

Quarterly Report

National Network of Libraries of Medicine - MidContinental Region

Feb 1, 2006 - April 30, 2006

Contract No. N01-LM-1-3514

Spencer S. Eccles Health Sciences Library
University of Utah

Submitted

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Network Programs

Administration

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

A search committee was formed in February to review applicants for the Utah/Network Membership Liaison. The committee represents Eccles library staff and RML staff, on site and out of state. Two candidates have been scheduled for interviews.

Document Delivery Services

This quarter liaisons assisted Network members to update their library group, institutional records, merge/separate collections and handle holds.

Marty Magee, Education/Nebraska Liaison, closed the DOCLINE record for the University of Nebraska - Lincoln Dental School when it was discovered that the library was still listed as a full member even though the dental school has been closed for several years.

Doug Blansit from the A.T. Still Memorial Library, Kirksville College of Osteopathic Medicine called regarding the use of FreeShare at their library. They are overloaded with FreeShare requests, yet feel obligated to participate in the program. Barb Jones, Network/Missouri Liaison, referred them to Report 1-7 which shows them which

libraries hold their LIBID in routing cells. She recommended contacting these libraries and requesting that their position in the routing cells be moved to a higher number.

Thomas Gibbs, Technology Liaison, promoted LinkOut at the quarterly meeting of the Health Sciences Libraries Network of Kansas City. This generated interest in 4 libraries to establish accounts. He has also been asked to design two buttons for Network members.

Resource Libraries

Siobhan Champ-Blackwell, Community Outreach Liaison, has accepted the appointment as Faculty Associate in the Office of Interprofessional Scholarship, Service & Education (OISSE) at Creighton University Medical Center. This appointment ties in with the work that she does with underserved populations for the Creighton Health Sciences Library and the NN/LM MidContinental Region.

Dana Abbey, Colorado/Consumer Health Liaison taught a Consumer Health Informatics session to 3rd year interns from the medical school and gave a library tour to newly hired nurses from the medical center. She planned and hosted a luncheon for 14 Aurora-area public and hospital librarians at the Nighthorse Campbell Center. A new library building is being built in Aurora and Denison Memorial Library will move from Denver in 2007. Denison Memorial Library staff exchanged information with Aurora

area librarians on services including the resources and services of the NN/LM MCR.

Ms. Abbey demonstrated the use and application of Skype, Festoon and Breeze to 21 staff members of Denison Memorial Library at the February Futures Brownbag session. Since the presentation, she has had 7 staff members ask for help in setting up Skype. Several employees in the education department are excited about possible implementation of Breeze to conduct and archive remote training sessions.

Resource Library Directors Meeting

Resource Library Directors held two videoconferences this quarter in February and March. Resource Library Directors agreed:

- That the molecular biology workshop, offered by an adjunct faculty member at Eccles Health Sciences Library, using Breeze should be publicized throughout the region and would be a benefit to their faculty.
- That the videobroadcast service should refocus on offering taping and archiving instead of training.
- That to increase Resource Library participation in the MCR Regional Buying Consortium, the consortium should offer a common product that all resource libraries currently license. Caveats: Current agreements need to run out before they can join the regional consortium and if the product is being licensed through a state-wide consortium, Resource Libraries will probably not participate in the regional consortium.

Claire Hamasu, Associate Director, reported on Network Performance Monitoring Pilot Project meeting held at the end of March at the New York Academy of Medicine. The Directors immediately saw the benefit of knowing how fast their connections are as more and more resources and services are being pushed from their institutions' servers.

They would be interested if the project were expanded to allow other institutions to participate.

Communications

In February, Ms. Abbey compiled web links to each state library publications page. A review of the electronic newsletters revealed that the preferred format is a short one to two paragraph notice. She wrote an article and made it available to liaisons to customize and submit to their state library newsletters.

The MCR minority page was added as a link on the Hospital, Language and Culture section of the JCAHO resources list. (http://www.jointcommission.org/HLC/source_Links.htm)

Ms. Magee wrote an information piece on the Health People 2010 Information Access Project that was added to the Public Health Association web site. (http://www.publichealthne.org/news_and_funding.htm)

Breezing Along with the RML

Breezing Along with the RML sessions continue to be held the third Wednesday of each month with two staff people making presentations and one person hosting. Sharon Dennis, Technical Coordinator, and Susan Roberts, the Eccles Health Sciences Library Breeze expert, monitor the session and trouble shoot problems. About 30+ members attend these sessions including a few guests from other regions or RMLs. These guests often contact staff with follow up questions. For example, our Wyoming Liaison was contacted by a Los Angeles guest asking for some mentoring assistance. The presentations are recorded for asynchronous viewing and it would be useful to know whether members are taking advantage of their availability. However, the system managers have not been able to

gather data on the number of times the recordings are viewed.

MCMLA-L

New subscribers = 7

Deleted subscribers = 4

BHIC (Bringing Health Information to the Community) Blog

There were five new subscribers for the BHIC blog. Subscribers to the blog continue to report back on the usefulness of this communication tool. They forward on the availability of grants and other information to keep colleagues informed.

Web Redesign

Ms. Dennis continued her participation as a team member planning the redesign of the nnlm.gov and RML web sites. Ms. Dennis mapped files for the new design to the existing pages and led a conference call with MCR staff to determine the final structure for the new site. Coding of the new pages began in March and due to Aron Beal's scripts, converting has been reasonably fast and efficient. Most of the sections are now out for the liaisons to review, approve, or correct. Ms. Champ-Blackwell took part in a Breeze call where she performed tasks and answered questions on the usability of the new wireframes for the Wiki and OARFS.

Publications:

Plains to Peaks Post Volume 4, Issue 4 issue was published

<http://nnlm.gov/mcr/news/newsletter/index.php?vol=4&issue=4>

Abbey, Dana "Recent Enhancements to your Favorite NLM Databases," *Council Quotes*

February 2006. Volume 29, Number 1. <http://www.ccmlnet.org/CQ/CQFeb06.pdf>

Abbey, Dana "Select Natural Standard Monographs Now Available in MedlinePlus"

Centennial State Libraries Newsletter March 10, 2006.

<http://www.cde.state.co.us/libnewsletter/download/pdf/slcent2006/03-10-06.pdf>

Abbey, Dana "More New Resources – These on Health – LactMed & Toxnet" *Centennial State Libraries Newsletter* April 21, 2006

<http://www.cde.state.co.us/libnewsletter/download/pdf/slcent2006/04-21-06.pdf>

Updated web resources:

Racial/ethnic trifold brochures

(http://nnlm.gov/mcr/resources/community/docs/african_american_resources.rtf)

(<http://nnlm.gov/mcr/resources/community/ethnic/latamer.html>)

(<http://nnlm.gov/mcr/resources/community/ethnic/native.html>)

(http://nnlm.gov/mcr/resources/community/docs/asian_american_resources.rtf)

Regional Advisory Board

Ms. Champ-Blackwell received several emails from Captain Ed Galan thanking her for the daily blogs and responding to a status report on the RML contract sent to all Regional Advisory Board members.

Evaluation and Assessment/Feedback

Betsy Kelly, Assessment and Evaluation Liaison, and Maryanne Blake from the NN/LM Pacific Northwest Region revised "Measuring your Impact" class in

preparation for presentations in Columbus, Ohio, Des Moines, Iowa, at MLA and MCMLA. The class in Iowa received excellent evaluations from those attending.

Ms. Hamasu provided feedback to the OERC on the PubMed - MedlinePlus survey process. She responded to the 6 questions that asked about the use of the data, the methodology to collect the data, and how the process or survey could be improved.

During March and April, Ms. Champ-Blackwell served as the MCR representative on the Outreach Activity Working Group. The group is working on making the OARF and mapping system easier to use.

Ms. Dennis e-mailed a follow-up survey to the five attendees who took the videoconferencing class at MCMLA. Two people replied. One said that they were planning to use videoconferencing at work, but were not setting it up themselves. Another said they used the Skype VoIP program at home. The indicator that we were trying to reach was that 50% of the participants report in a follow-up survey that they implemented one video technology in their work.

Focus Groups

Joan Stoddart, Deputy Director at Eccles Health Sciences Library, agreed to be the moderator for the RML focus groups. Observers were recruited from Resource Library staff. Ms. Kelly sent two rounds of announcements recruiting participants on the RML News, mcmla-l, and to local groups. Response to the solicitation was very slow and liaisons were asked to make personal contacts to round up enough members to form a group. With this added assistance focus groups were held in St. Louis (March 15), Kansas City (March 16), and Salt Lake City (March 29) with 5-6 members each. The Denver session was cancelled and rescheduled for April 19, 2006 when enough members were recruited to comprise a group. Eight members took part in the two

teleconference focus groups that were held on April 5 and 6.

Activity Reporting System Data Analysis

Ms. Kelly and Ms. Hamasu developed coding definitions and coded year 04 Activity Reporting System data. Ms. Kelly imported the data to Access to enable more robust reports and began examining the audiences and goals that liaison activities addressed. She will be looking at numbers of activities, types of activities and activities by project that addressed each logic model goal.

Health Professionals Access to Information

Ms. Champ-Blackwell taught “Spanish for the Healthcare Provider” class at Alegent Mercy Hospital in Omaha. Ms. Magee presented a PubMed-MedlinePlus class to student/staff nursing group at Midland Lutheran College in Fremont, Nebraska.

Network Membership

Ms. Abbey provided information to Joe Wollen from the Colorado School of Traditional Chinese Medicine on automating the collection and bar code scanners. She also provided him with librarians he could contact regarding the automated systems they currently use. He is very interested in becoming a Network member, once everything is in order and cataloged. Ms. Abbey also assisted Sara Katsh, medical librarian at Association of periOperative Registered Nurses (AORN). Ms. Abbey sent her links for a web resource she’s developing of patient safety resources for the AORN web site. Ms. Katsh was very appreciative.

Following up on comments made in the Network Data Inventory, Ms. Jones called

Jeff Spinks at St. Alexius Hospital & Lutheran School of Nursing. Mr. Spinks had commented that he was unfamiliar with the NN/LM, our programs, and particularly the MCR Regional Buying Consortium. Mr. Spinks was pleased to learn more about the network, and will consider participating in the buying consortium in the future.

Robin Courtney was recently hired to work at Freeman Medical Center in Joplin, Missouri. To provide her with mentors who could serve assist her with managing library services and resources, Ms. Jones contacted Network members in the surrounding communities to alert them that Ms. Courtney was a new member and would be interested in talking with and visiting them.

On April 3, 2006, Ms. Abbey met with librarians from AORN, Platte College, Regis University, Colorado Institute of the Arts, and Denison Memorial Library to discuss the impact of usage on their libraries by students in distance nursing programs offered by universities that do not provide library resources. Ms. Abbey suggested that if a library is receiving an inordinate number of requests from these students, that they contact the instructor. Many times these classes are taught by adjunct professors who do not have a good understanding of the resources available for students--they teach one class and then are gone. She also suggested that Colorado Council of Medical Librarians (CCML) might write a letter to the schools advocating for in-house resources to support their programs.

Library Advocacy

Ms. Abbey is a new member of the CCML Advocacy committee.

Ms. Jones approached Jim Bothmer, Chair of MCMLA, about establishing a library advocacy task force sponsored by MCMLA and the RML. Following approval of the MLA Executive Committee, Mr. Bothmer sent out an email to the membership asking for volunteers to serve on the committee -

one from each state. Ms. Jones agreed to serve as the chair of the committee and the representative from the MCR. The first report for the task force will be presented at the annual MCMLA meeting in October 2006.

Ms. Jones joined other health sciences librarians from the University of Missouri and the Mid-Missouri Area Health Education Center (AHEC) at the Library Advocacy Day at the Missouri Legislature, which was sponsored by the Missouri Library Association. In their discussions with legislators they raised the budget cuts to the Merlin (consortia buying) and Mobius (network connectivity for schools, libraries, etc.) programs. They advocated for keeping Mobius as a line item in the budget hoping for better funding in the future.

In April, Ms. Abbey attended the Bioventures Workshop sponsored by the UCHSC Technology Transfer Office as a venue to advocate for in-house libraries in private industry. In her discussions with 14 local biotech executives, only 3 indicated that they had a corporate library and most were not planning to establish an in-house library.

Buying Consortium

During the quarter Ms. Jones met with representatives from EBSCO to discuss DynaMed and CINAHL; and with representatives from Elsevier to discuss MDConsult, FIRSTConsult, and Nursing Consult. All representatives were then referred to BCR the buying consortium's negotiating agent.

At the April meeting of the MCR Regional Buying Consortium advisory group Ellen Fox, from BCR, reported that there are 10 libraries participating in the Evidence Matters trial. She informed the group that Clinical Pharmacology will not set up a trial until there is a contract in place for interested libraries. Ms. Hamasu raised the idea that any license we negotiate should

allow for document delivery for unaffiliated health professionals. The group agreed, and this will be added to the principles for negotiation.

Denver Meeting (See Appendix B for Agenda and Minutes)

The MCR Regional Buying Consortium advisory group met in Denver at Denison Memorial Library on March 8, 2006. The agenda for the all-day meeting focused on delineating the responsibilities for all participants (state representatives, NN/LM liaison, BCR). The group also focused on how to select materials for the consortium to

consider, the evaluation questionnaire for the resource libraries reference staffs, and the statements of principles guiding negotiation and organizing principles for the group. It was a very productive meeting with all participants actively contributing.

Membership Update

A last minute campaign was conducted to obtain membership agreements from full Network members who had never returned them. This resulted in a number of calls from members who were confused about what we were requesting.

Visits to Network Members:

February 22, 2006	Cloud County Community College, Kansas
March 9, 2006	Prevention Information Center, Colorado
March 9, 2006	Denver Botanic Gardens, Colorado
March 16, 2006	Bryant College, Nebraska
March 21, 2006	Jewish Hospital School of Nursing and Allied Health, Missouri
March 26, 2006	St. Mary's Hospital, Missouri
April 6, 2006	St. John's Medical Center - Joplin, Missouri
April 6, 2006	Freeman Regional Medical Center, Missouri

Consortia meetings attended:

February 15, 2006	Colorado Council of Medical Librarians Ms. Abbey attended
March 17, 2006	ICON Ms. Champ-Blackwell gave an update of RML activities in the region
March 27, 2006	Utah Health Sciences Library Consortium (UHSLC) Ms. Dennis gave an RML update
March 28, 2006	Colorado Consumer Health Information Libraries (CHILL) Ms. Abbey hosted the first quarterly meeting
March 31, 2006	KBMLA (Kansas Biomedical Librarians Association) Mr. Gibbs presented an RML update
April 3, 2006	AORN and Nursing Libraries Resource Meeting. Ms. Abbey attended
April 14, 2006	St. Louis Medical Library Group Annual Awards Luncheon Ms. Jones attended

New Network Members

Full Members:

- Maryville University, Missouri

Affiliate Members:

- West Desert Technical Information Center, Utah

Deactivated Network Members

- University of Nebraska - Lincoln Dental School
-

Awards

Ms. Champ-Blackwell consulted with Jamie Grayson, who has worked in various CBOs in Omaha, including the Nebraska AIDS Project. They reviewed resources, including faith based funding, to locate grants for the projects she is working on and Ms. Champ-Blackwell referred her to the OERC publications.

At the request of Rivkah Sass, Director, Omaha Public Library, Ms. Champ-Blackwell sent her funding sources that might fund an outreach program conducted by the city library and the public health department to address the current high rate of STDs in the county. The STD rate in

Omaha is three times higher than in New York City for adolescents.

Laura Windsor, Kansas Liaison, called Tim Rogers to discuss progress on the database Johnson County Public Library is developing. Due to problems with programming they requested an extension until the end of April.

The Proposal Writing Assistance workgroup is in the final phase of writing its report. At the February meeting the group reviewed the recommendations draft and suggested many changes. Lisa Boyd, Consumer Health Librarian, and Ms. Hamasu incorporated the changes into another draft. Workgroup members reviewed and approved this draft which will be formatted and submitted to the National Network Office.

Outreach Programs

(OARF Summary - See Appendix C)

Consumer Health Information Services

Ms. Magee continues to facilitate community meetings for groups who had attended the Nebraska Health Information Partnership symposium. This quarter's meeting in Lexington had 17 invitees. Representatives from the Nebraska Library Commission and Nebraska Health and Human Services System, co-sponsors of the symposium, also attended.

Dykes Library is spearheading a statewide program to improve access to consumer health information called K-CHIN, Kansas Consumer Health Information Network. Mary Beth Warren, Advisory Board member from the Kansas AHEC, and Laurie Marshall of the Kansas Health Consumer Coalition are working with Ms. Windsor to develop a consumer health information class.

Ms. Jones taught a class at the St. Louis Library Group Annual Tech Expo. The class included information on evaluating health web sites from the "Snake Oil to Penicillin" module as well as an overview of health web sites for people of all ages, foreign language translations and complementary and alternative medicine. Unfortunately, the weather was terrible that day, and only half of the enrolled participants attended.

Ms. Jones was invited to participate in the planning sessions for the 2006 Missouri Library Association Conference. She decided to partner with Tonya Hays-Martin, librarian at Fulton State Hospital, to submit a combined proposal to teach a class on working with persons with mental illness in a public library setting and resources on mental illness for librarians and the public. Meeting organizers were interested in their proposal. Ms. Jones also spoke with the chairs of several groups suggesting RML personnel as speakers on topics such as evaluation and assessment, blogs, wikis, etc.

Ms. Abbey was a judge for the NCLIS Award for Model Library Health Information for Colorado. The awards are given to libraries with exemplary consumer health information programs that provide health information or promote healthy lifestyles. The first round of judging is done at the state level.

Ms. Jones provided assistance to Kathy Mullen at St. Mary's Hospital who had asked for help in preparing a presentation for teaching seniors about consumer health resources and the programs available at St. Mary's Hospital. Ms. Mullen has done a great job working with the public library and will be making this presentation in the public library.

Go Local

Ms. Windsor met with Marc Galbraith, Kansas Deputy State Librarian, and Tim Rogers, Director of Operations at the Johnson County Library, to initiate talks with the public library about participating in Go Local.

Ms. Jones worked with Amanda McConnell to put together promotional packets, marketing activities and travel for the Missouri Go Local project. The promotional packet will include a MedlinePlus tote bag, a coffee mug, bookmarks, and pens specifically designed for the project.

Ms. Magee attended the Advisory Board meeting for Nebraska Go Local. The Go Local team from McGoogan presented and solicited feedback on intended measures of Go Local with a proposed live date set for December 2006.

Public Library Site Visits:

February 10, 2006	Meridian and Republican Valley Library Systems, Nebraska Ms. Magee presented on the resources of the National Library of Medicine
February 17, 2006	Denver Public Library, Colorado Ms. Abbey taught a class on MedlinePlus and NLM specialty databases
February 21, 2006	Stockton Public Library, Kansas
February 21, 2006	Osborne County Public Library, Kansas
February 21, 2006	Lincoln County Public Library, Kansas
February 21, 2006	Smith Center Public Library, Kansas
February 21, 2006	Concordia Public Library, Kansas
February 21, 2006	Phillipsburg Public Library, Kansas
February 22, 2006	Belleville Public Library, Kansas Ms. Windsor conducted a consumer health information workshop
February 28, 2006	Ignacio Community Library, Colorado Ms. Abbey conducted training on MedlinePlus and other NLM consumer databases
March 1, 2006	Cortez Public Library, Colorado
March 1, 2006	Mancos Public Library, Colorado

Public Health

Ms. Windsor met with the new Public Health Informatics Coordinator, Victoria Wangia. Ms. Wangia is a staff member of the Center for Healthcare Informatics, University of Kansas Medical Center, (<http://www2.kumc.edu/healthinformatics/>) that offers informatics classes across the curriculum at the medical school. One of the

programs it serves is the public health masters program. Ms. Windsor explained what the NN/LM is and what she can do to help with course content or teaching.

Ms. Hamasu attended the March meeting of the Public Health Partners Steering Committee held at the CDC in Atlanta, Georgia. The CDC Information Center had recently moved into new quarters and the meeting was held to view the new library and also newly built facilities. The National Association of County and City Health

Officials (NACCHO) has completed its survey of local public health departments and their technology infrastructure and training needs. The data will be shared with the RMLs. The Society for Public Health Education (SOPHE) has talked to the CDC staff who developed CDCynergy and will be soliciting comments from steering committee members to help move CDCynergy to a web platform. The RMLs on the committee provided funding for half the members to travel to Atlanta and attend the meeting.

Community Outreach

After a staff discussion on the difficulties of providing training at low income clinics, it was agreed that the logic model would be changed and MCR would not focus just on National Association of Community Health Centers (NACHC) clinics, but on any low income clinic. Ms. Champ-Blackwell created a class for liaisons to use in their training, based on the consumer module "Looking In All the Wrong Places."

AHEC

Liaisons provided reference services to two AHECs this quarter. Ms. Champ-Blackwell responded to an email request from Gretchen Forsell, Executive Director of the Northern Nebraska AHEC for materials in Somali on food safety. Ms. Kelly and Ms. Abbey assisted Dr. Carol Giffin-Jeansonne, Executive Director of the Western Colorado AHEC, in locating questions to use on an assessment survey for health care providers in the state. While they were unable to locate a database of questions, they were able to provide articles and other resources.

Ms. Abbey met with Clair Birkman, new AHEC reference librarian. They decided to visit the regional AHEC offices together and do joint presentations. Ms. Birkman will cover evidence-based medicine and Ms.

Abbey will present on PubMed and MedlinePlus.

Ms. Jones attended the meeting of the marketing committee for the Missouri AHEC Digital Library. They are developing a marketing questionnaire to find out what value is added for library/librarian services in addition to providing access to various databases. The group is also determining a pricing range and model.

Minority Health Month Promotion

An introductory letter about Minority Health Month and emails from the Community Outreach Group were sent to regional and national listservs in March and April. Librarians used the information that was distributed. A librarian in Texas from REFORMA downloaded the Latino trifold and an MCR member created a diversity page (<http://www.methodistcollege.edu/library/chsinternetresrcs/diversity.htm>) that she promoted within her own institution and to community groups. The American Indian Resource Center sent out a copy of the letter with American Indian resources in their April eNews and added the links to their website. (<http://www.tulsalibrary.org/airc>)

Tribal Connections Four Corners

Ms. Abbey visited the Southern Ute Adult Education Center for a presentation on diabetes. The presentation was a part of programming for the TC4C Public Library Project - Ignacio Community Library. Unfortunately, no one attended the presentation.

Ms. Champ-Blackwell, Ms. Hamasu and Susan Barnes, OERC, make up the Effective Practices Work Group. With the Needs Assessment Work Group they wrote a section of the final report for the TC4C subcontract and submitted it to Jeanette McCray, manager for the project. They also worked with Pat Bradley, University of New Mexico, and Pat Auflick, University of Arizona, on completing a draft of the next entry for the Effective Practices Collection.

Ms. Hamasu arranged with Cindy Olney, evaluation consultant, to rewrite the TC4C needs assessment report.

Rural Health Information Model

Ms. Windsor and Mary Henning, Wyoming Liaison, have explored the literature on rural health information outreach in search of a 'best model' that we could adapt. They discovered virtually no literature on this. They concluded that a needs assessment is needed to develop the model. In the mean time the RML should continue to:

- Identify organizations that do health related outreach currently in each of the six states
- Contact libraries, community based organizations, government agencies, and other entities to inform them of the NN/LM and its mission and purpose
- Take advantage of opportunities to teach health information to health care providers in order to gain recognition and trust from them
- Promote these services to the rural health communities and existing area AHECs
- Compile information from the activities listed above

Technology Awareness and Integration

Ms. Magee presented information on "Tech Toys" based on the NN/LM class "Geeks Bearing Gifts" to the Omaha Network group. They were impressed with all that the NN/LM does and the technologies used to do it.

Ms. Dennis investigated the conversion of RML streaming media files to the MP4 format needed for podcasts. Using a trial version of software called "AVS Conversion Tools," she converted two streaming files to podcasts. One video did not use any PowerPoint slides. Video and audio quality was equal to that of the streaming file. Another video with PowerPoint slides was not as good as on the original streaming file. Nevertheless, the slides were readable enough for viewers to understand the information. In the future, the RML may produce video events as both streaming events and podcasts, or perhaps just podcasts.

Education

Ms. Magee was accepted by MLA to attend their Institute for CE Web-Based Learning. To prepare for the class she began learning Moodle to develop an online class for "Thinking Like an MBA." All participants agreed to offer their class twice a year for five years.

In March, Ms. Magee sent out 25 "Search Strategies" CDs to baccalaureate nursing schools in five states. Ms. Jones had already sent the CD to nursing programs in Missouri.

Ms. Magee coordinated with the liaisons to offer a training session using Breeze to convey tips that they learned from taking the "Bob Pike Train the Trainer Bootcamp." The session was broadcast on April 27, 2006. Although few members attended, those that did attend found the session to be useful.

Exhibits and Presentations at Meetings

Event	Date Place	Name	Comments
<i>National Meetings</i>			
Public Library Association 2006 Meeting	March 22, 2006 Boston, MA	D. Abbey	Presented two theater sessions developed by Siobhan Champ-Blackwell on NLM's consumer health information resources
Indian Health Services Research Conference	April 23-26, 2006 Albuquerque, NM	D. Abbey	250 participants. 158 visitors to the Tribal Connections Four Corners exhibit.
<i>Local/Regional Meetings</i>			
2nd Annual Black Family Technology Awareness Week "Women of Color: The Healing Touch of Technology"	February 13, 2006 Kansas City, KS	S. Champ-Blackwell L. Windsor	Presentation on MedlinePlus, ToxTown, ToxMap, and the digital divide. RML staff ran the computer lab as a drop in center. In addition, RML had an unstaffed exhibit booth.
La Vista Community Health Fair	February 24, 2006 Nebraska	M. Magee	About 80 attendees. Would not exhibit at this again.
Black Family Wellness Conference	March 24, 2006 Omaha, NE	M. Magee	Conference was well-attended. Optimal location next to line for blood-pressure screening contributed to good interest!
Missouri Show Me Summit on Aging and Health	March 27, 2006 Springfield, MO	B. Jones	Made contact with directors of senior centers and senior care facilities who were interested in MedlinePlus classes.
Nebraska Public Health Nurses Conference	March 30, 2006 York, NE	M. Magee	Small conference but good interest
Molecular Biology Mini-Symposium Exhibit	April 6, 2006 Aurora, CO	D. Abbey	280 participants at the symposium and 50 visitors to the booth
Colleague Connection Exhibit	April 17, 2006 Denver, CO	D. Abbey	Attended by librarians from public, hospital, law and special libraries in Colorado.
Cambio de Colores Conference	April 19, 2006 Columbia, MO	S. Champ-Blackwell B. Jones	225 attendees. Class entitled "Heard it Through the Grapevine....How Valuable Is It?" Approximately 20 attendees in the class and all seemed very enthusiastic about the resources.

Event	Date Place	Name	Comments
Missouri Association of School Librarians	April 23, 2006 Missouri	B. Jones	Librarians' reactions to the resources were either extreme disinterest or thrilled with the information.
Second Annual Healthy People Health Fair at the Boone County Health Department	April 29, 2006 Columbia, MO	B. Jones	Very well organized with local health agencies participating. Included presentations on healthy food choices, healthy heart, Tai Chi, salsa dancing, yoga, and aerobics.

Promotional Materials Provided:

Date	Who	Items Provided	Purpose
March 1, 2006	Mary Lanning Hospital, Nebraska	– 100 MedlinePlus Bookmarks – 100 MedlinePlus Pens	Hastings Health Fair, to support Health Information Partnerships
April 31, 2006	Public Libraries in Nebraska	150 Packets – MedlinePlus poster – "baseball cards" MedlinePlus – MedlinePlus brochure – Good Health Information on the World Wide Web CB – Consumer Health CB – MedlinePlus screen swipe	UNMC CHIRS trips 20 th Anniversary

Appendices

Appendix A

CE & Conferences

Attended by NN/LM MCR Staff

Title	Date	Name
OERC all day workshop	February 3, 2006 Houston, TX	S. Champ-Blackwell
Bob Pike Train the Trainer Boot Camp	February 9, 2006 Phoenix, AZ	D. Abbey, S. Champ-Blackwell, B. Jones, B. Kelly
Measuring impact: cost justification for information services	February 15, 2006	B. Jones, B. Kelly, L. Windsor
AAAS Conference	February 16, 2006 St. Louis, MO	L. Windsor
“Race and Medicine”	February 23, 2006 Omaha, NE	S. Champ-Blackwell
Bob Pike Train the Trainer Boot Camp	March 1, 2006 Chicago, IL	S. Dennis, T. Gibbs, M. Henning
O'Reilly Emerging Technology Conference	March 6, 2006 San Diego, CA	S. Dennis
Podcasting workshop	March 8, 2006	S. Champ-Blackwell
MLA Institute on Web-Based Learning	March 13, 2006 Chicago, IL	M. Magee
E-Centric meeting	March 24, 2006 New York, NY	S. Dennis, C. Hamasu
Governor's Health Care Dialogue	March 29, 2006 Denver, CO	D. Abbey
Ethics Conference: A Medical Home for Every Child: Ethics, Law and Policy	April 7, 2006	D. Abbey
Eliminating Health Disparities in Missouri Conference	April 11, 2006	B. Jones

Appendix B

Regional Buying Consortium Meeting

MCR Regional Buying Consortium Meeting Agenda, March 8, 2006
Policies and Procedures 8:30 – 4:00

8:30-8:45 Introductions and Welcome

1. Effective Communications 8:45-9:45
 - a. Group dynamics and responsibilities
 - i. Representatives to states
 - ii. Representatives to liaison
 - iii. BCR to group & liaison
 - iv. Liaison to group
 - v. Liaison to BCR
 - vi. RML liaison involved at all levels
 - b. *Communication/coordination with other RMLs

9:45 – Break

2. Role of/Expectations of state representatives. 10-11
 - a. List of responsibilities
 - i. Meeting Attendance
 - ii. Promotion of products to state members
 1. Development of standardized communication tools
 - iii. Networking with state members to determine interests
 - iv. Communication back to liaison and advisory group
 - b. Standard routine
 - i. Contact...
 - ii. Feedback by....
 - iii total list by....
 - iv follow-up...
 - c. Time accountability
3. Standard terms of license agreements 11-12
 - a. Review positions created by Bob P and Mary H.
 - b. Identify some solutions to common issues, ie pricing model issues

LUNCH 12-1/tour

4. Standard methodology for dealing with vendors.
 - a. BCR Responsibilities
 - i. Contact vendors identified by advisory group
 - ii. Negotiate with vendors
 - iii. Report to advisory group on progress with negotiations
 - iv. Conduct administrative functions, ie. Billing, renewals, technical support (process)
 - v. Maintain contact with liaison and advisory group throughout process
 - b. Liaison Responsibilities
 - i. Work with advisory group and BCR to identify potential vendors
 - ii. Meet with vendors (information gathering only) and funnel information to advisory group and BCR
 - c. Representatives Responsibilities
 - i. Work with advisory group and BCR to identify potential vendors
 - ii. Funnel information to advisory group and BCR
5. Matrix for evaluation of resources 1:30-2:45 (handout)

Break 2:45-3:00

6. Plan for product selection 3:00-3:30
 - a. Survey members
 - b. Approach by vendors
 - c. Identify through matrix
 - d. Other
 - e. Expectations for next year
7. Timing of purchase (coordinate with fiscal cycles) 3:30-4
 - a. Survey results
 - b. Alternative date for flexibility

MCR REGIONAL BUYING CONSORTIUM MEETING, MARCH, 2006

1. Effective Communication

Representatives to the states:

- State representatives can find a list of network members listed by state on the MCR website.
- State representatives should communicate with network members by use of state and consortia listservs, at local consortia meetings and by consortia newsletters.
- There will be information regularly posted on the MCR website that can be pointed to from consortia and state websites.
- State representatives should provide personal follow up to messages or questions from members.

Representatives to the Liaison

- State representatives are encouraged to forward articles and resources on licensing and electronic resources that can be posted to the MCR website to the Liaison.
- State representatives should cc: the liaison when replying to messages from members.
- State representatives should provide regular communication about activities in each state to the liaison.
- State representatives can provide assistance to the liaison in working with various groups and individuals.

Representatives to Representatives

- State representatives are encouraged to share messages sent to state members with other representatives.
- State representatives should share interactions with vendors with other state representatives, the liaison and BCR.
- The group requested that a depository be set up for resources, messages, etc that would be of use to all. The RML will set up a room in Quickplace for this purpose.

Liaison to Representatives

- The names of the institutions that have signed up as participants will be announced as part of the monthly meeting.

Group to Vendor Representatives

- Members of the MCR Regional Buying Consortium will promote the consortium to vendor reps in local meetings, at conferences, in exhibit halls.
- Members of the MCR Regional Buying consortium will invite demos of potential products with the regional licensing rep.

BCR

- BCR will report back to the group on conversations with the vendor on behalf of licensees.
- BCR will provide regular communications on the status of trials and negotiations of products.
- BCR will cc: the liaison on all communications with vendors.
- BCR will add the consortium participants to the BCR listserv.
- BCR will add consortium group members to the BCR listserv.
- The group and BCR will regularly communicate about appropriate/inappropriate products for the consortium.

2. Role of/Expectations of State Representatives

Educational Role: State representatives are expected to provide information to members in the states about the products offered by the consortium and the terms of the consortium purchase.

Exploratory Role: State representatives are expected to communicate with state members about participation in the consortium. They are expected to find out member reactions to the consortium offerings and why members are not participating (if they are not participating).

List of Responsibilities:

- Attend monthly meetings
- Promote products to state members
- Assist in developing promotional products and arguments
- Network with state members to determine interest/s of members

Standard Routine: Each state representative will report as an agenda item at monthly meetings. Follow-up messages from monthly meetings will be communicated to state members within 2 weeks.

3. Standard Terms of License Agreements

Members of the MCR Regional Buying Consortium will identify educational resources regarding licensing and make them available on the MCR website.

4. Selection Principles

The MCR Regional Buying Consortium advisory group is the final arbiter of all selection decisions made by the Regional Buying Group.

The NN/LM MCR Network liaison, state liaison and the existing state representative will select the next representative for the state.

The statement "The Regional Buying Group will endeavor to select resources or services that can be made widely available to the widest number of users within the states of member libraries." will be deleted

from the Statement of Guiding Principles for the NN/LM MCR Regional Buying Group.

The MCR Regional Buying Group will use the services of BCR for contract negotiation and invoicing services.

The Statement of Principles Guiding License Negotiation was reviewed, particularly the sections on Archiving and Preservation (4), Monitoring and User Statistics (7), Privacy (8), and Administrative Arrangements (9). All of these sections are retained as currently stated.

5. Standard Methodology for Dealing with Vendors

- Participation by academic libraries for products with an established market is important in getting vendors to deal with the MCR Regional Buying Consortium.
- Network members should ask vendors if they are working/have worked with the MCR Regional Buying Consortium. (Barb will write a script to be sent out by state representatives.)
- The MCR Regional Buying Consortium advisory group will communicate the status of negotiations to the region so Network members can ask pointed questions when contacted by the vendor.
- Network members will be polled to determine serious interest in licensing products.
- Trial participation will be arranged for Network members as part of the negotiation with the vendor.

6. Matrix for Evaluation of Resources

- Two resource libraries will be asked to review every product.
- The resource library will select which resource/s they want to evaluate.
- Barb will review the BIOME evaluation form and compare it to the Electronic Resource Evaluation to determine whether there are additional items that should be incorporated.
- A template will be created so that the vendor can be asked for answers to basic questions about the product, and so the time required by the resource library is minimized.
- This matrix will be in use by the resource libraries by May 1, 2006.
- Ideas for resources to be evaluated include: Nursing Consult, MD Consult, InfoPOEMS, Dynamed, Cochrane, Pepid PC, Clinical Pharmacology (review first, then trial), Lexi-comp, Micromedex, Evidence Matters, Access Medicine?

7. Plan for Product Selection

- i. Suggestions by Network members (either personal suggestions or survey), or contact by vendor.
- ii. The group reviews the product/s through the evaluation matrix and determines which are worth pursuing for licensing

- iii. Group determines what products to pursue and informs BCR
 - iv. BCR organizes trial of product
 - v. Group promotes trial of product
 - vi. Interest list is compiled by each state representative who forwards list to liaison, and submits list to BCR.
 - vii. BCR negotiates terms and communicates back to MCR Regional Buying Consortium advisory group.
 - viii. Poll of serious interest conducted of members.
 - ix. State representatives and liaison will promote terms and deadline for sign-up.
 - x. State representatives and liaison will promote sign-up site for licensing.
- BCR has already worked with PsychInfo and Ovid (for most of their databases).
 - The group should review past suggestions and provide a report back to the libraries about the licensing of their suggestions.
 - Members should be resurveyed for more suggestions.

8. Timing of Purchase

- Trials need to be scheduled so that licensing can fit into standard fiscal cycle/s.
- The group may need to fit timelines into calendar (January – December) cycle as well as a fiscal year (July – June) schedule.
- An extended participation period may be needed in order to accommodate the standard cycles.
- BCR must determine whether multiple entry points can be part of the license terms.
- 2-3 months are required for negotiations (in general).

9. Miscellaneous:

Items for investigation include:

- A meeting of purchasing consortia in the region to investigate working together
- BCR sponsoring a meeting of large players to increase clout of consortium (funding needed to players to attend).
- Nomination of group member as a potential BCR board candidate.
- Messages from the consortium should include the information that individual libraries can participate by directly contacting BCR and paying the BCR service fee.

Appendix C

MCR OARF Summary

Outreach Activities Report MidContinental Region - Project

RML Q4, 2005-2006

Generated: Wednesday, August 23, 2006

22 Total Outreach Activities

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

Activities Summary

Total number of estimated participants:	238 participants
Average number of participants:	10.82 per activity
Average length:	1.18 hours
Under 1 hour:	8 activities (36.36%)
Between 1 and 2 hours:	13 activities (59.09%)
Over 2 hours:	1 activity (4.55%)
Hands-on practice:	4 activities (18.18%)
Conducted remotely:	0 activities
Offering continuing education:	0 activities
Significant number of minorities:	3 activities (13.64%)

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

Health sciences library:	22 activities (100.00%)
Public library:	13 activities (59.09%)
Government agency:	0 activities
Hospital:	3 activities (13.64%)
Clinical/Health care:	0 activities
Academic Institution:	22 activities (100.00%)
Community-Based:	4 activities (18.18%)
Faith-Based:	0 activities
Public Health Agency:	3 activities (13.64%)
Other:	3 activities (13.64%)

Session Content

PubMed:	6 activities (27.27%)
MedlinePlus:	20 activities (90.91%)
ClinicalTrials.gov:	3 activities (13.64%)
NCBI:	0 activities (0.00%)
NLM Gateway:	2 activities (9.09%)
TOXNET:	2 activities (9.09%)
Other technology content:	4 activities (18.18%)
Other, non-technology content:	5 activities (22.73%)

Significant Minority Population Present

(>=50% of participants)

African American:	1 activity (4.55%)
Alaska Native:	0 activities (0.00%)
Asian and Pacific Islander:	0 activities (0.00%)
Hispanic:	2 activities (9.09%)
Native American:	0 activities (0.00%)

104 Participants Completed Participant Information Sheets

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

Participants Summary

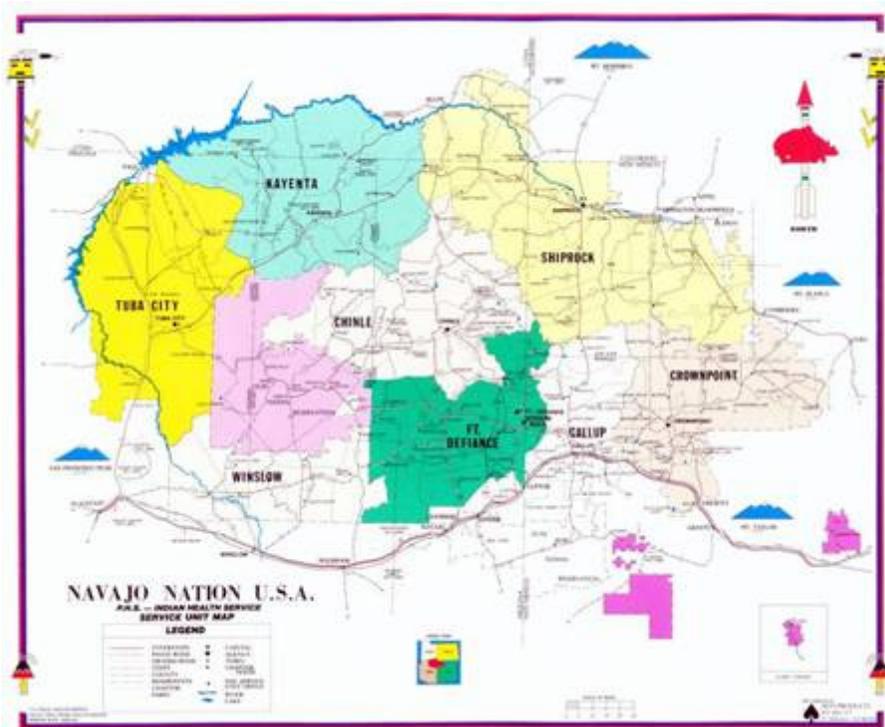
Activities at which PI sheet collected:	68.2%
Health care or service providers:	12 participants (11.54%)
Health science library staff members:	2 participants (1.92%)
Public Health worker:	0 participants
Public/Other library staff members:	36 participants (34.62%)
Members of general public:	54 participants (51.92%)



Appendix D

TC4C Public Library Project Report

Final Report: Public Library Role in Building a Health Sciences Information Infrastructure
Report by John Bramble
May 12, 2006



Final Report: Public Library Role in Building a Health Sciences Information Infrastructure Pilot Project

Report by John Bramble

May 12, 2006

The following is a report on the outcomes of the *Public Library Role in Building a Health Sciences Information Infrastructure Pilot Project*. This project was the second of two activities resulting from the *Tribal Connection Four Corners Supplemental Budget Proposal 2005 (Appendix A)*, which was funded by the National Library of Medicine through the National Network of Libraries of Medicine MidContinental Region.

Background:

This project was based on the successful TC4C (Tribal Connection Four Corners) collaboration that has been established in the Four Corners region by:

- Arizona Health Sciences Library at the University of Arizona
- Dennison Memorial Library at the University of Colorado at Denver and Health Sciences Center
- University of New Mexico Health Sciences Library and Information Center
- Spencer S. Eccles Health Sciences Library at the University of Utah
- National Network of Libraries of Medicine:
 - MidContinental Region
 - Pacific South West Region
 - South Central Region

For over five years, this partnership has brought together institutions with similar missions, with statewide responsibilities for health sciences information services. The partnership has addressed issues related to facilities, programs and shared professional development activities. A particular focus has been the collaborative development of programs serving Native American communities in the Four Corners region. The geographic and political boundaries of the Four Corners region have presented interesting challenges in developing services and resources for the underserved communities in the area.

The project also benefits from the experiences of the partner libraries in their outreach efforts to public libraries in their respective states. Public libraries constitute community-based organizations that provide quality information resources and services designed to meet local needs. Health information as a component of public library services has been particularly challenging. This challenge has been amplified in the Four Corners region by what is often hundreds of miles to the nearest academic health sciences library. The Four Corners health sciences libraries are now taking advantage of the developing data communications infrastructures to promote utilization of the high quality information resources made available by the National Library of Medicine and to determine specific resource needs for the local communities.

Goal:

The goal for the *Public Library Role in Building a Health Sciences Information Infrastructure Pilot Project* was to build a health sciences information infrastructure that serves the Native American communities in the Four Corners region to enhance the quality of healthcare and improve the quality of life with the outcome of the Tribal Connections Four Corners (TC4C) project states having “models of the role that public libraries can play in the health sciences information infrastructure”.

Indicators:

The first of two indicators were that five activities were to be carried out by public library staff (*Appendix B*) that the TC4C determined would be replicable in other communities. (Note: In the original proposal there were only four activity areas. Later, during the beginning stages of project implementation, a fifth library was identified as a candidate and added to the project by sharing the funding intended for one

project.) Activities proposal (*Appendix C – G*) were accepted from the following community libraries:

- Diné College Library, Tsaile AZ. Proposal (*Appendix C*)
- Ignacio Community Library, Ignacio, CO. (*Appendix D*)
- San Juan County Library System, Blanding Branch, Blanding, UT. (*Appendix E*)
- Shiprock Branch Library, Farmington, NM. (*Appendix F*)
- Tuba City Public Library, Tuba City, AZ. (*Appendix G*)

Each TC4C group members were to act as liaisons to the public library in their home state and to work closely to with their library to assist with questions and facilitate the application process. For a few of the libraries, this was their first time applying for funding and a strong attempt was made to provide instructions intended to facilitate documentation required for the project. TC4C members created a Proposal Application, Checklist, and Submission Instructions (*Appendix H*) form for each public library as an outline to their proposal (Note: the form was based on the form used for subcontract applications used by the NN/LM MidContinental Region). Each proposal was considered by the TC4C Group and approved or returned for revision if it necessary. Once the proposal was approved, a letter (*Appendix I*) was send by the Associate Director of the NN/LM MidContinental Region announcing their award, reimbursement procedures, deadline for when progress and final reports were due (*Appendix J*), and sample invoices (*Appendix K*). The procedures for reimbursement were as follows: Once a proposal was accepted, the public library would be eligible to submit an invoice for half of their award; Once a mid-project report was accepted, the public library would be eligible to submit an invoice for a second portion of their award; and after their final report was accepted, they could submit for the remaining award.

Training in authoritative and quality health information available on the Internet was also a part of the Public Library Role in Building a Health Sciences Information Infrastructure pilot project. Each TC4C Group Member traveled to his or her home state public library at least once during the project period. In most cases TC4C group members had already had some type of relationship through existing outreach efforts stemming from their institution and several had even already visited their library. Typically, training consisted of MedlinePlus, other authoritative and culturally relevant consumer health resources plus training on resources available to them from the health sciences library in their corresponding state. Each public library had the opportunity to order marketing materials from the National Library of Medicine (*Appendix L*) that they could use during their activities and as promotional items for their patrons at information kiosks.

The second indicator was that the public library staff from the five selected libraries would share ideas with each other throughout the project by holding Web-conference using Web cameras and headset provided by the *Tribal Connections Four Corners Supplemental Budget Proposal 2005*. Each public library participants were also allowed to view each other's proposals to better understand what the other activities were. This was an attempt to create a sense of comradeship and community between libraries facing similar issues and serving similar communities.

