NATIONAL NETWORK OF LIBRARIES OF MEDICINE

MidContinental Region

Quarterly Report
February 1, 2004 – April 31, 2004

Contract No. N01-LM-1-3514

Spencer S. Eccles Health Sciences Library
University of Utah

Submitted January 14, 2005
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The Inner City and Minority Services Liaison changed her title to Community Outreach Liaison. Use of the terms inner city and minority was confusing to some and insulting to others. Community outreach is more encompassing and descriptive of the kind of broad based long-term outreach the MidContinental Region is attempting through the distributed model.

Siobhan Champ-Blackwell, Community Outreach Liaison, is a member of the NN/LM planning team for the cultural competence workshop to be held for RML staff in May. The team established expectations for the workshop, agreed to list helpful web sites for workshop participants and to develop a pre-workshop assessment tool.

Stephanie Weldon, Consumer Health and Colorado Liaison, added Brenda Pfanennstiel (KS) and Kelly Klinke (MO) to the Consumer Health Working Group.

Administrative Activity Log
At the request of Claire Hamasu, Associate Director, Mary Henning, Wyoming Liaison, kept a workload log of administrative activities. This encompasses things like meetings, emails, planning, report writing and institutional responsibilities, but does not include the fun activities like site visits and training.

Email: She found that email takes the greatest amount of time. The assumption is that any email from the RML or NLM is intended to be read. In March 2004, Ms. Henning put 94 messages from the RML and NLM into folders to track items received. (Many messages were deleted after being read and are not counted in this total.) During this time period several RML staff, including the Associate Director, were on vacation or on the road so this number was lower than usual. In addition there was mail from her home institution, listservs and other sources. She spent about 45-60 minutes per day on email.

Travel: Travel preparations took considerable time. Most out-of-town activities require a travel request, airline reservations for out-of-state travel, travel reimbursement request, conference registration, hotel reservation, requests for field purchase orders for conference-related supplies or special photocopying orders, etc. Ms. Henning spent at least 10 hours in the month taking care of travel preparations even with excellent assistance from the University of Wyoming library accountant. Included in that time is the planning required for the activities she traveled to.

Meetings: RML teleconferences took 4 hours for the month. Participation in NLM teleconferences took another 2 hours per month. It could have been more, but she chose to attend only two. Ms. Henning is on two university–wide committees and spent 3 hours in their meetings.
Reports: The monthly report requires 1-2 hours to prepare and post depending on the activities listed. Exhibits require additional reports.

<table>
<thead>
<tr>
<th>Wyoming Liaison Activity Log for March</th>
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<tr>
<td>Activity</td>
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<td>Email</td>
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<td>Reports</td>
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Network Programs

**Document Delivery Services** (ILL, EFTS, DOCLINE, Loansome Doc)

It was a quiet quarter for document delivery. One request for Loansome Doc assistance was received, one LinkOut button was created and EFTS information was sent to one institution. An intervention occurred when DOCLINE had problems with the Borrow/PubMed function. A DOCLINE update was provided to 87 Veterans Affairs medical librarians across the United States via teleconference. There were two access-to-full text assistance and twenty one DOCLINE holds during the quarter.

In order to clean up the Utah DOCLINE records, Molly Youngkin, Public Health and Utah Liaison, reviewed and called 16 of the 34 institutions listed. Of these 16 institutions, 9 have changed status; of these 9, 5 institutions or libraries have closed. Review of the records will continue.

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

Marty Magee, Education and Nebraska Liaison, met with the new distance education person at the University of Nebraska Medical Center to set the groundwork for future joint projects.

Ms. Champ-Blackwell set up two speakers for medical school student events for Creighton University’s Multicultural and Community Affairs Office during Minority Health Month. Theola Cooper spoke on community outreach for cardiac care in the African American community and Janet Bonet with the Nebraska Association of Translators and Interpreters discussed the use of certified medical interpreters.

The second year medical students at Creighton University Medical Center participate in a weeklong program centered around “marginalized populations.” Ms. Champ-Blackwell worked closely with the faculty member involved in this program to develop a guide for
the students to assist them in researching their population.
(http://www.hsl.creighton.edu/HSL/Guides/Special-Populations.html)

Ms. Weldon was elected Secretary for the Colorado Association of Libraries. Julie Gaines from the NLM Associate Fellowship Program visited Denison Memorial Library. Ms. Weldon arranged for a week’s worth of visits, activities and a project to develop a handout for the Colorado Hospital Association. Ms. Weldon also met with MLA Fellow Grace Ada Ajuwon from Nigeria.

Janet Ashwell, Kansas Liaison, and Whitney Davison-Turley, Technology Liaison, are both involved in the redesign of their library’s web page. Ms. Davison-Turley began work on creating a digital repository for the University of Kansas Medical Center (KUMC) Student Research Forum. The repository will include abstracts, PowerPoint presentations, photographs, video, audio, transcriptions and any other available materials from the forum to be held April 7, 2004. It will reside on the DSpace server at the University of Kansas.

Ms. Henning contributed to a poster session conducted by the University of Wyoming (UW) Libraries for Wyoming Legislators on February 28, 2004.

Resource Library Directors Meeting
The quarterly meeting of the region’s Resource Library directors was held on March 8, 2003 via videoconferencing. They suggested adding scholarly communication - what’s going on in the region and successful efforts - to the RML Director’s meeting agenda.

There was a discussion on the possibility of using Colorado’s PASCAL as a regional storage facility. Rick Forsman listed the institutions currently participating, explained that one only one copy of an item is held and that libraries share the cost of the facility based on the number of volumes sent to storage. Directors were encouraged to have staff investigate the holdings of PASCAL through Prospector, the Colorado Libraries Unified Catalog. Discussion will continue at another meeting.

Washington University made space available on DSpace for each of the Resource Libraries. Directors shared what is being planned for institutional archives. Wyoming: An engineering faculty member is very interested in an institutional archive for engineering student projects. Creighton: Instead of using DSpace, the library will use Hyperion Digital Media Archive by Sirsi since Creighton is on the Sirsi system. Colorado: CARL is looking at the institutional repository as a group venture. Denison will wait and see what develops. Kansas: The University of Kansas has DSpace. It will use papers that are part of a student symposium as soon as they can convince the students that it’s a good thing to make their publications widely and freely available. Students are concerned that pre-publication in DSpace will prohibit them from submitting a paper to a journal. RML: Will archive RML documents in DSpace provided by Washington University.
There are new buildings going up on many of the campuses. Directors provided an update on the building and renovation projects that they are involved in.

Karen Cole, Director of the Archie R. Dykes Library of the Health Sciences, asked directors to forward to her information on the compensation that the libraries receive for services to their medical centers.

Communications (Work on web sites, Listserv, Newsletter, QuickPlace, or of consequence to Network members)
Sharon Dennis, Technology Coordinator, configured the blog entitled, “Bringing Health Information to the Community.” This included editing the blog templates and style sheets so that the blog had the formatting and functionality desired by Ms. Champ-Blackwell. On March 11, 2004, “Bringing Health Information to the Community” (BHIC) blog went live. The announcement went out to several listservs and as a result 27 people signed up to receive email notification when a post to the blog is made. In April, Ms. Champ-Blackwell received an email from an organization in Nepal (COPPADES www.coppades.interconnection.org) about the BHIC blog!

Ms. Dennis is leading the redesign of the RML web site. She added a short survey to the MCR home page to gather information from our users regarding their use of the web site. The survey began on March 23, 2004 and will continue until April 6, 2004. In the meantime, the library’s graphic artist designed an initial mock-up for the web site and staff made recommendations.

Approximately 28 new participants were added to the MCMLA electronic discussion list. The MCMLA chapter president and liaisons are forwarding names of new chapter members and new Network members to Ms. Davison-Turley, list manager, making the process more efficient.

Publications
Ms. Champ-Blackwell completed a series of trifolds for each of the four main racial/ethnic groups. (See Appendix B ) Becky Lyon from NLM handed out the trifolds and referred to the Inner City web site during her Public Library Association class and found both very helpful.

The MCRML membership brochure was revised (See Appendix C )


Web updates
Inner City web site: added Environmental Health resources
Regional Advisory Board

No Activity

Evaluation & Assessment/Feedback (Evaluation of RML efforts, feedback from Network and public)
Substantial edits were made by Elaine Graham, consultant, to the Network Member Inventory report which is finally completed. Liaisons added their comments on implications of data to the RML and their project areas. (See Appendix H)

Betsy Kelly, Assessment and Evaluation Liaison, continued development of a new reporting instrument to gather liaison monthly activities.


Kudos Received by Staff

Whitney,

Your name just came to mind as the person who directed me to consider using EFTS. You were the persuasive one or at least the one who presented the material in such a way that I listened and considered.

Thank you for making the documentation &/or explanatory material available as email attachments last year so I could go back to it several times from my office.

I am certain that EFTS is a valuable service. I am certain that it is saving our hospital some money. I am certain that it is stretching my library budget a little farther.

Yes the EFTS File Builder isn't the fanciest software; nor does it make as much sense as it should — but the end result is good and it works!

I highly recommend EFTS to other medical libraries that currently have to cut various checks each month for ILLs as well as to those who fill requests outside of the local consortium.

Keep up the good work, whatever job title and responsibilities you now have.

evelyn.vail@nkch.org

Evelyn J. Vail, MS, Medical Librarian

The public library presentation went very well...thanks in large part to your help and great MedlinePlus PP. They use the Health Reference product put out by Gale. So maybe we will see a few converts.

I also gave them Janet's number so hopefully she might get a few calls. The Topeka and Shawnee County Public Library is a great public library and they have a better consumer health collection than we do by far.

Thanks again Whitney! and the NN/LM!

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

On February 17, 2004, Ms. Weldon demonstrated NLM resources to nursing students at Aims Community College in Greeley, Colorado. In mid-March, she attended a meeting of the Colorado AHEC directors and offered health information presentations to their rural contacts. She also spoke to them about collaborating on Go Local.

Ms. Magee offered training to the Veterans Affairs – Omaha staff on NLM resources on April 7, 2004.

Ms. Champ-Blackwell gave a presentation to the Black Nurses Association of Omaha. Regional Advisory Board member, Florence Brown, arranged for this activity. At the end of April, Ms. Champ-Blackwell was the guest speaker at the “Spanish for the Healthcare Professional” class held at Alegent Health Bergan Mercy Medical Center arranged through Network member, Ken Oyer.

Ms. Davison-Turley taught three PubMed classes to researchers of RCCI, a pharmaceutical company.

In mid-March, Ms. Henning visited the Western Wyoming Community College Library and Memorial Hospital of Sweetwater County Library in Rock Springs, Wyoming. She met with the librarians to discuss access to medical information by area health professionals.

Ms. Magee gained permission to have NN/LM information added to folders for out-of-state physicians when they attend seminars sponsored by the University of Nebraska Medical Center. About 50 flyers per week go out to participants in these seminars.

Network Membership (Network member activities not covered by another heading. Include new Network and Affiliate members. Include Network libraries that close)

Gunnison Valley Hospital contacted Ms. Weldon about setting up a library. She sent them information about setting up a medical library and forwarded offerings of books and journals from various listservs. Ms. Henning provided similar assistance to Network member Cathy Fried of the Whedon Cancer Center with information sources related to management and organization of small medical libraries.

Ms. Weldon worked with the Colorado Council of Medical Librarians advocacy committee to draft a letter promoting the value of hospital librarians for the RML to send out to hospital administrators.

Ms. Weldon provided assistance to Lynn Bragdon of the VA Medical Center in Grand Junction, Colorado with her class for non-medical librarians who will work in VA libraries.

Ms. Davison-Turley answered a question for Network member Kelly Klinke at Liberty Hospital about NLM’s acquisition of SNOMED CT and its inclusion in the UMLS system. She had a brief teleconference with Ms. Klinke and Linda Turvey, head of hospital informatics, on their planned use for the UMLS system and SNOMED CT.
**Consortia meetings attended**

Health Sciences Library Network of Kansas City quarterly meeting
Kansas Biomedical Libraries (KBML) annual meeting - April 15, 2004
  Ms. Ashwell demonstrated PubMed and MedlinePlus in both English and Spanish.
Utah Health Sciences Libraries Consortium (UHSLC) - March 15, 2004
  Ms. Hamasu announced the RFP for Electronic Access to Health Information, the grant writing class, the RML update to be broadcast in August and invited the consortium to contribute to Go Local.

**New Affiliate Members**

Olathe Public Library, KS
Park City Community Public Library, KS
Argentine Branch of the Kansas City, Kansas Public Library, KS
Lamar Public Library, CO

**Awards** (Promoting awards, reviewing proposals etc)

Liaisons promoted the RFP for Electronic Access to Health Information to libraries and members in the region. A link was provided on the RML web site to the application forms, messages were sent out on the regional and local lists, an article was published in the newsletter and the RFP was explained at local meetings.

“Grant Writing for $ucce$$” is a grant writing workshop developed to assist members who were applying for the RFP or RML and NLM funding. The instructors, Randall Johnson and Claire Hamasu, traveled to Kansas, Missouri and Colorado for in-person classes and to shake out the presentation and timing of the course. Participants have highly rated the course. The instructors will offer the workshop in May using videoconferencing to members in the region. Participants will be loaned a Polycom camera to make the connection.

Ms. Kelly participated with the task force reviewing the awards funding process with NNO staff and contributed to the draft of recommendations. In addition to ideas for streamlining the award process itself, the workgroup shared ideas for resources that could improve communication about NN/LM awards.

Ms. Champ-Blackwell held a series of discussions with the administrators of the Creighton @ Bryant Resource Center, a computer technology center located in North Omaha, regarding the latest RFP, Electronic Access to Health Information. Throughout the month of April, she worked with staff from the Omaha Public Library and the Bryant Resource Center to help formulate their proposal.
Outreach Programs (OARF Summary - See Appendix D)

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

*Presentations*
Staff presented to librarians at Omaha Public Library (NE), Pathfinder Regional Library System (NE), High Plains Regional Meeting (NE), Arkansas Regional Valley Library (CO) and to students at Evergreen High School (CO).

Ms. Magee attended Nebraska Legislative Day at the state capitol in Lincoln on Feb. 19, 2004. She met state legislators, several public librarians and scheduled a presentation for the Southeast Library System.

Ms. Magee promoted consumer health information via *Community Health Line*, a radio program on KIOS, National Public Radio local affiliate, for National Library Week.

Ms. Weldon attended the NN/LM consumer health coordinators meeting in Chicago to review and discuss JoAnn Benedetti’s modules for public librarians. She also met with members of the community library web page team to discuss possible changes and get feedback on the web site from public librarians and the NN/LM staff attending the meeting.

Staff members are part of the planning committee for “Unlocking the Mystery of Consumer Health.” This is a conference sponsored by the University of Missouri-Columbia for public librarians. The conference will be held in the summer of 2004. Several liaisons will be presenters at this meeting.

Ms. Ashwell contacted interested librarians about setting up a consumer health information interest group in Kansas. We are trying to establish health sciences library/public library groups in each of our states.

**Go Local**
Staff in Colorado, Nebraska, Kansas and Utah contacted local organizations about contributing to and managing a state Go Local. Organizations that already have directories such as 211 and state libraries have been the primary candidates. Ms. Henning consulted with Jenny Garcia, University of Wyoming health sciences librarian, on Go Local planning. The University of Wyoming submitted a proposal. Ms. Weldon is the RML point person for obtaining responses from the MedlinePlus team as we investigate what it takes to bring up a state-wide service.

**Public Health** (Any interactions with public health agencies)
Ms. Youngkin attended a meeting of the Utah Public Health Education Consortium on February 25, 2004. This group is charged with leveraging training and educational resources and integrating activities among state and local public health agencies. Consortium members were divided into working groups and Ms. Youngkin will be part
the curriculum working group. The working group plans to link curriculum to public health competencies and promote future training opportunities.

Ms. Youngkin reestablished the OPHL (Online Public Health Library) working group. This group is charged with making Utah Department of Health digital publications available through the Eccles Health Sciences Library online catalog. The group met to look at old priorities and to establish action items. Members come from the health department and the library.

Ms. Ashwell met with Dr. Won Choi who is responsible for the Master of Public Health program at the University of Kansas Medical Center. She has a standing invitation to the monthly faculty meetings and has explained NN/LM and its services. Dr. Choi has scheduled a follow up meeting with faculty to discuss NN/LM services in more detail. Ms. Ashwell hopes this will lead to partnering with the department in projects conducted throughout Kansas City.

At the end of April, Ms. Weldon made a presentation for Central Colorado public health nurses on the Partners in Information Access for the Public Health Workforce web site.

**Community Outreach** (Outreach targeting inner city populations or ethnic minority populations)
Ms. Champ-Blackwell and Ms. Weldon provided feedback to the Denver Public Library on their web site. This site is being developed using Electronic Access to Health Information funding.

At the end of March, Ms. Champ-Blackwell attended the Super Fund Community Advisory Group (CAG) meeting. The CAG acts as a liaison between the EPA and the Omaha community. An important aspect of the Super Fund project is community input. This process has not worked in Omaha and the two groups appear to be in conflict. While at the meeting, Ms. Champ-Blackwell met Cheryl Weston, president of the Lead Safe Omaha Coalition, and provided her with resources on environmental health and justice, including MedlinePlus, ToxTown and the SIS environmental justice web site. Ms. Champ-Blackwell continues communicating with members of the CAG on NLM resources and is a member of the Repository Committee that is working on ways to set up education outlets in Omaha.

Low income and minority junior high school students from Omaha public schools visit Creighton University’s Health Sciences Library as part of the Focus on Health Professions program. Student-presenters talk about their experiences at Creighton and how they came to be interested in a health career. Ms. Champ-Blackwell spoke briefly on the NLM, on becoming a medical librarian and highlighted MedlinePlus’ Health Topic “Health Occupations.”

**Hispanic/Latino-a Outreach**
Ms. Ashwell is working with Tone Mendoza, Cultural Enhancement and Diversity Librarian at KUMC, and Jane Hatch, Librarian at the Argentine Branch of the Kansas City Public Library, to provide quality health information to the Latino community.
Ms. Ashwell joined the Alianzas group which deals with the unmet challenges of the Latino population and attended their first planning meeting for Binational Health Week which is looking at the health of the Latino population.

Native American Outreach
On February 16, Ms. Champ-Blackwell met with Pat Cross, Occupational Therapist at the Carl T. Curtis Health Center in Macy, Nebraska and OT faculty at Creighton University, to help write the proposal for the OT/PT/Speech Pathology eHealth Training Institute. This proposal outlines a program that would develop a web site to be used to train community health advocates of the Omaha Tribe to provide access to information on OT/PT and speech pathology health concerns. The proposal was successful and the group will participate in the Allied Health Center for Excellence in eHealth Promotion Programs for Underserved Populations in Philadelphia, Pennsylvania in June. The eHealth Summer Training Institute is sponsored by the Center for Collaborative Research, Thomas Jefferson University through federal funding from the Health Resources and Services Administration. After the program, the team will begin a project that will train community health advocates in Macy and develop a web site with online health resources in OT/PT and speech therapy.

Ms. Hamasu and Ms. Champ-Blackwell worked with Cathy Burroughs as members of the Effective Practices Work Group for Tribal Connections Four Corners (TC4C). They revised a document created by Ms. Burroughs that compiled the lessons learned by members of TC4C. This revised document was submitted to the Effective Practice Resource as the effective practice, “Working with tribal populations to increase access to health information.” (http://epicenter.nationalserviceresources.org/index.taf?_function=abstract&Layout_0_uid1=33537)

As a member of the needs assessment working group for TC4C, Ms. Weldon started looking at the outreach to health professionals serving Native Americans that has been done in Colorado.

Technology Awareness and Integration (Efforts to increase the knowledge and improve the use of technology in the library)
Ms. Davison-Turley and Ms. Champ-Blackwell are developing a web site which will host classes to teach finding and evaluating online health information integrated with how to use NLM consumer health resources.

Ms Davison-Turley met with Michelle Beattie of the University of Missouri-Kansas City to plan a technology journal club in accordance with MLA/AHIP regulations.

One of the activities planned for this year is to create a resource that collects evaluations of electronic resources. Michael Boer was consulted about possible vehicles and Ms. Davison-Turley began a white paper on specifications. If the project requires development it would have to be submitted as a Web-STOC project and would be required to go national. If development is done regionally, approvals would be required to load additional software on the nnlm.gov servers. The benefit was uncertain for the
amount of labor that would be required to produce the product and the project has been dropped.

Ms. Davison-Turley continued to work with participants of the Kansas PDA Pilot Project to meet project requirements and completed an evaluation tool for resource reviews in April. Information from this resource will be compiled and distributed after MLA.

Ms. Dennis conducted videobroadcasting training using the mobile videobroadcasting unit at Creighton University in Omaha, Nebraska on March 8-11, 2004. Seven librarians participated in the training, six from Creighton and one from the University of Nebraska Medical Center. The “final exam” was for students to do an actual broadcast. On Thursday, March 11, two of the training participants set up the equipment and broadcast an event entitled “Bloodless Surgery.” The live broadcast failed 5 minutes into the presentation due to a server crash at the University of Utah; however, the event was archived and is now available from the Creighton Library web site, (http://www.hsl.creighton.edu/HSL/lrc/streams.html).

Ms. Dennis continued working with the University of Utah video technician to set up a VRVS reflector at Eccles Library. We hope this will help resolve the videoconferencing connectivity problems that are faced by the liaisons at our Resource Libraries. She continued to work on problems with VRVS at Nebraska. The audio is working for Nebraska, but there is no incoming video.

**Education** (Educational initiatives targeting Network members, include library student orientations here)

As an alumnus of the University of Illinois at Urbana-Champaign library program, Ms. Champ-Blackwell was invited to be a guest lecturer for the “Scientific and Technical Literature and Reference Work” course. She covered the NN/LM, her position as Community Outreach Liaison and how the program prepared her for her current position.

Ms. Magee worked on the CD-ROM for Wyoming nursing students. She switched to Camtasia when she determined that her current software would not provide smooth usage. Ms. Henning discussed possible uses for the CD-ROM with Karen Ouzts from the University of Wyoming School of Nursing.

Ms. Weldon renewed the Complementary and Alternative Medicine class with MLA and added additional instructors from the NN/LM. MLA asked that the workshop be submitted as a possible class for the 2005 conference.

Ms. Kelly worked with Cathy Burroughs and Maryanne Blake from the NN/LM Pacific Northwest Region and taught “Measuring your Impact: Using Evaluation to Demonstrate Value” on April 2, 2004, in Denver for the Colorado Council of Medical Librarians. Following the presentation, Ms. Kelly began modifying her section of the class based on input received in evaluations by class members.
Ms. Dennis tested, set up and supported the distance education PubMed class taught at Eccles Health Sciences Library in Salt Lake City, Utah, with distance students participating at Loma Linda University in Loma Linda, California, held on February 17, 2004. The technology used for this class included: NetMeeting to display video, broadcast audio and display the instructor’s computer screen; ActiveClass (free software from University of California at San Diego) to allow students in the remote location to ask questions over the Internet without interrupting the instructor. The Utah location had a Polycom ViaVideo camera to broadcast both audio and video; the California location had a microphone for audio communication. The technology for the class worked well throughout the day, with only brief periods of Internet congestion in the afternoon. The successful completion of this class shows that it is possible to offer point-to-point distance education to a remote location that has no specialized videoconferencing equipment.

