Quarterly Report

National Network of Libraries of Medicine – MidContinental Region

November 1, 2005– January 31, 2006

Contract No. N01-LM-1-3514

Spencer S. Eccles Health Sciences Library
University of Utah

Submitted

Table of Contents

Network Programs

Administration

(*For CE and Conferences attended by staff members see Appendix A*)

From November 14-16, 2005 all staff participated in the annual planning meeting for the first year of the next contract using the logic model from the 2006-2011 proposal. Creighton University Health Sciences Library hosted the meeting.

Michael Boer, Web-STOC Assistant Director, visited Eccles Health Sciences Library on November 18, 2005. He met with the RML and library staff involved in digital projects and presented an introduction to Web-STOC for library personnel.

MLA has accepted abstracts for:
- Blogging for success - paper (Ms. Champ-Blackwell and Ms. Kelly)
- Health statistics on the web - paper (Ms. Windsor)
- Use of logic model - paper (Ms. Kelly and Ms. Hamasu)
- Diversity video project - poster (Ms. Magee)
- Distributed model - poster
- (Ms. Hamasu, Ms. Kelly, and Mr. Peay)
- Genes - poster (Ms. Windsor)
- Health information partnerships - poster (Ms. Champ-Blackwell and Ms. Magee)
- Regional buying consortium - poster (Ms. Jones)

Personnel

Molly Youngkin, Public Health/Utah Liaison, resigned from her position effective December 30, 2005. In the next contract Eccles Health Sciences Library will host the Network/Utah Liaison position and there will be no single liaison responsible for coordinating public health outreach. Claire Hamasu, Associate Director, sent out announcements to recruit for the new position and formed a search committee composed of library and RML librarians.

Document Delivery Services

Barb Jones, Network Membership/Missouri Liaison, received a request from Maryville University to be a DOCLINE member. DOCLINE indicated that they were already a member. Ms. Jones answered their questions about FreeShare, cost of borrowing and how to search the database, and sent a membership agreement form to be completed.

Liaisons assisted members with updating serials holdings, generating reports, and creating routing tables. They directed members to DOCLINE tutorials and manuals. They provided support when a glitch temporarily halted the delivery of loan requests.

In January, Ms. Jones was invited to teach DOCLINE to the Colorado Council of Medical Librarians. She shared the day with Jay Daly who taught QuickDOC. There were 15 attendees. Evaluations were very good, though the DOCLINE demo site was not working properly. This caused some problems showing features of the system, and made the class seem somewhat disorganized.

At the end of the quarter, NLM sent a list of libraries in the region that had conflicting records—closed and non-participating libraries with holdings, and DOCLINE libraries with no holdings. Liaisons began contacting institutions in order to correct these inconsistencies.

LinkOut

During the month of January, Thomas Gibbs, Technology Liaison, helped the VA librarian in St. Louis get started with LinkOut and he scheduled to teach a LinkOut class to biomedical librarians in the Kansas City area.

Resource Libraries

Karen Cole, Director, Dykes Library, organized a meeting of key organizations to develop a strategy for health information access in the state of Kansas. Laura Windsor, Kansas Liaison, attended along with the state librarian, director of the Kansas Health Consumer Coalition, and the director of the Kansas AHECs. This first meeting, held at the end of January, established goals for their coordinated effort.

Mary Henning, Wyoming Liaison, met Wyoming State Senator, Mike Massie, and University of Wyoming professor, Deb Fleming to discuss the Geriatric Education Center proposal that was not funded by the

Health Resources and Services Administration (HRSA). The center has been promised funds by the university and the Wyoming Legislature. Ms. Henning will contribute health information education and training.

Dana Abbey, Consumer Health/Colorado Liaison, taught a consumer health informatics session to 3rd year interns at the University of Colorado Health Sciences Center.

Siobhan Champ-Blackwell, Community Outreach Liaison, provided resources from the MCR cultural competence and Latino Health pages, as well as information about materials in the library's collection for a faculty member writing a federal training proposal to teach family medicine residents medical Spanish to help them deal with Hispanic patients.

Communications

"Bringing Health Information to the Community" BHIC Blog

Sixteen new subscribers were added this quarter. Blog participants use it to locate funding and forward the information on to others: "I use your blog to do pro-active information services…."

MCR News Blog

In November, Sharon Dennis, Technology Coordinator, completed the MCR news blog using WordPress. She coordinated with Michael Boer to get WordPress in place on the production server and the blog became available on January 17, 2006. The blog lists the MCR news by categories and date. This will serve as MCR's news archive. Suzanne Sawyer, Project Coordinator, will import the news to the blog so that it will be available as soon as the RML News e-mail goes out.

Breezing along with the RML

Two "Breezing along with the RML" sessions were broadcast this quarter. On November 16, 2005, Ms. Jones and Ms. Abbey were featured. On January 18, 2006, the RML technology staff, Ms. Dennis and Mr. Gibbs, were featured.

The January presentation was attended by 20 participants excluding the presenters. Fifteen of the participants were non-RML staff. Using the chat feature of Breeze, members were asked questions and commented on the presentation in real time. Participants utilized the chat more often than in previous update sessions; this resulted in an interesting and lively update session. Several comments were received from participants after the session. One participant wanted advice on the blog she is setting up for patrons. Another participant was not sure where Ms. Dennis was located or her responsibilities. This member also requested more technology updates. Another comment was received from someone from a different region who watched the archive after the session: "I watched the Jan. 18 technology session the other day. It was very informative and quite well done."

mcmla - l

Two members were added to the listserv.

Web Redesign

Ms. Dennis participated in the monthly web site redesign teleconferences. In November, she gave feedback on AIR's Expert Review document, recruited participants for the AIR's usability studies, coordinated and participated in the MCR focus group and participated in the focus group debriefing session. In December, she attended the redesign meeting in Washington, DC; presented the wire frame prototypes to the MCR liaisons; reported their feedback and reviewed the implementation plan. In January, Ms. Dennis reviewed AIR's recommendations for the public and internal sites, presented the recommendations for the MCR staff, and reported their feedback to the redesign team.

Web site work

A translator was hired to add Spanish descriptions of state health resources that are available in Spanish.

Publications:

> *Plains to Peaks Post* Volume 4, Issue 2 was published.
> (*http://nnlm.gov/mcr/news/newsletter/index.php?vol=4&issue=2*)

New or Updated Web Pages

Kansas State Page	http://nnlm.gov/mcr/states/kansas.html
Cultural Competence Resource	https://dev.nnlm.gov/mcr/resources/community/competency.html
Missouri State Page	http://nnlm.gov/mcr/states/Missouri.html
Wyoming State Page	http://nnlm.gov/mcr/states/wyoming.html
Video Technologies Page	http://nnlm.gov/mcr/services/technology/video.html
Evaluation Glossaries	http://nnlm.gov/mcr/about/evaluation/glossaries.htm

Regional Advisory Board

In November, Ms. Windsor sent information to Regional Advisory Board member, Mary Beth Warren, Director, Kansas AHEC East, on Spanish language sites. Ms. Warren was looking for information in Spanish on careers in health care.

In December, Captain Ed Galan forwarded information to be posted on the BHIC blog.

Evaluation and Assessment/Feedback

Ms. Windsor created training evaluation forms for MedlinePlus, PubMed, Tox Town, Household Products Database, and PHPartners. Ms. Champ-Blackwell developed a list of learning objectives to be used with the forms.

In August 2005, MCR was notified that participant information forms were completed for 10% of the OARFs that were submitted. This was much less than other regions; the average for all RMLs is 33%. A follow up review of activities carried out between October 1, 2005 and January 19, 2006 revealed that of the 20 activities offered by 4 liaisons, 17 (85%) had participant information forms. There was also an improvement in the collection of email addresses. Nine (45%) of the OARFs collected email addresses. The average for all regions is about 19%.

Feedback

Ms. Windsor responded to the request for reviewers of the changes NLM proposed on the classification of proteins and bacteria.

Betsy Kelly, Assessment and Evaluation Liaison, attended the pilot OERC class Planning and Evaluating Health Information Outreach Projects in Seattle. Susan Barnes

and Cindy Olney introduced a new set of resources for planning and evaluating outreach projects. The class was critiqued by RML staff who comprised approximately half the audience. The class was well received; suggestions were made to more directly connect the community assessment portion and the use of logic models for planning.

Network Data Inventory

Following final testing, two copies of the Network Data Inventory were sent out, one to be answered by academic/other libraries and one by hospital libraries, in order to keep the responses separate. On November 11, 2005, an email was sent via Survey Monkey to 57 academic/other libraries and 133 hospital libraries. The continuing challenge has been to get accurate email addresses from DOCINE and RML records. The initial email resulted in about 30-40 returns for bad addresses. Local health science library groups and institutional web sites were used to locate current addresses.

In early December a reminder was sent through Survey Monkey to institutions who had not responded. At the end of December non-responding hospital librarians were called by liaisons resulting in new email addresses and additional responses to the questionnaire. When the inventory was closed on December 29, 2005, 103 hospital and 44 academic/other librarians had completed the questionnaire. The return rate was 77%. At the end of January, the data was sent to Elaine Graham, consultant, to analyze and to write the report.

CHIPS Survey
(See Appendix B for a summary of the survey responses)

Ms. Kelly sent a final reminder to Community Health Information Partnership Symposium attendees to complete a survey evaluating the symposium. The survey closed on November 9, 2005. Of the thirty-one participants invited to respond; twenty-six did, four did not, and one declined. The

responses indicated that twenty were involved in outreach before attending the symposium; four more expect to become involved. Nineteen of twenty were involved in partnerships; three more expect to form partnerships. The overall response was extremely positive. Even the two who were not involved in outreach to community organizations indicated that the information they received was useful and would be applied to other areas of their work.

Web Site Survey
    (See Appendix C for Survey Responses)
Ms. Dennis closed the survey eliciting feedback on the MCR web site on December 15, 2005. Thirty seven members responded. Fifty-six percent of the respondents said that the web site was "extremely useful" or "very useful." Forty-three percent said it was "somewhat useful." None of the respondents said that it was not useful at all.

Focus Groups:
Ms. Kelly and Ms. Hamasu began planning the next set of focus groups of health sciences libraries. The sessions will use be conducted both in person and by using communications technology, perhaps videoconferencing or teleconferencing. Questions used in the first focus groups will be augmented with questions based on data gleaned from the Network Data Inventory.

Activity Report System
Ms. Kelly reviewed the Activity Report System data to ensure consistent content and prepared the data for analysis. All 2004-2005 activities were ported into Access and reports were created to summarize activities by goals/outcomes met, counting numbers of activities related to each.

Public Library/Public Health Evaluation
Ms. Hamasu attended a teleconference arranged by the OERC for the Associate Directors and the National Network Office staff to discuss the final survey of RML activities as outlined in the Public Library and Public Health logic models. At the

request of the RMLs additional questions were added to gather data on activities involving the public health workforce in addition to the state public health departments. The survey will be distributed in March 2006.

Health Professionals Access to Information

In January, Ms. Abbey taught a session on MedlinePlus and PubMed to three pediatric nurses at the Barbara Davis Center for Childhood Diabetes. She also taught a hands-on introduction to PubMed to participants of the Native Telehealth Outreach and Technical Assistance Program. This 18 month program enables health care professionals to conceptualize, design, implement, and evaluate actual applications of their own invention (e.g., personal computer monitoring of diabetes self-management, tribal cable television health screening, interactive CD-ROM guides to risk of youth suicide for teachers).

Also in January, Ms. Hamasu provided two sessions to researchers at US Army Dugway Proving Ground who were very interested in NLM resources. Everyone knew about PubMed/MEDLINE but were not using the MyNCBI features. Half the group had not used the TOXNET or genome databases.

In January, Marty Magee, Education/ Nebraska Liaison, co-taught a cultural competency workshop for undergraduate students across Nebraska. Her presentation focused on research resources. The workshop was sponsored by the Rural Health Education Network in Nebraska.

Network Membership

Membership

Emails were sent to approximately 50 full Network members who had not returned their membership agreements for this contract. This is approximately 25% of the membership.

In December, Ms. Jones spoke with Dan Lawrence from the Rocky Mountain Center for Health Promotion & Education. Dan is new to the position, and is just learning about health care libraries.

In January, Ms. Jones spoke with Anita Gordon-Gilmore, librarian at Baptist-Lutheran Medical Center in Kansas City, Missouri about the closure of her library. Baptist-Lutheran Medical Center is merging with Research Medical Center, and as a result the library will be closed. The closure is expected to occur in April. The librarian from Research Medical Center and Ms. Gordon-Gilmore discussed merging the collection from the closing library with the Research Medical Center's library.

Mercy Hospital in Independence, Kansas closed their library in November 2005. The hospital's CME coordinator manages their document delivery through an arrangement through Dykes Library. The hospital was not interested in Affiliate membership.

Ms. Hamasu discussed Network membership with the two librarians at the West Desert Technical Information Center in Dugway, Utah. They have no journals, so Affiliate membership would be appropriate. The membership agreement and documents were left for them to review.

MCR Regional Buying Consortium

Ms. Jones conducted the monthly consortium meeting. The group discussed AccessMedicine's proposal to form a small-medium hospital consortium to purchase simultaneous user licenses, reviewed the status of ACP PIER, and discussed the potential licensing of Evidence Matters. They also decided that libraries outside the region could contact BCR about licensing products that have been negotiated for the region. These institutions would negotiate their own arrangement with BCR and would be responsible for paying BCR fees. The group developed questions for an evaluation questionnaire for members participating in the consortium. Ms. Jones spoke to Roberta Bronson Fitzpatrick about the evaluation matrix she developed for PDA products. Ms. Jones will use the matrix to develop an evaluation tool for e-resources in the region.

Visits to Network Members:

December 5, 2005	Colorado School of Traditional Chinese Medicine
December 13, 2005	Mercy Medical Center-Durango, Colorado
January 23, 2006	Metro Community College - Elkhorn campus, Nebraska
January 24, 2006	Denver VA Hospital Library
January 26, 2006	Nebraska Methodist College - John Moritz Library

November 28, 2005   Missouri Mental Health Librarians annual meeting
                                    Ms. Jones attended

January 11, 2006   Health Sciences Library Network of Kansas City
                                 (HSKNKC)
                                    Ms. Windsor attended

New Network Members

Full Members: *Affiliate Members:*

    None   ▪ Salt Lake City Public Library, Utah
                                     ▪ Merrill-Crazier Library, Utah
                                     ▪ LDS Hospital, Utah – *Changed from Full to
                                       Affiliate status*

Deactivated Network Members

▪ Baptist-Lutheran Medical Center, Missouri

▪ Mercy Hospital, Missouri

Awards

Proposal Writing Assistance Workgroup

Ms. Hamasu reviewed the minutes and all the documents produced and received by the workgroup to produce a draft for the final report that covers purpose, members, and responses to our charge. Lisa Boyd, Consumer Health Librarian at the NNO, drafted the recommendations from the group. Both drafts were emailed to members for their review before the February teleconference.