While in the organizing phase of the project, TC4C group members made a decision not to purchase the Web cameras and headsets but rather use telephone conferencing services citing that not every library or library staff had the adequate technologic skills or technologic infrastructure to make Web conferencing a successful form a communication. It was then determined that conferencing would be conducted via telephone conferencing services. Moneys for the cameras and headset was reallocated towards increasing funding awards at the two public libraries in Arizona and to travel reimbursement for TC4C group members as at the beginning of 2006, the cost of travel increase dramatically, which was not anticipated at the time of submitting the *Tribal Connections Four Corners Supplemental Budget Proposal 2005* proposal.

Several attempts were made to schedule teleconferences but due to conflicting schedules of getting the five participants from the public libraries and four members of the TC4C group proved to be an impossible task during the short timeframe of the project calendar. An alternative strategy was attempted by not requiring total attendance by the TC4C group members but even then getting the five public library representative schedules to mesh did not work. Another attempt at a meeting was tried by not requiring

total attendance by TC4C group members nor by representative of the public library participants. This also did not pan out due to scheduling conflicts at the time attempted. The procedure for calling each meet was to offer a list of several dates and times with at least a two-week notice. Finally, a interview (*Appendix M*) of five questions was delivered by telephone to each of the public library participants. John Bramble, of the Spencer S. Eccles Health Sciences Library conducted the questionnaires for all but the San Juan County Library System, Blanding Branch, as we wanted the Library Director to feel free to answer the questions unhampered. This interview was conducted by Patricia Aufflick, of Arizona Health Sciences Library (*Appendix N*). Many of the comments were similar from each respondent. In question one, nearly all reported that they were confused with at least one aspect of the proposal, such as submitting reports, understanding timeline of the grant period or how to submit for reimbursements. Some stated that they liked the process for submitting a proposal. In question two, each respondent raved about their TC4C group member for their state. In question three, many reported that they would like the process to be less confusing and would like to have more time to carry out the proposal. One reported that they would like to see promotional items that were developed for a special group, such as teens. In question four, many reported that they learned more about their community that they didn't know before. In question five, each reported that they would participate in another project similar to this one if the opportunity came about with one adding a caveat with it depending on other library activities were going on at the same time.

Public Library Participant Reports

Each of the Public Library participants was required to submit a mid-project report and final report (*Appendix O*) on their activities using the NN/LM MidContinental Region Subcontract Quarterly Report Form (Available at: <http://nnlm.gov/projects/submitter.html?code=mcrquarterreport>). Each report was review by TC4C group members. Once a report was accepted, the public library participant was authorized to submit an invoice for their next reimbursement.

Appendix A: *Tribal Connection Four Corners Supplemental Budget Proposal 2005*

**Tribal Connections Four Corners
Supplemental Budget Proposal 2005**

Submitted by
Claire Hamasu, Associate Director
National Network of Libraries of Medicine, MidContinental Region

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Tribal Connections Four Corners Supplemental Budget Proposal 2005

Proposal:

The Tribal Connections Four Corners partnership has identified the following areas where additional funding support would improve the success of the project:

- 1. Meeting on Native American Health Information Services in the United States**
- 2. Public Library Role in Building a Health Sciences Information Infrastructure**

We are requesting \$99,999 to fund these activities.

Background:

Tribal Connections Four Corners is a collaboration that includes the Resource Libraries from the states of Arizona, Colorado, New Mexico and Utah and their Regional Medical Libraries. The collaboration received funding from the National Library of Medicine (NLM) to capture the lessons learned through their partnerships to improve health information access to the Native Americans in the Four Corners area of the United States. During this funding the participants agreed to select pilot projects on which to work together. A meeting was held in Tucson, Arizona June 26-27, 2003 with representatives from the participating Regional Medical Libraries, Resource Libraries and the National Library of Medicine. The meeting culminated in the selection of three pilot projects: needs assessment, Four Corners services on Go Local, and a contact database.

Additional funding was received from NLM for the "Four Corners on MedlinePlus" project to establish services available to the communities in the Four Corners region on Go Local. "Four Corners on MedlinePlus" also established a Tribal Liaison position .25FTE to be paid by NLM funds, the remaining .75FTE to be contributed by the Tribal Connections Four Corners institutions.

The contact database software, ACT, was purchased and is being customized for the use of the outreach librarians to document contacts made with community leaders and other significant persons. Training on how to input and extract contact information was completed September 2004. Additional training is available for members needing a review of the application's features and training is available to new members as they join the project.

Work groups, consisting of Resource Library outreach staff and project evaluator, were established to administer a needs assessment tool to health professionals and to build Go Local contacts with the communities in the Four Corners area. The needs assessment work group visited Indian Health Service and tribal health departments to interview and assess the health professional's health information needs. The data was analyzed by the evaluator and is being used to plan services for health professionals. During visits to the health facilities the Go Local work group alerted health professionals of the development and purpose of Go Local. The Go Local work group continues to collect data on the health services available to communities in this area. All services in Go Local must pass the rigors of the selection criteria. Services selected focused mainly on Western-style health services although they do not exclude traditional services if it meets the selection criteria. Statewide services available to this geographic area are also being added to Go Local developed for the Four Corners area. The work groups now have available to them the hardware to conduct their work through Web conferencing, as in-person meetings remains unrealistic.

The Tribal Connections Four Corners collaboration refers to the following institutions:

- University of Arizona Health Sciences Library
- University of Colorado Denison Memorial Library

- University of New Mexico Health Sciences Library and Informatics Center
- University of Utah Spencer S. Eccles Health Sciences Library
- NN/LM MidContinental Region
- NN/LM Pacific Southwest Region
- NN/LM South Central Region

Activity 1: Meeting on Native American Health Information Services in the United States

Background:

The Tribal Connections Four Corners collaboration among Regional Medical Libraries (RMLs) and health sciences libraries began at the Pacific Northwest RML based at the University of Washington and continued in 2002 with its successor, Tribal Connections Four Corners at the University of Utah MidContinental RML. One event contributing to the success of TC4C was a meeting held in the summer of 2002 (“The Tucson Meeting”), which brought together participants from Washington, California, the Four Corners states of Arizona, Colorado, New Mexico, and Utah, and representatives from the National Library of Medicine and RMLs in the participating area.

This project proposes to hold an expanded meeting, bringing together leaders of active projects throughout the United States who are working to improve Native American health information services. This 1½-day meeting will be held on a date to be scheduled prior to April 2006 in Albuquerque, New Mexico, which is a central location for many Native American events. The University of New Mexico Health Sciences Library and Informatics Center (UNM HSLIC) has been a strong participant in TC4C by serving as the location for the Tribal Liaison Librarian hired through TC4C; UNM HSLIC has also taken a leadership role in a currently open proposal for future funding for TC4C and has set tribal information services as a strategic priority for the next two years. These leadership roles indicate HSLIC’s commitment to tribal health information services. Hosting the proposed meeting in Albuquerque would be congruent with HSLIC’s role in tribal health information services.

Goals, Objectives, and Outcomes:

The primary goal of the meeting is to promote collaboration among libraries delivering Native American health information services by increasing awareness of current projects and by developing a system that supports continued networking among librarians providing those services.

Objective 1:

Participants will analyze successful collaborative practices as well as ideas expressed in NLM’s Community Based Outreach (CBO) Symposium held in December 2004, in order to identify effective practices for delivering Native American health information services.

Outcome:

A set of effective practices based on experiences with successful delivery of Native American health information services and on ideas from NLM’s CBO Symposium.

Objective 2:

Participants will report increased awareness of Native American health information projects currently underway in the U.S.

Outcome:

Increased awareness of Native American health information projects currently in progress.

Objective 3:

Participants will identify at least 2 communication methods to facilitate continued collaboration among participants and to encourage new participants in the delivery of Native American health information services.

Outcome:

A network of librarians working in reduced isolation as a result of the meeting and a means of maintaining and initiating contacts with potential collaboration partners.

Meeting Participants:

The meeting will host 58-60 participants representing the NLM, the RMLs with active Native American health information services programs, the health sciences libraries participating in Native American services (generally these will be resource libraries in the National Network of Libraries of Medicine (NN/LM)), and health care leaders of Native American communities.

More specifically, representatives of NLM's Office of Outreach and Special Populations and Office of Health Information Programs Development as well as the National Network Office would be invited to participate in the meeting.

Based on discussions with NLM and with input from the Associate Directors of the Regional Medical Libraries, the specific RMLs identified to have active Native American health information services programs are:

- Greater Midwest Region (Region 3)
- MidContinental Region (Region 4)
- Pacific Northwest Region (Region 7)
- Pacific Southwest Region (Region 6)
- South Central Region (Region 5)
- Southeastern Atlantic Region (Region 2)

These RMLs would each be invited to send 3 staff representatives to the meeting, most likely the Director, the Associate Director, and the staff member most closely associated with tribal services. Each of these RMLs have been contacted by developers of this proposal for input on this concept.

In addition, each RML would be asked to invite approximately 6 participants from their respective regions. These participants will be funded for travel. No registration fee will be charged for the meeting.

The meeting budget allows for two additional guests, perhaps leaders in Native health care or faculty librarians from HSLIC.

Finally, each of the six participating RMLs would be asked to identify one project in their region to make a formal presentation during the meeting. These presentations will form the core of the meetings, allowing participants to learn about current projects and to network with librarians working on those projects.

Table of Participants

Institution	Number of Participants
NLM	4
6 RMLs (3 participants each)	18
Invited guests (6 per RML)	38
Total	60

Staffing:

Planning for the meeting will be conducted by faculty and staff from UNM HSLIC along with the Deputy Director for Library Services who oversees Tribal Services, the Tribal Liaison (now Tribal Services) Librarian, the Administrator, and the HSLIC Planner. These planners will collaborate with RML Associate Directors who participated in TC4C as well as other interested Associate Directors.

As the host in the past for two annual meetings of the South Central Chapter of the Medical Library Association, HSLIC has a proven track record for being able to organize large meetings.

A professional meeting facilitator will be secured to moderate discussions at the actual meeting. The facilitator will also have a role in planning the agenda. This model is based on the successful use of an external facilitator during the Tucson Meeting.

Promotion:

Promotion of the meeting will be through email letters to the Directors and Associate Directors of the RMLs at least 5 months in advance of the meeting in order to allow sufficient time for them to invite participants and for all arrangements to be made.

Sustainability:

The meeting is expected to generate sustainable outcomes. For example, the effective practices identified will be posted on the National Service Resources Center for National and Community Service Epicenter website <<http://www.nationalserviceresources.org/epicenter>>, which has been adopted by TC4C for posting effective practices. The meeting will generate agreement on at least two communication methods that can be implemented to facilitate continued networking. These might be through a listserv or through regularly scheduled Internet-based conferencing. The TC4C collaborators, who still meet in a monthly teleconference, will be able to take the lead in assuring the timely implementation of the communication methods that are identified.

Timeline:

Timeframe	Tasks
6 months pre-meeting	<ul style="list-style-type: none"> • Secure hotel and meeting accommodations • Secure facilitator • Send a “save the date” email to RML Directors and Associate Directors • Draft letter to RML Directors and Associate Directors • Draft agenda
5 months pre-meeting	<ul style="list-style-type: none"> • Send letter and agenda to RML Directors and Associate Directors • Make arrangements for meals and transportation
4 months pre-meeting	<ul style="list-style-type: none"> • Finalize agenda
3 months pre-meeting	<ul style="list-style-type: none"> • Receive reservations • Finalize all arrangements

Meeting month	<ul style="list-style-type: none"> • Conduct Meeting • Implement evaluation plan
1 month post-meeting	<ul style="list-style-type: none"> • Collect evaluation data • Analyze evaluation data
2 months post-meeting	<ul style="list-style-type: none"> • Complete evaluation report including effective practices identified and networking processes to be continued • Submit evaluation report to NLM and meeting participants • Add effective practices to Epicenter website • Implement new communication methods agreed upon by participants
6-12 months post-meeting	<ul style="list-style-type: none"> • Present meeting results through a presentation or poster at a regional or national meeting

Evaluation Plan

Goal	To promote collaboration among libraries delivering Native American health information services by increasing awareness of current projects and by developing a system that supports continued networking among librarians providing those services
Objectives	<ol style="list-style-type: none"> 1. Participants will analyze successful collaborative practices as well as ideas expressed in NLM's Community Based Outreach (CBO) Symposium held in December 2004, in order to identify effective practices for delivering Native American health information services. 2. Participants will report increased awareness of Native American health information projects currently underway in the U.S. 3. Participants will identify at least 2 communication methods to facilitate continued collaboration among participants and to encourage new participants in the delivery of Native American health information services.
Activities	<ol style="list-style-type: none"> 1. Meeting agenda allows for discussion and identification of effective practices with incorporation of CBO ideas. 2. Meeting agenda allows for presentation of projects currently in progress. 3. Meeting agenda allows for networking among individuals and provides for identification of preferred methods of maintaining or initiating contacts after the meeting.
Outcome 1	<p>A set of effective practices based on experiences with successful delivery of Native American health information services and on ideas from NLM's CBO Symposium.</p> <p>Indicator: Development of a set of effective practices is completed by the end of the meeting.</p> <p><i>Target: Written list of effective practices with incorporation of CBO ideas is included in final evaluation report by month 2 after the meeting.</i></p>

	<p><i>Target: Effective practices are identified and are posted to Epicenter website by month 2 after the meeting.</i></p> <p>Indicator: On post-meeting evaluation, participants indicate the extent to which the meeting developed a useable set of effective practices.</p> <p><i>Target: At least 50% of respondents to the evaluation will report 4 or 5 on a scale of 1-5 (with 5 being most positive) indicating their agreement that the meeting generated a useable set of effective practices.</i></p>
<p>Outcome 2</p>	<p>Increased awareness of Native American health information projects currently in progress.</p> <p>Indicator: On post-meeting evaluation, participants indicate the extent to which the meeting increased their awareness of Native American health information projects currently in progress.</p> <p><i>Target: At least 50% of respondents to the evaluation will report 4 or 5 on a scale of 1-5 (with 5 being the most positive) indicating their agreement that the meeting increased their awareness of in-progress Native American health information projects.</i></p>
<p>Outcome 3</p>	<p>A network of librarians working in reduced isolation as a result of the meeting and a means of maintaining and initiating contacts with potential collaboration partners</p> <p>Indicator: At least two methods to maintain or initiate contacts after the meeting will have been identified by the end of the meeting.</p> <p>Target: Written report describing at least two methods to maintain or initiate contacts after the meeting will have been incorporated into the final evaluation report by month 2 after the meeting.</p> <p>Target: Within 3 months of the meeting, mechanisms to facilitate networking have been put in place.</p> <p>Indicator: On post-meeting evaluation, participants indicate the extent to which the meeting decreased their sense of isolation as a result of networking opportunities.</p> <p><i>Target: At least 50% of respondents to the evaluation will report 4 or 5 on a scale of 1-5 (with 5 being the most positive) indicating their agreement that the meeting decreased their sense of isolation.</i></p> <p><i>Target: At least 50% of respondents to the evaluation will report 4 or 5 on a scale of 1-5 (with 5 being the most positive) indicating their agreement that the meeting provided networking opportunities which increased their knowledge of who is working in Native</i></p>

Activity 2: Public Library Role in Building a Health Sciences Information Infrastructure

Goal:

Build a health sciences information infrastructure that serves the Native American communities in the Four Corners region to enhance the quality of healthcare and improve the quality of life.

Outcome:

The TC4C will have models of the role that public libraries can play in the health sciences information infrastructure.

Indicators:

- There are four activities carried out by public library staff that TC4C determines is replicable in other communities.
- Library staff in the four selected libraries share ideas with each other throughout the project.

Background:

This project is based on the successful TC4C collaboration that has been established in the Four Corners region by the Arizona Health Sciences Library at the University of Arizona, the Dennison Memorial Library at the University of Colorado at Denver and Health Sciences Center, the University of New Mexico Health Sciences Library and Information Center and the Spencer S. Eccles Health Sciences Library at the University of Utah. For over five years, this partnership has brought together institutions with similar missions, with statewide responsibilities for health sciences information services. The partnership has addressed issues related to facilities, programs and shared professional development activities. A particular focus has been the collaborative development of programs serving Native American communities in the Four Corners region. The geographic and political boundaries of the Four Corners region have presented interesting challenges in developing services and resources for the underserved communities in the area.

The project also benefits from the experiences of the partner libraries in their outreach efforts to public libraries in their respective states. Public libraries constitute community-based organizations that provide quality information resources and services designed to meet local needs. Health information as a component of public library services has been particularly challenging. This challenge has been amplified in the Four Corners region by what is often hundreds of miles to the nearest academic health sciences library. The Four Corners health sciences libraries are now taking advantage of the developing data communications infrastructures to promote utilization of the high quality information resources made available by the National Library of Medicine and to determine specific resource needs for the local communities.

Project Description

The Four Corners academic health sciences libraries are proposing a Public Library Partnership Pilot Project. Each of the academic health sciences libraries will visit their respective public library and provide high-quality, hands-on training in the use of resources produced by the National Library of Medicine and other resources of particular interest to the local Native American communities. The libraries will work together to develop a demonstration project to enhance health information services to their Native American communities. These demonstration projects may involve travel and training, purchase of resources, the development of resources and/or promotion and marketing of health

information resources to the Native American communities. Equally, important is the collaborative effort involved that will result in a sense of community. This sense of community will make it possible for the local public library to feel confident in addressing health information needs, confident in the advanced information expertise and resources that will be available from the partnering academic health sciences library. Each public library will also be provided with videoconferencing camera and microphone/headset and training will be provided in the use of this technology. The objective is to provide a comfortable communications infrastructure to offer on-going training and the provision of additional information services, ultimately resulting in a supportive community of health information services. Increases in expertise and confidence will be measured as well the visibility and impact of the services. The lessons learned in this pilot project will be applied to expanding the academic health sciences library/public library partnership in the region.

Budget:

Tribal Connections Four Corners Supplemental Budget 2005	
Meeting on Native American Health Information Services in the United States	\$41,506
Public Library Role in Building a Health Sciences Information Infrastructure	\$24,208
Direct Cost Sub-Total	\$65,714
Meeting on Native American Health Information Services in the United States	
- IDCs at University of New Mexico 50% Educational rate	\$20,753
- IDCs at University of Utah 27.5% (Rate on first \$25,000)	\$6,875
Public Library Role in Building a Health Sciences Information Infrastructure	
- IDCs at University of Utah 27.5%	\$6,657
Indirect Cost Sub-Total	\$34,285
TOTAL	\$99,999

Budget Justification: Meeting on Native American Health Information Services in the United States

Airfare \$16,380
 Airfare is estimated for 39 guests at \$450 RT. Mileage will be reimbursed at \$.32 per mile up to \$420.

Meals \$7,119
 Meals will be provided for 63 guest and will include for day one: 1 breakfast @ \$15; 1 plated lunch @ \$25; and dinner @ \$35. For day two, meals will be provide for 1 breakfast @ \$15. Meal totals plus taxes and gratuities (26%) for meals total \$113/person

Hotel \$11,900

Two nights hotel accommodations for 2 nights for 39 guests will be paid up to \$150 per night per guest.

Meeting Room \$500
A room rental fee of \$250 per day for two days will be funded.

Audiovisual Equipment \$1,200
A audiovisual equipment fee of \$600 per day for two days will be funded.

Meeting Facilitator \$3,500
A fee of \$1200 per day will be paid to a meeting facilitator for 1.5 days of meeting facilitation and additional hours allowed for participation in meeting planning.

Photocopying and Supplies
An estimated \$1,107 will be funded to pay for photocopying and necessary supplies. This will include meeting packets for participants.

Indirect Costs \$27,628
University of New Mexico will receive a 50% Educational Rate based upon the total direct costs for the meeting. University of Utah will receive a 27.5% Educational Rate based upon the first \$25,000 of the direct costs for the meeting.

Budget Justification: Public Library Role in Building a Health Sciences Information Infrastructure

Travel \$2,400
Funding will be provided for 4 trips to public libraries in the Four Corners region. Funding for each two-day trip includes mileage, lodging and per diem. \$600 is budgeted for each trip.

Demonstrations Project \$20,000
Each academic health sciences library and public library will develop a demonstration project. \$5,000 is budgeted for each project.

Equipment \$1,300
4 videoconferencing cameras and headsets (\$175/set), and IP video software (\$150/application) will be purchased at \$325 ea. Videoconferencing units will be used for meetings between the public librarian and the academic librarian; it will be used for meetings among the public librarians.

Supplies/Other \$508
\$508 will be funded to pay for and necessary and unanticipated supplies needs.

Indirect Costs \$6,657
University of Utah will receive a 27.5% Educational Rate based upon the direct cost of \$19,608

Itemized Budget

Item Description	Cost
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Meeting on Native American Health Information Services in the United States	
Airfare (for 39 guests) @ \$420 Mileage at \$.32 per mile up to \$420	\$16,380
Meals (for 63 guests at \$113, including tax)	\$7,119
Hotel (for 39 guests) \$150 per night including tax (2 nights)	\$11,700
Meeting room @ \$250 per day	\$500
A-V Equipment @ \$600 per day	\$1,200
Meeting facilitator @ \$1200 per day (1.5 days of facilitation + additional hours allowed for participation in meeting planning)	\$3,500
Photocopying and supplies	\$1,107
Sub-Total	\$41,506
IDCs at University of New Mexico 50% Educational rate	\$20,753
IDCs at University of Utah 27.5% Educational Rate on 1st \$25k	\$6,875
MEETING TOTAL	\$69,134
Public Library Role in Building a Health Sciences Information Infrastructure	
Travel	\$2,400
Demonstration Projects	\$20,000
Equipment	\$1,300
Supplies/Other	\$508
Sub-Total	\$24,208
University of Utah Health Sciences Center IDC @ 27.5%	\$6,657
Public Library Project Total	\$30,865
PROPOSAL GRAND TOTAL	\$99,999

Appendix B: Public Library Staff Photos

Ignacio Public Library, Ignacio, CO



Jerry L. Gracy, Director, (Center Left)
Others in photo are unknown

San Juan County Public Library System, Blanding Branch, Blanding, UT



Lana Latham, System
Director, Blanding Branch



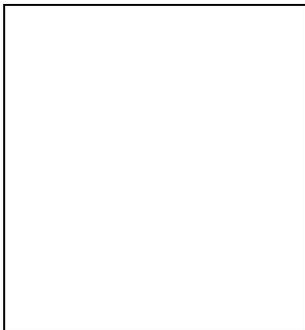
Maxcene SpottedElk
Library Staff

Tuba City Public Library, Tuba City, NM



Pearl Yazzie (Right) - Library Manager
Patricia "Trish" Polacca (Left) - Literacy Program Coordinator

Shiprock Branch Public Library, Farmington, NM



Anrelene J. Scott,
Branch Manager
Picture Not Available



Alanna Benally,
Library Clerk



Aleda Myerson,
Library Clerk

Dine College Library, Tsale AZ



The Library staff (left to right):
Yvonne Bochinlonny
Lucinda Slivers
Victoria Beatty
David Hurley, Library Director
Not Pictured: Ruby Johnson and Rosita Klee.



Dine College Library, Tsale, AZ

Appendix C: Proposal Submitted by Diné College Library, Tsaile AZ.

Name of Principal Investigator:
David A. Hurley
Name of Institution:
Diné College Library
Web address
http://library.dinecollege.edu
Address:
PO Box 1000, Tsaile AZ 86556
Phone Number:
928-724-6758
Fax Number:
928-724-6759
Email Address:
dahurley@dinecollege.edu
Date:
12/30/05

The public services mission of the Diné College Libraries is to contribute to the social, economic and cultural well being of the Navajo Nation by providing its citizens with access to the information resources they need.

Diné College has three physical library locations, the Kinyaa'áanii Charlie Benally Library in Tsaile, Arizona, and branch libraries in Shiprock and Crownpoint, New Mexico.

In addition, the libraries have service points (including both circulation and instruction) at the Diné College offices in Chinle, Ganado, Window Rock, Kayenta and Tuba City, Arizona.

We have recently instituted a toll free telephone number for library assistance and are piloting library assistance via instant message in addition to e-mail and telephone based assistance, and created a new position of Instruction and Distance Services Librarian to ensure adequate services to these communities.

Based on qualitative observation of library usage, access to health information resources is an area of particular importance to our patrons. A large proportion of our reference are for health related information, and workshops by external organizations on health information have been quite popular. At the same time, many of our patrons have difficulty using the library's resources effectively, and many more are surprised to learn of the vast amounts of reliable information available online.

The library is particularly interested in spreading awareness of these information resources to the communities without physical libraries, as these potential patrons will not seek our assistance if they are unaware of the resources that exist.

We propose conducting a series of Health Information Fairs at the main library and each of the centers that do not have a library onsite (Chinle, Ganado, Window Rock, Kayenta and Tuba City) that at the main library will consist of displays, posters, film screenings, presentations, and hands on workshops on finding health information. Smaller fairs, including displays and workshops, will be held at each of the centers.

By conducting a series of Health Information Fairs that boost awareness of the library's role in finding health information, we will be advancing our mission of supporting the well being of the Navajo Nation while also improving the effectiveness of our services.

The project proposed here will be the start of ongoing promotion of health information resources, which will ultimately create linkages between the library, students in the Public Health program at Diné College, the health professionals serving the Navajo Nation, and Navajo traditional health practitioners.

In the immediate term, the program will benefit the people who attend the project events in Tsaile, Chinle, Ganado, Window Rock, Kayenta, and Tuba City. Attendees gain awareness of the resources available through the library and how to use those information resources. Through press releases that emphasize the library's distance services, especially the toll-free phone service, the Navajo Nation as a whole will benefit from the awareness of free access to health information through the Diné College libraries.

The library will also benefit from the use of Traditional Practitioners as consultants who will help us address Navajo traditional health concepts in our service. Project success will be measured by comparing the number of health related information requests received by library staff during the project period with the number received during the period preceding the project. We will also compare circulation of health related materials during the project period with circulation of those materials during the same period in the prior year.

The proposed project will run from February 13th to April 23rd, 2006. The kick-off event at is tentatively scheduled for Tuesday, February 21st at the Kinyaa'áanii Charlie Benally Library in Tsaile. This date is selected to take advantage of the publication of schedule of the Navajo Times for the purpose of announcing the event.

The kick-off event will feature a display of print materials from the library's collection, posters and "take home" items such as bookmarks and fliers advertising the libraries services, screenings of health related films (such as the Rez Robics videos), and hands on workshops held throughout the day on different health related topics, and focusing on both online and in print health information available via the DC library.

The kick off event will feature a presentation by, or informed by, Traditional Practitioner consultants, incorporating traditional Navajo health knowledge.

Over the two weeks following the initial event, the display, posters, and "take home" items will spend one day at each of the Diné College locations, and computer based workshops will be available to the public on using the library to access health information.

Events will be advertised via press release to local publications including the Navajo times, and on community bulletin boards, flyers available at public locations, and similar low cost methods of reaching the community.

The personnel involved with this project will include:

David Hurley, MLIS, Director of Library Services.

Mr. Hurley will be involved in the administrative aspects of the project, as well as leading workshops, creating materials, and writing press releases.

During the project, approximately 25% of Mr. Hurley's time will be dedicated to the project.

Victoria Beatty, MLIS, MA, Instruction and Distance Services Librarian.

Ms. Beatty will be conducting most of the workshops, transporting the display to the centers, developing posters and instructional materials. In her role at the library she has been responsible for the information literacy program and services to the locations reached by this project. About 50% of her time will be allocated to the project.

Yvonne Bochinlonny, Audio/Visual Technician

Ms. Bochinlonny will be responsible for the film screenings and setting up the displays at the Kinyaa'áanii Charlie Benally Library, and assisting with the creation of instructional materials. About 10% of her time will be devoted to the project.

The staff at the library's Circulation Desk will serve as initial points of contact for individuals seeking assistance on finding health information, however, this is part of the regular work at the desk. Staff training before the Health Information Fairs will serve to refresh staff on what resources are available. No significant percentage of their time will be spent on project activities.

Library staff will keep a record of all information requests related to health information topics are received during the project period for comparison with the same time period preceding the project. Circulation statistics are kept automatically by the integrated library system.

Timeline Summary

February 13th - 21st: Creation and printing of posters, display materials, “take home” items; Curriculum development for workshops; Consultation with Navajo Traditional Practitioner; Creation and distribution of press releases and advertising for events; Staff training on health information resources.

February 21st: Kick-off event/Health Fair at Tsaile. Includes displays, workshops, film screenings and presentations.

February 22nd: Distribution of press release reporting on the Fair at Tsaile and highlighting the upcoming Health Information Fairs at the centers.

February 27th – March 10th:

Mini-fairs at Chinle, Ganado, Window Rock, Kayenta and Tuba City. Displays will be set up for one day and a librarian will answer questions and provide computer based workshops on using health information resources.

March 10th – April 23rd: The Health Information Resources display will remain at the Kinyaa’áanii Charlie Benally Library, posters and flyers will remain at each of the other locations. Library staff will track numbers of related questions received and we will compare circulation of health materials. Additional health workshops will be available at any of the locations by request.

Budget & Budget Narrative

Organization: Diné College Library

Date Submitted: December 30th, 2005

Period Covered: February 13 through April 23, 2006 (NOTE: This project must be completed and reports submitted by this date)

Expenditure Category	Amount
Professional Personnel	Covered by institution
Support Personnel	Covered by institution
Fringe Benefits	Covered by institution
Equipment	Covered by institution
Supplies	\$230
Travel	\$670
Communications	Covered by institution
Reproduction	\$1200
Consultants	\$400
Other Costs (Specify)	
Total Costs	\$2500

Budget Narrative: (A budget narrative includes a brief explanation of each budget item.)

Supplies: Includes materials for traveling display of library materials, including portable easels, table coverings, book stands, etc.

Travel: Includes mileage at 40.5 cents per mile from Tsaile to each of the remote locations, plus lodging and per diems (based on GSA domestic per diem rates) for travel to Kayenta and Tuba City.

Reproduction: Includes the production of full color posters for display at each location, flyers, bookmarks, and workshop materials.

Consultants: Consultant fees will be paid to Navajo Traditional Practitioners who provide information including traditional health perspectives in project displays and presentations.

Diné College Libraries
 Revised budget proposal for Tribal Connections Four Corners

Expenditure Category	Amount
Professional Personnel	Covered by institution
Support Personnel	Covered by institution
Fringe Benefits	Covered by institution
Equipment	Covered by institution
Supplies	\$500
Travel	\$800
Communications	Covered by institution
Reproduction	\$1400
Consultants	\$730
Other Costs (Specify)	
Total Costs	\$3300

This revised budget allows for additional consultants to be part of the health fair, as well as additional supplies, allowing the events at the centers to have more of an impact.

David A. Hurley, Principal Investigator

Diné College Libraries
PO Box 1000
Tsaile, AZ 86556
928-724-6758
dahurley@dinecollege.edu

Present Position:

Director of Library Services for Arizona Campuses & Centers, Diné College
Responsible for the overall administration of library services to the six Arizona service locations.

Education:

MLIS, University of Washington, 2002
AB, Vassar College, 1997

Professional Service:

Táá Diné Library Association, President 2005- Present.
ALA Spectrum Scholar Juror, 2005
ALA Intellectual Freedom Conference Program Committee, 2005- Present
Environmental Health Information Outreach Program, Delegate, 2004, 2005
Special Library Association UW Student Group President, 2001-2002

Institutional Service:

Diné College Technology Action Committee, 2004-Present
Diné College Strategic Planning Committee, 2002-2004
University of Washington iSchool Student Leaders Council, 2001-2002

Teaching Experience:

Diné College
College Success, Team Taught, 2003-2005
Introduction to Computers, Instructor, Spring 2005
Introduction to Books and Libraries, Instructor, Spring 2003

University of Washington:

Value Sensitive Design, Teaching Assistant, Spring 2002
Intellectual Foundations of Informatics, Teaching Assistant, Fall 2000, Winter 2001

Photo of Library Staff:

Available by request.

Victoria Beatty, Instruction and Distance Services Librarian
Yvonne Bochinlonny, Navajo, Audio/Visual Technician
David Hurley, Director of Library Services
Ruby Johnson, Navajo, Acquisitions and Circulation Technician
Rosita Klee, Navajo, Cataloging Supervisor
Lucinda Slivers, Navajo, Serials Technician

Appendix D: Proposal submitted by Ignacio Community Library: CO.

COVER SHEET

Jerry L. Gracy,
Director,
Ignacio Community Library

www.ignaciolibrary.com

470 Goddard Ave
P.O. Box 886
Ignacio CO 81137

970-563-9287

970-563-9296

ignaciolib@yahoo.com

January 20, 2006

I. Narrative of the Project

1. Mission of Ignacio Community Library

We have but one goal-to provide the Ignacio community and the surrounding area the latest, up-to-date information, the best-selling books you like to read, internet access and email, programs for children, young adults and adults, and a place to explore the world in the comfort of the library.

2. Problems Our Project Addresses

Ignacio Community Library is located in Ignacio CO, which is situated in the immediate vicinity of the Southern Ute Tribe Headquarters and its associated agencies. A major health problem that exists in the tribal community is drug and alcohol abuse as well as a large part of the tribal members with diabetes. This problem exists because of the lack of decent jobs and wages in the tribe and surrounding area. Wages here are below the norm for other Colorado cities because most of the jobs are service jobs which traditionally pay low. As a result of job disparity, many Native Americans who live here, find it very difficult to find a job and the ones available are too low-paying. This situation has led to a great many tribal members turning to drugs and alcohol to cope with their situation.

Obesity is another factor that has attributed to extensive health problems with tribal members including diabetes, heart problems and other related illnesses. This situation is well known to the library since we come in contact with many of these tribal members.

Addressing this problem with the hope of a successful outcome, The Ignacio Community Library will be further positioned in the community as a library who reaches out to various segments of the Ignacio community as well as Southern Ute tribal members. The involvement of the library should have a positive impact on the community and thus draw even more respect from the Southern Ute Tribe regarding our commitment to reach out to our community.

3. Objectives

The objectives of this project will be to bring awareness to Southern Ute Tribe members of the importance of dealing with health problems and drug abuse immediately and especially seeking the help of professionals such as medical and counseling personnel. Tribal members dealing with these problems every day will benefit from the information and testing that will be made available to them. Our hope is that after attending several workshops conducted by physicians and counselors, that tribal members will be more willing to visit appropriate clinics to receive help. We will be able to measure the results of our outreach by setting appointments for affected tribal members immediately after the workshops for testing and counseling sessions.

We expect over a four month period we will see the results of our efforts by receiving reports from the clinics involved that will detail visits by tribal members who seek more information on health and drug issues, as well as requesting diabetes testing and counseling sessions.

4. Methodology

Our primary method of reaching out to tribal members in need of these services will be to present a trilogy of workshops approximately 2 hours in length and presented by physicians, nurse practitioners, and drug-counseling personnel. In addition, we will make available to participants in the program, online information pertaining to the health topics presented, such as Medline, WebMD and other pertinent resources. We will advertise these workshops through flyers placed

in strategic locations in the tribal community, our library newsletter, radio spots, and newspaper advertising in the Southern Ute Drum, the tribe's newspaper.

5. Personnel

Dr. Mathew Clark, Director of the Southern Ute Health Clinic
Margo Yeager, Registered nurse for the Southern Ute Headstart Program
Peaceful Spirit Alcohol Treatment Center , Dennis Dahlke, Certified Counselor

All of the above personnel are professionals who have worked with tribal member on various health issues for the last 10 years. They are well versed in the problems and providing the appropriate services to affected tribal members. All three will present the three workshops as well as offer testing and counseling services after the workshops.

Each of these professionals have committed their time and efforts to make this project successful. They have agreed as a minimum to offer at least 10 hours each to this project or approximately 25% of their workweek.

6. Outcome

We can measure the outcomes of this project in several ways. We will work with the Southern Ute Health Clinic to measure the increase in the number of people coming to the clinic for consulting in the specific areas that were covered at the presentations. We will create a tracking sheet for the clinic, using hash marks, to indicate the number of people who came to the clinic for the specific counseling topics presented in the workshops. Near the end of the project, we will tally those statistics, as well as any increase in Native American patrons who visit the library as a result of the workshops compared to prior visitations. Also we will offer free books to tribal members who come to the library if they visit the clinic for these services. The participants will be able to choose a book of any topic presented in the workshops. The books mentioned in the budget will be for display only and will pertain to the topics presented in the workshops.. The Library will purchase an additional 12-15 books related to the healthcare topics for the participants to check out. The library will cover the costs of the additional books.

We will present the project to the board of trustees of the Ignacio Community Library at our next board meeting on January 18, 2006. The board has a strong interest in the betterment of the community including Southern Ute Tribal Members. One member of the board is a Native American. We will also ask for a board volunteer to attend at least one of the workshop presentations. Upon the conclusion of the project we will present the results to the board members.

II. Budget Narrative

Professional Personnel – Includes the salary cost of the professionals listed under Personnel in this proposal. Calculated at an average hourly rate of \$12.00 per hour for a total of 30 hours or \$360.00

Support Personnel – Three administrative clerks who will prepare handouts, flyers, arrange for conference rooms, advertisements and other admin duties. Salaries average out at \$8.00 per hour for a total of \$240.00

Fringe Benefits - This is a pure estimate of \$200.00, but could be less based on any leave time that may be used.

Equipment - An "Infocus" LCD Projector, (\$899), plus one Compaq Presario Wide screen laptop (\$879.00) to be used with the projector for the presentations outlined in this proposal.

Supplies - Includes transparencies, CD-R disks, pens, tote bags for guests, printer ink cartridges, copy paper, staples, and other miscellaneous items.

Travel - Minimal travel is involved since the Southern Ute training facility, which we will use for the workshops, is located here in the center of Ignacio. But we have allowed a minimum amount for support personnel who may need to be reimbursed for delivering items to the workshops within a 3 mile radius. Travel cost is figured at .40 cents per mile for reimbursement

Communications - The cost of advertising the workshops in the Southern Ute Drum, and KSUT radio for one week.

Reproduction - This category includes handouts for participants, and flyers to be placed around the area in key locations as well as the printing of the Library newsletter advertising the event. We estimate we will use approximately eight reams of paper at \$4.00 per ream plus the cost one toner cartridge for the copier machine.

Other Costs - The cost of purchasing six hardback books relating to the topics to be presented. The books will be displayed at the library. Average cost of books is \$17.00

Budget

Ignacio Community Library

January 16, 2006

February 15, 2006 through April 23, 2006

<u>Expenditures</u>	<u>Amount</u>
Professional Personnel	\$360.00
Support Personnel	240.00
Fringe benefits	200.00
Equipment	1778.00
Supplies	150.00
Travel	25.00

Communications	550.00
Reproduction	105.00
Other	<u>102.00</u>
Total Expenses	\$3510.00

TIMELINE OF ACTIVITIES

Jan 24	Submitted proposal
Jan 30-Feb 3	Scheduling dates, times, and location of lectures. Also submit press release to Southern Ute Drum to be published in the Feb 3 issue.
Feb 6 –10	Coordinating with presenters, preparing flyers, handouts and other printed material for distribution. Contact KSUT public radio in Ignacio to air PSA spots throughout the week concerning the lectures.
Feb 13-24	Three scheduled presentations of 2 hours each. (exact dates to be determined by Jan 24.
Mar 1	Submit mid-point report
Feb 27-Mar 10	Follow up with the three agencies involved to determine what has changed since the presentations including number of participants who requested diabetes testing, pregnancy and alcoholic counseling
Apr 23	Submit final report

Resume

Jerry L. Gracy
P.O. Box 2122
Durango, CO 81302
(970) 385-4169
Email: jgracy@bresnan.net

EDUCATION: University of Texas at El Paso
B.A. in Business Administration

**WORK
EXPERIENCE:**

**Aug 2003 to
Jan 2005**

Self- Employed. Training & Business Consultant.

Provided consulting & training services to retail and service businesses including Quick Books Pro installs and training, management development, team building marketing and customer service programs. Also seminar developer and presenter of general business topics in SW Colorado.

**July 2002 to
Aug 2003**

**Marketing Instructor/Department Director,
San Juan Basin Technical School.**

During my one-year contract, I taught a variety of marketing business, and job skill courses to secondary and post-secondary students. I also taught computer courses such as MS Office, Word, Excel, Outlook and Windows XP.

**May 1987 to
June 2002**

Self- Employed. Training & Business Consultant.

Provided consulting & training services to retail and service businesses including Quick Books Pro installs and training, management development, team building, marketing / promotions and customer service programs. Also seminar developer and presenter of general business topics in SW Colorado.

**Nov. 1986 to
May 1987**

Management Instructor, San Juan Community College, Farmington, New Mexico. During this temporary six-month contract, I developed and taught leadership and office clerical courses to 250 Bureau of Indian Affairs supervisors and clerks. Evaluations of the programs were excellent.

**April 1985 to
Nov 1986**

Director of Patient Accounts, Mercy Medical Center, Durango, Colorado

Responsible for accounts receivable totaling four million dollars. Supervised twenty-five employees in the areas of patient registration, insurance billing and account collections. Other responsibilities included managing a department budget of \$350,000, office administration, cost control and enforcement of hospital financial policies.

**April 1980 to
April 1985**

Director, Management/Employee Training Department,

Providence Memorial Hospital, El Paso, Texas. Total responsibility for developing and presenting management and employee training programs and HR training for more than 200 supervisors and 1000 employees.

**Sept. 1977 to
April 1980**

Business Manager, Providence Hospital, El Paso, Texas.
Supervised the activities of 45 employees in the areas of billing, cashiering, patient registration, and collections. Due to strong organizational skills, reduced staff by attrition to 32 employees in one year saving the hospital \$100,000 annually in payroll expenses.

**Jan 1976 to
Sept. 1977**

Systems Analyst, Hotel Dieu Hospital, El Paso, Texas
Responsibilities included improving the efficiency of outpatient/emergency room patient registration, billing collections and patient processing procedures. Conducted work flow studies, redesigned policies and trained personnel in the improved systems. Results of my efforts eliminated patient and paper processing bottlenecks and saved the hospital more than \$30,000 annually in lost patient charges.

**Jan. 1973 to
Dec. 1975**

Credit Manager, Jetco Manufacturing, Inc., El Paso, Texas.
Responsible for credit approval, negotiation, collections and maintaining 1500 wholesale, department store and retail credit accounts totaling \$3,500,000 of accounts receivable.

**Aug. 1969 to
Jan. 1973**

Marketing Representative, Mobil Oil Corporation, Los Angeles California. Managed corporate territory of twenty-two retail service stations and five petroleum bulk plants. Duties included petroleum and TBA sales, rent negotiation, loan packages, rent collections, station retailing, training of dealer personnel, and P&L accountability.

**SPECIAL
SKILLS**

Trainer, marketing/promotions, accounts receivable management, employee motivation, sales, office administration, work simplification, project management and leadership style

MILITARY

U.S. Army Transportation Corps, November 1962 to August 1969. Honorable discharge, Captain. Duties included platoon leader, company commander, battalion adjutant, transportation instructor and military advisor to Vietnamese Army. Received Bronze Star for meritorious service.

**TRAINING
ACTIVITIES**

Marketing Instructor for San Juan Basin Technical School.
Taught computer and business courses Aug 2002 to Aug 2003.
Instructor, Management Division, El Paso Community College, eight years. Part-time instructor for San Juan Community College and Pueblo Community College from 1985 to 1997.
Accomplished seminar presenter and public speaker. Hosted my own radio show, "Focus on the Workplace" for last 7 years at radio stations KIUP/KRSJ in Durango, CO

Appendix E: Proposal submitted by the San Juan County Library System,
Blanding Branch, Blanding UT.

Name of Principal Investigator:
Lana Latham, San Juan County Library Director and Blanding Branch Manager
Name of Institution:
San Juan County Public Library
Web address
Coming February 2006
Address:
25 W 300 S BLANDING, UT 84511-3829
Phone Number:
<u>(435) 678-2335</u>
Fax Number:
<u>(435) 678-2335</u> (Call first)
Email Address:
<u>lelatham@sanjuancounty.org</u>
Date:
December 30, 2005

Value of the Public Library Proposal: San Juan County Public Library, Blanding Branch

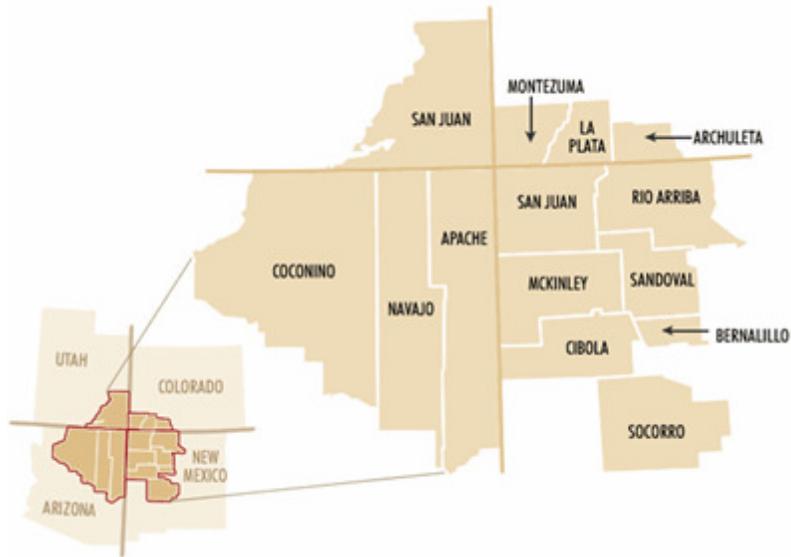
The San Juan County Library is committed to providing information, materials and service which anticipate and respond to the interest and concerns of individuals within its community for their enjoyment and learning. Through its two branches in the most southeastern county in Utah (population 2,223,169), the library serves 14,413 residents, with one branch in Monticello and the other in Blanding. San Juan County is very rural and due to its geographic location of the Four Corners region, San Juan County has a large Native American population of 8,026 or a little more than 50% of the community (2002 Census). The Native American community members are from the Southern Ute Tribe and the Navajo Nation (the borders of the Navajo Nation span into Utah, Colorado, New Mexico and Arizona).

Libraries play a crucial role in providing consumer health information to their patrons and is a logical location for community members to meet in its neutral and educational setting. Librarians and their staff, through their training

and education, have a collective understanding of what it means to disseminate information to the communities they serve. The other crucial entity in delivering health information is the healthcare service professionals. The project will partner with the Utah Navajo Health System, which provides health services to residents of Blanding, Montezuma Creek, White Mesa, and Monument Valley, Utah. The CEO of the Utah Navajo System and the Blanding Family Clinic Office Manager are acting as consultants to help guide the library to the most relevant health topics. Both agree that the library can play a significant role in helping residents become more informed on their health. They are also sharing their contacts and healthcare professionals to help with programming content.

