about doing a similar project. In writing your summary, describe any special challenges and ways in which these were addressed, thinks what worked well, your assessment of the major outcomes of the work, and lessons learned.)

   (If within the past five years, you have had more than one program or service initiative in health information outreach, please describe each experience separately using the format above).

3. Please describe any special training or skills you believe have contributed to your ability to offer services to Indian tribes and communities.

4. Are there any training or experiences that you would like to have to learn how to more effectively serve Indian clients?

5. Are you interested in participating in projects that involve cross-library collaboration?
   ___ yes, ___ no, ___ not sure

   a. If yes, what needs to happen to make collaboration work?

   b. If no, or not sure, why do you say this?

6. What type of information would you like to access in a resource database of experience in working in Indian communities and tribes?

7. Are there any projects in Indian Country that you believe are good candidates to be evaluated to assess effective practices?

APPENDIX D

Public Health Online Library Project

Public Health Online Library Report
Kathleen McCloskey, Public Health/Utah Liaison
February 2003

The Public Health Online Library Project was begun in the summer of 2001. This two part report covers the time period August 2001 - September 2002. Accompanying documents are an update report submitted by Linda Lange, PhD, Public Health Informatics consultant for the NN/LM-MCR; a report submitted by Lee Anne Wessol/Gabor, PH graduate student at the University of Utah, and Appendices A - E.

In 2001 the Spencer S. Eccles Health Sciences Library (EHSL) was awarded the NN/LM MidContinental Region (MCR) contract from the National Library of Medicine (NLM). In a decentralized model liaisons in each of the six MCR states were assigned both a state outreach and focus area responsibilities. Utah took responsibility for public health and included in the contract two public health professionals serving in an advisory capacity. In an early public health planning meeting one of the consultants proposed that the RML work with the Utah Department of Health (UDOH) to implement a mechanism for improving access to their electronic documents.

A pilot project was designed to provide public access to electronic documents produced by state health agencies that currently reside on the UDOH server. The project will develop a model for expanding the National Library of Medicine's Medical Subject Heading (MeSH) thesaurus to include additional public health vocabulary and will provide access through an academic library cataloging system to the UDOH electronic documents. The two parts of the project will be discussed separately in this report. Part I outlines the background, methodology/findings, and suggestions for identifying public health terms to submit to NLM for inclusion as MeSH. Part II describes the cataloging component of the project.

The EHSL and UDOH joined together to begin this project by forming an interdisciplinary team that consisted of librarians and public health professionals to serve both an advisory function as well as a workgroup. Participants included: Joan M. Gregory, Technical Services Department Head, Eccles Library; Kathleen McCloskey, Public Health/Utah Liaison, NN/LM-MCR; Lois Haggard, PhD, Director of the Office of Public Health Assessment; Linda Lange, PhD, Public Health Informatics; Sharon Talboys, MPH, Training & Education Project Director, Utah Department of Health, Bioterrorism Program, and Denise Beaudoin, MD. A public health graduate student Lee Anne Gabor, was hired to implement the project.

Kathleen McCloskey and Claire Hamasu met with the Head of MeSH, Stuart Nelson, MD and Jacque-Lynne Schulman, Senior Technical Information

Specialist in the Fall of 2001. The discussion centered on how the subject expertise of the public health practitioner community could be tapped to expand the coverage of concepts related to public health and of importance and interest to members of the profession.

The NLM offered to provide a workshop onsite at the RML and brief RML staff on various aspects of MeSH creation and maintenance. The workgroup met in November of 2001 in a day long workshop with Jacque Schulman from the NLM for an orientation to MeSH. Jacque discussed the philosophy and history of MeSH and gave an overview of the process, issues and criteria for adding new MeSH headings. For purposes of this project these criteria included a definition of the term, the number of citations retrieved from a search of the last 5 years in MEDLINE, a list of applicable references, and suggested placement in the MeSH tree. The project used these criteria to develop a process to identify public health terms for submission to the NLM as new MeSH terms.