Subcontracts

To prepare for the end of the contract, Ms. Hamasu and Amber Molyneaux, Fiscal Analyst, reviewed expenditures for all subcontracts. They identified those who have not been sending invoices and still have unexpended funds. Liaisons who are managing these subcontracts were asked to follow up with the principle investigators.

In December, Ms. Jones visited with Gwen Sprague, newly hired at Truman Medical Center-Lakewood. This is her first librarian position. They reviewed the grant that the previous librarian was awarded, and developed a timeline so that it can be completed by the end of April.

Outreach Programs

Consumer Health Information Services

Ms. Jones was interviewed by Mark McCarthy for an article on MedlinePlus in the Paula J. Carter Center quarterly newsletter. This newsletter and the work of the Paula J. Carter Center are aimed at minority, senior populations, predominantly African American. (*For Article see Appendix E*)

At NLM's request, Ms. Champ-Blackwell updated the ALA "Other Consumer Databases" Power Point and script for use at PLA '06 in Boston. This required adding new screen shots and updating information. The new version was sent to Janet Zipser, Unit Head for MEDLARS Management Section, in January.

Ms. Magee met with Nebraska Library Commission staff to plan the follow up for the Health Information Partnerships Symposium. The Nebraska Library Commission will fund several $5,000 grants for increasing consumer health awareness, collections, and special projects. Applications will be due by May 1. Meetings were scheduled with the 11 communities represented at the symposium. The first meeting was held in January with the Hastings group. They plan to collaborate on an upcoming health fair, add links on the public library web page, and develop a brochure for information resources in the area.

Go Local

The Go Local Utah site went live in January, 2006. The region now has three Go Local projects that are live.

Public Library Site Visits:

November 17, 2005	St. Charles City and County Library, Missouri
	Ms. Jones taught to classes to the staff on evaluating consumer health information and high quality health information web sites.
November 30, 2005	Jefferson County Public Library, Colorado
	Ms. Abbey presented two sessions to librarians.
December 7, 2005	Aurora Public Library, Colorado
	Ms. Abbey presented two training sessions of MedlinePlus and PubMed.
December 13, 2005	Durango Public Library, Colorado
	Consumer Health Resources training
December 14, 2005	Cortez Public Library, Colorado

Public Health

A copy of CDCynergy was sent to Pamela Soreide, Director, Holdredge Public Library System, Nebraska.

Ms. Windsor attended the Kansas public health workforce development committee meeting on January 20, 2006. The developers of the Kansas public health certificate program have a working draft which updates the list of core competencies. It lists the NN/LM Kansas liaison as a trainer for both "Analytic/Assessment Skills" and "Basic Public Health Sciences Skills." Also listed as a trainer is Teresa Coady, librarian at the University of Kansas-Wichita, a CDCynergy instructor. They have included the NLM web site address in the document which will be distributed to all public health workers taking the certificate program in 2006.

Community Outreach

Ms. Champ-Blackwell and Ms. Hamasu discussed ways to ensure that staff at the RML remains culturally sensitive and to ensure that the RML's publications are culturally appropriate. Ms. Champ-Blackwell started a collection in QuickPlace that presents culturally sensitive approaches to outreach and publications. Ms. Champ-Blackwell will raise questions on appropriate terminology and use of labels when staff discusses diverse communities in the region.

Ms. Champ-Blackwell attended the Programming Committee meeting for the annual ARCH National Respite Conference to be held in Omaha October 25-27, 2006. Her input to the committee was to ensure that issues of culture were included in the

call for proposals. The topic was added to the list. [ARCH is not an acronym.]

The NN/LM Community Outreach Group (COG) talked to the NN/LM Web Services Technology Operations Center (Web-STOC) about creating a database for the multilingual page that would make maintenance of the page easier. Web-STOC agreed to create the database once COG cleaned it up.

Community Based Organizations

Ms. Henning met with Carol Peterson, MS, RN of the Wyoming Health Council regarding the establishment of the new Rural/Frontier Women's Health Coordinating Center (RFCC) in Cheyenne and how Ms. Henning could assist their program. Ms. Henning was recruited to the center's advisory board. The first meeting was held on January 13, 2006 in Cheyenne, Wyoming. The roster of the advisory board reads like a Who's Who of Wyoming health care and telehealth departments. Following the meeting some of the advisory board members asked Ms. Henning to arrange training on NLM resources for their organizations.

Ms. Champ-Blackwell and Ms. Hamasu teleconferenced with Norman Nakamura, State Refugee Coordinator for the Utah Department of Workforce Services, about participating in the RHIN project. Mr. Nakamura had attended the RHIN meeting at NLM in October. Mr. Nakamura will determine whether there is funding for staff to review documents and add them to the database. Whether or not Utah decides to be an active RHIN participant, Mr. Nakamura was interested in receiving training on foreign language and NLM resources for department and clinic staff.

Ms. Jones served as the recorder during the community meeting for the presentation of the Rural Mental Health Association's Mental Health White Paper in Rolla,

Missouri. The goal was for community members to try and find solutions for issues concerning citizens with mental illness in Rolla. Attending the meeting were community leaders and mental health care consumers. There is hope that the community will follow up to make changes to impact the lives of mental health care consumers.

Ms. Champ-Blackwell was an invited speaker at the Nebraska AIDS Project monthly client dinner meeting. She provided a general introduction to web sites and how to evaluate online health information. This group was much less computer literate than she expected and she is pursuing a hands-on class on how to use the Internet.

Native American Outreach

Tom Duran, RPh, Tribal Member Health Benefits Director, Southern Ute Tribe, and Larron S. Dolence, PharmD, Clinical Informatics Coordinator, met with staff of Denison Memorial Library--Ms. Abbey; Rick Forsman, Director, and Lilian Hoffecker, Reference Librarian. This was an introductory meeting to share ideas and thoughts for providing the Southern Ute clinic with appropriate resources for the consumer and the health professional. Ms. Abbey shared NLM resources and the tribal-related health web sites and offered her training services.

The Ho-Chunk Community Development Corporation of the Winnebago Tribe has a mission "To raise the socio-economic and educational levels for Native American communities and the people of Thurston County in Nebraska." They received funding from the Robert Wood Johnson Foundation for their "Building Healthy Tribal Villages" project, a traditional village design "based on creating beautiful indoor and outdoor spaces, incorporating rich cultural traditions that promote healthy lifestyle." Ms. Champ-Blackwell visited the Ho-Chuck office with Joy Voltz of Creighton's Office of Interprofessional Scholarship, Service, and

Education and met with the Executive Director, Judi Meyer, and other staff. They heard about the Ho-Chunk projects, and provided information on the NN/LM and the tribal web sites available.

Tribal Connections Four Corners

Ms. Hamasu facilitated the monthly TC4C teleconferences. Updates were provided by working groups. The Go Local work group is now the most active and is developing a video to promote TC4C Go Local. Instructions were given to those who want to make changes to the needs assessment report. The TC4C Feather proposal received an excellent score of 125. The best score a proposal can receive is 100.

NLM requested data from the TC4C project. Ms. Hamasu sent Fred Wood the number of institutions and participants that were part of the needs assessment and the number of agencies that were added to TC4C Go Local as of October 2005.

During this quarter, Ms. Hamasu reviewed the report for the TC4C Needs Assessment several times and added comments, questions, and editing to have it more accurately reflect the data. Ms. Kelly and Ms. Hamasu reviewed the TC4C collaboration report and made extensive comments that were forwarded to Mary Belgarde, evaluation consultant for the project.

Ms. Champ-Blackwell, Ms. Hamasu and Susan Barnes (OERC) make up the TC4C effective practices work group. They met to strategize about getting information from the Tribal Connection's Needs Assessment Group to provide content for the final report for the TC4C award and to collect information for an entry in the Effective Practices Collection. They came up with six questions that they successfully used in an interview with the needs assessment group.

Ms. Hamasu met with the librarians running the TC4C Public Library Project. She talked

with them about the funding available that will have the four academic health sciences libraries in each state working with a public library that serves Native American communities to improve access to health information. NLM approved a purchase order instead of a subcontract for these awards which makes the project easier to fund. Public libraries can spend up to $5000, except for the two libraries in Arizona that are sharing the $5,000. In January, Ms. Hamasu sent out the award letters that included the purpose of the funding, instructions for reports and invoices, and proposals from all of the participating libraries.

Technology Awareness and Integration

Ms. Dennis submitted an MLA CE application for the "Introduction to Blogs and Wikis" class. (formerly taught as "Introduction to Blogging")

Communication Technology

Ms. Abbey investigated the possible use of a satellite modem for training in locations with poor Internet connections. She contacted Globalstar and discovered that there are several barriers to using current satellite modem technology:

1. Mobile units must be stationed outdoors, allowing the antenna to be unobstructed.
2. The current transmission speed is slower than or equal to dial-up.
3. The only units that currently work indoors are permanently fixed to the structure.

She will contact other companies that provide satellite modems to see if they have similar constraints on usage and transmission speeds.

Due to a spamming attack the BHIC blog became unusable. A new version of Moveable Type was installed. The new version allows the blog editor to specify that comments can only be received from registered users, which greatly cut down on the spam.

The Verizon card has been used as the primary Internet connection for 8 exhibits. There have been mixed results using the card. The card worked well for 3 exhibits. Liaisons were unable to use the card at all during 1 exhibit. There were mixed results at the remaining 4 exhibits, with good connections at times, no connections at times and slow connections at other times. It was decided that the Verizon card service is not reliable enough to depend on and the subscription will be cancelled. The use of a cellular Internet card will be reconsidered at a future date when the service has become more consistent. *(See Appendix F for table of Verizon card uses)*

Education

The following graph tracks hits to the netLibrary page on the MCR web site. The page averaged 272 hits a month this quarter.

netLibrary Usage
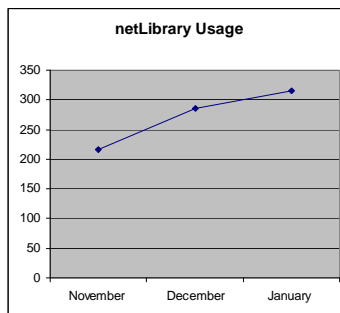
Ms. Windsor received a call from Lenora Kinzie, librarian at Stormont-Vail Healthcare, asking for assistance in designing a CME workshop for her physicians. Ms. Windsor recommended including MyNCBI and since Ms. Kinzie is planning to offer LinkOut, she should discuss this as well. They reviewed PubMed search strategies and using MedlinePlus for patients.

Ms. Windsor responded to Kim Carter's request for educational offering possibilities. Ms. Carter heads up the educational committee for the Health Sciences Library Network of Kansas City.

Exhibits and Presentations at Meetings

As a member of the NN/LM Exhibit redesign committee, Ms. Champ-Blackwell attended teleconferences to discuss feedback the committee received on the latest version of the designs and selected the final design.

Event	Date Place	Name	Comments
National Meetings			
American Academy of Medical Administrators (AAMA)	November 10-12, 2005 Las Vegas, NV	S. Champ-Blackwell, L. Windsor	Everyone knew who the NLM was and many people talked about how they use their own medical librarians. Very exciting to hear from these people who make policy level decisions in their institutions that they knew about their libraries.
Local/Regional Meetings			
Colorado Association of Libraries 2005 Conference	November 10, 2005	D. Abbey	Had 112 visitors to the booth - There were 1,100 registered for the conference
Rocky Mountain Regional Bioinformatics Conference	December 10, 2005 Snowmass, CO	D. Abbey	Presented paper on the National Center for Biotechnology Information

Promotional Materials Provided:

Date	Who	Items Provided	Purpose
November 29, 2006	Peterson AFB, Kansas	− 1000 Consumer Health CB − 1000 Clinical Trials CB − 1000 NLM – World's Largest Medical Library	7 medical facilities - available to patients and family.
January 13, 2006	Mary Lanning Hospital, Nebraska	− 70 Good Health Info on the WWW CB − 70 PubMed bookmarks − 70 MedlinePlus bookmarks	
January 24, 2006	Bryan LGH Medical Center, Nebraska	− 10 MEDLINE Trifolds − 10 pens − 10 notepads	MEDLINE workshop

Appendices

Appendix A
CE & Conferences
Attended by NN/LM MCR Staff

Title	Date	Name
Siciliano Forum: Societies and Cities in the Age of Instant Access	November 10, 2005	C. Hamasu
"Blogging at Creighton"	December 13, 2005	S. Champ-Blackwell
"Multicultural Communication: Overcoming Language Barriers in the Healthcare Sector"	December 14, 2005	S. Champ-Blackwell
"Building Effective Relationships" Seminar presented by LDK Associates	December 15, 2005 Durango, CO	D. Abbey
UNMC Cultural Competency	January 4, 2006	S. Champ-Blackwell
Evaluator's Institute Using Program Theory Logic Models and Qualitative Data Analysis	January 9, 2006	B. Kelly
Health Informatics class	January 10-31, 2006	M. Henning
National Office of Minority Health Summit: "National Leadership Summit on the Elimination of Health Disparities"	January 12, 2006 Washington, DC	S. Champ-Blackwell
Town Hall Meeting of the Citizens Health Care Working Group	January 17, 2006 Kansas City, MO	L. Windsor
Webcast – Community Collaboration	January 19, 2006	C. Hamasu, L. Windsor
American Society of Training & Development TechKnowledge conference	January 21, 2006 Denver, CO	M. Magee
DOCLINE CE	January 27, 2006 Denver, CO	D. Abbey
QuickDOC CE	January 27, 2006 Denver, CO	D. Abbey B. Jones

Appendix B
Chips Survey Results

Summary of CHIPS Survey Conducted 10/25

The University of Wyoming and the MidContinental Regional Medical Library sponsored the Community Outreach Health Information Partners Symposium (CHIPS) in Jackson Hole, Wyoming on October 11, 2005. 31 CHIPS attendees were invited to respond to a survey aimed at understanding whether they were involved in partnerships in community outreach, whether they had plans to become involved and whether the CHIPS experience contributed to their plans.