The project partners identified three health topics that need more exposure. These are heart disease, cancer, and injury prevention, so the major focus of this project will be to provide basic health information on these topics with the library hosting open houses in February, March, and April. Each open house will focus on information that will help participants understand that lifestyle changes can be significantly helpful in reducing the risks of diseases and injury and encourage them to become active participants in improving their health. Participants will also have the opportunity to learn skills on how to obtain healthcare information at the library through fun and educational scavenger hunts.

The open houses will run from noon to 7pm. One hour will be spent with a healthcare professional speaking on that month's topic in a lecture style format with questions and answers at the end. Before, during and after the lecture, library staff will be coordinating Internet Scavenger Hunts, where participants will learn about some of the high quality and authoritative Web resources available to them plus how to evaluate websites. Those that successfully complete the scavenger hunt will receive a small prize. Materials will also be available for them to take home.



The CEO of the Utah Navajo System realizes that the project is to help educate Native American residents of San Juan County, but she expressed the importance of making the open house relevant to all county residents so the entire community will benefit from the experience. Based on these recommendations, information provided at the open house will consist of a mixture of culturally relevant content to give a well rounded sense of what information is available. Printed materials will be available to take home or to give to those who were unable to attend. The goal of the open houses is to empower participants with the knowledge they need to help them maintain healthy lifestyles. A short survey will be distributed to attendees to assess the quality, relevance, and effectiveness of the open houses plus will provide an opportunity for making suggestions for future programming. Surveys given to attendees at the open house will help determine the success of the event. If thirty or more people attend the open house, it will be successful. A final report will be given to administrators of San Juan County and Utah Navajo Health System, and the local newspaper will publish a press release on the outcome.



To advertise the open houses, the project will utilize Public Service Announcement services provided by the local paper and radio stations. Announcements will also be printed in the library's newsletter and website and flyers will be distributed to local business three weeks and one week prior to the open house and on the day of the event.

The project would like to purchase equipment that will enhance the learning experience of the participants. The library has acoustic issues that makes it difficult to hear someone speaking, so a small Public Announcement (PA) system would be purchased. A lectern for the speakers to speak from and to house the PA system will also be purchased. The library has a nice television but it is heavy and takes two people to move so the project would like to purchase a wheeled multimedia cart. With more and more information available on DVD (e.g. the Utah Navajo Health System has a series of DVDs in the Navajo language, Huntsman Cancer Institutes Grand Round Series will be recorded in the near future and available on DVD to those requesting them, and several DVDs are currently available from the Mayo Clinic's "Native C.I.R.C.L.E. (Cancer Information Resource Center and Learning Exchange) – more information at: <http://mayoresearch.mayo.edu/mayo/research/cancercenter/upload/completelist.pdf>), the project would like to purchase a DVD player. Having a moveable cart will allow it to be moved to locations in the library where it will provide maximum privacy and minimize the disruption of the other library patrons.

The project would like to pay two library staff members to assist in the scavenger hunt and help with set up and clean up. Each staff member will receive on-site training from a librarian from the Spencer S. Eccles Health Sciences Library at the University of Utah Health Sciences Center. Training will consist of learning how to evaluate websites, where to go for the highest quality and most authoritative consumer health information, and to learn how to find human services in their community. This information will be used to create the content of the scavenger hunts.

Timeline Summary

- Open house on Native Americans and heart health: Tuesday, February 28, 2006 from 12-7 pm-presenter: Dr. Brann of the University of Utah Department of Cardiology @ 6:00 pm.
- Open house on Native Americans and cancer: Tuesday, March 28, 2006 from 12-7 pm-presenter: Staff from the Huntsman Cancer Institute Native American Outreach Education Program @ 6:00 pm. We will be showing the DVD *Cancer Among Native Americans* throughout the open house.
- Open house on Native Americans and injury prevention, April 18, 2006 from 12-7pm-presenter: Gerry Mower or the Utah Department of Health Violence and Injury Prevention Department and Georgina Nowak or the Southeastern Health District.
- Press releases in newspapers: San Juan Record (Monticello, UT), Blue Mountain Panorama (Blanding, UT), Moab Times-Independent (Moab, UT), Cortez Journal (Cortez, CO), The Daily Times (Farmington, NM), Gallup Independent (Gallup, NM), Navajo Times (Window Rock, AZ). Three weeks and one week and day of open house.
- Public Service announcements on radio stations: KZMU (Moab, UT), KCYN (Moab, UT), KRTZ (Cortez, CO), KISZ (Farmington, NM), KNDN (Farmington, NM), KTNN/KWRK (Window Rock, AZ) Three weeks and one week and day of open house.
- Announcement in library newsletter (Monthly)
- Announcement on library website (Coming February 2006)
- Flyers distributed at the library and other local businesses. Three weeks and one week and day of open house.
- Mid project report Submitted – March 01, 2006
- End of project report Submitted – April 23, 2006

Budget & Budget Narrative

Organization: **San Juan County Public Library**

Date Submitted: December 30, 2005

Period Covered: January 01, 2006 through April 23, 2006

Expenditure Category	Amount
Professional Personnel	
Speaker Fee (Dr. William M. Brann, Department of Cardiology, University of Utah)	\$410
Speaker Fee (Huntsman Cancer Institute Special Populations)	\$410
Speaker Fee (Gerry Mower, Utah Department of Health Violence and Injury Prevention Department)	\$410
Support Personnel	
Library staff at \$9.00 per hour for 10 hours each for three events (\$90.00)	\$180
Library staff at \$9.00 per hour for 10 hours each for three events (\$90.00)	\$180
Library staff at \$9.00 per hour for 10 hours each for three events (\$90.00)	\$180
Equipment	
1 Lectern	\$420
1 Public Address System	\$425
2 easels (\$95 per)	\$190
Supplies	
Miscellaneous Supplies	\$265
Travel, Per Dem, Hotel	
Speaker Travel (\$310)	\$310
Speaker Travel (\$310)	\$310
Speaker Travel (\$310)	\$310
Reproduction	
Event Posters	\$190
Flyers	\$100
Laser Printing	\$100
Other Costs (Specify)	
Scavenger Hunt Prizes (\$4.00 per prize x 30 attendees x three events)	\$360
Printed Materials	\$250
Total Costs	\$5,000

Budget Narrative

We are requesting three healthcare professionals to attend the open houses, and present information to the attendees, pertaining to their field of expertise. After their presentations, they will reserve time for answering any questions the public may have. The first presenter will be Dr. William M. Brann from the Department of Cardiology at the University of Utah. The second presenter will be from the Huntsman Cancer Institute Department of Special Populations. The third presenter will be Gerry Mower of the Utah Department of Health Violence and Injury Prevention Department and Georgina Nowak of the Southeastern Health District.

We will hire two library staff members at \$9.00 per hour for 10 hours for each event. They will be involved with the set up and take down of the open houses. They will also be supervising the Internet Scavenger Hunts and directing patrons to the information they are requesting regarding the event.

We would like to provide the professional presenters with the proper equipment they need, to present their material in a manner that will be the most beneficial to the attendees. The library has acoustic issues that makes it difficult to hear someone that is speaking to a group of people, so a small Public Announcement (PA) system would be purchased to help with this problem. We would like to purchase a lectern that would provide the presenters with a place to speak from, and to also house the PA system.

We would like to purchase two easels. One easel will be used as a place to display an event poster by the front door of the library, to inform library patrons of the upcoming event. The second easel will be used as a display area at the open house.

We will be purchasing miscellaneous supplies needed for the programs, such as, table cloths, tape, thumbtacks, paper, pencils and other need miscellaneous items to make attendees feel welcome.

The cost of travel and a small stipend for the speakers to present in Blanding will be provided through the travel budget and speaker fees.

Part of the advertising for the events will provided through printed posters and flyers. The costs involved will include paper, ink and processing.

Prizes will be provided for participants successfully completing the scavenger hunt.

In order to expand the consumer health information that the library provides to its patrons, we would like to purchase additional print materials to add to our collection for future reference based on recommendations of the invited speakers and from the consumer health librarian from the Spencer S. Eccles Health Sciences Library at the University of Utah Health Sciences Center.

Appendix F: Proposal submitted by the Shiprock Branch Library, Farmington, NM.

Proposal Cover Sheet & Narrative

Name of Principal Investigator:	
Anrelene J. Scott	
Name of Institution:	
Shiprock Branch Library	
Web address	
www.infoway.org/shiprockBranch/index.html	
Mailing Address:	Physical Address:
2101 Farmington Ave. Farmington, NM 87401	US Hwy. 491 Shiprock, NM 87420
Phone Number:	
505.368.3804	
Fax Number:	
505.599.1257	
Email Address:	
shiprockbranch@infoway.org	
Date:	
12.29.05	

- Your institution's mission:
The Farmington Public Libraries provide materials and service to help community residents obtain information meeting their personal, educational, and professional needs. Special emphasis is placed on community literacy projects, supporting students at all academic levels and on stimulating interests and appreciation for reading and learning. The libraries serve as learning and educational centers for all residents of the community.
- What question or problem does your project address?
The project will address alcoholism and diabetes problems in our community. Many community members travel to border towns to purchase alcohol since it is illegal on the reservation and they do not eat right or exercise, therefore diabetes is common on our reservation. There are many accidents and physical/emotional abuse cases on the reservation that are alcohol related. The Indian Health Service started a diabetes awareness campaign and the Shiprock Branch Library can provide reading materials and programs related to alcoholism & diabetes awareness/prevention.
- What are the objectives of your project?
Our patrons who need information on diabetes and alcoholism will gain the knowledge they need to help make a difference in their lives or the life of someone they know. Our patrons will know what diabetes and alcoholism are and how to overcome it. We can work with the local Indian Health Service and alcohol treatment facilities to be a resource for their patrons.

- Methodology/Action Plan (How will you accomplish the objectives of your project? Please include dates. In the month of February, we will order library material and design/print library literature about alcoholism and diabetes. In the month of March, we will have programs and distribute literature to patrons about alcoholism and diabetes.
- Personnel:
 1. Anrelene Scott, Branch Manager
Project Coordinator
25%
 2. Aleda Myerson, Library Technician
Assistant Coordinator
Will train teen employees to be library clerks and how to assist patrons with online databases and library materials on alcoholism and diabetes
25%
 3. Rebecca Phillips, Library Clerk
Assist coordinators
25%
 4. Alanna Benally, Library Clerk
Assist coordinators
25%
 5. Office of Dine Youth Afterschool Teen Employees, Library Clerks
Help patrons with online databases and library material on alcoholism and diabetes
10%
- Outcome:
If more patrons come in to use our library as a resource for diabetes and alcoholism material that will show that our project was a success. We can track how many times the alcoholism and diabetes books have been checked out.

Timeline Summary

February 1—3: Order alcoholism and diabetes books

February 6—10: Gather information, design, and print bookmarks that have information regarding alcoholism and diabetes

February 13—18: Make 1000 information packets to distribute to our patrons

March 01: James and Ernie Performance to kick off the program

James and Ernie Comedy Duo. James Junes and Ernest Tsosie III are “James & Ernie” Native American comedy duo from the Navajo Nation. Along with their sidesplitting comedy, the pair delivers a positive message promoting healthy life style choices of wellness, fitness, and saying no to drugs, alcohol and domestic abuse. Being former substance abusers themselves James and Ernie are now proud, sober, and drug free Native American men. And they share their uplifting positive message with Native communities and Native peoples in every show where ever they are performing. They use their own lives and stories as their weapon in this fight against destructive negative life styles that plague all Native peoples. Their important message is ingeniously delivered with in their humor and is a part of their comedy show. Every performance is packed with tear rolling humor, which serves as the vehicle to pass the important message to all ages young and old alike. The material of the comedy duo is for all ages, and most can relate on one level or another making the show a treat for all to experience.

<http://jamesandernie.com>

March 04: Distribute information packets at the Shiprock Indian Market

The first Saturday of the month is the busiest time at the Shiprock Indian Market. There are a lot of people from all corners of the Navajo reservation. We will set up a booth and hand out information packets to anyone interested in knowing about alcoholism, diabetes, and programs the Shiprock Branch Library has to offer. We will also have crafts for the children to make and encourage them to eat right, exercise, and be alcohol/drug free.

March 09: Alcoholism treatment center program

We will have a representative (preferably a counselor) from the local adult alcoholism treatment center to talk about alcoholism and what services his/her center provides.

March 16: What to cook for a diabetic person

We will display books and demonstrate various diabetic cooking recipes to the audience.

March 23: Adult Computer Class to search for alcoholism and diabetes information

March 31: Teen alcohol and drug free movie night

We will show the New Mexico None for the Road DWI Awareness video at the beginning of teen night and follow up with other movies the teens will pick to watch that night along with refreshments.

April 1—15: Completion/submission of end of program report

Appendix D: Budget & Budget Narrative

Organization: Shiprock Branch Library

Date Submitted: 12.28.05

Period Covered: February 1, 1006 through April 15, 2006

<i>Expenditure Category</i>	<i>Amount</i>
Professional Personnel	2100.00
Support Personnel	0
Fringe Benefits	0
Equipment	1650.00
Supplies	750.00
Travel	0
Communications	0
Reproduction	250.00
Consultants	0
Other Costs (Specify)	0
Books	250.00
Total Costs	5000.00

Budget Narrative:

Professional Personnel:

\$2000.00 James and Ernie Comedy Duo Performance
\$100.00 Alcohol treatment center representative

Support Personnel:

\$0 Shiprock Branch Library Personnel, Office of Dine Youth High School Student Employees, and Workforce Development High School Student Employees will be paid by their organizations (City of Farmington, Office of Dine Youth, and Workforce Development)

Fringe Benefits:

\$0 None

Equipment:

\$1650 New computers for patrons to use to access the Internet to look up information about diabetes and alcoholism.

Supplies:
\$750.00 Door prizes, manilla envelopes, tape, DVD's, craft supplies, food, electric countertop burner, George Foreman grill, and any other supplies that we may need.

Travel:
\$0 All programs will be at the Shiprock Branch Library

Communications:
\$0 We will not have to pay for local newspaper announcements.

Reproduction:
\$250.00 Paper, colored ink, and black ink

Consultants:
\$0

Other Costs:
\$0

Books:
\$250.00 Books about diabetes and alcoholism

Appendix G: Proposal Submitted by the Tuba City Public Library, Tuba City, AZ.

Name of Principal Investigator:
Pearl Yazzie
Name of Institution:
Tuba City Public Library
Web address
Address:
P.O. Box 190, 78 Main Street, Tuba City, AZ 86045
Phone Number:
928-283-5856
Fax Number:
928-283-6188
Email Address:
goldtooth1957@yahoo.com
Date:
December 19, 2005

Your institution's mission:

The mission of the Tuba City Public Library is to value its community through the sharing of wisdom and promoting cultural awareness, and to provide opportunities to enrich lifelong learning.

Project Mission: To promote "Health and Wellness Awareness."

What question or problem does your project address?

Project #1 is Literacy for babies/Health Literacy for Parents, it has been proven that starting reading to your baby will help with increased literacy which will help in their knowledge and developing of a healthy lifestyle. Also, parents can benefit from information concerning raising a healthy infant.

Project #2 is Diabetes, Alcohol & Meth (Drugs.) There is a high incidence of these problems here and not enough programs that value the need to inform the public about these problems. Many people are not educated about these dangers. We need to educate the youth and the public on the dangers and why they should avoid being involved with drugs and alcohol in the future. We also need to educate the public on how to live the most healthy life they can even with diabetes. There are ways to deal with these things and we want to search good health sites on the Internet and find reliable information to help our community with this.

Why this questions/problem exists:

There is high incidence of diabetes, alcoholism, drug use, and the literacy rate needs to be improved. Also by increasing the health literacy of adolescents and adults, it is hoped that the incidence of diabetes, alcoholism and drug use can be reduced. The public is not aware of the major problems here. Awareness will help them to become knowledgeable about these problems and can teach them what they can do to limit the problems in their homes, families, and communities.

How you determined that the problem exists: Statistics, Studies, Newspapers, People seeking information.

How addressing this question/problem will help achieve the library's long-range goals:

- Public Awareness results will help in lifelong learning about these problems and how to address them in our daily lives. This is a great opportunity for sharing information that can contribute to awareness and wisdom through having a health booth at the library and showing educational films concerning these issues, along with giving parents valuable information on how to raise healthy infants.
- Information on how to raise a healthy infant will be supplied to the parents. This information will be obtained by searching the Medlineplus website and other relevant places
- We will search Medlineplus and other pertinent consumer health web sites for information.
- Patricia Auflick, the outreach services librarian at the Arizona Health Sciences Library, will work with us to identify key consumer health web sites from which we will gather information for the packets and our Health Booth.

Objectives:**What are your objectives?**

1. Make People aware of diabetes and what they can do to prevent it; point them in the right direction and to reliable information on how to live a healthy life even with diabetes.
2. Inform the public about alcoholism as a disease and the consequences of alcohol addiction;
3. Provide information on the serious consequences of meth use and abuse;
4. Provide new parents with information about raising healthy infants and encourage parents to read to their newborn children establishing a pattern from birth, which will help increase the literacy rate and brain health of children in the area.
5. Information on how to raise a healthy infant will be supplied to the parents. This information will be obtained by searching the Medlineplus website and other relevant places.
6. We will search Medlineplus and other pertinent consumer health web sites for information.

Who will benefit as a result of your project?

We expect that our projects will help every age group of persons throughout their lives. Parents & New Born infants as they grow up, from childhood, to teens and then on to adulthood, the senior citizens and the General Public. All ages are affected by these problems.

What will change as a result of your project?

A higher quality of life. An informed and healthier population that will be better equipped to make healthier choices for themselves and for their families throughout life. We plan to reach people with information, help to improve the literacy of parents and health and literacy of their children from birth and on. We will be able to assist our clientele in lowering the incidence of diabetes, alcoholism, and drug use by offering pertinent information from searching valuable Internet sources, making them aware of these problems and what they can do about them.

How will the situation change as a result of your project?

Informing the public, through literature obtained by searching such websites as Medlineplus. As a result of this project, the community will have gained knowledge and become better informed about health issues and dangers and side effects of drugs, alcohol use and diabetes. We hope that when the community is informed, the incidence of diabetes, alcoholism, and drug use will be reduced over time as people learn about the consequences that result from making bad decisions. If we help the parent and the child from the beginning with health and literacy we hope to prevent some of the problems and ensure a better prepared community for the future.

How will this change be measured?

Statistics, keeping track of the numbers of people acquiring info, numbers of those attending showings, numbers of those taking health pamphlets, information and flyers. Counting Health packets, Keeping track of how many Born to Read/Healthy Child bags/packets are given out.

When will the situation change or over what time period will the situation change?

More people will become informed as a result and by the end of this project. (May 2006.)

Methodology/Action Plan (How will you accomplish the objectives of your project?) Please include dates.

- Work with the hospital to decide what materials to include in the Born to Read/Healthy Child packets.
- Make up Packets for the Born to Read/Healthy Child project, it will consist of 1-2 Baby Board Books, and Pamphlets, and a library Book Mark in addition to information for parents on how to raise healthy infants obtained from reputable websites such as Medlineplus. This program has been very successful in the past. Nurses & Doctors at the hospital continually ask us for more packets as this is very popular with the parents of newborn infants. We will provide "Born to Read/Healthy Child Packets" for newborns at the local hospital. This will encourage Early Literacy for their children at an early age

and encourage the parents to provide a healthy environment for raising their children. Dr. Ormen, the pediatrician, will help over see the program.

- The library plans to put up a Health Booth here at the library, Will contact Behavior Health Department to do a Health Promotion, due to the limited time frame, I couldn't reach their department. We plan to advertise in the local newspapers, and post flyers and posters at the local Businesses.
- January 15-20, 2006 Research on the web sites looking for good, reliable, health and literacy information – on the subjects. Information on how to raise a healthy child will be supplied to the parents. This information will be found by searching the Medlineplus website and other relevant places. Gather pamphlets, literature, make copies.
- January 20, 2006 Travel to Flagstaff for table and supplies
- January 20-25, 2006 Go to hospital and Behavior Health Department to meet with representatives/authorities and Ms. Whitethorn, about showing a film on meth. The film we will show is for all ages; children and teenagers and adults. The film is about Meth. The local hospital is donating the film. We haven't viewed the film, but understand that it is very good and informational on the subject. We believe it would be a benefit to our community. We plan to show the films ourselves at the library, during our Health Promotion Week.
- January 23-24, 2006 Contact media sources to advertise projects and events, make flyers and posters.
- January 25, 2006 Get table set up, decorations done, pamphlets and literature in trays, all in place for Health Booth.
- February 1-10 make up packets for the hospital Born to Read/Healthy Child Program, this is a time consuming process.
- Feb 10-15, Meet and make plans with Dr. Connors concerning the Born to Read/Healthy Child Program, what we will include in packets to be given out to parents of newborn infants by hospital staff.
- Feb 15-20 Travel to Flagstaff to buy materials, pick up bookmarks, and buy children's books for the Born to Read/Healthy Child Packets. Library's budget will purchase these print materials on children's book.
- February 23, 2006 have the Projects up and running.

Personnel (Describe the people who will be carrying out the project)

Name : Pearl G. Yazzie

Title: Library Manager

- Pearl Trains many students each year concerning Library Business and procedure.
- Winning Library Award for Outreach Services
- Coordinated the Planning for Results Program in Tuba City with the Arizona State Library.

Name: Trish Polacca.

Title: Literacy Coordinator.

- Family Place Coordinator
- Every Child Ready Read Coordinator
- Partners with Adult Literacy Group – had literacy Fair at Library.

Role in carrying out the project: Trish Polacca- Literacy Coordinator, Born to Read/Healthy Child. Pearl Yazzie - Library Manager, Health Booth Coordinator.

Qualifications for their project responsibilities: Literacy Coordinator.

We have past experience, etc.

A lot of past experience.

GIS Program

Helped Libraries for the Future Youth Access Coordinator successfully complete a GIS teen program at Tuba City Public Library.

Time to be spent on the project for each person. Trish and Pearl will work approximately 63 hours each, altogether 126 hours on the project at \$15.00 an hour, this will be 15 percent of Trish 35 hour work week and 13.125% of Pearl's 40 hour work week over a period of the three months.

If you will be training someone, include the job description and requirements for the job.

Volunteers - Job Requirement

The volunteers must be skilled in these areas, but will be trained when necessary.

- Knowledgeable in computer
- Making posters
- Working with the Media
- Customer Service Skills

Outcome (How you will know whether your project is a success)

Public Feed Back: We will keep notes on what comments we receive concerning the projects. We will document all feedback we receive concerning what health issues the community wants to know more about and use for decisions in our library to better serve our community. We will use that feedback to help us with future health information programming and projects for the library. We will use that feedback to help us with our collection development in the health topics. This feedback will be a valuable source for our library to meet community needs.

How will you know whether your objectives have been achieved?

Statistics, How many people/participants served. Although with the health literacy/literacy program we can count how many packets are given to parents of newborns and it is already a proven fact that starting reading to your child early will increase their skills, With the Health Booth, we will count participants and those in attendance at showings of the film, and how many pamphlets are taken. The audience for the film on meth will be all ages.

How will you bring the project and results of the project to the attention of your administrator or others who have a stake in the success of your project?

Community Feed Back, Feed Back Comments, Taking Statistics of how many people participated, Counting pamphlets taken by public. We will also use the media, newspaper to inform the public.

Timeline Summary

- January 15-20, 2006 Research. Gather pamphlets, literature, make copies.
- January 20, 2006 Travel to Flagstaff for table and supplies
- January 20-25, 2006 Go to hospital to meet with representatives/authorities and Ms. Whitethorn, about showing film on diabetes and meet with Dr Drouhart about showing video on Meth at the library. We might choose to show the films ourselves, also.
- January 23-24, 2006 Contact media sources to advertise projects and events, Make flyers and posters.
- January 25, 2006 Get table set up, decorations done, pamphlets and literature in trays, all in place for health booth.
- February 1-10 make up packets for the hospital Born to Read/Healthy Child Program, this is a time consuming process.
- Feb 10-15, Meet and make plans with Dr. Orman concerning the Born to Read/Healthy Child Program, what we will include in packets to be given out to parents of newborn infants by hospital staff.
- Feb 15-20 Travel to Flagstaff to buy materials, pick up bookmarks, and buy children’s books for the Born to Read/Healthy Child Packets.
- February 23, 2006 Have the Projects up and running.

Budget & Budget Narrative

Organization: Tuba City Public Library

Date Submitted: Dec.19, 2005

Period Covered: Jan.15, 2005 through April 23, 2006

<i>Expenditure Category</i>	<i>Amount</i>
Professional Personnel	<p>\$ 1,885.00 For Two Professional Staff,</p> <p>Pearl Yazzie and Trish Polacca Trish and Pearl will work approximately 63 hours each, altogether 126 hours on the project at \$15.00 an hour, this will be 15 percent of Trish 35 hour work week and 13.125% of Pearl’s 40 hour work week over a period of the three months.</p>
Support Personnel	
Fringe Benefits	
Equipment	\$ 55.00 Table for Health Booth
Supplies	<p>\$45.00 Table Cloth & Décor. \$30.00 Trays to display literature. \$125.00 Bookmarks & Bags for the Born to</p>

	Read/Healthy Child Project. <u>\$30.00 Pamphlets</u> Total \$230.00
Travel	\$225.00 Two round trips to Flagstaff for supplies
Communications	
Reproduction	\$ 60.00 Printing & paper.
Consultants	
Other Costs (Specify)	\$45.00 Other Literature costs, for flyers and posters & media for advertising. Buy a book on Meth.
Total Costs	\$2,500.00

Appendix H Checklist & Submission Process

The proposal narrative, timeline, and budget should be submitted in the following order. This checklist is for your use only and does not need to be submitted with your proposal. **Proposals MUST be submitted by December 30, 2005.** (NOTE: You are encouraged to submit any time prior to the deadline!)

- Cover Sheet & Narrative (Appendix B)
- Timeline Summary (Appendix C)
- Budget & Budget Narrative (Appendix D)
- Resumes/CV's or principal investigator (Appendix E)
- Photo(s) of Project staff and/or Library staff (Appendix F)

Send one original and one electronic (Microsoft Word) copy of your proposal to Claire Hamasu and an electronic copy to your TC4C project representative listed below.

Claire Hamasu
 National Network of Libraries of Medicine/ MidContinental Region
 Spencer S. Eccles Health Sciences Library
 University of Utah
 10 North 1900 East, Bldg. 589
 Salt Lake City, UT 84112-5890
 chamasu@rml4.utah.edu

<p>Arizona</p> <p>Patricia A. Auflick Arizona Health Sciences Library 1501 N. Campbell Ave Box 24-5079 Tucson, AZ 85724-5079 (520) 626-6770 (520) 626-2922 fax pauflick@ahsl.arizona.edu</p>	<p>Colorado</p> <p>Dana Abbey, MLS Consumer Health Coordinator National Network of Libraries of Medicine-MidContinental Region University of Colorado at Denver and Health Sciences Center Denison Memorial Library 4200 East Ninth Avenue, A003 Denver, Colorado 80262-0294 Phone: 303-315-4875 Fax: 303-315-0294 1-800-338-7657 Email: Dana.Abbey@uchsc.edu</p>
<p>New Mexico</p> <p>Pat Bradley Health Sciences Library and Informatics Center MSC09 5100 1 University of New Mexico Albuquerque NM 87131-0001 PBradley@salud.unm.edu</p>	<p>Utah</p> <p>John Bramble, Outreach Librarian Spencer S. Eccles Health Sciences Library 10 North 1900 East Building 589 Salt Lake City, Utah 84112-0589 (801) 587-3493 (866) 581-5534 jbramble@lib.med.utah.edu</p>

Public Library Awards: Demonstrate the Value of the Public Library Proposal Instructions

I. Narrative Instructions

In your narrative, please include the following information: (NOTE: Narratives should not exceed three pages, if possible)

- Your institution's mission
- Question (What question or problem does your project address? Include:
 - Why this questions/problem exists
 - How you determined that the problem exists
 - How Addressing this question/problem will help achieve the library's long range goals
- Objectives (What are the objectives of your project?) Include information as applicable:
 - Who will benefit as a result of your project?
 - What will change as a result of your project?
 - How will the situation changes as a result of your project?
 - How will this change be measured
 - When will the situation change or over what time period will the situation change?
- Methodology/Action Plan (How will you accomplish the objectives of your project? Please include dates.
- Personnel (Describe the people who will be carrying out the project) Provide:
 - Name
 - Title
 - Role in carrying out the project
 - Qualifications for their project responsibilities
 - Time to be spent on the project for each person named as a percentage of a 40 - hour week (Ex: 20 hours a week would be 50% time).
 - If you will be training someone, include the job description and requirements for the job.
- Outcome (How you will know whether your project is a success?) Discuss:
 - How will you know whether you objectives have been achieved?
 - How will you bring the project and results of the project to the attention of your administrator or others who have a stake in the success of your project?

II. Budget and Budget Narrative

Complete the budget form and budget narrative (Appendix D).

A budget narrative should be included providing a brief explanation of each budget item.

(NOTE: Indirect costs (IDC), also known as Overhead, are not allowable)

Appendix B: Proposal Cover Sheet & Narrative (NOTE: Narrative is not to exceed three pages, if possible)

Name of Principal Investigator:
Name of Institution:
Web address
Address:
Phone Number:
Fax Number:
Email Address:
Date:

Appendix C: Timeline Summary

Appendix D: Budget & Budget Narrative

Organization:

Date Submitted:

Period Covered: (Put actual start date here) through April 23, 2006 (NOTE: This project must be completed and reports submitted by this date)

Expenditure Category	Amount
Professional Personnel	
Support Personnel	
Fringe Benefits	
Equipment	
Supplies	
Travel	
Communications	
Reproduction	
Consultants	
Other Costs (Specify)	
Total Costs	

Budget Narrative: (A budget narrative includes a brief explanation of each budget item.)

Appendix E: Photo(s) of Project staff and/or Library staff

Appendix I: Letters of Award, Reimbursement Procedures, and Report Deadlines

January 23, 2006

Lana Latham, Director
San Juan County Public Library
25 West 300 South
Blanding UT 84511-3829

Dear Ms. Latham,

Congratulations! Tribal Connections Four Corners (TC4C) is pleased to fund your proposal to provide health information services to your community. Reviewers carefully considered your proposal before approving it. Your request will be fully funded at \$5,000.

Your library is one of 5 public libraries that TC4C is funding in order to increase awareness among Native American communities that public libraries are a resource for health information. Another purpose of this project is to increase your skills and those of your staff to answer health information questions. In addition to your library, the following libraries are also part of this TC4C Public Library project:

Dine College Library, Tsaile AZ
Ignacio Community Library, Ignacio CO
Shiprock Branch Library, Farmington NM
Tuba City Public Library, Tuba City AZ

Copies of the proposals and pictures of the library staff who are working on other projects will be sent to you via email. We invite you to participate in teleconferences that will allow you to learn from each other about promoting health information and share how your projects are progressing. The teleconference schedule will be announced later.

Reporting on your activities--whether you had few or many participants, comments you received, what you learned from holding an event--is very important to us. Your reports allow us to learn from what you learn and are required before we will pay your invoice. Reports are submitted using a web form that is available at <http://nnlm.gov/projects/submitter.html?code=mcrquarterreport>. If you need assistance in completing this form, your TC4C librarian can help you.

Attached are instructions for submitting invoices and the schedule for submitting them. There is a 15 work day turnaround time for payment on invoices.

Yours truly,

Claire Hamasu
Associate Director

Encl: Invoice instructions
Invoice sample

Copy: John Bramble

January 23, 2006

Anrelene J. Scott, Branch Manager
Shiprock Branch Library
2101 Farmington Avenue
Farmington, NM 87401

Dear Ms. Scott,

Congratulations! Tribal Connections Four Corners (TC4C) is pleased to fund your proposal to provide health information services to your community. Reviewers carefully considered your proposal before approving it. Your request will be fully funded at \$5,000.

Your library is one of 5 public libraries that TC4C is funding in order to increase awareness among Native American communities that public libraries are a resource for health information. Another purpose of this project is to increase your skills and those of your staff to answer health information questions. In addition to your library, the following libraries are also part of this TC4C Public Library project:

Dine College Library, Tsale AZ
Ignacio Community Library, Ignacio CO
San Juan County Public Library, Blanding UT
Tuba City Public Library, Tuba City AZ

Copies of the proposals and pictures of the library staff who are working on other projects will be sent to you via email. We invite you to participate in teleconferences that will allow you to learn from each other about promoting health information and share how your projects are progressing. The teleconference schedule will be announced later.

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Attached are instructions for submitting invoices and the schedule for submitting them. There is a 15 work day turnaround time for payment on invoices.

Yours truly,

Claire Hamasu
Associate Director

Encl: Invoice instructions
Invoice sample

Copy: Pat Bradley

January 23, 2006

Pearl Yazzie, Library Manager
Tuba City Public Library
P.O. Box 190
Tuba City, AZ 86045

Dear Ms. Yazzie,

Congratulations! Tribal Connections Four Corners (TC4C) is pleased to fund your proposal to provide health information services to your community. Reviewers carefully considered your proposal before approving it. Your request will be fully funded at \$2,500.

Your library is one of 5 public libraries that TC4C is funding in order to increase awareness among Native American communities that public libraries are a resource for health information. Another purpose of this project is to increase your skills and those of your staff to answer health information questions. In addition to your library, the following libraries are also part of this TC4C Public Library project:

Dine College Library, Tsaile AZ
Ignacio Community Library, Ignacio CO
San Juan County Public Library, Blanding UT
Shiprock Branch Library, Farmington NM

Copies of the proposals and pictures of the library staff who are working on other projects will be sent to you via email. We invite you to participate in teleconferences that will allow you to learn from each other about promoting health information and share how your projects are progressing. The teleconference schedule will be announced later.

Reporting on your activities--whether you had few or many participants, comments you received, what you learned from holding an event--is very important to us. Your reports allow us to learn from what you learn and are required before we will pay your invoice. Reports are submitted using a web form that is available at <http://nnlm.gov/projects/submitter.html?code=mcrquarterreport>. If you need assistance in completing this form, your TC4C librarian can help you.

Attached are instructions for submitting invoices and the schedule for submitting them. There is a 15 work day turnaround time for payment on invoices.

Yours truly,

Claire Hamasu
Associate Director

Encl: Invoice instructions
Invoice sample

Copy: Pat Auflick

January 23, 2006

David A. Hurley, Director
Diné College Library
P.O. Box 1000
Tsaile, AZ 86556

Dear Mr. Hurley,

Congratulations! Tribal Connections Four Corners (TC4C) is pleased to fund your proposal to provide health information services to your community. Reviewers carefully considered your proposal before approving it. Your request will be fully funded at \$2,500.

Your library is one of 5 public libraries that TC4C is funding in order to increase awareness among Native American communities that public libraries are a resource for health information. Another purpose of this project is to increase your skills and those of your staff to answer health information questions. In addition to your library, the following libraries are also part of this TC4C Public Library project:

Ignacio Community Library, Ignacio CO
San Juan County Public Library, Blanding UT
Shiprock Branch Library, Farmington NM
Tuba City Public Library, Tuba City AZ

Copies of the proposals and pictures of the library staff who are working on other projects will be sent to you via email. We invite you to participate in teleconferences that will allow you to learn from each other about promoting health information and share how your projects are progressing. The teleconference schedule will be announced later.

Reporting on your activities--whether you had few or many participants, comments you received, what you learned from holding an event--is very important to us. Your reports allow us to learn from what you learn and are required before we will pay your invoice. Reports are submitted using a web form that is available at <http://nnlm.gov/projects/submitter.html?code=mcrquarterreport>. If you need assistance in completing this form, your TC4C librarian can help you.

Attached are instructions for submitting invoices and the schedule for submitting them. There is a 15 work day turnaround time for payment on invoices.

Yours truly,

Claire Hamasu
Associate Director

Encl: Invoice instructions
Invoice sample

Copy: Pat Auflick

February 13, 2006

Jerry Gracy, Director
Ignacio Community Library
P.O. Box 886
Ignacio, CO 81137

Dear Mr. Gracy,

Congratulations! Tribal Connections Four Corners (TC4C) is pleased to fund your proposal to provide health information services to your community. Reviewers carefully considered your proposal before approving it. Your request will be fully funded at \$3,510.

Your library is one of 5 public libraries that TC4C is funding in order to increase awareness among Native American communities that public libraries are a resource for health information. Another purpose of this project is to increase your skills and those of your staff to answer health information questions. In addition to your library, the following libraries are also part of this TC4C Public Library project:

Dine College Library, Tsaile AZ
San Juan County Public Library, UT
Shiprock Branch Library, Farmington NM
Tuba City Public Library, Tuba City AZ

Copies of the proposals and pictures of the library staff who are working on other projects will be sent to you via email. We invite you to participate in teleconferences that will allow you to learn from each other about promoting health information and share how your projects are progressing. The teleconference schedule will be announced later.

Reporting on your activities--whether you had few or many participants, comments you received, what you learned from holding an event--is very important to us. Your reports allow us to learn from what you learn and are required before we will pay your invoice. Reports are submitted using a web form that is available at <http://nnlm.gov/projects/submitter.html?code=mcrquarterreport>. If you need assistance in completing this form, your TC4C librarian can help you.

Attached are instructions for submitting invoices and the schedule for submitting them. There is a 15 work day turnaround time for payment on invoices.

Yours truly,

Claire Hamasu
Associate Director

Encl: Invoice instructions
Invoice sample

Cc: Dana Abbey

Appendix J: Re Deadline and Due Dates for Tribal Connections Four Corners

Timeline for Reimbursements

San Juan County Library, Blanding Branch, and Shiprock Branch Library

January 23, 2006	Invoice for \$2,500 can be sent for submitting an acceptable proposal.
March 15, 2006	Invoice for \$1,500 can be sent for completing activities specified in your proposal and for submitting a midterm report.
April 23, 2006	Invoice for \$1,000 can be sent for completing activities specified in your proposal and submitting a final report.

Tuba City Public Library

January 23, 2006	Invoice for \$1,250 can be sent for submitting an acceptable proposal.
March 1, 2006	Invoice \$1,250 can be sent for completing activities specified in your proposal and submitting a final report.

Diné College Library

January 23, 2006	Invoice for \$1,200 can be sent for submitting an acceptable proposal.
March 15, 2006	Invoice for \$1,000 can be sent for completing activities specified in your proposal and for submitting a midterm report.
April 23, 2006	Invoice for \$300 can be sent for completing activities specified in your proposal and submitting a final report.

Ignacio Community Library

February 15, 2006	Invoice for \$1,755 can be sent for submitting an acceptable proposal.
March 15, 2006	Invoice for \$1,000 can be sent for completing activities specified in your proposal and for submitting a midterm report.
April 23, 2006	Invoice for \$755 can be sent for completing activities specified in your proposal and submitting a final report.

Appendix K: Sample Invoice

SAMPLE INVOICE / FINANCING REQUEST

FROM:	(c) Invoice Request No.	
(a) Payee's Name and Address	(d) Date Invoice Prepared	
Ignacio Community Library		
TO:	(e) Contract No. N01-LM-1-3514	
(b) Eccles Health Sciences Library	May 1, 2003	
10 North 1900 East Bldg 589		
Salt Lake City, UT 84112	(f) Estimated Cost of Purchase Order	
Attn: Claire Hamasu, Assoc Director	(g) PO # 128324	

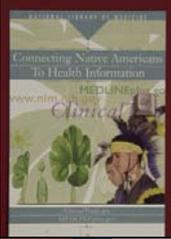
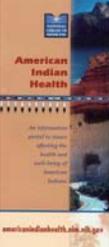
Description of Charges

	(h)	Current	(i) Prior Billing	(j) Cumulative
(k) COMPLETION OF THE FOLLOWING DELIVERABLES				
1. Acceptance of Proposal			1,755.00	1,755.00
2. Submission of Midterm Report		1,000.00		1,000.00
				-
				-
				-
				-
(l) Total:		\$ 1,000.00	\$ 1,755.00	\$ 2,755.00
(m) Less Amount Received				(1,755.00)
(n) Amount Due:				\$ 1,000.00
(o) Outstanding Invoices:				

I certify that all payments requested are for appropriate purposes and in accordance with the contract.

(p) Name and Title of Official	Date
--------------------------------	------

Appendix L: Available NLM Marketing Items and Order Requests

Item	Image
Medlineplus (card stock - 3 1/4' X 8 1/4')	
Medlineplus bookmark	
Medlineplus poster (12" X 17")	
Medlineplus pens	
PubMed bookmark	
PubMed (card stock - 4" X 11")	
Native American Resources (card stock - 4" X 11")	
American Indian Health Brochure	
Rolodex card with consumer health information	

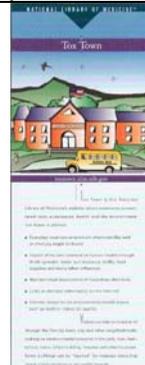
Consumer Health (card stock - 4" X 11")



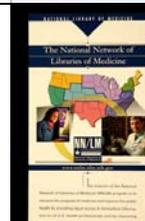
Household Products



Tox Town (card stock - 4" X 11")



National Network of Library of Medicine (card stock - 4" X 11")



Public Health (card stock)



Appendix M: Interview questions to be delivered to the Public Library Participants

Library Name:

Library Phone Number:

1. Do you have any comments on the process of applying for the (a) funding, (b) submitting reports, and/or (c) getting reimbursed for your project?

(a)

(b)

(c)

2. Was there anything that (put TC4C Group Member for this library here) could have done differently to help you with your project?

3. What would you like to see different if another opportunity similar to this one became available to you?

4. What was the biggest learning experience you discovered in during this project?

5. Would you participate in another opportunity similar to this one? If No, please share with us why not.

Appendix N: Responses to the Interview

Dine (Pat A) David A. Hurley, Director (928) 724-6758

1. Do you have any comments on the process of applying for the (a) funding, (b) submitting reports, and/or (c) getting reimbursed for your project?
 - a. There was some confusion about whether or not the application for funding was accepted. This compressed the timeframe to an even tighter timeline as outlined in the proposal
 - b. Online form was easy to use for someone with web/computer experience. It was confusing whether or not the form was submitted successfully. The links to subforms did work or went to a username and login causing some confusion.
 - c. Liked the system or this type of applying for funding. Didn't know about issues pertaining to reimbursement.
2. How did your state facilitator do with helping you with your project?

Very good!!
3. What would you like to see different if another opportunity similar to this one became available to you?
 - More time or longer timeframe
 - More "cool" promotional items like from the TC4C Go Local project.
 - NLM bookmarks were ok but not as cool as the freebies and tattoos.
4. What was the biggest learning experience you discovered in during this project?
 - First project of this sort.
 - o Learn that it takes longer than expected for printing promotional literature, marketing, etc. Generally, it took longer to order things.
 - o Partnerships. Learned about creating community partnerships.
 - o Learned about placement of event within their library. For example, the location for the speaker series made it uninviting to participant due to entrance not being anonymous and there wasn't enough back row seating.
 - o Different audience than anticipated. As a college library, they were anticipating students, but for several of the speaker series they had elders from the community. And for speakers that spoke English and Navajo, they were asked to speak Navajo for the presentation.
5. Would you participate in another opportunity similar to this one?

Yes! But they would like to have more time and they would not try to over schedule themselves given the timeframe.

San Juan County Public Library, Blanding Branch: Lana Latham, Director (435) 678-2335

1. Do you have any comments on the process of applying for the (a) funding, (b) submitting reports, and/or (c) getting reimbursed for your project?

(a) It was pretty straight forward. John was helpful if I had questions.
2. Was there anything that John could have done differently to help you with your project?

I don't think so. John was on the ball.
3. What would you like to see different if another opportunity similar to this one became available to you?

No comment.

4. What was the biggest learning experience you discovered in during this project?

I contacted the CEO of Navajo Health System. She suggested that Cancer be one of the topics for an open house. This open house was not as successful as the heart health and injury prevention ones. We had a comment after the Cancer open house that the topic was taboo to talk about among Native Americans and that is why there was such a low turn out. If I did this again, I would ask Native Americans who come into the library about topics of interest to them rather than going to the CEO.

5. Would you participate in another opportunity similar to this one? If No, please share with us why not. It depends on what else is going on. I had other grants at the same time as this one which made it a very busy time juggling everything.

Other.

This was great. I enjoyed collecting and providing information for others, but I also learned a lot in the process. We received a lot of positive feedback from surveys conducted at the open houses. People told us that they were unaware that we offered some of the services that we highlighted during the open houses.

Ignacio (Dana) - Jerry L. Gracy, Director 970-563-9287

1. Do you have any comments on the process of applying for the (a) funding, (b) submitting reports, and/or (c) getting reimbursed for your project?

(a)None

(b) Confusing timeline. He was sent two timelines and didn't know which to use at first.

(c) Confusing on who to send the invoices to. Confusing on "Who gets what"

2. How did your state facilitator do with helping you with your project?

Dana did a great job teaching the MedlinePlus class. Loved the MedlinePlus Posters. "Nice lady!" Would like her to come back and teach MedlinePlus in July to the community.

3. What would you like to see different if another opportunity similar to this one became available to you?

- Less confusing timeline, who to submit reports to and who to submit invoices to.

- Would like more help with marketing the resources (fliers, posters, etc.).

- Would like to have more direction with the project as far as who the audience should be.

4. What was the biggest learning experience you discovered in during this project?

- They had really low numbers and learned that they needed to have some incentive to get people to come. Like food or some other type of desirable give-away

- Another possible reason for low numbers is that the Native Americans are inundated with health classes and resources from other organizations.

5. Would you participate in another opportunity similar to this one?

Yes!

Shiprock (Pat B) Anrelene J. Scott, Branch Manager (505) 368-3804

1. Do you have any comments on the process of applying for the (a) funding, (b) submitting reports, and/or (c) getting reimbursed for your project?

(a) Process was pretty much self-explanatory. They were confused if they or if they didn't get the funding. If they had known the status sooner they would have had more time to do their project.

- (b) Reporting was easy.
 - (c) Reimbursement has been okay. It was a bit confusing at the first on how the invoices should go to.
2. How did your state facilitator do with helping you with your project?
Pat was a lot of help. She responded to her emails quickly. She was very helpful during the period when they were under staffed when she taught one of their classes.
 3. What would you like to see different if another opportunity similar to this one became available to you?
Would like to have more resources from us that honed in on special groups, such as teens (an area where they are lacking resources). Would like to have more funding available for publish materials, such as books.
 4. What was the biggest learning experience you discovered in during this project?
Patrons wanted information that they were not prepared for. For example, they were presenting on the topic “diabetes” but found that nearly everyone attending the presentation wanted information on dialysis.

Learned that there is a need to help provide information on teen pregnancy and underage drinking in the their community.
 5. Would you participate in another opportunity similar to this one?
Yes ! Absolutely!