PART I: MeSH
BACKGROUND
The Medical Subject Headings (MeSH), developed over the years by the National Library of Medicine (NLM), express concepts and provide a controlled vocabulary for indexing the medical literature. MeSH terms are presented in two major publications designed for use in conjunction with one another. The Annotated Alphabetic List (annotated MeSH) "notes pertinent information on an individual term, aiming at a synthesis of indexing scope and policy concerning it." It serves as the official listing of terms or descriptors that can be used for online searching of NLM's databases and assigns it a tree number or placement in an hierarchical listing of the terms, called the MeSH Tree Structures. The tree structures arrange all MeSH terms hierarchically within 16 categories and many subcategories and indicate notations important to searching NLM databases. In searching NLM databases for literature on public health librarians and public health professionals have become aware that the MeSH have not been revised to express the changing role of public health as a health field nor updated to express public health concepts.

A 1999 Supplement to the Report to the Steering Committee, authored by Kristine Markovich (Alpi) and submitted to NLM's MeSH Division and NLM's Partners in Information Access for Public Health Professionals, stated, "accessing the literature on the subject (public health) is challenging using current indexing." The report recommends that the MeSH Section evaluate subject headings related to public health. Nine areas were reviewed and documentation was presented to substantiate the recommendation. Alphi identified those nine areas and offered suggestions that ranged from redefining "Public Health" and reassigning the placement of public health concepts within the tree structure to adding terms that reflect a gap in MeSH terms. For instance, "public health students" is not listed, but terms for both "medical and nursing students" are. Documentation to support the recommendations for change or

addition to NLM identified the terms, made suggestions for placement in the tree structures, provided a scope note (definition) for the terms, made recommendations for changes in the scope note, and justified the suggestions with references to the literature. This report was submitted to NLM and the Partners and provided the background for one aspect of the Utah Public Health Online Libray Project.

METHODOLOGY/ FINDINGS
The workgroup began the process by identifying and selecting thirty documents as test documents. Two public health professionals and members of the workgroup with no familiarity with MeSH assigned key words to the documents. One hundred and one keywords were initially identified. Subsequently another 12 documents were reviewed and an additional 119 keywords added. There was an overlap of 101 keywords between the two reviewers for a total of 220 keywords. Decisions made for the process are outlined in Appendix A. Questions asked were does a corresponding MeSH heading exist for this keyword? Is there a variation of the MeSH term that exists such as "teenager" for "adolescent" and is there a see reference to the correct term? Does using a combination of MeSH terms retrieve citations on the KW topic? Should the term be recommended to NLM based on inconsistent indexing and 15 or more citations retrieved in a keyword in TI/AB search limited to 5 years?

Data were compared and analyzed (Appendix B) in a spreadsheet. Each column across the chart reflects a step in the process from keyword identification to the potential recommendation for a new MeSH heading.

Using the 2002 print Annotated MeSH and the MeSH Browser (http://www.nlm.nih.gov/mesh/meshhome.html), determinations were made about the 220 keywords. If an exact match existed between the MeSH and keyword and the definition was appropriate from a public health perspective, the MeSH was recorded in the MeSH Term column. Examples are "Activities of Daily Living" and "Exercise". Subheadings, see references (SR), and check tags were also noted.

If a MeSH variation of the keyword were found, the keyword was entered in the Eccles Library catalog and a cross reference made to the MeSH heading. Children with Disabilities translated to Disabled Children [MeSH]. While the keyword phrase Community Health Status was not identified as a MeSH heading in the Mesh Browser, the first option offered was Health Status [MeSH]. In the printed MeSH under Health Status (MeSH), "Level of Health" occurs as a see reference. Based on the definition given in the scope note, ["The level of health of the individual, group, or population as subjectively assessed by the individual or by more objective measures."] the decision was made to accept "Health Status" as an appropriate term for searching the concept Community Health Status. These finds were recorded in the MeSH Term column and the research ended at that point. Those concepts were considered covered by MeSH.

In several cases, "harm reduction" being a prime example, no viable options were offered. No data were available therefore none were recorded in the MeSH Term column.

The next step in the process was to address those phrases for which no entry appeared in the MeSH Term column. Combinations of headings were then considered. To determine what combinations existed, PubMed MEDLINE and OVID MEDLINE were searched using keywords in the title/abstract for the last 5 years. The citations retrieved were perused for repetitions and combinations of MeSH headings. Behavioral risk factors consistently reflected a combination of *Health Behavior [MeSH] and Risk Factors [MeSH]. Frequently a combination of two MeSH headings or MeSH with a subheading attached expressed the keyword concept, such is the case with Asthma Prevalence. Retrieval using Asthma/*epidemiology [MeSH] brought up articles that discussed "the prevalence of asthma".