The survey was conducted between October 25 and November 8, 2005. 26 attendees responded, 4 did not and one declined to respond.

The survey was designed using skip logic to present a set of questions based on responses. Respondents were asked either 4 or 5 questions. As responses became more negative the responders were probed more deeply for reasons why they were not likely to be involved in outreach or would not investigate partnerships. Finally all respondents were offered the opportunity to provide feedback on any aspect of the symposium, on outreach and/or on partnering.

Summary of responses

Outreach programs and partnerships in place before CHIPS
20 of 26 (77%) were involved in outreach before CHIPS; 19 (95%) of those programs involved in partnerships. 13 of the 20 specifically said that CHIPS had provided tools for carrying out their programs (4 said it did not, 2 didn't respond to the question).

3 of those who were already involved in outreach and with partners said that CHIPS had not provided any tools to assist them, indicating that this was already in place for them or was out of their control. However one of those respondents also said
> "I will be participating in a statewide consumer health outreach effort and expect that the CHIPS Symposium will be of great help."

Another said
> "Meetings like CHIPS should be a catalyst for development of many practical outreach models that can be tested with willing CBO collaborators/partners. Models appropriate for libraries outreach to internal and external clients and for CBO outreach to their clients. [F]or me, the meeting felt like an introduction to CBO rather then a follow-up to the national symposium. I think a discussion and review of documents in the Oct 2005 JMLA supplement was a starting point…"

Outreach programs and partnerships that may develop as a result of CHIPS
6 of 26 were not involved in outreach prior to coming to CHIPS. 4 of the 6 said they were likely to become involved. 3 of the 4 likely to become involved were considering partnerships for their programs and felt CHIPS had provided tools to assist them in developing the partnerships. The one who was not considering a partnership said

> "there are other factors affecting our library services right now, and I am not currently seeking a partnership. As we consider a major transition in our library, I know that partnership is an option that I might not have thought of before."

One who said they were not doing outreach and were not considering it did say, however,

> "The mission of my library does not extend to community organizations. We do, however, partner with other groups and this information will be valuable for that purpose."

Another who was not considering partnerships and who didn't change that position after CHIPS said:

> … I feel that CHIPS was extremely effective and I did get a lot out of it. That said, there are other factors affecting our library services right now, and I am not currently seeking a partnership. As we consider a major transition in our library, I know that partnership is an option that I might not have thought of before.

A third person who said they were not considering doing outreach did not provide insight as to their thinking after CHIPS but did indicate that CHIPS had provided tools to assist in their work

Open ended feedback responses
Respondents were encouraged to let us know what they thought of the symposium, outreach or partnering. Fourteen provided feedback. 3 specifically mentioned projects they were involved in, two noting that CHIPS will have been helpful. One commented on the importance of trust in partnerships. Ten expressed enthusiasm and appreciation for the opportunity to attend, network with others and renew their energy for their work.

1. I am partnering with ElderLynk, at my university. I am planning to help them update their Seniors website with a list of helpful consumer web addresses. The focus is on mental aspects of senior health. I have also been invited to teach a Kirksville TCRC Resource Center seniors computer class on how to find and evaluate health information on the internet in November 2005.
2. I will be participating in a statewide consumer health outreach effort and expect that the CHIPS Symposium will be of great help.
3. During CHIPS I had the opportunity to network with people from Missouri. I gave a copy of a proposal call Show the Site that involves students showing MedlinePlus to the public to Mark McCarthy. We did not communicate yet. I might give him a call and say hi. CHIPS in WY gave me some hope. Of course hope is a qualitative outcome and we can not measure it. Thank you for inviting me to the symposium. I will participate at the NLM in DC on two meetings. The first one is in November and the other will be in January 06. I might see some of you there.
4. Trust between 'partners' is important   Trust their opinions---there is lots we can learn from CBOs at all levels; they should be our guides to what working in underserved communities. This goes beyond what we now call best practices.
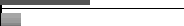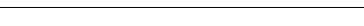
5. I was very impressed with the information shared; it was very helpful to me in developing plans to set up a community health information service in our public library system. I am also grateful to have made new contacts who have agreed to assist me as needed.
6. I thoroughly enjoyed the symposium, and would gladly work with any of the participants.
7. Expanded my vision in ways to support the consumer's health information literacy needs. The sharing of ideas and mechanisms to partner with other types of organizations was enlightening, and I am following many leads looking for additional like-minded individuals who, together, we can jump-start some activities in my area. I appreciate, very much, being included in the dialogue, and found value in the diversity of ideas from different types of organizations.
8. :) Thanks!
9. This came at the right time and gave me an outreach 'boost.' Renewed my energy for taking on additional project and finding new partners.
10. I was most concerned about the how and who of partnerships, and I learned a great deal about possible partnership candidates, and some methods of working toward collaboration.
11. Good job and a very interesting conference!
12. Great symposium. A lot of activities that stimulated discussion.
13. For me, the best part of the symposium was giving me encouragement to continue our outreach programs...in the face of some difficulties in the 'success' of these programs.
14. The symposium gave me some ideas of how to reach beyond our own services to enhance and enable expanded solutions and opportunities that meet the needs of larger populations. Please do this again and Invite ME!

Overall, the survey results suggest that CHIPS was a successful event. Partisans were enthusiastic, reported that they benefited from attending and remained or became committed to partnering and being involved in outreach programs. The survey will be repeated in one year to gather information about the work that attendees have done since they came together in Jackson Hole, in October, 2005.

Appendix C
Web Site Survey Results

1. Have you accessed the MCR website since October, 2004?		Response Percent	Response Total
Yes		**81.10%**	**30**
No		18.90%	7
	Total Respondents		37
	(skipped this question)		0

2. How often do you refer to the MCR website?		Response Percent	Response Total
More than once a day		2.70%	1
Once a day		0%	0
Once a week		16.20%	6
Once a month		24.30%	9
Less than once a month		**51.40%**	**19**
Never		5.40%	2
	Total Respondents		37
	(skipped this question)		0

3. How useful to you is the MCR website?		Response Percent	Response Total
Extremely useful		3.30%	1
Very useful		**53.30%**	**16**
Somewhat useful		43.30%	13
Not at all useful		0%	0
	Total Respondents		30
	(skipped this question)		7

4. Which sections of the MCR website have you visited? (Check all that apply).		Response Percent	Response Total
Consumer health information (health information for the public		53.60%	15
Community health information -- Minority health concerns		21.40%	6
Community health information -- Inner city health concerns		10.70%	3
Public librarians page		17.90%	5
Medical librarians page		**78.60%**	**22**
Education -- classes and presentations		50%	14
Education -- anywhere, anytime education		25%	7
Materials for loan		21.40%	6
net Library		35.70%	10
Document delivery		14.30%	4
Network membership		21.40%	6
Technology information		28.60%	8
Evaluation		7.10%	2
News / newsletter		57.10%	16
State information		28.60%	8
Staff / contact information		39.30%	11
Webcast updates		14.30%	4
Other (please specify		3.60%	1
	Total Respondents		28
	(skipped this question)		9

21

5. Which one section of the MCR website do you find most useful?		Response Percent	Response Total
Consumer health information (health information for the public)		14.80%	4
Community health information -- Minority health concerns		0%	0
Community health information -- Inner city health concerns		0%	0
Public librarians page		0%	0
Medical librarians page		**40.70%**	**11**
Education -- classes and presentations		3.70%	1
Education -- anywhere, anytime education		0%	0
Materials for loan		0%	0
netLibrary		0%	0
Document delivery		0%	0
Network membership		0%	0
Technology information		7.40%	2
Evaluation		0%	0
News / newsletter		7.40%	2
State information		3.70%	1
Staff / contact information		14.80%	4
Webcast updates		0%	0
None		0%	0
Other (please specify)		7.40%	2
Total Respondents			**27**
(skipped this question)			10

6. Do you subscribe to the RML RSS news feed?		Response Percent	Response Total
Yes		27.60%	8
No, I chose not to		34.50%	10
I am not sure what you mean by "RSS news feed."		**37.90%**	**11**
Total Respondents			**29**
(skipped this question)			8

22

7. Please indicate your library setting:			
		Response Percent	**Response Total**
Hospital library		37.90%	11
Academic health sciences library		**58.60%**	**17**
Public library		3.40%	1
Other (please specify)		0%	0
		Total Respondents	**29**
		(skipped this question)	8

8. What features would you like to see added to the MCR website?	
Total Respondents	**11**
(skipped this question)	26

1. Professional Development, like AHIP, and CHRIS Librarianship Career Pathes, like Systems Librarian
2. Health statistics resources on the Web.
3. More grant and funding info.
4. Searchablity
5. easier navigation
6. Blogs covering the other special project areas (as long as they were well-maintained and kept up to date). The BHIC blog is hugely informative and I would like to see something on public health, education, etc., etc.
7. online directory of network members
8. any info on ROI or value of libraries; info on future of libraries/digital collections/virtual collections
9. Links to free sources of credible online information
10. Site map
11. I don't like what you have done with the state pages - obviously this is Stephanie Weldon :) I really liked how I had Colorado set up before - it is hard to find things now - it is just one really long list with no easy browsability. Since I have left the RML - I only go to the web site to get urls that I know are listed there - I think the site needs to change to be something that really meets the needs of the users - I think librarians are only going to go there to get something they need - perhaps some added value - I think the lending library should be more pronounced. I had some more ideas after I left the RML - I was thinking what would make me go to the NNLM site - All libraries like to have local pages so perhaps for some of the pages - you could indicate that librarians should take these links and add them to their own CH page or Minority page or whatever - I don't think people are going to link to your site cause everyone likes to have their own local site - You could be a resource for what is happening - Every page could be at the forefront - maybe a technology page which helps libraries move into the future and stay ahead of the game - like Oaister - for metadata and open access - tell them how they can set up technologies at their library which will make them invaluable to the people they serve. I will think of some other things if that is ok with you all - as I think this is an important dilemma - I go to your page cause I know what I need from it - but I think there may be ways to make the page truly what librarians turn to - to help keep them ahead of the game. Will think about it some more. Thanks for asking.

9. Please provide any additional comments you may have on our website:	
Total Respondents	**9**
(skipped this question)	28

1. Some more information towards medical academic libraries
2. No matter which browser used it takes forever to load.
3. I find it useful when I use it. I just need to remember to use it more often. If I do, then I may be able to come up with more helpful comments about the site.
4. I don't think you need to spend what appears to be a lot of effort on static pages of links, which really duplicate information that can be had elsewhere. I think the web site would be most effective if it a) clearly and accurately showed the ACTIVITIES of the MCR and b) served as a clearinghouse for information like the community health area does.
5. This is a great website. I don't use it much but think I could get more out of it with use.
6. MCR does an excellent job keeping me informed of issues and links via e-mail.
7. Keep up the great work
8. From Snake Oil to Penicillin: Penicillin is spelled wrong on web site
9. Like the new look. Easy to use, good information.

Appendix D
MCR OARF Summary

Outreach Activities Conducted by MCR RML Staff

RML Q3, 2005-2006

Generated: Tuesday, March 28, 2006

16 Total Outreach Activities

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

Activities Summary

Total number of estimated participants:	199 participants	
Average number of participants:	12.44 per activity	
Average length:	1.78 hours	
Under 1 hour:	1 activity	(6.25%)
Between 1 and 2 hours:	12 activities	(75.00%)
Over 2 hours:	3 activities	(18.75%)
Hands-on practice:	6 activities	(37.50%)
Conducted remotely:	0 activities	
Offering continuing education:	0 activities	
Significant number of minorities:	3 activities	(18.75%)

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

Health sciences library:	16 activities	(100.00%)
Public library:	5 activities	(31.25%)
Government agency:	3 activities	(18.75%)
Hospital:	3 activities	(18.75%)
Clinical/Health care:	1 activity	(6.25%)
Academic Institution:	16 activities	(100.00%)
Community-Based:	3 activities	(18.75%)
Faith-Based:	0 activities	
Public Health Agency:	2 activities	(12.50%)
Other:	1 activity	(6.25%)

Session Content

PubMed:	9 activities	(56.25%)
MedlinePlus:	12 activities	(75.00%)
ClinicalTrials.gov:	3 activities	(18.75%)
NCBI:	2 activities	(12.50%)
NLM Gateway:	0 activities	(0.00%)
TOXNET:	3 activities	(18.75%)
Other technology content:	4 activities	(25.00%)
Other, non-technology content:	2 activities	(12.50%)

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:	1 activity	(6.25%)
Native American:	2 activities	(12.50%)

177 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:	87.5%	
Health care or service providers:	44 participants	(24.86%)
Health science library staff members:	7 participants	(3.95%)
Public Health worker:	3 participants	(1.69%)
Public/Other library staff members:	70 participants	(39.55%)
Members of general public:	53 participants	(29.94%)

Appendix E
"Healthy Aging" Article

HEALTHY AGING

A publication of
Lincoln University Cooperative Extension
Paula J. Carter Center on Minority Health and Aging

A Little High-Tech Help!