Tuba (Pat A) - Pearl G. Yazzie (spoke with Trish) 928-283-5856

1. Do you have any comments on the process of applying for the (a) funding, (b) submitting reports, and/or (c) getting reimbursed for your project?
 - (a) First time applying for grant so cannot compare.
 - (b) There was some confusion on why, when submitting the report, that it came back to her from Arizona.
 - (c) Reimbursements went okay.
2. Was there anything that John could have done differently to help you with your project?
No. She was fine and was very helpful with answering questions.
3. What would you like to see different if another opportunity similar to this one became available to you?
Can’t compare – it was a new experience. She had to ask a lot of questions of her supervisor while writing the grant.
4. What was the biggest learning experience you discovered in during this project?
Reporting: Needed to add more details. She learned that she could just use one word answers.
5. Would you participate in another opportunity similar to this one?
She said that she was “toying” with the idea of ever doing this type of program again but said that she would probably do it again if given the o

Appendix O: Public Library Participant Mid-Project and Final Reports

Mid-Project Report

Name of reporting institution:

Dine College Libraries
1 Circle Dr
Tsaile, AZ 86556

Name of person submitting report: David Hurley**Email address:** dahurley@dinecollege.edu**Telephone number:** 928-724-6758**Reporting Period start date:** 01-23-2006**Reporting Period end date:** 03-01-2006**Publicity:**

Sent press release to Navajo Times and relevant individuals.

Created 11X17" posters and posted in community locations such as schools, post offices, stores, etc.

Created banners to hang in the library.

Outreach:

I am unable to follow the link for the outreach reporting form, as it requests a password. Pat Auflick conducted three computer based training sessions, and several individual demonstrations of Go Local Four Corners.

Other accomplishments:

We hosted talks by three traditional practitioners who spoke on healing from the perspective of different Navajo traditions.

The library sponsored a traditional healthy breakfast of blue corn mush in order to bring people into the library to see our health information displays.

Local organizations, ADABI and the Navajo AIDS Network set up information booths in the library.

We showed a series of films relating to health and wellness issues, particularly diabetes, traditional medicine, nutrition and drug abuse.

We sponsored free dance lessons to get people moving.

Target audience:

The audience for the traditional practitioners was older than expected, mostly non-students. This is good, as we were hoping to appeal to the broader community.

Goals, Outcomes, Objectives:

One problem with the initial events at the main library was the proximity to midterm exams for our students, which made the library more quiet and intimidating for community members. Also, the displays and speakers were in a back area in the library, that required going through doors. We noticed several people listening from outside the door without coming in.

Events at our other centers will be physically located so as not to be intimidating.

Evaluation:

Evaluation methods include monitoring number of health related reference questions, number of health related books circulated, as well as attendance at the events. The pre-program activity data for number of health related reference questions was inadvertently discarded by a library employee, so we have had to drop that measure. However, we have noticed an increase in people requesting community borrower cards, so we are adding that to our evaluation measurements.

Attendance at each of the speakers and dance events was approximately 15, not including those who seemed to be listening outside the event itself. Interestingly, more than half the audience at each event was unique to that event.

Impacts and Observations: See above.

Planned Activities:

During the next quarter, we will be holding health fairs at Chinle, Ganado, Window Rock, Tuba City and Kayenta, and conducting project assessment.

Final Report

Name of reporting institution:

Dine College Libraries
1 Circle Dr
Tsaile, AZ 86556

Project: TC4C Public Library Project

Name of person submitting report: David Hurley

Email address: dahurley@dinecollege.edu

Telephone number: 928-724-6758

Reporting Period start date: 3/01/2006

Reporting Period end date: 4/23/06

Publicity: Press releases were sent to Navajo Times and Navajo-Hopi Observer. Posters and flyers were posted in shopping plazas and/or Chapter houses at locations where we were holding an event.

Outreach: We held 5 mini health-fairs during the reporting period.

- April 5th in Window Rock, where despite cold rain and snow, we had 15 visitors attend computer based training sessions.
- April 13th in Tuba City, where we had 131 visitors, including a group of 120 school children who arrived unannounced. We were not prepared for this, but showed health videos to most of the group while rotating sub groups through the demonstrations.
- April 14th in Kayenta, where we had 121 visitors, but more spread out. This was our most successful fair.
- April 18th, Chinle. A high school group had planned to come but cancelled at the last minute. We didn't advertise this fair as heavily, since we thought we would have a school group. We had only 8 visitors.
- April 19th, Ganado. We had 41 visitors at our final fair.

At each fair, participants could watch films, including two documentaries on meth, and Rez Robics; view an information sessions on MedlinePlus, GoLocal, and other online health information websites, and get 1 on 1 demonstration of Medline plus or GoLocal services.

Participants who had a one-on one session received promotional items such as Toxtown cats (although toxtown was not part of the one-on-one session, they were told what it was and how to get there if they received a cat) Dine College branded pedometers, mugs, or similar items. Participants who viewed the demonstration received a Medline plus pen, a TC4C tattoo, or similar item.

Other accomplishments: We collaborated with several other local health organizations at the Window Rock and Kayenta Health fairs. The organizations set up booths, distributed materials, and spoke with people.

Dine College provided healthy snacks (Fruit and water) at several fairs and used the fair to attract people to class registration at the same time.

Target audience: These fairs were more successful then anticipated, but the target audience is what we hoped for and anticipated.

Goals, Outcomes, Objectives: The fairs that were most successful were the ones that had the most community involvement in planning and set up.

We had thought location would be a major factor, and we anticipated Kayenta Center and Chinle Center fairs would have high attendance due to their proximity to other shops and supermarkets, but while Kayenta had a high turnout, Chinle's turnout was low.

Ganado, on the other hand, had a strong turnout despite not being a small and fairly isolated center. (It is near the chapter house, and signs and balloons in the chapter house sent traffic our way.)

Problems included bad weather in Window Rock, a snowstorm that caused Kayenta fair to be rescheduled, and a power outage in Tsale during the Tuba City fair that made it impossible to connect to the library server either to demonstrate how to access the health sites through the library or to issue new library cards and check out books. The sheer number of people who attended Tuba City was also a surprise and a strain.

Evaluation: Evaluation included attendance, which was over 300 for the reporting period, significantly more than expected.

We also issued about 135 community borrower cards during the duration of the project; more than 50% more cards than were issued to community borrowers during the same period last year.

Book circulation of health materials remained fairly constant, but that is not a surprise in retrospect, as we emphasized the online resources.

Impacts and Observations: Indicators of success were attendance. We were surprised at how well attended our events were. This shows the need that our communities feel they have for health information.

One of our biggest impacts may have been showing our partners, the other community health organizations, some of the online resources. They were not familiar with the GoLocal information (even though their organizations were listed!) and some of the people from these organizations were not familiar with Medline Plus. They were very interested in these resources for the work their organizations do.

Planned Activities: This was the final quarter of the project. No further activities are planned.

Mid-Project Report

Name of reporting institution:

Ignacio Community Library
Jerry L. Gracy, Director
470 Goddard Ave
P.O. Box 886
Ignacio CO 81137

National Network of Libraries of Medicine
Public Library Pilot Project
Health Issues for Native Americans

Mid-Point Report

Since the inception of this program at the Ignacio Community Library, we have completed the following events with the objective of helping out Native American Community to become more aware of important health issues in their lives.

1. In our February and March Newsletter (300 copies distributed to various organizations in Ignacio) we highlighted four different lectures which we coordinated with various health agencies in Ignacio and the Southern Ute Tribe. The lectures, presented by professionals in their field, covered, Diabetes, Dental Care, Alcoholism and post natal childcare. We advertised the workshops on our local radio station KSUT and well as a very prominent article about the workshops appeared in the tribe's newspaper, "The Southern Ute Drum." We also posted flyers in the library, and sponsored a one hour class here on how to use Medline plus for consumer health issues.

Unfortunately, with all the effort put into this project as well as the wonderful help from Dana Abbey, only two people showed up for the presentations.

2. Our only expenditure for this program was the purchase of six books for display pertaining to diabetes and alcoholism. The presenters volunteered their time as did also the staff of the library, which was really minimal.
3. We intend to have another one hour class in April to inform people about MedlinePlus as we think it is a great program.

Jerry Gracy
Director
Ignacio Community Library
(970) 385-4169

Final Report

Name of reporting institution:

Ignacio Community Library
Jerry L. Gracy, Director
470 Goddard Ave
P.O. Box 886
Ignacio CO 81137

Project: TC4C Public Library Project**Name of person submitting report:** Jerry Gracy**Email address:** ignaciolib@yahoo.com**Telephone number:** 970-563-9287**Reporting Period start date:** March 1, 2006**Reporting Period end date:** April 30, 2006**Publicity:**

We used the following promotional venues:

1. One-half page article in the Southern Ute Drum describing the project and the dates of the Health Seminars
2. PSA announcements for one week prior to the Seminars on our public radio station KSUT in Ignacio
3. Announced the health seminar programs in our Library Newsletter
4. Distributed flyers in the library and at various locations around time, especially, the Southern Ute Health Facilities
5. Advertised a MedlinePlus class here at the library

Outreach: None**Other accomplishments:**

We presented a one hour MedlinePlus class for our Patrons to teach them how to navigate and use the resources on MedlinePlus. This was advertised in our newsletter and flyers. We presented four seminars collaborating with the Southern Ute Health Center for professionals to present the seminars. The seminars included topics on Diabetes, Dental Care for Children, Alcohol & drug abuse, and prenatal care for young moms. The Health Center was very cooperative and provided these professionals without charge.

Target audience:

Our target audience was the general population of the Southern Ute Tribe. Our advertising was focused on that whole group. Next time, I believe it would be best to narrow our target to a specific group of people, such as diabetics, alcoholics, etc, to pack more punch into our programs.

Goals, Outcomes, Objectives:

1. Our goal was to encourage Native Americans with health issues to attend one of the four seminars, with the hope that they would then follow up by going to a clinic for additional help, diagnosis, and counseling.

2. We arranged with the instructors from the Southern Ute Health Center to report to us a log of the number of people who visited the clinic as a result of the seminars. Unfortunately, only one person attended the seminars.
3. In the future, our goals would change slightly, with the purpose of narrowing our program to a specific group of people with health issues rather than a broad brush approach.
4. The outcomes are still feasible and we intend to institute another program in August with the above changes

Evaluation:

Our evaluation program was in place, but since we had only one person attend the seminars, there was no feedback to evaluate. Essentially, the presenters of the program would prepare a list of the attendees to provide to the Southern Ute Health Center. If any of the attendees would show up at the clinic after the presentations, the clinic would then notify the library of the number of people and which clinic they visited (diabetic, alcohol, etc)

Impacts and Observations:

Next time around, we would locate the health seminars at a different location. This time they were scheduled at the Adult Learning Center in Ignacio. I feel we would get a better turnout, if we were to use the Southern Ute Health Center as a focal point for seminars. That would make collaboration easier and also allow us to focus promotional activities to the Native Americans already visiting the clinics.

We will also offer refreshments at the seminars.

Planned Activities:

In August, we plan to schedule another round of Health workshops, but changing our approach as mentioned above. During August, we will also promote health books in the library to encourage Native Americans with health issues to check out.

Mid-Project Report

Name of reporting institution:

San Juan County Public Library
Blanding Branch
25 W 300 S
Blanding, UT 84511

Name of person submitting report: Lana Latham**Email address:** lelatham@sanjuancounty.org**Telephone number:** 435-678-2335**Reporting Period start date:** 02-01-2006**Reporting Period end date:** 03-15-2006**Publicity:**

Press releases/public service announcements were sent to the newspapers and radio stations listed in the grant proposal. The program was listed on the events calendar on our website: <http://sanjuancounty.org/library.html>, it was also put in our monthly newsletter that can also be accessed through the website. Flyers were distributed throughout town and a sign with balloons were placed out in front of the library on the day of the event. An email was sent out two weeks prior, and the day before the event, to members of the library programs email list.

Outreach:

Three part-time employees were trained on Feb. 9, 2006 by John Bramble on how to use medlineplus.gov and other health resources. This helped them to conduct the internet scavenger hunts.

Other accomplishments:

We were able to work closely with Utah Navajo Health System, they were able to provide a few staff members and much needed information for the open house participants.

Target audience:

Our target audience was Native Americans and only about 35% of the attendees were Native American. We hope that we can attract more for our program this month.

Goals, Outcomes, Objectives:

We felt that if 30 people attended, it would be a success. There was a total of 37 attendees, so we are proud of that. We do hope to have even more this month, and so we will try even harder with our publicity. There was a lot of great information that was provided, it's just a matter of getting people into the library to access it.

Evaluation:

Attendees were asked to fill out a survey at the end of their visit. 12 people chose to do so, and each one gave an excellent rating (out of excellent, fair, and poor). They stated that they would like to see more similar health open houses/special programs and felt like they left knowing more than when they arrived. Dr. Mark Brann's presentation was fantastic! He integrated humor into his slide presentation, so it was very entertaining, besides being informative.

Impacts and Observations:

We have had many patrons comment on how excited they are about having quality programming at the library.

Planned Activities:

We will be having another open house on March 28th. It is titled Native Americans and Cancer. There will be an open house from 12-7 with information that attendees can take home with them, Internet scavenger hunts for health information, and a special presentation at 6:00 PM. Phyllis Nassi and Lynne Hall from the Huntsman Cancer Institute will be the presenters.

Final Report

Name of reporting institution:

San Juan County Public Library
Blanding Branch
25 W 300 S
Blanding, UT 84511

Name of person submitting report: Lana Latham**Email address:** lelatham@sanjuancounty.org**Telephone number:** 435-678-2335**Reporting Period start date:** 03-16-2206**Reporting Period end date:** 04-20-2006**Publicity:**

We advertised in the newspapers and on the radio stations that were listed in the previous report. Flyers were posted around the area at local businesses and other establishments. The events were posted on our website calendar and in our monthly newsletter. An email was sent out to our "library programs" emailing list, which includes 105 addresses.

Outreach: none**Other accomplishments:**

Lynne Hall, Huntsman Cancer Institute, presented on March 28th. Georgina Nowak, South Eastern Utah District Health Department, presented on April 18th.

Target audience:

Our target population was the Native Americans living in our area. There were very few of them that attended the open houses/ presentations, most attendees were of other races/ethnicities. Their needs have not changed.

Goals, Outcomes, Objectives:

In the process of writing this grant, we discussed the needs of the Native Americans with the CEO of Utah Navajo Health System (UNHS). She informed us that Native Americans needed more education in three different areas: heart health, cancer and injury prevention. We decided to go with that recommendation for the topics of our open houses. The first, on heart health was very successful. The second, on cancer-March 28th, was a disappointment. There were less than 20 people that attended the event. I was told the next day by an employee of UNHS that they knew no one would attend the one on cancer because it was like taboo to talk about it. Why it was suggested as a topic, I do not know.

Evaluation:

The last program, injury prevention, was presented on April 18th. There were 35 people that attended and according to the survey they filled out, they were very pleased with the event. We felt that if 30 people attended, it would be a success.

Impacts and Observations:

After the injury prevention program, many attendees stated that they were so pleased with the information they received and they didn't know the library provided such great opportunities for the public. I believe they will be more aware of library programs/opportunities in the future.

Planned Activities:

There is nothing else planned, this is the final report.

CHECK-IT-OUT

A NEWSLETTER FROM
THE SAN JUAN COUNTY
LIBRARY SYSTEM



Volume 3, Issue 12

MARCH 2006

Native Americans and Cancer Open House

Tuesday
March 28, 2006
12-7 PM
6:00 PM-Special Presentation
@ the Blanding Library

The Blanding library will host an open house on Tuesday, March 28th, from noon to 7:00 PM. At 6:00 PM, Phyllis Pettit Nassi and Lynne Hall of the Huntsman Cancer Institute will give a presentation on cancer. Although the open house is aimed specifically at helping to educate Native American residents of the Four Corners area, the entire community will benefit from the information provided. A mixture of culturally relevant material will be provided to give a well-rounded sense of the information that is available.

Mid-Project Report

Name of reporting institution:

Shiprock Branch Library
Highway 666
Shiprock, NM 87420

Name of person submitting report: Anrelene Scott

Email address: ajbarton@infoway.org

Telephone number: 505.368.3804

Reporting Period start date: 03/01/06

Reporting Period end date: 03/31/06

Publicity: We posted flyers throughout the local communities. We have a billboard near the library on US Hwy 491 where we post upcoming events for the public to read. We had information packets available at our library for patrons & school group visits. We also distributed these items at the Begaye Flea Market in Shiprock. The Farmington Public Library Program Coordinator, Jenny Lee Bingmann, submitted information to the Farmington Daily Times and Gallup Independent newspapers. Information was distributed to residents of San Juan County via the Farmington Public Library's monthly newsletter, The Bookshelf.

Outreach: None

Other accomplishments: e purchased an additional \$80.00 of alcohol & diabetes related material from our budget so our patrons will have more of a selection to choose from.

Target audience: Most of our patrons wanted information about diabetes and wellness. We had more questions about dialysis patients needs and how to care for them. We are currently going to the health websites that were given to us by Pat Bradley.

Goals, Outcomes, Objectives: We were surprised that most of our patrons were teens. We plan on having more information available for dialysis patients.

Evaluation: We conducted a survey after each presentation. These surveyys are currently being entered into Microsoft Excel and will be sent to you by mail.

Impacts and Observations: The James and Ernie performance was our biggest impact. We reached alot of new patrons who didn't know where our library was located. We are getting more patrons come into the library to gather information about various medical needs such as the effects of working in the uranium mines, dialysis patients, bipolar, allergies, etc. The performers talked about their experiences with alcoholism and how long they have been alcohol free.

Planned Activities: We plan to add the health websites to our adult computer class schedule. We will have one representative from our library attend Pat Bradley's presentation at the New Mexico State Library Conference in Farmington, NM.

Final Report

Name of reporting institution:

Shiprock Branch Library
Highway 666
Shiprock, NM 87420

Name of person submitting report: Anrelene J. Scott

Email address: ajbarton@infoway.org

Telephone number: 505.368.3804

Reporting Period start date: 03.01.06

Reporting Period end date: 03.31.06

Publicity:

We publicized through the Farmington Daily Times and the Gallup Independent newspapers. We have been posting signs at 25% of the local businesses in the Shiprock and surrounding areas. We have a billboard near US Hwy 491 and display each event so our patrons will come. We also used The Bookshelf which is the Farmington Public Library Regional System's newsletter and is distributed to patrons living in the FPL service area (125 miles in diameter from Farmington, NM). These items will be sent via mail.

Outreach: None

Other accomplishments:

We have been displaying alcoholism and diabetes material throughout the library for patrons to take. 90% of our printed material has been taken.

Target audience:

We have had more new patrons come to use our library or come for the specified programs. We have had requests for additional library material to include diabetes patients who are on dialysis, more information about residential alcoholism treatment centers that utilize traditional Navajo and western practices (located on in Gallup, NM), and more family night events to get more family involvement in the community.

Goals, Outcomes, Objectives:

Substance Abuse Counselor: We had a low attendance for this program. Most of the patrons who called thought it was an Alcoholics Anonymous meeting. I think if we advertised the program differently, we would've had a better turn out. 75% of those attended were teenage men. The 4 adult who attended stated that they gained some insight on the behavior behind alcoholism.

Begaye Flea Market: Everything went well. We reached a lot of new patrons.

James & Ernie Comedy Duo: We originally thought we could only fit 100 patrons in the library for the performance. We made enough room to have 210 patrons attend. The comedians included the library in their skits. At the beginning of the program they let the crowd know the library was focusing on alcoholism and diabetes in the month of March as part of a Tribal Health Connections grant. At the end of the program, they let the participants know they were recovering alcoholics and let them know how long they have been sober. They encouraged everyone to live a healthy lifestyle.

Diabetic Cooking Class: This program was great. We had some new patrons. They enjoyed the food and atmosphere. There was one patron who had a husband on dialysis and we were focusing on patrons with diabetes so we didn't have much information for her so we encouraged her to attend the adult computer class the following week to get more information.

Adult Computer Class: We had low attendance for this program. We had a 12:00 and 6:00 class (5 total in attendance). Although the class was small, the patrons expressed how much knowledge they gained and how useful the class was for them. We were also short staffed. Anrelene and Aleda started the first 10-15 minutes of the class and Pat Bradley taught the remainder of each session. We appreciate having Pat at this session. She was a great asset to the program.

All in all, I think our programs are going great. We are reaching a lot of new patrons.

Evaluation:

We are taking surveys from our participants. These surveys will be available to you in our final report. We have been taking photographs of some of the events. Verbal feedback from our patrons is ongoing during and after each program.

Impacts and Observations:

We had one patron come to use our library who is an alcoholic and is getting ready to check himself into a residential treatment center. His family member told him about the programs we have been having so he came here to get more information about local treatment facilities for when he completes his residential program, financial assistance, and Internet usage (Our computer policy states that each patron can sign up for one 30 minute computer session each day with a 30 extension if time permits. We have been letting this particular patron use a designated library computer to get his affairs in order since we our programs focus on his illness).

Planned Activities:

Our program will end next week with our last program on Friday, March 31, 2006. We will sponsor a drug and alcohol free teen movie night. We are continuing to give out information packets to patrons who want them. Since the adult computer class was the most informative program we had, we are planning to offer more classes on the website/databases that were offered by Pat Bradley. We are also planning to attend Pat's program at the New Mexico Library Association Conference in Farmington, NM in April 2006.

ALCOHOL and DIABETES Awareness Survey

Today's Date: _____ Program Topic: _____

Zip Code: _____

How did you hear about this program? _____

Please rate the following:	Strongly Agree	4	Agree	3	2	Strongly Disagree	1
I enjoyed today's topic:	5	4	3	2	1		
The speaker was well informed:	5	4	3	2	1		
I learned something new today:	5	4	3	2	1		
I learned something today that is going to change one or more of my lifestyle habits:	5	4	3	2	1		
This program gave me the information I wanted on this topic:	5	4	3	2	1		

Do you have any other comments about today's program?

On a **monthly** basis, how often do you typically visit the Shiprock Branch Library?

- Less than once
 1-2 times
 3-4 times
 More than 5 times

Age: (please circle one)

15-20 21-25 26-30 31-35 36-40 41-45 46-50 51-55 56-60 over 60

6 p.m. Wednesday, March 1 - **Diabetes and Alcoholism Awareness Month** at the Shiprock Branch Library. Join us for a presentation by a substance abuse counselor. Information: (505) 368-3804.

Saturday, March 4 - **Diabetes and Alcoholism Awareness Month** at the Shiprock Branch Library, join us at the Begaye Flea Market in Shiprock to make a craft and pick up an information packet. Information: (505) 368-3804.

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COMEDY

The Shiprock Branch Library presents a free concert with comedy duo James and Ernie today. Doors open at 5:30 p.m., and seating will be on a first-come, first-served basis. Admission is free.

The library will close at 2 p.m. that day to set up for this event.

James and Ernie have made a name for themselves as Native American comedians who promote resistance to drugs and alcohol, and adopting a healthy lifestyle by eating right and exercising.

"We are very excited to have James and Ernie come to our library as part of our Alcoholism and Diabetes Awareness program," said Anrelene Scott, director of the Shiprock Branch Library. "They really know how to reach people, and will be a great asset to our program."

The Shiprock Branch library is located on the east side of the former Shiprock Boys and Girls Club building on U.S. Highway 491.

Info: 505.368.3804 or www.jamesandernie.com



Shiprock Library kicks off Alcoholism/Diabetes Month

By Brian Hassler
Staff Writer

SHIPROCK — After submitting a grant and obtaining funding, the Shiprock Public Library is prepared to kick off Alcoholism and Diabetes Awareness Month.

The month will begin with a presentation on Wednesday by Delbert John, a Shiprock resident, healer and substance abuse counselor. John has given presentations before and will be talking about getting help for alcoholism and what the alcoholism programs entail.

Following Wednesday's presentation, the library will begin preparing for a special appearance by comedy duo James and Ernie.

"We have James and Ernie on Friday March 10 and that's going to be at the library," said Anralene Scott, head librarian for the Shiprock library. "We asked them to come and perform since when they

perform they tell people to exercise right, eat healthy and say no to alcohol and drugs."

In preparation for the performance, the library will close at 2 p.m. on March 10 and will open again at 5:30 p.m. with 100 seats available for the performance.

"We have enough room for 100 people and it will be on a first come first serve basis," said Scott. "We're expecting a really great night and performance from them."

On March 16, a diabetic cooking class will take place and will be followed by a March 23 class that will allow those involved to search the Internet for diabetic and alcoholism prevention programs.

"We'll have one main activity each week for the month of March," said Scott. "That's what we applied for, a grant, and we qualified for the grant; so we're making March alcohol and diabetes awareness month."

Recent incidents in the Shiprock

area have underscored the tragic results of alcohol. The stabbing death of Shiprock resident Duane Wadsworth, 28, was attributed to alcohol by authorities. The death of another Shiprock man, Harry Kelewood, 25, of Shiprock, occurred on Tuesday, February 14 when Kelewood rolled his 1994 Chevy pickup while under the influence of alcohol.

"There was a lot of alcohol containers everywhere, but we don't have the tox screen back and are still waiting for it," said Tim Black, a San Juan County sheriff. "We're saying that we think alcohol was involved and we got that from the containers in the vehicle."

Delbert John will begin his presentation on Wednesday at 6 p.m. at the Shiprock Public Library with more information available at the library or by calling (505) 368-3804.

Brian Hassler is *The Independent's* Four Corners reporter based in Shiprock. Contact him at (505) 360-7862 or via email at brianhassler@hotmail.com

**Alcohol & Diabetes
Prevention Month at the**



**Come join us for a
presentation about
alcohol abuse and
prevention with a
licensed counselor on
Wednesday, March 01
at 6:00 pm**

Sponsored by the Shiprock Branch Library and Tribal Connections Four Corners

The Shiprock Branch Library Presents

James & Ernie

Comedy Duo

Friday, March 10

6:00 pm



The Shiprock Branch Library will close at 2:00 pm to set up for this event. Seating is limited on a first come first serve basis. Doors open at 5:30 pm.



March is alcoholism & diabetes prevention month at the Shiprock Branch Library so stop by or call to find out what other great programs we have scheduled.

Sponsored by the Shiprock Branch Library and Tribal Connections Four Corners

Diabetic Cooking Class

on

Thursday, March 16

at 6:00 pm

Don't forget your library card so you can check out some of our diabetic cookbooks. Cook your way to a healthy lifestyle!



Sponsored by the Shiprock Branch Library and Tribal Connections Four Corners

Farmington Public Library

the Bookshelf

2101 Farmington Ave. • FARMINGTON, NM 87401

Post Paid
U.S. Postage
Permit No. 170
Farmington, NM
87401-6420

at the SHIPROCK BRANCH

BOOKS FOR BABIES

Have a new baby? Sign your baby up for Books for Babies and get a free book to read to your new baby!

STORYTIME

Monday thru Friday at 10:00 am Teachers. Please call the library and/or to schedule an author storytime.

FIRST THINGS FIRST

First grade teachers! Call the library to schedule a First Things First program for your First grade class. Free book bags.

A.S.A.P.

After School Activity Program

Daily programs

3:00-5:00 pm

- Monday.....Storytime
- Tuesday.....Crafts
- Wednesday.....Coloring Pages
- Thursday.....Games
- Friday.....Movies

TEEN NITE!

Friday, March 31
7:00-10:00 pm
Join us for a fun and free evening!
This is a drug & alcohol free event.

BASIC ADULT COMPUTER CLASSES

Registration for the class begins 15 minutes before the class starts.
Classes are held at 12:00pm and 6:00 pm.

- 02.....Greeting Cards
- 09.....Mailing Labels
- 15.....Resumes
- 23.....Internet Skills
- 30.....Beginning Email

Diabetes and Alcoholism Awareness Month

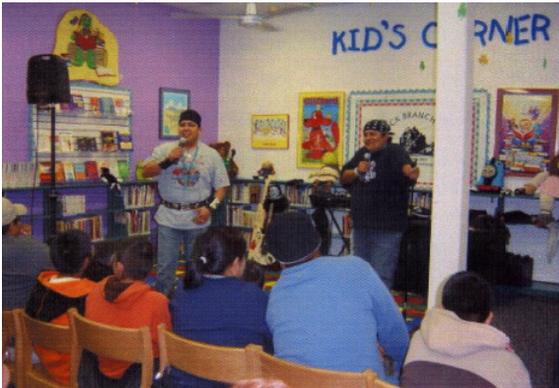
March 1 at 6:00 pm
Presentation by Delbert John, a substance abuse counselor.

March 10 at 6:00 pm
James & Ernie Comedy Duo



March 16 at 6:00 pm
Diabetic Cooking Class
The Shiprock Branch Library will close at 2:00 pm to get ready for this event. Limited Seating!

March 16 at 6:00 pm
Diabetic Cooking Class



Final Report

Name of reporting institution:

Tuba City Public Library
78 Main Street
Tuba City, AZ 86045

Name of person submitting report: Pearl G. Yazzie**Email address:** goldtooth1957@yahoo.com**Telephone number:** 928-283-5856**Reporting Period start date:** February 23, 2006**Reporting Period end date:** April 4, 2006**Publicity:** none**Outreach:** none**Other accomplishments:**

I contacted and made arrangements with the Behavior Health Department from our local hospital to have a Native Speaker come in to do a presentation. I ordered materials that we are going to need for our health fair.

Meth Awareness:

Feb. 23, 2006 - I contacted Melissa Sheppard at the Behavior health and picked up a DVD and video on Meth, and some brochures.

Feb. 27, 2006 - I traveled to LeChee for a Meth Presentation and met with the speaker, who agreed to give a presentation at the health fair. I made contact with Lorretta from KTNN Radio Station, who agreed to give me some brochures on meth for my health fair.

March 7, 2006 - I made a trip to In addition, have a poster made at Kinko's.

March 14, 2006 - Barnes and Noble contacted me to let me know that the books on meth are in.

March 15, 2006 - Got on-line @ mamasite.net to look at their brochures.

Target audience:

Yes! I think the general public really needs to be aware of the dangers of meth. So my main target is just the general audiences. They need to be well informed. Encouraging & challenging young mothers about the importance of communication, reading to their babies even at infancy and being aware of the stages of healthy growth in infants. No, I have not changed my initial assessment.

Goals, Outcomes, Objectives:

Yes, we want to reach the public with the awareness, and encourage to them reach out for services that are available to them.

Evaluation:

I traveled to LeChee for a Meth Presentation and to meet and assess the qualifications of the presenter to see if he would be a feasible choice speaker to come to our library to speak at our Health Fair. We found some great web sites while doing Internet research. These sites had really nice and informational flyers on infancy health that we will use for the newborn packets in partnership with the hospital.

<http://www.zerotothree.org/handouts/handouts.html> <http://www.zerotothree.org/handouts/>

<http://www.breastfeedingtaskforla.org/resources/breastfeeding-public-education.htm>
<http://www.mayoclinic.com/health/newborn/FL00107>

Impacts and Observations:

We were glad to be able to find free flyers on health issues for infants and parents that could be reproduced for free distribution.

Planned Activities:

Mr. Davis dropped by the library to drop off some brochures on Meth. I asked him, if he could do the presentation for the library, he did agree. We are looking at the week of April 10, 2006. I plan to have Mr. Gary Davis do the Meth Presentation on Thursday, April 27, 2006 at 5:00 pm. This going to be the same week that Mrs. Flood will be having a book signing. In addition, Miss Hopi will here to read to the children for literacy day.

Appendix E

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: 01-01-06

Reporting Period end date: 04-30-06

Publicity:

Women's Health Expo - 2/10/06

Local Lupus Support Group

Family Health Fiesta was held at a local Catholic Church for uninsured and underinsured families and individuals in our community - the library catalog project was promoted at all (3) of these events with approximately 650 people in attendance

Mesa County Infoline - a County-wide database of free information/services available - the library website and catalog have been posted and are updated regularly

NN/LM Consumer Health Resources: Latino Americans brochure added our library information stickers and distributed at the local migrant health clinic and at the Family Health Fiesta

Outreach: None

Other accomplishments:

Activities - barcode scanner/reader purchased and installed on library circulation desk

Smart barcodes ordered for the collection and job posted for additional clerical person (8 hours/week) to enter barcodes into all materials and scan codes into the already existing catalog

Target audience: Target audience remains the same

Goals, Outcomes, Objectives:

Problems - originally chose Cybertools and Marchive based on recommendations of other librarians who were using the products. We have had a problem with the export of our database records from Cybertools to Marchive for barcode setup. Cybertools is working on the problem and expects to have the export completed tomorrow. If we had known this would be an issue (which we did not anticipate), we would have ordered barcodes well before our data entry was completed.

Evaluation: None

Impacts and Observations:

Calls from people in our community stating they had been referred by reference staff at the local public library, or that they found our website and are asking about particular items in the catalog.

Planned Activities:

Final cost report and invoice will be faxed tomorrow - waiting on one P.O. copy from our materials dept.

Quarterly Report

Name of reporting institution:

Dixie Regional Medical Center
Pamella Asquith, Medical Librarian
1380 East Medial Center Drive
St. George, UT 84790

Project: Information Resource Training for Nurse Interns

Name of person submitting report: Pamella Asquith

Email address: pamella.asquith@intermountainmail.org

Telephone number: 435-251-2459

Reporting Period start date: 01-01-2006

Reporting Period end date: 03-31-2006

Publicity:

January 12, 2006, and March 22, 2006 Participation in newly-formed Research Council formed to foster in-house evidence-based practice studies.

Outreach:

January 11, 2006	Presentation to Rehabilitation staff
January 17, 2006	Nursing student info resources orientation
February 1, 2006	Nursing student info resources orientation
February 2, 2006	Nursing student info resources orientation
February 16, 2006	Nursing student info resources orientation
March 27, 2006	Nurse Executive Council info resources update

Other accomplishments: N/A

Target audience:

The June 2006 incoming group of the target audience (newly graduated nurse interns) will probably be a higher level, e.g. have more awareness of how to access and use information resources, because of the outreach activities from the hospital in the past year; therefore the next training modules will have to be more challenging.

Goals, Outcomes, Objectives:

The website design is taking longer than anticipated due to network permissions and design restrictions. However, by the end of April, it should be up.

Evaluation: N/A

Impacts and Observations:

The Medical Library at the hospital has become the venue of choice (cool hangout place) for nursing and allied health students in the St George area. We feel that it is filling a

need not provided by the local college libraries. Students feel comfortable in browsing for resources and feel secure knowing that there is a librarian on-call for them. We wonder how the students functioned before they discovered the DRMC library and hope that they will be better prepared users of info resources when they graduate and become interns.

Planned Activities:

- Finish website
- Review training materials
- In June, the next batch of graduates will get the training with the survey, assignments, etc. Data from last year's group will be compared.

Outreach Activities Report Information Resource Training for Nurse Interns - Project

RML Q4, 2005-2006

Generated: Wednesday, August 23, 2006

4 Total Outreach Activities

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

Activities Summary

Total number of estimated participants:	95 participants	
Average number of participants:	23.75 per activity	
Average length:	0.50 hours	
Under 1 hour:	4 activities	(100.00%)
Between 1 and 2 hours:	0 activities	
Over 2 hours:	0 activities	
Hands-on practice:	0 activities	
Conducted remotely:	0 activities	
Offering continuing education:	0 activities	
Significant number of minorities:	0 activities	

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

Health sciences library:	4 activities	(100.00%)
Public library:	0 activities	
Government agency:	0 activities	
Hospital:	4 activities	(100.00%)
Clinical/Health care:	1 activity	(25.00%)
Academic Institution:	4 activities	(100.00%)
Community-Based:	0 activities	
Faith-Based:	0 activities	
Public Health Agency:	0 activities	
Other:	0 activities	

Session Content

PubMed:	4 activities	(100.00%)
MedlinePlus:	4 activities	(100.00%)
ClinicalTrials.gov:	0 activities	(0.00%)
NCBI:	4 activities	(100.00%)
NLM Gateway:	0 activities	(0.00%)
TOXNET:	0 activities	(0.00%)
Other technology content:	0 activities	(0.00%)
Other, non-technology content:	0 activities	(0.00%)

Significant Minority Population Present

($\geq 50\%$ of participants)

African American:	0 activities	(0.00%)
Alaska Native:	0 activities	(0.00%)
Asian and Pacific Islander:	0 activities	(0.00%)
Hispanic:	0 activities	(0.00%)
Native American:	0 activities	(0.00%)

0 Participants Completed Participant Information Sheets

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

Participants Summary

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



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:** 01/01/06**Reporting Period end date:** 03/31/06**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. We did purchase bottles of hand-sanitizer, customized with the JoCoHealth logo, to use when we are ready to promote the JoCoHealth database.

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 finalized 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, and we worked with the vendor to remedy the bugs. After the fixes were complete, we reinstalled the package and completed another round of thorough testing to ensure that the system can be easily installed and utilized by other libraries or organizations.

Now that the initial hurdles encountered through work with the database vendor have been overcome, we are working on the data collection and entry.

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 worked with the vendor to

fix the problems we encountered, but the testing and re-testing took considerable staff resources, and all of our efforts had to be concentrated on the database testing rather than data collection and entry.

Evaluation:

The contracted vendor provided a weekly progress update to ensure the database and user interface development are on track. However, all work over the last quarter was focused on testing and re-testing to clear the system of bugs and to ensure the interface was working properly.

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:

Collect community data, enter the data, customize the interface to look like the JoCoHealth Web site, and make the site live to the public.

Quarterly Report

Name of reporting institution:

Mary Lanning Hospital Library
Ella Rathod, Librarian
715 North Street Joseph Avenue
Hastings, NE 68901

Project: PDA in Healthcare Education and Training

Name of person submitting report: Ella Rathod

Email address: erathod@mlmh.org

Telephone number: 402-461-5291

Reporting Period start date: 01-15-06

Reporting Period end date: 04-30-06

Publicity:

During this period, the PDA committee had

1. Information on PDA in Department of Education Newsletter.
2. Information on the upcoming 'Mobile Technology Fair' on April 5th, during National Library Week in Mary Lanning Hospital Scanning newsletter, March 6th.
3. Information and schedule on 'Mobile Technology Fair' in Department of Education newsletter, April 2006.

(I am mailing all the publicity to you.)

Outreach:

PDA Committee meets every Wednesday afternoon for an hour with IT staff person, troubleshooting and IT staff answering our questions. We also share with each other experiences with our PDA and learning from each other. We have one nurse practitioner and two Adams county health department staff persons join us on Wed. afternoons learning right along.

We held a "Mobile technology Fair" for the Mary Lanning Hospital staff and physicians on April 5th, during National Library Week.

Other accomplishments:

We put together "Mobile Technology Fair" for the hospital and had a afternoon of programs on mobile technology in healthcare setting. Two of our committee members did a skit on using softwares such as "Epocrates", dictionaries etc. on PDA. We had Q and A session with the IT staff on better understanding the PDA. We invited Alltel representative to talk about "Smart Phones". We also invited the local computer store representative on 'selecting a laptop'. Lastly, we had online demo of "PEPID" software.

Target audience:

Our target audience is the healthcare workers in the hospital, physicians, nursing faculty and school of radiologic-technology faculty. We have generated great interest in PDA's and mobile technology. The Mary Lanning Hospital administrative team was at the "mobile technology fair". The administration is going to offer payroll deduction for nurses to purchase PDA's. They are looking into various PDA's at the present time. The administration will then purchase the nursing software for the staff to use on their PDA. We as a committee think that this is a great progress and we have influenced the administration of the hospital, the Information Technology department, the healthcare staff, physicians and nurses to use PDA's. We see a positive change in attitudes and interest in PDA technology from the time we started and at the end of our project. What an accomplishment!!

Goals, Outcomes, Objectives:

We have met our goals and objectives and have benefited from the grant beyond our expectations. We have installed M-Notes on our PDA's and computers to access the lotus notes email. The nursing faculty have tried several softwares in clinical setting. We are looking into incorporating hands on teaching about PDA's in the informatics class and having PDA's for nursing students into clinical setting.

Because of the increased usage of PDA's, the hospital has designated several areas for internet wireless access. The department of education will soon have wireless internet access.

Evaluation:

I will be mailing you PDA post evaluations of the committee members.

We had evaluations for the "Mobile Technology Fair" and also offered CEU's to physicians and Nurses. I will be mailing those evaluation results.

Impacts and Observations:

We started out with no knowledge and no technical support of PDA. However, we did get a great start with Whitney Davison Turley and Thomas Gibbs, who came to Hastings, NE and spend a whole morning with us teaching the basics of PDA. As the project started, we received great support from the hospital IT department. Now, the hospital staff and other healthcare workers seek advice from us in buying of PDA and using the healthcare softwares. On Mary Lanning Hospital website. www.mlmh.org, one of the vice president have posted a discussion board for the staff, soliciting inputs on buying and using the PDA's in the hospital setting.

Planned Activities:

Even though, the end of the grant period is approaching fast, we will continue to meet and promote the use of PDA's in the hospital and academic setting. We will continue to meet once a month to learn more and keep abreast on mobile technologies. Thanks for the opportunity to advance in mobile technology. This was a great learning experience for all us.

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 the Medical Dental Library of Truman Medical Center - Lakewood

Name of person submitting report: Gwen E. Sprague

Email address: gwensprague@tmcmcd.org

Telephone number: 816-404-8265

Reporting Period start date: 01-01-06

Reporting Period end date: 04-30-06

Publicity: Flyers were emailed, mailed and posed on Yahoo Groups for my presentation at the quarterly meeting of the Health Sciences Library Network of Kansas City in April.

Outreach: None

Other accomplishments: Conducted online library survey of customers about current and future library services.

Target audience: I wasn't involved in the initial assessment so I can't tell if there have been any changes.

Goals, Outcomes, Objectives: My main problem is getting people to participate in the survey and interviews. I was surprised about how little the general hospital employees knew about the library or its services. This has refocused my immediate objectives to increasing awareness of the library and making it more accessible to everyone

Evaluation: Present a report of the grant process and results to the quarterly meeting of the Health Sciences Library Network of Kansas City in April.

Impacts and Observations: On the online survey there were a couple of open ended comment questions and I received several responses that the respondent thought that the library was for doctors only. One said that they would use the library more if there was a librarian to assist in getting articles in older journals or journals we don't have.

It was comments like this that made me aware of the need for some crucial marketing to be done to inform the hospital staff of the services of the library.

Planned Activities: Finish analyzing survey results. Conduct personal interviews with responders to online library survey. Do presentation for Administration. Search for future grant opportunities.

Messages

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April network meeting

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The next HSLNKC meeting is April 12, 2pm at Truman-Lakewood.

Fri Mar 31, 200

Gwen

[Show Messa](#)

Sprague, Lakewood librarian, is both our hostess and our program presenter. She will describe how she conducted a needs assessment in

satisfaction of an NLM grant that Erin Palozzolo, formerly of Lakewood, had secured. The grant bought the library a laptop and digital camera, too!

"janfoster64
<jfoster@...>
janfoster6411

 Offline

 Send Email

 Invite to Yal

The business meeting will include some proposed bylaws changes so be

sure to spend Wednesday April 12 catching up on your network's business. Map and minutes of the January meeting will hit your mailbox early next week.

Jan Foster, secretary



**Agenda for the Network Meeting
April 12, 2006 – 2:00 p.m.
at Truman Medical Center – Lakewood**

- I. Call to Order/Sign attendance sheet
- II. Approval of Minutes
- III. Officer's reports
 - a. President – Erin Palazzolo
 - b. President Elect – Ann Marie Corry
 - c. Secretary – Jan Foster
 - d. Treasurer – Dick Kammer
- IV. Committee Reports
 - a. Bylaws – Dick Kammer
 - b. Education – Kim Carter
 - c. Institutional – Joyce Sickel ✓
 - 1. Statistics – Ann Marie Corry
 - 2. Consortium Purchasing – Joyce Sickel, in absence of Sarah Kirby ✓
 - d. Professional Activities – Dick Kammer ✓
- V. Old Business ✓
- VI. New Business ✓
- VII. Announcements, LHV
- VIII. Adjournment

Program – Gwen Sprague, Truman Lakewood Librarian, will share her needs assessment conducted in fulfillment of an NLM grant. Learn how she got free stuff for her library!

Tour – Visit the Truman Lakewood Library after the program.

Quarterly Report

Reporting Institution:

J. Otto Lottes Health Sciences Library

Project: Missouri Go Local

Name of Individual Completing Report: Diane Johnson

Email Address: johnsone@health.missouri.edu

Telephone Number: 573-882-6142

Reporting Period Start Date: 1-1-2006

Reporting Period End Date: 3-31-2006

Publicity:

Publicity Contacts--Amanda McConnell

- Pam Hunter, Director of the Sedalia Public Library
- Linda Allcorn, Director, Boonslick Regional Libraries
- Holly Henderson, Van K. Smith Community Health Library
- Ellie Widmer, Community Resource Specialist, Springfield Regional Center
- Shelly White, Springfield-Greene County Library
- Emily Patridge, Medical Librarian, St. John's Regional Medical Center
- Pat Wilson, Director, St. John's Regional Medical Center Library
- Teresa Thaman, Community Resource Specialist, Joplin Regional Center
- Shelly Vaugine, Forest Institute Professional Psychology & Larry & Meredith Bass Consumer Mental Health Library
- Cathy Dame, Director, Lenanon-Laclede County Library
- Jane Kobel, Community Resource Specialist, Rolla Regional Center
- Mary Johnson, Director, Missouri Institute of Mental Health Library
- Georgiane Grant, Family Resource Center, St. Louis Children's Hospital & Becker Medical Library
- Kathleen Mullen, Director, Nancy Sue Claypool Health Information Center & St. Mary's Health Center Library
- Karen Hayden, Director, Little Dixie Regional Libraries
- Dinah Coles, NEMO AHEC
- Peg Norcraft, Hannibal Free Public Library
- Diana Corum, Librarian, Hannibal Regional Center
- Doug Blansit, Director, A.T. Still Memorial Library
- Jean Sidwell, A.T. Still Memorial Library
- Mandy Herleth, Grants Coordinator, Northeast Missouri Health Council, Inc.
- Glenna Daniels, Director, Northeast Missouri Rural Health Network
- Doris Baker, Assistant Director, Grundy County Jewett Norris Library
- Connie Spellman, North Central Missouri College Library
- Terry Toms, Director of Social Services, Wright Memorial Hospital, Saint Luke's Health System

- Connie Ury, Library Outreach Coordinator, Owens Library, Northwest Missouri State University
- Teri Harr, Health Education Coordinator, St. Francis Hospital & Health Services
- Jeanette Kragel, Northwest Missouri AHEC
- Brenda Pfannenstiel, Librarian, Kreamer Family Resource Center, Children's Mercy Hospitals & Clinics
- Kelly Klinke, Health Resource Library, Liberty Hospital
- John Richardson, Resources Coordinator, NAMI of SW MO
- Mark McCarthy, Public Information Specialist, Paula J. Carter Center On Minority Health & Aging
- Rebecca Argilagos, Program Director, Alzheimer's Association, Southwest Missouri Chapter
- Suzanne Smith, Health Resource Specialist, Ozarks Medical Center
- Mary Meekins, Patient Education, Ripley County Memorial Hospital
- Gaylin Tompson, Ripley County Division of Family Services
- Susan Skaggs, Ripley County Caring Communities Coordinator
- Barbara McCormick, Poplar Bluff Regional Medical Center
- Debra Pruett, Poplar Bluff Regional Medical Center

Promoted project in Exhibit Hall in conjunction with NN/LM exhibit at the Missouri Show Me Summit on Aging, March 27-28th in Springfield, Missouri.