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

National Meetings
American Medical Student Association (AMSA), Kansas City, MO – March 16-20, 2004. Ms. Champ-Blackwell and Ms. Ashwell exhibited at this meeting. Ms. Champ-Blackwell went a day early and attended the pre-conference workshops on health disparities. She put together a word document listing the articles on PubMed and the web sites that were referred to at the morning sessions. While exhibiting, she offered to email this handout to students who had attended the pre-conference. Several students took her up on this offer. She also had the chance to meet Lisa Tseng, the incoming president of the Asian Pacific AMSA. Ms. Tseng asked her to be a resource to the students in the Asian Pacific AMSA, as they are always trying to find resources that provide information on Asian Pacific populations. Ms. Champ-Blackwell and Ms. Tseng have exchanged email correspondences since the conference.

Local and Regional Meetings
Black Church Initiative Health Fair, Denver, CO – February 21, 2004
Ms. Weldon exhibited. She met with over 60 members of the public.

Kansas Library TriConference, Wichita, KS – March 31-April 2, 2004
Ms. Ashwell exhibited.

Colorado Public Health Nurses Legislature, Golden, CO – March 4, 2004
Ms. Weldon exhibited.

Southeastern Colorado AHEC, Pueblo, CO – March 5, 2004
Ms. Weldon exhibited. Attendees were primarily students in health professional fields.

Health Occupation Students of America (HOSA), Aurora, CO – March 12, 2004
Ms. Weldon exhibited.

Bioterrorism Symposium, Norfolk, NE – March 25-26, 2004
Ms. Magee exhibited.
Hepatitis in the Heartland, Overland Park, KS – March 30-31, 2004
Ms. Ashwell exhibited.

Kansas Library Association meeting – April 2, 2004
Ms. Davison-Turley presented “Mobile Access to Health Information.” All four participants were very interested in the availability of resources even though the subject area was somewhat outside their area of expertise.

Colleague Connections, Denver, CO – April 13, 2004
Ms. Weldon exhibited.

Queen of Peace Carnival, Aurora, CO - April 25, 2004
Ms. Weldon exhibited to Hispanic population. The carnival was sponsored by the Hepatitis C Foundation.

KUMC Uninsured Week, Kansas City, KS – April 27 & 29, 2004
Ms. Ashwell exhibited.
APPENDIX A

CE AND CONFERENCES
## CE and Conferences Attended by MCR Staff and Liaisons

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<td>Nebraska Legislative Day</td>
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<td>S Champ-Blackwell</td>
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<td>Sudanese Perspective</td>
<td>February 25, 2004</td>
<td>S Champ-Blackwell</td>
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<td>Open Access Publishing – Vivian Siegel</td>
<td>March 4, 2004</td>
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<td>The Role of the Expert Searcher - MLA satellite teleconference</td>
<td>March 10, 2004</td>
<td>W Davison-Turley, C Hamasu</td>
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<td>Rand Corporation Minority Health Disparities at Creighton</td>
<td>March 10, 2004</td>
<td>M Magee</td>
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<td>AMSA pre-conference “Health Disparities”</td>
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<td>PubMed, TOXNET, NLM Gateway and ClinicalTrials training</td>
<td>March 22-24, 2004</td>
<td>M Magee</td>
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<td>Comparison of Key Similarities and Differences: Canadian and U.S. Healthcare</td>
<td>March 30, 2004</td>
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<td>Measuring Your Impact</td>
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<td>Ovid training</td>
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<td>PubMed training</td>
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<td>ClinicalTrials training</td>
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<td>Chemical Agents of Opportunity for Terrorism Preparedness Day, EPA Kansas City</td>
<td>April 8, 2004</td>
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<td>InfoPOEMs Demo</td>
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<td>Grant writing for Succe$$</td>
<td>April 16, 2004</td>
<td>J Ashwell, W Davison-Turley</td>
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<td>Sorting Out the Connections Between the Built Environment and Health</td>
<td>April 19, 2004</td>
<td>S Champ-Blackwell</td>
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<td>The Impact of Asthma in Minority Communities</td>
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<td>S Champ-Blackwell</td>
</tr>
<tr>
<td>University of Nebraska at Omaha Library Friends – It’s About Time, It’s about Space</td>
<td>April 23, 2004</td>
<td>M Magee</td>
</tr>
<tr>
<td>Nebraska Bioterrorism Symposium</td>
<td>April 27-28, 2004</td>
<td>M Magee</td>
</tr>
</tbody>
</table>
APPENDIX B

RACIAL/ETHNIC GROUP BROCHURES
Patient Brochures

**National Heart, Lung, Blood Institute**
http://www.nhlbi.nih.gov/health/pubs/pub_gen.htm#blacks

These seven booklets are available to read online. They include information on diet, cholesterol, physical fitness and more.

**Heart Healthy Cooking African American Style**

A 32-page booklet which brings together many African American favorite recipes prepared in heart healthy ways.

**Prostate Cancer Screening: A Decision Guide for African Americans**

Discusses the pros and cons of prostate screening

Problems with these links? Go to http://nnlm.gov/mcr/resources/community/minority.html to find the complete list, ready to click!

---

**MidContinental Regional Library**
1-800-338-7657
http://nnlm.gov/mcr/

Siobhan Champ-Blackwell, MSLIS
Creighton University Health Sciences
402-280-4156
email: siobhan@creighton.edu

Marty Magee, MSA, MLS
University of Nebraska Medical Center
402-559-7076
email: mmagee@unmc.edu

Stephanie Weldon, MLIS
University of Colorado
303-315-0294
email: stephanie.weldon@uchsc.edu

Janet Ashwell, MLS
University of Kansas Medical Center
913-588-7168
email: jashwell@kumc.edu

Barbara Jones, MLS
University of Missouri - Columbia
573-884-5042
email: jonesbarb@health.missouri.edu

Molly Youngkin, MLS
University of Utah
801-587-3493
email: mollyy@lib.med.utah.edu

Mary Henning, MLS
University of Wyoming
307-766-6537
email: henning@uwyo.edu

---

**African American Resources**

The National Network of Libraries of Medicine (NN/LM), coordinated by the National Library of Medicine, is a nationwide network of over 4,500 health science libraries and information centers. NN/LM libraries provide a variety of services to health professionals and to the public.

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*Funded by the National Library of Medicine, National Institutes of Health, under Contract No. NO1-LM-1-3514*
General Health Resources

**MedlinePlus**  http://medlineplus.gov/

MedlinePlus is the National Library of Medicine’s web site for free consumer health information. It is a selective list of authoritative health information resources from the National Institutes of Health (NIH) and other organizations.

- Over 600 health topics,
- Generic, brand name prescription and over the counter drugs;
- An illustrated medical encyclopedia
- Medical dictionary
- Clinical research studies
- Directories that include locations and credentials of doctors, dentists and hospitals.


**Alzheimer’s Association: Black/African American Communities**  http://www.alz.org/Resources/Diversity/BlackAfricanAmerican.asp

Includes information about the impact of Alzheimer’s disease in the Black/African American community.

**NOAH New York Online Access to Health**  http://www.noah-health.org/

Six New York City library systems joined together to establish a single web site to provide Internet users a place on the World Wide Web to reach reliable consumer health information. NOAH provides access to high quality full-text consumer health information in English and Spanish that is accurate, timely, relevant and unbiased.

**National Women’s Health Information Center**  http://www.4woman.gov/

The National Women’s Health Information Center provides a gateway to a vast array of Federal and other women’s health information resources.

**African American Women**  http://www.4woman.gov/minority/africanamerican.htm

Includes links to health topics of special concern to African American women.

**National Medical Association**  http://www.nmanet.org/

The NMA promotes the collective interests of physicians and patients of African descent. They carry out this mission by serving as the collective voice of physicians of African descent and they are a leading force for parity in medicine, elimination of health disparities and promotion of optimal health.

**Healthfinder**  http://www.healthfinder.gov/

Healthfinder is a free gateway to reliable consumer health and human services information developed by the U.S. Department of Health and Human Services.

**“Just for You”**  http://www.healthfinder.gov/justforyou/

Focuses on special health concerns based on gender, age, race, ethnic origin, or role in helping others care for their health.


A culturally oriented and ethnically focused comprehensive Internet-based health and medical information provider dedicated to addressing the special health problems of African Americans.

**Closing the Gap**  http://www.omhrc.gov/healthgap/index.htm

*Closing the Health Gap* is a national campaign to bring the best health information to African Americans and other communities of color, and to help consumers take charge of their health. It is sponsored by the U.S. Department of Health and Human Services and ABC
Radio Networks.
Patient Brochures

The 24 Languages Project
http://medlib.med.utah.edu/library/refdesk/24lang.html

The 24 Languages Project provides "electronic access to over 200 health education brochures in 24 different languages."

Vaccine Immunization Statements CDC
http://www.immunize.org/vis/

Vaccine Information Statements (VISs) are information sheets produced by the Centers for Disease Control and Prevention (CDC) that explain the benefits and risks of a vaccine. VISs are available in 28 languages and 14 diseases.

Healthfinder "Just for You"
http://www.healthfinder.gov/justforyou/

Select the link to "Asian Americans, Native Hawaiians, and Other Pacific Islanders" to find lists of informational resources.

Problems with these links? Go to http://nnlm.gov/mcr/resources/community/minority.html to find the complete list, ready to click!

Funded by the National Library of Medicine, National Institutes of Health, under Contract No. NO1-LM-1-3514

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http://nnlm.gov/mcr/

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303-315-0294
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Janet Ashwell, MLS
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University of Utah
801-587-3493
e-mail: mollyy@lib.med.utah.edu

Mary Henning, MLS
University of Wyoming
307-766-6537
e-mail: henning@uwyo.edu

Consumer Health Resources:
Asian & Pacific Island

NN/LM

The National Network of Libraries of Medicine (NN/LM), coordinated by the National Library of Medicine, is a nationwide network of over 4,500 health science libraries and information centers. NN/LM libraries provide a variety of services to health professionals and to the public.
**National Institutes of Health (NIH)**

**National Library of Medicine**

**MedlinePlus** [http://medlineplus.gov/](http://medlineplus.gov/)

MedlinePlus is the National Library of Medicine’s web site for **free** consumer health information. It is a selective list of authoritative health information resources from the National Institutes of Health (NIH) and other organizations.

- Over 600 health topics,
- Generic, brand name prescription and over the counter drugs;
- An illustrated medical encyclopedia
- Medical dictionary
- Clinical research studies

Directories that include locations and credentials of doctors, dentists and hospitals.


This web resource, sponsored by the National Library of Medicine, is designed to increase public awareness of the health concerns faced by Asian Americans.

**NIH Asian American Health**


A compilation of NIH resources on Asian American health concerns.

**General Resources**

**Spiral: Selected Patient Information Resources in Asian Languages**

[http://www.library.tufts.edu/hsl/spiral/](http://www.library.tufts.edu/hsl/spiral/)

A joint initiative of the Tufts University Health Sciences Library and the South Cove Community Health Center, this resource provides increased access to Asian Language electronic resources for consumers and health care providers.

**Healthy Hmong**


This web site is part of a Hmong Health Information Promotion partnership project funded by the National Library of Medicine, and includes bilingual links.


“The EthnoMed site contains information about cultural beliefs, medical issues and other related issues pertinent to the health care of recent immigrants to the U.S.”

**National Women’s Health Information Center** [http://www.4woman.gov/](http://www.4woman.gov/)

The National Women’s Health Information Center provides a gateway to a vast array of Federal and other women’s health information resources.

**Asian/Pacific Islander Women** [http://www.4woman.gov/minority/asian.htm](http://www.4woman.gov/minority/asian.htm)


A national advocacy group dedicated to improving the health status of all Asian American and Pacific Island communities.

**Association of Asian Pacific Community Health Organization** [http://www.aapcho.org/](http://www.aapcho.org/)

The AAPCHO is concerned with improving the health status of Asian Americans, Native Hawaiians and Pacific Islanders in the U.S.

**Asian Health** [http://www3.baylor.edu/~Charles_Kemp/asian_health.html](http://www3.baylor.edu/~Charles_Kemp/asian_health.html)

Charles Kemp, nursing faculty at Baylor University, has put together a resource of cultural and health issues of Asian immigrants.
Native American AIDS Prevention Center
http://www.nnaapc.org/

Working to stop the spread of HIV and related diseases among American Indians, Alaskan Natives, Native Hawaiians, and to improve the quality of life for those infected and affected by HIV/AIDS.

National Center for American Indian and Alaska Native Mental Health Research
http://www.uchsc.edu/ai/ncaianmhr/

The NCAIANMHR is sponsored by the National Institute of Mental Health and is the only program of this type in the country focusing specifically on American Indian and Alaska Native populations.

Native Elder Health Care Resource Center
http://www.uchsc.edu/ai/nehcrc/

A national resource center for older American Indians, Alaska Natives, and Native Hawaiians, with special emphasis on culturally competent health care.

Problems with these links? Go to http://nnlm.gov/mcr/resources/community/minority.html to find the complete list, ready to click!

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University of Utah
801-587-3493
e-mail: mollyy@lib.med.utah.edu

Mary Henning, MLS
University of Wyoming
307-766-6537
e-mail: henning@uwyo.edu

Health Information on the Internet

Consumer Health Information: American Indian Resources

National Network of Libraries of Medicine

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- Over 600 health topics,
- Generic, brand name prescription and over the counter drugs;
- An illustrated medical encyclopedia
- Medical dictionary
- Clinical research studies

Directories that include locations and credentials of doctors, dentists and hospitals.

MedlinePlus Native American Health

Tribal Connections
http://www.tribalconnections.org/

This web site compiles community health information resources together in a one-stop location; topics covered include eHealth, education and training, grants and funding, health news, technology resources as well as a monthly focus on a health concern of the American Indian/Native American population.

American Indian Health

An information portal to issues affecting the health and well-being of American Indians.

Arctic Health
http://www.arctichealth.org/

An information portal to issues affecting the health and well-being of our planet’s northernmost inhabitants.

Four Corners Tribal Health Connections
http://www.tribehealth.org/

Helping to connect people of the Four Corners and Indian Country to the best health information on the web.

American Indian/Alaska Native Resource Sampler
http://nnlm.gov/pnr/samplers/natamer.html

Resources compiled by the NN/LM – Pacific Northwest Region staff.

General Resources

Agency for Toxic Substances and Disease Registry
http://www.atsdr.cdc.gov/tribal/

ATSDR and the Office of Tribal Affairs are committed to assisting tribal governments in meeting the environmental health needs of their people.

Indian Health Service
http://www.ihs.gov/

The Indian Health Service (IHS), an agency within the Department of Health and Human Services, is responsible for providing federal health services to American Indians and Alaska Natives.

National Women’s Health Information Center
http://www.4woman.gov/

The National Women’s Health Information Center provides a gateway to a vast array of Federal and other women’s health information resources.

American Indian/Alaska Native Women
http://www.4woman.gov/minority/native.htm

Diabetes in American Indian and Alaska Natives

Developed by the National Institute of Diabetes and Digestive and Kidney Diseases

National Heart Lung Blood Institute

Publications
http://www.nhlbi.nih.gov/health/pubs/pub_slct.htm#indian

Healthy People 2010 American Indian & Alaska Native
http://hin.nhlbi.nih.gov/minority/nat_frameset.htm
Multi-Lingual Resources

National Network of Libraries of Medicine

Multilingual Health Information
http://nnlm.gov/train/chi/multi.html

A wealth of Internet sites that contain health information in several languages. The Spanish language section is the largest section on this site.

Eccles Medical Library, University of Utah, Salt Lake City

The 24 Languages Project
http://medlib.med.utah.edu/library/refdesk/24lang.html

Provides “electronic access to over 200 health education brochures in 24 different languages.”

Patient Education Materials Recursos en Espanol
http://www.med.utah.edu/pated/handouts/indexspan.cfm

A patient resource directory of Spanish Language materials.

Vaccine Immunization Statements CDC
http://www.immunize.org/vis/

Vaccine Information Statements (VISs) are information sheets produced by the Centers for Disease Control and Prevention (CDC) that explain the benefits and risks of a vaccine. VISs are available in 28 languages and 14 diseases.

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e-mail: jashwell@kumc.edu

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Mary Henning, MLS
University of Wyoming
307-766-6537
e-mail: henning@uwyo.edu

Problems with these links? Go to http://nnlm.gov/mcr/resources/community/minority.html to find the complete list, ready to click!

Consumer Health Resources: Latino Americans

NN/LM

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- Over 600 health topics,
- Generic, brand name prescription and over the counter drugs;
- An illustrated medical encyclopedia
- Medical dictionary
- Clinical research studies
- Directories that include locations and credentials of doctors, dentists and hospitals.

MedlinePlus en español http://medlineplus.gov/spanish/


NOAH New York Online Access to Health http://www.noah-health.org/

Developed by the New York City library system, provides access to high quality full-text consumer health information in English and Spanish.

NOAH en español http://www.noah-health.org/spanish/sphelp.html

Funded by the National Library of Medicine, National Institutes of Health, under Contract No. NO1-LM-1-3514

National Women’s Health Information Center http://www.4woman.gov/

Provides a gateway to a vast array of Federal and other women’s health information resources.

Health Information for Minority Women http://www.4woman.gov/minority/index.htm

Recursos en español http://www.4woman.gov/Spanish/

Healthfinder® http://www.healthfinder.gov/

Healthfinder® is a free gateway to reliable consumer health and human services information.

Healthfinder® “Just for You” focuses on special health concerns based on gender, age, race, ethnic origin, or role in helping others care for their health.

Healthfinder® in Spanish http://www.healthfinder.gov/espanol/

Center for Disease Control and Prevention http://www.cdc.gov/

CDC’s mission is to promote health and quality of life by preventing and controlling disease, injury and disability.

CDC en español http://www.cdc.gov/spanish/

National Heart, Lung and Blood Institute http://www.nhlbi.nih.gov/index.htm

The NHLBI leads the country in research on diseases of the heart, blood vessels, lung, and sleep disorders.

NHLBI Bilingual Resources http://www.nhlbi.nih.gov/health/pubs/pub_gen.htm#latino

NHLBI Latino Cardiovascular Health Resources http://www.nhlbi.nih.gov/health/prof/heart/latino/lat_pat.htm


Includes both Easy-to-Read and Spanish Language Resources

The National Alliance for Hispanic Health http://www.hispanichealth.org/

The mission of the NAHH is to improve the health and well being of Hispanics in the United States. Health facts on numerous topics are available in English and Spanish.


A Spanish Language gateway to aid in the understanding and treatment of the developmental, behavioral, and mental disorders.
APPENDIX C

MCRML MEMBERSHIP BROCHURE
MidContinental Region
State Liaisons

If you have questions or need more information about Network membership, contact your State Liaison by calling 1-800-338-7657 or through the fax or email addresses listed below.

Colorado
Stephanie Weidt, MLS
University of Colorado—Denver
Fax: 303-315-0394
stephanie.weidt@uchsc.edu

Kansas
Janet Ashwell, MLS
University of Kansas Med. Ctr.
Fax: 913-586-7304
jaswell@ku.edu

Missouri
Barb Jones, MLS
University of Missouri—Columbia
Fax: 573-884-1412
jonestarb@health.missouri.edu

Nebraska
Marty Maglee, MLS, MSA
University of Nebraska Medical Center
Fax: 402-559-5482
mmaglee@unmc.edu

Utah
Molly Youngkin, MLS
University of Utah
Fax: 801-581-5832
mollyy@lib.utah.edu

Wyoming
Mary Henning, LPN, MLS
University of Wyoming
Fax: 307-766-5388
hanning@uwyo.edu

We look forward to working with you!

The mission of the National Network of Libraries of Medicine (NN/LM) is to advance the progress of medicine and improve the public health by:

1) providing all U.S. health professionals with equal access to biomedical information, and

2) improving the public's access to information to enable them to make informed decisions about their health.

The Program is coordinated by the National Library of Medicine and carried out through a nationwide network of health science libraries and information centers.

1-800-338-7657
http://nnlm.gov/mcr
Become a Network Member—It's Free!

The National Network of Libraries of Medicine has two levels of membership, giving all health information providers access to the many benefits the network has to offer.

Benefits

Network Members receive a variety of benefits and services, including:

- Eligibility for grant funding for health information access and other projects
- Access to a variety of training opportunities for librarians, health professionals, and consumers
- The opportunity to partner with other health sciences libraries or health-related information centers
- Access to DOCLINE, the interlibrary loan system used by health sciences libraries
- Periodic mailings of posters, brochures, bookmarks, and other publications
- The opportunity to provide input on regional NN/LM programs and services
- Access to the latest information through various regional electronic discussion lists, the News in Brief newsletter, and other resources
- A certificate recognizing NN/LM membership

Full Membership

Full Membership is open to any health sciences library or health-related information center that:

- Is regularly staffed
- Has an Internet connection
- Has its own collection of health sciences materials (books, journals, audiovisuals, electronic databases)
- Provides information services, including collection sharing through the DOCLINE system, for health professionals and/or the general public

Affiliate Membership

Affiliate Membership is available to any library or any information/resource center that is called on for health information by its users, but does not meet all of the criteria for full network participation.

What's the Catch?

There's no catch. Membership in the National Network of Libraries of Medicine and all of the benefits of membership are FREE. All we ask is that members designate a contact person for their library, keep their contact information up-to-date, and provide basic information on their collections and services. That's it!

Interested in Network membership? Complete the form below and fax it to your State Liaison, or send the information via email (fax numbers and email listed on other side).

Institution:

Library Name:

Street Address:

City:

County and Congressional District (if known):

State: ZIP:

Contact Person:

Email:

Phone:

Fax:
APPENDIX D

OARF SUMMARY
Outreach Activities Report - All Midcontinental Projects

RML Quarter 4 2003-2004

Generated: Wednesday, October 27, 2004

31 Total Outreach Activities

The following information is based on outreach reports of training activities.