The public health graduate student reviewed the citations and indexing and compared the article content with the indexing in order to assess it from a public health perspective. If a simple combination of terms were identified, an [AND] was used to indicate that combining. In several cases indexing was not consistent. In other cases a number of MeSH consistently occurred in the citations retrieved and "ORing" a number of terms would be required to comprehensively search the topic. With a few terms, the keyword phrase was vague or too broad and retrieved either a large number of citations that had no focus or fewer than 15 citations with that focus. This was indicated and the terms were no longer considered viable at this date, but should be monitored as a potentially emerging topic. Those findings were recorded in the MEDLINE Index Term column and the terms were entered in the Eccles Library online catalog as key words.

The last column, Recommendations, lists the keywords that have no consistent MeSH indexing term but upon analysis of the citations retrieved yielded a sufficient number of citations that supported the criteria for inclusion in a future MeSH vocabulary. In the final column four terms were listed those terms that will be recommended for inclusion as MeSH headings: **Children with Special Health Care Needs, Public Health Informatics, Well Child Visits,** and **Harm Reduction.**

Reports for three of the key word were developed to substantiate the recommendation that the concept be considered for inclusion in the next MeSH revision. (Appendix C) The reports included a reliable definition of the keyword/public health concept from a valid source, a list of key referenced articles, a chart showing the number of articles retrieved by searching for the keywords in the title and abstract for at least the last five years of MEDLINE, and commonly linked MeSH terms used to index articles that contain the keywords in

the title. Missing from the report is the component that documents the frequency of the occurrence of indexing terms as an additional indicator to support the term for recommendation status.

Comments:
The model described in this report will provide the basis for and substantiate the validity of future submissions of public health terms to NLM for inclusion as MeSH headings. Perhaps the MLA PH/HASection will be interested in using the model to analyze other terms.
While the public health graduate student learned a lot from the process and contributed her expertise in public health, she never understood enough about the indexing process and with MeSH. In retrospect a graduate library student would have been a better choice for this project.

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The Public Health Online Library Project was begun in the summer of 2001. This two-part report covers the time period August 2001 - September 2002. Accompanying documents are an update report submitted by Linda Lange, PhD, Public Health Informatics consultant for the NN/LM-MCR; a report submitted by Lee Anne Wessol/Gabor, PH graduate student at the University of Utah, and Appendices A -E.

The Public Health Online Library project was designed to provide public access to e-documents produced by Utah health agencies that currently reside on the Utah Department (UDOH) server. The second component of the project describes the methodology, recommendations and conclusions regarding the e-document cataloging process.

The Public Health Online Library project interdisciplinary workgroup is comprised of: Joan M. Gregory, Technical Services Department Head, Eccles Library; Kathleen McCloskey, Public Health/Utah Liaison, NN/LM-MCR; Lois Haggard, PhD, Director of the Office of Public Health Assessment; Linda Lange, PhD, Public Health Informatics; Sharon Talboys, MPH, Training & Education Project Director, Utah Department of Health, Bioterrorism Program, and Denise Beaudoin, MD. A public health graduate student, Lee Anne Gabor, was hired to implement the project.

PART II: CATALOGING
CATALOGING AND PROCESSING METHODOLOGY:
The graduate student interviewed individuals in several UDOH divisions and members of the workgroup and identified 30 test e-documents. Another 12 were added later on. The e-documents were indexed in the Eccles Library's Web based online catalog. The links worked, the cataloging achieved the purpose of identifying UDOH documents by subject and the workgroup was satisfied that the project was worth pursuing and that technologically it was possible to accomplish the goal. However, in this case technology was not the major stumbling block. Sorting out the process raised a number of issues.