Outreach: n/a

Other accomplishments:

This was a very active quarter. Many outreach visits were made in order to increase awareness of MedlinePlus/Go Local and to identify/recruit key individuals with knowledge of local resources. Previous knowledge & interactions led to the identification of a group of core individuals with interest in consumer health or with strong ties to local communities. Appointments were set with key contacts, driving routes established, and other opportune contacts noted.

Individuals were provided with MedlinePlus promotional materials, a color flyer highlighting Go Local, and details about how to use the 'Suggest a Resource' form to recommend resources & register for an ipod giveaway. Personal conversations elaborated on MedlinePlus, Go Local, Ask a Librarian, and sometimes local area usage statistics. The websites were accessed when possible. Individuals were also questioned regarding what sources they use for local area directory information and asked for recommendations about other key individuals in their community.

In an effort to encourage individuals to really devote a little time to exploring the site and possibly contributing, a custom designed MedlinePlus/Go Local travel mug was also presented to the individual. The design & presentation of the travel mugs was a success in itself. The mugs are aesthetically pleasing, are of good quality (heavyweight), and highlight the MedlinePlus url & Missouri Go Local. The gift of the mug seemed to make

people much more receptive to spend their time talking about the project & viewing the website.

The Missouri Summit on Aging provided another opportunity for publicity and promotion. The exhibit hall was not overly populated, but what it lacked in volume was made up for in quality. The people in attendance represented an interesting mixture of consumers, individual resource representatives, and key figures in positions to be aware of multiple resources in an area of the state.

Funds also allowed for the continuation of some of the work done by our graduate library assistants. Angela contacted another 27 resources about participating, and another 21 resources were added due to Angela's contacts. However, the most notable graduate student success of this quarter involved identifying and coding the most important and relevant resources for some MedlinePlus health topics. It had been noted that for some of the topics, there were good condition-specific resources, but they were sometimes buried in the results and took some scrolling & sorting to be able to locate these most pertinent resources amongst more peripheral resources. Susan Zeng was able to create a field in the back-end of the database where graduate students could enter a MedlinePlus topic ID & a corresponding resource ID and that resource would be added to a group at the top of the results list. By this method graduate students were able to review the results topic by topic and move some of the most specific and useful items to a more prominent place within the results list to improve the end user's experience. Graduate students Yun & Jenny were able to review results for 87 MedlinePlus topics and designated 3,667 as core resources for those topics. (Some resources were determined to be core for more than one topic, so might be represented more than once.)

Lastly, with additional remaining monies of the grant, we were able to purchase some necessary supplies to enable us to continue promotion efforts and continue developing relationships with key individuals around the state.

Target audience:

Amanda McConnell had the opportunity to talk to many different people about MedlinePlus—librarians, people in public service positions outside of libraries, and consumers. It was her impression that *overwhelmingly* librarians knew about MedlinePlus and valued MedlinePlus. Many, but less, had heard of or were familiar with Go Local, but that didn't necessarily translate to them using Go Local or being able to easily navigate to find Go Local.

In stark contrast to the librarian community, consumers and other public service figures outside of libraries had largely not heard of MedlinePlus. It was especially rewarding to be able to introduce MedlinePlus to individuals who could benefit from MedlinePlus as part of their positions but who were previously unaware of this resource.

Goals, Outcomes, Objectives:

One positive surprise from this quarter was the discovery of many additional sources of directory information. Talking with community leaders & social service directors,

several other additional local area directories were located. There are several small silos of information about local resources that have already been compiled but do not exist online or only cover small areas. The task of getting this information transferred into to Community Connection is still huge and the logistics remain to be seen, but to discover new local sources was very encouraging. This was fruitful enough, this should be taken further and more people should be contacted to locate additional existing sources. Everyone involved in creating these local directories expressed similar stories of how much work it was and how quickly the information became outdated. While strong on community facilities & organizations, existing directories largely did not contain information on support groups. This definitely reinforced the need for Go Local. To be able to integrate these silos of information, have them easily accessible across the state, and have it consistently updated will be a boon to Missouri citizens—though still a formidable task. We need to explore alternative strategies and other partnerships to be able to integrate the information available most efficiently.

Questions about funding and personnel remain center in the dialogue concerning the next phase of the project.

There were some changes to our Live Reference service in March. Beginning March 17, we discontinued use of the QuestionPoint software and participation in the Live Reference Cooperative. Live Reference Service is now available through Instant Messenger (AOL, MSN, Yahoo, or AIM Express) and is available only during information desk hours: 8-5 M-F, 6-9 M-W. Cobrowsing, transcripts, and detailed referrer information is no longer available.

Evaluation:

The next upcoming months will be telling. Through the Suggest a Resource form, we'll be able to see how often our local contacts are recommending resources and which outreach contacts were particularly fruitful.

From January 1- March 17, 4 live chat sessions originated from Go Local:
 January: 2 consumers of 9 live reference transactions. One of the consumers came from a Go Local page: Nutrition/Mark Twain region
 February: 4 consumers of 12 live reference transactions. Two sessions (same patron) came from a Go Local page: Hospital Statistics/Springfield
 March 1-March 17: The only live reference transaction originated in Go Local: Thymus Cancer/Greater St. Louis (this was a person requesting a change to the Community Connection database - that a resource was no longer available.)

Number of resources recommended to CC	39
Number of those resources actually added to CC	22
Total number of resources added to CC	48
Total number of resources deleted from CC	18
Number of CC records edited/corrected	1,072

Impacts and Observations: None.

Planned Activities:

Amanda will continue to work to make some small needed changes on the map. She will also follow up on the contacts she has made and continue to promote the project & encourage support through mailings and phone calls. Additional sources of local directory information will continue to be sought, and strategies to incorporate identified directory information will be pursued. Sometime in the near future constituencies will need to meet together, assess commitment and next strategies for funding & personnel.

MedlinePlus, Go Local, & the Ask a Librarian will all be promoted as part of a presentation by Holly Henderson at the Missouri Association of School Librarians in April.

2006 Community Connection and MO Go Local Statistics

Report date: 04/15/06

Statistic	Jan	Feb	Mar	1st Quarter
Community Connection page views (visits)	42,757	35,724	45,489	123,970
Community Connection unique visitors	22,139	18,085	16,871	57,095
Page views from MedlinePlus (visits)	1,483	1,231	1,310	4,024
Ranked list of topic referrals from MedlinePlus (number of times topic referred and topic name)	5: diabetes 4: exercise for seniors 4: alzheimers disease 4: nutrition for seniors 4: dementia 4: teen health 3: homecare services 3: breast cancer 3: multiple sclerosis 3: assisted living	5: copd chronic obstructive pulmonary disease 5: breast cancer 4: alzheimers disease 4: backpain 4: depression 4: cholesterol 3: diabetes 3: alternative medicine 3: prescription drug abuse 2: child sexual abuse	4: diabetes 4: cataract 3: herbal medicine 3: hormone replacement therapy 3: breast cancer 3: alternative medicine 3: clinical trials 3: second hand smoke 3: diabetic diet 3: dentures	12: diabetes 10: alzheimers disease 9: depression 9: breast cancer 8: copd chronic obstructive pulmonary disease 7: exercise for seniors 6: back pain 6: dementia 6: cholesterol 6: sexually transmitted diseases
Number of times a region is selected from Go Local page				
BOOTHEEL REGION	86	47	66	199
CENTRAL MISSOURI REGION	178	210	192	580
GREATER KANSAS CITY AREA-MISSOURI	178	165	197	540
GREATER ST. LOUIS AREA-MISSOURI	246	251	323	820
GREEN HILLS REGION	83	46	65	194
JOPLIN CORRIDOR AREA	102	55	81	238
LAKES REGION	81	43	80	204
MARK TWAIN REGION	85	45	67	197
MERAMEC REGION	77	42	62	181
NEVADA/TRUMAN REGION	81	31	60	172
NORTHEAST MISSOURI REGION	88	38	66	192
NORTHWEST MISSOURI REGION	80	41	68	189
OZARK FOOTHILLS REGION	75	37	58	170
PONY EXPRESS REGION	74	44	63	181
SOUTH CENTRAL OZARK REGION	80	43	59	182
SOUTHEAST MISSOURI REGION	95	60	75	230

SPRINGFIELD/BRANSON REGION	140	98	121	359
STATE FAIR REGION	79	44	69	192
Report on unscheduled down time (hours) ⁽¹⁾	6.0	0.5	2.0	8.5
Number of resources recommended to CC	13	9	17	39
Number of those resources actually added to CC	7	4	11	22
Total number of resources added to CC	16	15	17	48
Total number of resources deleted from CC	5	8	5	18
Number of CC records edited/corrected	277	341	454	1,072
Major changes/additions to CC database	0	0	0	0

Outreach/promotion efforts

Department of Corrections presentation and meeting

Publicity Contacts--Amanda McConnell

⁽¹⁾ Jan. denial of service attack, Mar. UMC
Telecom Building went dead

Also, promoted project in Exhibit Hall in conjunction with NN/LM exhibit at the Missouri Show Me Summit on Aging, March 27-28th in Springfield, Missouri.

**Quarterly Report
March 22, 2006**

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

A Go Local Nebraska <http://www.unmc.edu/library/golocal/> website was created to provide a central location for documents related to the overall project. Contents include members of the Advisory Group, policies and general information, training, and promotion and marketing activities.

Data Issues

Data has been purchased and received from the Human and Health Services to import into Go Local Nebraska. Currently, Lisa Anderson is working with the data to produce spreadsheets whereby additional information such as phone numbers and websites can be included before exporting into Go Local. After the data has been imported each record will be reviewed allowing us to assign the appropriate service provider terms and appropriate subject headings.

Contact was made with the Health Professions Tracking Center to also import selected data including the following:

2,291 primary and satellite clinics
837 dental clinics
857 behavioral health facilities
594 pharmacies
160 nursing homes

At the current time discussions are taking place on whether the data can be purchased in lieu of licensed. Purchasing the data from HPTC allows the McGoogan Library to index the records and permanently store them in Go Local Nebraska. Licensing the data would require purchasing the data each year proving a sizable financial obligation each year.

Training and Travel

A calendar of upcoming meetings and training sessions is posted on the Go Local Nebraska website at <http://www.unmc.edu/library/golocal/calendar.html> Plans are underway to stop by as many public libraries in Nebraska in April to share information about CHIRS and the Go Local Nebraska project. The following highlights are projected itinerary:

DATES	WHO	TARGETED AREA
April 3-7	Marie/Lisa	Omaha-Blair-Macy-South Sioux City-Wayne-Norfolk-West Point-Fremont
April 10-14	Teri/Roxanne	Omaha-O'Neill-Valentine-Sidney-Benkelman-Holdrege-Omaha
April 17-21	Teri/Lisa	Omaha-Columbus-Central City-Grand Island-Kearney-Omaha
April 24-28	Marie/Roxanne	Omaha-Nebraska City-Auburn-Falls City-Beatrice-Omaha

The overall goal is to contact as many libraries along the route as possible. Promotional materials will be left with each public library. Plans to visit clinics and health related agencies will take place after the project goes live.

A special thank you goes to Kit Keller for the listing of public libraries along with their hours of operation.

Promotion

Several promotional items have been ordered with grant dollars including branded, acrylic displays holding baseball card size space to display cards on CHIRS and MEDLINE Plus. The Go Local Nebraska magnets will be eventually displayed when the project goes live. Two small displays which can be mailed out to promote the project have been ordered and received. Finally supplies to produce brochures and posters in house have been ordered.

Angie Arner from the Methodist College of Nursing promoted the Go Local Nebraska project in their consumer newsletter. She also represented the Go Local Advisory Committee at the recent ICON meeting where she presented an update on the project.

Quarterly Report
April 13, 2006

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

Current staff and their roles

A Go Local Nebraska <http://www.unmc.edu/library/golocal/> website was created to provide a central location for documents related to the overall project. Contents include members of the Advisory Group, policies and general information, training, and promotion and marketing activities. The website is maintained by the newest member of the Go Local project team, Lisa Anderson.

A calendar of upcoming meetings and training sessions is posted on the Go Local Nebraska website at <http://www.unmc.edu/library/golocal/calendar.html>. Currently McGoogan librarians (Marie Reidelbach, Lisa Anderson, Teri Hartman, and Roxanne Cox) are visiting as many Nebraska public libraries in April to share information about CHIRS and the Go Local Nebraska project. The overall goal is to contact as many libraries along the route as possible. Promotional materials will be left with each public library. Lisa is preparing a web-based map of Nebraska indicating all the public libraries visited along with a picture of each library.

Work done to create the site

Data has been purchased and received from the Human and Health Services to import into Go Local Nebraska. Lisa Anderson is working with the data to produce spreadsheets whereby additional information such as phone numbers and websites can be included before exporting into Go Local. Assigned staff are currently working with the spreadsheets.

Marie Reidelbach contacted the Health Professions Tracking Center to investigate importing selected data including the following:

- 2,291 primary and satellite clinics
- 837 dental clinics
- 857 behavioral health facilities
- 594 pharmacies
- 160 nursing homes

It was decided by the McGoogan Library to not license the data from HPTC. Licensing the data would require a sizable financial obligation each year. Also, everything with the exception of the dental clinics can be obtained through Human and Health Services.

Outreach and promotion efforts

Teri Hartman has handled the area of promotion ordering several promotional items with grant dollars including branded, acrylic displays holding baseball card size space to display cards on CHIRS, healthHQ, and MEDLINE Plus. When Go Local Nebraska goes live the trays will be used to promote the new resource at public libraries throughout the state. Two small displays which can be mailed out to promote the project have been

ordered and received. Supplies to produce brochures and posters in house have also been ordered.

Travel to public libraries discussed above included giving each library a Go Local sack of promotional items. Contents of the items included in the sack will eventually be showcased on the Go Local Nebraska website.

**Tribal Connections Four Corners
Quarterly Report Covering January-March 2006
Patricia Bradley, Tribal Services UNM HSLIC
Janis Teal, Principal Investigator UNM HSLIC
April 12, 2006**

Establish Contacts with Tribes in the Four Corners. Introduce Them to the Project and Assess Needs for Information.

- Continued to maintain contacts with the Center for Native American Health, University of New Mexico Health Sciences Center (UNM HSC) and the Albuquerque Area Indian Health Board as a means for tribal contacts.
- The contacts with the aforementioned groups have solidified into active participation in the Southern Colorado New Mexico Native American Research Center for Health (NARCH).
- The UNM Health Sciences Library and Informatics Center (HSLIC) will be assisting the NARCH with web site development, web-based classes and training in finding web-based health information sources.

Collaborate with TC4C Partners in Assessing Information Needs and Delivering Appropriate Services to Their Particular State's Needs.

- Continued posting reports and articles concerning Native American health issues, particularly those in the Four Corners states, to the Tribal Connections listserv.
- Participated in and reported on activities for the Tribal Connections Four Corners conference calls on January 17, February 21 and March 20.

Work Closely and Provide Support for the Four Corners Go Local and Needs Assessment Workgroups, Including Collection and Input of Data and Traveling When Necessary.

- Participated in Go Local work group conference calls on January 26 and March 21. Work and discussion focused on promotional activities and products for the TC4C Go Local site. This included production of the informational video in English and Navajo; review of the Navajo Times media kit; obtaining rates for radio announcements on KTNN, the AM radio station serving the Navajo Nation; registration of the TC4C Go Local domain name; and purchase of more promotional items—bookmarks, pens, and brochures. The group also identified events for promotional purposes.
- The TC4C Go Local work group will exhibit at the I.H.S. Research Conference in Albuquerque, April 24-26.

- The Needs Assessment and Go Local workgroups learned in January that their abstracts for posters and a paper had been accepted for the MLA '06 meeting. Work ensued updating the abstracts with results and conclusions and biographical information for the authors. This was done via email.
- The TC4C Needs Assessment project is presenting a poster on the results of their survey at the I.H.S. research conference. The group began planning the creation of the poster.

Promote Goals and Objectives of the Project (including NLM products) at Conferences and Gatherings in the Region. Provide Calendar of Upcoming Events So That TC4C Partners Can Attend As Well.

- As part of the TC4C Public Library project, MedlinePlus® and TC4C Go Local were promoted and taught at the Shiprock Branch of the Farmington Public Library on March 23. This training included library staff and community members attending their weekly adult computer class. It consisted of a one hour session in the morning and a 90 minute session in the evening.
- MedlinePlus bookmarks, pens and hand-outs promoting other NLM products were also delivered to the Shiprock Public Library.
- The calendar of upcoming events was published and put in Quick Place. It will be updated as needed.

Continue to Produce the Newsletter.

Activity is suspended until a web site can be located to host the newsletter.

Participate in the Evaluation of the Project

- Assisted the TC4C Effective Practices work group in completing their entries into their database for lessons learned and the process collaboration that took place with the Needs Assessment work group.
- This was done via e-mail and two conference calls—January 25 and February 24.

Consult with the Partners in Order to Introduce Them and Their Services to the Tribes in Their States.

- Continued participation with the partners on the TC4C public library project via video conference calls on January 9, January 23, and February 13.
- Visited the Shiprock Branch of the Farmington Public Library on March 23.
- Coordinated reporting and payment activities with the Shiprock Branch Library and the University of Utah.

Quarterly Report

Wyoming Go Local

January 1, 2006 – March 31, 2006

Wyoming's Go Local project is online

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 site maintenance.

Successful Launch in February

Go Local Wyoming was launched February 13.

The University of Wyoming Publicity Department interviewed Bob Wolverton and prepared a press package. Our information was picked up by the state-wide Wyoming Public Radio link and we have heard reports from several areas around the state that they have seen the publicity.

We have an agreement with Mary Henning of the UW Library that she will promote Go Local as she tours the state and discusses health-care related issues with librarians.

Rex Gantenbein did an extensive interview with Wyoming Public Radio and discussed the Go Local project.

The CRHRE participated in a medical errors symposium at which we distributed information about Go Local to a group of medical professionals.

Web Usage and Outreach

After the initial launch, we received several positive comments through e-mail. In the last three weeks we have received requests from two parties to be added to the database, one request for a change in data and one query about the project itself. We have either made the requested changes or are in the process of data gathering to add to the database.

Ongoing support

Bob Wolverton is reviewing the broken link reports and checking into them. Several seem to go down weekly and to be restored on Monday (NLM link checker?). Others are under site reconstruction and will be replaced "soon."

Following a discussion with NLM, Bob has instituted a plan in which he will disable recalcitrant links and compile a local database in which he will store the URLs that are pending relaunch and will restore or modify them in the Go Local database after they are restored.

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

Internet email address: aaron@utahaids.org

Telephone number: 801-487-2323

Reporting Period start date: 01-01-2006

Reporting Period end date: 04-30-2006

Publicity: NONE

Outreach:

Training and demonstrations were done at all of the final kiosk locations. These demonstrations were regarding basic operations of the kiosk unit and the content of the website. This is true except for the Weigand Center location, which has already had the basic kiosk orientation.

Other accomplishments:

Since the final kiosk location was solidified, I was able to deliver the fourth and final kiosk and complete the set up process. All Kiosks are now installed and collecting survey data.

Target audience:

After doing a number of surveys at various locations, I have learned that there is not as much of an interest in some of the HIV resources provided as we had hoped (or thought). At the Weigand Center 17 out of 29 users report that they already have adequate access to the internet for health info and 22 of the 29 surveyed claim that they do not need any access to HIV info on the internet. Even at the UAF food bank 15 out of 18 users claim that they don't need any access to the internet or HIV resources. This is a little disappointing to me and I wonder if each location will be interested in different types of content.

Goals, Outcomes, Objectives:

I need to know how to provide more targeted content to specific locations. Some clients at the food bank seem to be burned out on HIV info, but would like more info on nutrition, medications, and relationships, while the clients at the Weigand Center are interested in Self-help and relationships.

Evaluation:

Surveys from the two kiosk locations which have had kiosks up and running for a couple of months (UAF & CCS Salt Lake) were run. The data is similar to that of the last survey. 4/5 of those surveyed stated that they didn't need more access to on-line HIV resources. However, over half of those commented that they would like more access to other on-line health resources.

Impacts and Observations: NONE

Planned Activities:

Because this is the last budgeted quarter for this project, all activities planned are going to be geared towards sustainability for the kiosks. All evaluation will continue and, since it is only recently that all kiosks have been installed, data collection on usage and trainings for staff and users will be ongoing. The following activities are planned for the next quarter for this project:

- Activity: Provide Health Kiosk training to service providers at Idaho kiosk location
Evaluation: Pre- and Post-tests to Idaho training recipients
- Activity: Provide spontaneous one-on-one Health Kiosk training to consumers
Evaluation: training surveys to one-on-one trainees
- Activity: Provide scheduled group trainings to consumers at UAF and Weigand Center
Evaluation: Pre- and Post- tests to scheduled training participants

Quarterly Report

Name of reporting institution:

Via Christi Regional Medical Center
Camilla Gentry
3600 East Harry
Wichita, KS 67218

Project: Planning for the Future of Via Christi Libraries

Name of person submitting report: Camillia A. Gentry

Email address: cam_gentry@via-christi.org

Telephone number: 316-689-5376

Reporting Period start date: 01-01-2006

Reporting Period end date: 04-30-2006

Publicity: None.

Outreach: None.

Other accomplishments: During this last quarter, all of our time was spent on writing a strategic plan based on Dr. Perley's "Consultant's Report", December 2005 and Via Christi's mission and goals. We wrote a five year plan for the Libraries and it was presented to the Via Christi Regional Medical Center's CEO, Larry Schumacher on May 5. The presentation was successful and Mr. Schumacher asked many thoughtful questions. There may be an opportunity to present the plan to other boards and/or officials at our institution.

Target audience: No. All out time was spent on preparing a strategic plan.

Goals, Outcomes, Objectives: We have not modified our objectives. In fact, we all feel that this project has been a great success.

Evaluation: None. We did achieve our goal of presenting our strategic plan to our CEO.

Impacts and Observations: We considered all of our time spent on this project well worth it since, in the end, we got to spend time with our CEO discussing the Libraries' future plans. And, I feel his response was quite positive. He even called libraries 'a portal for all education'! And did not ask 'Can't you get everything on the internet for free?'

Planned Activities: This is the last quarter for this grant. However, now that our strategic plan has been finished and approved, we have five years of innovating to begin to work on!

Appendix E

Subcontractor Final Reports

COMMUNITY SHARING LIBRARY RESOURCES

Community Hospital

Grand Junction, CO

Janet Nelson

Community Hospital Library

2021 N. 12th Street

Grand Junction, CO 81501

jnelson@gjhosp.org

970-256-6209

970-256-6526 (fax)

Final Report - 01-01-05 to 4-30-06

Submitted 05-30-2006

Summary

The project was to purchase and implement software and hardware to create an online catalog on the hospital/library website to make the library collection of consumer health materials more visible to people living in our region as well as local public and school library staff members. Our objective was to make our materials available to as many consumers in our region as possible.

We hoped to increase our circulation by 40% in the first year after completion. Since the bar coding process has not been completed, we are not certain that the time frame planned was realistic, but still have increased our circulation of library materials and have increased our referrals from the local public library reference staff.

We also hoped to improve library relations, network with other small libraries, and make our resources available to them so they were aware of our collection and able to focus their development on other areas of genre, which we think were accomplished through sharing with the local public library reference staff and networking with other small libraries at workshops in our region.

Training

We made a presentation at (2) staff meetings of Mesa County Public Library's reference staff and to our hospital nursing staff to demonstrate their ability to access our catalog and demonstrate ease of use.

We still plan to train our school district library media staff members and the staff of Marillac Clinic and the Women's Resource Center to help demonstrate the availability of our materials to their clients. As our library circulation has increased and we have had much more traffic in our own library in the past year, it is increasingly difficult to schedule time away from our library for demonstrations, but this is still one of our long-term goals for the project.

Bookmarks and posters have been printed with information about our library catalog and the website address, as well as information about the grant funding.

1110 items have been entered into the catalog. Our 2005 circulation increased 17% over the previous year. Since the project is not yet complete and all publicity planned has not occurred, we will continue to track our use/circulation statistics for increases. Our number of cardholders has increased by 197 since the beginning of the project.

The first quarter of 2006 statistics indicate a continual increase of approximately 7% over the previous year. The total increase in circulation has been 24%. We had planned on an increase of 40% in the first year after the project's completion, so we believe we are still within reach of that original goal.

Geographic Region

We serve the Western Slope of Colorado, and a geographic region of six counties. Our main population base is in Mesa County, which has a population of over 129,000, but we also serve patients in a six county region with an approximate population of 250,000. Grand Junction is the largest city, centrally located between Denver, Colorado and Salt Lake City, Utah.

We have made contact with a librarian in Glenwood Springs, Colorado, who is using the same catalog product, and shared some tips with each other, as well as having a visit by her to our library and then traveling to the same ILL workshop for our state library system. We intend eventually to make our catalog accessible on the state ILL system, but at this time that is a work in progress and not something we budgeted for in the original grant application. Another library in town at the Veteran's Administration is interested in the product and this may be something we can eventually work into a union catalog for all hospital libraries in our region that are using the same software.

Training

- Six training sessions were held as part of the project
- Total number of participants in the project's sessions was around 100
- Four of the sessions were to healthcare providers
- Two were to reference staff of our local public library
- None were to the general public, and none had half or more of the participants from minority populations
- Training sites were our hospital's conference room for (4) sessions, and the local public library's meeting room for (2) of the sessions.

Exhibits

Exhibits were given at the Family Health Fiesta, targeting underinsured or uninsured members of our community, a Women's Health Expo at a same-day surgery center, and a local lupus support group. A Diabetes workshop with approximately 237 in attendance was also an exhibit area. Our hospital dietician and chef have had several cooking demonstrations at local schools and public buildings in the county, and promotional materials regarding the library project were distributed at each of these demonstrations.

Resource materials

Posters and bookmarks were developed for promotion/marketing, as well as a list of reputable nutrition websites for the cooking demonstrations, and reputable consumer health websites for our nursing personnel, all of which mentioned the library's project and MEDLINEPlus.

Enhanced access has been made available to patrons unable, (because of illness or other reasons) by mailing information about their disease/health-related question and has included materials about the catalog project and the access availability online to MEDLINEPlus by our hospital library website link.

Approaches to Interventions

We attempted to contact the majority of nurses on our hospital staff by presenting information about the project at our nursing skills days, which is a yearly training offered at our hospital. We also scheduled the sessions for the local public library's reference staff by planning at their monthly staff meeting.

Evaluation

Our project continues to be evaluated by increased usage statistics. Our timeline was not really accurate, as we anticipated input beginning sooner and being faster, but since we utilized (2) regular library employees as a portion of their staff time (not dedicated to only this project), we felt like the time it took was more realistic than what was originally proposed. The short survey of library services is still being collected by visitors to our library and mentions the library catalog project. Increased usage and library cardholders have increased as expected. The counter on the website is on the hospital's website, so is not a true reflection of the library websites visits (only).

Problems or barriers encountered

We choose Cybertools and Marchive as vendors based on other librarian's recommendations and the fact that they had worked together on previous projects (the librarian on staff at Cybertools recommended Marchive as a vendor for barcodes). We had not anticipated the difficulty they would have in exporting the sections of data needed by Marchive and the format needed, which delayed the production of our barcodes and is part of the reason our project is not yet complete, though that portion is now in process. We hope that this "glitch" will be worked through and make is easier for libraries planning projects in the future with these (2) vendors in connection.

Another barrier is one we had not anticipated. Since we participate in the state of Colorado's SWIFT Interlibrary loan system as a borrower, we had hoped to be able to make our collection available as a lender. At this time, the hospital library staff in Glenwood Springs and our library staff are attempting to make this a joint project for the future. We had understood that if a system was Z39.50 compliant, it would be able to communicate with the state library's system. There is some problem involved in allowing these two software systems to "talk" to each other, so we are hoping that this will be possible in the future as more small libraries migrate to the Cybertools system. At this time, it is not feasible for us to justify the cost of making this happen, and it was not something we had anticipated being a cost issue.

Continuation Plans

Our hospital has funded the access to Cybertools for the coming year, and will be an expense in our budget for coming years. We hope to work with other small medical libraries in our region who utilize the Cybertools database, and perhaps have a union catalog, which several medical libraries in the state of Arizona that use Cybertools are now participating in. Our hospital will continue to provide the staffing and we will look into future grant funding for a union catalog.

Impact

The impact has been increased usage in our library materials, increased traffic to our hospital website, and we hope has improved the knowledge of our library patrons on their health-related concerns. We also hope that we have given our local public library staff another tool to use in helping their patrons access our collection as an outreach effort.

We will do a follow-up with their staff at a future meeting to ask if they have been referring more of their patrons with in-depth medical questions to our library and the catalog.

Recommendations for Improvement

Would like to spend more time marketing our project and our library services to more varied groups in our community, but we feel like with our very small library staff, we have made a good start and plan to continue this year. I would still like to present a poster session to a regional meeting of our state medical libraries group, and would like to help others implement the same type of project for a small library.

Follow-up questions

We think the goal of improving library relations and networking with other small libraries was met. Our original goal of increasing circulation by 40% was not met, but the project has not yet been complete for 1 year. Making our holdings more easily viewed and accessible has been met. We do offer interlibrary loan on our materials without use of the SWIFT system (our state library ILL system), but that is still a long-term goal for this project.

Significant lessons learned - these were addressed on page 4

Strategies most effective in implementing the project were choosing a database with good technical user support. The staff at Cybertools has been very responsive to our needs.

If we were to start all over again, with the same staff we have (1.6 FTE), we would probably make the timeline for implementation longer. Our original timeline was a "best guess" estimate, and did not take into account that the increase in library usage would affect the amount of time we had to devote to the project.

Recommendations to others considering a similar outreach project - don't give up! My original grant proposal was for a much larger project – a joint catalog for all of the medical libraries in Grand Junction. This project was not funded, but some of the feedback I received from that helped me be successful in this project proposal. I would like to offer my thanks to a liaison, Stephanie Weldon who was our regional liaison from the RML at the time of my first proposal. I met her at a library conference, and she really listened to my library's needs. She remembered the things I had told her, and then told me of possible sources of funding. She was very encouraging and continued to offer her support. I remain very grateful to her for her help - anyone who contemplates a project like this when they have limited resources should be as fortunate as I was to have a great liaison.

FINAL REPORT SUBCONTRACT
INFORMATION RESOURCE TRAINING FOR NURSE INTERNS
DIXIE REGIONAL MEDICAL CENTER
ST GEORGE, UTAH

Pamella Asquith,
DRMC
1380 E. Medical Center Drive
St George, Utah 83790,
pamella.asquith@intermountainmail.org
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Inclusive Dates of Final Report 01/01/2006- 03/31/2006
Date Submitted 06/09/2006

NARRATIVE DESCRIPTION

1. Summary/Introduction:

As part of a comprehensive general training program for newly-graduated RNs hired by DRMC, special components focusing on information resources made available by the parent corporation (Intermountain Healthcare) were developed and delivered. This included a pre-training survey to gauge knowledge and affective orientation of participants and a post-training survey administered 3-6 months after hire to measure usage and comfort level using information resources. A webpage within DRMC with links especially for the nurse interns was developed.

2. Geographic region/number of counties: 3

Although all the training took place in Washington County, Utah, some of the participants were from Iron County, Utah and Mohave County, Arizona

3. Collaborations/Partnerships:

Students from Dixie State College, Southern Utah University and Weber State College were targets of outreach presentations on library resources and services and made aware of the nurse internship program which they could apply to when they graduated.

4. Training:

- Total number of sessions conducted as part of the project
3 sessions directly to Nurse Interns but about 25 outreach activity sessions were conducted.
- Total number of sessions in which half or more than half of participants were from minority populations
n/a
- Total number of participants in the project's sessions
60 nurse interns, about 300 in outreach activities
- Breakdown of participants by:
 - Health care or service provider : 100%
 - Health sciences library staff member: n/a
 - Public/other library staff member: n/a
 - Member of the general public: n/a

5. Training sites:

Classrooms, conferences rooms and meeting rooms at Dixie Regional Medical Center, St George. One outreach activity took place at Dixie State College, St George

6. Exhibits: n/a
7. Resource materials:
 - Pre-training survey to measure attitudes and feelings about the library.
 - Training PowerPoint
 - Assignment I : Using databases to find specific information on drugs commonly used for patient care
 - Assignment II : Using databases to find specific information on patient education information.
 - Post-training and hire survey to measure how using library databases impacted day-to-day work.
 - Webpage for information about the training and links to information resources. (The IS Security Committee at DRMC is in the process of checking that the webpage meets all security requirements, so at this time there is no URL because it has not been posted). Once this webpage is up, it will be maintained by the Medical Librarian indefinitely.
8. Web sites: Please see 7.6
9. Document delivery and reference services:

n/a Such was not designed into the project. However, from the time the DRMC Medical Library opened in March 2004, usage has increased (document delivery went from an average of 89 per month in 2004 to 253 as of May 2006 an increase of 284%; literature searches went from an average of 17 per month in 2004 to 26 as of May 2006, an increase of 53%); this may be in part because of publicity for the project has caused a general awareness of the Medical Library and thusly more usage by non-interns.
10. Approaches and interventions used:

Training was planned after meeting with nurse educators to prioritize topical areas, what interns would be capable of and what they would need. It was decided that patient education materials and drug information were the two areas most interns would need help with. Assignments were planned around this. A pilot PowerPoint presentation was developed and delivered to nurse educators, managers and students in the local college. This presentation was edited to a 30-minute version. To develop a webpage, Intermountain Healthcare guidelines had to be adhered to so there was a lot of interface with the corporate web design department.

11. Evaluation:

Nurse educators and managers gave feedback. A post-training survey was administered and results evaluated. Results indicate that all felt the training was useful. Managers reported a “trickle up” effect, which is to say that due to the publicity for the project, more regular employees have become aware of library resources and services and thus are using them more, even formerly techophobic RNs.

12. Problems or barriers encountered:

Getting support from the Information Systems department at DRMC has been the greatest barrier encountered. Because of network security issues, they must proceed deliberately before any access to the network is granted. As they are understaffed, the whole process takes even longer. All other departments within DRMC have been supportive and forthcoming.

13. Continuation plans:

This training program will be repeated on the current year’s batch of nurse interns and for an indefinite period of time. Now that the materials are in place, they need only be updated and revised when necessary. The hours of the librarian’s time to deliver the training will be covered as part of her regular duties.

14. Impact:

This project has definitely raised the profile of the Medical Library and the Education Department within DRMC and the greater community of Southern Utah due to contact with instructors in nursing and allied health degree programs. The DRMC Medical Library is seen as a “student-friendly” place and their “home” library rather than the libraries at their colleges (which probably indicates a weakness in outreach of the college libraries as much as lack of resources to purchase expensive clinical databases). It has been gratifying to see students “come up through the system” and achieve success as interns and then full employees.

Please see 9 for statistics.

15. Recommendations for improvement:

I would like more web-accessible materials but at the present time, due to security and staffing issues in the I.S. department, this will have to be long range.

16. Responses to follow-up questions:

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

Yes. The only thing withstanding is the posting of the webpage and that is waiting for Network Security's approval.

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

The most valuable lesson is that nurse managers cannot assume that just because graduates with an RN degree, it does not mean that they know how to find needed clinical information in online databases; this aspect needs training just like other clinical areas. Interns are receptive to and benefit from this type of training.

I think the "trickle up" effect of creating interest in the library's resources and services has been very valuable.

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

I would sit down with the Information Systems Department and make them put the bits I would need them for on their timetable and not let them triage other matters ahead of the project.

4. What advice or recommendations would you give to anyone considering a similar outreach effort?

Make sure you have your I.S. support lined up and watertight before starting.

Additional Note:

Thank you for giving me the opportunity to participate in the National Network of Libraries of Medicine. It has been very gratifying to me personally and to DRMC as a way of putting us "on the map" of the larger network of medical libraries and librarians all working to get health information to those who need it when they need it.



**Hospital Library Awards:
Demonstrating the Value of the Hospital Library
PROJECT: Access to Electronic Health
Information
FY 2004 -2005**

**APPLICANT: Mary Lanning Hospital Library
715 North St. Joseph Avenue
Hastings, NE 68901**

**SUBMITTED TO: Claire Hamasu
Associate Director
NN/LM MidContinental Region**

DATE SUBMITTED JUNE 9TH, 2006

**Phone: 402-461-5291
Fax: 402-461-5059**

**Contact Persons:
Ella Rathod
Jean Korth**

Caring for Central Nebraska for over 85 years.

715 North St. Joseph Avenue
Hastings, NE 68901 • 402-463-4521 • FAX 402-461-5321
<http://www.nlmh.org>

Name of Project Directors: Ella Rathod (Librarian)
Jean Korth (Program Director – Mary
Lanning School of Radiologic Technology)

Name of the Institution: Mary Lanning Memorial Hospital

Address: 715 N. St. Joseph Ave.
Hastings, NE. 68901

Phone Number: 402-461-5291 (Ella Rathod)
402-461- 5087 (Jean Korth)

Fax Number: 402-461-5059

Emails add. : erathod@mlmh.org
mlmh-radschool@inebraska.com

LIBID: NEULHA

MISSION STATEMENTS

As indicated in the mission statements below, we have a strong commitment to education and advanced technologies.

Mary Lanning Memorial Hospital Mission Statement:

Mary Lanning Memorial Hospital, a non-profit regional health center, is committed to a tradition of excellence through leadership in the provision of quality medical services and health education for the people of South Central Nebraska.

Our Mission is achieved through a dedicated, caring staff, using advanced technology within a healthy and pleasant environment, in a cost effective manner.

Mission Statement of Department of Education of the Mary Lanning Hospital:

The Department of Education is dedicated to providing educational services to the employees of MLMH, students, and the community, which are consistent with the Hospital's mission statement and goals.

Mission Statement of National Network Of Libraries of Medicine:

The mission of the National Network of Libraries of Medicine (NN/LM) is to advance the progress of medicine and improve the public health by: 1) providing all U.S. health professionals with equal access to biomedical information; and, 2) improving the public's access to information to enable them to make informed decisions about their health. The Program is coordinated by the National Library of Medicine and carried out through a nationwide network of health science libraries and information centers.

Mary Lanning Memorial Hospital, a one-hundred sixty eight bed facility, is located in Hastings, Nebraska. The hospital predominantly serves rural South Central Nebraska. Mary Lanning Memorial Hospital library has a vital role in central Nebraska. It is the only hospital library with full time staff west of Lincoln, NE. Education, as described in its mission, is an important component of the institution. The hospital is home to the School of Radiologic Technology and serves as a satellite campus for Creighton University School of Nursing. The hospital library, as well as the schools, recognizes the need to explore new technologies to enhance teaching and learning.

Counties Impacted by the Project: Adams County, Nebraska

The following were our goals and objectives:

GOALS

The goals and the objectives are determined by the library committee and will be implemented by the committee and the librarian.

The goal of the project is to increase the knowledge in the use of PDAs. Also, focus on enhancing teaching and learning through the exploration of instructional uses of personal digital assistants for the faculty.

Offer ongoing training sessions for physicians, hospital staff and the students.

OBJECTIVES

- Provide faculty an opportunity to integrate use of PDA's into college teaching and assessment by offering hands on training during Fall 2004 and Spring 2005 semester.
- Offer training sessions that will cover: Storing data, displaying files, sharing files with computers, displaying graphics and rapidly exchanging information with faculty at multiple rural clinical sites.
- Offer workshops and training sessions to faculty, students, physicians, hospital staff and consumers of the capabilities of PDAs.
- Offer group session and technical support during this period of ongoing learning process.
- Conduct pre and post surveys and regular evaluations to allow the trainers to be in constant touch with participants learning progress.

PROJECT SUMMARY:

The "PDA in HealthCare Practice" project involved the librarian, four faculty members from the two educational programs (Nursing and Radiologic Technology), two staff members and one Information Technology staff person. We focused on enhancing teaching and learning through the exploration of instructional uses of personal digital assistants (PDA). The faculty used PDA to strengthen their lectures and improve productivity of course administrative tasks. Funding was used to provide faculty with equipment and software, technical support and training.

The library monitored the project. The librarian and the IT staff from the hospital led training sessions in use of personal digital assistants and provided educational support to faculty and staff members. Several programs through out the year were offered to educate physicians, hospital staff members and consumers of the potential uses of the PDA.

We met on Jan. 14th 2005 and had a phone Conference with Dr. Daniel Young from Creighton University Medical Center, Omaha. Dr. Young had done extensive research in PDA's in medical practice. After research and learning at what's best available in the market, we purchased Dell Axium X-50V, with Bluetooth wireless technology, presentation Bundle and extra memory.

We as a committee met every Thursday at 3:00pm, exchanging ideas, learning new software, learning presentation bundle, Bluetooth keyboard, reporting progress, asking questions to IT person and learning from each other. We enjoyed this time together.

Training Events, Programs and Highlights:

- Feb 18th, 2005, 9:00am – 12:00pm – PDA training by Whitney Davison Turley and Thomas Gibbs from Kansas City, NN/MCR technology Liaison. Program: Basic PDA features and how PDA can be used for educational purposes. Program was attended by PDA grant committee. Nine participants attended the training. One minority person. three librarians, four faculty members, two staff people. The training took place at Mary Lanning Memorial Hospital, in the Department of Education.
- March 24th 2005 12:00-3:00pm. Dr. Daniel Young, Assistant Professor of Medicine, Creighton University Luncheon Speaker: "Mobile Computer Technology in Healthcare Practice." Fifty participants attended the program. They were Physicians, Nurses, healthcare workers, educators and IT staff. There were five minority persons in attendance. Dr. Young

spend some time with committee members and answered our questions. We learned and downloaded 'Epocrates Essential'. After Dr. Young's program, one of the Vice President bought twenty "Epocrates Essential" licenses for the Physicians and Nurse Practitioners. They kept on getting more licenses for more healthcare staff. The program took place at the Mary Lanning Hospital's Conference Room 1. The program was announced through the MLMH hospital's newsletter and flyers posted around the hospital.

- June 16th, 2005. IT person Roietta Shore helped with software Merck Medicus. Essential. Five, PDA grant committee members attended the session. The session took place at MLMH Library.
- In July, 2005, the School of Radiologic Technology started using PDA on their clinical satellite sites for testing and using the checklist to test the students. This includes evaluation sheet. The testing is then downloaded on their computers. This is saving them a lot of time and the paperwork.
- October 6th, 2005. One of our committee members Jane Parks, a nursing faculty and Janet Graves from Creighton School of Nursing presented a power-point program on "PDA in Nursing Practice" at the Nebraska Nursing Association Meeting in Kearney, Nebraska. She used "Pocket Controller- Professional to demonstrate her PDA through LCD projector. The annual meeting was at Kearney Holiday Inn and Convention Center. There were one hundred and forty persons who attended the annual meeting.
- October 15th, 2005. We subscribe to Emedicine.com. We negotiated with "Emedicine" to allow free PDA downloads. They agreed.
- November 2nd, 2005. Six, Senior Nursing Students were introduced to PDA in clinical practice by Nancy Bredenkamp, one of the faculty members. They used Epocrates Essential and Merck Medicus. The students looked up dictionary, diseases, journal articles etc. The students used the PDA during their clinicals at the Mary Lanning Memorial Hospital. In the beginning, the faculty encountered some difficulty in students using the PDA. The nursing students were not familiar with the PDA technology and basic maneuvering 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. For the long term solutions, suggestions were also made to the nursing faculty to include PDA instructions in the Nursing Informatics class. This has been incorporated in the fall, 2006 curriculum.
- December 2005. The Vice President, Miss Rolls ordered PDA for the nursing stations with 'Epocrates Essential' software. The nurses enjoyed

learning and using it. They also reported that Physicians who do not own a PDA are also using their PDAs.

- January 2006. We learned the availability of the USB travel sync cable. We purchased it for all committee members. This gave us more mobility with our PDA. Many of our committee members use it at home while working on internet. M-Notes were installed on our PDA's and computers to access lotus notes email on our PDAs.
- January 2006. We purchased pro-license for "Pocket Controller" for our School of Radiologic Technology program. The faculty is now able to project data from their PDA's to the computer screen and then transmits to the distance sites.
- Wed, April 5th, 2006. Mobile Technology Fair: The PDA committee hosted a Mobile technology Fair during National Library Week. Over 60 participants attended the Mobile technology Fair. Three persons were minorities. The hospital Administration team, Physicians, Nurses, Pharmacists and healthcare professionals attended the program. Two of our committee members did a skit on using the software 'Epocrates Essential', dictionaries, diseases etc. We had a Q and A session with the IT staff on better understanding the PDA. We invited Alltel representative to talk about "Smart Phones". A local computer store representative gave presentation on 'Selecting a laptop'. Lastly, we had online demo of 'PEPID' software. The program took place at Mary Lanning Memorial Hospital's Conference Room1. The program was publicized in the hospital newsletter, Department of Education newsletter, flyers posted all over the hospital and also through display at the hospital cafeteria.

Mobile Technology Fair

- | | |
|-----------------------|--|
| 12:30 -12:40 – | Introductions and PDA grant – Ella Rathod |
| 12:40 -1:40 – | Program: Jane, Jean, Nancy and Chris Page.
Also, how we as a committee we use our PDA
Mobile Technology for Healthcare Practitioner |
| | Projecting Palm OS, PDA, Smart Phone |
| 1:40-2:00 – | Roietta Shore explaining what Mary Lanning is offering |
| 2:00 -2:30 - | Smart Phones – Alltel |
| 2:30 -3:00- | Selecting a laptop (Barbara Hohlen from Computer Hardware) |
| 3:00 -3:30 - | PEPID |

Browsing session in between and after 3:30

- May 2006. The PDA made a formal request to the hospital to have department of education access to the wireless technology. They have agreed and we will have wireless access before fall of 2006

COLLABORATIONS/PARTNERSHIPS:

Creighton School of Nursing, Omaha, NE.
Creighton health Sciences Library, Omaha, NE
South Heartland District Health Department

OBSERVATIONS:

In the beginning we met with MLMH hospital Information Technology department head. He informed us that the hospital is not ready for the PDA technology and he does not have enough staff to devote any time to us. But, soon after that, hospital approved one more staff person for the IT department. The IT department was very supportive to us. They updated our computers, installed the new software compatible to Lotus Notes. They also purchased a PDA for one IT staff person and she devoted her time to us. Throughout the year, she attended our meetings and answered all our questions.