<table>
<thead>
<tr>
<th>Activities Summary</th>
<th>Session Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of estimated participants: 380 participants</td>
<td>PubMed: 18 activities</td>
</tr>
<tr>
<td>Average number of participants: 12.55 per activity</td>
<td>MedlinePlus: 27 activities</td>
</tr>
<tr>
<td>Average length: 1.25 hours</td>
<td>ClinicalTrials.gov: 12 activities</td>
</tr>
<tr>
<td>Under 1 hour: 3 activities</td>
<td>NCEI: 0 activities</td>
</tr>
<tr>
<td>Between 1 and 2 hours: 28 activities</td>
<td>NLM Gateway: 1 activity</td>
</tr>
<tr>
<td>Over 2 hours: 0 activities</td>
<td>TOXNET: 0 activities</td>
</tr>
<tr>
<td>Hands-on practice: 12 activities</td>
<td>Other technology content: 8 activities</td>
</tr>
<tr>
<td>Conducted remotely: 0 activities</td>
<td>Other, non-technology content: 12 activities</td>
</tr>
<tr>
<td>Offering continuing education: 0 activities</td>
<td>Significant Minority Population Present (&gt;=50% of participants)</td>
</tr>
<tr>
<td>Significant number of minorities: 4 activities</td>
<td>African American: 3 activities</td>
</tr>
<tr>
<td>Health sciences library: 31 activities</td>
<td>Alaska Native: 0 activities</td>
</tr>
<tr>
<td>Public library: 11 activities</td>
<td>Asian and Pacific Islander: 0 activities</td>
</tr>
<tr>
<td>Government agency: 6 activities</td>
<td>Hispanic: 0 activities</td>
</tr>
<tr>
<td>Hospital: 12 activities</td>
<td>Native American: 1 activity</td>
</tr>
<tr>
<td>Clinical/Health care: 9 activities</td>
<td></td>
</tr>
<tr>
<td>Academic Institution: 31 activities</td>
<td></td>
</tr>
<tr>
<td>Community-Based: 4 activities</td>
<td></td>
</tr>
<tr>
<td>Faith-Based: 1 activity</td>
<td></td>
</tr>
<tr>
<td>Public Health Agency: 6 activities</td>
<td></td>
</tr>
<tr>
<td>Other: 7 activities</td>
<td></td>
</tr>
</tbody>
</table>

147 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary

| Activities at which PI sheet collected: 35.5% |
| Health care or service providers: 44 participants |
| Health science library staff members: 8 participants |
| Public Health worker: 0 participants |
| Public/Other library staff members: 63 participants |
| Members of general public: 32 participants |
| Percentage Health Care Providers: 29.9% participants |
| Percentage Health Sciences Library: 5.4% participants |
| Percentage Public Health Workers: 0.0% participants |
| Percentage Public Library Staff: 42.9% participants |
| Percentage General Public: 21.8% participants |
APPENDIX E

OUTREACH VISITS
## Outreach Visits and Meetings

<table>
<thead>
<tr>
<th>Date</th>
<th>RML Staff</th>
<th>Institution Visited</th>
<th>State</th>
<th>Name/Title-Person Visited</th>
<th>Meeting Content</th>
<th>Affiliate Member</th>
<th>Network Member</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-10-04</td>
<td>Marty Magee</td>
<td>Nebraska Methodist Hospital</td>
<td>NE</td>
<td>Angie Arner</td>
<td>Patient Education</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-11-04</td>
<td>Marty Magee</td>
<td>UNMC North Omaha Clinic</td>
<td>NE</td>
<td>Wayne Huston</td>
<td>Patient Education</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-24-04</td>
<td>Mary Henning</td>
<td>Platte County Public Health Nursing</td>
<td>WY</td>
<td>Cathy McGuire, RN, Nurse manager &amp; Mary Wolsey, RN, staff nurse</td>
<td>Nursing survey, offered MEDLINE classes for nursing staff</td>
<td></td>
<td></td>
<td>Follow-up visit planned</td>
</tr>
<tr>
<td>2-24-04</td>
<td>Mary Henning</td>
<td>Platte County Public Library</td>
<td>WY</td>
<td>Lee Miller, co-director</td>
<td>Provided MEDLINE &amp; membership info, offered MEDLINE classes</td>
<td></td>
<td></td>
<td>Follow-up visit planned</td>
</tr>
<tr>
<td>2-24-04</td>
<td>Mary Henning</td>
<td>Platte County Memorial Hospital</td>
<td>WY</td>
<td>Deb Lockman, RN, Director of Nursing</td>
<td>Nursing survey, offered MEDLINE classes for nursing staff</td>
<td></td>
<td></td>
<td>Follow-up visit planned</td>
</tr>
<tr>
<td>3-1-04</td>
<td>Stephanie Weldon</td>
<td>AHEC</td>
<td>CO</td>
<td>Suzy Harrington</td>
<td>Go Local</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3-12-04</td>
<td>Siobhan Champ-Blackwell</td>
<td>Hablamos Juntos</td>
<td>NE</td>
<td>Rosa Guia</td>
<td>Brief revisiting</td>
<td></td>
<td></td>
<td>Rosa visited my office; she was in Omaha and wanted to stop in and say hello and thanks for info.</td>
</tr>
<tr>
<td>3-15-04</td>
<td>Marty Magee</td>
<td>Omaha Public Schools Nursing Staff</td>
<td>NE</td>
<td>Sharon Moran, RN, Director of Nursing Services for OPS</td>
<td>MedlinePlus</td>
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<tr>
<td>3-17-04</td>
<td>Marty Magee</td>
<td>St. Elizabeth Hospital</td>
<td>NE</td>
<td>Maria Ford, Librarian</td>
<td>MedlinePlus, PubMed, DOCLINE</td>
<td>Yes</td>
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<tr>
<td>3-17-04</td>
<td>Marty Magee</td>
<td>Lincoln Health Sciences Group</td>
<td>NE</td>
<td>Group</td>
<td>RFP Rural Electronic Access and Go Local</td>
<td>Yes</td>
<td></td>
<td>Dissolution of group as ILL entity.</td>
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<tr>
<td>3-17-04</td>
<td>Marty Magee</td>
<td>Bryan LGH Hospital and College of Health Sciences</td>
<td>NE</td>
<td>Sue Echols &amp; Anne Heinemann, Librarians</td>
<td>MedlinePlus, PubMed, DOCLINE</td>
<td></td>
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<tr>
<td>3-18-04</td>
<td>Mary Henning</td>
<td>Western Wyoming Community College</td>
<td>WY</td>
<td>Robert Kalabus - Library Director Carol Brown - Tech services Kate Kelly - Tech services Fern Stringham - Public Services Karen Ouzts - UW Nursing</td>
<td>Met with library staff to discuss access to medical information by area health professionals. Also discussed the possibility of joint agency training on MEDLINE and MedlinePlus to be held in Rock Springs at a later date</td>
<td></td>
<td></td>
<td>Very interested in arranging training for area librarians and local health care professionals.</td>
</tr>
<tr>
<td>3-18-04</td>
<td>Mary Henning</td>
<td>Sweetwater County Public Health Office</td>
<td>WY</td>
<td>Jodye Wilmes, RN Julie Hearne, RN</td>
<td>Met with nursing staff to discuss access to medical information by area health professionals.</td>
<td></td>
<td></td>
<td>Offered training on PubMed &amp; Mplus; may be able to better reach this group at the Public Health Nursing Conference in September</td>
</tr>
<tr>
<td>Date</td>
<td>RML Staff</td>
<td>Institution Visited</td>
<td>State</td>
<td>Name/Title-Person Visited</td>
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<td>Network Member</td>
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<td>3-19-04</td>
<td>Mary Henning</td>
<td>Memorial Hospital of Sweetwater County</td>
<td>WY</td>
<td>Kathy Tacke - Medical Librarian Bob Scott - Assistant Executive Director for Finance - oversees hospital library</td>
<td>Discussed access to medical information by area health professionals &amp; reviewed the survey questions Dr. Ouzts is using. Also discussed the possibility of joint agency training on MEDLINE and MedlinePlus to be held in Rock Springs at a later date.</td>
<td>Yes</td>
<td></td>
<td>Kathy Tacke will be part of the panel discussion on hospital libraries at the WY Symposium. I invited Bob Scott to participate also, but he declined.</td>
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<tr>
<td>3-29-04</td>
<td>Marty Magee</td>
<td>Midland Lutheran College</td>
<td>NE</td>
<td>Barbara Dean, Reference Librarian and 20 students in Nursing and Science departments</td>
<td>Searches for Nursing Students</td>
<td>Yes</td>
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<tr>
<td>3-29-04</td>
<td>Marty Magee</td>
<td>Fremont Regional Medical Center</td>
<td>NE</td>
<td>Patty Schwanke, Training and Development Manager</td>
<td>DOCLINE, PubMed</td>
<td>Yes</td>
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<td>4-06-04</td>
<td>Marty Magee</td>
<td>Univ. of Nebraska Public Health Mtg.</td>
<td>NE</td>
<td>Ami Stephens</td>
<td>MedlinePlus</td>
<td>Yes</td>
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<td>4-06-04</td>
<td>Marty Magee</td>
<td>Univ. of Nebraska - Lincoln Dental College</td>
<td>NE</td>
<td>Rebecca A. Berntahal, Director</td>
<td>Intro/PubMed/Med+</td>
<td>Yes</td>
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<td>4-13-04</td>
<td>Siobhan Champ-Blackwell</td>
<td>Lead Safe Omaha Coalition</td>
<td>NE</td>
<td>Cheryl Weston, Director</td>
<td>NLM Resources</td>
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<td>4-16-04</td>
<td>Marty Magee</td>
<td>Ford Conservation Center</td>
<td>NE</td>
<td>New Members Roundtable – NLC</td>
<td>Conservation</td>
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<td>4-22-04</td>
<td>Stephanie Weldon</td>
<td>Glenwood Springs Valley View Hospital</td>
<td>CO</td>
<td>Laura Hickerson</td>
<td>Consumer Health</td>
<td>Yes</td>
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<td>4-26-04</td>
<td>Marty Magee</td>
<td>Ogallala Community Hospital</td>
<td>NE</td>
<td>Dena Klockman - CFO</td>
<td>Membership/Grant/Med+</td>
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<tr>
<td>4-26-04</td>
<td>Marty Magee</td>
<td>Educational Service Unit #16</td>
<td>NE</td>
<td>Roger Adkins</td>
<td>MedlinePlus</td>
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<td>4-26-04</td>
<td>Marty Magee</td>
<td>Memorial Health Center – Sidney</td>
<td>NE</td>
<td>Linda Shoemaker – Chief Nursing Off.</td>
<td>Membership/Grant/Med+</td>
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<td>4-26-04</td>
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<td>Memorial Health Center – Sidney</td>
<td>NE</td>
<td>Stacie Hermes – Grant Writer</td>
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<td>4-26-04</td>
<td>Marty Magee</td>
<td>Sidney Public Library</td>
<td>NE</td>
<td>Mary Beth Sancomb-Moran - Director</td>
<td>Membership/Grant/Med+</td>
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<td>Marty Magee</td>
<td>Western Nebraska Community College</td>
<td>NE</td>
<td>Maggie Taylor – Info Serv. Coord.</td>
<td>Membership/Grant/Med+</td>
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<td>Marty Magee</td>
<td>Kimball Health Services</td>
<td>NE</td>
<td>Bev Rabe</td>
<td>Membership/Grant/Med+</td>
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<td>Marty Magee</td>
<td>Kimball Public Library</td>
<td>NE</td>
<td>Carolyn Brown - Director</td>
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<td>4-26-04</td>
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<td>Gering Public Library</td>
<td>NE</td>
<td>Nadine DiBacco - Director</td>
<td>Membership/Grant/Med+</td>
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<td>Scottsbluff Public Library</td>
<td>NE</td>
<td>Bev Russell</td>
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<td>Marty Magee</td>
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<td>NE</td>
<td>Diane Downer - Reference</td>
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<td>4-27-04</td>
<td>Marty Magee</td>
<td>Regional Western Medical Center</td>
<td>NE</td>
<td>Michelle Parks</td>
<td>PubMed, DOCLINE, Med+</td>
<td>Yes</td>
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<td>4-27-04</td>
<td>Marty Magee</td>
<td>Western Nebraska Community College</td>
<td>NE</td>
<td>Valetta Schneider &amp; Connie Harimon</td>
<td>Membership/Grant/Med+</td>
<td>Yes</td>
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<td>4-27-04</td>
<td>Marty Magee</td>
<td>Panhandle Library System</td>
<td>NE</td>
<td>Cherie Longmuir</td>
<td>Membership/Grant/Med+</td>
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<td>4-29-04</td>
<td>Marty Magee</td>
<td>Alliance Public Library</td>
<td>NE</td>
<td>Mavis McLean</td>
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<td>4-29-04</td>
<td>Marty Magee</td>
<td>Box Butte Hospital – Alliance</td>
<td>NE</td>
<td>Kim Galyen &amp; Nancy Ross</td>
<td>Membership/Grant/Med+</td>
<td>Yes</td>
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<td>Date</td>
<td>RML Staff</td>
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<td>State</td>
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<td>Chadron Hospital</td>
<td>NE</td>
<td>Cheryl Cassiday</td>
<td>Membership/Grant/Med+</td>
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<td>4-29-04</td>
<td>Marty Magee</td>
<td>Chadron State College</td>
<td>NE</td>
<td>Terrence F. Brennan</td>
<td>Membership/Grant/Med+</td>
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<td>4-29-04</td>
<td>Marty Magee</td>
<td>Chadron Public Library</td>
<td>NE</td>
<td>Imogene Horse &amp; Rosella Tesch</td>
<td>Membership/Grant/Med+</td>
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<td>4-29-04</td>
<td>Marty Magee</td>
<td>Gordon Memorial Hospital</td>
<td>NE</td>
<td>Billie L</td>
<td>Membership/Grant/Med+</td>
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<td>Marty Magee</td>
<td>Valentine Hospital</td>
<td>NE</td>
<td>Kathy Renning</td>
<td>Membership/Grant/Med+</td>
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<td>4-29-04</td>
<td>Marty Magee</td>
<td>Valentine Public Library</td>
<td>NE</td>
<td>Kelli Cole</td>
<td>Membership/Grant/Med+</td>
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<td>4-29-04</td>
<td>Marty Magee</td>
<td>Educational Service Unit #17</td>
<td>NE</td>
<td>Germaine Rae Johnson</td>
<td>Medline+</td>
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<tr>
<td>4-29-04</td>
<td>Stephanie Weldon</td>
<td>Anschutz Cancer Pavilion</td>
<td>CO</td>
<td>Veronica Sekkler – Consumer Health Manager</td>
<td>Consumer Health</td>
<td>Yes</td>
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<tr>
<td>4-29-04</td>
<td>Stephanie Weldon</td>
<td>National Jewish</td>
<td>CO</td>
<td>Roz Dudden, Director</td>
<td>Consumer Health</td>
<td>Yes</td>
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<td>4-29-04</td>
<td>Stephanie Weldon</td>
<td>Exempla St Joseph</td>
<td>CO</td>
<td>Margaret Bandy, Director</td>
<td>Consumer Health</td>
<td>Yes</td>
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<td>4-30-04</td>
<td>Marty Magee</td>
<td>North Platte Public Library</td>
<td>NE</td>
<td>Libby Milroy</td>
<td>Membership/Grant/Med+</td>
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<td>4-30-04</td>
<td>Marty Magee</td>
<td>North Platte Catholic Schools</td>
<td>NE</td>
<td>Library Director</td>
<td>MedlinePlus</td>
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<td>4-30-04</td>
<td>Marty Magee</td>
<td>North Platte High School</td>
<td>NE</td>
<td>Patty Birch - Library/Chris Reinboth</td>
<td>MedlinePlus</td>
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</table>
APPENDIX F

EXHIBIT REPORTS
EXHIBIT REPORT

I. DATE OF REPORT 2/25/04

II. NAME OF PERSON SUBMITTING REPORT - Stephanie Weldon

III. ADDRESS UCHSC - Denison

IV. EXHIBIT:

Name of Meeting - Black Church Initiative Health Fair

A. Location (City, State) Aurora, CO

B. Dates - 2/21/04

C. Staff – Stephanie Weldon

D. Number of Registrants - 200

E. Number of Exhibits - 18

F. Specify by Days:

   1. Exhibit Hours - 8:00 – 4:00
   2. Number of People Visiting the Booth – 60+
   3. Number of NLM System Demonstrations – 25
   4. Number of Internet Demonstrations other than NLM System Demonstrations - 5

G. Total Number of People Visiting the Booth - 62

H. Total Number of NLM System Demonstrations - 25

I. Total Number of Internet Demonstrations other than NLM System Demonstrations

J. Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer) – If I have time I will exhibit – it shows good faith to the community and the opportunity to make contacts is important.

V. BUDGET SHEET - $100.00 Internet connection
I. **DATE OF REPORT 3/15/04**

II. **NAME OF PERSON SUBMITTING REPORT – Stephanie Weldon**

III. **ADDRESS UCHSC - Denison**

IV. **EXHIBIT: Colorado Public Health Nurses Legislature**
   A. Location (City, State) Golden, CO
   B. Dates - 3/4/04
   C. Staff – Stephanie Weldon
   D. Number of Registrants - 100
   E. Number of Exhibits - 15
   F. Specify by Days:
      1. Exhibit Hours 7:00 a.m. – 3:30 p.m.
      2. Number of People Visiting the Booth - 40
      3. Number of NLM System Demonstrations – 10
      4. Number of Internet Demonstrations other than NLM System Demonstrations – 0

V. **EXHIBIT SUMMARY**
   A. Problems
   B. User feedback
   C. Suggestions/comments
   D. Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer)
      Probably not – I was able to listen to all of the presentations which were very interesting talking about the state of public health in Colorado.

VI. **BUDGET SHEET - No expenses except mileage**
EXHIBIT REPORT

I. DATE OF REPORT – 3/10/04

II. NAME OF PERSON SUBMITTING REPORT - Stephanie Weldon

III. ADDRESS – UCHSC - Denison

IV. EXHIBIT: Southeastern Colorado AHEC
   A. Location (City, State) Pueblo, CO
   B. Dates - 3/5/04
   C. Staff – Stephanie Weldon
   D. Number of Registrants - 250 students
   E. Number of Exhibits - 30
   F. Specify by Days:
      1. Exhibit Hours 8:00 – 3:00
      2. Number of People Visiting the Booth 45
      3. Number of NLM System Demonstrations 1
      4. Number of Internet Demonstrations other than NLM System Demonstrations

V. EXHIBIT SUMMARY:
   A. Total Number of People Visiting the Booth
   B. Total Number of NLM System Demonstrations
   C. Total Number of Internet Demonstrations other than NLM System Demonstrations
   D. Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer)
      No – I would not attend again unless I was able to present.

VI. BUDGET SHEET – $100 exhibit fee and mileage
STATE AND REGIONAL EXHIBIT REPORT

I. DATE OF REPORT: April 4th 2004
II. NAME OF PERSON SUBMITTING REPORT: Janet Ashwell

III. ADDRESS: Archie Dykes Library, 2100 39th Avenue, Kansas City, KS 66160-7180

IV. EXHIBIT: Hepatitis in the Heartland
   A. Location (City, State): Overland Park, KS
   B. Dates: March 30-31, 2004
   C. Staff: Janet Ashwell
   D. Number of Registrants: 160
   E. Number of Exhibits: 22

<table>
<thead>
<tr>
<th>Week Days</th>
<th>Exhibit Hours</th>
<th>Number of Visits to Booth</th>
<th>NLM System Demonstrations</th>
<th>Internet Demonstrations</th>
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V. EXHIBIT SUMMARY (Narrative)
   A. Distribution of Pre-mailers, Letters or Invitations (if applicable)
   B. Description of Booth Location: Just at entrance to exhibit hall in front of the door
   C. Description of Program Presentations
   D. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted. Household Products and ToxTown
   E. Problems
   F. User feedback: A great collaboration between 4 States so spread the word to many health professionals
   G. Suggestions/comments
G. Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer): Yes, because most of the attendees had never heard of PubMed and MedlinePlus. Also, I was able to share our resources with many because in order to receive the grand prize they had to obtain signatures from all the exhibitors, so I was able to use that opportunity.

VI. BUDGET: $300 Booth Fee
EXHIBIT REPORT

I. DATE OF REPORT – 4/1/04

II. NAME OF PERSON SUBMITTING REPORT – Stephanie Weldon

III. ADDRESS – UCHSC _ Denison

IV. EXHIBIT: Health Occupation Students of America (HOSA)
   A. Location (City, State) – Aurora, CO
   B. Dates - 3/12/04
   C. Staff – Stephanie Weldon
   D. Number of Registrants - 300
   E. Number of Exhibits - 22
   F. Specify by Days:
      1. Exhibit Hours 8:00 – 4:00
      2. Number of People Visiting the Booth - 75
      3. Number of NLM System Demonstrations - 20

V. EXHIBIT SUMMARY (Narrative)
   
   Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer) –
   If I can present I will go to this conference – but only if I can present – or am totally free -

VI. BUDGET SHEET – $200 contribution to exhibit
STATE AND REGIONAL EXHIBIT REPORT

I. DATE OF REPORT: April 19, 2004

II. NAME OF PERSON SUBMITTING REPORT: Janet Ashwell

III. ADDRESS: Archie Dykes Library, 2100 39th Avenue, Kansas City, KS 66160-7180

IV. EXHIBIT: Kansas Library Association TriConference

   J. Location (City, State): Wichita, KS
   K. Dates: March 31 to April 2, 2004
   L. Staff: Janet Ashwell
   M. Number of Registrants: 850
   N. Number of Exhibits: 80+

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V. EXHIBIT SUMMARY (Narrative)

   A. Distribution of Pre-mailers, Letters or Invitations (if applicable)
   B. Description of Booth Location: End of one row near the refreshment table
   C. Description of Program Presentations
   D. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted. Household Products and ToxTown
   E. Problems
   F. User feedback: Made great contacts and signed up 3 new Network members
   G. Suggestions/comments
H. Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer): Yes, in spite of the rather expensive exhibiting fee, this is the largest State librarian conference and is top of the priority list.

VI. BUDGET: $375 Booth Fee
EXHIBIT REPORT

I. DATE OF REPORT 10/22/04

II. NAME OF PERSON SUBMITTING REPORT – Stephanie Weldon

III. ADDRESS – UCHSC - Denison

IV. EXHIBIT:
   A. Name of Meeting - Colleague Connections
   B. Location (City, State) Denver, CO
   C. Dates - 4/13/04
   D. Staff – Stephanie Weldon
   E. Number of Registrants - 250
   F. Number of Exhibits - 10
   G. Specify by Days:
      1. Exhibit Hours 5 - 7
      2. Number of People Visiting the Booth - 60
      3. Number of NLM System Demonstrations – 15
      4. Number of Internet Demonstrations other than NLM System Demonstrations - 0

V. EXHIBIT SUMMARY (Narrative)
   A. Description of Booth Location - good
   B. Problems
   C. User feedback
   D. Suggestions/comments
   E. Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer) -
      Annual meeting and dinner of librarians from various associations throughout the state. Will
      probably always attend – most interested are the students.

VI. BUDGET SHEET – $175.00 contribution to exhibit
EXHIBIT REPORT

I. DATE OF REPORT – 6/1/04

II. NAME OF PERSON SUBMITTING REPORT – Stephanie Weldon

III. ADDRESS – UCHSC - Denison

IV. EXHIBIT: Queen of Peace Carnival
   A. Location (City, State) Aurora, CO – Queen of Peace Church
   B. Dates - 4/25
   C. Staff – Stephanie Weldon and Julie Gaines
   D. Number of Registrants - 400
   E. Number of Exhibits - 26
   F. Specify by Days:
      1. Exhibit Hours – 10:00 – 3:00
      2. Number of People Visiting the Booth - 50
      3. Number of NLM System Demonstrations - 15
      4. Number of Internet Demonstrations other than NLM System Demonstrations

V. EXHIBIT SUMMARY (Narrative)
   A. Description of Booth Location in cafeteria – good location
   B. Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer) -
      Exhibit for Hispanic population - sponsored by the Hepatitis C foundation. Yes – I will exhibit here
      to make contacts with the Hispanic community. Or every other year to make contacts.
STATE AND REGIONAL EXHIBIT REPORT OUTLINE

I. DATE OF REPORT: October 27th 2004

II. NAME OF PERSON SUBMITTING REPORT: Janet Ashwell

III. ADDRESS: Archie Dykes Library, 2100 39th Avenue, Kansas City, KS 66160-7180

IV. EXHIBIT: Uninsured Week
   A. Location (City, State): Kansas City, KS
   B. Dates: April 27, 29, 2004
   C. Staff: Janet Ashwell
   D. Number of Registrants:
   E. Number of Exhibits: 4

<table>
<thead>
<tr>
<th>Week</th>
<th>Exhibit Hours</th>
<th>Number of Visits to Booth</th>
<th>NLM System Demonstrations</th>
<th>Internet Demonstrations</th>
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<tr>
<td>Total</td>
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</tr>
</tbody>
</table>

V. EXHIBIT SUMMARY (Narrative)
   A. Distribution of Pre-mailers, Letters or Invitations (if applicable)
   B. Description of Booth Location: In KUMED outside the cafeteria
   C. Description of Program Presentations
   D. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted. Household Products and ToxTown
   E. Problems
   F. User feedback: Made contact with the general public and also university staff who work with the uninsured.
   G. Suggestions/comments
H. Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer): Yes, it is free, at KUMED and reaches many people in a short time-span. Also we are now on the map and recognized as a good source of quality free information for Uninsured Week in future years.