In this high tech world we live in, it seems as though computers can do just about anything. We can do our shopping, plan trips, keep in touch with our friends, and even learn to take better care of ourselves. Medline Plus is a service offered by the National Library of Medicine and the National Institutes of Health. National Network of the Libraries of Medicine Missouri Liaison Barb Jones says Medline Plus is a comprehensive source for consumer health information. "It's user friendly" says Jones, "and it addresses the needs of a variety of different users." There are audio features, and special areas on senior health issues, as well as a bilingual aspect to the system allowing you to read information in Spanish. You can find out how your medications interact with other medicine. You can get medical information based on symptoms. You can even read up to the minute health news and information. Medline Plus is only one of the database services offered by the NLM/NIH. Many additional databases offer consumer information on such topics as toxic substances in the environment or genetic conditions: other services are geared to more of a professional medical audience. They are accessible through MedlinePlus. "If you click on the other resources button" says Jones," you can connect to an assortment of databases with topics ranging from local resources and libraries to organizations that provide additional health-related information". In the end though, she reminds us that Medline Plus is the easiest service to use, and it gives all of us, not just medical professionals, some tools to help us learn to take better care of ourselves. If you'd like to see how it works, go to a computer and type in http://www.medlineplus.gov

26

Appendix F
Verizon Card Usability Report

Exhibit	Location	Staff	Comments
Utah Library Association	Ogden, UT Convention Center	Molly Youngkin	Worked well
Utah Public Health Association	Park City, UT Hotel	Molly Youngkin	Worked well
National Student Nurses Association	Salt Lake City, UT Convention Center	Molly Youngkin, Claire Hamasu, John Bramble	Mixed results – worked well first day, other staff members were not able to get it to work on second day.
MCMLA	Salt Lake City, UT Event Center	All MCR staff	The Verizon card was used as a back up when the venue Internet connection failed.
SACNAS	Denver, CO Convention Center	Dana Abbey	Very slow
Nebraska Office of Minority Health		Siobhan Champ-Blackwell	Connection was slow and unreliable the first day, so it was not used the second day
NCAI	Tulsa, OK Convention Center	Barb Jones Marty Magee	Unable to get connection
AAMA	Las Vegas, NV Hotel	Siobhan Champ-Blackwell Laura Windsor	Siobhan – Worked well Laura – connection was slow

Appendix F
Subcontractor Quarterly Reports

Quarterly Report

Name of reporting institution:
Community Hospital Library
Janet Nelson, Library Director
2021 North 12th Street
Grand Junction, CO 81501

Project: Community Sharing Library Resources

Name of person submitting report: Janet Nelson
Email address: jnelson@gjhosp.org
Telephone number: 970-256-6209

Reporting Period start date: 10/01/2005
Reporting Period end date: 12/31/05

Publicity: Mesa County Public Library Reference staff 11-9-05 & 11-10-05

Outreach: attachments - posters (will be sent by mail)

Other accomplishments: New posters were printed containing information about the online catalog and the grant

Target audience: The county-wide Live Well presentations continue to be an outreach for our library - we are making library promotional materials available at all Live Well presentations our hospital staff participates in (1 to 2 events per month)

Goals, Outcomes, Objectives: Outcomes still feasible. Did not have staffing to barcode materials last quarter - plan to utilize volunteers for barcoding last quarter) Have contacted Cybertools and Marchive re: producing barcodes from the catalog records

Evaluation: None

Impacts and Observations: N/A

Planned Activities: Our hospital is planning a women's wellness event that has attracted over 500 participants for health screenings in the past and will distribute library materials (including materials that point to our website which promotes use of MedlinePlus and our library catalog information) as handouts.

Have made contact with Marillac Clinic contact person re: presenting to their healthcare providers about our library services for their patients. Do not yet have a definite date, but they have expressed an interest.

30

Interested in finding out more about your health?

CONSUMER HEALTH LIBRARY

Visit our online catalog:
gjhosp.org
(Click on Health Library)

This project is supported
Under Contract No. LM-I-3514
With the NN/LM Midcontinental
Region from the National
Library of Medicine

The Consumer Health Library has a large collection of materials carefully selected for accuracy and readability.

OPEN TO THE PUBLIC

COMMUNITY HOSPITAL
Redefining HealthCare

2021 N 12th Street • 1st Floor Grand Junction CO • 81501
Phone: 256-6210 • 1-800-621-0926

Hours: Monday - Wednesday - Friday 8:00 am - 5:00 pm   Tuesdays - Thursday 10:00 am - 7:00 pm

31

Quarterly Report

Name of reporting institution:
Dixie Regional Medical Center
1380 East Medial Center Drive
St. George, UT 84790

Project Title: Information Resource Training for Nurse Interns

Name of person submitting report: Pamella Asquith
E**mail address:** pamella.asquith@intermountainmail.org
Telephone number: 435-251-2459

Reporting Period start date: 10-01-2005
Reporting Period end date: 12-31-2005

Publicity: See Final Survey Data sent as email attachment

Outreach:
- October 26, 2005 In-house nursing staff online library resource training (based on training designed for Nurse Interns)
- October 27 and October 28 Presentation to Nurse Managers on Evidence=based Practice (based on training designed for Nurse Interns)
- November 21 Research Council of DRMC first meeting wherein it was decided to give training to find Evidence-Based Practice resources to all staff

Other accomplishments:
As per activities noted in Outreach, I think it is very interesting and significant that the importance of training in the use of online resources has "trickled up" to the nurse managers and others in administrative positions.

Target audience:
Although the group being studied as analyzed has not changed as noted above, training in the use of online resources has "trickled up" to the nurse managers and others in administrative positions.

Goals, Outcomes, Objectives:
From the survey data, 100% responded that the training was useful. 28.6% reported using their college online library once or more a week during school but 72.7% reported using the hospital online resources once or more than once a week after 3 months of work. 93% reported that they considered themselves either "comfortable" or "challenged but usually OK" users of their college's online resources but 100% reported that now they are "comfortable or challenged but usually OK. 5% reported that they were "Suffering" or "Clueless" at using their college's online resources but 0% self-reported in these categories after 3 months at the hospital.5% reported themselves as "Expert" with their college resources but 0% reported themselves as "Expert" with hospital resources.

Evaluation: See Goals, Outcomes, Objectives

Impacts and Observations:
The Medical Library is getting busier in terms of requests for ad hoc walk-in training, requests for literature searches and document delivery. The project has had an overall effect in raising awareness across the hospital.

Planned Activities:
I will continue to offer ad hoc training sessions and semi-formal presentations at department meetings or as per request. We plan to design and upload a website for training materials for the nurse interns.

DRMC Nurse Intern Training Survey Data

#	Questions	Possible Answers	Total Answers	Percentage	Other Answers For This Question
1	How frequently did you go to your school library while you were doing your nursing program?	Never	10	17.9%	
		1-3 times a semester	20	35.7%	
		Once a month	11	19.6%	
		Once a week	10	17.9%	
		More than once a week	5	8.9%	
			56		
2	How frequently did you use your school library resources from a computer either at home or at school while you were doing your nursing program?	Never	12	21.4%	
		1-3 times a semester	17	30.4%	
		Once a month	11	19.6%	
		Once a week	10	17.9%	
		More than once a week	6	10.7%	
			56		
3	Why did you go to or use online resources from your school library? Choose all that apply	Research for a class	41	73.2%	1. I never did. I did not know about it
		Preparation for a class project	39	69.6%	2. I never used my school library
		Study for an exam	24	42.9%	3. Study group
		Look up drug info, lab value or other specific measurement	18	32.1%	4. I did not use the library at my school; it was a 45 minute drive to another town
		Extra reading	7	12.5%	5. Online nursing program
		Other (explain)	9	16.1%	6. Online nursing
					7. Didn't use the library
					8. Class assignment
					9. Writing papers
					10. To watch required videos and other testing
					11. I used online resources not my school library on line.
			56		
4	What kinds of things did you use at or from your school library? Choose all that apply	Textbooks	28	50.0%	1. None
		Encyclopedia	10	17.9%	2. Never used
		Journals/Magazines	41	73.2%	3. None
		Drug reference book	13	23.2%	4. Internet access
		Instructional videos	32	57.1%	5. Electronic media
		Other (explain)	7	12.5%	6. Internet
					7. Computer lab, group rooms
					8. computer, internet
			56		

#	Questions	Possible Answers	Total Answers	Percentage	Other Answers For This Question
5	What features did you like about your school library? Choose all that apply	Helpful librarians	32	57.1%	1. Actually, our school was out of town so I didn't utilize it very much
		Good study space	33	58.9%	2. N/A
		Good place to meet friends	18	32.1%	3. Quick computers
		Always found what was needed	18	32.1%	4. Easy access online
		Good computers	34	60.7%	5. Access of info. online from home
		Other (explain)	8	14.3%	6. didn't really use it
					7. excellent resources available
					8. none
			56		
6	What features did you not like about your school library? Choose all that apply	Didn't have what you needed	8	14.3%	1. could not concentrate there
		Couldn't find what you needed	12	21.4%	2. far from home
		Hours limited	27	48.2%	3. Library too far from home
		Computers not adequate	7	12.5%	4. limited resources
		Unhelpful librarian	3	5.4%	5. location not close to home
		Too crowded or noisy	15	26.8%	6. N/A
		Not cool to go to the library	0	0.0%	7. None
		Other (explain)	17	30.4%	8. Not enough computers
					9. old, old textbooks
					10. Out of town
					11. sometimes unable to find what I needed
					12. Too far away from home
					13. Too far away from home
					14. too far to drive to campus
					15. Very COLD temperature
			56		
7	What features of a library are most important to you? Choose all that apply	Have books and journals you need	50	89.3%	Printer
		Have computer resources you need	49	87.5%	
		Have tutorials to help you find and use information without having to ask for help	26	46.4%	
		Help from librarian to find things you need	47	83.9%	
		Have adequate computers	41	73.2%	
		To be open all the time	33	58.9%	
		To be a comfortable place to research and study	47	83.9%	
		Other (explain)	1	1.8%	
			56		

#	Questions	Possible Answers	Total Answers	Percentage	Other Answers For This Question
8	How would you rate yourself as a user of online resources from the library at your school?	Expert: I always know where to look and get what I need; I never need any help	1	1.79%	
		Comfortable: I usually know where to look and get what I need and I'm not afraid of the process	36	64.29%	
		Challenged: It sometimes takes me a while but I can find what I need most of the time	16	28.57%	
		Suffering: I get easily frustrated and settle for less-than -optimal information because I can't find good stuff	1	1.79%	
		Clueless: I really have no idea how to look for information	2	3.57%	
			56		
9	How would you rate yourself as a user of print resources from your school library?	Expert	3	5.4%	
		Comfortable	42	75.0%	
		Challenged	10	17.9%	
		Suffering	0	0.0%	
		Clueless	1	1.8%	
			56		
10	How would you rate yourself on being able to find information from the internet?	Expert	9	16.1%	
		Comfortable	40	71.4%	
		Challenged	7	12.5%	
		Suffering	0	0.0%	
		Clueless	0	0.0%	
			56		
11	In general when you need something, how do you find the information? Choose all that apply	Ask a friend or other student	38	67.9%	1. ebscohost journal and magazines
		Ask a relative or "respected adult"	14	25.0%	2. use any and all resources I have available to me
		Ask a librarian	19	33.9%	3. Teachers/Instructors
		Look in a book or directory	50	89.3%	4. Look at information sites provided by the school access sites
		Surf the internet	32	57.1%	
		Other (explain)	2	3.6%	
			56		
12	If you can't find information you need, what do you do? Choose all that apply	Ask a friend or other student	44	78.6%	try a different approach
		Ask a librarian	32	57.1%	
		Try looking in a different place	42	75.0%	
		Change your topic to fit the information that you did find	29	51.8%	
		Be satisfied with what you found and hope somebody else found the info you really need	2	3.6%	
		Give up and go home	6	10.7%	
		Other (explain)	1	1.8%	
			56		

#	Questions	Possible Answers	Total Answers	Percentage	Other Answers For This Question
13	At your school library, did you receive training on how to use: Choose all that apply	CINAHL	9	16.1%	
		MEDLINE	16	28.6%	
		MedlinePlus	6	10.7%	
		Full text journal database such as EBSCO or OVID	23	41.1%	
		Knowledge databases such as MD Consult or Up To Date	10	17.9%	
		None of the above	5	8.9%	
			56		
14	With or without training from your school, do you know how to use: Choose all that apply	MEDLINE	24	42.9%	
		MedlinePlus	12	21.4%	
		Full text journal database such as EBSCO or OVID	34	60.7%	
		Knowledge databases such as MD Consult or Up To Date	21	37.5%	
		None of the above	4	7.1%	
			56		
15	Did you receive training at your school on how to verify the accuracy of health information you found on the internet?	Yes	18	32.1%	
		No	38	67.9%	
			56		
16	Do you use a PDA/palm computer for nursing applications?	Yes	20	35.7%	
		No	36	64.3%	
			56		
17	Would you like to use a PDA for nursing applications?	Yes	53	94.6%	
		No	3	5.4%	
			56		
18	Did you think the library database training you received at the time of your orientation was useful and informative?	Yes	22	100.0%	
		No	0	0.0%	
		comments	0	0.0%	
			22		
19	Did your comfort and skill level improve as a result of the training?	Yes - A lot	6	27.3%	
		Yes - A little	16	72.7%	
		No	0	0.0%	
		Comment	0	0.0%	
			22		
20	Have you ever experienced problems logging into the library databases (not to other sites within the IHC intranet)?	Yes	3	13.6%	
		No	19	86.4%	
		Comment	0	0.0%	
			22		
21	What is your present comfort level using library databases?	Expert	0	0.0%	
		Comfortable	12	54.5%	
		Challenged, but usually okay	10	45.5%	
		Suffering	0	0.0%	
		Clueless	0	0.0%	
			22		

#	Questions	Possible Answers	Total Answers	Percentage	Other Answers For This Question
22	How frequently have you used the library databases since starting to work at DRMC?	More than once a shift	0	0.0%	1. less than once a week but more than never
		Once a shift	3	13.6%	2. somewhere between once a shift and once a week
		Once a week	13	59.1%	
		Never	3	13.6%	3. once a month
		Other (Please Explain)	3	13.6%	
			22		
23	Which databases have you used?	Micromedex	22	100.0%	
		UpToDate	9	40.9%	
		MD Consult	8	36.4%	
		EBSCO	3	13.6%	
		PubMed	8	36.4%	
		ClineGuide	3	13.6%	
		Other (Explain)	0	0.0%	
			22		
24	What sort of information have you needed to access?	Patient Education	18	81.8%	
		Drug	20	90.9%	
		Protocols or pathways	15	68.2%	
		Information on a patient with a rare condition	6	27.3%	
		Other (Explain)	0	0.0%	
			22		
25	Have you assisted others in using the databases?	Yes	11	50.0%	
		No	11	50.0%	
		Who	0	0.0%	
			22		
26	Do you have suggestions for future training?	15-minute in-services during department meetings	11	50.0%	1. No, I just need to utilize this tool more often.
		45-minute tutorials	5	22.7%	2. none
		Private one-on-one training in the library	3	13.6%	
		Web-posted PowerPoint or other tutorials	7	31.8%	
		Other (Explain)	2	9.1%	
			22		
27	Do you any suggestions for other library resources or services?	Online textbooks on nursing procedures	12	54.5%	1. no
		Online nursing journals	13	59.1%	
		More print textbooks	3	13.6%	
		More print journals	5	22.7%	
		PDA downloads	13	59.1%	
		Interactive software to learn Spanish	12	54.5%	
		Interactive software to improve your English	2	9.1%	
		General reading for pleasure	3	13.6%	
		Other (Explain)	1	4.5%	
			22		

Quarterly Report

Name of reporting institution:
Johnson County Library
Tim Rogers, Associate Director of Operations
Box 2901
Shawnee Mission, KS 66201

Project: JoCoHealth.net Community Resource Database

Name of person submitting report: Tim Rogers
Email address: rogerst@jocolibrary.org
Telephone number: 913-495-2459

Reporting Period start date: 10/01/2005
Reporting Period end date: 12/31/2005

Publicity:
Although publicity and promotional activities were completed for JoCoHealth and MedlinePlus in general, specific publicity and promotional activities for the NN/LM funded community resource database were not conducted as we are still in the development stage of our project.