While this method worked for the test, other aspects became apparent when discussing expansion of the project. What documents should be included? Should the focus be on specific state reports, on reports mandated by law? Is there a formula for identifying which documents to include? Which documents that should be included but are not in the systems are actually available in electronic format or on a disk somewhere? In what format should the documents be input into the UDOH computer? Do the authors of the documents know how to save them in PDF format? Do the authors know the value of having them available electronically? Do they know that they can be made available electronically? Is there an effort to comply with the state mandated submission of

documents to the State Library? Likewise, who would have responsibility for overseeing the process once the pilot project was completed.

Identifying documents to be included emerged as the first issue encountered. Some criteria or guidelines for determining what documents should be added needed to be devised. By law all state documents are to be submitted to the state library for inclusion in their catalog. UDOH documents have only been submitted sporadically as there is no mechanism for enforcing compliance with the law.

The second issue became how to submit the documents for cataloging. A paper form (Appendix D) that served as the draft for an electronic form was filled out by the author for each document and provided cataloging information for the EHSL cataloger. The electronic link was checked and the document was catalogued in Horizon, the online cataloging system.

Midway through the project the group learned that the Utah State Library had developed a Web based electronic form for submission of documents for cataloging in their collection. A few minor changes that would need alteration were identified in the state library form. In a conference call between Eccles/RML Librarians and state librarians the modifications were discussed. Within two days the form was adapted to include more information and direct UDOH submissions to Eccles Library for cataloging. The new format has been tested and new documents are being entered as identified by workgroup members.

One major issue for EHSL was sidestepped when the decision was made to not assume the role of the "library of record". If the document were removed from the UDOH server, the EHSL record would be removed as well. The Utah State Library Division (state library) has this responsibility; therefore, EHSL librarians felt duplicate preservation of the document was unnecessary. It will be left to the state library to address the archiving of those documents.

Broken links are a constant problem when maintaining web-based catalogs. In discussions EHSL's periodic link check was thought to be an appropriate way to check links. Ordinarily this is an appropriate mechanism for keeping up with small changes. However, the State of Utah made random changes in state email addresses and URL's. This resulted in a large block of time being dedicated to updating a many URL's.

Most of the UDOH workgroup members also belong to a UDOH special interest group that met to discuss computer technology at the department. The project evolved out of this group and members took responsibility for the ongoing progress of the project. During the year a number of funding cuts occurred and there was a reorganization that left this informal technology group leaderless. As a result of breaks/distractions during the 8-week period of the 2002 Winter Olympics, this in house technology group has disbanded. Fortunately, as of

January 2003 one of the working group members agreed to assume responsibility for the project and progress will resume.

A report written by the Public Health Consultant for the RML outlines future directions for the project. (Appendix E) The consultant reviewed the goal and background of the project and listed those involved. The four project activities were identified as 1) Identifying UDOH reports, data sets, and other knowledge products that should become a part of the on-line library collection; 2) Developing a standard set of terms by which to index the public health knowledge projects; 3) Developing user interfaces for accessing documents in the collection and for UDOH authors to place new documents into the collection; 4) Exploring relevant state and departmental policies and resources for information management. The most valuable component of the report was a list of unresolved issues based on a review of the minutes and reports. Eight specific issues yet to be resolved were listed and two additional ongoing issues were stated.

The report has been used to refocus the direction of the workgroup with some clear success. Individuals in high levels of the health department are showing more interest in the project. In January 2003 Lois Haggard, PhD, Director of the Office of Public Health Assessment, agreed to take on the responsibility for project support at the UDOH. Rhoda Nicholas, Chief Information Systems Officer, has shown interest in the project and has given important input to the solution of some of the issues. She suggested that the submission and compliance issue might be resolved by working with the public relations office to secure a place on the publications approval form. As a result of 9/11 a more concerted effort to review documents prior to publications is in place. All documents are now reviewed and must be approved by the PR office. Plans are under way to meet with the PR officer to investigate including "submission for e-publication" with a link to the cataloging/submission site on the approval form. Recently in reviewing the UDOH web site and discussing where to place a link to the catalog, the PH consultant asked if it would be possible to include the department's health indicator reports that are updated yearly. The group reviewed the list and decided to include them. Upon review their URL's were found to change each time they were requested by a query. This is due to some programming issues with Java script and will be changed so that the URL can remain the same and won't require updating every year in the Eccles Catalog.