VI. BUDGET: No cost
APPENDIX G

SUBCONTRACT REPORTS
Quarterly Report

April 26, 2004

**Name of reporting institution:**
Boulder Public Library
1000 Canyon Blvd.
Boulder, CO 80302

**First and last name of person submitting report:** Chris A. Engleman
**Internet email address:** englemanc@boulder.lib.co.us
**Telephone number:** 303-441-4144

**Reporting Period start date:** 01-04-2004
**Reporting Period end date:** 04-04-2004

**Publicity:**
We had no new promotional materials this quarter for our work at the People's Clinic. I taught a MedlinePlus, PubMed class at the library on March 10 and all the publicity was handled "in-library." Fliers listing all library instruction classes (including this NLM class I taught) are placed in kiosks around the library and the classes are listed in the library's monthly calendar publication. I have enclosed examples of these in previous quarters where I have taught this class.

**Outreach Sessions:**
We again, this quarter, had a volunteer at a table one day a week for three hours at the People's Clinic in Boulder. With a laptop computer, the volunteer was then available to research questions from patients there using the Spanish-language version of MedlinePlus. We had only about a dozen requests this quarter.

I also taught another MedlinePlus, PubMed class at the Boulder Public Library on March 10. We are limited to 8 attendees (8 computers) and 6 people showed up for this class.

**Other accomplishments:**
The administration of the People's Clinic completely changed during this reporting quarter, so my co-director Carol Salter and I had to meet with the new administrators to go over our outreach project with them. We also brought over the MedlinePlus prescription pads for information, to give to the staff and physicians at the clinic.

The Library Instruction Director at the Boulder Public Library has now asked me if I would like to teach an NLM database class regularly (i.e. once a month) as she feels it has been a very successful training program. So I will be doing this even though this will go beyond the parameters of this subcontract. All publicity material comes through the library, so this will not entail the need for any expense on our part to advertise these classes.
Target audience:
The patients at the People's Clinic tend to be the very economically disadvantaged and also undereducated Latino population of Boulder. We have learned that the average educational level of patients coming in are at about a 6th-grade Mexican level, and therefore, we see that there is a good chance that this population is not educated enough to know what medical questions to ask, or even how to ask the question if they have one. This has been a problem with our lack of success in getting this group to use our service. Also, there are probably a number of illegal immigrants that come in, and therefore, do not want to talk to any more people than they have to. This has been educational for me to learn about. And though we haven't had a presence at the Family Learning Center this quarter, it was interesting to see that we had more success there. The reason for that it seems, is that the Family Learning Center draws a Latino population that is a little more educated...they are there taking English as a Second Language classes, for example, and so it is clear that the people coming to this place are more able and open to get out and learn and ask questions. This has compelled us to try and come up with other ways of trying to reach the people that come to the People's Clinic.

Goals, Outcomes, Objectives:
Because we have come to realize the economic, educational and cultural barriers to getting the Latino population of Boulder to use our service, we have tried a few different things to overcome this. None of these, I might add, have been very successful to date. It has been a bit discouraging that our numbers are not up, but we learn more about our target population all the time and it leads us to want to keep trying different things. Whether we can get the outcome we desire, I am somewhat uncertain. It may be that we need to target the "more educated" population…or, at least, put a little more energy into reaching that group and see if we have more success there.

Evaluation:
I really have not much of anything to send here. I have a couple of evaluation forms from the class I taught on March 10... I could send those. I will not send the actual research forms we used for the research we did at the People's Clinic, due to confidentiality. Again, we only had about 12 of those questions this past quarter.

Impacts and Observations:
The fact that our volunteers at the People's Clinic now wear People's Clinic badges I think has been helpful. It gives us a more "authoritative" look and I think maybe people feel more comfortable approaching our volunteers because of this. Again, this is not really reflected in overall usage numbers, but I think this remains still to be seen over a longer time. The physicians have been very supportive of us being there and our presence is made known to them when we are there, but, again, the usage numbers are not really reflecting great improvement. I, again, would like to see if this might change over time. I just have concerns that the barriers we encounter with this population group--economic, educational and cultural--may be very difficult to overcome...maybe even over the long term. I guess I would say that I am encouraged (or challenged) enough that we plan to continue this project for a while longer (if not longer than that) and see what can happen.
Planned Activities:
This was the final quarter of our subcontract term. We plan to continue our project, however, as the places we are visiting (People's Clinic mainly), have been very supportive, and it seems the financial constraints are somewhat minimized there. It might be nice at some point to print up "nice" Spanish-language brochures (we have some somewhat less-than-great brochures). I will also continue to teach an NLM database class once a month at the Boulder Public Library. Here again all costs for publicity are now provided by the library so I can continue this teaching without further need of funds (for now). Therefore, we have no cost reimbursements for this quarter.
Quarterly Report  
June 03, 2004

Name of reporting institution:  
Ft Lewis College  
John F. Reed Library  
1000 Rim Drive  
Durango, CO 81301

First and last name of person submitting report: Myoung Fry, MLIS  
Internet email address: fry2_m@fortlewis.edu  
Telephone number: (970) 382-1347

Reporting Period start date: 01-01-04  
Reporting Period end date: 04-30-04

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.)  
Finished the web page: (http://library.fortlewis.edu/consumerhealth)  
Sent brochures to various organizations - see attached.

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.).  
Site visit and presentations:  
1. Fort Lewis College Library: Presented the Consumer Health Library web page to librarians.  
2. Durango Public Library: Presented the Consumer Health Library web page and brochures to librarians. Caroline White, Education Librarian, will have a class for patrons and present this web page.  
3. Ignacio Southern Ute Health Clinic: Presented the Consumer Health Library web page and brochures to physicians, nurses and staff. The class received a good response and I left 100 brochures to be distributed. I am planning to visit the site again and work with them to create further educational resources in near future.

Other accomplishments: List any additional activities, resources, services, and administrative arrangements or collaborations that occurred during this reporting period.  
Jeff Frisbie, Interim Director, Margaret Landrum, Outreach Coordinator, and I received an additional grant, $3,500 from the Southern Ute Tribe Growth Fund. The $3,500 will
be used to purchase consumer health resources, both books and videos, in conjunction with the $10,000 subcontract the library was awarded from the National Network of Libraries of Medicine (NN/LM). The NN/LM subcontract was for consumer health outreach to our region with an emphasis on Native Americans. That subcontract did not include funds for books and videos, so the Ute grant will supplement and enhance the library's efforts nicely.

I will try to come up with a list of books and video tapes for consumer health collection at the Fort Lewis College Library.

**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?

It was rather difficult to focus outreach strictly on the Native Americans unless I visit a specific reservation.

I also found out that the Southwestern part of Colorado includes a good number of Hispanic populations. I plan to attend a Latino Health Fair on 5 June 2004 in addition to my expected responsibilities.

**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?

- One training class at each of the partner organizations and also at Cortez Public Library and the Ute Indian Reservations will be held.
- The consultant will meet with clinic staff on the reservations who provide access to health information. She will offer them a class if the clinic staff is amenable.
- DPL and FLC will ensure that their reference staff is adequately trained in finding quality health information on the Internet and answering health related questions.
- Develop brochures to be sent to Navajo and Ute Nations
- Continue to update Native American resources on the web site.

All the above goals and objectives were accomplished as planned. However, I had numerous problems with Internet connectivity. In June, I will purchase our own laptop computer and projector for this project.

**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.

None
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.

All the above goals and objectives were accomplished as planned. However, I had numerous problems with Internet connectivity. In June, I will purchase our own laptop computer and projector for this project. So far, I have rented the equipment from Southwest Regional Library Services.

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

• Health information training will be announced in the SWRLSS usual training schedule throughout the award period in order to reach the widest possible audience. Ms. Fry will give a training session when possible to a group of public librarians
• FLC has a Navajo speaking librarian who will be present at preliminary meetings and on call for consultation with Ms. Fry.
• Ms. Fry will contact the Towaoc Library on the Ute Mountain Ute reservation and the Ignacio Health Clinic on the Southern Ute reservation to offer training for their personnel.
• Continue to update Native American resources on the web site.
• FLC will offer training to FLC students and the general public on consumer health databases. Students often are a successful conduit for getting information to Native American families and thus are key recipients of consumer health training.
• The project leaders from the three organizations will meet to discuss the progress this outreach collaboration.
• Statistics from outreach sessions and the web site will continue to be gathered and evaluated.
Kansas State University
Veterinary Medical Library
Impact Grant

Enhancing Access to Biomedical Information via Ariel
Final Report

Veterinary Medical Library
Kansas State University
Manhattan, Kansas 665056

Gayle Willard, Director
Veterinary Medical Library
Kansas State University
408 Trotter Hall
Manhattan, KS 66506-5614
gwillard@vet.k-state.edu
785-532-6006
785-532-2838 (Fax)

April 1, 2002 – June 30, 2003

March 1, 2004
NARRATIVE DESCRIPTION

1. Summary/Introduction

The goal of this project was to provide enhanced access to biomedical literature in a timely and accurate manner to our broad clientele. With the implementation of Ariel 3.01, we were able to provide a reliable and expedient way to transmit copies of the literature located in the Veterinary Medical Library. By being able to transmit the copies in this manner, it made the information more valuable to the wide population of researchers and medical libraries we serve. Also with the implementation of Ariel 3.01 we were able to transmit the documents via the Internet and provide not only desktop service to the end user but also color copies. Our long-term objective was also met to become a Loansome Doc provider and we now have active Loansome Doc users.

2. Geographic region/number of counties

The libraries that were served in this subcontract are located all throughout the United States and Canada.

3. Collaborations/Partnerships

The libraries that are part of DOCLINE’s Freeshare Reciprocal Interlibrary Loan Program were our main partners. There were a few libraries that contacted us asking for free reciprocal lending arrangements. We entered into agreements with everyone that requested them. All partnerships are still in good standing. The free reciprocal programs are ideal for a library of our size and staffing. Too much time can be spent invoicing, tracking invoices, receiving payments and making deposits. We found ourselves busy enough trying to get the information into the hands of the users, let alone worrying about the billing. It can be cumbersome at times, checking the (long) list of reciprocal agreements to determine if a library should be billed or if the item is free, but that time is still wisely spent.

4. Training

Not applicable to this subcontract

5. Training sites

Not applicable to this subcontract

6. Exhibits

Not applicable to this subcontract
7. Resource Materials

A procedures manual was developed for in-house use and training. It documents the workflow used and lists all of the reciprocal partners if they are not part of the Freeshare Reciprocal Interlibrary Loan Program.

8. Web sites

Information regarding Loansome Doc can be found at (http://www.vet.k-state.edu/depts/library/research.services.htm).


During the subcontract reporting period (7/1/02-7/31/03), 2,587 articles were supplied to participating DOCLINE libraries. The Veterinary Medical Library received 775 articles. The Veterinary Medical Library supplied three times as many articles to other libraries than what was needed on site. Due to the delay in the appropriate paperwork to purchase the hardware and software, Ariel was not implemented until January 2003. For the seven month period in 2003, 1578 articles were delivered. Of these 1578 articles, 86% of them were delivered either by Ariel or by posting to a web server via Ariel software. Prior to Ariel implementation all articles were either faxed or mailed to the requesting institution.

Reference services were not applicable to this subcontract.

10. Approaches and interventions used

All requests are received through DOCLINE. Cindy Logan, DOCLINE Coordinator, announced our participation in Ariel on the appropriate listservs. Initial training was provided by the Veterinary Medical Library’s computer support staff. Most training was done via hands-on learning. Cindy Logan trained various student employees to process the DOCLINE requests and to send articles via Ariel. Staffing was scheduled on an as needed basis.

11. Evaluation

The project was evaluated on a daily basis. The two basic questions were, “Are we able to supply the necessary material?” and “Are we able to supply the material in an expedient manner?” By the sheer total number of articles that were supplied the answer to the first question is a resounding “YES!” With the purchase and installation of the Ariel software, the answer to the second question is again a resounding “YES!” Prior to January 2003, all articles were mailed or faxed. Faxing articles does put the material into the end users’ hands much faster, but due to the quality of the fax, diagrams, radiographs, etc., may be compromised. By being able to scan documents and deliver them in grayscale or color the quality of the document is increased tenfold. Concurrently, the recipient receives the document in some cases the same day the request is placed or at least within 48 hours of the placement of the request.
12. Problems or barriers encountered

The largest problem we faced was from a bureaucratic standpoint. It took significant months to complete the contractual paperwork and then order the hardware and software.

13. Continuation plans

The Veterinary Medical Library will continue to fill DOCLINE and Loansome Doc requests via Ariel software. The staffing, upgrade and equipment costs will be absorbed by the library.

14. Impact

The ability to serve other libraries in such an expedient manner has made a huge impact on our lending statistics. We received appreciative emails on a weekly basis commenting on the service that we provided.

15. Recommendations for improvement

Not applicable to this subcontract.

FOLLOW-UP QUESTIONS

1. Were your original project goals and objectives met? If not, why not?

Yes, the project goals and objectives were met.

2. What significant lessons were learned which would be of interest or use to others conducting outreach projects? Which strategies were the most effective in implementing the project?

From an institutional standpoint, the “red tape” from every side that needed to be addressed was frustrating at times. Now we know what will be in front of us in the future. It was also beneficial participating in DOCLINE prior to the implementation of the subcontract. It would have been very overwhelming to try to implement in DOCLINE and institute a new procedure the magnitude of Ariel.

3. If you were to start all over again, what, if anything, would you change about your goals, project plans, etc?

The process went quite smoothly and we achieved the goals we set out. We were surprised at the magnitude of items requested from us and the amount of staff time needed to do the scanning of the articles.
4. What advice or recommendations would you give to anyone considering a similar outreach effort?

Give it a try … you too can make an “impact” … we did.
Quarterly Report

March 29, 2004

Institution:

Medical Library
St. John's Health System
1235 East Cherokee St.
Springfield, MO 65804-2263

First and last name: Holly Henderson

e-mail address: hhenderson@sprg.mercy.net

Telephone number: 417-820-2539

Start date: 01-01-2004

End date: 03-31-2004

Publicity:

An ad for the Community Health Library was created by St. John’s Marketing and Customer Service Department. This ad was placed in the winter 2004 issue of St. John’s Healthy People Magazine, a magazine produced by St. John’s Health System and distributed throughout Southwest Missouri. The ad will be included in future issues as space allows.

Outreach Sessions:

1. MD Consult Demonstration Receptions [omitted from Oct.-Dec. 2003 quarterly report]
St. John’s Health System Medical Library
Springfield, Missouri
December 3, 4, 9
Number of attendees = 105

These receptions were conducted at St. John’s Medical Library to introduce physicians to the many features of MD Consult. Physicians were invited to view a demonstration of the product and register for access. St. John’s Medical Library and the Community Health Library make up the Medical Library Services Department at St. John’s Health System and the entire department staff was involved in these events.

While these receptions are probably considered more as outreach for medical staff and not the community, librarians see a connection between physician outreach and usage at the Community Health Library. This was the first time most of the attendees learned
about the 3,000+ patient handouts available through MD Consult. Physicians at St. John’s number over 400 and they are a prime source of referrals to the Community Health Library.

2. Parkinson’s Support Group  
St. John’s Regional Health Center  
Springfield, Missouri  
January 8  
Number of attendees = 20

This was a general information session about the Community Health Library’s services and resources with special emphasis on Parkinson’s resources. This session led to the formation of a partnership with the local chapter of the National Parkinson’s Foundation. More information on this partnership is in the “Other Accomplishments” section below.

3. MD Consult Registration  
Annual Medical Staff Meeting  
St. John’s Regional Health Center  
Springfield, Missouri  
January 15, 2004

This physician meeting provided another opportunity to reach out to physicians and provide them with access to MD Consult. 36 physicians were registered during the meeting.

4. Parkinson’s Support Group  
CoxHealth  
Springfield, Missouri  
January 25, 2004  
Number of attendees = 8

This was a general information session about the Community Health Library’s services and resources with special emphasis on Parkinson’s resources. An invitation to this support group (which is held at another hospital in Springfield) came about from the outreach session conducted on January 8 at St. John’s.

6. Fourth Annual Ozarks Wellness Fair  
The Library Center (the main public library)  
Springfield-Greene County Library District  
Springfield, Missouri  
February 14, 2004

Holly Henderson displayed at this event held at a local public library branch along with a variety of community health organizations. The Community Health Library has displayed every year at this event. The public library staff estimates around 2,000 people visit each year’s fair.
Holly Henderson was a guest speaker at an introductory library science course taught at Southwest Missouri State University. Holly discussed special libraries in general, as well as her own experiences working in a consumer health library. The students participating were from a diverse academic background and were very attentive. The class was given an assignment that involved identifying and locating special libraries in Missouri.

**Other accomplishments:**

The presentations to local Parkinson’s support groups have led to a partnership between the Community Health Library and the local chapter of the National Parkinson’s Foundation. The local chapter organization has a small book and video collection that is available to members. Holly Henderson of St. John’s was asked to assist the group in identifying and locating books and videos to add to this collection. In addition, the local chapter is planning on contributing $100 worth of Parkinson’s related materials to the St. John’s Community Health Library. A very positive collaborative relationship has been established with this group.

The library staff at St. John’s has completed revisions of library brochures and promotional posters. Upon receipt of the printed revisions, they will be distributed to our primary target audience of St. John’s clinics, public libraries and health departments.

**Target Audience:**

In past reporting periods, we have targeted local public libraries and health departments. Our recent focus has been local community groups and support groups. This outreach effort has yielded some interest. Planned activities next quarter include presentations and/or displays at local community events.

**Goals, Outcomes, Objectives:**

During this quarter, we had the opportunity to reach a wide range of people with new information about consumer health information and library services. These included:

- Practicing physicians
- Physician assistants and advanced practice nurses
- Prospective librarians/college students
- Patients and support group members
- Community residents/public library patrons

A new alliance with the Parkinson’s support groups was developed. An ongoing alliance
with the Springfield-Greene County Library was continued as the St. John’s Community Health Library was a featured participant in the Fourth Annual Ozarks Wellness Fair.

This period was used to revise the brochures and posters for the Community Health Library and also the companion brochure for the Medical Library. They will all be full color pieces when printed. Promotional pens (quantity = 5,000), featuring contact information for the Community Health Library, were revised and ordered. This is the third order for pens placed in two years. The pens are an inexpensive and useful promotional item used at health fairs and similar promotional opportunities. The revised materials should return from the printers in early April 2004 and distribution will begin immediately.


Revisit as many clinics, health departments and public libraries as possible prior to the end of the subcontract period.

Distribute newly produced and revised promotional materials (brochures, posters and pens).

Demonstrate consumer health and patient-related software in clinics, when permitted. Examples may include:
1. MedlinePlus
2. Micromedex (Aftercare Instructions)
3. MD Consult (Patient Handouts)

Evaluation:
Evaluations are distributed after each presentation.

Impacts and Observations:

The momentum established last quarter with the large number of presentations requested by the Barry-Lawrence County Library District was not carried through to this quarter, but the winter season does tend to be slower. Library and other groups are hesitant to schedule events during this time due to weather conditions.

Planned Activities:

1. April 27, 2004
   Presentation at Cancer Support Group

2. May 20, 2004
   Presentation at New Hope Gynecological Cancers Support Group
3. June 5, 2004
   Display at Learning Disabilities Association Reading Fair

4. June 11, 2004
   Speaking engagement at Consumer Health Event, University of Missouri-
   Columbia

5. June 12, 2004
   Display at Health Fair, Second Baptist Church, Springfield, Missouri

6. Spring/Summer 2004
   Community outreach visits (clinics, health departments, public libraries)
Outreach Activities Report  Consumer Health Education and Promotion Plan - Project  
RML Quarter 4 2003-2004  
Generated: Wednesday, October 27, 2004

3 Total Outreach Activities  
The following information is based on outreach reports of training activities.

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<td>Average length: 3.83 hours</td>
<td>ClinicalTrials.gov: 0 activities</td>
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<td>Hospital: 3 activities</td>
<td></td>
</tr>
<tr>
<td>Clinical/Health care: 1 activity</td>
<td></td>
</tr>
<tr>
<td>Academic Institution: 1 activity</td>
<td></td>
</tr>
<tr>
<td>Community-Based: 2 activities</td>
<td></td>
</tr>
<tr>
<td>Faith-Based: 0 activities</td>
<td></td>
</tr>
<tr>
<td>Public Health Agency: 1 activity</td>
<td></td>
</tr>
<tr>
<td>Other: 0 activities</td>
<td></td>
</tr>
</tbody>
</table>

0 Participants Completed Participant Information Sheets  
The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary

| Activities at which PI sheet collected: 0.0% |
| Health care or service providers: 0 participants |
| Health science library staff members: 0 participants |
| Public Health worker: 0 participants |
| Public/Other library staff members: 0 participants |
| Members of general public: 0 participants |
| Percentage Health Care Providers: 0.0% participants |
| Percentage Health Sciences Library: 0.0% participants |
| Percentage Public Health Workers: 0.0% participants |
| Percentage Public Library Staff: 0.0% participants |
| Percentage General Public: 0.0% participants |
Quarterly Report  

Name of reporting institution:  
Central Denver Public Library  
10W. 14th Avenue Parkway  
Denver, CO 80204-2731

First and last name: Elaine Connell

Internet email address: econnell@denver.lib.co.us

Telephone number: 720-865-1363

Start date: 12-01-03

End date: 02-28-04

Publicity:

1. Article sent to CCLM - see at (www.ccmlnet.org/CQFeb04.pdf) - see page 3.
3. Lee presented an update to Stacey's January Denver Healthy People 2010 meeting.
4. All Staff email promoting our upcoming trainings for staff.

Outreach Sessions:

Just getting ready for serious outreach.

Other accomplishments:

1. Two African American focus groups in January.
2. Launch of DPL's overall newly revised site late in January. See it at (www.denverlibrary.org).
3. Design and development of DPL's Health and Medicine sites, both English and Spanish. English is 'up' but for development purposes only, and still in need of tweaking! Spanish goes to the tech folks in the next few days. Translation and annotation are underway.

4. Denver Healthy People site is well underway and we have identified several places where linking with one another expands the ability of both agencies to serve their customers well.

5. Early work on launch festivities, including invitations sent to our Mayor, City Council President and City Librarian to take part. Date and time will depend on their schedules, but should be finalized in the coming week.

Target audience:

It was hard to get African Americans for our focus groups, though we had fliers at two libraries, one clinic and a church in the neighborhood. The groups turned out small, but still very helpful. Contact through trusted leaders appears to be the most effective approach and we will base outreach on this. No real change, but it really reinforced what we were anticipating as a challenge.

Goals, Outcomes, Objectives:

It is no easy job to put together a web site, particularly one that we could get excited about. We seriously underestimated the time that would be involved. But we worked hard and long, and we are excited! Launch and outreach coming soon. The outcomes still appear feasible.

Evaluation:

1. 2 focus groups (of an advisory nature, during the very early stages of development)
2. Survey and training materials are in development.
3. We had a 'team retreat' in mid-January and took a collaborative look at the goals, objectives... and refined the vision of our opening page.
4. We took the refined opening page/main page to the DHP2010 Education Committee and had good feedback.