Outreach:
No specific outreach activities or exhibits were presented featuring the NN/LM funded community resource database as we are still in the development stage of our project.

Other accomplishments:
We are currently finalizing the testing of the administrative and public interfaces to the community resource database. We encountered some difficulty in the system after moving it from the vendor's system into a test environment at the library. We are working with the vendor to remedy the bugs, and after the fixes are completed, we will uninstall completely, reinstall the package, and then complete another complete round of thorough testing to ensure that the system can be easily installed and utilized by other libraries or organizations.

Additionally, a weekly meeting is scheduled between the contracted service company and the library in order to track progress and ensure the project is meeting the identified needs.

Target audience:
The needs of the target group have not changed during this reporting period.

Goals, Outcomes, Objectives:
The major surprise during this quarter had to do with the problems we encountered testing the system in the library's network environment. We are working with the vendor to fix the problems we encountered, and to come up with solutions to avoid these problems in the future.

Evaluation:
The contracted vendor provides a weekly progress update to ensure the database and user interface development are on track.

Impacts and Observations:
The project itself is still in development, but as we discuss the future of the project with partners and community members, we have encountered enthusiasm and encouragement.

Planned Activities:
- Work with the contracted company to complete development of the database and user interface, and to re-install the database on the library's server to ensure the final version installs easily.
- Develop data formatting standards and content collection procedures.
- Collect community data, assess process for opportunities for improvement, and draft content maintenance procedures.
- We will also ensure that all funds are encumbered by March 31, 2006.

Quarterly Report

Name of reporting institution:
Mary Lanning Hospital Library
 715 North Street Joseph Avenue
Hastings, NE 68901

Project: PDA in Healthcare Education and Training

Name of person submitting report: Ella Rathod
Email address: ellarathod@creighton.edu
Telephone number: 402-461-5291

Reporting Period start date: 10-16-2005
Reporting Period end date: 01-15-2006

Publicity: No publicity during this period.

Outreach:
Weekly meeting of committee members. During these weekly meetings we learn to use new software, exchange ideas. We learned the availability of the USB travel sync cable. We purchased it for all committee members. Jean Korth, Radiologic Technology faculty and Jane Parks nursing faculty members use the USB travel Sync cable while working on internet at home. This gives them more mobility with her PDA.

The nursing faculty is introducing PDA's to the nursing students in the clinicals. They allow them to look up dictionary, diseases, conditions, journal articles etc. they usually work in small groups.

Other accomplishments:
Since Mary Lanning Hospital School of Radiologic Technology has various clinical locations, we purchased a pro-license for "Pocket Controller" for our Radiologic technology program. The faculty is now able to project data from their PDAs to the computer screen and then transmit to the distance sites.

Target audience:
While letting nursing students use PDA at the clinical sites, the faculty encountered difficulty students had using the PDA software. The students were not familiar with the basic mauve ring of the device. Suggestions were made by the grant committee to have the PDA's available to the students in the learning lab to use, prior to Clinical rotations.

Goals, Outcomes, Objectives:
We continue to work with Physicians and other healthcare staff who are now familiar with PDA technology. Some of them come and attend our weekly meetings and ask questions. For most part, we are able to answer their questions.

Our nursing administrator, Miss Rolls have ordered one PDA for one nursing station with the software Epocrates Pro. The nursing staff reports that Physicians who do not have PDA's also use the PDA from the nursing staff during their rotations, to calculate meds and look up diseases and conditions.

Evaluation:
The committee has not done a formal survey this quarter but IT department has kept tract of how many Epocrates Pro software has been ordered and how many physicians are using it. So far, thirteen physicians have it on their PDA and the administration has ordered ten more licenses.

Impacts and Observations:
As I have mentioned before that the committee has got more out of the PDA project than what we had anticipated or imagined. Through this project, the IT department and Administrative staff have realized what we lack in our hospital. When we started the project, not one hospital computer had capability to sync with PDA. We received a special permission from the IT department to install the software on the computers in the department of Education. During these last few months, the IT department is more open and willing to add more software on the other hospital computers. More and more department-heads are requesting the technology and purchasing PDA's. We have requested the wireless internet access for the Department of Education. Along with Education department, the hospital will also give warless access to the hospital cafeteria.

The committee members also keep each other abreast of any new technology, journal articles through emails.

Planned Activities:
We are requesting to meet with Nursing Council and show the PDA technology. Each committee member will demonstrate various features of the PDA and the software we use.

The MLMH administration is investigating the group purchase of PDA's and Epocrates Pro for nursing and healthcare professionals. To make it more attractive to employees they will offer payroll deduction.

Our goal before our grant period ends is to have a "technology fair" at the hospital and invite vendors who sell various products, including smart phones and other handheld technology products.

For the program, during the fair, we intend to utilize the expertise of the committee members as well as other health care professionals who are using handheld technologies.

Quarterly Report

Name and Address of reporting institution:
Stauffer Health Sciences Library
Stormont-Vail HealthCare
1500 SW 10th Avenue
Topeka, KS   66604

Project: Timely Texts 24/7

Name of person submitting report: Lenora Kinzie
Email address: lkinzie@stormontvail.org
Telephone number: 785-354-5806

Reporting Period start date 10-01-2005
Reporting Period end date: 12-31-2005

Publicity:
Continue to provide listing of "Timely Texts" or eBooks titles during new physician and employee orientations.

Prepared and displayed listing of Timely Texts/eBooks titles for 6 all-day Nursing Skills Fair in October. 930 nurses attended the Skills Fair.

Prepared listing of Timely Texts/eBook for a Library display at the Employee Benefits Fair (October 21, 2005). This was the first time the Library was present at this function. Touted the Library as one of their benefits. Employees were verbally informed of the availability and location of the electronic resources and that they were obtained via a library grant.

Presentation was made to organizational leadership group in November 2005 highlighting various new library products. Listing of Timely Texts/eBooks was included, mentioning that grant monies funded them.

Article was prepared and submitted to the weekly organizational newsletter (Vital Connections) informing employees of Timely Texts/eBooks.

Outreach: None

Other accomplishments:
The Employee Benefits Fair was a first time presentation for the Library. A baseball "Team" theme was used featuring the Library as an integral part of the healthcare team. We obtained a baseball signed by the Operating Committee to serve as a centerpiece. This also served to let them know the Library would be exhibiting the Library as a benefit to employees. Approximately 475 employees attended it from various departments and job categories. Attendees had to listen to presentation by Library Director to be eligible for prizes. The other exhibitors noted that the Library booth was by far the most popular.

We did receive a call from a physician informing us that he was not able to access Timely Texts/eBooks. We determined that it was because it was already in use. He was not happy about this, but we assured him that we would track turnaways and remind users to always logoff to allow other access.

Timely Texts/eBooks were added to the physician's portal, which allows all medical staff to access titles 24/7.

Target audience: None.

Goals, Outcomes, Objectives:
I thought the Employee Benefits Fair was probably not the most beneficial event…contact was made with a large number of employees, but most were not the areas I had hoped to target. More of the support staff and fewer of the allied health, nursing, physician group I had hoped to reach.

Evaluation:
Usage numbers from Stat!Ref are: October Sessions = 44; November Sessions = 65; December Sessions = 40. Total session time for October – December 2005 = 35 hours, 53 minutes.

Impacts and Observations:
A physician who is on the Operating Committee commented about the eBooks that are now available on the physician portal. He thought this was another great service being provided by the Library. He has become a very vocal champion for the Library. He is also using the Library products as "carrots" to get physicians to sign up for portal access and access to the various products we have available in the Library and organization.

Planned Activities:
Will continue to promote Timely Texts/eBooks to staff and physicians via internal newsletters and personal conversations.

Will continue to promote Timely Texts/eBooks during new physician and employee orientations.

Will attend Medical Staff Department meetings to promote Timely Texts/eBooks. A poster display will be developed to go in the main physician's lounge. Smaller posters will go to other locations.

A display featuring Timely Texts/eBooks will be prepared for the Library display case located in the hallway outside the Library.

Preparations are underway for a promotional strategy using a "Librarian is IN" theme for all 2006 presentations. The librarian is scheduling a regular time slot each month in the physician's lounge to tout the various library products including Timely Texts/eBooks. There are also plans to contact and visit physician practices throughout the city, as well as the 16 clinics in our organization located throughout NE Kansas.

Stormont-Vail Health*Care*
Stauffer Health Sciences Library

New to the Library SVNet Lineup in Fall 2005!

Clinical Decision Tools - Instant Access to Information
- **MD Consult**
- **FIRST Consult**

Funding provided by Stormont-Vail Foundation, Stormont-Vail Auxiliary, Stormont-Vail Medical Staff, SVHC

e-BOOKS (Online Textbooks)

Harrison's Internal Medicine

Current Series
  Medicine, Cardiology, Critical Care, GI
  Infectious Diseases, Ob/Gyn, Ortho, Surgery
Emergency Medicine, Tintinalli
Red Book: Pediatrics
Brunner & Suddarth's Med/Surg Nursing

Griffith's 5 Minute Clinical Consult
Fitzpatrick's Atlas of Dermatology
Hurst's: The Heart
Schwartz's Principles of Surgery
Williams Obstetrics
Rudolph's Pediatrics
Taber's Cyclopedic Dictionary

Funded via a grant from the National Network of Libraries of Medicine, 2004-2006.

e-BOOKS - Coming in January 2006

Cardiac Nursing
Fluid and Electrolyte Balance
Nursing Drug Guide
Manual of Laboratory and Diagnostic Tests
Plumer's Principles/Practice of IV Therapy

Lippincott Manual of Nursing Practice
Psychiatric Nursing Care Plans
Nursing Care Plans and Documentation
Nutrition Essentials for Nursing Practice
Pediatric Care Planning

e-Journals (Electronic Journals)

Databases

PubMed/MEDLINE
Cochrane
MedlinePlus

CINAHL (Nursing and Allied Health)
Dialog (500+)
ProQuest Nursing

Library Services

Literature Searching
Document Delivery
  Copying (paper, electronic)
  Interlibrary Loans

Library Instruction
Circulation/Borrowing
Current Awareness Services

Count on the Health Sciences Library to be your "Designated Hitter" for Health Information.

Stauffer Health Sciences Library   - Pozez Building -   354-5800 - SVNet [Medical Library]

Handed out at new employee and physician orientations

Stormont-Vail Health*Care*
Stauffer Health Sciences Library

e-BOOKS (Online Textbooks)

Harrison's Internal Medicine
Current Series
  Medicine, Cardiology, Critical Care, GI
  Infectious Diseases, Ob/Gyn, Ortho, Surgery
Emergency Medicine, Tintinalli
Red Book: Pediatrics
Brunner & Suddarth's Med/Surg Nursing

Griffith's 5 Minute Clinical Consult
Fitzpatrick's Atlas of Dermatology
Hurst's: The Heart
Schwartz's Principles of Surgery
Williams Obstetrics
Rudolph's Pediatrics
Taber's Cyclopedic Dictionary

Funded via a grant from the National Network of Libraries of Medicine, 2004-2006.

Cardiac Nursing
Fluid and Electrolyte Balance
Nursing Drug Guide
Manual of Laboratory and Diagnostic Tests
Plumer's Principles/Practice of IV Therapy

Lippincott Manual of Nursing Practice
Psychiatric Nursing Care Plans
Nursing Care Plans and Documentation
Nutrition Essentials for Nursing Practice
Pediatric Care Planning

Newsletter Article

Stauffer Health Sciences Library has added exciting new resource tools to the Library webpage that you really need to check out: **MD Consult, FIRST Consult** and **e-Books.**

[Logo button instead] MD Consult provides a blend of resources right at your fingertips that will help you answer clinical questions and stay up on the latest in medicine. Resources include:

- Reference books
- Full-text journals including the Clinics of North America series
- Mosby's Drug Consult
- Over 5,000 patient education handouts

[Logo button instead] FIRST Consult is evidence-based clinical information designed to work with you when you need concise information quickly and at the point of care. **FIRST Consult** is organized to give instant access to disease information, diagnosis, evaluation options and questions, as well as management, outcomes and prevention strategies.

Stormont-Vail Foundation, Stormont-Vail Auxiliary, Stormont-Vail Medical Staff and Stormont-Vail HealthCare are funding **MD Consult** and **FIRST Consult** this year. Their support is instrumental in providing Stormont-Vail's medical staff and employees information access to improve patient care and is greatly appreciated.

There are additional components for both **MD Consult** and **FIRST Consult** that will be featured in upcoming issues of VITAL CONNECTIONS. In the meantime, take a little time to discover how **MD Consult** and **FIRST Consult** can help today.

The third area you might want to review on the Library web page is **e-Books*** or online textbooks. Currently there are 23 titles covering numerous topics:

Harrison's Internal Medicine	Griffith's 5 Minute Clinical Consult
Current Series	Fitzpatrick's Atlas of Dermatology
Medicine, Cardiology, Critical Care, GI	Hurst's: The Heart
Infectious Diseases, Ob/Gyn, Ortho, Surgery	Schwartz's Principles of Surgery
Emergency Medicine, Tintinalli	Williams Obstetrics
Red Book: Pediatrics	Rudolph's Pediatrics
Brunner & Suddarth's Med/Surg Nursing	Taber's Cyclopedic Dictionary

Ten additional nursing texts will be added in January 2006. We will let you know when those are activated.

All tools may be accessed on SVnet. Just click the Medical Library button on the left side to move into the Library web page. Contact the Health Sciences Library at 354-5800 if you need additional assistance or if you would like to suggest other products and services.

*Funding for this initial purchase of **e-Books** is via a Library grant from the National Network of Libraries of Medicine, MidContinental Region, 2004-2006.