Summary
Continuation of the project depends on vigilant over sight by the workgroup at the UDOH and Eccles/RML librarians. Establishing and implementing policies and procedures for submitting the documents for inclusion in the EHSL catalog an assuring compliance is important and will require a commitment to information access.

As with most public health projects, this project was affected by UDOH funding from the state legislature and underscores the fact that funding cutbacks,

personnel shifts and reassignment of priorities are major barriers to information access. This seems to have been resolved for the time being, but in the future, as with any information project, it remains a concern.

APPENDIX E

WYOMING SYMPOSIUM

WYOMING SYMPOSIUM SCHEDULE

Wednesday, July 9, 2003

6:30-8:30 pm	Welcome Reception and Registration, Honors House

Thursday, July 10, 2003

7:30-8:30 am	Continental breakfast, Honors House
8:30-8:45 am	Welcome by Lori Phillips, Associate Dean UW Libraries, Honors House
8:45-9:45 am	NN/LM-MCR Update, Honors House
9:45 -10:00 am	Break, Honors House
10:00-10:30 am	Public Health Resources, Honors House- Mary
10:30 -Noon	Educational/Awards Opportunities, Teri, Honors House
Noon-1 pm	Lunch, Honors House
1:15-3:15 pm	MEDLINE/PubMed, Medline Plus, Consumer Health etc., training, Coe Library, Electronic Classroom- Stephanie
3:15-3:30	Break, Room 115, Coe Library
3:30-5:00 pm	DOCLINE training, Camille Salmon, Electronic Classroom, Coe Library
7:00-9:00 pm	No-Host Dinner, Altitude Brewery, Downtown Laramie

Friday, July 11, 2003

7:30-8:30 am	Continental breakfast, Honors House
8:45-10:15 am	Emerging Technologies, Whitney (*Live or Memorex*), Coe Library
10:15-10:45	Coffee Break, Room 115, Coe Library
10:45-11:45 am	Virtual Reference demo and hands-on, UW librarians, Electronic Classroom, Coe Library
Noon-1:15 pm	Box Lunch, Room 115, Coe Library
1:15 pm-3:00 pm	Web-Based Health-Related Government Information Resources, Bob Staley, Electronic Classroom
3:00-3:30 pm	Wrap-Up, Evaluations
3:30 pm	Adjourn

APPENDIX F

EXHIBIT REPORTS

EXHIBIT REPORT OUTLINE

I. DATE OF REPORT   3/10/2003

II. NAME OF PERSON SUBMITTING REPORT   Betsy Kelly

III. ADDRESS   Becker Medical Library, Washington University, St. Louis MO

IV. EXHIBIT:

    A. Name of Meeting   American College of Legal Medicine

    B. Location (City, State)   Phoenix, AZ

    C. Dates   Feb 28, 2003 – March 2, 2003

    D. Staff   Betsy Kelly, Siobhan Champ Blackwell

    E. Number of Registrants   289

    F. Number of Exhibits 5

Week Days	Exhibit Hours	Number of Visits to Booth	NLM System Demonstrations	Internet Demonstrations
Sunday	7 am – noon	12	7	7
Monday				
Tuesday				
Wednesday				
Thursday				
Friday	7 am – 5 pm	31	15	15
Saturday	6:30 am – 5 pm	23	11	11
Total		66	33	33

Note: Visitors are counted only if there has been a meaningful interchange. Interchanges such as greetings and thanks that do not mention NLM, its resources or services are not counted as visits. In addition to clicker-counters, promotional products may be used to keep count of visitors if exhibit staff distribute them personally as a way of thanking each visitor. Someone who takes a promotional product or brochure and leaves without an interchange with an exhibit staff person is not counted as a visitor. This should be taken into account when planning the number of brochures and products to send to an exhibit in future years. System demonstrations are counted as events. A system demonstration is counted as one regardless of the number of people watching or the number of resources covered. That is, one demonstration may be for five people and may cover multiple resources.