Impacts and Observations:

1. The past two and a half months have been pretty intense on the development angle. Just in the past few days, we have been able to see our site in a working version. People that have seen it have been very complimentary. One librarian said, "Oh, that's easy! You won't need any
trainings." (We wanted it to be intuitive, so are very pleased! Yet, we have much to point out in our trainings, too.)

2. I had two librarians from the Colorado Consumer Health Information Librarians group (CCHILL) offer to help with beta-testing - in response to my article in Council Quotes. Several responded when I asked if CCHILL members wanted their libraries to be listed on our site. This indicates to me that we will have the state-wide interest, and hopefully also the use, that we were hoping for.

Planned Activities:

1. Training for DPL staff in early March (3rd, 5th, 10th, and 11th) - 1 and 1/2 hours for each session. These will be small groups and the sessions are to be held in various branch locations, with one at Central. We had only 17 signed up last week, so I sent the All-Staff email about the class and have had a few more contact me since.

2. Spanish site translated materials and annotations in, 'finalizing' this site, and getting it to the tech folks in the next week.

3. DHP2010 site into electronic form, too.

4. Beta testing for both DPL sites, and for the DHP2010 site, too.

5. Promotional materials printed - we have sent some draft versions already.

6. Additional preparations for launch activities. Two parties - one for the 'professional' community and one for the neighborhood folks who have helped us out along the way.

7. Health Fairs - demonstrating our new site at a few and sending promotional and instructional materials to several more.
Outreach Activities Report  Access to Electronic Health Information for Denver - Project

RML Quarter 4 2003-2004

7 Total Outreach Activities

The following information is based on outreach reports of training activities.

Activities Summary

| Total number of estimated participants: | 82 participants |
| Average number of participants: | 11.71 per activity |
| Average length: | 1.07 hours |
| Under 1 hour: | 3 activities |
| Between 1 and 2 hours: | 4 activities |
| Over 2 hours: | 0 activities |
| Hands-on practice: | 4 activities |
| Conducted remotely: | 0 activities |
| Offering continuing education: | 0 activities |
| Significant number of minorities: | 1 activity |

Session Content

| PubMed: | 0 activities |
| MedlinePlus: | 4 activities |
| ClinicalTrials.gov: | 0 activities |
| NCBI: | 0 activities |
| NLM Gateway: | 0 activities |
| TOXNET: | 0 activities |
| Other technology content: | 5 activities |
| Other, non-technology content: | 7 activities |

Type(s) of Organization(s) Involved in Activities

| Health sciences library: | 1 activity |
| Public library: | 7 activities |
| Government agency: | 1 activity |
| Hospital: | 1 activity |
| Clinical/Health care: | 0 activities |
| Academic Institution: | 1 activity |
| Community-Based: | 2 activities |
| Faith-Based: | 0 activities |
| Public Health Agency: | 1 activity |
| Other: | 2 activities |

Significant Minority Population Present

(>50% of participants)

| African American: | 0 activities |
| Alaska Native: | 0 activities |
| Asian and Pacific Islander: | 0 activities |
| Hispanic: | 0 activities |
| Native American: | 0 activities |

33 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary

| Activities at which PI sheet collected: | 57.1% |
| Health care or service providers: | 0 participants |
| Health science library staff members: | 0 participants |
| Public Health worker: | 0 participants |
| Public/Other library staff members: | 33 participants |
| Members of general public: | 0 participants |
| Percentage Health Care Providers: | 0.0% participants |
| Percentage Health Sciences Library: | 0.0% participants |
| Percentage Public Health Workers: | 0.0% participants |
| Percentage Public Library Staff: | 100.0% participants |
| Percentage General Public: | 0.0% participants |
COMING SOON: NEW AND EXPANDED HEALTH-FOCUSED WEB PAGES AT DPL
SUBMITTED BY ELAINE CONNELL

The Denver Public Library, in conjunction with the Denver Department of Environmental Health's Denver Healthy People 2010, has received a grant from the National Network of Libraries of Medicine. We are improving the web sites of both the library and Denver Healthy People 2010 for anyone who is seeking simple to in-depth health information. The DPL site will target the needs of Denver's Whittier neighborhood where there are proportionately higher numbers of residents who are African American, Latino, low-income, or did not graduate from high school than in Denver as a whole, or the state of Colorado. Our work is based at our Ford-Warren Branch, at 28th and High Streets, the geographic center of this neighborhood. The Denver Healthy People 2010 site will be updated to meet the vital health promotion needs of professionals and community organizations working with Denver residents throughout the city.

If you dropped by the Denver Public Library and saw my desk this afternoon, you would surely consider it utter audacity for me to “toot my horn” about the redesign of our Health & Medicine web page(s) (both English and Spanish) at this point. In truth, if it weren’t for the deadline for Council Quotes, I’d just as soon wait to do it, too! But now is the time. We’ve done our focus groups and key informant interviews, and despite the current all-too-frantic workings of the actual drafting process, I will “toot” away!

We are excited because:

1. We believe in the vital role of public libraries in serving the health information needs of the community.
   Public Libraries are “out there”: out where the kids drop by on their way home from school, out where the neighborhood community organization holds its meetings, and out where people know they can check their email and use the Internet for free. DPL has 22 branches, besides our central library and our bookmobile. Other public libraries in the surrounding counties are a staple of their communities, too. Public libraries are where people go, for videos and CD’s, but for information, too. And health information is one of the most sought-after topics today. Whether it’s a book on Diabetes, or free access to periodical databases, many people come to us. Only the rare few are aware that they can go to a medical or hospital library for assistance. We can get people started, and then refer you.

2. Partnership brings us a vastly broadened perspective, and expands our reach into the community.
   The grant from the National Network of Libraries of Medicine allows us to incorporate the expertise of Stacey McConlogue of the Denver Department of Environmental Health and Denver Healthy People 2010, and Lee Shaulhunessy, our Health Educator Consultant. Both of these ladies have many years of experience working in public health. They bring their vision for health promotion, their connections, and their incredible community networking skills to this project. The websites are just one product of the project. The other is focused outreach through a network we call the “coconut wireless” Stacey worked in Hawaii for years, and this is her term for the informal, word-of-mouth conveying of information.

3. We are working with some really great sites, and would love your input!
   Over the years I have collected a very large pile of websites that you, and the folks at CAPHIS, have recommended. We are compiling our site as a starting place with solid basics, and local resources, continued on next page
arranged in a way that will make it easier for those who are just starting out and may not have great skills in searching or reading at this point. At least that is our dream! Soon you can see for yourself how closely the product fulfills that dream.

We would LOVE to have some of you review and beta-test the design as well as the content when we have our basic site in an electronic form - - - in mid-February, we hope! We will be doing beta-testing through the end of February, and hope to launch all three sites to the public in mid to late March. Please let me know if you would like to help out with this.

More when I get my desk cleared... ☺

Elaine Connell, Reference Librarian
Denver Public Library
10 West 14th Ave. Pkwy.
Denver, CO 80204
720-865-1363 / econnell@denver.lib.co.us
Quarterly Report
March 26, 2004

Name of reporting institution:
Hope Fox Eccles Health Sciences Library
4037 University Hospital
50 North Medical Drive
Salt Lake City UT 84132

First and last name of person submitting report: T. Elizabeth Workman
Internet email address: lworkman@lib.med.utah.edu
Telephone number of person submitting this report: 801-581-4686

Reporting Period start date: 12/01/03
Reporting Period end date: 02/29/04

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.)

Our outreach librarians at the Spencer S. Eccles Health Sciences Library have continued their efforts to promote this resource. They have visited many libraries to promote various library services, including the 24 Languages Project. They have distributed bookmarks that were produced a few years ago, funded by an earlier LSTA grant.

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.).

We will soon begin our efforts in training libraries and other organizations, as outlined in the proposal. We are composing the training booklet and flyers. These materials will be ready soon.

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

The Medical Library Association has accepted our proposal to present a paper on the audio files project at their annual national conference in May, 2004. We are also presenting a poster for the project at the Utah Library Association annual conference 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?
According to our ongoing assessments, our target audiences and their needs have remained constant within this reporting period.
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?

Our technician has made much progress in recording the narrations. He is also in the process of encoding the recordings. The Arabic, Croatian and Serbo-Croatian sections are now almost complete, in terms of audio files.

We are in the process of redesigning the web site (http://medlib.med.utah.edu/24languages), which is evident from its current state. It is now less cluttered, more easily navigated and has a separate section for matching English texts.

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.

Web site use increased 24% in views and nearly 16% in visits within the reporting period.

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.

The Immunization Action Coalition (IAC), one of our partner organizations, sent very positive feedback after reviewing the Croatian and Serbo-Croatian audio files. IAC provides PDF translations of materials regarding vaccinations and they are excited to have many of their materials recorded.

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

Training: We plan to have all the training booklets and other printed materials completed and produced next month. We plan to complete most of the training sessions to libraries and other organizations this summer.

Presentations: As noted earlier, we will present a paper on the audio file project at the MLA conference in May and a poster at the Utah Library Association conference during the same month.
8 Total Outreach Activities

The following information is based on outreach reports of training activities.

**Activities Summary**

- **Total number of estimated participants:** 22 participants
- **Average number of participants:** 2.75 per activity
- **Average length:** 1 hour
- **Under 1 hour:** 3 activities
- **Between 1 and 2 hours:** 3 activities
- **Over 2 hours:** 3 activities
- **Hands-on practice:** 3 activities
- **Conducted remotely:** 3 activities
- **Offering continuing education:** 3 activities
- **Significant number of minorities:** 0 activities

**Session Content**

- **PubMed:** 8 activities
- **MedlinePlus:** 8 activities
- **ClinicalTrials.gov:** 0 activities
- **NCBI:** 0 activities
- **NLM Gateway:** 0 activities
- **TOXNET:** 0 activities
- **Other technology content:** 8 activities
- **Other, non-technology content:** 0 activities

**Type(s) of Organization(s) Involved in Activities**

- **Health sciences library:** 8 activities
- **Public library:** 8 activities
- **Government agency:** 0 activities
- **Hospital:** 0 activities
- **Clinical/Health care:** 0 activities
- **Academic Institution:** 8 activities
- **Community-Based:** 0 activities
- **Faith-Based:** 0 activities
- **Public Health Agency:** 0 activities
- **Other:** 0 activities

**Significant Minority Population Present**

- **African American:** 0 activities
- **Alaska Native:** 0 activities
- **Asian and Pacific Islanders:** 0 activities
- **Hispanic:** 0 activities
- **Native American:** 0 activities

0 Participants Completed Participant Information Sheets

The following information is based on Participant information (PI) sheets collected during training activities.

**Participants Summary**

- **Activities at which PI sheet collected:** 0.0% participants
- **Health care or service providers:** 0 participants
- **Health science library staff members:** 0 participants
- **Public Health worker:** 0 participants
- **Public/Other library staff members:** 0 participants
- **Members of general public:** 0 participants
- **Percentage Health Care Providers:** 0.0% participants
- **Percentage Health Sciences Library:** 0.0% participants
- **Percentage Public Health Workers:** 0.0% participants
- **Percentage Public Library Staff:** 0.0% participants
- **Percentage General Public:** 0.0% participants
Quarterly Report  
August 30, 2004

Name of reporting institution:  
George J. Farha Medical Library  
University of Kansas-Wichita  
1010 North Kansas  
Wichita KS 67214-3199

First and last name of person submitting report: Teresa R. Coady  
Internet email address: tcoady@kumc.edu  
Telephone number: 316-293-3437

Reporting Period start date: January 1, 2004  
Reporting Period end date: March 31, 2004

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 or provide URLs.)

Presented at the Veterinary Technicians Conference Saturday, March 6th in Manhattan, Kansas, sponsored by Kansas State University College of Veterinary Medicine.

Outreach: Outreach Reporting Form is submitted.

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

The Co-Pi and myself, the PI, were in constant communication regarding program content and targeting this specific audience - veterinary technicians.

Published an article in the Plains to Peaks Post. "Collaborative Grants Challenges AND Opportunities!" Volume 2, Issue 3, March 2004, by Teresa R. Coady and Gayle K. Willard. This article outlined the grant process and the excitement of working on a grant project!

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 originally planned a program for the Kansas Veterinary Medical Association, at their annual meeting, but as we delved into the subcontract and began presenting around the state of Kansas, we felt the technicians would be a stronger group to target, as they have a more immediate need for our information and will use it more readily.
In addition we will present to the KSCLS (Kansas Society for Clinical Laboratory Science - medical technicians) next quarter.

**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?

The Co-PI is a veterinary medical librarian and her expertise in the veterinary realm has been vital to our success in targeting and marketing our information with a veterinary focus. As the PI, and as a medical librarian dealing primarily with human medicine, this has been a fantastic opportunity to learn more about veterinary medicine. The public health issues at this time are linked directly to animal and human health and we are on the leading edge with our information.

At each presentation we were thanked profusely for our work compiling a web site with information in one place and also for getting this information into their hands, as they have immediate needs for this information.

One challenge was exchanging files that exceeded both institutions file size limit. These files were video recording files that we wished to transfer to one laptop prior to meeting in person. The PI tried to send them to Kansas State as attachments, but eventually figured out that the IT department would need to ftp the files to Kansas State's server. This took a great deal of time to arrange and approve through the IT departments, as librarians do not do this often or readily.

**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.

I will email the pre-evaluation survey to the RML email address.

**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.

"Wow! So much great information!"

"I wish I knew about the web site sooner!"

"Glad all the information you need is in one place! Easy to use!"

"Web sites are incredible and I am excited about getting information through them."

"Why emphasize Kansas? This is useful information for everybody. It is implied that this web site and information is for Kansas residents." (This conference attendee was from North Dakota and applauded our work and recommended that it be taken to a national
"Good information when I needed it. Thank you."

"Very informative - good job."

"Looks good!"

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

We will make three more presentations during the next quarter:


KSCLS Kansas Society for Clinical Laboratory Science (medical technicians) April 29, 2004 in Manhattan, Kansas.

Veterinary Medical Students Junior Year, Epidemiology Class, Kansas State University, Manhattan, Kansas. April 30, 2004. The professor for this class heard our presentation at the Veterinary Technicians Conference in March and requested that we present to the Junior Year Veterinary Students in April. The students have an immediate need to know about our web site and the searching tips for NLM databases.
Outreach Activities Report  Unlocking the Power of Electronic Health Information for Public Health Workers in Kansas - Project
RML Quarter 4 2003-2004

4 Total Outreach Activities
The following information is based on outreach reports of training activities.

Activities Summary

- Total number of estimated participants: 285 participants
- Average number of participants: 71.25 per activity
- Average length: 0.80 hours
- Under 1 hour: 2 activities (50.00%)
- Between 1 and 2 hours: 2 activities (50.00%)
- Over 2 hours: 0 activities
- Hands-on practice: 0 activities
- Conducted remotely: 0 activities
- Offering continuing education: 2 activities (50.00%)
- Significant number of minorities: 0 activities

Type(s) of Organization(s) Involved in Activities
- Health sciences library: 4 activities (100.00%)
- Public library: 0 activities
- Government agency: 4 activities (100.00%)
- Hospital: 3 activities (75.00%)
- Clinical/Health care: 3 activities (75.00%)
- Academic Institution: 4 activities (100.00%)
- Community-Based: 0 activities
- Faith-Based: 0 activities
- Public Health Agency: 4 activities (100.00%)
- Other: 0 activities

0 Participants Completed Participant Information Sheets
The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary

- Activities at which PI sheet collected: 0.0%
- Health care or service providers: 0 participants
- Health science library staff members: 0 participants
- Public Health worker: 0 participants
- Public/Other Library staff members: 0 participants
- Members of general public: 0 participants

Session Content
- PubMed: 4 activities (100.00%)
- MedicinePlus: 4 activities (100.00%)
- Clincials.gov: 2 activities (50.00%)
- NCEI: 0 activities (0.00%)
- NLM Gateway: 0 activities (0.00%)
- TEDMED: 2 activities (50.00%)
- Other technology content: 4 activities (100.00%)
- Other, non-technology content: 0 activities (0.00%)

Significant Minority Population Present
(>=50% of participants)
- African American: 0 activities (0.00%)
- Alaska Native: 0 activities (0.00%)
- Asian and Pacific Islander: 0 activities (0.00%)
- Hispanic: 0 activities (0.00%)
- Native American: 0 activities (0.00%)

Generated: Thursday, November 11, 2004
APPENDIX H

NETWORK MEMBER INVENTORY REPORTS
The National Network of Libraries of Medicine, MidContinental Region
2002

Betsy Kelly, Assessment and Evaluation Liaison
Elaine Graham, Consultant
The National Network of Libraries of Medicine, MidContinental Region

Introduction

The MidContinental Regional Medical Library (RML) aims to “develop, promote and improve access to electronic health information resources by Network member libraries, health professionals and organizations providing health information to the public.” This goal forms part of the core mission in the Regional Services Plan for the National Network of Libraries of Medicine, MidContinental Region (NN/LM MCR), as proposed to the National Library of Medicine (NLM). Further, the NN/LM MCR program includes a formal assessment and evaluation component aimed at “identifying and tracking trends in the development or failure of libraries” and the “identification of baseline and emerging services being provided by libraries in the Network.”

To carry out these program goals, the MidContinental RML Assessment and Evaluation Liaison developed a questionnaire to elicit information from regional member libraries about their staffing, the availability of technology, access to educational programs and their relationship to the RML and the NLM. The data provide a picture of the region early in the 2001-2006 NN/LM MCR contract and serve as a baseline against which change in the availability of information resources and services can be measured in the future. The complete data tabulations available on the web include regional summary data, along with breakdowns by state and by type of library. This report presents regional level summary data for the most part, with some results grouped by library type where this is more meaningful. The library types are 1) hospital libraries and 2) academic/other libraries. (A separate report that highlights the survey results for hospital libraries is also available from the MidContinental RML.)

Methodology and Response Rate

The Network Membership Inventory, Fall 2002 (see Appendix) was mailed to 216 regional NN/LM member libraries identified from NLM DOCUSER records. The questionnaire was also made available on the NN/LM MCR web site. Of these 216 member libraries, 8 are Resource Libraries, 130 are hospital libraries and 78 are other types of libraries. Respondents either mailed in the survey or submitted responses via the web form, although some used both means. In cases where multiple responses were received from an individual library, the responses were compared to eliminate duplication and the data was entered only once. Some libraries did not answer all of the questions, so the total number of responses varies from one question to another. The data were input, tabulated and mounted on the web by staff at the Bernard Becker Medical Library, Washington University School of Medicine.

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1 http://medweb.wustl.edu/backer/rml or navigate from the NN/LM MCR web site at http://nnlm.gov/mcr > Assessment and Evaluation > Fall 2002 Network Member Survey Results.
The overall survey response rate was 56%, with 122 respondents. The response rate for hospital libraries was 66% (86 responses) and the response rate for academic/other libraries was 42% (36 academic/other libraries, including 7 Resource Libraries). The total number of survey responses for the region, responses by state and responses by type of library are shown in Table 1.

Table 1. Survey Responses by State and by Type of Library

<table>
<thead>
<tr>
<th>Responses</th>
<th>All Libraries</th>
<th>Hospital Libraries</th>
<th>Academic/Other Libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional</td>
<td>122</td>
<td>86</td>
<td>36</td>
</tr>
<tr>
<td>Colorado</td>
<td>33</td>
<td>26</td>
<td>7</td>
</tr>
<tr>
<td>Kansas</td>
<td>19</td>
<td>16</td>
<td>3</td>
</tr>
<tr>
<td>Missouri</td>
<td>40</td>
<td>27</td>
<td>13</td>
</tr>
<tr>
<td>Nebraska</td>
<td>8</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Utah</td>
<td>13</td>
<td>9</td>
<td>4</td>
</tr>
<tr>
<td>Wyoming</td>
<td>9</td>
<td>5</td>
<td>4</td>
</tr>
</tbody>
</table>

Analysis and Discussion of Survey Results

Network Members

The distribution of hospital and academic/other libraries by state within the region (Table 2) shows Missouri with the largest number of health science libraries, 75 libraries or 34% of the region’s 216 Member libraries, and Wyoming with the smallest number, 13 libraries or 6%.

Table 2. Member Library Distribution by State and Population.

<table>
<thead>
<tr>
<th>State</th>
<th>Total libraries in state 2</th>
<th>Population in millions 3</th>
<th>Libraries per 100,000 population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colorado</td>
<td>49</td>
<td>4.3</td>
<td>1</td>
</tr>
<tr>
<td>Kansas</td>
<td>30</td>
<td>2.6</td>
<td>1</td>
</tr>
<tr>
<td>Missouri</td>
<td>74</td>
<td>5.6</td>
<td>1.3</td>
</tr>
<tr>
<td>Nebraska</td>
<td>25</td>
<td>1.7</td>
<td>1.2</td>
</tr>
<tr>
<td>Utah</td>
<td>25</td>
<td>2.2</td>
<td>1.1</td>
</tr>
<tr>
<td>Wyoming</td>
<td>13</td>
<td>0.5</td>
<td>2.6</td>
</tr>
</tbody>
</table>

On the basis of the number of libraries per 100,000 population, Wyoming has twice or more the number of health science libraries as any state in the Region (Table 2). Wyoming’s geographic characteristics of distance and terrain, more dispersed population with no large urban centers and

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2 DOCLINE Libraries receiving questionnaires
3 2000 U.S. Census
overall smaller population may explain the higher proportion of health science libraries in that state than in other states of the region.

**Staffing and Library Usage**

Staffing at Network member libraries varies greatly, even between libraries of the same type. Four respondents indicated no staffing (neither librarian nor staff), including three (3) hospital libraries and one (1) special library. Presumably, the survey was completed by other departmental staff with no assigned library hours. Hospital libraries report between 0 and 4 full time equivalent (FTE) librarians and between 0 and 4 FTE staff, with slightly more librarians (1.2) than staff (1) per hospital on average. Academic and other libraries report between 0 and 29.5 FTE librarians (with an average of 6) and between 0 and 75 staff (12.8 on average). Almost all libraries that had at least one part-time librarian on staff reported a minimum of 0.5 FTE, with the exception of two (2) libraries that reported 0.2 FTE and 0.3 FTE librarians respectively. For all types of libraries combined, the regional average is 2.55 FTE librarians and 5.73 FTE staff.

Respondents were asked to indicate how many individuals their libraries serve/assist per day, both in person and by phone, email or other means. Overall, numbers served range from a low of one (1) individual to a high of 900 people served per day. Individuals served by hospital libraries range from a low of 1 per day to a high of 250 per day (35 per day per library on average), with a total of over 2,500 users served by the 70 regional hospital libraries responding to the question on library usage. Academic/other libraries report serving from 2 to 900 individuals per day (174 served per day per library on average), with a total of over 6,000 served by the 34 academic/other library respondents. All regional libraries together (104 respondents) report serving 8,608 individuals per day!

**Computers and Connectivity**

Overall, computers are widely available for both library staff and users and almost all of these computers have Internet access. Among academic/other libraries, all have at least one Internet accessible computer available for library staff, with a regional high of 100 computers with Internet access per library; the regional average (34 respondents) is 18 computers with Internet access per academic/other library. Of the total 693 library staff computers in academic/other libraries, 92% (640) have Internet access. With the exception of just one (1) library, respondents report offering at least one computer for users, up to a high of 167 user computers in one library, with a regional average of 26 user computers per library. Almost all academic/other libraries offer computers with Internet access for users; only four (4) academic/other libraries indicate no Internet access from library user computers. Of the total 877 user computers in regional academic/other libraries, 89% (784) have Internet access.