We started out with Pre-survey and also had post-survey. Please look at the surveys that I have included.

The hospital Administration became interested in our pilot project. They attended all our programs throughout the year. Soon after the beginning of the project, the hospital CEO and two of the vice presidents bought Dell Axium PDA. I am enclosing the "Bulletin Board Topic Comments", where the Administration is providing an opportunity to purchase PDA's through payroll deductions and have hospital purchase the license for Epocrates.

The above program just went into effect and they already have thirty persons ordering the Dell Axium X-50. However, the IT staff can only do training on the software program 'Epocrates Essential' and are not able to devote time to teach the basic functions of PDA. We at the MLMH library are offering the staff to check out the videotaped program of Whitney Davison Turley, who presented the program on PDA basics to the grant committee.

MLMH Nutrition Department contacted us to help them with their new software for PDA. The two dieticians purchased two PDA's and we as a committee helped them train with the nutrition software.

In collaborating with Creighton school of Nursing, we are using the Creighton Health Sciences Library website for PDA information and new nursing student orientation.

CONCLUSION:

The committee has appreciated this great opportunity to receive the PDA grant from NN/LM and have benefited greatly from the grant, even beyond our own expectations. Through this project, the IT department and the Administrative staff have realized what we lacked in our hospital. When we started the project, not one hospital computer had capability to sync with the PDA. During this past year, the IT department is more open and willing to add more software on other hospital computers. More and more department heads are requesting the technology and purchasing PDA's. As a committee, we impacted and influenced the hospital culture. We see a positive change in attitudes and interest in the PDA technology from the time we started and towards the end of our project. What an accomplishment!! We will continue to support the PDA technology and continue to help MLMH to keep abreast on mobile technology.



Mary Lanning
Memorial Hospital

SCANNING

A bi-weekly newsletter for the employees of MLMH.

March 7, 2005

Using PDAs* in Clinical Practice

Dr. Dan Young from the Creighton University Medical Center will be at MLMH on March 24, 2005 from 12:00noon - 1:00 p.m. in Conference Room #1 for a presentation on using handheld devices in clinical practice. All physicians and Mary Lanning staff are welcome to attend. The program is being offered through a grant from the National Library of Medicine. Contact Ella Rathod at ext. #5291 if you have any questions.

*Personal Data Assistant/PalmPilot®

Mobile Technology

The use of mobile technology has rapidly accelerated in the healthcare field, for personal and professional use. In celebration of National Library Week (April 2nd-8th), a "Mobile Technology Fair" featuring handheld devices and mobile technology will be offered. The fair will be held in Conference Room #1 on Wednesday, April 5th from 12:30-4:00 p.m.

Here is a tentative schedule for the events:

- 12:30-1:40 p.m. *"Mobile Technology for Healthcare Practitioners" by Jane Parks, Jean Korth and Nancy Bredenkamp. One hour CEU pending.*
- 1:40-2:00 p.m. *Ask Roietta Shore: "Q and A session to better understand PDA's."*
- 2:00-2:30 p.m. *"Smart Phones" by Stacey Baker from Alltel.*
- 2:30-3:00 p.m. *Selecting a laptop by Barbara Hohlen from Computer Hardware.*
- 3:00-3:30 p.m. *PEPID-portable healthcare software on-line demonstration. A comprehensive, portable reference supporting your clinical decision in every phase of patient care.*



Browsing session in between the programs and after 3:30 p.m. Several mobile technologies like PDA's, laptops, smart phones and software will be featured. Refreshments will be served.

For Scanning:

MLMH hospital library was a recipient of \$5000 technology grant "PDA in Healthcare in Education and Practice" in October 2004. The grant was awarded by National Network of Libraries of Medicine of the MidContinental Region. Six PDA's were purchased for the Department of Education. The committee is exploring various PDA downloads for the health professionals. Our thanks to the IT department for their support and guidance to the PDA pilot program. However, at the present time, the hospital computer network is not ready to support the PDA technology. Periodically, you will see some PDA recommendations in Scanning. Please download the programs at your home computers. At the present time, we are recommending 'Merck Medicus' for the health care professions. Merck Medicus has wide variety of scientific learning resources and diagnostic tools. Cick at www.merckmedicus.com and then go to 'mobile merck medicus.

DEPARTMENT OF EDUCATION

SATELLITES & EDUCATION INFORMATION

April, 2006

Library Notes

The use of mobile technology has rapidly accelerated in the healthcare field for personal and professional use. In celebration of "National Library Week", a mobile technology fair will be offered.

"Mobile Technology Fair"

Wednesday, April 5, 2006 12:30 p.m. - 4:00 p.m.

MLMH Conference Room 1

Tentative Schedule of Events:

- 12:30 - 1:40 pm **"Mobile Technology for Healthcare Practitioners"**
by Jane Parks, Jean Korth & Nancy Bredenkamp
- 1:40 - 2:00 pm Ask Roietta Shore:
"Q & A Session to Better Understand PDS's"
- 2:00 - 2:30 pm **"Smart Phones"**
by Stacey Baker, Alltel
- 2:30 - 3:00 pm **Selecting a Laptop**
by Barbara Hohlen, Computer Hardware
- 3:00 - 3:30 pm **PEPID - Portable Healthcare Software Online**
Demonstration

Browsing session in-between the programs and after 3:30 p.m.

Refreshments will be served.

**You are invited to a Mobile
Technology Fair on
Wednesday, April 5th from
12:30pm - 4:00pm in
Conference Room 1.**



**Please come and attend all or
some of the sessions.**

**Browsing session
in-between the programs.
Refreshments will be served.
Look at the cafeteria bulletin
board for the program details.**

**You are invited to a Mobile Technology Fair on
Wednesday, April 5th from 12:30pm - 4:00pm
in Conference Room 1**

Schedule of Events:

**12:30pm-1:40pm - "Mobile Technology for Healthcare Professionals"
by Jane Parks, Jean Korth and Nancy Bredenkamp.**

**1:40pm-2:00pm - Ask Roietta Shore,
"Q and A session to better understand PDA' s"**

2:00pm-3:00pm - "Smart Phones" by Stacey Baker from Alltel.

**2:30pm -3:00pm
"Selecting a laptop by Barbara Hohlen"
from Computer Hardware.**

**3:00pm-3:30pm
"PEPID" - demonstration of online healthcare software.**

**Please come and attend all or some of the sessions.
Browsing session in-between the programs.
Check out PDA's, laptops, smart phones and softwares.
Refreshments will be served.**



Some Helpful Websites for Mobile Technology:

<http://www.Avantgo.com/> Lists free software programs for Palms and Pocket PCs

<http://www.danielyoung.net/> Lists of websites from Dr. Young. A Creighton University Internal Medicine Physician and a fellow for PDA technology.

<http://www.journaltogo.com/> Free site to sign up for the latest clinical abstracts and health care news to be sent directly to you. Works for either Palms or Pocket PCs.

<http://www.pdamd.com> Site for purchasing software for MDs. Has some information on technology and software changes and use that includes some "How-to-Guides". Requires registration.

<http://info.med.yale.edu/library/nursing/pda/> PDA's from Nurses from Yale University School of Nursing

<http://skyscape.com/index/home.aspx> Site offers information & sale of medical PDA products and services for the health care professional.

<http://www.mobiletechreview.com/> Mobile technology lovers from Silicone Valley, CA

<http://www.adobe.com/products/acrobat/readerforpalm.html> Free software program to enable Palms to read PDA documents.

www.imedicine.com Mary Lanning Hospital subscribes to the website. Please call Ella Rathod at #5291 for the hospital code. Free downloads.

<http://www.pdr.net/> Distilled version of Physical Desk Reference for the PDA. Includes up-to-date approval list for prescription drugs and NIH clinical drug trial information.

Library Notes

Handheld devices are becoming more popular in healthcare practice. Here are few good resources for your information.

Here are few resources that you can look at:

<http://www.mobiletechreview.com/> This website offers unbiased reviews and opinions of the handheld products.

<http://www.library.ualberta.ca/pdazone/index.cfm> This site is maintained by the University of Alberta Libraries. It also contains answers to questions on the information related to PDA use.

<http://danielyoung.net/> This site offers variety of handheld computing resources by Dr. Daniel Young.

MLMH library also subscribes to “Smart Phone & Pocket PC” magazine for your use.

**Timely Texts: 24/7
NNLM/MCR Technology Project**

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Final Report
October 1, 2004 – April 30, 2006

Submitted: June 5, 2006

Timely Texts: 24/7 Final Report

1. Summary/Introduction

Timely Texts, a technology project awarded in September 2004, provided Stauffer Health Sciences Library, Stormont-Vail HealthCare, the opportunity to offer and evaluate the impact of electronic textbooks within our institution. The Stauffer Library had recently undergone significant budget cuts and the possibility of adding new products or services that would increase the Library's budget was not feasible. Timely Text provided the funding to purchase and add 23 online textbooks to the Library's recently developed web page. The web page housed on Stormont-Vail's intranet (SVnet), contained links to PubMed, CINAHL, a LWW online journals package, MedlinePlus and a few other free resources and links. The online textbooks would serve to enhance the Library's electronic offerings, but more importantly, help bolster the image of the Library as an innovative player in health information and technologies. There was also the thought that online textbooks would possibly lead to cost savings as other departments would reduce their book budget lines.

Work on Timely Texts began in late winter and early spring of 2005. The library director was asked by Medical Staff Executive Board members to attend the various Medical Staff Department meetings to provide a library update. The library had requested funding from Medical Staff dues, so it was thought that an update would be useful. These meetings were a new and valuable chance to promote the library and its services. The meetings also provided a chance to announce the grant award and solicit input regarding what titles to purchase. During this time period, nursing leadership (Vice President, Directors, Charge Nurses) was informed of the grant monies and asked to make recommendations. Suggestions from all groups varied but the number of suggestions was considered to be a fair response by the library director.

Stat!Ref had been selected by the library director as the source for all online textbooks, because of the variety and number of texts, ease of use, and preference to work with only one vendor for this project. The Stat!Ref sales person provided a list of available titles, as well as usage statistics from comparable-sized institutions to help in the selection process. It was suggested that Stauffer Library also go with one concurrent user and evaluate the need for more users by the number of turnaways experienced. Using a combination of suggestions from medical and nursing staff members, usage stats from others, as well as the parameters of available funds, the following titles were selected and purchased from Stat!Ref.

- Current Critical Care Diagnosis and Treatment
- Current Diagnosis & Treatment in Cardiology
- Current Diagnosis & Treatment in Gastroenterology
- Current Diagnosis & Treatment in Infectious Diseases
- Current Diagnosis & Treatment in Orthopedics
- Current Medical Diagnosis & Treatment
- Current OB/GYN Diagnosis & Treatment
- Current Surgical Diagnosis & Treatment
- Degowin's Diagnostic Examination

Emergency Medicine: A Comprehensive Study Guide
Fitzpatrick's Color Atlas & Synopsis of Clinical Dermatology
Griffith's 5-Minute Clinical Consult
Harrison's Principles of Internal Medicine
Holland-Frei Cancer Medicine 6
Hurst's The Heart
Red Book 2003
Rudolph's Pediatrics
Schwartz's Principles of Surgery
Trauma
Williams Obstetrics
Brunner and Suddarth's Textbook of Medical-Surgical Nursing*
Taber's Cyclopedic Medical Dictionary*
*(Nursing Titles)

Titles selected were primarily medical as Stat!Ref did not offer many nursing titles. However, Taber's and Brunner/Suddarth were suggested by staff for purchase. Also some additional nursing titles would be available in 2006 to supplement Timely Texts titles. Ten additional online nursing textbooks were purchased from Lippincott in Budget FY2006 and added to the electronic textbooks collection. The funding for these was taken from the print book budget line. The Stat!Ref titles were added to the library's online catalog and to the library web page under the heading "eBooks". eBooks officially launched in October 2005. This launch date coincided with the launch of MD Consult and FIRST Consult products. This was not intentional, but provided an opportunity for additional exposure for eBooks. Fortunately, Stormont-Vail has a few physicians who are dedicated either on a full or part-time basis to technology projects. They helped with library promotion, going to partner's meetings, annual medical staff meetings, touting the various new library products and encouraging medical staff to test them. The library received many "next day" requests regarding our new products thanks to their efforts. Their testimonials helped spread the word and convince many of the benefits. These same physicians also linked the library resources to additional electronic tools not anticipated in the Timely Text proposal. Shortly after the launch date, the online textbooks links (eBooks) and other library products were added to prominent locations within Next Gen, an electronic medical records and practice management system, and to the physician portal. One physician leader commented that he wanted to use library product to entice and encourage other physicians to sign up for physician portal. Various promotional handouts were developed for medical staff and/or personnel orientations, department staff meetings, and other appropriate opportunities. (See attachments).

2. Geographic Region

Timely Texts (eBooks) is available via Stauffer Health Sciences Library web page, located on Stormont-Vail HealthCare's intranet (SVnet). The links are IP authenticated, therefore no passwords are needed. All medical staff members, employees, as well as patients and families who come to the Health Sciences Library may access eBooks.

The Stormont-Vail HealthCare, a not-for-profit, integrated health care system is located in Topeka, KS and currently consists of one acute care hospital in Topeka and 16 clinics located in Topeka, Alma, Carbondale, Emporia, Lawrence, Lebo, Meriden, Osage City, Oskaloosa, Rossville and Wamego, KS. There are 376 medical staff members, 2,615 FTEs and/or 3,194 staff members. Patients, families and patrons typically come from Topeka and the 16 counties of NE Kansas.

3. Collaborations/Partnerships

No formal collaborations or partnerships established with Timely Texts.

4. Training

Training provided for Timely Texts was minimal both for library staff and users. Stormont-Vail medical staff and employees have access to numerous electronic products and are savvy users and comfortable with new products. Stat!Ref was selected as the product vendor because of the system’s user friendliness and that it required little user training. Library staff was made aware of the various features and asked to explore eBooks as it was launched. Efforts focused primarily on promoting the existence and access options for eBooks on the library web page. Receipt of the grant and electronic titles was publicized in various venues to medical staff members and employees prior to the actual launch date. Promotional session figures prior to the launch of Timely Texts are not reflected below.

Promotional sessions and participants from October 1, 2005 included:

Employee orientation – October 1, 2005 – April 30, 2006

Hospital

- All employees receive a 5” x 11” library bookmark during orientation, which just mentions availability of electronic books.
- Patient Care Services (Nursing and Respiratory Therapy), and all incoming Clinic staff members receive personal library orientation from the library director, which includes a quick Power Point slides overview illustrating where to locate and how to use eBooks.
- Medical staff members receive paper handouts and verbal instructions.

Total hospital sessions:	14	Total number of participants:	165
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Clinics

Total Clinic sessions:	13	Total number of participants:	47
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Medical Staff

Total sessions:	3	Total number of participants:	6
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5. Training Sites

All training took place onsite at Stormont-Vail HealthCare, Topeka, KS, in computer training rooms, meeting rooms, or classrooms located in the hospital or clinic (901 Garfield). During Summer 2006 the goal is to go to each outlying Clinic location and provide orientation, and/or an inservice.

In March 2006 the library director began a “Librarian is IN” promotional idea in the physician lounge during lunch or early morning hours, hoping to encourage informal teaching opportunities. To date there has not been great response, as physicians are still trying to get used to the librarian’s presence in their area.

6. Exhibits

Library exhibits were created for the 2005 Nursing Skills Fair (September) and the 2005 Employee Benefits Fair (October). During the six-day Nursing Skills Fair, 930 nursing staff members were encouraged to stop by a tri-fold display, which featured library tools. A handout listing online textbooks (eBooks) was developed for this exhibit. The library display at the Skills Fair was unmanned during the six days, however nursing staff was directed to review all displays during their session. (The display was manned at various times during the 2004 Nursing Skills Fair and it did not prove to be a good use of library staff time).

The 2005 Employees Benefit Fair was held in the Employee Cafeteria on October 21, 2005 and the library exhibited at this event for the first time. One of the librarian’s ongoing themes is, “The library is one of your benefits.” So along with a baseball healthcare team exhibit and game, library products were promoted in a fun atmosphere. All contestants had to listen to the entire library promo to “play”. Approximately 475 people attended the Fair and many people commented that the library booth was by far the most popular and had excellent products to promote. Human Resources had originally been a little skeptical about having a library booth, but at the end of the day, stated that they would be sure to include the library in the future.

7. Resources Materials

Promotional pieces were developed for various events ranging from housewide announcements, orientation handouts and display windows. Some materials were also developed by two physician champions to promote products in conjunction with other electronic resources.

Examples of resources materials included:

- An article in Stormont-Vail’s weekly newsletter -Vital Connections
- Physician orientation handout
- New employee orientation handout
- Nursing Skills Fair handout
- Employee Benefits Fair handout
- Display outside library using MLA’s “POWER tools” idea – eBooks is one tool
- Next Gen – Library quick links. Next Gen is the Clinics’ electronic medical record and practice management system (created by staff physician)
- Physician Portal Library Page (suggested by staff physician)

8. Web Sites

No web sites were developed. eBooks is located on SVnet, Stormont-Vail's intranet. Beginning in June 2006 all employees will be able access SVnet products from their homes or anywhere they can access the internet. This may increase usage numbers as employees will have additional access and time to explore and use library tools.

9. Document Delivery and Reference Services

Document Delivery and Reference Services not applicable to Timely Texts.

10. Approaches and Interventions Used

A few years ago, Human Resources stopped physically touring new employees through the Stauffer Health Sciences Library. After this change, the library staff perceived a noticeable decrease in the sense of employees' library awareness. There was an increase in the hated statement "Oh, I didn't know we had a library at Stormont-Vail." The library director has repeatedly raised the issue with the Human Resources staff regarding library tours and/or exposure for all employees, but the current answer is that there is not enough time during orientation. Human Resources includes the informational library bookmark in the new employee folder, which is better but not the best. So to promote the new library products, the library director approached individuals who were responsible for medical staff orientation, Patient Care Services (PCS) orientation and Clinic orientation. Persistence paid off. The library is now a scheduled part of any new medical staff member orientation (15 minutes), as well as scheduled for 30 minutes at PCS and Clinic orientations, which occur every other week.

In May 2005 the library director presented an overview of the various library products and solicited input from the Stormont-Vail Leadership Council, which consists of approximately 75 people representing the Hospital and Clinic's Operating Committee, Department Directors, Supervisors, and Managers. In November 2005 this group was updated with details of the new products, which had been added to the library web page, including eBooks. The group was thanked for their input and encouraged to request department presentations.

SVnet is maintained by the Marketing Department so along with the various displays and publicity ideas, the library has established a good working relationship with staff of the Marketing Department.

11. Evaluation

Timely Text's goal was to provide online textbook access with the following key objectives:

- Use subcontract monies to purchase online textbooks
- Select and purchase materials that best meet the needs of medical and nursing staff
- Promote new online resources
- Determine usage and effectiveness of online textbooks and promotions strategies
- Achieve recognition and support from Administration

√ Online textbooks were successfully purchased with the grant funds.

√ Online textbooks were chosen with input from medical and nursing staff.

√ Online textbooks (eBooks) were made available to all medical staff and employees via the institutional intranet or physician portal and have been touted in various venues primarily using personal instruction, Power Point presentations, displays, and/or handouts.

√ Usage statistics for eBooks have fluctuated over the months.
Stat!Ref (Timely Text only) monthly stats:

Months	Sessions Count	Months	Sessions Count
October 2005	44	January 2006	34
November 2005	65	February 2006	13
December 2005	40	March 2006	19
		April 2006	22 (16 turnaways)

Usage may have dropped, as there have been few promotional campaigns in Spring 2006. However the number of turnaways in April may signal the need to purchase an additional license if this trend continues.

Top online textbook titles by usage (October 2005 – May 2006) are:

- Griffiths's 5-Minute Clinical Consult (105)
- Williams Obstetrics (87)
- Harrison's Principles of Internal Medicine (81)
- Fitzpatrick's Color Atlas and Synopsis of Clinical Dermatology (77)
- Trauma (59)

Stormont-Vail also has a Web Committee, which oversees both the external and internal web pages and resources. Statistics are reported for usage of each page or button. The library button, "Medical Library" is available only via the internal intranet page. Usage statistics indicate each time the button is clicked to open the Medical Library web page. One of the library goals is to be the most used button, and there is still a ways to go to meet this goal. In October 2005 there were 406 clicks to open the Medical Library web page. In April 2006 there were 625 clicks. The Medical Library page was the 9th most popular page in April 2006. (We need to determine if links from other pages to the Medical Library page count as clicks).

√ Achieve recognition and support from Administration

- The Dean of the School of Nursing, whom the library reports to, informed the CEO of the grant award.
- Leadership Council was made aware of new library services.
- Medical staff members were informed of grant award and its use.
- A newly hired physician asked during orientation if he would have electronic access to s Griffith's 5-Minute Clinical Consult. He was informed that it was being ordered as part of a grant the library had received and would be available shortly. He was extremely pleased and voiced this to Administration.

- Recently the Senior Vice President for Medical Services just stopped by to see how things were going (which is unusual) and voiced the opinion that there was support from the medical staff which was great to hear.
- Developed a good working relationship with two physicians, one who is member of the Operating Committee, while the other is primarily involved in technology. Both physicians have become vocal champions for the library.
- Vice President for Patient Care Services stated that she could validate a change in library momentum and nursing staff's recognition of the library and library services.

Possible costs savings referred to in the proposal were not realized and/or evaluated.

12. Problems or Barriers Encountered

Minor problems with Stormont-Vail financial office staff occurred while attempting to submit the invoice to receive payment from NNLM/MCR (University of Utah). There is not much grant experience in this institution and it raised questions that had not been previously addressed. This was coupled with the fact that there was a brand new director in the Foundation office, which was involved in the fund processing side.

There was trouble submitting reports to the NNLM/MCR office. For some reason reports were submitted from Stormont-Vail but not received correctly at the MCR office. The first few reports worked correctly but the last three required Word forms. MCR staff provided a Word document form to complete and submit, which worked. We did not explore the possible causes of the problem in detail. The print screens on the original submission forms also do not allow the writer to read all the content when printed, so many times comments needed to be rewritten over and over while we were working on the submission problem and/or solution.

Perhaps the biggest problem was not really a problem but a blessing in disguise. While preparing the Timely Text project, the library was also being asked to trial, evaluate, solicit funding, purchase, and promote a point-of-care tool to be added to the library web page. Timely Text may have not received the concentrated efforts originally planned, but efforts split between it and another time-consuming project. However, launching various new products at the same time focused a lot of positive attention on the library web page and on the library as a key component of the healthcare team.

13. Continuations Plans

During Summer 2006 there are plans to redesign the library web page to make it more user friendly. There will be a separate, more distinct button for eBooks. The library is considering the possibility of creating a library web page for Stormont-Vail's external website.

Budget preparation and defense is beginning for Budget FY2007. The library will asking Stormont-Vail for additional funding to purchase the most used eBooks and nursing titles. It will be very helpful to have the usage figures to justify the additional budget amounts. If this request is rejected for FY2007, library funds in Stormontt-Vail Foundation will be requested to keep the titles for another year.

14. Impact

Perceived impact on the library has been positive. The library director has stated for many years that the library is part of the team and “Our job is to help you (medical staff and employees) do your job better.” We are hearing this repeated back to us, which is encouraging. We very seldom hearing the statement, “I didn’t know we had a library.” Sadly though, we still have not reached everyone.

The library has become a topic of conversation in many medical staff meetings, such as the executive committee, department and section meetings, the local partners group, and at the annual meeting. This is in part because of a request for funding, but also because of new and increased promotion for new library products and services.

The library has been invited or offered to participate in the following new ventures in the last six to eight months. Many of these are a result of the promotional efforts and positive responses being generated throughout the organization.

- CME presentation for physicians. This was really a new step for Stormont-Vail. They seldom have local presenters and definitely a first to have a librarian. It was so well received that a second one was promptly scheduled and the future plan is to offer something from the library two – three times a year.
- Nursing CEs (Brown Bag Lunches). The first was a 50-minute presentation about library services and a second one on Evidence-Based Practice and the library’s role.
- Library was asked to be part of Stormont-Vail’s Magnet Designation process and the related research team. This will provide opportunities to go to the staff locations and work more closely with staff members.
- “Librarian is IN” campaign. Implemented in March 2006, the library director goes to various locations using the Librarian is IN logo and theme. The idea is to take the library to various locations to provide exposure and heighten awareness of the library and its services. The physician’s lounge has been the first location, but that has yet to be a success story. The next physicians’ newsletter will mention that the library staff is available to come to their offices to provide staff development opportunities featuring library products. The plan is to use the Librarian is IN theme if there are any requests.

Medical staff-library relationship has been re-energized. The library and its services are being recognized as an important and integral part of the healthcare process. This relationship may be tested as the library requests financial support from Stormont-Vail Medical Staff.

Librarian’s confidence. Receiving the grant award provided the boost in confidence needed to take the initiative to push harder and change the perception of the library. There were and are still numerous times the uncharted territory and ideas are not comfortable, but there is a strong sense that the effort is worth it.

We need to remember that even if money is not approved for this year’s budget it is not an evaluation of the worth of the products, the librarian, the library staff or library services.

15. Recommendations for improvement

More promotional efforts are needed. It does make a difference. We are still missing promotional opportunities for the medical staff and employees. Need to try strategizing numerous approaches to reach the most people, as well as decide whom to target with each method, in what order, etc.

Print copy book circulation has dropped. The library needs to include stats from online products in reporting data.

Need to get library-related information into the hands of the CEO. He has the ultimate say for the Library.

Follow-Up Questions

1. Were your original project goals and objectives met? If not, why not?
See question #11 (Evaluation).

I am not sure what follow-up poster or presentation will be of value to other professionals. Were promotion ideas unique or results significant?

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

Promotion is critical for the success of many library services. We cannot afford to come off of it at any time. The old thought of just “building it and they will come” is not realistic in today’s library. We need to continually remind our users why they must come to the library, either the physical and virtual libraries, and how good information can impact their jobs and their patients.

Persistence is another lesson. Never give up an idea if you think it has merit. I still feel it is crucial to get on the main HR orientation schedule. I hope to make a case for library presence in the main orientation by using the comments from PCS and Clinic evaluations that frequently state that the most valuable information received in orientation was the library information. We are still not getting to every employee and it is important to be face-to-face with everyone on the healthcare team at least once, but many times if possible.

To be more organized and vigilant about statistics and information pertaining to the grant. It takes longer to relocate the information for reports, etc. than to organize it in the beginning.

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

I would definitely start everything earlier and double or triple the amount of time needed to complete any aspect of the project. Some of the results I had hoped for were not achieved, as I was one to two quarters behind where I should have been. However, the budgeting phase timeline proposed did not work as projected and would not have worked regardless of starting a few months earlier.

It may have been a mistake to try to accomplish too many new projects at the same time, but ultimately for the library and recognition this was a good move. There was excitement and synergy surrounding all the new library products. Timely Texts as a grant may have gotten lost, but the total impact has been wonderful. Timely Text had to compete with some like products (MDCConsult's books and the Lippincott nursing texts) for usage and this may have diminished the usage stats.

4. What advice or recommendations would you give to anyone considering a similar outreach effort?

Perhaps be a little more realistic about what can be achieved in a short time period. Timely Text was very doable, but it was caught up in the momentum of other projects and slipped down in things that needed to be done.

Be cognizant that it takes time to get information out to everyone. It will take two to three years for the new library products to become an integral part of medical staff and employee's work lives. Six months to a year is not enough time to make it a habit.

Promotion was and is so essential. Staff members do not use our tools every day and they need frequent reminders. Be creative and succinct in promoting the library. Time is valuable and the library must make the best use of what time is allotted by other groups.

The project actually went much smoother than anticipated, however I also know I was not the best at meeting deadlines. I thank you for this award as it provided the Stauffer Health Sciences Library an opportunity to get on the radar in many ways and was just the impetus needed by the librarian to try and make a professional difference. Timely Texts re-energized a mid-life career that had recently gone through some periods of professional doubt regarding the value of libraries and librarians to the healthcare community. Thank you.

Attachments:

1. SVnet Library Web Pages/Power Point Orientation Slides
(NNLM/MCR is given credit on these pages, but also an opportunity for the library to receive recognition for grant award).
2. Nursing Skills Fair Handout
3. Employee Benefits Fair Handout
4. New Employee Orientation Handout
5. Vital Connections Article
6. Next Gen Screen Shot
7. Physician Port Screen Shot

1. SVnet Library Web Pages/Power Point Orientation Slides

SVNET - Microsoft Internet Explorer

Address: <http://svnet/Library/hlibrary.html>

FOUNDATION

JCAHO

S-V MALL

TELEPHONE DIRECTORY

PHYSICIANS & RESIDENTS

INCIDENT REPORTING/BIO-MED REQUEST

NURSINGNET

MD Consult/FIRSTConsult funding is provided by:

- Stormont-Vail Foundation
- Stormont-Vail Auxiliary
- Stormont-Vail Medical Staff
- Stormont-Vail HealthCare

Click on the link below to go directly to that section below:
[About the Library](#) | [Library Services](#) | [Library Catalogs](#) | [Journal Holdings](#)
[Ask a Librarian / Contact Us](#) | [PubMed](#) | [eBooks](#)
[MedlinePlus](#) | [The New England Journal of Medicine](#)
[OVID](#) | [ProQuest Journals](#) | [Ready Reference](#)

eBooks (Online Textbooks) **NEW**

- We have an opportunity to trial key online textbooks to determine if this is our future direction. You may search the whole collection at one time or each title individually.
- e-Book is funded by a grant from the National Network of Libraries of Medicine – MCR

About the Library

- History
- Location
- Hours

Library Services

- Circulation
- Searching/Reference
- Document Delivery
- Computer Access
- Current Awareness
- Library Instruction

Start

SVNET - Microsoft Internet Explorer

Address: <http://svnet/Library/eBooks.html>

svnet

Email Access

HUMAN RESOURCES

EMPLOYEE COMMUNICATIONS

EMPLOYEE RECOGNITION

CAMPAIGNS & EVENTS

CLINICAL RESOURCES

EDUCATION

FORMS

POLICIES

MEDICAL LIBRARY

FOUNDATION

JCAHO

S-V MALL

TELEPHONE DIRECTORY

PHYSICIANS & RESIDENTS

INCIDENT REPORTING/BIO-MED REQUEST

NURSINGNET

eBooks (Online Textbooks)

We have an opportunity to trial key online textbooks to determine if this is our future direction. You may search the whole collection at one time or each title individually.

e-Books is funded by a grant from the National Network of Libraries of Medicine – MCR

Search all titles

<http://online.statref.com/search.aspx?qpalias=SVH>

Search individual titles

- [Harrison's Internal Medicine](#)
- [Griffith's 5-Minute Consult](#)
- [Emergency Medicine \(Tintinalli\)](#)
- [Trauma](#)
- [Fitzpatrick's Color Atlas/Dermatology](#)
- [DeGowin's Diagnostic Examination](#)

2. Nursing Skills Fair Handout



Stauffer Health Sciences Library **New** in 2005 and 2006 Preview

SVNet

Clinical Decision Tools

MD Consult

FIRSTConsult

e-Books (Electronic Textbooks)

Tabers Cyclopedia Medical Dictionary

Brunner/Suddarths Textbook of Med-Surg Nursing

Cardiac Nursing (2006)

Lippincott Manual of Nursing Practice (2006)

Nursing Drug Guide (2006)

Manual of Laboratory and Diagnostic Tests (2006)

Nursing Care Plans and Documentation (2006)

Pediatric Care Planning (2006)

Plumers Principles and Practice of IV Therapy (2006)

e-Journals (Electronic Journals)

Located in the Pozez Building or on SVNet, the Library is here to help with your information needs. Call 354-5800 or email us for details.

3. Employee Benefits Fair Handout



Stormont-Vail HealthCare 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	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

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

e-BOOKS - Coming in January 2006

Cardiac Nursing	Lippincott Manual of Nursing Practice
Fluid and Electrolyte Balance	Psychiatric Nursing Care Plans
Nursing Drug Guide	Nursing Care Plans and Documentation
Manual of Laboratory and Diagnostic Tests	Nutrition Essentials for Nursing Practice
Plumer's Principles/Practice of IV Therapy	Pediatric Care Planning

e-Journals (Electronic Journals)

Databases

PubMed/Medline	CINAHL (Nursing and Allied Health)
Cochrane	Dialog (500+)
MedlinePlus	ProQuest Nursing

Library Services

Literature Searching	Library Instruction
Document Delivery	Circulation/Borrowing
Copying (paper, electronic)	Current Awareness Services
Interlibrary Loans	



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]

4. New Employee Orientation Handout



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

5. Vital Connections Article

The screenshot shows a Microsoft Internet Explorer browser window with the address bar containing the URL: <http://svnet/EmpCommuncs/Vital%20PDF/nov1805.pdf>. The browser interface includes a menu bar (File, Edit, Go To, Favorites, Help), a toolbar with navigation buttons (Back, Forward, Stop, Refresh, Home, Search, Favorites), and a search box. The main content area displays an article with the following structure:

svnet Stauffer Health Sciences Library Adds New Resources

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

MD Consult

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

FIRST Consult

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 Connection*. 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
- Emergency Medicine, Tintinalli
- Trauma
- Fitzpatrick's Atlas of Dermatology
- Current Diagnosis and Treatment Series: Medicine, Cardiology, Critical Care, GI, Infectious Diseases, Ob/Gyn, Ortho, Surgery
- Schwartz's Principles of Surgery
- 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 the initial purchase of e-Books is via a Library grant from the National Network of Libraries of Medicine, Midcontinental Region, 2004-2006.*

The browser's status bar shows the page number "4 of 4" and the system tray includes the Start button, taskbar icons for Citrix Program N..., Inbox - Microsof..., Microsoft Access..., Timely TextsFin..., Microsoft Power..., SVNET - Microsof..., and the current URL. The system clock shows 3:08 PM.

6. Next Gen Screen Shot

NextGen EMR: Able T Test - [05/25/2006 01:11 PM: "Master SVHC"]

File Edit Default View Tools Utilities Window Help

Exit Save Clear Delete Cotton-O'Neil Clinic North Kenoly, Jacqueline L MD Patient History Inbox Apps Close

Stormont-Vail HealthCare

Medical Services Division

ALLERGY	INTERNAL MEDICINE	OPHTHALMOLOGY
CARDIOLOGY	INFECTIOUS DISEASE	PEDIATRICS
DERMATOLOGY	NEPHROLOGY	PULMONARY
ENDOCRINOLOGY	NEUROLOGY	RHEUMATOLOGY
FAMILY PRACTICE	GYNECOLOGY	SURGERY
GASTROENTEROLOGY	ONCOLOGY	WOUNDCARE

Stauffer Health Sciences Library Links

Notes	Orders	Documents
Nurse Note	Lab and Ancillary Orders	Medication List
Communicate Results	Appointments - Referrals	ABN / Waiver
Phone Note		Physician's Addendum Note
Treatment Room		Return to School/Work
Patient Summary List		Procedure Needs Completed

7. Physician's Portal Access Page

The screenshot shows a Microsoft Internet Explorer browser window titled "Physician Portal - Microsoft Internet Explorer". The address bar displays the URL: https://hpf.stormontvail.org/portal/index.jsp?pageID=pp_home. The page content includes the Stormont-Vail HealthCare logo and a navigation menu with the following items: [Census](#), [Find Patient](#), [Lab Results](#), [Face Sheet](#), [Hospital Record](#), [Clinic EMR](#), [Deficiencies](#), and [Home](#). A "Patient List:" dropdown menu is set to "(7TN-775-A.)". The user is logged in as "User: Jenea Chartier". A "sign out" button is located in the top right corner. A "Favorites" sidebar on the left lists several links: [S-v IntraNet WebSite](#), [PrePrinted Orders](#), [New England Journal of Medicine](#), [MD Consult](#), [FIRSTConsult](#), and [WebMail](#). The date "May 31, 2006" is displayed in the top left. The page is powered by MCKESSON HORIZON™. The browser's status bar at the bottom shows "Internet".

Library Needs Assessment

TMC Lakewood Medical Dental Library
Truman Medical Center Lakewood

Final Report
10/01/2004 through 05/31/2006

Gwen E. Sprague, M.L.S.
Clinical Medical Librarian
gwen.sprague@tmcmed.org
816-404-8265

Medical Dental Library
TMC Lakewood
7900 Lee's Summit Rd.
Kansas City, MO 64139

Narrative Description

Summary/Introduction

TMC Lakewood specializes in Family Medicine and Community Health. As a primary teaching hospital for the University of Missouri – Kansas City Medical School the Medical Dental Library serves 36 residents, 3 geriatric fellows, 45 physician faculty members, medical student rotations, and a wide variety of allied health professions including laboratory, medical rehabilitation, physical therapy, occupational therapy, speech therapy, recreational therapy, in addition to over 300 licensed nursing staff. The library also serves dental faculty and dental residents.

The purpose of this grant was to support a needs assessment survey that would evaluate current library services and explore the unmet needs of its clientele. The result of the survey will be used to improve and update library services, technology and resources.

The funds obtained by this grant were used to purchase a laptop computer and digital camera to be used to carry out the activities outlined in the grant proposal. These include visiting local medical libraries to gather information on medical library services offered in our region by other facilities, to survey the TMC Lakewood library users in order to assess current library usage and recommendations for expanding services and to explore opportunities for funding to make improvements identified by the assessment.

Geographic Region

This project involved visiting a selection of medical libraries in the Greater Kansas City area mainly in Johnson County, Kansas, Jackson County, Missouri and Clay County, Missouri. One part of this project involves a presentation to the membership of HSLNKC (Health Sciences Library Network of Kansas City) which includes members from the region.

Collaborations and Partnerships

None

Training/Training Sites

None

Exhibits

None

Resource Materials

A Power Point presentation was developed to present my findings to the Health Science Library Network of Kansas City and to TMC Lakewood administration. A Library Survey was developed using Survey Monkey.

Web Sites

None

Document Delivery

None

Approaches and Interventions

Five local area Medical Libraries were selected for interviews and photographs. The results of the assessment were presented to the quarterly meeting of Health Sciences Library Network and to TMC Lakewood administration. The link to the survey developed on Survey Monkey was emailed to Family Medicine Residents, Dental Residents, medical and dental faculty, nursing and allied health professionals.

Evaluation

The results of the assessment were very informative and will be extremely helpful in the planning of library service expansion. The survey provided several very specific items for inclusion in the development of new library services. TMC administration was supportive of the project and is willing to meet the needs identified.

Problems Encountered

The biggest problem encountered was the fact that this was not my project. The librarian that obtained this grant left her employment at TMC Lakewood half-way through the grant period and I was not hired until 4 months later with none of the work of the grant started. This left me about 6 months in which to learn my new job and meet the requirements of the grant. It also required me to finish a project I had not developed and might have done differently. However stressful it was to walk in at the middle and take on what was somewhat of a burden, I do not consider it a waste of my time. It forced me to really get to know my new library and new patrons in a hurry. It was much like learning to swim by being thrown in the deep end of the pool. The outcome was successful even if the process was less than optimal.

Continuation Plans

Due to the situation stated above, I did not have time to complete all the personal interviews as proposed and that is ongoing. I also did not have time to fully research other grant opportunities and apply. I have purchased the publication by The Foundation Center, Grant\$ for Libraries and Information Services. Using that publication, I have marked 5 possible grant opportunities and will pursue them this year. I have already obtained some extra funding outside my budget and have purchased an A/V center so that VHS and DVD reference materials can be used in the library.

One of the most important things revealed by the survey was the dire need of marketing the library and its services. I have started working with our IT department to obtain a new library system so that the OPAC can be made available to every desktop in our facility. The system has been purchased and shipped. Plans have also been made to create a library presence on the system intranet providing a list of library services, OPAC searching, lists of available journals, and online search requests. I would like to see a regular "From the Library" column on the intranet and maybe even our in-house broadcast announcements.

Impact

Increased awareness of the library and its services will be a big impact as well as the expansion of those services to better meet the needs of library clientele.

Recommendations for Improvement

The next time I do a project like this it will be one of my on choosing and development.

Follow-up Questions

Were your original project goals and objectives met? Mostly

Create and perform a needs assessment for the Medical Dental Library – Met

Enhance Medical Dental Library services and resources – In Process

Enhance the services and resources of other local medical libraries – Unable to Measure

Apply for future grants to enhance the Medical Dental Library's services & resources – In Process

What significant lessons were learned?

I learned that for our small size, the Medical Dental Library already does a big job that is comparable to other medical libraries in our area but that there are a few areas that can be improved. Probably the most important thing learned was that some of the current services were under utilized due to lack of knowledge about the library and a marketing plan will be crucial to maintain support for the library and to increase its impact on the services offered by the hospital.

If you were to start all over again, what if anything would you change about your goals?

Well since they were not my goals originally, that is a little difficult to answer. I might not have changed the goals so much but might have changed the activities used to achieve them. I probably would have sent out a survey to the members of the HSLNKC before I went to interview the select five. That would have given me more information to share with the group as well as more information to use for my own development plan. Of course I would have given myself more than 6 months to finish the project.

What advice or recommendation would you give to anyone considering a similar outreach effort?

Since this is the first time I have ever done a project like this and it was rushed due to circumstances beyond my control I haven't really had enough time to digest the final results or the effort. I am sure that if the time comes to do a similar project I will have some definite ideas on its conception, development and execution.



Design Survey Show All Pages and Questions

<< Back Preview

To change the look of your survey, select a choice below. Click 'Add' to create your own custom theme.

Theme: Peachy Add Edit Delete

TMC Lakewood Library Assessment Survey Edit Title Edit Numbering Add Logic

Add Page

1. Introduction Edit Page Delete Page Copy/Move Add Logic

This survey is part of a National Network of Libraries of Medicine grant project to do a needs assessment for the TMC Lakewood Medical-Dental Library. Your responses will help me plan for future improvements to the services and materials we offer.

Gwen E. Sprague, MLS Librarian, ext 48265

Add Question Add Page

2. Library User Demographics Edit Page Delete Page Copy/Move Add Logic

Please select one that most fits your position at TMC Lakewood.

Add Question Add Page

*** 1. In which user group(s) would you classify yourself?**

- Medical Staff
- Medical Faculty
- Dental Staff
- Dental Faculty
- Family Medicine Resident
- Dental Resident
- Nursing
- Laboratory
- Radiology
- Physical Therapy
- Occupational Therapy
- Allied Health

Administration
 Other (please specify)

[Add Question](#) [Add Page](#)

3. Current Library Usage

[Edit Page](#) [Delete Page](#) [Copy/Move](#) [Add Logic](#)

Please check all that apply.

[Add Question](#) [Add Page](#)

[Edit](#) [Delete](#) [Copy/Move](#) [Add Logic](#)

*** 2. Which of the library services do you currently use?**

- Journals - read in the library
- Journals - check out
- Monographs (books) - read in the library
- Monographs (books) - check out
- AV materials - check out
- Reference materials
- Consumer Health Materials
- Patient Education Materials
- Computers - database searching
- Computers - literature searching
- Computers - internet
- Computers - email
- Computers - TMC Lakewood library catalog
- Computers - UMKC library catalog
- Computers - TMC intranet
- Computers - other software (MS Office, etc.)
- Copier
- Fax
- Scan
- Interlibrary Loan Request - journal/article
- Interlibrary Loan Request - monograph (book)
- Literature Search Request - journal articles
- Information Search Request - other
- Bibliographic Instruction - database use (PubMed, etc)
- Bibliographic Instruction - internet searching
- Bibliographic Instruction - general library use
- Articles Distributed at Medicine Rounds
- Consultation with librarian
- Meeting or conferencing in the library
- I do not use the library
- Other (please specify)

[Add Question](#) [Add Page](#)

[Edit](#) [Delete](#) [Copy/Move](#) [Add Logic](#)

*** 3. How often do you use library materials or services? (select one)**

- Daily
- Several times per week
- At least once per week
- Several times per month
- At least once per month
- Several times per year
- At least once per year
- I never use library materials or services

[Add Question](#) [Add Page](#)

[Edit](#) [Delete](#) [Copy/Move](#)

*** 4. How likely would you be to recommend the TMC Lakewood Library to a freind or colleague?**

	Definitely Would	Likely Would	Maybe	Likely Would Not	Definitely Would Not	N/A
Recommend the Library?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Add Question](#) [Add Page](#)

[Edit](#) [Delete](#) [Copy/Move](#)

5. If you have checked that you do not currently use the library (in any of the above questions) please explain what might improve the likelihood you would use the library in the future.

[Add Question](#) [Add Page](#)

4. Future Directions [Edit Page](#) [Delete Page](#) [Copy/Move](#) [Add Logic](#)

Below is a list of materials and services that are under consideration for the expansion of library.

[Add Question](#) [Add Page](#)

[Edit](#) [Delete](#) [Copy/Move](#)

*** 6. If the following list of materials or services were added to the library how likely would you be to utilize them?**

	Definitely Would	Likely Would	Maybe	Likely Would Not	Definitely Would Not
Table of Contents Service (1-3 journals a	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

month)					
Color Printing	<input type="radio"/>				
AV Center to use Audio Tapes, VHS Tapes or DVDs	<input type="radio"/>				
After-hours bookdrop	<input type="radio"/>				
Library catalog access on the TMC intranet	<input type="radio"/>				
Remote access to the library catalog	<input type="radio"/>				
Automated self check-out and check-in	<input type="radio"/>				
Search request available on the TMC intranet	<input type="radio"/>				

7. What other services or materials would you like to see added to TMC Lakewood Medical-Dental Library?

5. Voluntary Personal Interview

The NN/LM needs assessment grant requires the librarian to conduct interviews with a subset of survey respondents.

8. If you would be willing to participate in a personal interview about library services, please enter your name and contact information (phone, extension or email).