V.   EXHIBIT SUMMARY (Narrative)

A. Distribution of Pre-mailers, Letters or Invitations (if applicable)
Nothing was sent before the meeting.

B. Description of Booth Location
The booth was a draped 8 foot table with one electrical outlet and a phone line. The exhibit area was in the coffee break room – a standard hotel ballroom/banquet room located next to the main meeting room. The break table was serepentine down the middle of the room with small round tables for 2 (standing) or 4 (sitting) scattered about the space. Break tables were located comfortably close to the exhibit tables. Continental breakfast was served each morning , then bountiful snacks were available continually. Most sessions were for all attendees. Friday and Saturday sessions held in the main conference room next to the exhibit area.

C. Description of Program Presentations
No presentations were made, however it was suggested that hands on classes could be taught at future ACLM meetings. Jack Snyder Director of SIS attended and presented at ACLM, and plans to have information resources/informatics included in the 2004 ACLM meeting. He suggested having a continuously running lab available throughout the conference.

D. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted.
Toxnet and Toxtown were included in discussions of NLM resources. These were well received.

E. Problems
We were told the exhibit room would not be secured at night so the computer and handouts were packed nightly and stored in the locked case under the table. The computer monitor was taken to Betsy's room everyday and then carried back to the exhibit room each morning. Because of a small snafu with her alarm clock Betsy discovered that the room had indeed been locked nightly. The hotel charges $.10 per minute after the first hour for 800 calls. We tried to remember to disconnect the phone line at least once an hour to avoid extra charges.

The hotel ballroom staff was wonderful as were the bellmen.

The meeting coordinators were generally of no help.

F. User feedback
Booth visitorss repeatedly said "this (learning about NNLM resources) has made the entire meeting worthwhile."

G. Suggestions/comments
No evaluation form was provided by the meeting organizer, although she promised to send one along with a full attendees list. NNLM was the single big exhibitor. Mosby/Saunders showed up for only one day, a software vendor was of little interest. The other two exhibitors were commercial firms that do chart review for malpractice and other insurance related actions.

H. Recommendations: Should NLM exhibit at this meeting next year? (Yes or no, give reasons for your answer)
Yes, I would recommend exhibiting in the future. Many attendees are MD, JD with more credentials than a military general. There is a good mix of physician practitioners, physician turned lawyer or consultant, lawyer and student. Most are

familiar with WestLaw and are looking for a similar service in medicine. Many asked about access to full text, about getting copies of articles (we gave Lonesome Doc information to lawyers from Jerusalem and Tel Aviv as well as to folks living in the U.S.), about 24 hour live help (mentioned the 24/7 project). Practicing physicians were pleased with MEDLINEplus and especially like the idea of the prescription pad. Booth visitors were willing to spend a considerable amount of time and several came back during sessions for one-on-one search training.

I would recommend attempting some kind of hands on opportunity in the future. The attendees are generally older and many have had limited exposure to Medline/PubMed and and almost none to Medlineplus. Even those who said they don't search and don't need to were receptive and almost always expressed surprise and appreciation for learning about how to use the resources. Perhaps the Resource library where the meeting is held each year could work with the RML to provide a training opportunity – either at it's library or at the meeting venue.

VI.   BUDGET SHEET

BUDGET FORM

Meeting:	American College of Legal Medicine	**Dates:** 2/28-3/02/03
City:	Phoenix	**Amount:**
SPACE RENTAL		$ 500.00
FREIGHT		361.94
DRAYAGE		
LABOR		125.00
ELECTRICITY		92.25
PHONES		216.55
TABLES		
CHAIRS		
CARPETS		
TRASH CANS		
COMPUTER RENTALS		264.85
DESIGN & PRINTING		
MAILING COSTS		
ADVERTISING		
MISCELLANEOUS		
TOTAL		1,560.59
AIR TRAVEL		496.50
GROUND TRANSPORT.		40.00
ACCOMMODATIONS		1,378.44
MEALS		141.66
OTHER		6.50
TOTAL		$2,063.10
GRAND TOTAL		$3,623.69

EXHIBIT REPORT OUTLINE

I. DATE OF REPORT: MARCH 20, 2003

II. NAME OF PERSON SUBMITTING REPORT: WHITNEY DAVISON-TURLEY

III. ADDRESS: NN/LM MIDCONTINENTAL REGION
                 ARCHIE DYKES LIBRARY OF THE HEALTH SCIENCES
                 2100 W 39TH AVE
                 KANSAS CITY, KS 66160