Among hospital libraries, all but one library reports at least one Internet accessible computer available for library staff, with a regional high (among 86 respondents) of 19 staff computers with Internet access; the regional average is two (2) staff computers with Internet access. Of the regional total of 239 hospital library computers, 98% (235) have Internet access. All but five (5) hospital libraries indicate having at least one computer with Internet access for users, up to a high of 16 user computers in one hospital library, with a regional average of 4 user computers.
per hospital library. Of the total 365 reported user computers in regional hospital libraries, 95% (345) have Internet access.

Internet connection speeds of T-1 or faster are present in the majority of regional libraries (67 of 120 respondents, or 56%). Another 24% of respondents (29) report high speed (cable, DSL, or ISDN) Internet access. The remaining 20% of respondents don’t know the connection speed (19 respondents, including 17 hospital libraries and 2 academic/other libraries) or have dial-up access (2 hospital library respondents have 28.8K, 7 hospital library respondents have 56.6K, and 1 academic/other respondent has 56.6K). The MidContinental RML notes the need to assist the libraries with dial-up access in identifying strategies for upgrading their connections. In addition, further investigation is needed of the situation of libraries who do not know their connection speed (in order to assist effective communications with the information technology support area of their institution or to provide technology assistance in determining the connection speed of their computing equipment).

**Collections and Collection Management**

In the area of collections and collection management, 61% of regional libraries (74 of 121 respondents) report they subscribe to electronic journals. While some libraries report entering electronic journal subscriptions via consortia or other purchase plans, a number of libraries comment that they receive electronic journals only if they come free with the print subscriptions, if electronic subscriptions are required along with the print subscriptions or if the electronic journals come bundled with another agreement (for a search service or other electronic product).

**Education and Outreach Programs**

**Education Programs**

Most regional libraries provide some type of training (82% of the 120 libraries responding). The breadth of training is described in the following table, where the value indicates the number of libraries providing training on the topic listed:

<table>
<thead>
<tr>
<th>Response</th>
<th>PubMed</th>
<th>Other MEDLINE software</th>
<th>MedlinePlus</th>
<th>Searching the Internet</th>
<th>Using the Library</th>
<th>PDAs</th>
<th>Microsoft or other software</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region</td>
<td>83</td>
<td>42</td>
<td>54</td>
<td>81</td>
<td>79</td>
<td>6</td>
<td>17</td>
</tr>
<tr>
<td>Colorado</td>
<td>24</td>
<td>15</td>
<td>15</td>
<td>22</td>
<td>23</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Kansas</td>
<td>12</td>
<td>2</td>
<td>9</td>
<td>13</td>
<td>10</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Missouri</td>
<td>24</td>
<td>16</td>
<td>13</td>
<td>24</td>
<td>25</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>Nebraska</td>
<td>6</td>
<td>4</td>
<td>6</td>
<td>7</td>
<td>6</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Utah</td>
<td>11</td>
<td>3</td>
<td>7</td>
<td>9</td>
<td>12</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Wyoming</td>
<td>6</td>
<td>2</td>
<td>4</td>
<td>6</td>
<td>3</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>

Note: An individual library could select more than one topic.
Several libraries listed additional training topics such as searching nursing (CINAHL), pharmaceutical (MICROMEDEX), chiropractic and veterinary/agricultural (Agricola, CAB) literature; other online services and products, including electronic journals; evidence-based medicine resources; and consumer health information and patient education resources.

The means of delivery of training are primarily one-on-one training and classroom sessions, with some web based training and pre-recorded/audiovisual training (Table 4). The percentage of web based training (a fairly new technology application) is higher at academic/other libraries than at hospital libraries, though the actual numbers of libraries of both types are comparable.

<table>
<thead>
<tr>
<th>Responses from</th>
<th>Libraries Responding</th>
<th>One-on-One</th>
<th>Classroom</th>
<th>Web Based</th>
<th>Recorded (videos, audiotape, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region</td>
<td>122</td>
<td>94 (77%)</td>
<td>72 (59%)</td>
<td>15 (12%)</td>
<td>8 (7%)</td>
</tr>
<tr>
<td>Hospital Libraries</td>
<td>86</td>
<td>67 (78%)</td>
<td>48 (56%)</td>
<td>7 (8%)</td>
<td>6 (7%)</td>
</tr>
<tr>
<td>Academic/ Other Libraries</td>
<td>36</td>
<td>26 (72%)</td>
<td>23 (64%)</td>
<td>8 (22%)</td>
<td>2 (5%)</td>
</tr>
</tbody>
</table>

Note: An individual library could select more than one delivery format.

In answer to the question on the library’s audience for training programs, all libraries responding (101) indicate “primary users,” as would be expected; 21% (21 of 101 respondents) report “outside individuals;” and 23% (23 of 101 respondents) identify “library staff” as an audience for training programs.

Regarding staff enrollment in education programs, libraries responding to this question (114) report classes on health information resources (56 or 59%), software (40 or 35%) or other topics (55 or 48%). However, approximately 25% of respondents (28) responded “none” in response to the question on whether they or their staff had enrolled in classes during the previous 12 months. (Comments on later survey questions highlight the lack of locally available continuing education in some areas and the lack of time for attendance, which may in part explain these responses.) For the libraries that report attending training of some type, the most frequently cited sponsors are the Medical Library Association (MLA) and the Midcontinental Chapter of MLA (MCMLA). Other sponsors are the library’s parent institution or system, vendors, local consortia and federal library networks, the Bibliographical Center for Research (BCR), the Special Libraries Association and the National Library of Medicine.

**Outreach Programs**

Outreach generally refers to efforts to raise awareness of health information resources among consumers and health care practitioners. While not every Network member is positioned to conduct formal outreach programs, many do provide library services to individuals not affiliated with the institution, which contributes greatly to the NN/LM mission of improving access to
health information. Indeed, among survey respondents, 74% of regional libraries (87 of 118) indicate they serve unaffiliated individuals.

When asked about formal outreach programs that target groups or individuals outside their institution, 32% (30 of 94 respondents) indicate they do provide outreach services. The actual percentage of regional libraries that offer outreach is likely somewhat lower because nearly 25% of respondents left this question blank. Even so, this is a significant level of participation, especially as support for Network member outreach efforts has been a programmatic priority for the NN/LM over the last decade. Libraries from all states in the region offer outreach programs, with Colorado and Missouri reporting the highest numbers of programs. About half of those undertaking outreach evaluate the results or effect of the programs and services they provide. The MidContinental RML notes that encouraging outreach evaluation is an area of continued emphasis for library development and consultation programs in the region.

Network member libraries with formal outreach programs (30) target the general public (21), public libraries (15), unaffiliated health care providers (15) and public health departments and agencies (11). Other groups targeted include veterinarians, dental health professionals and community-based practitioners, including family practitioners, community preceptors and community nurses. Special populations targeted in formal outreach programs include African Americans (2), immigrants and new Americans (3), inner city health professionals (2), Native Americans (5), rural health professionals (8), Spanish language speakers (6), veterans (1) and people whose primary language is not English (1). A number of outreach activities are focused on various age groups and special health care populations: children (13), teens (12), seniors (14), women (12), expectant mothers (8), the AIDS community (8), the substance abuse community (7) and men (1).

Communication

The RML is particularly interested in Network members’ perceptions of the NN/LM and the RML’s programs and services. Several survey questions addressed how librarians communicate with each other and with the RML. The survey invited input as well on the value of various NLM and NN/LM programs and services.

Communication within the Region

Survey respondents were asked to rank several methods that might be used in communicating with other Network members (Table 5). Email in general was ranked as 4 or 5 (with 5 being “essential”) by 93% of respondents who use it and DOCLINE-L was also ranked very highly by 88% of users responding. Meetings of professional associations, consortium meetings, etc. were next in importance (79% ranked meetings 4 or 5) and Medlib-L is essential to the majority of users responding (65% ranked it 4 or 5). A handful of people (9) haven’t used meetings as a communication method, 30 haven’t used Medlib-L and 18 haven’t used DOCLINE-L. The number of Network members not using DOCLINE-L is of some concern, as it is the primary forum for DOCLINE discussion and NLM announcements and was so highly rated by those who do use it.
Survey respondents were also asked to rank the methods the MidContinental RML (MCRML) uses to communicate with its Network members (Table 6). The RML’s formal means of communicating with members include the MCMLA listserv; the MCRML web site; the print Plains to Peaks Post, a quarterly newsletter of regional interest; a weekly email newsletter sent to MCMLA listserv subscribers; and personal calls and visits. Librarians were asked to rate the usefulness of these means of informing the regional community about services, health information resources, funding opportunities and other topics of interest.

While all the communication methods are ranked as essential (ranked 4 or 5) by a majority of respondents, the various methods are each nonetheless indicated as “not used” by a substantial number of Network member respondents. No one communication method is used by all Network members. Eight (8) respondents indicate they don’t use any of the communications methods usually employed by MCRML (though they did receive and reply to the Network Member Inventory). Clearly, the MCRML should continue to communicate with members through a variety of channels and MCRML must re-double efforts to increase awareness of the various communications options available. In terms of communications strategies, the communications methods that employ “push” technology, whereby listserv and email messages are delivered to
the librarian’s electronic inbox and personal calls and visits from RML liaisons, with direct interactions, are ranked as most essential. The MCRML web site and newsletter, while important to many users, are not ranked as highly in comparison.

Members and the NN/LM

The final portion of the survey asked Network members to identify benefit(s) provided to their library by the NN/LM (Table 7). Respondents could simply check any and all selections that they consider benefits of membership; there was also space to list any additional benefits. Most respondents view DOCLINE as a member benefit. While some of the programs and services identified by most respondents as member benefits—NLM databases, including MedlinePlus; continuing education opportunities and communications such as discussed above—are also available to nonmembers, the availability of training, consultation and support from state and special project liaisons increases their value to members. (However, this information was not specifically sought, and several librarians noted that the databases were available regardless of membership status.) Many respondents identify free promotional materials as a benefit. Relatively few respondents identified opportunities for input on Network programming and funding support as NN/LM Member benefits—obviously these are program areas needing increased effort on the part of MCRML to increase member awareness and participation.

Respondents identified additional NN/LM benefits not presented on the survey checklist: availability of helpful, friendly resource people; connection to information experts and to a professional community; and the NN/LM Membership certificate, which is viewed as adding to the individual library’s credibility.

<table>
<thead>
<tr>
<th>NN/LM Benefits</th>
<th>Libraries Responding (Total = 122)</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOCLINE</td>
<td>119</td>
</tr>
<tr>
<td>NLM databases</td>
<td>97</td>
</tr>
<tr>
<td>Consumer health information sources such as MedlinePlus</td>
<td>93</td>
</tr>
<tr>
<td>Enhanced communication with other library professionals</td>
<td>91</td>
</tr>
<tr>
<td>Continuing education</td>
<td>80</td>
</tr>
<tr>
<td>Free promotional materials</td>
<td>51</td>
</tr>
<tr>
<td>Opportunities to provide input on Network programming</td>
<td>39</td>
</tr>
<tr>
<td>Funding programs</td>
<td>31</td>
</tr>
</tbody>
</table>

The survey asked members to identify benefits or services they would like to receive from the RML that they are not currently receiving or are not currently available. The examples given on
the questionnaire were teleconferences and consortia buying, which generated many comments in favor of cooperative purchase agreements (especially for electronic resources, including journals, and presumably negotiated by the NN/LM) and teleconferences. Other desired benefits cited are assistance with technical issues, such as firewalls and scanning to PDF; online training; basic library skills training for those without a library background; cost offsets to attend teleconferences sponsored by agencies other than the NN/LM or NLM; additional course offerings from NN/LM; and more help with grants.

Finally, the survey asked which NLM services are used and requested positive or negative feedback on each service listed. Most of the services listed are used by a high number of respondents, with the exception of funding programs for project support. Securing NN/LM funding support entails rigorous effort on the part of the Network member throughout the application and implementation phases of a project, so it is not surprising that a large proportion of respondents have not yet participated. Furthermore, only six (6) respondents indicate they “don’t need” funding programs for project support and 78 reply positively that they “haven’t used [them] yet.” Quite a few respondents (26) have not yet taken advantage of courses sponsored by the NN/LM, but only a few indicate the courses are not needed at all.

<table>
<thead>
<tr>
<th>NLM &amp; NN/LM Services</th>
<th>Libraries Responding to the Question</th>
<th>Like</th>
<th>Don’t Like</th>
<th>Don’t Need</th>
<th>Haven’t Used Yet</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOCLINE</td>
<td>121</td>
<td>119</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>PubMed</td>
<td>120</td>
<td>112</td>
<td>4</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>MedlinePlus</td>
<td>119</td>
<td>110</td>
<td>1</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>Funding programs to support your projects</td>
<td>104</td>
<td>16</td>
<td>2</td>
<td>6</td>
<td>78</td>
</tr>
<tr>
<td>Courses sponsored by the NN/LM</td>
<td>109</td>
<td>80</td>
<td>0</td>
<td>3</td>
<td>26</td>
</tr>
<tr>
<td>Communication with other librarians</td>
<td>109</td>
<td>104</td>
<td>0</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Free promotional materials</td>
<td>112</td>
<td>82</td>
<td>0</td>
<td>11</td>
<td>19</td>
</tr>
</tbody>
</table>
Conclusion

Observations on the Region

The responses of health science libraries that participated in the Fall 2002 Network Member Inventory yield the following observations about the NN/LM MidContinental Region:

- Library staffing patterns vary tremendously, with a regional average of 1.2 librarians and 1 staff for hospital libraries and an average of 6 librarians and 12.8 staff for academic/other libraries.
- Computers are widely available for both library staff and users, almost all of these computers have Internet access and 80% of computers with Internet access are connected via a high speed (cable, DSL, ISDN, T-1 or faster) connection.
- Nineteen libraries reported they didn’t know their connection speed. Even if it’s adequate, this demonstrates the librarian’s lack of technological competency.
- Many libraries (61%) receive at least some electronic journals, though they would like improved acquisition mechanisms and better selection of resources.
- Most libraries (82%) provide training for library users and staff on a wide variety of topics, including NLM databases, commercial search systems, Internet searching, library use, evidence-based medicine resources and consumer health information; most libraries offer one-on-one training (77%), many offer classroom training (59%) and some offer web based training (12%) or use audiovisual formats (7%).
- Librarians and/or staff at most libraries (75%) enrolled in educational programs, most often those offered by the Medical Library Association (MLA) and the MidContinental Chapter of MLA.
- One-third of regional libraries offer some type of formal outreach to raise awareness of health information resources among consumers and health care practitioners.
- Most regional libraries find their email systems and DOCLINE-L essential for communication within the region; professional meetings and Medlib-L are essential to many as well.
- Most libraries consider the following as Network member benefits—DOCLINE; NLM databases and consumer health information services; continuing education; and enhanced communication with other library professionals.
- Libraries identified benefits and services they would like to receive—more educational opportunities via teleconference; improved cooperative purchase agreements, especially for electronic health science journals; assistance with technical issues; additional course offerings from NN/LM; and more help with grants.
- NLM and NN/LM programs and services are used extensively and valued highly by Network members.

Implications for NN/LM MidContinental Region

Following the review of the report and data, the RML staff gleaned the following implications and raised the following issues from the report and data for the work that the RML does.
• Special project liaisons should align themselves with and incorporate into work groups librarians who are working in the special project area as indicated by the inventory responses (throughout region, not just in their own state).

Technology
• While PDAs may be losing favor with some, replaced by cell phones, blackberries and other devices, PDA use is coming to the fore among late adopters. How can the RML simultaneously support both early and later adopters of technologies?
• The RML should become a more proactive about communicating with members on a "personalized" or "individual" basis regarding their technology needs.

Education
• Should the RML determine if there is a minimum set of courses that Network members should be offering that they are not and encourage librarians to teach these courses?
• The RML will use the inventory results to determine who’s not offering training at their institution and provide support.

Education and Technology
• The RML should not be responsible, but should the RML provide/offer list of resources for libraries to use in providing computer literacy training? Software? Local trainers? Web sites?
• Hospital libraries are producing web based and recorded training materials – who and how can the region benefit?
• The RML needs to investigate and offer easy access to online DOCLINE trainings. We should market these sessions aggressively.

Community Outreach
• Increase the outreach to special populations by fostering partnerships between Network members and community organizations.

Network
• Follow-up on libraries that do not subscribe to DOCLINE-L and MCMLA-L and get them subscribed.
• The MCRML web site and RML News does not seem to be reaching a number of members. Promotion of these resources needs to increase.
• Increase awareness and use of the ways that the RML communicates with Network members.
• Promote low ranking membership benefits (?)
Appendix
MidContinental Regional Medical Library Network
Membership Survey
Fall 2002

I) Network Member Information
   A) Institution/Library Name (Please correct if necessary)
   B) DOCLINE LIBID (Please correct if necessary)
   C) Name and Title of Person completing Survey (Please correct if necessary)

   __________________________________________________________
   __________________________________________________________

   D) How many full time equivalent (FTE) librarians/library staff are employed in your library? Use your institutions
definition of librarian and of staff.
   293.21 (Total number in the region) FTE Librarians 469.84 (Total number in the region) FTE Staff

   E) Please estimate, on average, how many individuals your library serves/assists per day – both in person and
   by phone/email/or other means? 8606

II) Computers and Connectivity

   A) Computers

      1) How many computers are in your library? 235 for Librarian/staff 365 for Users

      2) If there are no computers in your library, do you have access to a computer outside the library but within your building
         ___ Yes  ___ No

      3) Is the computer you use most often:
         ___ Dedicated to your work only
         ___ Shared with other library staff
         ___ Shared with other non-library staff (physicians, nurses, secretaries, etc.)

   B) Connectivity

      1) How many computers in your library have Internet access?
         879 Librarian(s)/staff 1129 Users

      2) What is the speed of your Internet connection?
         Dial-up at 28.8K 56.6K
         29 High speed (cable modem, DSL, or ISDN) 67 T-1 or faster
         19 Don't Know
III) Collections, Education and Outreach

A) Collections and Collection Management

1) Do you subscribe to electronic journals
   Yes □ 47
   No □

2) If Yes, do you purchase e-journals through a consortium or some group purchase plan?
   Yes □ 44
   No

3) If Yes, what consortium or group plan?

<table>
<thead>
<tr>
<th>No. of Libraries</th>
<th>Consortia plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AIST</td>
</tr>
<tr>
<td>1</td>
<td>Army Libraries</td>
</tr>
<tr>
<td>4</td>
<td>BCR</td>
</tr>
<tr>
<td>1</td>
<td>CARL</td>
</tr>
<tr>
<td>11</td>
<td>Colorado/Wyoming/South Dakota OVID Database Consortium</td>
</tr>
<tr>
<td>6</td>
<td>EBSCO</td>
</tr>
<tr>
<td>1</td>
<td>Elsevier</td>
</tr>
<tr>
<td>1</td>
<td>GWLA</td>
</tr>
<tr>
<td>1</td>
<td>Heartland Health Alliance</td>
</tr>
<tr>
<td>1</td>
<td>IHC</td>
</tr>
<tr>
<td>1</td>
<td>Kansas City Library Consortium</td>
</tr>
<tr>
<td>1</td>
<td>Kansas State University consortium</td>
</tr>
<tr>
<td>1</td>
<td>KS Regents DB Libraries</td>
</tr>
<tr>
<td>3</td>
<td>MERLIN</td>
</tr>
<tr>
<td>1</td>
<td>MLNC</td>
</tr>
<tr>
<td>3</td>
<td>MOBIUS</td>
</tr>
<tr>
<td>2</td>
<td>MORENET</td>
</tr>
<tr>
<td>1</td>
<td>NEBASE</td>
</tr>
<tr>
<td>1</td>
<td>Nebraska Library Commission</td>
</tr>
<tr>
<td>10</td>
<td>OVID</td>
</tr>
<tr>
<td>1</td>
<td>UALC</td>
</tr>
<tr>
<td>2</td>
<td>University of Missouri - Columbia</td>
</tr>
<tr>
<td>2</td>
<td>Utah Academic Library Consortium</td>
</tr>
<tr>
<td>1</td>
<td>WYLD</td>
</tr>
</tbody>
</table>

B) Education Programs

1) Does your library provide training?
   Yes □ 98
   No □ 22 (If no, go to B5)

2) If yes, on what topics?
   PubMed □ 83
   Other MEDLINE software □ 42
   MedlinePlus □ 54
   Searching the Internet □ 81
   Using the library □ 79
   PDAs □ 76
   Microsoft or other commercial software □ 17

Other (please provide details) ___________________________________________________________
3) If you provide training, what means of delivery are used? (Check all that apply)
- One-on-One
- Classroom instruction
- Web based instruction
- Recorded (videos, audiotape, etc)

4) Who is your audience for training?
- Primary Users
- Individuals outside my institution
- Library staff

5) During the last 12 months, have you or your staff enrolled in classes on (Check all that apply)
- Health Information Resources
- General software (i.e., MS Word, Photoshop, etc)
- Other (management topics, hardware troubleshooting, supervising, etc)
- No classes taken (Go to Question C1)

6) If classes were taken, please tell us who sponsored the classes.
- MLA
- MCMLA
- Other (please specify) BCR: 6 Own institution: 20

C) Outreach – providing services to groups and/or individuals outside your institution

1) Do you provide services to individuals not affiliated your institution?
- Yes
- No (If No, go to Part IV Question A1)

2) Do you have formal outreach programs that target groups or individuals outside your institution?
Outreach generally refers to efforts to raise awareness of health information resources among consumers and health care practitioners.
- Yes
- No (If No, go to Part IV Question A1)

3) If you have a formal outreach program what communities are targeted?
- General Public
- Health Care Providers unaffiliated with your institution
- Public Health Departments and Agencies
- Public Libraries

4) What, if any, special populations are targeted in your current outreach activities?
- African Americans
- Immigrants & New Americans
- Inner City Health professionals
- Native Americans
- Rural Health Professionals
- Spanish language speakers

5) What age groups or special health care populations are included or targeted in your current outreach activities?
- Children
- Teens
- Seniors
- Women
- Expectant Mothers
- AIDS Community (both health professionals and affected populations)
- Substance Abuse Community (both health professionals and affected populations)

Other (please specify)
6) Do you evaluate the results or effect of outreach programs and services you provide?