6. Thanks!

I appreciate your participation in the needs assessment process. It is *your* feedback that will help direct the future growth of the TMC Lakewood Medical-

⋮ Dental Library. Thanks again! **Gwen E. Sprague, Clinical Medical Librarian**

[Add Question](#)

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Total: 45

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2. Library User Demographics

1. In which user group(s) would you classify yourself?

	Response Percent	Response Total
Medical Staff	8.9%	4
Medical Faculty	11.1%	5
Dental Staff	0%	0
Dental Faculty	0%	0
Family Medicine Resident	22.2%	10
Dental Resident	0%	0
Nursing	22.2%	10
Laboratory	0%	0
Radiology	0%	0
Physical Therapy	6.7%	3
Occupational Therapy	6.7%	3
Allied Health	6.7%	3
Administration	4.4%	2
Other (please specify)	11.1%	5
Total Respondents	45	
(skipped this question)		0

3. Current Library Usage

2. Which of the library services do you currently use?

	Response Percent	Response Total
Journals - read in the library	41.9%	18
Journals - check out	25.6%	11

Monographs (books) - read in the library	14%	6
Monographs (books) - check out	14%	6
AV materials - check out	4.7%	2
Reference materials	41.9%	18
Consumer Health Materials	0%	0
Patient Education Materials	9.3%	4
Computers - database searching	20.9%	9
Computers - literature searching	27.9%	12
Computers - internet	39.5%	17
Computers - email	34.9%	15
Computers - TMC Lakewood library catalog	4.7%	2
Computers - UMKC library catalog	0%	0
Computers - TMC intranet	34.9%	15
Computers - other software (MS Office, etc.)	9.3%	4
Copier	48.8%	21
Fax	16.3%	7
Scan	14%	6
Interlibrary Loan Request - journal/article	23.3%	10
Interlibrary Loan Request - monograph (book)	11.6%	5
Literature Search Request - journal articles	39.5%	17
Information Search Request - other	7%	3
Bibliographic Instruction - database use (PubMed, etc)	7%	3
Bibliographic Instruction - internet searching	4.7%	2
Bibliographic Instruction - general library use	0%	0
Articles Distributed at Medicine Rounds	18.6%	8
Consultation with librarian	37.2%	16
Meeting or conferencing in the library	7%	3
I do not use the library	16.3%	7
Other (please specify)	4.7%	2
Total Respondents	43	
(skipped this question)	2	

3. How often do you use library materials or services? (select one)

Daily

Response Percent	Response Total
2.3%	1

Several times per week		9.3%	4
At least once per week		18.6%	8
Several times per month		18.6%	8
At least once per month		7%	3
Several times per year		20.9%	9
At least once per year		7%	3
I never use library materials or services		16.3%	7
Total Respondents			43
(skipped this question)			2

4. How likely would you be to recommend the TMC Lakewood Library to a friend or colleague?

	Definitely Would	Likely Would	Maybe	Likely Would Not	Definitely Would Not	N/A	Response Average
Recommend the Library?	30% (13)	40% (17)	23% (10)	2% (1)	0% (0)	5% (2)	1.98
Total Respondents							43
(skipped this question)							2

5. If you have checked that you do not currently use the library (in any of the above questions) please explain what might improve the likelihood you would use the library in the future.

	Total Respondents	8
(skipped this question)		37

4. Future Directions

6. If the following list of materials or services were added to the library how likely would you be to utilize them?

	Definitely Would	Likely Would	Maybe	Likely Would Not	Definitely Would Not	Response Average
Table of Contents Service (1-3 journals a month)	16% (7)	28% (12)	40% (17)	16% (7)	0% (0)	2.56
Color Printing	30% (13)	23% (10)	35% (15)	9% (4)	2% (1)	2.30
AV Center to use Audio Tapes, VHS Tapes or DVDs	21% (9)	26% (11)	37% (16)	14% (6)	2% (1)	2.51
After-hours bookdrop	16% (7)	19% (8)	40% (17)	21% (9)	5% (2)	2.79
Library catalog access on the TMC intranet	35% (15)	37% (16)	19% (8)	7% (3)	2% (1)	2.05
Remote access to the library catalog	28% (12)	28% (12)	33% (14)	9% (4)	2% (1)	2.30
Automated self check-out and check-in	30% (13)	30% (13)	28% (12)	9% (4)	2% (1)	2.23
Search request available on the TMC intranet	47% (20)	35% (15)	16% (7)	2% (1)	0% (0)	1.74
Total Respondents						43
(skipped this question)						2

7. What other services or materials would you like to see added to TMC Lakewood Medical-Dental Library?

View	Total Respondents	12
	(skipped this question)	33

5. Voluntary Personal Interview

8. If you would be willing to participate in a personal interview about library services, please enter your name and contact information (phone, extension or email).

View	Total Respondents	11
	(skipped this question)	34

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Displaying 1 - 5 of 5

In which user group(s) would you classify yourself?

1. Speech Pathology / Audiology
2. recreation therapy
3. administrative assistant
4. recreation therapy
5. Speech Pathology

Open-Ended Results Detail

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Displaying 1 - 2 of 2

Which of the library services do you currently use?

1. since there is no librarian there has been no one to do a literature search
2. search for articles and references

Open-Ended Results Detail

<< Back Export

Filter Results

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Reports: Summary and Detail

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Displaying 1 - 8 of 8

If you have checked that you do not currently use the library (in any of the above questions) please explain what might improve the likelihood you would use the library in the future.

1. with help
2. Not familiar with using Hospital based library resources.
3. There is really no specific reason, usually don't think of it. Probably awareness.
4. If we had more material on activities- for ages 55-85
5. Area locked after 16:00 and security not always willing to unlock for staff.
6. I did not realize the Lakewood Library had any materials for nursing. I thought I was just for physicians. I normally get information I am looking for from online journals or the community library.
7. A librarian to assist in getting articles in older journals or journals we do not have.
8. More knowledge of what OT related items are in library

Open-Ended Results Detail

<< Back Export

Filter Results

To analyze a subset of your data, you can create one or more filters.

Add Filter... Total: 45
Visible: 45

Share Results

Your results can be shared with others, without giving access to your account.

Configure... Status: Enabled
Reports: Summary and Detail

Page Size: Show 25 per page

Displaying 1 - 12 of 12

What other services or materials would you like to see added to TMC Lakewood Medical-Dental Library?

1. Some of the family practice textbooks or reference books are out of date...some more current editions would be helpful.
2. Recommended book list by resident rotation. ie books to use on dermatology or geriatrics, etc. VHS or DVD collection of primary care procedures to review. VHS or DVD library of noon conferences to view if missed. Collection of handouts from noon conferences if missed or want to review.
3. Just the above
4. none
5. Not sure at this time
6. More textbooks and review books.
7. daily newspaper
8. It might be nice to have an area where the medicine rounds articles could be picked up by other residents. It wouldn't need to be fancy or really even that many copies, but maybe a folder where someone could look to see what the articles had been. It might be interesting for those people not on service in a given month.
9. Intranet access to library to search for articles and references.
10. geriatrics books activity books
11. additional hours for evening and weekend staff to utilize
12. search availability

Open-Ended Results Detail

<< Back Export

Filter Results

To analyze a subset of your data, you can create one or more filters.

Add Filter... **Total:** 45
Visible: 45

Share Results

Your results can be shared with others, without giving access to your account.

Configure... **Status:** Enabled
Reports: Summary and Detail

Page Size: Show 25 per page

Displaying 1 - 11 of 11

If you would be willing to participate in a personal interview about library services, please enter your name and contact information (phone, extension or email).

1. Bryan.Hughes@tmcmcd.org
2. Michilia Mccarron michilia.mccarron@tmcmcd.org
3. L Michael Silvers MD
4. Gretchen Dickson gretchen.dickson@tmcmcd.org
5. Peter Greenspan, DO peter.greenspan@tmcmcd.org 404-7146
6. Gloria Fields gloria.fields@tmcmcd.org
7. n/a
8. no
9. lydia a. owens 48685
10. George D. Harris, MD,MS 404-7106
11. Nancy Stephan 816-404-8671

Welcome to TMC Lakewood



TMC Lakewood Medical-Dental Library

Results of a NN/ML Grant
Sponsored Needs Assessment
Survey Project

Background

- The Medical-Dental Library has been in transition the last 5 years and is lacking in technology, resources and services. A needs assessment will determine the unmet needs of its clientele through comparison and collaboration with local medical librarians as well as surveys and interviews of library clientele.

Medical-Dental Library Users

- TMC Lakewood specializes in family medicine and community health. It is a teaching hospital for the UMKC Medical School. The library serves 36 family medicine residents, 3 geriatric fellows, 45 physician faculty, rotating medical students and many other health care professionals including dental residents, dental faculty, and over 300 nursing staff.

NN/ML Grant Objectives

- Create and perform needs assessment to identify opportunities for improvement
- Enhance services and resources
- Enhance services and resources of other local medical libraries
- Apply for future grants to assist in identified library enhancements

Expected Outcomes

- Use the digital camera and laptop purchased with grant money to collect data and collaborate with local medical librarians
- Use results of needs assessment to lobby administration for financial resources
- Share information learned with HSLNKC
- Apply for grants to fund enhancements

VA Medical Center – Liz Burns



Reference



Monographs



Journals



Current Journals



Important Library Resource



North Kansas City Hospital



Stacks



Journals



Current Journals



Workroom



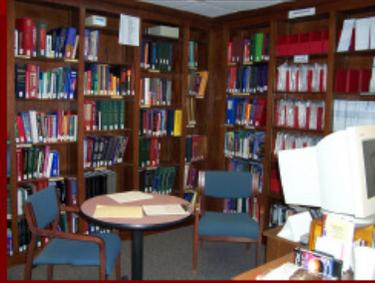
Olathe Medical Center



Dick Kammer and Journals



Monographs



UMKC Dental School



Ann Marie Corry



Customer Service



Study



Electronic Classroom



Unusual Collection



ICK!



Awww... but watch out!



Research Medical Center



Study



Ooops! (NOT Kitty Serling)



Front Desk



Current Journals



Bound Journals



Display



TMC Lakewood



Current Journals



Reference



Stacks



Office (Fish Bowl)



User Survey

- Medical & Dental Staff
- Medical & Dental Faculty
- Family Medicine & Dental Residents
- Nursing
- Allied Health (OT, PT, Speech etc.)

Survey Monkey

- User Demographics
- Use of Services
- Frequency of Use
- Recommendation
- Non-users
- Future Directions
- Volunteer for Personal Interview

Survey Results

- Copier
- Reference Materials
- Journals
- Internet
- Literature Search Requests
- Consultation with Librarian
- Intranet

Usage

- Several Times a Month
- Several Times a Year
- Once Per Week
- Never
- Several Times a Week
- Once Per Month
- Once Per Year

Reasons For Not Using

- Need help
- Not familiar with resources
- Don't think of it
- No librarian
- Locked in the evening
- Unaware of materials for specific group
- Just for physicians

Future Directions

- Table of Content Service
- Color Printing
- AV Center for VHS and DVD media
- Catalog Access on Intranet/Internet
- Search Request on Intranet
- After hours book drop
- Automated self check-out/self check-in

Additional Suggestions

- Daily Newspaper
- Reader Advisory for resident rotations
- More textbooks
- Access to Medicine Rounds articles by residents on other rotations
- Access to handouts or recordings of Noon Conference Presentations
- Additional Hours for evening staff

Future Grants

- AV Center
- DVD drives on computers
- Book Drop
- Automate Circulation

Grant Experience

- Learn about area peer resources
- Learn about TMC Lakewood users, collection and services
- Learn about funding resources
- Formulate plan for future

Thank You!



Marketing Virtual Reference Cooperative Pilot
Denison Memorial Library
University of Colorado at Denver and Health Sciences Center
4200 E. 9th Ave.
Denver, Colorado 80262-0003

Reported by:
Elizabeth D'Antonio-Gan, MLS
Head of Reference Services
Campus Box A003
4200 E. 9th Ave.
Denver, Colorado 80262-0003
elizabeth.dantonio-gan@uchsc.edu
Voice: 303-315-6436, FAX 303-315-0294

Inclusive Dates: November 1, 2003 – January 31, 2005

FINAL REPORT
June 1, 2006

NARRATIVE DESCRIPTION

1. Summary/Introduction

The Virtual Reference Cooperative Pilot was initiated in December 2001, at the University of Colorado Health Science Center's Denison Library. The intent of the project was to utilize virtual reference software (24.7 Reference) to develop a cooperative region-wide network to respond quickly to requests for reference support services from network members and health professionals throughout the midcontinental region.

Denison Library began the service with 2 hours of coverage. Soon after, the J. Otto Lottes Library and the Spencer S. Eccles Health Sciences Library joined as new partners and expansion of the service window eventually extended to 8 hours of coverage.

Approximately 30 questions per month were answered within the region, with the primary clientele being the faculty, staff and students of the libraries staffing the service. A website was created for the participants at <http://denison.uchsc.edu/mary/Vref.html>. It includes the policies and procedures manual and statistics.

In the second phase of expansion, the Harley E. French Library of the University of North Dakota and Hawaii Medical Library joined the cooperative. The Hardin Library for the Health Sciences of the University of Iowa and the Carlson Health Sciences Library of the University of California at Davis followed soon after bringing the total number of health sciences libraries to seven. Coverage was expanded to twelve hours.

The group then began the implementation of a marketing plan which would encourage all libraries in the region, including health sciences and public libraries, to use Virtual Reference to support their health information services. Representatives from each of the participating institutions formed the planning group.

Accomplishments

- Expansion of the cooperative to seven health sciences libraries
- Creation of a brand name, **Ask A Medical Librarian**
- Purchase of a domain name for a ten year period, AskMedLibrarian.org and AskMedLibrarian.com
- Creation of a logo and bookmark

2. Geographic region

- Colorado - all counties with medical librarians who are members of the Colorado Council of Medical Librarians and one county in Wyoming
- California
- Hawaii
- Missouri - counties through the web link at MedlinePlus GoLocal
- North Dakota
- Utah

1. Collaborations/Partnerships

- Beginning in 2003, Colorado partnered with the State public library virtual reference project, Ask Colorado. Although the Ask Colorado service is highly successful, very few medical reference questions are being forwarded to Denison Library.
- Colorado also marketed the VR service to the members of the Colorado Council of Medical Librarians. There was very low use of the service. In one instance, the VR cooperative assisted a hospital library by providing reference service coverage through VR when the sole librarian was absent for a few days due to attendance of the MLA annual conference.
- Missouri partnered with the NLM to provide a virtual reference link in the MedlinePlus GoLocal resource.

Challenges and lessons learned

- In the academic medical environment, the percentage of the population who are early adopters of new technology is quite low. Busy research faculty have little time to keep up with the latest technology and the predominant means of online communication is still through e-mail. Marketing efforts had very low returns.
- It was also discovered that librarians in general have a culture of competence that is not amenable to referring questions to other librarians. Although the VR cooperative was offered as a service to expand access to resources by hospital librarians through the referral of reference questions, that, in fact could not and did not happen very frequently. Of the 399 sessions provided in 2004, only 24 sessions were from librarians in the community with some using the service more than once. Anecdotally, it also appeared that consumers who had complex health questions either opted to visit the medical library in person on their own or were referred by their local public librarian.
- The complexities of online product licenses and disparate authentication systems among the universities for allowing access to those products posed another challenge. Achieving a high level of quality and customer satisfaction in answering questions related to access to online resources from students outside the home State was challenging or impossible.
- Lastly, the VR project was funded at a level that did not include a separate server for the exclusive use of the cooperative. As such, proprietary information databases could not be shared and co-browsing between a clientele from one library paired with a librarian from another State was impossible. Additionally, the co-browsing feature of the 24/7 software did not perform as well as it should have. Thus co-browsing of free resources such as PubMed was sometimes a challenge as well.

2. Training

- All librarians of the 7 states were trained to use the 24/7 VR interface and of any upgrades. Training was conducted in person by 24/7 personnel or in online sessions.

3. Training sites

- Training was either provided on-site at each library or virtually, in online sessions.

4. Exhibits

- The cooperative did not exhibit at any conferences or other professional meetings.

5. Resource Materials

- A logo and bookmark were developed.
- A resource website was developed for the use of the VR Cooperative librarians. It included links to quick and basic information about each of the libraries which would assist librarians in answering questions specific to the individual libraries. Because the VR Cooperative ended in March 2006, the website is no longer available.

6. Web sites:

- Please see note above in #7.

7. Document delivery and reference services

- Document delivery was not provided.
- Reference Services statistics:
2003 – 504 sessions
2004 – 399 sessions
Jan – Jun 2005 - 545 sessions

8. Approaches and interventions used

- Identifying and scheduling sessions: NA
- Promotion/marketing: marketing the service included flyers, bookmarks, articles in campus newsletters, promotion in library instruction sessions, a message attached to e-mail signatures, in library handouts, promotions at professional meetings and links to the service through each library's website.
- Training: Please see #4 above.
- Personnel/staffing: Includes all librarians and staff who provide reference services throughout the seven participating libraries.
- Web site development: Please see #7 above.

9. Evaluation:

- Three methods of evaluating the service were built in or provided by 24/7:
 - Usage data automatically collected and reported by 24/7;
 - An external data collection tool created by Denison Library for the cooperative which measured –
 1. 24/7 feature used
 2. Nature of the question
 3. Whether the customer needed to be referred back to their home library
 4. Patron type
 5. The type of resource used
 6. Whether a follow-up via phone or e-mail was needed; and
 - A customized user feedback form.
- Results:
 - Statistically, it appeared that the service was finally beginning to take hold in 2005 among the primary clientele of each university.
 - User feedback indicates a high rate of satisfaction among those who took the time to respond to the feedback survey. In 2004, 52% of users responded; 81 % strongly agreed that they were satisfied with the answer they received; 65%

strongly agreed and 20% agreed that the service should be continued; and 68% either agreed or strongly agreed that it saved them a trip to the library. However, in some instances comments indicated dissatisfaction from customers who were either confused that their home librarian was not the person on the other end of the VR interface or dissatisfaction with the inability of the out of state librarian to answer the question that was very specific to the home library.

○ All objectives of the project were met:

1. A representative of the Virtual Reference libraries attending the Virtual Reference Conference.

Completed – Sandi Parker attended the Virtual Reference Desk 2003 National Conference Nov. 17-19, 2003.

2. Revising the policies and procedures manual to include criteria for selecting participating libraries, training staff, and incorporating libraries into the staffing schedule.

Completed.

3. Increasing the number of libraries supporting this service by at least three.

Unsuccessful – within Region 4. Successful in adding four other libraries out of Region 4.

4. Coordinating the merger of the MidContinental and Hawaii/North Dakota virtual reference services.

Completed.

5. Orienting staff of the new libraries and incorporating them into the schedule.

Completed.

6. Determining an official name for the service.

Completed – Ask A Medical Librarian.

7. Obtaining a domain name that is easily recognized.

Completed – AskMedLibrarian.org and AskMedLibrarian.com.

8. Creating a logo for the service.

Completed.

9. Providing resources to market the service to a library's own staff when the library is preparing to come up on Virtual reference. This is so that everyone in the library understands the new service and can appropriately promote it.

Completed.

10. Creating a promotional item that can be distributed at meetings and conferences by the participating libraries and RML staff. This may be a brochure or a bookmark. It will include the logo, the URL and a brief description of the service.

Completed.

11. Evaluating the effectiveness of the marketing efforts.

Completed.

12. Evaluating the success of the merger of two virtual reference services.

Completed.

13. Beginning discussions regarding funding the service in future years.

Completed – The GMR contributed significant funding for the VR Cooperative in 2005. No funding was available beyond that time frame and in an analysis of ROI, the Cooperative decided to terminate the Cooperative in favor of transitioning the service to Instant Messaging because of the lower or null cost for the software interface.

10. Problems or barriers encountered

- Promotion/Marketing – none
- Training – none in the use of the VR software. Challenges of training librarians to be familiar with the technology issues of access to online resources in other states exist with no easy solution to the problem. Customers appear less satisfied with encountering librarians out of State.
- Equipment/telecommunications – the co-browsing feature of the 24/7 software was not reliable. Insufficient funding to acquire a server for the VR cooperative created barriers to using proprietary databases.
- Personnel/staffing – none
- Web site development – none

11. Continuation plans

- The 24/7 company was acquired by OCLC Question Point. The cost for licensing the interface increased significantly and none of the libraries had the budget to support the service without external funding. The libraries all set up Instant Messaging services. Some libraries decided to continue in a cooperative model and other libraries decided to provide the service independently. The libraries had implemented an e-mail discussion list and all libraries continue to belong to the discussion group to continue to support each other in efforts to provide digital online reference services.

12. Impact

- Usage of the service was fairly low in the academic setting as compared to Public Library Virtual Reference initiatives. Therefore, ROI for the library, institution, and consortium

was minimal as compared to the significant amount of time and resources dedicated to the project.

- The networking of medical librarians across 7 States was one positive outcome. Many have expressed appreciation of that experience and continued access to each other as professional resources. The project has laid the groundwork for future collaborations among these resource libraries.

13. Recommendations for improvements

- None since the VR cooperative has terminated in favor of exploring other chat technologies.

FOLLOW UP QUESTIONS

1. Were your original project goals and objectives met? If not, why not?
All project goals were met.
2. What significant lessons were learned which would be of interest or use to others conducting outreach projects? Which strategies were the most effective in implementing the project?
 - Outreach projects to community librarians need to take into account librarian pride and the culture of independent competency;
 - Collaborative projects among libraries of different institutions must take into account technology based differences and barriers; and
 - Projects need to be funded sufficiently to allow goals to be met.
3. If you were to start all over again, what, if anything, would you change about your goals, project plans, etc.?
 - Due to the fast paced changing technological environment, chat reference goals centered on any particular technology need to be more limited in scope; and
 - For long term chat reference goals, objectives for future technology changes need to be anticipated. As an example, chat reference goals might have taken into account Instant Messaging and Text Messaging as future iterations of the virtual reference service if those iterations were foreseeable.
4. What advice or recommendations would you give to anyone considering a similar outreach effort?
 - Stay abreast of new technologies;
 - Stay abreast of the literature on the subject; and
 - Perform a needs assessment on the population you will be deploying the outreach service to.



Ask a Medical Librarian

ASK A MEDICAL LIBRARIAN
A Health Sciences Virtual Reference Service

- ◆ Chat online with a medical librarian through the Internet
- ◆ Receive assistance with your health reference questions
- ◆ Engage in a search strategy consultation

 <http://askmedlibrarian.org>

Funded by the NN/LM MidContinental and Greater Midwest Regions under contract from the National Library of Medicine in cooperation with participating health sciences libraries across several states



Ask a Medical Librarian

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A Health Sciences Virtual Reference Service

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 <http://askmedlibrarian.org>

Funded by the NN/LM MidContinental and Greater Midwest Regions under contract from the National Library of Medicine in cooperation with participating health sciences libraries across several states

Missouri Go Local

University of Missouri
Columbia, MO

Amanda McConnell
1 Hospital Drive, HSL 212
Columbia, MO 65212

mcconnella@health.missouri.edu

573-882-0470

573-882-5574

April 1, 2005-March 31, 2006

April 27, 2006

Narrative Description

1. Summary of Accomplishments— Many things were accomplished over the course of the last year. Some of the biggest accomplishments were the work of the graduate students hired through this contract. Together the graduate students were able to review a total of 1,863 Community Connection database records in the health & human service field. Records were reviewed for the currency and accuracy of the content, contact information, and indexing. This review led to the editing or correction of 1,087 of those records reviewed. Another graduate student accomplishment was the identification of a group of core resources, and coding those resources to make them more visible to Go Local users. Other small enhancements increased the visibility of the Ask a Librarian feature in Go Local, and revised the mapping to improve retrieval & precision of search results. In addition to the technical work, more Missourians became aware of the project due to promotional efforts made possible by this funding. The project was promoted at conferences to information service providers and end users. Coffee mugs highlighting the project were produced and distributed to key individuals around the state. The development of materials and the purchase of supplies will allow for continued promotion and the development of partnerships working toward the sustainability of the project.
2. Missouri Go Local covers the entire state of Missouri. Resources were edited in each of the 18 regional divisions comprising the whole state. Potentially, citizens in each of Missouri's 114 counties received benefit from the project.
3. Partnerships/Collaborations- Collaboration between the J. Otto Lottes Health Sciences Library and the staff at Community Connection occurred. Community Connection is affiliated with the University of Missouri Extension and staffed by people working for the Office of Social and Economic Data Analysis. Community Connection built and maintains the database of resources. They provide technical equipment, technical expertise, support desk help, usage statistics, and are responsible for the general operation and maintenance of the Community Connection database. The J. Otto Lottes Health Sciences Library provides the reference service for the Ask a Librarian Service. The library led the efforts involving database review and clean up. The library continues to assist in enhancing the Go Local content & contributing to promotion efforts. This grant and the library's efforts were intended to bridge a gap until Community Connection would have funding for an additional full time professional to join their staff. As unexpected cuts to Community Connection's funding have arisen, key stake holders in both organizations will need to meet again to reassess commitments and discuss next steps and the future of the partnership. Resources are spread thin and we could benefit from more communication and discussion.
4. While not exactly fitting the description of a traditional training session, each of the outreach contacts covered how to access Go Local, and most involved a demonstration of its features. Since this comprises training, I will include these visits here.

- a. Total Sessions-35
- b. Total Sessions Minority Participants-1
- c. Total Participants-38
- d. Participant Breakdown
 - i. Healthcare or Service Provider-17
 - ii. Health Science Library-12
 - iii. Public or Other Library-9
 - iv. General Public-0

5. Training Sites-

Sedalia Public Library
 Boonslick Regional Library
 Van K. Smith Community Health Library
 Springfield Regional Center
 Springfield-Greene County Library
 St. John's Regional Medical Center
 Joplin Regional Center
 Forest Institute Professional Psychology
 Lebanon-Laclede County Library
 Rolla Regional Center
 Missouri Institute of Mental Health Library
 Becker Medical Library
 Nancy Sue Claypool Health Information Center
 Little Dixie Regional Libraries
 NEMO AHEC
 Hannibal Free Public Library
 Hannibal Regional Center
 A.T. Still Memorial Library
 Northeast Missouri Health Council, Inc.
 Northeast Missouri Rural Health Network
 Grundy County Jewett Norris Library
 North Central Missouri College Library
 Wright Memorial Hospital, Saint Luke's Health System
 Owens Library, Northwest Missouri State University
 St. Francis Hospital & Health Services
 Northwest Missouri AHEC
 Kreamer Family Resource Center, Children's Mercy Hospitals & Clinics
 Health Resource Library, Liberty Hospital
 NAMI of SW MO
 Paula J. Carter Center On Minority Health & Aging
 Alzheimer's Association, Southwest Missouri Chapter
 Ozarks Medical Center
 Ripley County Memorial Hospital
 Ripley County Division of Family Services
 Ripley County Caring Communities
 Poplar Bluff Regional Medical Center

6. Exhibits-

Missouri Library Association Annual Conference

Dates: Oct. 26-28th

Location: Kansas City, MO

Description: This was an excellent opportunity for networking with librarians. It was estimated that about 75 contacts were made. Twenty to twenty-five of these contacts were more in depth and included demonstrations of Go Local.

Show Me Summit on Aging

Dates: March 27-29th

Location: Springfield, MO

Description: This was also an excellent opportunity for networking. While there was not large numbers of people present, the clientele that were in attendance were quality contacts and represented an interesting mix of end users, individual resource representatives, and individuals involved in public service.

Approximately forty contacts were made including approximately ten demonstrations.

Go Local was mentioned through the work of Ted Gallion and Barb Jones at other exhibits and conferences, but these are the exhibits visited as a sole result of this contract.

7. Resource Materials-

Sticker- A small sticker was created that included the name of the project and an outline of the state. This was created so that it could be attached to existing MedlinePlus promotional materials and to increase visibility of the project and emphasize the ability to Go Local to Missouri resources.

Mug- A logo for a heavyweight travel mug was designed which highlighted the MedlinePlus URL and Missouri Go Local. The mug is stainless with a blue, gold, and white logo design covering the top half of the mug. This proved to be very popular.

Poster- A poster was developed highlighting MedlinePlus and illustrating how to access Go Local. The purpose was to have a visual design that reemphasized the very basics: first you visit MedlinePlus for health information, then you visit a health topic to have the option to Go Local to Missouri resources. The poster was produced in a one page color copy size and also in an oversize (18 x 24) size for exhibit display.

Tutorial- A basic tutorial done in powerpoint was also created and burned to CD. It provided a few more details than the poster about MedlinePlus, its features, how to access Missouri Go Local and what can be found there.

Items will be placed in the mail tomorrow.

8. No other websites were created.
9. No document delivery was provided, but reference service was provided through the Ask a Librarian feature. The Ask A Librarian Link always appeared in the lower right of the results screens. In October 2005, it was also featured more prominently in the frame on the left, which boosted the usage statistics. (See sample here: <http://www.communityconnection.org/ccver2/servlet/edu.missouri.oseda.ccv2.GoLocalSearchServlet?topicId=T610&topicName=Caregivers&locRegion=CENTRAL%20MISSOURI%20REGION>) Until mid March, the Ask A Librarian link went into the Health Sciences Library live chat page via 247/QuestionPoint. Through that service, we were able to track the referring page, which told us which consumer health questions came from Go Local, from which subject page, and from which region of the state. A total of 22 consumer health chat questions came through the Ask a Librarian during the course of this contract. Eight of these originated through Go Local topics. (See Table 3.)
10. Interventions-
The overall strategy for the contract period was to focus on database cleanup first, and then on promotion later to showcase the fruits of our labor.

Recruiting and training graduate student workers: Securing good personnel was crucial for the work on the database. For this reason, tuition waivers were crucial in attracting and retaining quality candidates. Yun Jiang, a student in health informatics, was well suited for learning about the taxonomy, indexing, and retrieval. Angela Shacherer, a library science student with a focus on public services, was well suited for collection development and making contacts with potential resources. Both students received basic training in the setup of the Community Connections database and the logic behind resource retrieval from MedlinePlus Go Local. Students needed to understand the basic premise that for a topic some whole classes of resources were returned (like all hospitals in that area, all nursing homes, etc.) and other classes of resources were returned if there was also an appropriate subject term present (like Support Groups AND Cancer). Additional readings, a printed copy of the AIRS taxonomy used by Community Connection, the Missouri Go Local website, the MedlinePlus-AIRS map, indexing notes we kept, and the NC Health Info product & documentation were also utilized. Much time was spent together testing ideas & concepts until we spoke the same language.

Examining indexing on existing Community Connection records: Much of the graduate students' work focused on examining classes of resources either by condition or facility type. In preparation, excel spreadsheets were created from the database of all resources indexed under AIRS terms corresponding to specific most popular condition terms (back pain, fibromyalgia, etc.) or AIRS terms corresponding to a facility type (i.e. nursing homes, alcohol drug abuse programs, adult day care, etc.) For example, Yun evaluated retrieved lists of resources by determining if they were indeed appropriate in this category. If they were not appropriate, she would examine indexing choices to see why they were being retrieved and alter indexing

choices to retrieve only the pertinent resources. The database was also examined to see what else should be in this category but was not due to inconsistent indexing & those terms were added.

Identifying new resources: Angela looked at what was retrieved for a condition or facility type, and looked for other appropriate items in the database that were not being retrieved. Then she looked for other potentially appropriate Missouri resources that were not contained within the database. State licensing lists were also utilized as comparisons when available. She would then contact identified resources, provide information, and try to get them to list their resource in Community Connection. Each student also checked & replaced urls and verified contact information when possible. When there was a question about contact information, Angela attempted to contact the resource. Thankfully, at the close of the semester, additional monies also allowed for some additional graduate student hours.

Flagging core resources to display more prominently: Many of the lists of resources retrieved on Go Local searches were very lengthy and contained many tangential items. (See, for example this list, Skin Conditions. 48 resources are listed, but they are all more general in scope, and none specifically address skin conditions: <http://www.communityconnection.org/ccver2/servlet/edu.missouri.oseda.ccv2.GoLocalSearchServlet?topicId=T40&topicName=Skin%20Conditions&locRegion=CENTRAL%20MISSOURI%20REGION>) Thanks to some programming changes Susan Zeng was able to make, it was possible to move some of the most relevant resources to the top of the retrieval list. Jenny Bossaller, a PhD student in Library Science, coded the core resources joining the resource IDs with the MedlinePlus topic IDs in an Access table. (See, for example this search for Alzheimer's Disease in Greater St. Louis: <http://www.communityconnection.org/ccver2/servlet/edu.missouri.oseda.ccv2.GoLocalSearchServlet?topicId=T22&topicName=Alzheimer's%20Disease&locRegion=GREATER%20ST.%20LOUIS%20AREA-MISSOURI> . The page lists 435, resources, but of these, 5 are especially relevant, and those are now listed at the top.)

Identifying and visiting potential local specialists: Key outreach contacts were identified through prior knowledge, Barb Jones's work, the Missouri Library Association contacts, and Angela's discoveries. After appointments were set up to visit a core group of people, additional potential contacts were determined by route and convenience. Amanda spent most of three weeks visiting contacts, presenting them with a MedlinePlus Missouri Go Local mug, demonstrating how Go Local works, and encouraging them to check out the results in their area & use the Suggest a Resource form. As encouragement to do so, a drawing for an iPod giveaway was established with these contacts. In order to be registered for the drawing, contacts will need to provide identifying information. This will give us the opportunity to see which contacts have actually suggested resources, and how many. Along the way, contacts were quizzed also about other good contacts of whom they might be aware; this was another fruitful method to identify some other key individuals for past and future contacts. Since forming partnerships with local contacts is vital to the sustainability of the Go Local project, the mugs were determined to be something that

would promote the project, provide some visibility, and build good will with contacts. The mug was one of the main marketing tools produced along with the poster and powerpoint.

11. Evaluation-

Statistics on the number of resources reviewed, the number of resources suggested, and the number of resources added were kept to gauge progress. (Table 1) Tracking the usage data by region of the state (Table 1) and by most frequently viewed topics (Table 2) provided useful feedback and assessment to help us plan next steps and which areas and topics we should prioritize. Monitoring the Ask a Librarian service usage helped to gauge the impact the project had on health consumers around the state. (Table 3) In the upcoming months, the usage statistics for the Suggest a Resource form will also help to evaluate how successful overall the outreach visits were and which contacts were most fruitful.

12. Problems/Barriers-

It has been a long road to get to this point and we've encountered several problems along the way. One of the biggest challenges, in my opinion, has been using the AIRS vocabulary. If we had to do it over again, both database programmer Susan Zeng and I agreed we would not have used this taxonomy, perhaps building other fields into the backend of the database to dictate which resources show up for Go Local users. It has proved especially challenging trying to manage the AIRS taxonomy for the dual purpose of serving users coming from MedlinePlus for Go Local where specificity is of the utmost importance, and for users of Community Connection where many multiple access points are desirable. It was a great stride when we gained a little more leeway in the application of the retrieval logic to be able to customize whether we retrieved both parent and/or child terms on a case by case basis. More mapping improvements can be implemented now with a more thorough evaluation of the map. AIRS is an extensive taxonomy, and when applied consistently it can be quite effective. We've done a lot of re-indexing and alterations for classes of resources & more improvements can still be made. However, the initial problem still remains: Community Connection resource contributors must index their own resources, and must select appropriate terms from the extensive AIRS taxonomy with little guidance or assistance. The upkeep of the indexing, especially if Community Connection does not find the budget for another full time professional, will continue to be one of the biggest challenges. This project could not have been completed without the Community Connection's established database, infrastructure, and staff. Ideally, I would like to see our Go Local product be built to be more bi-directional in the way that NC Health Info was built for that purpose. However, it cannot be downplayed that the whole project wouldn't have been possible at all without working with what Community Connection had already established.

13. Continuation-

Some pieces of the project will definitely be continued. Amanda will continue to work to make some small needed changes on the map and update the vocabulary mapping. She will also follow up on the contacts she has made and continue to

promote the project & encourage support through mailings and phone calls. Additional sources of local directory information will continue to be sought, and strategies to incorporate identified directory information will be pursued. Sometime in the near future constituencies will need to meet to assess commitment, and identify next steps.

14. Impact-

Impact is a difficult thing to assess. There has been an increase in consumers using the library's Ask a Question feature. When you help someone through this reference service, you know you are providing positive service to the individual. It was clear from the outreach visits that MedlinePlus is well recognized among Missouri librarians as an authoritative resource for health information. MedlinePlus was less well known outside the library community, for example by state employees in regional centers for developmental disabilities.

15. Improvements-

In addition to the suggestions already mentioned above, adding more state data feeds and local directories identified in the outreach visits would definitely enhance the database. However, some of these directories are not even in digital format, so adding them would not be a trivial undertaking. The prospect of adding more data feeds from state agencies likewise has great potential. However, careful attention to logistics during the record loading process is necessary to ensure that: newly added records are indexed for optimal retrieval by Go Local users; and existing more detailed records aren't overwritten.

16. Follow Up-

- a. Original Goals & Objectives Met? By and large, the original goals and objectives have been met. The graduate students were very effective in reviewing and adding a large number of resources. We were successful in beginning to build some relationships with key individuals around the state. That said, I have been continually reminded and humbled at the scope of Go Local Missouri. Angela could be employed full time for years trying to recruit and maintain a comprehensive list of resources. What she did was great, but it was just a drop in the bucket of what needs to be done. I often ponder just how other states are accomplishing these goals and meeting the personnel requirements necessary to build and maintain such a resource. I really don't see how it's possible with just the minimum one half time person required. With the funding snags that Community Connection has encountered, exploring creative solutions and additional sources of funding are crucial to be able to marshal the resources necessary to sustain and further develop Missouri Go Local.
- b. Lessons Learned & Most Effective Strategies- As stated above, the outreach visits seemed to be one of the most effective strategies for promoting the project. I firmly believe too that the mugs and offering this

gift to people was one of the most important factors in making people so willing to talk with me and take time to check out the project. The effectiveness of the iPod drawing remains to be seen. While this initially generated excitement and enthusiasm with many contacts, the use of the Suggest a Resource form will provide data on how effective this was. Initial reports show a few contacts using it but many have not. I suspect usage will increase only with continued followup and nurturing of the contacts over the next weeks.

- c. Starting Over? -As noted in #12, working with legacy data that isn't always consistently indexed or updated has proved to be a real challenge. Again, if I were doing it over again, I would have spent more time building something fresh from what was there rather than trying to fix what we had.

The overall project approach was to fix the database first and then begin promotion efforts once the database had been enhanced. With the benefits of hindsight, I would have begun promotional efforts earlier in the contract period. The outreach visits would have been helpful when we were engaged in the resource discovery phase of the project. Visiting and talking with these people produced a greater number of leads than we had discovered on the phone and through the Internet.

- d. Advice? Spend time evaluating your resources and ask a lot of questions. It takes a great deal of time and resource commitment. Do you have the funding and the institutional commitment to begin such a project? Do you have the personnel? Is your personnel balancing multiple other goals or projects in addition? Are you working on soft money that could disappear? Can you establish a network of people covering all areas of the state? You must establish partnerships or recruit volunteers to make a project that will be sustainable. The answer to all these questions will probably never all be favorable. And, the project will *never* be finished... While it's important to have a clear idea of what you're entering into, at the same time, celebrate your accomplishments and successes along the way. Something worth building and doing is rarely easy.

Appendices

Table 1: Go Local Statistics Final Report 2005-2006 With Regional Referrals

Table 2: Go Local Final Report MedlinePlus Referral Topics

Table 3: Go Local Final Report Consumer Health Chat Questions

2006 Community Connection and MO Go Local Statistics

Report date: 04/15/06

Statistic	Apr	May	Jun
Community Connection page views (visits)	19,042	27,675	32,730
Community Connection unique visitors	8,489	14,054	18,920
Page views from MedlinePlus (visits)	1,194	1,286	1,104
Ranked list of topic referrals from MedlinePlus			
(number of times topic referred and topic name)	fibromyalgia, 26 diabetes, 24 heart failure, 22 tick bites, 20 sleep disorders, 17 back pain, 14 aids, 14 high risk pregnancy, 14 assisted living, 13 high blood pressure, 13	bipolar disorder, 10 fibromyalgia, 10 senior health issues, 9 mental health issues, 9 suicide, 8 sleep disorders, 8 hispanic american health, 7 colorectal cancer, 7 metabolic disorders, 7 skin cancer, 7	lymphoma, 8 fibromyalgia, 7 laboratory tests, 7 mental health issues, 6 drinking water, 5 skin cancer, 4 genetic testing, 4 genetic counseling, 4 medicines, 4 malaria, 4
Number of times a region is selected from Go Local page			
BOOTHEEL REGION	61	49	29
CENTRAL MISSOURI REGION	161	173	99
GREATER KANSAS CITY AREA-MISSOURI	178	190	135
GREATER ST. LOUIS AREA-MISSOURI	278	332	255
GREEN HILLS REGION	36	40	14
JOPLIN CORRIDOR AREA	57	44	33
LAKES REGION	35	41	20
MARK TWAIN REGION	31	27	27
MERAMEC REGION	34	24	15
NEVADA/TRUMAN REGION	39	27	11
NORTHEAST MISSOURI REGION	37	27	24
NORTHWEST MISSOURI REGION	26	31	25
OZARK FOOTHILLS REGION	23	16	15
PONY EXPRESS REGION	34	16	18
SOUTH CENTRAL OZARK REGION	31	38	24
SOUTHEAST MISSOURI REGION	57	54	40
SPRINGFIELD/BRANSON REGION	109	91	90
STATE FAIR REGION	28	34	17
Report on unscheduled down time (hours) ⁽¹⁾	0	2	6
Number of resources recommended to CC	1	4	4
Number of those resources actually added to CC	1	3	3
Total number of resources added to CC	12	21	1
Total number of resources deleted from CC	9	13	5
Number of CC records edited/corrected	735	667	1,049
Major changes/additions to CC database			

Report date: 04/15/06

Statistic	Jul	Aug	Sep
Community Connection page views (visits)	36,819	40,662	41,219
Community Connection unique visitors	20,072	23,023	21,713
Page views from MedlinePlus (visits)	1,236	1,269	1,219
Ranked list of topic referrals from MedlinePlus			
(number of times topic referred and topic name)	8: copd chronic obstructive pulmonary disease 6: alzheimers disease 6: depression 5: prostate cancer 5: diabetes 5: gastro esophageal reflux hiatal hernia 5: aids 5: high blood pressure 5: skin cancer 5: cancer	5: high blood pressure 4: alternative medicine 4: school health 4: female sexual dysfunction 4: alzheimer 3: vitamins and minierals 3: elbow injuries and disorders 3: heart disease-prevention 3: pulmonary hypertension 3: learning disorders	6: vitamins and minerals 6: nutrition 5: laser eye surgery 4: folic acid 4: piercing and tattoos 4: weight loss surgery 4: elder abuse 4: dental health 4: infant and toddler nutrition 4: drug abuse
Number of times a region is selected from Go Local page			
BOOTHEEL REGION	35	19	32
CENTRAL MISSOURI REGION	88	114	177
GREATER KANSAS CITY AREA-MISSOURI	134	132	130
GREATER ST. LOUIS AREA-MISSOURI	200	152	230
GREEN HILLS REGION	27	10	29
JOPLIN CORRIDOR AREA	39	29	50
LAKES REGION	17	17	26
MARK TWAIN REGION	19	12	21
MERAMEC REGION	12	13	15
NEVADA/TRUMAN REGION	13	12	22
NORTHEAST MISSOURI REGION	25	14	71
NORTHWEST MISSOURI REGION	17	11	23
OZARK FOOTHILLS REGION	13	9	17
PONY EXPRESS REGION	15	12	18
SOUTH CENTRAL OZARK REGION	25	22	22
SOUTHEAST MISSOURI REGION	48	25	43
SPRINGFIELD/BRANSON REGION	78	66	84
STATE FAIR REGION	27	18	39
Report on unscheduled down time (hours) ⁽¹⁾	0.3	0.5	0.5
Number of resources recommended to CC	1	4	1
Number of those resources actually added to CC	0	1	0
Total number of resources added to CC	13	36	124
Total number of resources deleted from CC	11	42	8
Number of CC records edited/corrected	921	1,180	1,505
Major changes/additions to CC database			1

Report date: 04/15/06

Statistic	Oct***	Nov	Dec
Community Connection page views (visits)	39,112	30,811	38,880
Community Connection unique visitors	20,882	16,346	17,044
Page views from MedlinePlus (visits)	1,196	1,258	1,150
Ranked list of topic referrals from MedlinePlus			
(number of times topic referred and topic name)	8: rape 7: depression 6: occupationalhealth 6: fibromyalgia 6: highbloodpressure 6: diabetes 6: lupus 5: alzheimersdisease 5: parkinsonsdisease 5: backpain	*** 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 *****	
Number of times a region is selected from Go Local page			
BOOTHEEL REGION	40		
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) ⁽¹⁾	3.0	2.3	0.5
Number of resources recommended to CC	307	166	185
Number of those resources actually added to CC	109	59	66
Total number of resources added to CC	150	37	263
Total number of resources deleted from CC	28	4	4
Number of CC records edited/corrected	1,468	1,201	1,354
Major changes/additions to CC database	0		

2006 Community Connection and MO Go Local Statistics

Report date: 04/15/06

Statistic	Jan***	Feb	Mar
Community Connection page views (visits)	42,757	35,724	45,489
Community Connection unique visitors	22,139	18,085	16,871
Page views from MedlinePlus (visits)	1,483	1,231	1,310
Ranked list of topic referrals from MedlinePlus			
(number of times topic referred and topic name)	5: diabetes 4: exercise for seniors 4: alzheimers disease 4: nutrition for seniors 4: dementia 4: teen health 3: homecare services 3: breast cancer 3: multiple sclerosis 3: assisted living	5: copd chronic obstructive pulmonary disease 5: breast cancer 4: alzheimers disease 4: back pain 4: depression 4: cholesterol 3: diabetes 3: alternative medicine 3: prescription drug abuse 2: child sexual abuse	4: diabetes 4: cataract 3: herbal medicine 3: breast cancer 3: alternative medicine 3: clinical trials 3: second hand smoke 3: diabetic diet 3: dentures
Number of times a region is selected from Go Local page			
BOOTHEEL REGION	86	47	66
CENTRAL MISSOURI REGION	178	210	192
GREATER KANSAS CITY AREA-MISSOURI	178	165	197
GREATER ST. LOUIS AREA-MISSOURI	246	251	323
GREEN HILLS REGION	83	46	65
JOPLIN CORRIDOR AREA	102	55	81
LAKES REGION	81	43	80
MARK TWAIN REGION	85	45	67
MERAMEC REGION	77	42	62
NEVADA/TRUMAN REGION	81	31	60
NORTHEAST MISSOURI REGION	88	38	66
NORTHWEST MISSOURI REGION	80	41	68
OZARK FOOTHILLS REGION	75	37	58
PONY EXPRESS REGION	74	44	63
SOUTH CENTRAL OZARK REGION	80	43	59
SOUTHEAST MISSOURI REGION	95	60	75
SPRINGFIELD/BRANSON REGION	140	98	121
STATE FAIR REGION	79	44	69
Report on unscheduled down time (hours) ⁽¹⁾	5.8	0.5	2.0
Number of resources recommended to CC	658	9	17
Number of those resources actually added to CC	234	4	11
Total number of resources added to CC	450	15	17
Total number of resources deleted from CC	36	8	5
Number of CC records edited/corrected	4023	341	454
Major changes/additions to CC database	0	0	0

2006 Community Connection and MO Go Local Statistics

Report date: 04/15/06

Statistic	Total reporting period	
Community Connection page views (visits)	430,920	
Community Connection unique visitors	217,638	
Page views from MedlinePlus (visits)	14,936	
Ranked list of topic referrals from MedlinePlus (number of times topic referred and topic name)	0	
Number of times a region is selected from Go Local page		Proportion of all regions
BOOTHEEL REGION	464	4%
CENTRAL MISSOURI REGION	1498	12%
GREATER KANSAS CITY AREA-MISSOURI	1614	13%
GREATER ST. LOUIS AREA-MISSOURI	2517	21%
GREEN HILLS REGION	384	3%
JOPLIN CORRIDOR AREA	533	4%
LAKES REGION	392	3%
MARK TWAIN REGION	379	3%
MERAMEC REGION	319	3%
NEVADA/TRUMAN REGION	314	3%
NORTHEAST MISSOURI REGION	417	3%
NORTHWEST MISSOURI REGION	352	3%
OZARK FOOTHILLS REGION	292	2%
PONY EXPRESS REGION	320	3%
SOUTH CENTRAL OZARK REGION	367	3%
SOUTHEAST MISSOURI REGION	541	4%
SPRINGFIELD/BRANSON REGION	957	8%
STATE FAIR REGION	386	3%
Report on unscheduled down time (hours) ⁽¹⁾	23	
Number of resources recommended to CC	1357	
Number of those resources actually added to CC	491	
Total number of resources added to CC	1139	
Total number of resources deleted from CC	173	
Number of CC records edited/corrected	14898	
Major changes/additions to CC database	1	

MedlinePlus referral to Go Local	Total number of referrals	Number of months
fibromyalgia	59	5
diabetes	47	6
High blood pressure	29	4
sleep disorders	25	2
Alzheimer	23	5
back pain	23	3
heart failure	22	1
tick bites	20	1
Aids	19	2
depression	17	3
skin cancer	16	3
assisted living	16	2
mental health issues	15	2
high risk pregnancy	14	1
Copd chronic obstructive pulmonary disease	13	2
breast cancer	11	3
alternative medicine	10	3
bipolar disorder	10	1
vitamins and minerals	9	2
senior health issues	9	1
lymphoma	8	1
rape	8	1
suicide	8	1
colorectal cancer	7	1
hispanic american health	7	1
laboratory tests	7	1
metabolic disorders	7	1
lupus	6	1
nutrition	6	1
Occupational health	6	1
Cancer	5	1
drinking water	5	1
Gastro esophageal reflux hiatal hernia	5	1
laser eye surgery	5	1
Parkinsons disease	5	1

MedlinePlus referral to Go Local	Total number of referrals	Number of months
Prostate cancer	5	1
Cataract	4	1
cholesterol	4	1
Dementia	4	1
dental health	4	1
drug abuse	4	1
elder abuse	4	1
exercise for seniors	4	1
female sexual dysfunction	4	1
folic acid	4	1
genetic counseling	4	1
genetic testing	4	1
infant and toddler nutrition	4	1
Malaria	4	1
Medicines	4	1
nutrition for seniors	4	1
piercing and tattoos	4	1
School health	4	1
teen health	4	1
Weight loss surgery	4	1
clinical trials	3	1
Dentures	3	1
diabetic diet	3	1
elbow injuries and disorders	3	1
heart disease-prevention	3	1
herbal medicine	3	1
homecare services	3	1
hormone replacement therapy	3	1
learning disorders	3	1
multiple sclerosis	3	1
prescription drug abuse	3	1
pulmonary hypertension	3	1
second hand smoke	3	1
child sexual abuse	2	1

**Missouri Go Local Final Report
Consumer Health Chat Questions**

	# of TOTAL Consumer Health Chat Questions	# of Consumer Health Questions from Go Local	Referral page/Region	Comments
2005-apr	0	0		
2005-may	0	0		
2005-jun	0	0		
2005-jul	0	0		
2005-aug	4	0		
2005-sep	7	0		
2005-oct	3	3	Adoption/Branson;Caregivers/ Green Hills;Hospice Care/SEMO	In October, we added a second, more prominent Ask A Librarian link to the CC Go Local pages.
2005-nov	2	0		
2005-dec	1	1	Head & Brain Injuries/State Fair Region	
2006-jan	2	1	Nutrition/Mark Twain	
2006-feb	2	2	Health Statistics/Spfd	
2006-mar	1	1	Thymus Cancer/St Louis	

Go Local Final Report
Submitted by Marie Reidelbach, Project Director
Compiled May 30, 2006

The NN/LM awarded \$25,000 to the McGoogan Library of Medicine to launch a Go Local initiative for the state of Nebraska. Funding was appropriated in December 2005 with all dollars to be expended by April 30, 2006. This final report encompasses the project accomplishments during that funding period. Go Local Nebraska will not be launched until December 2006. Therefore, evaluative summaries or a description of impact of the project is not available at the time of this report's writing.