Quarterly Report

Name of reporting institution:
Truman Medical Center-Lakewood Medical Dental Library
7900 Lee's Summit Road
Kansas City MO 64139

Project: Needs Assessment for Medical Dental Library of Truman Medical Center

Name of person submitting report: Gwen E. Sprague
E**mail address:** gwen.sprague@tmcmed.org
Telephone number: 816-404-8265

Reporting Period start date: 10-17-2005
Reporting Period end date: 12-31-2005

Publicity: not applicable

Outreach: not applicable

Other accomplishments:
Interviewed 2 medical librarians in the area and scheduled 3 additional meetings for January.

Target audience: too early to tell

Goals, Outcomes, Objectives:
This is a new experience for since I inherited this grant without any input to its goals or the methods by which they are to be obtained. I have also been left with a very sort time in which to meet these goals and am pedaling along as fast as I can.

Evaluation:
Met with Barb Jones to reconstruct the timeline and review the steps necessary to fulfill the requirements.

Impacts and Observations:
This process takes longer than I have been allowed and interferes moderately with my job since I am a solo but in the end I feel that it will be of benefit to myself, to my library patrons and to the library.

Planned Activities:
I plan to finish my interviews, conduct a survey of my users built upon what I learned in my interviews and then conduct personal interviews with a selection of patrons that participated in the survey.

REPORT OF ACTIVITY DURING LAST QUARTER OF THE PROJECT

Name of reporting institution:
Denison Memorial Library
UCHSC 4200 E. 9th Ave
BOX A003
Denver, CO 80262

Project: Marketing Virtual Reference Cooperative Project

Name of person submitting report: Elizabeth D'Antonio-Gan
Email address: elizabeth.dantonio-gan@uchsc.edu
Telephone number: 303-315-6436

Reporting Period start date: 10-01-2004
Reporting Period end date: 12-31-2004 Contract period extended to 01-31-2005

Publicity:
This report includes activities not described or mentioned in the previous quarterly report.

COLORADO
1. A domain name was purchased for a period of ten years -AskMedLibrarian.org and AskMedLibrarian.com. The brand name for the cooperative service is Ask A Medical Librarian.
2. A brand logo was designed and a bookmark was created. The logo can be viewed at the following web page: http://denison.uchsc.edu/askalibrarian.html.
3. 1,500 bookmarks were produced and will be distributed to each of the participating libraries once the domain URL is activated. There were some technical problems in activating the URL but they are being ironed out.
4. Denison Librarians continue to promote VR in library instruction sessions and workshops.
5. Our VR service continues to be promoted through the Ask Colorado VR service as we are a specialty referral library.
6. Attendants of the 2004 Mini Medical School series for the general public were told about the VR service (11/04)
7. Stephanie Weldon, presented on our VR cooperative project at the Colorado Association of Libraries Annual Conference in October 2004

MISSOURI
1. Added the Live Reference logo to every page of their website.
2. Sent out a promotional announcement to all of their constituents which numbered well over a thousand on August 9 2004. The message - "Live Reference hours expanded! Live Reference help is now available from the Health Sciences Library website from 9 a.m. to 9 p.m. Monday through Friday. These expanded hours are made possible by a partnership with 4 other medical libraries in Colorado, Utah, North Dakota and Hawaii. Through this shared service, we are able to offer an additional 11 hours a week of librarian assistance, which includes 3 hours of expert help on Friday evenings after the library building closes."
3. Added a Live Reference link to the MedlinePlus Go Local pages for Missouri in March as follows:

Greetings VR librarians,

As many of you, but not all, are probably aware, Missouri's Go Local site went live last week. Following in the footsteps of North Carolina, you are now able to search for health topics in MedlinePlus, and then directly link to pertinent Missouri resources. There are still lots of improvements that need to be made, but it's been judged close enough to "Go Live". However, this resource hasn't been heavily promoted as of yet.

Try looking at this topic and note the "Go Local" links on the right hand side of the page:
http://www.nlm.nih.gov/medlineplus/breastcancer.html
When you click on Missouri, you are taken to a page in the Community Connection database and asked to select your geographic area, and then to a list of resources. Important for VR librarians, at the bottom of these Community Connection pages is a link to J. Otto Lottes's Ask a Librarian e-mail reference form:
http://www.muhealth.org/~library/consumer/consumerquestion.html
Note, our Live Reference logo also appears on this form.

4. Missouri also continues to market VR in their library workshops as an ongoing initiative.

UTAH
1. Articles were sent to the Salt Lake Tribune 7/13/04, 2. Newsbyte (Utah Hospital Association Newsletter) 8/04, 3. Utah Medical Association Newsletter.
2. Utah will be creating another marketing plan in 2005 and will be sharing it with the other members of the cooperative.

Outreach: None

Other accomplishments:
1. Hawaii Medical Library (HML) left the cooperative at the end of this reporting period as a result of the expiration of their contract with the University of Hawaii. The new medical library for the University of Hawaii may join the cooperative at a later date but this is not guaranteed.
2. In the meantime, the University of Iowa Hardin Library and the University of California at Davis have joined the cooperative bringing the number of libraries in this Health VR cooperative to six.
3. Additionally, OCLC has acquired 247 and the cooperative is poised to adapt to the change in management.
4. New fees were introduced and we appreciate the GMR picking up the majority of the fees for 2005.

Target audience: |
Through the marketing initiatives described in 7, we have expanded our target audience beyond each of our primary campus constituents to include more and more of the general public.

The insight that we have gained is that the service our cooperative provides is a highly specialized one that cannot mirror the high level of activity experienced by public libraries' virtual reference services providing homework help, reader's advisory and the like. Even though Missouri linked the VR service in Go Local, the cooperative did not see any new customers through that interface. Nevertheless, all those we reach through the Virtual Reference Ask A Medical Librarian service directly or indirectly have their health information needs met and ultimately the service forwards the end goal of improving the health of the citizens of the United States. Marketing continues to be a challenge and the cooperative realizes that it must commit ongoing efforts in that regard. The customers who use the service value the service. Repeat customers are not uncommon which speaks well for the service.

Goals, Outcomes, Objectives:
Our objective remains to market the service and to continue to grow our customer base. Our secondary objective is to maintain a quality service which provides competent answers to health information seekers. Third, we believe in the cooperative and the strong professional health/medicine network we have created among the participating libraries through the support of the MCR, GMR and PSRML. Even though Hawaii has dropped out of the cooperative, we are trying to maintain 12 hours of service. The University of California at San Diego and the University of Michigan health sciences library have inquired about the cooperative and we are hoping that the University of Hawaii will join us again through their new library.

The needs of our audience are those that we anticipated and our outcomes remain feasible. In fact, we are the only health sciences VR cooperative. This cooperative would not have been possible without the support of the NN/LM.

Evaluation:
1. 2004 statistics may be viewed at
http://denison.uchsc.edu/qa/vrstat/reports/statistics/20041231_Annual_VR_Stats.pdf

2. User feed back may be viewed at
http://denison.uchsc.edu/qa/vrstat/reports/feedback/20041231_annualfeedback.pdf

Impacts and Observations:
The highlight of some customer comments:

"This is a very useful service, especially in underserved rural communities on Hawaii without a medical or public health library to access. Pls continue this service. Mahalo Nui Loa."

"I am delighted with a real life person responding to the question I had. This is a small rural library and our collections are very limited so we depend on outside sources."

"While this didn't save a trip to the library, it definitely saved time."

"I'm doing a clinical affiliation in a rural community and really appreciated the help in finding what I needed online."

"Hallelujah!! This is awesome."

Customer feedback indicates mostly positive interaction with the service. However, the cooperative has concerns about expansion through the addition of more libraries and adding them without careful planning and training. Some of the comments indicate that more training is needed to smooth out the

delivery of service by librarians not from the customer's home base. Overall, it is satisfying to know that customers in rural areas now have options for reaching a medical library that they didn't have before.

Planned Activities:
1. The participating libraries will receive the bookmarks and incorporate them into their individual marketing plans.
2. Utah's new marketing ideas will be assessed and if applicable each library will adopt and or modify them to fit their needs.
3. The VR Coordinators plan to meet once a month in 2005 via phone conference.
4. Colorado and Utah are involved in the Tribal Connections 4 corners project. Depending on the outcomes of the needs assessment phase of that project, the cooperative will extend Virtual Reference service to the Native American tribes in the 4 states of Arizona, Colorado, New Mexico and Utah.

Quarterly Report

J. Otto Lottes Health Sciences Library

Project: Missouri Go Local

Name: Diane Johnson
Email: johnsone@health.missouri.edu
Phone Number: 573-882-6142

Reporting period start date: 10-1-2005
Reporting period end date: 12-31-2005

Publicity:
Amanda McConnell-
− 12/3 School of Information Science and Learning Technologies, Reference
  Services Class, Lecture on "Consumer Health Information Sources"
− 10/26-10/28 Missouri Library Association Annual Conference, Kansas City,
  MO

Barb Jones-
− October 26-7 Exhibit at Missouri Library Association meeting
− October 28   Missouri Health Policy Summit
− November 17 St. Charles Public Library system 2 trainings
− November 28 Missouri Mental Health Librarians Meeting
− December 1-2 Coordinated School Health Conference

Ted Gallion –
− Department of Corrections presentation and meeting

Mary Ellen Sievert, a retired faculty MU member, mentioned Go Local as part of an interview on finding reliable health information with the University of Missouri Columbia Radio News Service, (The News Service produces radio news packages and makes them available to about 450+ radio stations across the state and nation. On average, 70 stations use the service daily as a source of stories.)

We also learned that it's being promoted in the beginner internet classes offered by the Columbia Public Library; from one of their librarians: "I always demo MedlinePlus in our beginner Internet classes and show them the Go Local." http://www.dbrl.org/calendar/computer.html

Outreach: N/A

Other accomplishments:
The Missouri Library Association conference was a successful trip with regards to networking and publicity. The highlight of the conference was one session covering library patrons & mental health. The presenters were particularly good contacts to make working as mental health librarians in various locations and community area specialists for disabled persons from a region in southern Missouri. MedlinePlus bookmarks with Go Local stickers >> (a sample will be sent through the mail) were available for pickup at the back of selected sessions and in the exhibit hall. The NN/LM booth proved to be a great place to get to talk to people and promote the project.

Student workers were also quite active this quarter. Angela sent over 940 emails suggesting resources sign up and in many cases helped them get their resources listed. A total of 658 new resources were suggested. Of these resources, 234 resources had been added by the last of the semester. Both students verified resource information and made
indexing changes. However, Yun's work is largely responsible for the grand total of 1087 records edited this quarter.

Target audience:
Knowing the referring page for users coming to Live Reference from Go Local will tell us more about what specific information people are seeking, and what part of the state they are in. (See evaluation)

Goals, Outcomes, Objectives:
1. We received the following message about Community Connection funding and the precarious nature thereof. It was hoped that the next year would bring a full-time librarian to Community Connection. The news can't help but bring about some questions regarding the sustainability of the project. Here's the email from Ted Gallion at Community Connection:

   Dear Colleagues,

   If you were not aware, I would like to make you aware that the State Library in the Missouri Secretary of State's Office has provided continuation funding for Community Connection for FY06. Also, the J. Otto Lottes Health Sciences Library received a grant to enhance and expand the Missouri Go Local project of Community Connection. We appreciate the support of these partners.

   With regard to future funding for Community Connection three options were considered and one option arose as the most practical choice. The three options were:

   1) Become a separate new budget priority in the FY07 state budget within OA, SS or other supportive department.
   2) Become part of a larger new budget item within OA dealing with the state's restructuring of its "search" function using Google.
   3) Create a consortium of state users for which we develop "service level contracts" using existing appropriation authority.

   After visiting with two individuals from OA ITS Division and others the choice became apparent. New budget items in option one would probably have to be either mission critical or life saving to be considered with the present budget climate. There were one-time dollars used to set-up a Google appliance and support covering a two year period to improve the states "search" function, so no additional funding is being sought at

this time under option two. Which brings us to option three. This is a very good choice -- it's doable and practical.

We are in the process of revising the Community Connection State Advisory Committee and working on preliminary budgets that will be shared with that committee for their input to move option three forward. We would like to meet in the near future if not in person then via video or other on-line or tele-conferencing option. I am currently checking calendars and options. I consider each of you as key stakeholders and desire your input. If there are individuals that should be participating in Community Connection and may not be at this time, please let me know so I might invite them to participate as a member of the state advisory committee or as a local resource person. The state committee meets no more than twice a year but performs an invaluable service.

2. From Ted Gallion: When the CC server was moved on Oct. 28 the referrers section of the log files by default were not saved for Nov. and Dec. The mistake was discovered this past weekend and has been reset starting Jan. 8, 2006. The referrer section affects 2 areas of the statistics we have traditional reported; 1) We cannot show the top ten topics that users were searching at Go Local before coming to Missouri Go Local and 2) we cannot exclude the search robots from the regional page counts which artificially inflates the numbers dramatically. We tried a number of work-a-rounds but nothing was suitable. We are sorry about that.

3. Amanda noticed that the referrer page is included in our live reference transcripts, which lets us see which live reference customers are coming from Go Local and from which subjects/regions - see below:

October
SEMO/Hospice
Branson/adoption
Green Hills/Caregivers

December
State Fair/Head & Brain Inj

4. Since the cost of health insurance for our students was less than anticipated, it appears that we have additional money in our personnel budget which will allow us to keep Angela and Yun on the project for longer than originally planned.

Evaluation:
# of new resources recommended for addition to CC: 658
# of those resources actually added to CC: 234
# of records reviewed in CC: 1863
# of CC records edited/corrected: 1087
# of conference attended & booth visitors; 6 conferences, as follows:

   – October 26-7 Missouri Library Association meeting exhibit =75 (estimate)
   – October 28 Missouri Health Policy Summit
   – November 17 St. Charles Public Library system 2 trainings 25 attendees

- November 28 Missouri Mental Health Librarians Meeting 6 attendees
- December 1-2 Coordinated School Health Conference class = 15; exhibit = 100
- Department of Corrections Meeting

plus monthly reports:
# of times somebody comes into CC from MP - 3604 (spreadsheet will be sent via email)
Ranked list of the most frequent topic referrals from MP - Covers October 1-October 28 only - see evaluation (spreadsheet will be sent via email)

Breakdown of regions selected from the MP Go Local Missouri page - Covers October 1-October 28 only - see evaluation (spreadsheet will be sent via email)

Total # of consumers coming into UM hsc live ref: 6 out of 21 transactions
October: 3 consumers out of 9 transactions; all 3 consumers were referred from Go Local: (Branson/adoption; Green Hills/caregivers, SEMO/Hospice care
November: 2 consumers out of 6 transactions; but neither came from Go Local (plus 1 test session for a total of 7 for the month)
December: 1 consumer out of 6 transactions; referred from Go Local: (head & brain injuries - state fair region)

Impacts and Observations:
Having the Ask a Librarian feature available from the MedlinePlus Go Local screen helped at least one user find a specific answer to a question. She came into the Live Reference page from the Go Local Hospice page and asked the following question: "Sister diagnosed Stage IV small-cell lung cancer that has spread. How long can she expect to live?" The librarian was able to provide the user with links to survival and prognosis information from the National Cancer Institute website.