**Yes: 16**  **No: 15**

IV) Communication

**A) Communication within the Region**

1) Please rank the usefulness of ways you and your staff communicates with other Network members from Not Useful to Essential. If you haven’t used one or more please mark it “Haven’t used”:

<table>
<thead>
<tr>
<th>Method</th>
<th>5 Essential</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1 Not Useful</th>
<th>Haven’t Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meetings (Professional associations, consortia meetings)</td>
<td>61</td>
<td>20</td>
<td>14</td>
<td>7</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Email</td>
<td>96</td>
<td>12</td>
<td>7</td>
<td>1</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Medlib-L</td>
<td>31</td>
<td>23</td>
<td>20</td>
<td>7</td>
<td>2</td>
<td>30</td>
</tr>
<tr>
<td>DOCLINE-L</td>
<td>56</td>
<td>19</td>
<td>12</td>
<td>8</td>
<td></td>
<td>18</td>
</tr>
<tr>
<td>Other (specify) CCML</td>
<td>3</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (specify) Phone</td>
<td>3</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (specify) Ariel-L</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Other (specify) Army</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2) There are a number of means the MCRML uses to communicate with its Network members. Please rank the usefulness of these from Not Useful to Essential. If you haven’t used one or more please mark it “Haven’t used”:

<table>
<thead>
<tr>
<th>Method</th>
<th>5 Essential</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1 Not Useful</th>
<th>Haven’t Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCMLA Listserv</td>
<td>51</td>
<td>23</td>
<td>10</td>
<td>4</td>
<td></td>
<td>30</td>
</tr>
<tr>
<td>MCRML web site</td>
<td>32</td>
<td>16</td>
<td>24</td>
<td>2</td>
<td></td>
<td>38</td>
</tr>
<tr>
<td>Plains to Peaks Post, the MCRML Newsletter</td>
<td>24</td>
<td>24</td>
<td>26</td>
<td>8</td>
<td>4</td>
<td>29</td>
</tr>
<tr>
<td>RML Weekly News via email</td>
<td>39</td>
<td>23</td>
<td>15</td>
<td>1</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>Personal calls/visits from RML liaison</td>
<td>29</td>
<td>21</td>
<td>9</td>
<td>4</td>
<td></td>
<td>48</td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**B) You and the NN/LM**

1) What benefit(s) does the NN/LM provide to your library? (Check all that apply)

- 119 DOCLINE
- 97 NLM Databases
- 93 Consumer Health Information Sources such as MedlinePlus
- 31 Funding Programs
- 80 Continuing Education
- 91 Enhanced communication with other library professionals
- 39 Opportunities to provide input on Network programming
- 51 Free promotional materials (pens, posters, bookmarks)

Other

2) Are there other benefits or services you would like to receive from the Regional Medical Library that you are not currently receiving or are not currently available? For example, teleconferences, consortia buying, etc

__________________________________________________________________________

__________________________________________________________________________

3) Please indicate which NLM services you use and how you feel about them:

<table>
<thead>
<tr>
<th>Service</th>
<th>Like</th>
<th>Don’t Like</th>
<th>Don’t Need</th>
<th>Haven’t Used Yet</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOCLINE</td>
<td>119</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PubMed</td>
<td>112</td>
<td>4</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>MedlinePlus</td>
<td>110</td>
<td>1</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>Funding programs to support your projects</td>
<td>16</td>
<td>2</td>
<td>6</td>
<td>78</td>
</tr>
<tr>
<td>Courses sponsored by the NN/LM</td>
<td>80</td>
<td>3</td>
<td>26</td>
<td></td>
</tr>
<tr>
<td>Communication with other librarians</td>
<td>104</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Free Promotional materials</td>
<td>82</td>
<td>11</td>
<td>19</td>
<td></td>
</tr>
</tbody>
</table>

The information you have provided will be used to improve programs and services and to evaluate the work of the MidContinental Regional Medical Library. Please call your liaison at 1-800-338-7657 with any questions about this survey or about the Regional Medical Library’s programs and services.

Return completed survey to

Network Members Survey
National Network of Libraries of Medicine/MidContinental Region (NN/LM MCR)
University of Utah
Spencer S. Eccles Health Sciences Library
10 North 1900 East
Salt Lake City, UT 84112-5890

Toll Free 1-800-338-7657
FAX: (801) 581-3632
Web: [http://nnlm.gov/mcr/](http://nnlm.gov/mcr/)
MidContinental Regional Medical Library Network

Membership Survey

Fall 2002

I) Network Member Information

A) Institution/Library Name (Please correct if necessary)

B) DOCLINE LIBID (Please correct if necessary)

C) Name and Title of Person completing Survey

________________________________________________________________
________________________________________________________________

D) How many full time equivalent (FTE) librarians/library staff are employed in your library? Use your institution's definition of librarian and of staff.

_____ FTE Librarians  _____ FTE Staff

E) Please estimate, on average, how many individuals your library serves/assists per day – both in person and by phone/email/or other means? __________

II) Computers and Connectivity

A) Computers

1) How many computers are in your library? _____ for Librarian(s)/staff  _____ for Users

2) If there are no computers in your library, do you have access to a computer outside the library but within your building? _____ Yes  _____ No

3) Is the computer you use most often:

______ Dedicated to your work only

______ Shared with other library staff

______ Shared with other non-library staff (physicians, nurses, secretaries, etc.)

B) Connectivity

1) How many computers in your library have Internet access? _____ Librarian(s)/staff  _____ Users

2) What is the speed of your Internet connection?

Dial-up at  _____ 28.8K  _____ 56.6K

Network ______ High speed (cable modem, DSL or ISDN) _____ T-1 or faster

_____ Don’t Know
III) Collections, Education and Outreach

A) Collections and Collection Management

1) Does your library subscribe to electronic journals?
   _____ Yes  _____ No

2) If Yes, do you purchase e-journals through a consortium or some group purchase plan?
   _____ Yes  _____ No

3) If Yes, what consortium or group plan?
   ______________________________________________________________

B) Education Programs

1) Does your library provide training?
   _____ Yes  _____ No  (If no, go to B5)

2) If yes, on what topics?
   _____ PubMed
   _____ Other MEDLINE software
   _____ MedlinePlus
   _____ Searching the Internet
   _____ Using the library
   _____ PDAs
   _____ Microsoft or other commercial software
   Other (please provide details) ____________________________________________________________

3) If you provide training, what means of delivery are used? (Check all that apply)
   _____ One-on-One
   _____ Classroom instruction
   _____ web based instruction
   _____ Recorded (videos, audiotape, etc)

4) Who is your audience for training?
   _____ Primary Users
   _____ Individuals outside my institution
   _____ Library staff

5) During the last 12 months, have you or your staff enrolled in classes on (Check all that apply)
   _____ Health Information Resources
   _____ General software (i.e., MS Word, Photoshop, etc)
   _____ Other (management topics, hardware troubleshooting, supervising, etc)
   _____ No classes taken (Go to Question C1)

6) If classes were taken, please tell us who sponsored the classes.
   _____ MLA  _____ MCMLA  Other (please specify) __________________________________________

C) Outreach – providing services to groups and/or individuals outside your institution

1) Do you provide services to individuals not affiliated your institution?
   _____ Yes  _____ No  (If No, go to Part IV Question A1)

2) Do you have formal outreach programs that target groups or individuals outside your institution?
   Outreach generally refers to efforts to raise awareness of health information resources among consumers and health care practitioners.
   _____ Yes  _____ No  (If No, go to Part IV Question A1)
3) If you have a formal outreach program what communities are targeted?
   _____ General Public
   _____ Health Care Providers unaffiliated with your institution
   _____ Public Health Departments and Agencies
   _____ Public Libraries

   Other (specify) ______________________________________________________________

4) What, if any, special populations are targeted in your current outreach activities?
   _____ African Americans
   _____ Immigrants & New Americans
   _____ Inner City Health professionals
   _____ Native Americans
   _____ Rural Health Professionals
   _____ Spanish language speakers

   Other (Please specify) ________________________________________________________

5) What age groups or special health care populations are included or targeted in your current outreach activities?
   _____ Children
   _____ Teens
   _____ Seniors
   _____ Women
   _____ Expectant Mothers
   _____ AIDS Community (both health professionals and affected populations)
   _____ Substance Abuse Community (both health professionals and affected populations)

   Other (please specify) ________________________________________________________

6) Do you evaluate the results or effect of outreach programs and services you provide?
   _____ Yes  _____ No

IV) Communication

A) Communication within the Region

1) Please rank the usefulness of ways you and your staff communicate with other Network members from Essential to Not Useful. If you haven’t used one or more please mark it “Haven’t used”:

<table>
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<tr>
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<tr>
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<tr>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RML News Archive</td>
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<td></td>
<td></td>
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<tr>
<td>Other (Specify)</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

B) You and the NN/LM

1) In your view, what are the benefits of membership in the NN/LM MCR? (Check all that apply)
   [ ] DOCLINE
   [ ] NLM Databases
   [ ] Consumer Health Information Sources such as MedlinePlus
   [ ] Funding Programs
   [ ] Continuing Education
   [ ] Enhanced communication with other library professionals
   [ ] Opportunities to provide input on Network programming
   [ ] Free promotional materials (pens, posters, bookmarks,
   Other _________________________________________________________

2) Are there other benefits or services you would like to receive from the Regional Medical Library that you are not currently receiving or are not currently available? For example, teleconferences, consortia buying, etc.
_________________________________________________________________
_________________________________________________________________
3) Please indicate which NLM services you use and how you feel about them:

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<th>Don't Like</th>
<th>Don't Need</th>
<th>Haven't Used Yet</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOCLINE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PubMed</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MedlinePlus</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Funding programs to support your projects</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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Toll Free 1-800-338-7657
FAX: (801) 581-3632
Web: http://nnlm.gov/mcr/
Hospital Libraries in the National Network of Libraries of Medicine, MidContinental Region 2002

by

Betsy Kelly, Assessment and Evaluation Liaison
Elaine Graham, Consultant

National Network of Libraries of Medicine, MidContinental Region
University of Utah Spencer S. Eccles Health Sciences Library
Salt Lake City, Utah
February 2004
Hospital Libraries in the National Network of Libraries of Medicine, MidContinental Region

Introduction

The MidContinental Regional Medical Library (RML) aims to “develop, promote and improve access to electronic health information resources by Network member libraries, health professionals and organizations providing health information to the public.” This goal forms part of the core mission in the Regional Services Plan for the National Network of Libraries of Medicine, MidContinental Region (NN/LM MCR) as proposed to the National Library of Medicine (NLM). Further, the NN/LM MCR program includes a formal assessment and evaluation component aimed at “identifying and tracking trends in the development or failure of libraries” and the “identification of baseline and emerging services being provided by libraries in the Network.”

To carry out these program goals, the MidContinental RML Assessment and Evaluation Liaison developed a questionnaire to elicit information from regional member libraries about their staffing, the availability of technology, access to educational programs and their relationship to the RML and the NLM. The data provide a picture of the region early in the 2001-2006 NN/LM MCR contract and serve as a baseline against which change in the availability of information resources and services can be measured in the future. The complete data tabulations available on the web include regional summary data, along with breakdowns by state and by type of library. This report presents the survey results with a focus on hospital libraries in the region. A separate report that presents the survey results for the region as a whole is also available from the MidContinental RML; general background and applicable discussion points from that report are reproduced here to provide a context for the hospital library data.

Methodology and Response Rate

The Network Membership Inventory, Fall 2002 (see Appendix) was mailed to 216 regional NN/LM Member libraries identified from NLM DOCLINE records and the questionnaire was also made available on the NN/LM MCR web site. Of these 216 member libraries, 130 are hospital libraries. Respondents either mailed in the survey or submitted responses via the web form, although some used both means. In cases where multiple responses were received from an individual library, the responses were compared to eliminate duplication and the data was entered only once. Some libraries did not answer all the questions, so the total number of responses varies from one question to another. The data were input, tabulated and mounted on the web by staff at the Bernard Becker Medical Library, Washington University School of Medicine.

1 http://medweb.wustl.edu/backer/rml or navigate from the NN/LM MCR web site at http://nnlm.gov/mcr > Assessment and Evaluation > Fall 2002 Network Member Survey Results.
The survey response rate for hospital libraries was 66% of 130 hospital libraries in the region (86 responses), somewhat better than the overall regional response rate of 56% (with 122 respondents). The total number of survey responses for the region, responses by state and responses by type of library are shown in Table 1. Hospital libraries comprise 70% of all survey respondents; the breakdown of hospital library respondents by state is shown in Figure 1.

<table>
<thead>
<tr>
<th>All Libraries</th>
<th>Hospital Libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional</td>
<td>122</td>
</tr>
<tr>
<td>Colorado</td>
<td>33</td>
</tr>
<tr>
<td>Kansas</td>
<td>19</td>
</tr>
<tr>
<td>Missouri</td>
<td>40</td>
</tr>
<tr>
<td>Nebraska</td>
<td>8</td>
</tr>
<tr>
<td>Utah</td>
<td>13</td>
</tr>
<tr>
<td>Wyoming</td>
<td>9</td>
</tr>
</tbody>
</table>

Figure 1. Hospital Libraries responding as percent of all respondents

Analysis and Discussion of Survey Results

Network Members

The distribution of health science libraries by state within the region shows Missouri with the largest number, 74 or 34% of the region’s 216 Member libraries, and Wyoming with the smallest, 13 libraries or 6% (Table 2). However, on the basis of number of hospital libraries per 100,000 population, Wyoming has twice or more the number of hospital libraries as any state in the region. Wyoming’s geographic characteristics of distance and terrain, more dispersed population with no large urban centers and overall smaller population may explain the higher proportion of hospital libraries in that state than in other states of the region.
Table 2. Hospital Library Distribution by State and Population.

<table>
<thead>
<tr>
<th>State</th>
<th>Hospital libraries responding</th>
<th>Total libraries in state receiving questionnaires</th>
<th>Population in millions</th>
<th>Hospital Libraries per 100,000 population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colorado</td>
<td>24</td>
<td>49</td>
<td>4.3</td>
<td>1</td>
</tr>
<tr>
<td>Kansas</td>
<td>15</td>
<td>30</td>
<td>2.6</td>
<td>1</td>
</tr>
<tr>
<td>Missouri</td>
<td>26</td>
<td>74</td>
<td>5.6</td>
<td>1.3</td>
</tr>
<tr>
<td>Nebraska</td>
<td>3</td>
<td>25</td>
<td>1.7</td>
<td>1.2</td>
</tr>
<tr>
<td>Utah</td>
<td>8</td>
<td>25</td>
<td>2.2</td>
<td>1.1</td>
</tr>
<tr>
<td>Wyoming</td>
<td>5</td>
<td>13</td>
<td>0.5</td>
<td>2.6</td>
</tr>
</tbody>
</table>

Staffing and Library Usage

Staffing at hospital libraries in the region varies greatly. Three respondents indicated no staffing (neither librarian nor staff). Presumably, the survey was completed by other departmental staff with no assigned library hours. Hospital libraries report between 0 and 4 full time equivalent (FTE) librarians and between 0 and 4 FTE staff, with slightly more librarians (1.2) than staff (1) per hospital on average. Almost all libraries that had at least one part-time librarian on staff reported a minimum of 0.5 FTE, with the exception of two (2) libraries that reported 0.2 FTE and 0.3 FTE librarians respectively.

Respondents were asked to indicate how many individuals their libraries serve/assist per day, in person, by phone, email or other means. Individuals served by hospital libraries range from a low of 1 per day to a high of 250 per day (35 per day per library on average), with a total of over 2,500 users served by the 70 regional hospital libraries responding to the question on library usage.

Computers and Connectivity

Overall, computers are widely available for both library staff and users in the region and almost all of these computers have Internet access. Among hospital libraries, all but one library reports at least one Internet accessible computer available for library staff, with a regional high (among 86 respondents) of 19 staff computers with Internet access; the regional average is two (2) staff computers with Internet access. Of the regional total of 239 hospital library computers, 98% (235) have Internet access. All but five (5) hospital libraries indicate having at least one computer with Internet access for users, up to a high of 16 user computers in one hospital library, with a regional average of 4 user computers per hospital library. Of the total 365 reported user computers in regional hospital libraries, 95% (345) have Internet access.

---

2 Libraries receiving questionnaires
3 NOMC 2000 Census Survey
Internet connection speeds of T-1 or faster are present in 48% of hospital libraries (41 of 85). Another 27% of respondents (23) report high speed (cable, DSL or ISDN) Internet access. Thus 75% of hospital libraries report high speed connections (cable, DSL, ISDN, T-1 or faster), only slightly below the overall regional average of 80% of libraries with high speed connections. Some respondents do not know the connection speed (17 or 20%) or have dial-up access (2 hospital library respondents have 28.8K and 7 hospital library respondents have 56.6K).

**Collections and Collection Management**

In the area of collections and collection management, 57% of regional hospital libraries (49 of 86 respondents) report they subscribe to electronic journals. While some libraries report entering electronic journal subscriptions via local and federal consortium agreements or through vendor-packaged purchase plans, a number of hospital libraries comment that they receive electronic journals only if they come free with the print subscriptions, if electronic subscriptions are required along with the print subscriptions or if the electronic journals come bundled with another agreement for an electronic resource.

**Education and Outreach Programs**

**Education Programs**

A great many hospital library respondents (70 of 84, or 88%) provide some type of training. The breadth of training is reflected below (Table 3) where the value indicates the number of libraries providing training on the topic listed. Searching PubMed, searching the Internet and using the library are the most common training topics. About half of the hospital libraries responding offer training on MedlinePlus and a few offer training in PDAs or commonly used office software.

Hospital libraries listed additional training topics such as searching nursing (CINAHL) and pharmaceutical (MICROMEDEX) literature; other online services and products, including electronic journals; evidence-based medicine resources; and consumer health information and patient education resources.

<table>
<thead>
<tr>
<th>Response</th>
<th>PubMed</th>
<th>Other MEDLINE software</th>
<th>MedlinePlus</th>
<th>Searching the Internet</th>
<th>Using the Library</th>
<th>PDAs</th>
<th>Microsoft or other software</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region</td>
<td>61</td>
<td>27</td>
<td>40</td>
<td>60</td>
<td>55</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>Colorado</td>
<td>20</td>
<td>13</td>
<td>13</td>
<td>18</td>
<td>18</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Kansas</td>
<td>10</td>
<td>1</td>
<td>7</td>
<td>10</td>
<td>7</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Missouri</td>
<td>15</td>
<td>10</td>
<td>9</td>
<td>17</td>
<td>17</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Nebraska</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Utah</td>
<td>9</td>
<td>2</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Wyoming</td>
<td>4</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>

Note: An individual library could select more than one topic.
The means of delivery of training are primarily one-on-one training and classroom sessions, with much less web based training and pre-recorded/audiovisual training (Table 4). The percentage of web based training (a fairly new technology application) is lower at hospital libraries than at academic/other libraries, though the actual numbers of libraries of both types are comparable.

<table>
<thead>
<tr>
<th>Responses from</th>
<th>Libraries Responding</th>
<th>One-on-One</th>
<th>Classroom</th>
<th>Web Based</th>
<th>Recorded (videos, audiotape, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region</td>
<td>122</td>
<td>94 (77%)</td>
<td>72 (59%)</td>
<td>15 (12%)</td>
<td>8 (7%)</td>
</tr>
<tr>
<td>Hospital Libraries</td>
<td>86</td>
<td>67 (78%)</td>
<td>48 (56%)</td>
<td>7 (8%)</td>
<td>6 (7%)</td>
</tr>
<tr>
<td>Academic/ Other Libraries</td>
<td>36</td>
<td>26 (72%)</td>
<td>23 (64%)</td>
<td>8 (22%)</td>
<td>2 (5%)</td>
</tr>
</tbody>
</table>

Note: An individual library could select more than one delivery format.

In answer to the question on the library’s audience for training programs, all libraries responding (72) indicate “primary users,” as would be expected; 18% (13 of 72 respondents) report “outside individuals” and 15% (11 of 72 respondents) identify “library staff” as an audience for training programs.

Regarding staff enrollment in education programs, libraries responding to this question (79) report classes on health information resources (34 or 43%), software (26 or 33%) or other topics (33 or 42%). However, approximately 27% of respondents (21) responded “none” in response to the question on whether they or their staff had enrolled in classes during the previous 12 months. (Comments on later survey questions highlight the lack of locally available continuing education in some areas and the lack of time for attendance, which may in part explain these responses.) For the libraries that report staff attending training of some type, the most frequently cited sponsors are the Medical Library Association (MLA) and the Midcontinental Chapter of MLA (MCMCLA). Other sponsors are the library’s parent institution or system, the Bibliographic Center for Research (BCR), local consortia and federal library networks, information industry organizations, community colleges and the National Library of Medicine.

Outreach Programs

Outreach generally refers to efforts to raise awareness of health information resources among consumers and health care practitioners. While not every hospital library is positioned to conduct formal outreach programs, many do provide library services to individuals not affiliated with the institution, which contributes greatly to the NN/LM mission of improving access to health information. Indeed, among survey respondents, 70% of hospital libraries (58 of 83) indicate they serve unaffiliated individuals.

When asked about formal outreach programs that target groups or individuals outside their institution, 28% of hospital libraries (18 of 65 respondents) indicate they do provide outreach services. The actual percentage of regional libraries that offer outreach is likely somewhat lower because nearly 25% of respondents left this question blank. Even so, this is an encouraging level of participation, especially as support for Network member outreach efforts has been a
programmatic priority for the NN/LM over the last decade. Less than half of those undertaking outreach evaluate the results or effect of the programs and services they provide. No formal outreach programs are sponsored by hospital libraries in Kansas; the states of Nebraska, Utah and Wyoming each have one hospital library that conducts a formal outreach program. The numbers of hospital library sponsored outreach programs are greater in Colorado (9) and Missouri (6).

Hospital libraries with formal outreach programs in the region target the general public (14), public libraries (9), unaffiliated health care providers (9) and public health departments and agencies (6). Special populations targeted in formal outreach programs include African Americans (1), immigrants and new Americans (3), inner city health professionals (1), Native Americans (2), rural health professionals (5), Spanish language speakers (5), veterans (1) and people whose primary language is not English (1). A number of outreach activities are focused on various age groups and special health care populations: children (10), teens (7), seniors (10), women (9), expectant mothers (7), the AIDS community (6), the substance abuse community (6) and men (1).

**Communication**

The RML is particularly interested in Network members’ perceptions of the NN/LM and the RML’s programs and services. Several survey questions addressed how librarians communicate with each other and with the RML. The survey invited input as well on the value of various NLM and NN/LM programs and services.

**Communication within the Region**

Survey respondents were asked to rank several methods that might be used in communicating with other Network members (Table 5). Email in general is ranked as 4 or 5 (with 5 being “essential”) by 91% of the hospital library respondents who use it. Next in importance are DOCLINE-L (ranked 4 or 5 by 78% of respondents) and meetings of professional associations, consortium meetings, etc. (ranked 4 or 5 by 77% of respondents). Medlib-L is essential to the majority of users responding (68% ranked it 4 or 5). A handful of people haven’t used meetings as a communication method (7) or email (2), quite a few respondents have not used Medlib-L (23) and 16 haven’t used DOCLINE-L. The number of hospital libraries that report not using DOCLINE-L is of some concern, as it is the primary forum for DOCLINE discussion and NLM announcements and was so highly rated by those who do use it.

<table>
<thead>
<tr>
<th>Responses</th>
<th>Libraries Responding with Ranking (1 to 5)</th>
<th>Essential</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>Not Useful</th>
<th>Rank 5 or 4 %</th>
<th>Haven’t Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meetings</td>
<td>37</td>
<td>45</td>
<td>11</td>
<td>11</td>
<td>5</td>
<td>1</td>
<td>77%</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td>82</td>
<td>66</td>
<td>9</td>
<td>7</td>
<td>0</td>
<td>0</td>
<td>93%</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Medlib-L</td>
<td>59</td>
<td>23</td>
<td>17</td>
<td>14</td>
<td>3</td>
<td>2</td>
<td>65%</td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>DOCLINE-L</td>
<td>64</td>
<td>36</td>
<td>14</td>
<td>7</td>
<td>7</td>
<td>0</td>
<td>88%</td>
<td>16</td>
<td></td>
</tr>
</tbody>
</table>
Survey respondents were also asked to rank the methods the MidContinental RML (MCRML) uses to communicate with its Network members (Table 6). The RML’s formal means of communicating with members include the MCMLA listserv; the MCRML web site; the print Plains to Peaks Post, the RML’s newsletter published quarterly; a weekly email newsletter sent to MCMLA listserv subscribers; and personal calls and visits. Librarians were asked to rate the usefulness of these means of informing the regional community about services, health information resources, funding opportunities and other topics of interest.