IV. EXHIBIT:

G. Name of Meeting: AMERICAN ACADEMY OF ALLERGY ASTHMA
    AND IMMUNOLOGY

H. Location (City, State): DENVER, COLORADO

I. Dates: MARCH 8, 9, AND 10, 2003

J. Staff: STEPHANIE WELDON, WHITNEY DAVISON-TURLEY, SUSAN
    WHITSON

K. Number of Registrants: 4,931

L. Number of Exhibits: (I DO NOT KNOW THE TOTAL)

M. Specify by Days:

   a. Exhibit Hours:
       SATURDAY, 11-4
       SUNDAY, 9-4
       MONDAY, 9-4

   b. Number of People Visiting the Booth
       SATURDAY: 162
       SUNDAY: 79
       MONDAY: 26

   c. Number of NLM System Demonstrations
       SATURDAY: 130
       SUNDAY: 63
       MONDAY: 18

d. Number of Internet Demonstrations other than NLM System
　　　　Demonstrations
　　　　SATURDAY: 0
　　　　SUNDAY: 0
　　　　MONDAY: 0

N. Total Number of People Visiting the Booth: 267

O. Total Number of NLM System Demonstrations: 211

P. Total Number of Internet Demonstrations other than NLM System
　　Demonstrations: 0

V.　　EXHIBIT SUMMARY (Narrative)

I. Distribution of Pre-mailers, Letters or Invitations (if applicable): NONE

J. Description of Booth Location: Our booth was located along an outside wall
　　with other government and nonprofit agencies. Due to our proximity to the
　　international asthma society, we had a number of international visitors to the
　　booth. Almost all were familiar with PubMed, and a number of the
　　international visitors expressed thanks that we make this resource available to
　　everyone around the world.

　　The aisle where we were located was somewhat separated from the main
　　floor, and so we may have lost some traffic because of the location.

K. Description of Program Presentations: No presentations were made at this
　　conference.

L. Were SIS resources highlighted at this meeting? If so, identify the SIS
　　resources that were highlighted: We discussed MEDLINEplus as well as
　　PubMed with everyone who came to the booth, and handed out fliers showing
　　the Allergy Health Topic. Information on MEDLINEplus was enthusiastically
　　received by about 50% of the visitors. They expressed a need for somewhere
　　to send their Internet-using patients for information. The remainder of the
　　visitors were more interested in PubMed.

M. Problems: Traffic on Monday was extremely low. Otherwise, there were no
　　problems with this exhibit.

N. User feedback: It became quickly apparent that the vast majority (>75%) of
　　those who visited our booth were already PubMed users. Already aware of
　　the existence of PubMed, they had questions about how to search effectively
　　and how to retrieve articles. We did a number of demonstrations, highlighted
　　the available tutorial again and again, and encouraged people to talk with their

library of choice about Loansome Doc. We were not increasing awareness of the availability of PubMed as much as supporting the knowledge that was already there.

In addition, we had two questions about using the NCBI databases, one question best answered using LocatorPlus ("How can I know what books are available in my subject area?"), and a few patient educators who mentioned an interest in environmental allergens whom we showed ToxTown.

G. Suggestions/comments: None.

H. Recommendations: Should NLM exhibit at this meeting next year? A qualified yes. We were able to provide valuable information to and received very positive feedback from those who stopped by our booth. Unfortunately, less than one percent of the participants made it to our booth.

VII. BUDGET SHEET

BUDGET FORM

	Meeting:	American Academy of Allergy, Asthma & Immunology	Dates: 3/7-12/03
	City:	Denver	Amount:
SPACE RENTAL			$
FREIGHT			853.04
DRAYAGE			
LABOR			371.00
ELECTRICITY			220.00
PHONES			480.00
TABLES			85.00
CHAIRS			113.00
CARPETS			194.00
TRASH CANS			11.00
COMPUTER RENTALS			390.00
DESIGN & PRINTING			
MAILING COSTS			
ADVERTISING			
MISCELLANEOUS			33.00
TOTAL			$ 2,750.04
AIR TRAVEL			
GROUND TRANSPORT.			18.40
ACCOMMODATIONS			
MEALS			29.07
OTHER			
TOTAL			$ 47.47
GRAND TOTAL			$ 2,797.51