Planned Activities:
Funds remain for graduate library assistants to continue their efforts in re-indexing, verifying information, and collection development (on a local scale).

Amanda will embark on her outreach campaign. This includes designing materials highlighting Go Local and encouraging the use of the Suggest a Resource option. To make it easier for local specialists to suggest resources, Amanda will work with Susan at Community Connection to add the "suggest a resource" link to the Go Local pages. (Currently this link is only available from the Community Connection homepage.)

Featuring this prominently in the Go Local web design will make it much easier for consumers and targeted specialists to contribute to the growth of the project. Totebags containing promotional materials and goodies will be assembled for potential local area specialists. Visits will be made to identified key individuals in Joplin, Springfield, St. Louis, and other areas. Individuals in areas not possible to visit will be contacted by mail.

The first "Excellence in Public Health Practice Conference" in Jefferson City, Missouri scheduled for March 17th is another opportunity identified for outreach where key local stakeholders will congregate.

To reach a wider audience, we are also exploring possibilities for promoting Go Local to consumers through Missouri internet providers.

2006 Community Connection and MO Go Local Statistics
Report date: 01/15/06

Statistic	Oct	Nov	Dec	4th Quarter
Community Connection page views (visits)	39,112	30,811	38,880	108,803
Community Connection unique visitors	20,882	16,346	17,044	54,272
Page views from MedlinePlus (visits)	1,196	1,258	1,150	3,604
Ranked list of topic referrals from MedlinePlus				
(number of times topic referred and topic name) *** **Important Note** *** When the server was moved and reset the referrer section was by default not saved. Therefore, there are no referrers after Oct. 27. Server has correct settings for referrers as of Jan. 9, 2006 ***	8: rape 7: depression 6: occupational health 6: fibromyalgia 6: high blood pressure 6: diabetes 6: lupus 5: alzheimers disease 5: parkinsons disease 5: back pain			
Number of times a region is selected from Go Local page [1]		** See Important Note above also **		
BOOTHEEL REGION	40	Without referrers, search robots could not be excluded, artificially increasing numbers dramatically **		
CENTRAL MISSOURI REGION	106			
GREATER KANSAS CITY AREA-MISSOURI	175			
GREATER ST. LOUIS AREA-MISSOURI	250			
GREEN HILLS REGION	34			
JOPLIN CORRIDOR AREA	43			
LAKES REGION	32			
MARK TWAIN REGION	45			
MERAMEC REGION	25			
NEVADA/TRUMAN REGION	18			
NORTHEAST MISSOURI REGION	27			
NORTHWEST MISSOURI REGION	30			
OZARK FOOTHILLS REGION	29			
PONY EXPRESS REGION	26			
SOUTH CENTRAL OZARK REGION	23			
SOUTHEAST MISSOURI REGION	44			
SPRINGFIELD/BRANSON REGION	80			
STATE FAIR REGION	31			
Report on unscheduled down time (hours) [2]	3.0	2.3	0.5	5.8
Number of resources recommended to CC	307	166	185	658
Number of those resources actually added to CC[3]	109	59	66	234
Total number of resources added to CC	150	37	263	450
Total number of resources deleted from CC	28	4	4	36
Number of CC records edited/corrected	1,468	1,201	1,354	4,023
Major changes/additions to CC database	0	0	0	0

Outreach/promotion efforts
    Department of Corrections presentation and meeting

[1] Excludes search robots, etc.
[2] Memory problems, CC moved to new server and memory doubled
[3] Increased numbers this quarter due directly to work accomplished at HSL

Quarterly Report
January 2006

Nebraska Go Local

Submitted by Marie Reidelbach, McGoogan Library of Medicine,
University of Nebraska Medical Center, Omaha, NE

Current staff and their roles

Marie Reidelbach, Project Director
Verbal approval was granted on the Go Local proposal for $25,000 funding. The McGoogan
Library is waiting for the final paperwork from the National Library of Medicine. It is
understood all funding must be expended by the end of April 2006.

A meeting was held with members from the Library and the Health Professions Tracking Center
(HPTC) to investigate what specific data could be purchased for inclusion into Go Local.

Discussions took place on establishing the Advisory Committee. Potential committee members
were identified including: a member from the Nebraska's statewide consortium of libraries, a
health science librarian from the ICON Health Sciences Library Consortium, and a staff member
from the Health Professions Tracking Center. The initial meeting is now targeted for February in
lieu of January. The delay was necessitated to ensure the paperwork on the Go Local funding
has been received and data from the HPTC is secured.

The Reference/Digital Services Librarian position was filled. Lisa Anderson will be assisting
with the Go Local project with the responsibility of importing data from other resources into Go
Local. She was the person who worked with the National Library of Medicine to import the
healthHQ.org data into Go Local.

Work done to create the site
As of January 2006 all the records from the healthHQ.org support group database have been
entered and approved in Go Local for a total of 833 records.

A work study student has been scouring the Internet identifying additional Nebraska support
groups. Using Google and MedlinePlus to search for associations and organizations many
additional groups have been found. Upon additional verification of data these groups will be
added to the Nebraska Go Local database

Outreach and promotion efforts
Roxanne Cox presented on Go Local at the Community Partnerships meeting in North Platte,
NE. 35 librarians, health care providers, and community leaders were brought together to
discuss various options for health information partnerships. Go Local was presented as one
means. A demonstration of MedlinePlus and the Go Local Massachusetts was featured.
Participants immediately saw the value of the initiative and were anxious to know when we

would go live and how they could help. Possible advisory board members were also identified. The event was reported in this newsletter: http://www.unmc.edu/library/consumer/newsletters/novdec05.pdf

Roxanne Cox and Reference Librarians are currently developing a session on Nebraska Go Local for upcoming public library CHIRS classes to be conducted across Nebraska during Spring 2006.

Teri Hartman who is overseeing the Go Local promotional activities met with the Omaha World Herald representative to identify the cost of Nebraska Go Local advertising in the monthly HealthWise newspaper insert during 2006. CHIRS and HealthHQ.org have been advertised monthly throughout 2005 in the Omaha World Herald which is Omaha, NE's premier news and information newspaper for Omaha, Council Bluffs and the surrounding region.

Teri identified a display background and booth materials source. She requested a list of Nebraska librarians' email addresses from the Nebraska Library Commission for Go Local publicity distribution via email, and identified county and statewide health professional and consumer conferences to exhibit Nebraska Go Local services.

Quarterly Report

Name of reporting institution:
Health Sciences Library
University of New Mexico
MSC09 5220, 1 University of New Mexico
Albuquerque, NM 87131 0001

Project: Four Corners on MedlinePlus

Name of person submitting report: Patricia Bradley
E**mail address:** pbradley@salud.unm.edu
Telephone number: 505-272-0664

Reporting Period start date: 09-01-2005
Reporting Period end date: 11-30-2005

Publicity:
October 14. Presented Tribal Connections Four Corners (TC4C) at the UNM Health Sciences
Library IAIMS (Integrated Advanced Information Management Systems) meeting poster
session.
November 3. Promoted the TC4C Go Local on MedlinePlus site at the Native American Heritage
Day sponsored by the New Mexico Department of Health, Santa Fe NM
November 22. Introduced TC4C project to Wanda Yazzie, Tribal Health Liaison, New Mexico
Department of Health.

Outreach:
November 16-17. Promoted, exhibited and gave twenty (20) demonstrations of the TC4C Go
Local on MedlinePlus site at the American Indian and Alaska Native Long Term Care
conference 2005, Albuquerque NM.

Other accomplishments:
Tribal Connections Four Corners Go Local on MedlinePlus site went live to the public in
October.

Continued collaboration with TC4C partners via conference calls and e-mail on Go Local
publicity, the needs assessment and continuing projects.

The Go Local workgroup collaborated on the ordering of promotional give aways which have
been valuable in introducing the project to the public.

Target audience:
The response of Native people to the Tribal Connections Four Corners Go Local on MedlinePlus
has been very positive. This is seen as an indicator of their readiness to use electronic health
information resources. Their needs have not changed significantly and the group is the same.

Goals, Outcomes, Objectives:
There appears to be some problems with the manner in which Four Corners Go Local sites were mapped on MedlinePlus. Some have been corrected as of this date, but others will have to be looked at and corrected.

Evaluation:
October 19. Completed the TC4C project evaluation survey as directed and submitted it to the project evaluator.

Impacts and Observations:
Native people at the Long Term Care conference asked if there will tribal Go Local service sites for their communities similar to the TC4C Go Local on MedlinePlus site.

Planned Activities:
Work continues on the production of the TC4C Go Local informational video and other promotional activities.

Begin implementation of the TC4C Public Library project with the partner institutions via conference calls, e-mail and video conferencing.

Utah Go Local Project
Third Quarter Report
18 January 2006

Introduction
The Utah Go Local is excited over the approaching release of the database. Team members have invested much time, effort and emotion in preparing Utah Go Local for public use. We are ecstatic to see the initial fruits of our work. The projected release date is January 26th, 2006.

Progress in relation to timeline
All work is being completed within the proposed timeline thus far. Camryn Wolfgang has finished mapping the Utah Cares data that was exported to the NLM server last year. Volunteers have submitted well over 100 additional records, and continue to submit data. We have found that the process of identifying gaps in subject coverage is an ongoing process, and we anticipate that it will evolve as we strive to provide information at more specific, profound levels. We continue to meet with HEART and UHSLC members at their organizational meetings. At these meetings we update members on the project's progress and remind them of the work that is still needed.

Current staff and their roles
John Bramble and Liz Workman continue in their roles as co-directors. Camryn Wolfgang and a new member of our team, Jenny Morris are assisting in refining and mapping records from the volunteers, identifying emerging gaps, and doing additional research on health services in the state. They will also likely assist in promotional activities once the database is released for public use.

Chip Willisen, Nick Krahulec and Caitlin Des Rosier of the Hope Fox Eccles Clinical Library continue to review records for accuracy. They use guidelines specifically created for Utah Go Local in reviewing the records.

As before noted, UHSLC and HEART volunteers have submitted many new records.

Work done to create the site
We have almost completed our preparations of the project's Homepage. Susan Roberts of the Eccles Health Sciences Library has volunteered her Web design skills in reviewing our prototype and possibly creating a new logo. We have chosen a new, catchy name for our project: Go Local Utah – GLU. This will greet users of the new Homepage once it is released. We have created the other needed content associated with the Homepage (about us page, contact us tool, etc.).

To date, there are 1420 approved records and 507 awaiting verification and approval.

Outreach and promotion efforts
Team members are eager to begin our planned promotional efforts scheduled to
begin once the database is released to the general public. As noted earlier, we have a
new project name, "Go Local Utah" or GLU for short. We are meeting January 25, 2006
with the logo designer to look at a selection of final proofs. Once we have our logo
selected, we will finalize the design of the brochure and bookmarks we are using as part
of the promotional suite. The other item we are using for promotion is a ballpoint pen.
We are using the same pen use by NLM, the tri-side pen by Bic. Colors used in the pen
will match the logo colors. These were ordered January 18, 2006 and should arrive by
February 8, 2006. We also are investigating using the KUER FM, a radio station
operated by the University of Utah. It has a listening audience of over 300,000 people
and has translator stations that reach nearly every community in Utah. We will
be underwriting one or two daily programs for the next several months, which
allow us to have a 15 second announcement of the Go Local Project. The
spots are relatively inexpensive (only $25 per spot) and maximize our
marketing funds and reach the largest audience possible. On site training
begins February 9, 2006 and will be competed by the end of March, possibly
going into early April. We will be providing training on Go Local Utah
through MedlinePlus training. We anticipate that we will have contact with
approximately 60% of Utah public libraries and will be able to have 100%
saturation through our partner organizations.

Summary
We are ecstatic about the impending release of the Go Local Utah Homepage and
database. This will be an extremely useful tool for Utah residents. We will aggressively
begin to promote the new database to the general public once it is released. We will
also continue to expand the Go Local Utah database.

Quarterly Report

Wyoming Go Local

October 10, 2005 – December 31, 2005

Wyoming's Go Local project is in the home stretch.

Current staff and their roles

Rex Gantenbein, Ph.D. is director of the Wyoming Center for Rural Health Research and Education, and manages the project.

Bob Wolverton is the project coordinator, overseeing the day-to-day operation. Bob is 50% of his time on the project.

Work done to create the site

We have converted an existing database, the Connect Wyoming data compiled by the Wyoming Institute for Disabilities to the Go Local format. In addition, we have added providers who have come into the state or opened their practices since the Connect Wyoming database was compiled.

All of the previously compiled records have been entered, checked and approved. The testing phase has been started, both locally and at NLM.

We are finding necessary changes and making them as we test. Once we have received a response from NLM, we will make the identified changes in preparation for site launch.

Outreach and promotion efforts

As we near completion and launch of the database project, we are making plans for a public relations campaign. We will use the University of Wyoming's press office to

generate and release news articles about the project. We have been interviewed by the University's public radio station and have included information about the Go Local project. In addition, we will have an informational booth at the Wyoming Frontiers in Medicine Conference in February, where we will bring information about the project to the attendees through brochures, promotional items and person-to-person discussions. Attendees at the conference will be physicians from throughout Wyoming.

We will publish a brochure explaining the project and giving instructions on accessing the MedlinePlus site and distribute them to health care outlets throughout Wyoming. Additionally, we will search out opportunities to bring information to the people of Wyoming in various venues.

Ongoing support

As we prepare to roll the database out for public use, we are also making plans for maintaining and updating the site. These plans are in flux at the time, but Bob Wolverton will undoubtedly be the contact person for the project into the future.

Quarterly Report

Name of reporting institution:
Utah AIDS Foundation
Stan Penfold, Executive Director
1408 South 1100 East
Salt Lake City, UT 84105

Project: Resource Library Health Outreach Kiosks

Name of person submitting report: Aaron Hansen
Email address: aaron@utahaids.org
Telephone number: 801-487-2323

Reporting Period start date: 09-31-2005
Reporting Period end date: 12-31-2005

Publicity:
Publicity for this project has been very limited. Most planned publicity activities have been about advertising the kiosk services to clients at the kiosk locations.