While all the communication methods are ranked as essential (ranked 4 or 5) by a majority of respondents, the various methods are each nonetheless indicated as “not used” by a substantial number of hospital Network member respondents. No one communication method is used by all Network members. Four (4) hospital library respondents indicate they don’t use any of the communications methods usually employed by MCRML (though they did receive and reply to the Network Member Inventory). Clearly, the MCRML should continue to communicate with members through a variety of channels and MCRML must re-double efforts to increase awareness of the various communications options available.

<table>
<thead>
<tr>
<th>Responses</th>
<th>Libraries Responding with Ranking (1 to 5)</th>
<th>Essential 5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>Not Useful 1</th>
<th>Rank 5 or 4 %</th>
<th>Haven't Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCMLA Listserv</td>
<td>64</td>
<td>35</td>
<td>19</td>
<td>8</td>
<td>2</td>
<td>0</td>
<td>84%</td>
<td>19</td>
</tr>
<tr>
<td>MCRML web site</td>
<td>53</td>
<td>22</td>
<td>12</td>
<td>17</td>
<td>2</td>
<td>0</td>
<td>64%</td>
<td>26</td>
</tr>
<tr>
<td>Plains to Peaks Post</td>
<td>62</td>
<td>18</td>
<td>15</td>
<td>20</td>
<td>6</td>
<td>3</td>
<td>53%</td>
<td>19</td>
</tr>
<tr>
<td>RML Weekly News via email</td>
<td>58</td>
<td>27</td>
<td>16</td>
<td>11</td>
<td>1</td>
<td>3</td>
<td>74%</td>
<td>23</td>
</tr>
<tr>
<td>Calls/Visits</td>
<td>48</td>
<td>21</td>
<td>18</td>
<td>6</td>
<td>3</td>
<td>0</td>
<td>81%</td>
<td>30</td>
</tr>
</tbody>
</table>

Members and the NN/LM

The final portion of the survey asked Network members to identify benefit(s) provided to their library by the NN/LM (Table 7). Respondents could simply check any and all selections that they consider benefits of membership; there was also space to list any additional benefits.

Most hospital library respondents view DOCLINE as a member benefit. While some of the programs and services identified by most respondents as member benefits—NLM databases, including MedlinePlus; continuing education opportunities; and communications such as discussed above—are also available to nonmembers, the availability of training, consultation, and support from state and special projects liaisons increases their value to members. (However, this information was not specifically sought and several librarians noted that the databases were available regardless of membership status.) Nearly half the respondents identified free
promotional materials as a benefit of Network membership. Relatively few respondents identified opportunities for input on Network programming and funding support as NN/LM Member benefits—obviously these are program areas needing increased effort on the part of MCRML to increase member awareness and participation.

Hospital library respondents identified additional benefits not presented on the survey checklist: availability of helpful, friendly people and connection to information experts.

The survey asked members to identify benefits or services they would like to receive from the Regional Medical Library that they are not currently receiving or are not currently available. The examples given on the questionnaire were teleconferences and consortia buying, which generated many comments in favor of cooperative purchase agreements (especially for electronic resources, including more specifically health-oriented journals, and presumably negotiated by the NN/LM, and teleconferences. Other desired benefits cited by hospital library respondents are online training; basic library skills training for those without a library background; additional course offerings from NN/LM; and some type of discussion list with “threads.”

Table 7. NN/LM Benefits (Hospital Library Respondents)

<table>
<thead>
<tr>
<th>NN/LM Benefits</th>
<th>Libraries Responding (Total = 86)</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOCLINE</td>
<td>85</td>
</tr>
<tr>
<td>NLM databases</td>
<td>71</td>
</tr>
<tr>
<td>Consumer health information sources such as MedlinePlus</td>
<td>69</td>
</tr>
<tr>
<td>Enhanced communication with other library professionals</td>
<td>63</td>
</tr>
<tr>
<td>Continuing education</td>
<td>59</td>
</tr>
<tr>
<td>Free promotional materials</td>
<td>39</td>
</tr>
<tr>
<td>Opportunities to provide input on Network programming</td>
<td>28</td>
</tr>
<tr>
<td>Funding programs</td>
<td>18</td>
</tr>
</tbody>
</table>

Finally, the survey asked which NLM services are used and requested positive or negative feedback on each service listed (Table 8). Most of the services listed are used by a high number of respondents, with the exception of funding programs for project support. Winning NN/LM funding support entails rigorous effort on the part of the Network member throughout the application and implementation phases of a project, so it is not surprising that a large proportion of respondents have not yet participated. Furthermore, only three (3) respondents indicate they “don’t need” funding programs for project support and 59 reply positively that they “haven’t used [them] yet.” Although no one responded that courses are “not needed”, 17 respondents have not yet taken advantage of courses sponsored by the NN/LM.
<table>
<thead>
<tr>
<th>NLM &amp; NN/LM Services</th>
<th>Libraries Responding to the Question</th>
<th>Like</th>
<th>Don't Like</th>
<th>Don't Need</th>
<th>Haven't Used Yet</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOCLINE</td>
<td>85</td>
<td>84</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>PubMed</td>
<td>85</td>
<td>81</td>
<td>3</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>MedlinePlus</td>
<td>84</td>
<td>81</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Funding programs to support your projects</td>
<td>71</td>
<td>8</td>
<td>1</td>
<td>3</td>
<td>59</td>
</tr>
<tr>
<td>Courses sponsored by the NN/LM</td>
<td>77</td>
<td>60</td>
<td>0</td>
<td>0</td>
<td>17</td>
</tr>
<tr>
<td>Communication with other librarians</td>
<td>77</td>
<td>75</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Free promotional materials</td>
<td>78</td>
<td>62</td>
<td>0</td>
<td>7</td>
<td>9</td>
</tr>
</tbody>
</table>

**Conclusion**

The responses of the 86 hospital libraries that participated in the NN/LM MidContinental Region Fall 2002 Network Member Inventory yield the following:

- Staffing patterns at regional hospital libraries vary, with a regional average of 1.2 librarians and 1 staff for hospital libraries and a staffing range of 0 to 4 FTE for both librarians and staff.
- Computers are widely available for both hospital library staff and users, almost all of these computers have Internet access and 78% of hospital library computers with Internet access are connected via a high speed (cable, DSL, ISDN, T-1 or faster) connection.
- A little more than half of the hospital libraries (57%) receive at least some electronic journals, though they would like improved acquisition mechanisms and better selection of resources.
- Most hospital libraries (82%) provide training for library users and staff on a wide variety of topics, including NLM databases, other online services and products, library use, evidence-based medicine resources and consumer health information; most libraries offer one-on-one training and classroom training and a few offer web based training and use audiovisual formats.
- Librarians and/or staff at most hospital libraries (73%) enrolled in educational programs, most often those offered by the Medical Library Association (MLA) and the Midcontinental Chapter of MLA.
- Over one-fourth of hospital library respondents offer some type of formal outreach to raise awareness of health information resources among consumers and health care practitioners; 70% of hospital libraries indicate they serve unaffiliated users.
• Most regional hospital libraries find their email systems essential for communication within the region; DOCLINE-L, professional meetings and Medlib-L are essential to many as well.

• Most hospital libraries consider the following as Network member benefits—DOCLINE; NLM databases and consumer health information services; continuing education; and enhanced communication with other library professionals.

• Hospital library respondents identified benefits and services they would like to receive—more educational opportunities via teleconference; improved cooperative purchase agreements, especially for electronic health science journals; and additional course offerings from NN/LM.

• Most NLM and NN/LM programs and services are used extensively by hospital Network members and all are valued highly as needed within the region.
Appendix
MidContinental Regional Medical Library Network
Membership Survey
Fall 2002

I) Network Member Information

A) Institution/Library Name (Please correct if necessary)

B) DOCLINE LIBID (Please correct if necessary)

C) Name and Title of Person completing Survey

86 hospital libraries responded

D) How many full time equivalent (FTE) librarians/library staff are employed in your library? Use your institution’s definition of librarian and of staff.

95.31 FTE Librarians  52.84 FTE Staff

E) Please estimate, on average, how many individuals your library serves/assists per day – both in person and by phone/email/or other means? 2511

II) Computers and Connectivity

A) Computers

1) How many computers are in your library? 235 for Librarian(s)/staff  365 for Users

2) If there are no computers in your library, do you have access to a computer outside the library but within your building?  2 Yes  37 No

3) Is the computer you use most often:

73 Dedicated to your work only
8 Shared with other library staff
3 Shared with other non-library staff (physicians, nurses, secretaries, etc.)

B) Connectivity

1) How many computers in your library have Internet access? 239 Librarian(s)/staff  345 Users

2) What is the speed of your Internet connection?

Dial-up at  2 28.8K  7 56.6K
Network  23 High speed (cable modem, DSL, or ISDN)  41 T-1 or faster
17 Don't Know

III) Collections, Education and Outreach

A) Collections and Collection Management

1) Does your library subscribe to electronic journals?

49 Yes  37 No
2) If Yes, do you purchase e-journals through a consortium or some group purchase plan?  
   Yes  No

3) If Yes, what consortium or group plan? 

   No. of libraries  Consortia
   1  Army Libraries
   3  BCR
   10 Colorado/Wyoming/South Dakota OVID Database Consortium
   6  EBSCO
   1  Elsevier
   1  Heartland Health Alliance
   1  IHC
   1  MLNC
   1  Nebraska Library Commission
   9  OVID
   1  Utah Academic Library Consortium

B) Education Programs

1) Does your library provide training?  
   Yes  No (If no, go to B5)

2) If yes, on what topics? 

   Topics
   61 PubMed
   27 Other MEDLINE software
   40 MedlinePlus
   60 Searching the Internet
   55 Using the Library
   1 PDAs
   12 Microsoft or other software

   Other (please provide details)
   Micromedex
   Evidence based medicine
   Cochrane
   CINAHL
   Statref
   MDConsult
   Pt. Education databases or web sites
   Finding credible consumer health information
   purchased online programs
   pamphlets, collection focus

3) If you provide training, what means of delivery are used? (Check all that apply)

   Means of delivery
   67 One-on-One
   48 Classroom instruction
   7 web based instruction
   6 Recorded (videos, audiotape, etc)

4) Who is your audience for training? 

   Audience
   72 Primary Users
   13 Individuals outside my institution
   11 Library staff

5) During the last 12 months, have you or your staff enrolled in classes on (Check all that apply)

   Classes
   24 Health Information Resources
   26 General software (i.e., MS Word, Photoshop, etc)
   33 Other (management topics, hardware troubleshooting, supervising, etc)
   21 No classes taken (Go to Question C1)
6) If classes were taken, please tell us who sponsored the classes.

28 MLA 26 MCMLA

Other (please specify)
3 BCR 15 Own Institution

C) Outreach – providing services to groups and/or individuals outside your institution

1) Do you provide services to individuals not affiliated your institution?
58 Yes 25 No (If No, go to Part IV Question A1)

2) Do you have formal outreach programs that target groups or individuals outside your institution? Outreach generally refers to efforts to raise awareness of health information resources among consumers and health care practitioners.
30 Yes 64 No (If No, go to Part IV Question A1)

3) If you have a formal outreach program what communities are targeted?
21 General Public
15 Health Care Providers unaffiliated with your institution
11 Public Health Departments and Agencies
15 Public Libraries

Other (specify)
Veterinarians, distance education, dental health professionals, veterans

4) What, if any, special populations are targeted in your current outreach activities?
2 African Americans
3 Immigrants & New Americans
2 Inner City Health professionals
5 Native Americans
8 Rural Health Professionals
6 Spanish language speakers

Other (Please specify):
English as a second language speakers

5) What age groups or special health care populations are included or targeted in your current outreach activities?
13 Children
12 Teens
14 Seniors
12 Women
8 Expectant Mothers
8 AIDS Community (both health professionals and affected populations)
7 Substance Abuse Community (both health professionals and affected populations)

Other (please specify) Men

6) Do you evaluate the results or effect of outreach programs and services you provide?
16 Yes 15 No
IV) Communication

A) Communication within the Region

1) Please rank the usefulness of ways you and your staff communicate with other Network members from Essential to Not Useful. If you haven’t used one or more please mark it “Haven’t used”:

<table>
<thead>
<tr>
<th>Method</th>
<th>Essential</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1 Not Useful</th>
<th>Haven’t Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meetings (Professional associations, consortia meetings, etc.)</td>
<td>45</td>
<td>11</td>
<td>11</td>
<td>5</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>Email</td>
<td>66</td>
<td>9</td>
<td>7</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Medlib-L</td>
<td>23</td>
<td>17</td>
<td>14</td>
<td>3</td>
<td>2</td>
<td>23</td>
</tr>
<tr>
<td>DOCLINE-L</td>
<td>36</td>
<td>14</td>
<td>7</td>
<td>7</td>
<td>0</td>
<td>16</td>
</tr>
<tr>
<td>Other Method</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ariel-L</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Army Libraries Listserv</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAPHIS-L</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CCML</td>
<td>3</td>
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<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>COML State Mtg.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local listserv</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>MCMLA-L</td>
<td>1</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td>3</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone calls to liaison person in rml</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone calls to other librarians</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional Listserv Postings</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional Newsletter</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Voyager-L</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

2) There are a number of means the MCRML uses to communicate with its Network members. Please rank the usefulness of these from Essential to Not Useful. If you haven’t used one or more please mark it “Haven’t used”:

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<th>Method</th>
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<th>3</th>
<th>2</th>
<th>1 Not Useful</th>
<th>Haven’t Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCMLA Listserv</td>
<td>35</td>
<td>19</td>
<td>8</td>
<td>2</td>
<td>0</td>
<td>19</td>
</tr>
<tr>
<td>MCRML web site</td>
<td>22</td>
<td>12</td>
<td>17</td>
<td>2</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>Plains to Peaks Post, the MCRML Newsletter</td>
<td>18</td>
<td>15</td>
<td>20</td>
<td>6</td>
<td>3</td>
<td>19</td>
</tr>
<tr>
<td>RML Weekly News via email</td>
<td>27</td>
<td>16</td>
<td>11</td>
<td>1</td>
<td>3</td>
<td>23</td>
</tr>
<tr>
<td>RML News Archive</td>
<td>7</td>
<td>6</td>
<td>9</td>
<td>2</td>
<td>2</td>
<td>50</td>
</tr>
<tr>
<td>Personal calls/visits from RML liaison</td>
<td>21</td>
<td>18</td>
<td>6</td>
<td>3</td>
<td>0</td>
<td>30</td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**B) You and the NN/LM**

1) In your view, what are the benefits of membership in the NN/LM MCR? (Check all that apply)

- **85** DOCUMENT
- **71** NLM Databases
- **69** Consumer Health Information Sources such as MedlinePlus
- **18** Funding Programs
- **59** Continuing Education
- **63** Enhanced communication with other library professionals
- **28** Opportunities to provide input on Network programming
- **39** Free promotional materials
- Other
  - Help + friendliness when I call for help
  - Connection to information experts beyond our organization
  - MedlinePlus for patient education

2) Are there other benefits or services you would like to receive from the Regional Medical Library that you are not currently receiving or are not currently available? For example, teleconferences, consortia buying, etc.

<table>
<thead>
<tr>
<th>No. of libraries</th>
<th>Other Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Assistance with marketing</td>
</tr>
<tr>
<td>1</td>
<td>Assistance with technical issues like firewalls, scanning- PDF</td>
</tr>
<tr>
<td>19</td>
<td>consortia buying</td>
</tr>
<tr>
<td>1</td>
<td>guidance in organizing compatible groups</td>
</tr>
<tr>
<td>1</td>
<td>List of CE's that could be offered in major RML cities</td>
</tr>
<tr>
<td>1</td>
<td>training on basic library skills for persons without a library background</td>
</tr>
<tr>
<td>1</td>
<td>more courses offered by NN/LM</td>
</tr>
<tr>
<td>1</td>
<td>more help with grants</td>
</tr>
<tr>
<td>1</td>
<td>On-line training courses</td>
</tr>
<tr>
<td>1</td>
<td>Something electronic that is a sharing or discussion of topics that we could thread on--Medlib has good discussions but that sometimes seems to be the …</td>
</tr>
<tr>
<td>4</td>
<td>Teleconference training events</td>
</tr>
<tr>
<td>1</td>
<td>Would be nice if RML paid/offset prices for teleconferences (College of DuPage, others?).</td>
</tr>
</tbody>
</table>

3) Please indicate which NLM services you use and how you feel about them:

<table>
<thead>
<tr>
<th>Service</th>
<th>Like</th>
<th>Don't Like</th>
<th>Don't Need</th>
<th>Haven't Used Yet</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOCLINE</td>
<td>84</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>PubMed</td>
<td>81</td>
<td>3</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>MedlinePlus</td>
<td>81</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Funding programs to support your projects</td>
<td>8</td>
<td>1</td>
<td>3</td>
<td>59</td>
</tr>
<tr>
<td>Courses sponsored by the NN/LM</td>
<td>60</td>
<td>0</td>
<td>0</td>
<td>17</td>
</tr>
<tr>
<td>Communication with other librarians</td>
<td>75</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Free Promotional materials</td>
<td>62</td>
<td>0</td>
<td>7</td>
<td>9</td>
</tr>
</tbody>
</table>

4) Other comments:
   Appreciate the regular updates you send out. Usually I will find at least one items that I can use. Also the Kansas related material Whitney Davison-Turley sends out is useful. I would welcome any information that I can pass on to medical staff, admin
   Belonging to the MCMLA and having a mcr library help has been essential in helping me to develop this Library I work for.
   Funding often tied to NLM databases. PDA course @ MCMLA excellent, I have not taken others. Free promotional materials-those for PubMed- not useful, MedlinePlus - useful.
   It seems I'm not as aware of RML training for librarians. I'm sure there are programs going on but haven't heard about them like I once did. I did enjoy Whitney's program at MCMLA.
   Love DOCLINE
MedlinePlus - Love!
PubMed needs easier, user friendly touch.
PubMed still room for improvement.

The information you have provided will be used to improve programs and services and to evaluate the work of the MidContinental Regional Medical Library. Please call your liaison at 1-800-338-7657 with any questions about this survey or about the Regional Medical Library's programs and services.

Return completed survey by December 20, 2002 to

Network Members Survey
National Network of Libraries of Medicine/MidContinental Region
(NN/LM MCR)
University of Utah
Spencer S. Eccles Health Sciences Library
10 North 1900 East
Salt Lake City, UT 84112-5890

Toll Free 1-800-338-7657
FAX: (801) 581-3632
Web: http://nnlm.gov/mcr/
MidContinental Regional Medical Library Network

Membership Survey

Fall 2002

V) Network Member Information

A) Institution/Library Name (Please correct if necessary)

B) DOCLINE LIBID (Please correct if necessary)

C) Name and Title of Person completing Survey

D) How many full time equivalent (FTE) librarians/library staff are employed in your library? Use your institution’s definition of librarian and of staff.

   _____ FTE Librarians   _____ FTE Staff

E) Please estimate, on average, how many individuals your library serves/assists per day – both in person and by phone/email/or other means? _________

VI) Computers and Connectivity

A) Computers

1) How many computers are in your library? _____ for Librarian(s)/staff   _____ for Users

2) If there are no computers in your library, do you have access to a computer outside the library but within your building? _____ Yes   _____ No

3) Is the computer you use most often:

   _____ Dedicated to your work only
   _____ Shared with other library staff
   _____ Shared with other non-library staff (physicians, nurses, secretaries, etc.)

B) Connectivity

1) How many computers in your library have Internet access? _____ Librarian(s)/staff   _____ Users

2) What is the speed of your Internet connection?

   Dial-up at   _____ 28.8K   _____ 56.6K
   Network   _____ High speed (cable modem, DSL or ISDN)   _____ T-1 or faster
   _____ Don’t Know
VII) Collections, Education and Outreach

A) Collections and Collection Management

1) Does your library subscribe to electronic journals?
   _____ Yes  _____ No

2) If Yes, do you purchase e-journals through a consortium or some group purchase plan?
   _____ Yes  _____ No

3) If Yes, what consortium or group plan?
   ______________________________________________________________

B) Education Programs

1) Does your library provide training?
   _____ Yes  _____ No  (If no, go to B5)

2) If yes, on what topics?
   _____ PubMed
   _____ Other MEDLINE software
   _____ MedlinePlus
   _____ Searching the Internet
   _____ Using the library
   _____ PDAs
   _____ Microsoft or other commercial software
   Other (please provide details) ________________________________

3) If you provide training, what means of delivery are used? (Check all that apply)
   _____ One-on-One
   _____ Classroom instruction
   _____ Web based instruction
   _____ Recorded (videos, audiotape, etc)

4) Who is your audience for training?
   _____ Primary Users
   _____ Individuals outside my institution
   _____ Library staff

5) During the last 12 months, have you or your staff enrolled in classes on (Check all that apply)
   _____ Health Information Resources
   _____ General software (i.e., MS Word, Photoshop, etc)
   _____ Other (management topics, hardware troubleshooting, supervising, etc)
   _____ No classes taken (Go to Question C1)

6) If classes were taken, please tell us who sponsored the classes.
   _____ MLA  _____ MCMLA  Other (please specify) ________________________________

C) Outreach – providing services to groups and/or individuals outside your institution

1) Do you provide services to individuals not affiliated your institution?
   _____ Yes  _____ No  (If No, go to Part IV Question A1)

2) Do you have formal outreach programs that target groups or individuals outside your institution?
   Outreach generally refers to efforts to raise awareness of health information resources among consumers and health care practitioners.
   _____ Yes  _____ No  (If No, go to Part IV Question A1)
3) If you have a formal outreach program what communities are targeted?
   - General Public
   - Health Care Providers unaffiliated with your institution
   - Public Health Departments and Agencies
   - Public Libraries
   Other (specify) ______________________________________________________________

4) What, if any, special populations are targeted in your current outreach activities?
   - African Americans
   - Immigrants & New Americans
   - Inner City Health professionals
   - Native Americans
   - Rural Health Professionals
   - Spanish language speakers
   Other (Please specify) __________________________________________________________

5) What age groups or special health care populations are included or targeted in your current outreach activities?
   - Children
   - Teens
   - Seniors
   - Women
   - Expectant Mothers
   - AIDS Community (both health professionals and affected populations)
   - Substance Abuse Community (both health professionals and affected populations)
   Other (please specify) __________________________________________________________

6) Do you evaluate the results or effect of outreach programs and services you provide?
   - Yes  - No

VIII) Communication

A) Communication within the Region

1) Please rank the usefulness of ways you and your staff communicate with other Network members from Essential to Not Useful. If you haven’t used one or more please mark it “Haven’t used”:

<table>
<thead>
<tr>
<th></th>
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<tr>
<td>Meetings (Professional associations, consortia meetings)</td>
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<tr>
<td>Email</td>
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<td>Medlib-L</td>
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- NLM Databases
- Consumer Health Information Sources such as MedlinePlus
- Funding Programs
- Continuing Education
- Enhanced communication with other library professionals
- Opportunities to provide input on Network programming
- Free promotional materials (pens, posters, bookmarks,

Other

2) Are there other benefits or services you would like to receive from the Regional Medical Library that you are not currently receiving or are not currently available? For example, teleconferences, consortia buying, etc.

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______________________________________________________________________________
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