We are distributing Resource center bookmarks and posting flyers at locations and local Libraries. These are the same materials that have been previously provided to you.

Outreach:
Training of UAF Interns has taken place twice in the past quarter in order for them to train UAF clients. A Client training log was implemented so we can track trainings of individual clients. You will find this log attached to accompanying email.

Other accomplishments:
After what seems to have been an eternity, we have finally been granted two computers for the final two kiosks. These kiosks will be located in Pocatello, Idaho and one is already in Ogden Utah, at the Catholic Community Services offices. The Ogden Kiosk was relocated to Ogden from Boise, Idaho. Unfortunately, in the shipping process, the unit was damaged, but seems to be operational.

We have also established a new Idaho location in Pocatello instead of Boise. The Genesis Project, which is an HIV prevention project that targets gay men in on the Idaho State University campus. The Kiosk will be located in their offices.

Target audience:
In looking at the surveys and talking to staff at the two current kiosk locations, it seems that there is a much smaller audience then I had anticipated. However, the few individuals who do use the kiosks as a resource have found it to be very useful to them in having access to new and accurate HIV information. Plus, they are finding a lot of Medicare and social security information on the

internet. What this means to me is that there is more interest in social resources then actual HIV/medical information.

Goals, Outcomes, Objectives:
The goals for the next and final quarter are much the same as they have been since the beginning. All kiosks must be installed and collecting data. In the process of finishing the installation of the last two kiosks, we will be implementing a final training process for all of the locations and their staff. We will want all locations to be prepared to manage the kiosks on their own before the contract runs out.

Evaluation:
The Utah AIDS Foundation case manager has been providing referrals to the kiosk at the UAF location and keeps a log of all client referrals by month. This log is attached to accompany email.

The staff at the CCS location in Salt Lake City has been conducting surveys of their local clients to assist us in assessing the usefulness of the current kiosk and its resources. The survey results are also attached to the email.

Impacts and Observations:
The gentleman who oversees the kiosk at the homeless shelter in Salt Lake says that although there are not many people who use the kiosk, the few who do are finding it very helpful and are glad that it is available. I believe that as more people become aware of this resource at the shelter, more people will find it useful and we can get some ideas as to how to update it for the homeless population.

Planned Activities:
-Site visit to Ogden location and Computer will be installed in Ogden kiosk.
-training of Ogden staff on kiosk resources.
-Site visit to Pocatello location.
-Kiosk to be shipped to Pocatello location.
-add local Idaho resources to website.
-training for Pocatello location staff.
-follow-up surveys for all locations.

it's about Life

October 2005

Utah AIDS Foundation

Dear UAF Supporter:

I am very proud of the work UAF does to provide accurate information about HIV/AIDS through our programs, our website, and especially our Resource Center. As the Resource Center approaches its third full year of operation, I'm reminded of how much it is still a valuable and necessary component of our services.

The Utah AIDS Foundation maintains a physical library at our office location, and is also accessible online through the UAF website at www.utahaids.org. Our most recent resource project, Internet Health Kiosks, brings computer access to a variety of locations in order to reach more individuals. It is our hope that by expanding services which provide access to information about HIV/AIDS and related health topics, people will have the information they need to live well with HIV, and those at risk will understand how they can prevent HIV infection. Truly, information is power.

Now people throughout Utah and parts of Idaho will have the opportunity to utilize the Health Kiosks. This will help us provide much needed information, especially to rural communities. This is all possible because of your support.

UAF has relied upon the support of community members like you throughout the last 20 years. We still need your help. By sending UAF a donation today, you are directly contributing to increasing awareness and promoting education.

Please visit our Resource Center online today at www.utahaids.org and see what important work you are supporting.

--Stan Penfold, Executive Director
stan.penfold@utahaids.org

HIV Resources at Your Fingertips

The Resource Center @ Utah AIDS Foundation is bringing its on-line resources directly to at-risk populations through new Internet Health Kiosks located throughout the Intermountain Region.

In a 2002 study, individuals living with HIV/AIDS in Utah reported that their top three barriers to health education services, including access to electronic health information, were "transportation," "cost," and "not knowing" where to find such services. The Utah AIDS Foundation is addressing this situation by installing four internet "Health Kiosks" in Utah and Idaho. The Health Kiosks provide access to UAF's HIV Resource Library website, which has been in operation for two years.

The HIV Resource Library website contains an extensive collection of electronic HIV-specific health related information, with particular emphasis on information resources such as MedlinePlus and *clinicaltrials.gov*. The website also contains links to local HIV-specific services, information, and resources, like Utah's AIDS Drug Assistance Program and local Ryan White Title II and III providers.

www.uaflibrary.com

By training physicians and office staff to help individuals understand the resources available through the kiosks, as well as providing trained volunteers and staff to assist consumers in spontaneous one-on-one sessions as they begin to use the kiosks, this project will arm consumers with the skills, tools, and confidence they need to use the Health Kiosks to seek out critical


Newly Acquired   A look at some cool books that have been recently donated.

Sexually Transmitted Infections and HIV
Dan Clutterbuck
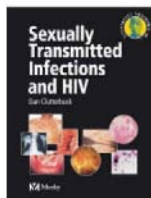
"Its comprehensive, concisely presented coverage encompasses all aspects of the diagnosis, treatment, and management of patients with sexually transmitted infections and HIV."
-Amazon.com

Sexually Transmitted Infections and HIV by Dan Clutterbuck

Living Well with HIV and AIDS
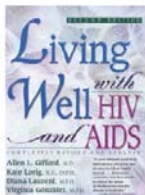
"A cross between a self-help motivational discourse and an easy-to-follow health manual, this book offers invaluable advice to those entering the territory of AIDS."
- Publishers Weekly

Living Well with HIV and AIDS
*By Allen L. Gifford, MD, Kate Lorig, RN,DrPH, Diana Laurent, MPH, Virginia Gonzales,MPH*

HIV- and health-related knowledge that can positively impact their lives and health.

Anyone interested may use the kiosks to learn more about HIV/AIDS, find information needed to alleviate fears about the illness, and to discover new avenues of treatment and assistance. These invaluable kiosks provide access to information on a great deal of subjects including sexuality, housing, treatment and care, community resources and overall coping methods. This information may give those directly affected by AIDS a more hopeful attitude, and can present them with a positive, healthy and informed outlook on life.

The Utah AIDS Foundation Resource Center has become a common resource for people living with HIV/AIDS, as well as others seeking answers to questions about HIV and many related issues. The Health Kiosks are a natural expansion of the high standard of quality UAF strives for to increase awareness, sensitivity and resources about HIV/AIDS and overall wellness.

Resource Center Spotlight
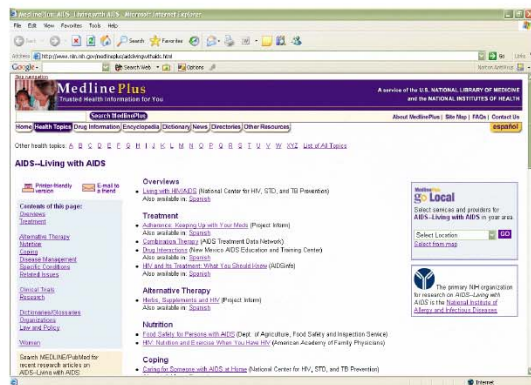
Through *www.uaflibrary.com* we are able to provide hundreds of great HIV/AIDS resources, like *MedlinePlus,* in a friendly and easily accessible on-line format. *MedlinePlus* provides articles, studies and interactive tutorials about a multitude of topics relating to HIV. *MedlinePlus* is also an excellent resource for general information about health and is made specifically for the consumer.

HIV Resources on the Internet

Since the internet has become more widely available to the public, information and resources regarding health and HIV have become more accessible. Plus, the internet makes it easy to catalog rapidly changing information about this disease. The pages on *www.uaflibrary.com* will help you find your way. Here are some tips to help you navigate the internet and find good HIV info quickly:

- **Search Engines**, such as Google a and Yahoo, are a good place to begin, but can yield thousands of results and are time consuming to sift through. Utilizing the links on *www.uaflibrary.com* gives you easy access to many useful sites that have been pre-screened for accuracy, relevance and content.

- **Not everything you read on the internet is true!** Be sure the source is credible and reliable. Does the page come from a well known source? Do they give sources for their data? It is easy to find information, but it takes a little digging to find the best info.

- **Is the page up-to-date?** Many pages are not updated regularly. Seek out information from pages which have dated material like news articles or pages that change frequently.

Resource library monthly tally and brief summary report

Month	Tally	Total Tally	Brief Summary
October	IIIIIIIIIIIII	14	Sent clients to look up info. on: HIV/AIDS, Nutrition, Social Services, Medications, area agencies, Medicare RX cards, pharmaceutical patient assistance programs, Gay Men's Health Summit HIV info for new clients
November	IIIIIIIIII	10	Sent clients to look up info on: ADAP, Medicare RX Cards, Nutrition, World AIDS Day, and HIV testing Medication side effects.
December	IIIIIIIIIIII	13	Sent Clients to look up info. on: World AIDS Day, out of state ASO's, New medications for HIV/AIDS, Pharmaceutical assistance programs, HIV general info.
January	IIIIIIII	8	Sent clients to look up info. on: Newly diagnosed info, medications, community resources, employment info.
February	IIIIIIIII	9	Sent client to look up on: employment info., community resources, Medication resistance issues, Oscar Night at UAF, PWACU website, Harm Reduction website
March	IIIIIIIIII	11	Sent client to look up on: HIV meds, Utahtweaker.com, Pride Day, HIV general info.
April	IIIIIIII	8	Sent client to look up on: GMHS, HIV meds, Utahtweaker.com, Pride Day, HIV general info.
May	IIIIIIIIIII	12	Sent client to look up on: employment info., community resources, Medication resistance issues, PWACU website, Harm Reduction website
June	IIIIIIIII	9	Sent clients to look up info. on: Newly diagnosed info, medications, community resources, employment info., and Pride information.
July	IIIIIII	7	Sent clients to look up info. on: Newly diagnosed info, medications, community resources, employment info.,
August	IIIII	5	Sent client to look up on: GMHS, HIV meds, HIV general info.
September	IIIIIIIIIIIIIIII	17	Sent client to look up on: GMHS, HIV meds, HIV general info.
October	IIIIIIIII	9	Sent clients to: look up GMHS, and medication information
November	IIIIIIIIIII	12	Sent clients to look up on: Medicare D, Social Security Disability, newly diagnosed information, medication information.
December	IIIIIIIIIIII	13	Sent clients to look up on: Medicare D, Social Security Disability, and medication information.
January	IIIIIIII	8	Sent clients to look up info. on: Newly diagnosed info, medications, community resources, employment info.

Information Kiosk Training Log   Date: _____

Client #1

☐ Introduce website and orientation
☐ Tour of Web Links page
☐ Explanation and tour of MedlinePlus
☐ Tour of library materials, search engine, and check out process
Notes:_____
_____
_____

Client #2

☐ Introduce website and orientation
☐ Tour of Web Links page
☐ Explanation and tour of MedlinePlus
☐ Tour of library materials, search engine, and check out process
Notes:_____
_____
_____

Client #3

☐ Introduce website and orientation
☐ Tour of Web Links page
☐ Explanation and tour of MedlinePlus
☐ Tour of library materials, search engine, and check out process
Notes:_____
_____
_____

Client #4

☐ Introduce website and orientation
☐ Tour of Web Links page
☐ Explanation and tour of MedlinePlus
☐ Tour of library materials, search engine, and check out process
Notes:_____
_____
_____

Kiosk Survey Results 12/2005 - UAF Foodbank Site

1. Do you currently use the internet to access health information?

Yes	9
No	16

2. Do you need more access to HIV or other health information on the internet?

Yes	10
No	15

3. How easy is it for you to access the internet and its on-line resources
(1 being difficult and 4 being easy)

1	5
2	3
3	2
4	13

    3a. What kind of information would you like to have more on-line access to?
    Check all that apply.

Nutrition/HIV	9
STD	3
World AIDS Crisis	6
Meds & Medical Care	8
Gay & Lesbian	7
Newly Diagnosed	3
General HIV Info	10
Clinical Trials	5
Holistic Health	4
HIV Legal Issues	7
Relationships	6
Grief	3
Personal stories of PWAs	3
Self-Help	7
Other	

4. Would you like to have more access to internet health resources?

Yes	17
No	8

5. Did you know the Utah AIDS Foundation has an HIV Resource Library available to you?

Yes	13
No	12

6. If yes, have you ever used the Library of the UAF website to:

Check out a book	3
Use the computers	5
Access online HIV info	3
Other	Home computer (1)

Quarterly Report

Name of reporting institution:
Via Christi Regional Medical Center
 3600 East Harry
Wichita, KS 67218

Project: Planning for the Future of the Via Christi Libraries

Name of person submitting report: Camillia Gentry
Email address: cam_gentry@via-christi.org
Telephone number: 316-689-5376

Reporting Period start date: 10/01/2005
Reporting Period end date: 12/31/2005

Publicity: None

Outreach: None.

Other accomplishments: The contracted consultant presented her final report including findings and recommendations to the librarians in December. Her part in the grant is now finished.

Post the final report, we had a meeting to begin the discussion of our goal, writing a strategic plan for the Via Christi Libraries.

Target audience: The focus groups were mostly quite positive towards the Libraries. It was said that the library as a place is still valuable, most everyone expressed a desire for more quality filtered information for clinical care and for patient education, and participants "viewed librarians as trusted colleagues and would like to work with them to develop services customized to their information needs". Consultant's Report, "Needs Assessment to Support Strategic Planning by the Via Christi Libraries" by Cathy Perley, Ph.D, December 2005.

Goals, Outcomes, Objectives: We have not modified our goal, which is to prepare a strategic plan for the Libraries. The needs and wants of our audience are becoming much more clear, though.

Evaluation: Two focus groups were held the beginning of October; one was comprised of 7 physicians, the other had a department director, several nurses, a chaplain--9 people participated in the second group in all.

Impacts and Observations: To our pleasant surprise, almost all of the feedback has been very positive. This feedback encourages us to write a brilliant plan for the future!

Planned Activities: By the final report, we will have written the Strategic Plan for the Via Christi Libraries and presented it to the administration.