Project Accomplishments

- Formation of the Advisory Committee
 - Fourteen members make up the Advisory Committee including five members from the McGoogan Library. The committee includes representation from two public libraries (urban and rural), Creighton Health Sciences Library, Nebraska Library Commission, ICON consortium, Human and Health Services, Nebraska Library System, and a health professional. A complete list of the names and contact information is linked from <http://www.unmc.edu/library/golocal/advisoryroster.pdf>
 - The initial meeting of the Advisory Committee was held on February 17, 2006. The minutes of the meeting is linked from: <http://www.unmc.edu/library/golocal/minutesfeb2006.pdf>

- Budget
 - Of the original \$25,000 awarded, all but \$563.42 was expended. A table of expenses is provided on pages 6-7.

- Documentation
 - A selection guide of the records to be included in Go Local Nebraska was prepared for the initial Advisory Committee meeting. It is in draft form pending any changes that arise as data is imported into the program. The selection guide is linked from <http://www.unmc.edu/library/golocal/selectioncriteria.pdf>
 - A style manual was developed to ensure consistency of field formats across all Go Local Nebraska records. This manual can be viewed at <http://www.unmc.edu/library/golocal/stylemanual.pdf>.

- Travel
 - During the month of April four librarians from the McGoogan Library of Medicine traveled in teams of two around the state of Nebraska, visiting local public libraries. Of the 270 public libraries in the state, the Go Local Nebraska team visited over 150 libraries, leaving promotional materials about the CHIRS program, Medline Plus, and healthHQ (our locally created and maintained support group database). Additionally, an

introduction to the GoLocal Nebraska initiative was presented in preparation of our December 2006 launch. The team documented their travels in an online travel log, which can be viewed at:

<http://www.unmc.edu/apps/library/travelog/log.cfm>

- Promotional materials
 - Discussion of a December 2006 launch during the initial Advisory Committee meeting generated many ideas for promotional materials. Devising a logo for the project was the first step. This logo is available at <http://www.unmc.edu/library/golocal/logos.html>
 - Promotional materials purchased with grant monies include the following items: acrylic trays, bags, magnets, brochures, baseball cards, and t-shirts for the advisory committee members all display institutional or Go Local Nebraska brands. Materials were also purchased to facilitate in-house production of posters, flyers, and brochures.
- Displays
 - A traveling display was developed. This display is intended to be mailed out to public libraries for a two week period. A library may order the display online at <http://app1.unmc.edu/forms/library/displayform.cfm>. Round trip postage for the display is paid for by the McGoogan Library of Medicine. The display will be revised in the future to promote Go Local Nebraska. This display will begin circulation with the launch of Go Local Nebraska in December 2006.
- Contacts Made
 - Contact was made with the Health and Professions Tracking Service to investigate the purchase of data detailing health-related services and agencies across Nebraska. Although the initial contact was positive, the team determined licensure of HPTC data to be a poor investment of grant dollars. A similar investigative contact was then made with the Nebraska Health and Human Services. An overview of this contact and the resulting purchase decision is presented in the section, “Observations on problems or barriers encountered” on page 3.
- Created a Go Local Website
 - A Go Local Nebraska website was created to serve as a central repository for project documents and to act as a communication vehicle, connecting the Go Local Nebraska team and the Advisory Committee. Several links from that website have been included within this report. More information is available at <http://www.unmc.edu/library/golocal/>.
- Data entered
 - All of the contents of healthHQ, a database of health related support groups in Nebraska, have been imported into Go Local Nebraska. This record set alone includes over 900 records. Support group data is

continually updated using information gathered from community based newspapers.

- Over 1500 records have been edited and are being imported into Go Local Nebraska. These records originated from the data purchased from Nebraska Health and Human Services.

- Future exhibits and training sessions are linked from <http://www.unmc.edu/library/golocal/calendar.html>

- Training

Training site:	Western Community College, Sidney, Nebraska (20 seat training room)
Date:	5/16/2006
Requested by:	Panhandle Library System
Audience:	Public librarians, school nurse, college librarian. A total of 20 attended either morning or afternoon session, or both. Reached an audience that had not had training or contact for over 6 years
Instructors:	Roxanne Cox, Head of Reference and Teresa Hartman Head of Education, McGoogan Library of Medicine, University of Nebraska Medical Center
Subject:	Full day, hands-on workshop on consumer health emphasizing MedlinePlus and new GoLocal/Nebraska initiative
Objectives:	Understanding of the role of the librarian in consumer health; skills required for medical reference interview; knowledge of collection development; awareness of print and electronic resources; hands-on practice using MedlinePlus; demonstration of GoLocal

- Exhibits

Exhibit or meeting:	Date & Location:	Exhibitor:	Description:
Black Family Health & Wellness Association Fair	March 25, 2006, North High School, Omaha, Nebraska	Teresa Hartman	Excellent community health fair offering about every screening possible from cholesterol to dental and kidney. Over 100 exhibitors were present and many participants as well as exhibitors learned about the MedlinePlus/GoLocal and CHIRS services. Over 5
UNMC health fair	March 25, 2006, Storz Pavillion, Nebraska Medical Center, Omaha, Nebraska	Heather Brown	This half-day health and wellness fair, open to the community, attracted approximately 500 people. The 30 exhibits included educational information about hospital and community services and health screenings ranging from blood pressure to cholesterol che
Family Health Conference	April 17-18, 2006, Kearney Nebraska	Teresa Hartman	This biennial conference, sponsored by the Office of Family Health at the Nebraska Department of Health and Human Services, is open to all Nebraska health and human services professionals. The group of 35 exhibitors included pharmaceutical and medical sup

Observations on problems or barriers encountered (Prepared by Lisa Anderson)

To begin work on the Go Local Nebraska initiative, we first needed to gather information on health resources and facilities in Nebraska. Our first instinct was to work with the Health Professions Tracking Center. This office is physically housed on our campus, but is considered an entirely independent business entity. Their product is a very comprehensive and current listing of health care professionals in the state of Nebraska. Through their tracking techniques they connect these professionals to points of service and to specialties. It was primarily these points of service, or facilities, and the specialties present at these facilities that we were interested in. Initially, it seemed that through cooperation between our organization and HPTC we would be able to pull this list together. However, after continued efforts, it became clear that this simply was not feasible in terms of both time and fiscal costs. As an alternative we began communications with Nebraska Health and Human Services. This organization maintains records of licensed healthcare providers and facilities in the state of Nebraska. This fit our information needs much more closely. After minimal negotiations we were able to purchase lists of health care facilities as shown in the table below:

Facility lists purchased from Health and Human Services

Roster	service terms	price
adult day service	Adult day care facilities	\$23
assisted-living facilities	Assisted living facilities	\$23
center for developmentally disabled	Disability programs	\$23
health clinics	Clinics	\$23
home health agency	Home health care services	\$23
hospice	Hospice care services	\$23
hospitals	Hospitals	\$23
intermediate care facilities for the mentally retarded	Disability programs	\$0
mental health centers	Mental health clinics/programs	\$23
nursing homes	Nursing home facilities	\$23
respite care services	Adult day care facilities Home health care services	\$0
rural health clinics	Clinics	\$23
substance abuse treatment centers - inpatient	Drug abuse treatment centers/programs	\$23
substance abuse treatment centers - outpatient	Drug abuse treatment centers/programs	\$23
family child care home I	Child day care services	\$25
family child care home II	Child day care services	\$23
child care centers	Child day care services	\$23
Pre-schools		\$23
community pharmacy license	Pharmacies	\$23
body art facility		\$23
cosmetology salon		\$25
nail technology salon		\$23
funeral establishment		\$23
massage therapy establishment	Massage/bodywork therapists	\$23
Total:		\$510

These lists included the facility name, street address, mailing address, city, state, zip code and, in some cases, phone number. In addition to this information, we needed to collect web addresses, missing phone numbers, and service or specialty information for each facility. Next, data was formatted in accordance with our style guide while reviewing the records for validity and duplication. Upon completion of these steps, records were gathered into groups based on service term and imported into the Go Local Nebraska system. This means that all hospitals are imported together, individually indexed and then approved as a record prepared for use in the live system. We are currently in the process of importing, indexing and approving final records. We project that we will have completed this by the end of July. Documentation on indexing practices is being carefully developed and maintained throughout database development in order to facilitate later maintenance.

We feel our progress over the term of the grant is very promising. We were able to locate a source for acquiring the content we needed, purchase the data, and clean and validate those records. As we reflect upon this process there are recommendations that we have developed for future projects. We would start with Health and Human Services as a data provider. Their resources are all licensed facilities and updated annually. We feel this lends extra authority. Furthermore, they are a state office and their pricing reflects the non-profit nature of their endeavor. Also, we would suggest future projects develop style manuals and conduct thorough training for those that will be validating and cleaning the data. Finally, we would suggest completing the de-duplication of records prior to validating and cleaning, since this would result in fewer records for which this work must be done. In the future, we hope to focus our efforts on meeting launch requirements and then, with the help of NLM staff, hope to develop export procedures for use in maintenance. We also hope that translation of this database into Spanish will be a possibility at some point in the future.

Grant Expenditures

Vendor	Description	Amount
UNMC Printshop	CHIRS brochures	266.26
Comstock Images	Copyright charges for promotional images	869.55
Survey Monkey	Subscription to develop online surveys	200.00
Displayit, Inc	3 panel Table top Special Package	434.00
Branders, Inc	AD frame w/business card holder	2,089.10
Tradeshow Direct.com	Mini Display	164.10
Mint Cards	4,000 advertising business cards	392.90
Branders, Inc	Magnet business cards	1,306.90
Tradeshow Direct.com	Breeze Mini Display w/bag	614.13
Branders, Inc	Shopping bags	628.20
Dietary	Event 22257, Advisory Board Meeting 2/17/06	39.45
Dietary	Event 22257, Advisory Board Meeting 2/17/06	120.40
CDW Government	24 Epson print cartridges; 4 rolls Photo paper; Ink tank	2,875.04
CDW Government	Software: Adobe Illustrator & Photoshop for Mac	377.99
Enterprise Rent-A-Car	One month car rental (April 2006)	1,061.80
Mint Cards	4,000 Business cards	392.90
Office Depot	Mobile folding file cart	34.10
Office Depot	Case of HP Color Printer paper	58.60
	Booth, Black Family Health & Wellness Assn, 3/25	30.00
DHHS	Table, Family Hlth Conf, Kearney, 4/18-19	100.00
Dell	Laptop for presentations at exhibits	1,910.49
Universal Information	Clipping Service, 2-yr subscription	6,000.00
Ted Smith	Mileage reimbursement to attend Advisory Board Mtg	97.90
HHS Reg & Licensure	Listings	510.00
Mint Cards	10,000 business cards	794.75
NLA	Registration for Marie	375.00
Travel	Marie, wk of April 2-7	109.38
Travel	Lisa, wk of April 2-7	-
Travel	Teri, wk of April 10-14	-

		492.62
Travel	Roxanne, wk of April 10-14	497.93
Travel	Lisa, wk, of April 17-19	212.06
Travel	Teri, wk of April 17-19	238.87
Travel	Marie, wk of April 24-26	145.96
Travel	Roxanne, wk of April 24-27	33.50
Lands End	Shirts	962.70
GRAND TOTAL		24,436.58

The Utah Go Local Project

**Spencer S. Eccles Health Sciences Library
University of Utah
Salt Lake City, UT**

**Hope Fox Eccles Clinical Library
University of Utah
Salt Lake City, UT**

**Health Round Table
Utah Library Association**

Utah Health Sciences Library Consortium

Utah Cares Project

**T. Elizabeth Workman, M.L.I.S.
Reference Librarian
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Salt Lake City, UT 84112
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1 April 2005 - 30 April 2006

Report Submitted 30 June 2006

NARRATIVE DESCRIPTION

Summary/Introduction

In early 2005, a group of partner organizations submitted a successful proposal to the National Network of Libraries of Medicine to create a Go Local database addressing health services within the state of Utah. The partner organizations included: the Spencer S. Eccles Health Sciences Library, the Utah Health Sciences Library Consortium (UHSLC), the Utah Library Association's Health Round Table (HEART), and the Utah Cares Project. Utah Cares contributed the initial body of records. The Utah Health Sciences Library Consortium and the Health Round Table of the Utah Library Association provided volunteers who performed research on services and submitted many additional records. The Spencer S. Eccles Health Sciences Library furnished administrative support as well as providing data entry, verification and maintenance and outreach support.

Project team members began building the database in April of 2006. Utah Cares donated a file of over 2000 records on human services in Utah to the project. This file was edited and altered in accordance with NLM guidelines for exporting. The file was then exported, and project staff began to weed out irrelevant records while indexing the remaining data. Volunteers and other team members also contributed hundreds of additional records. On January 26, 2006 the goLocalUtah (gLU) database and Website were released to the public. The database is hosted on the National Library of Medicine's server. On the date of release there were approximately 1626 approved records in the database for public access.

Soon after the public launch of gLU, extensive outreach activities began. Project team members designed and purchased specialized pens and bookmarks. Outreach team members at the Spencer S. Eccles Health Sciences Library began visiting libraries throughout the state. Arrangements were also made to advertise the new resource on public radio stations.

So far, goLocalUtah has received a positive, enthusiastic reception from librarians and users. Usage is steadily increasing. Project staff have drafted a detailed post-contract strategic plan to ensure gLU's continuing success.

Geographic region/number of counties

The gLU database serves all 29 counties of Utah:

- Beaver
- Box Elder
- Cache
- Carbon
- Daggett

- Davis
- Duchesne
- Emery
- Garfield
- Grand
- Iron
- Juab
- Kane
- Millard
- Morgan
- Piute
- Rich
- Salt Lake
- San Juan
- Sanpete
- Sevier
- Summit
- Tooele
- Uintah
- Utah
- Wasatch
- Washington
- Wayne
- Weber

The UHSLC and HEART volunteers initially exercised a focus on the rural counties of Utah, since the Utah Cares data, which served as the primary base of data, was stronger in urban services.

Collaborations/Partnerships

As noted in the introduction, there were four organizations that collaborated and made various crucial contributions to bring the project to fruition. Collaboration

continues to be a significant component in gLU's continued progress in this post-contract phase. The ongoing work of each partner organization follows:

- The Spencer S. Eccles Health Sciences Library – the Eccles Library is committed to providing the needed staff, facility and equipment support to ensure gLU's ongoing success in the long-term future. As noted earlier, a strategic plan is in place (see appendix I). Eccles Library staff members have volunteered to carry out all of the plan's elements; in fact, this work has already begun. The Eccles Library should exist well into the long-term future to provide the workspace and equipment needs of this work.
- The Utah Library's Association Health Round Table – interested HEART volunteers will continue to contribute records to the database. As noted in the strategic plan, Eccles Library staff will continue to identify gaps, and then forward them to HEART members so they can find and submit records for their adopted counties. HEART members will also continue to promote gLU in their own libraries.
- The Utah Health Sciences Library Consortium – interested UHSLC volunteers will continue to submit records for their adopted counties, as HEART volunteers. UHSLC librarians will also continue to promote goLocalUtah to their clients and parent organizations.
- The Utah Cares Project – as noted earlier, Utah Cares donated the initial body of data for the project. It is uncertain whether integrating future data from Utah Cares would be practical or feasible.

For the most part, the challenges encountered within the functions of the various partners were overcome with technology and a willingness on the part of all partners to do whatever was necessary to complete the project. In forming the partnership, we foresaw that communications could potentially be difficult, so we created a Website for all the partner organizations and their volunteers. The project Website (<http://medstat.med.utah.edu/or/golocal/resources.php>) evolved to provide all the information and tools needed for everyone to successfully complete his/her assigned tasks, and included a submission form for volunteer records, record selection guidelines, and a page with research tools.

Demonstrations/Training

Outreach team members at the Eccles Health Sciences Library visited several sites to demonstrate and promote the goLocalUtah database. The database is fairly simple to use, whether alone or in conjunction with MedlinePlus health topics. The outreach team visited the following libraries:

- Delta Public Library
- Juab County Bookmobile
- Milford Public Library
- Minersville Public Library
- Beaver City Library
- Richfield Public Library
- Price City Public Library
- Grand County Library
- San Juan County Library, Monticello Branch
- San Juan County Library, Blanding Branch
- Salt Lake City Public Library System, Main Branch
- Salt Lake City Public Library System, Chapman Branch
- Salt Lake City Public Library System, Day-Riverside Branch
- Salt Lake City Public Library System, Sprague Branch
- Salt Lake City Public Library System, Sweet Branch
- Salt Lake City Public Library System, Anderson-Foothill Branch
- Davis County Public Library, Farmington Branch
- Davis County Public Library, Layton Branch
- Davis County Public Library, Syracuse Branch
- Davis County Public Library, Clearfield Branch

Approximate total people contacted: 25

During most of these visits outreach team members had the opportunity to demonstrate the database and how to use it in conjunction with MedlinePlus or as an independent resource.

Exhibits

gLU was also featured in exhibits at the following events:

- The Utah School Nurses Association
- Garden of Hope Health Fair for Medically Under Served Women (Utah County Health Department)
- The Utah Library Association Annual Conference (poster presentation)

Approximate total people contacted or otherwise reached: 263

Resource Materials

Thanks to the generous funding from NN/LM, the gLU project staff was able to create interesting and effective promotional materials. The team designed and purchased pens that featured the gLU URL and other helpful information. The team also created and printed bookmarks that also included information one would expect to find in a pamphlet, thus serving a dual purpose.

Websites

The Eccles Health Sciences Library provided funding to purchase an additional domain for the gLU Website (<http://golocalutah.org>; <http://www.golocalutah.org>). These URLs redirect patrons to the gLU database Website.

The gLU database can be accessed through <http://golocalutah.org>. Currently, there are 1772 approved records in the gLU database, available for public viewing; there are 281 records awaiting approval. Beginning in July of 2006, approved records will undergo an annual re-verification of their data. Project staff will determine what records were approved for the month, in the previous year, through the NLM System search tool. Staff at the Hope Fox Eccles Clinical Library will then re-verify the data for those records, and make corrections as needed. Project staff will continue to respond to feedback incurred through the "contact us" tool on the Website, and work with the MedlinePlus team at NLM to make any needed changes to the Website.

Project staff will also maintain the Website created for volunteers and others at <http://medlib.med.utah.edu/or/golocal/resources.php>.

Approaches and Interventions

In planning and carrying out the steps to create the database, the project followed a scheme based on chronological need. The timetable in the original proposal reflects this process:

Timeline	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Migrate Utah Cares Data				
Identify Remaining Gaps				
Prepare and Add Data to Fill Gaps				
Conduct Promotional				

Efforts				
Project Partners Meet				
Submit Quarterly Progress Report				

The project was completed according to the sequence and timing indicated here.

Evaluation

The project's main object was (and still is) to connect state residents with accurate, comprehensive information on health services in communities throughout Utah.

Through the process of bringing the Website to launch, progress was evaluated according to the following criteria:

- Successful migration of Utah Cares data
- All potential remaining gaps identified and addressed
- Volunteers submitting needed records in a timely fashion
- All counties being researched; unadopted counties researched by project team members at the Eccles Library
- Special gaps noted by NLM team addressed
- Overall, sufficient data provided for all Utah counties, for all categories
- Tasks completed within timeline

These criteria were successfully met.

Once the database was released to the public, the following criteria were included:

- Outreach to Utah public libraries
- Continued increase in the quantity of approved records within the database
- Steady increase in visits to Website
- Continuing positive feedback

Post-release evaluation is still underway. Outreach to libraries is still (and will continue to be) ongoing in order to remind librarians of the resource. The amount of approved records continues to increase. Website use trends have recently been puzzling; it has varied in a pattern which was unpredicted, but still definitely indicates the Website is being used. Feedback continues to be positive.

Problems or barriers encountered

Fortunately, the project team encountered few problems. The Utah Cares data was sometimes problematic. Many of the records were either irrelevant or inaccurate. To deal with this, Camryn Wolfgang, who mapped the Utah Cares records, created files of problematic records. Liz Workman reviewed and resolved these files. Hope Fox Eccles Clinical Library staff discovered most of the inaccuracies in the data during the verification process; the data was corrected as needed. Some records depicted services that no longer existed. These records were deleted.

Shortly after purchasing and redirecting the domain, one URL variation, <http://golocaluath.org>, ceased to find the Website from certain locations. The problem has since been resolved.

Overall, the project and the process we devised to complete it were straightforward, and progressed as planned.

Continuation Plans

Most of the project's activities will continue. The Spencer S. Eccles Health Sciences Library will provide the staffing and other needs to insure goLocalUtah's continued success. Please see appendix I, the post-contract strategic plan, for a detailed description of continuing activities.

Impact

The project has had a positive impact on all the partner organizations. It has increased visibility for all of the partners among the general public. The partner organizations have grown closer and learned to work together. The gLU project experience might open the door for other collaborations among these organizations.

Recommendations for improvement

In hindsight, we wish the submission form for records from volunteers had been different. We wish it had been formatted in a way to better streamline the process of entering the information into the NLM System. It served its purpose of delivering records, but this part of the work could have been more automated.

FOLLOW-UP QUESTIONS

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

The original goals and objectives were met.

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

It was very beneficial to have the assistance of so many willing people. The volunteers who submitted records were enthusiastic and did a great job. The Clinical Library staff were very successful in verifying the data; it was very helpful to have a step-by-step process for them to follow. Creating style guidelines for records at the beginning turned out to be quite useful. Much of the project's success can be credited to the enthusiasm and focused work of the partner organizations.

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

We would have made a more automated submission form (as earlier indicated).

4. What advice or recommendations would you give to anyone considering a similar outreach effort?

With careful planning and willing, enthusiastic people, this is a very do-able project.

Post-Contract Strategic Plan

Issues and Strategies

- Database Growth and Maintenance - work will be coordinated by assigned Public Services staff member.
 - Annual verification of all records
 - To be carried out by Clinical Library Staff members.
 - Role of volunteers

Interested volunteers may retain their adopted counties (or adopt new ones). Interested volunteers who are located in their respective counties are especially useful to the project; however, enthusiastic individuals may adopt remote counties. Volunteers must do the work in order to continue being considered “volunteers”.

Unclaimed counties become the responsibility of the Project Coordinator, who may in turn assign the work of finding resources for a given county to another person, or do the work himself/herself.
- Continued gap identification and filling

The work of identifying and filling subject gaps will be ongoing throughout the life of the project. As Clinical Library staff verify records, they will discover services that no longer exist. These records will be transferred to a designated “returned file” in the NLM input system, and then analyzed to determine service term areas and health topic areas in geographic areas that need more records.
- Gathering new service entities (and knowing when they will be available)
- Broken link reports

The Project Coordinator will execute the broken link report through the NLM Input System Website each week and address each problematic link as needed, or delegate this responsibility.
- Homepage
 - Featured site

The “Featured Site” should be rotated weekly. The Project Coordinator will do this.
 - Responding to possible NLM changes in the design
- Responding to Users
 - Feedback originating from the Website
 - Communications with intermediary users (Librarians, staff at other facilities, etc.)
- Continued Evaluation of the Website
 - Website feedback
 - Website statistics

- Survey intermediary users
 - Survey primary users (will NLM permit a survey tool on the Website?)
- Continued Outreach
 - Outreach team members at the Spencer S. Eccles Health Sciences Library will continue to perform outreach for gLU; partner organizations will continue to promote the project among their clientele and associates
- Long-term Planning
 - Communications with NLM
 - Evolution of the Website and the overall MedlinePlus go Local Project

**Final Report
Go Local Wyoming**

University of Wyoming

Laramie, Wyoming

Submitted by Bob Wolverton
University of Wyoming
Center for Rural Health Research and Education
Department 3432
1000 East University Avenue
Laramie, Wyoming 82071-2000

Covering Project Dates
May 1, 2005 – April 30, 2006

Submitted June 5, 2006

FINAL REPORT OUTLINE FOR SUBCONTRACTS

REPORT OF ACTIVITY DURING LAST QUARTER OF THE PROJECT

January 1, 2006 to April 30, 2006 Quarterly Report has been submitted under separate cover.

NARRATIVE DESCRIPTION

1. **Summary/Introduction:**
The University of Wyoming team has entered the data and launched Go Local Wyoming. The data entry was finished in December of 2005. Original project coordination came from Terrie Weiderich. Also involved in the project in the early days were Stephanie Glover, Natalie Beck and Bob Wolverton on an as-available basis. Terrie moved on to another position and Bob was tapped to spearhead the project finish. We were able to hire three part-time students to do data entry. Upon completion of the database build, Bob spent several weeks cleaning the entries and testing the data to be sure it was ready for NLM review. NLM checked the database and accepted it in early February. Go Local Wyoming was launched on February 13, 2006.
2. **Geographic region/number of counties:**
The geographic region covered by Go Local Wyoming is the entire state. Data has been compiled for all 23 counties.
3. **Collaborations/Partnerships:**
The primary dataset came from the Wyoming Institute for Disabilities (WIND). They had compiled a similar database called "Connect Wyoming." We adapted the database and added several new listings that we developed and "cleaned" several of the Connect Wyoming listings. WIND has been a helpful and willing partner. We were able to transfer their database into the Go Local base, but had several problems with URLs appearing with the wrong listing, severely truncated description fields and other minor problems. These were easily overcome by the staff and data entry moved on apace. We had technical help from the NN/LM staffers here at UW and the Go Local staff at NLM and from the listserv.

4. Training:
Go Local Wyoming has not conducted formal training. However, the NN/LM staff, including Mary Henning and Jenny Garcia have made presentations around the state to make the public aware of Go Local Wyoming. In addition, Barbara Fortune, Librarian at the Wyoming Family Practice Residency in Cheyenne, Wyoming has done several informational presentations about Go Local Wyoming. We have concentrated on outreach and distributing the URL as our primary means of bringing users online.
5. Training sites:
n/a
6. Exhibits:
Go Local Wyoming sponsored a poster display at the “Updates in Primary Care” at the University of Wyoming Family Practice Residency Program continuing education day. We discussed Go Local Wyoming and its fit with the NLM with approximately 30 medical professionals.
7. Resource materials:
Upon launch, the University of Wyoming News Service contacted us and did a press release with audio “sound bites.” The release was picked up by several papers around the state, and the sound bites were played statewide on Wyoming Public Radio. Center for Rural Health Research and Education Director Rex Gantenbein, was also interviewed on Wyoming Public Radio and was able to talk about the Go Local launch.

Go Local Wyoming developed several promotional pieces for the launch of the database. We printed 1,500 note pads with the name, URL and partnership of the project. Additionally we purchased pens and pen-and-pencil sets also bearing the Go Local logo and URL to be distributed at various functions. We provided premiums at the February 2006 Frontiers in Medicine meeting in Jackson, Wyoming. These items included Go Local Wyoming water bottles and Go Local Wyoming memory sticks, which were passed out to the physicians who visited our display.

Go Local Wyoming distributed more than 1,000 note pads, pens and pen and pencil sets, sending these promotional items to every branch library in the state. We heard a very positive comment from the Laramie library regarding these note pads.

8. Web sites:
No web sites were directly developed in conjunction with Go Local Wyoming. However, the Wyoming Office of Telehealth’s Wyoming Network for Telehealth (WyNETTE) project, in which CRHRE is a major partner, has a link to Go Local Wyoming on its home page.
<http://www.wyomingtelehealth.org>.

9. Document delivery and reference services: None were provided.
10. Approaches and interventions used:
Wyoming is a small state. As such, we are in fairly close contact with many of the health services providers in the state. As we learn about their programs and projects, we contact them and offer to provide information or assistance.
11. Evaluation:
We receive a report monthly from NLM providing comprehensive Web statistics on the usage of the Wyoming Go Local Web page. We are tracking these statistics to see how the page is being accessed. We expect to see increased access to the page over time, and therefore more and better information on health care resources in the state is available.
12. Problems or barriers encountered:
The biggest problem we have encountered is the small population of Wyoming. With a population approaching that of a small city in most other states, and that population spread out to the thinnest population density in the U.S., simply getting in contact with people is a major challenge. Lack of Internet access in small towns and rural areas is also an issue.
13. Continuation plans:
Go Local Wyoming will continue to be updated and expanded as we receive information from Wyoming's health care providers. We have been contacted by about 12 individuals so far with additions, corrections or new listings and will continue to build the database as we receive information. We will also continue to monitor the link checker reports from NLM each week. CRHRE will fund the position to maintain the site through external grants.
14. Impact:
We expect that the project will provide additional value for the use of MedlinePlus as a resource for consumer health care. It will also increase the visibility of the University Libraries and the CRHRE as leaders in providing information on health care in the state.
15. Recommendations for improvement:
There have been some problems with the link checker on the Go Local Web sites, in that the checker actually reports that links are broken when they are not and often causes problems with previously working links.

16. Responses to follow-up questions (attached):

FOLLOW-UP QUESTIONS

1. Were your original project goals and objectives met? Yes

2. What significant lessons were learned which would be of interest or use to others conducting outreach projects? Which strategies were the most effective in implementing the project?
An important part of our project was finding resources that we could adapt to our purposes rather than doing everything from scratch. This made the process much simpler, and saved time. Most of this information is readily available, but one needs to know where to look.

3. If you were to start all over again, what, if anything, would you change about your goals, project plans, etc.?
The goals and plans were good as prepared. However, staffing for the data entry project was “iffy” at best at times, and a start-over would require a clear staffing commitment.

4. What advice or recommendations would you give to anyone considering a similar outreach effort?
See item 2.

***Access to Electronic Health Information
Final Report***

Utah AIDS Foundation
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Reporting period: 08/01/2004 through 04/30/06

Date Submitted: 5/26/2006

NARRATIVE DESCRIPTION

Summary/Introduction:

This project has sought to expand consumer access to online HIV-related health information through placing “Health Kiosks” in locations where individuals living with HIV/AIDS already gather in order to receive HIV-related services and/or medical care. The initial three partnering locations for this project all have long-standing relationships with the Utah AIDS Foundation and some new relationships have also been forged. UAF has provided case management for Midtown Community Health Center patients for many years, and UAF case managers work closely with physicians at Midtown as they serve mutual patients/clients. Since HIV positive populations are very similar throughout the Intermountain Region, UAF and the partners in Idaho have been negotiating potential partnerships over the past year, focusing on ways to coordinate and integrate HIV-related services, and provide a comprehensive and coherent spectrum of services to patients and clients in this region. The Weigand Homeless Day center and UAF also share HIV positive clients, and UAF offers periodic free rapid HIV testing at the Weigand Center. This project extends these existing partnerships to include increased consumer, as well as UAF’s own HIV positive clientele, access to electronic health information.

Summarize your accomplishments on the project.

The Health Kiosk project has had its challenges as well as great accomplishments and it has definitely been a learning experience for the Utah AIDS Foundation and its recent activities of providing electronic health information to clients who do not currently have access to this information or access to the internet. During the course of the project, many new relationships have been formed with other agencies in the Intermountain Region and some current relationships have been strengthened.

The Kiosk project has strengthened the collaboration between the UAF and Eccles Health Sciences Library and the NN/LM. In working through the project and its various barriers and accomplishments, the staff of the NN/LM and Eccles has been invaluable in assisting the UAF through this project.

One of the initial objectives of the project was that individuals living with HIV/AIDS will have increased physical access (and increased perception of access) to computers connected to the internet, and specifically to UAF and NLM health information and resources. This objective was met by placing internet “Health Kiosks” in four locations where individuals living with HIV/AIDS already gather to receive HIV- and health-related services. In all, three kiosks and one computer work station were installed in locations around the Intermountain area.

Geographic region/number of counties:

This project has reached clients and individuals in three counties: Kiosks have been placed throughout the Wasatch Front, including Salt Lake Metro area (Salt Lake County), Ogden Metro area (Weber County), and the campus of Idaho State University in Pocatello, Idaho (Bannock County).

Collaborations/Partnerships:

Include names and types of organizations with which there was collaboration at any time during the project. Provide the current status of the partnerships, challenges encountered, and lessons learned.

During this project the Utah AIDS Foundation has been able to identify and collaborate with multiple institutions in furthering the goals of the program. Initially, collaborations were made with three separate agencies for the placement of Health Kiosks. Those original organizations were: Midtown Community Health Center, in Ogden, Utah, HIV Services Clinic, Boise, Idaho, and the Weigand Homeless Day Center, Salt Lake City, Utah. All locations have been chosen because individuals living with HIV/AIDS already congregate in these offices to receive HIV-specific medical care or other support services. Each location is also a place where individuals living with HIV/AIDS feel safe and comfortable acknowledging their HIV status and seeking HIV-related information and services. Individuals living with HIV/AIDS throughout the intermountain region share similar characteristics.

However, two of the original locations were changed during the project. Midtown Community Health Center decided that they were not fully behind the project and did not want to continue collaborating. So an alternative location was found and the kiosk was re-located to Catholic Community Services offices in Ogden. In addition, the HIV services Clinic in Boise had since remodeled their offices and no longer had the space to accommodate the kiosk in their clinic. So that kiosk was then shipped back to UAF until a new partner could be found. Shortly after, we were able to connect with the Genesis Project on the campus of Idaho State University in Pocatello, Idaho. The Genesis Project is a health outreach project targeting the young, gay population on the campus of ISU.

In future projects we would be more careful to identify with each collaborative agency the exact expectations of the project. It is also good to remember that there needs to be a start-up period in new projects of this nature. This would allow for initial snags to be worked out before the actual project is expected to begin.

Training:

We were able to provide training for clients, users, service provider staff, volunteers and interns. We conducted 6 training sessions all together at all four kiosk locations. 2 of these training sessions were administered where more than half of, or all of the participants were from a minority population. A total of 22 people were trained on the kiosk equipment, most of which were staff in the “train the trainer” sessions.

Training #1: Training of Utah AIDS Foundation staff and interns on Kiosk equipment and website content. This is the location for the first Kiosk.

Training #2: This session was a “train the trainer” for case managers at the Weigand Homeless Day Center at Catholic Community Services of Utah. This is the location for the second kiosk. Training covered kiosk equipment and website content.

Training #3: This session was targeting the new batch of UAF Interns in order to train them to assist UAF clients in using the Kiosk and navigating websites.

Training #4: This session was provided as an update for Weigand Center staff. Basic Kiosk usage and web content was covered as well as tracking and survey information. This session included more than half of participants from minority populations.

Training #5: This was an introduction for service providers at CCS in Ogden. This is the location for the third Kiosk.

Training #6: This was an introduction for service providers at Genesis Project staff in Pocatello. This is the location for the fourth and final Kiosk.

Resource materials:

- A Utah AIDS Foundation newsletter was dedicated to the kiosks and aimed at soliciting for funds as well as marketing to UAF donors and supporters regarding the project. (attached PDF)
- A Resource Library training manual was developed, printed and distributed with the kiosks to direct and inform the users and the service providers on how to operate the kiosks and navigate the website. (attached Word document)

Web sites:

The current URL for the resource Library Kiosks is www.uaflibrary.com. This website is a template from the general Utah AIDS Foundation website (www.utahaids.org).

UAFlibrary.com is the portal website for all Kiosk units and grants users access to other web resources provided by UAF, Medlineplus, Utahealthnet, and Eccles Health Sciences Library. This website is being updated regularly and is being prepared to include a new Spanish template in the next coming weeks.

The Resource Center Website has received a lot of feedback regarding its usability and great information. Plans to provide a new evaluation tool on the website itself will help us to update and maintain the information according to what is of interest to our users.

Approaches and interventions used:

Evaluation:

Evaluation of the project was measured by conducting surveys of the target audience at the Kiosk sites. Four surveys were conducted in all at both the UAF Kiosk site and the Weigand Center site. All other sites were not up and running for long enough for data to be collected at the time of this report. New surveys will be administered at all four sites in the next quarter, but this information will fall outside the scope of this funding report.

The following results were recorded by the surveys conducted:

Initial Weigand Survey:

- 25% of the users surveyed stated that they needed more access to HIV and health information on the internet.
- 55% of the users surveyed stated that they would like more access to HIV information on the web.

Follow-up Weigand Survey:

- 71% of the users surveyed stated that they no longer needed more access to HIV information on the web.

Initial UAF Survey:

- 40% of the users surveyed stated that they needed more access to HIV and health information on the internet.
- 68% of the users surveyed stated that they would like more access to HIV and health information on the internet.

Follow-up UAF Survey:

- Results of this survey were inconclusive.

UAF also incorporated referrals to the UAF Resource Library and online NLM resources into standard case management sessions and HIV testing/counseling sessions.

The UAF Case Manger was able to refer almost 200 UAF clients to the UAF Resource library and UAF Health Kiosk in the UAF Food bank.

The plan was to utilize the Site-tracker software to track the number of hits to the UAF website from the Kiosks and compare this number to the number of referrals given. Unfortunately, this software was not adequate in tracking hits to specific pages on the website. Additionally, since the Resource library site was re-incorporated into the regular UAF website since to proposal was written, it could not be tracked separately from the main UAF homepage and an adequate solution has not been discovered.

Problems or barriers encountered:

This project definitely had its fair share of difficulties. Some things that proved to be dependencies throughout the project period were staff turnover and assignments, timely equipment purchasing and acquisition, and expectations of partnership agencies were not clearly defined.

Some issues regarding staff were due to some unforeseen circumstances within the agency, there was some difficulty during the 3rd quarter in receiving computers to run the kiosks. Early in the quarter the Resources Director was forced to take a medical leave of absence. This event made it necessary for me to take on many additional tasks and responsibilities throughout the summer. Unfortunately, the Kiosk project was then forced back into a less immediate position in agency business. Therefore, we were unable to order computers until late in the program schedule. Additionally, the Kiosk supplier was unavailable for production for one month and has only recently returned to produce the final two Kiosk units.

Communication with host locations and agencies was initially challenging and the expectation of each of the supporting agencies was never fully defined. We did learn as the project went on what would be required of each and this was addressed as we went along. Some of the original partner agencies (Midtown Community Health Center, HIV Services Clinic in Boise, Idaho) found that they were not prepared for the units once they were ready to be installed.

The acquisition of equipment seemed to be the largest barrier that we faced for this project. The original Kiosk units that were budgeted were discontinued and a more expensive unit was available instead. Therefore, we had to plan for one less unit and the turnaround time on building the units ordered doubled. Additionally, one Kiosk was damaged by the shipping company, and this resulted in unanticipated UAF staff time to remedy. Also, the ordering of computers for the Kiosks became difficult and was slowed down a lot by agency money flow issues. The purchasing of computers was delayed by almost nine months which obviously put the whole project back by that much. So, generally, without Kiosks in place it made it difficult to assess or train users on the projects.

Finally, there was some confusion about the role of the Eccles staff in assisting in the training of users on how to use the internet and find health info on the web. The Eccles outreach librarian at the time was never really on board with the Eccles role in providing significant training in effectively accessing online information resources. This was one of the outcomes that were not really met by Eccles or UAF.

Continuation plans:

The activities that have been initiated during this project period will be continued after the funding period is over. The major ongoing costs associated with this project are personnel expenses, although as the Health Kiosk computers get older, they will require more maintenance and will eventually need to be replaced. UAF plans to seek funding for these ongoing project components through a number of different sources: local private foundations are being considered to support the project, as are larger national funders with whom UAF has a strong history of support, including the B.W. Bastian Foundation and the Gill Foundation. Public support will also be sought, if it is identified as appropriate to this project. After the initial 12-month project period is over, each Health Kiosk location will absorb the internet connection costs associated with the Health Kiosk it hosts. We anticipate it should be fairly easy and inexpensive for partner locations to integrate the new DSL costs into their existing technology infrastructures. Volunteers will continue to be recruited and trained to assist clients/patients use the Health Kiosks, although since intensive training is planned during the initial project period, we also anticipate that demands on volunteer time will decrease somewhat as time goes on. UAF also plans to hold annual “refresher” trainings with staff at each Health Kiosk location to update them on any new information resources that are available.

Impact:

This project has sought to expand consumer access to online HIV-related health information through placing Kiosks in locations where individuals living with HIV/AIDS already gather in order to receive HIV-related services and/or medical care. Of the three partnering locations for this project, two have long-standing relationships with the Utah AIDS Foundation and one, the Genesis Project, is a new partnership that we hope will strengthen through this project. We hope that this will continue to connect UAF and NN/LM resources to those throughout the greater Intermountain Region. The Weigand Homeless Day center and UAF also share HIV positive clients. Through the Health Kiosks, we hope that more of these clients and other users might have access to prevention education and other HIV related info on the web at MedlinePlus.org and

UAFlibrary.com. This project extends these existing partnerships to include increased consumer access to electronic health information.

To talk about the real impact that the project has had on the community I would say that we are not exactly sure what that is yet. In the few months that the Kiosks have been available to users at each location, I have seen and heard that they are well used and people seem to find the information on the websites very helpful. I believe that this program can be a lot more impactful to providing health information to otherwise inaccessible populations and has been a good starting point for future Kiosk activities.

Recommendations for improvement:

I would like to see more training sessions for users involving basic internet search and computer skills. I have found that many of the users, or those who might be more willing to use the Kiosks, if they had some basic training on using the internet. I would like to set up sessions at each of the Kiosk locations for Eccles staff to train to users on basic internet navigation and how to find health information using Medlineplus and Utahealthnet. Once the users have a better handle on using the internet in general ways then they will feel more comfortable using the Kiosks to access the resources that it makes available to them.

FOLLOW-UP QUESTIONS

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

Some of the objectives were met early on, and I don't believe that all of the original objectives of the project were met, but I do think that with some more time, we can improve the outcomes of the project and get to a point where all goals can still be met. I think that the project met with some difficulties early on was put too far behind schedule.

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

The most obvious lesson learned during this project was that there needs to be more planning and research in the proposal process. Anytime that there will be other agencies involved in providing the services of the project, a full and clear understanding of the roles and expectations should be discussed and written into the proposal. It took a long time once funding was established to get in touch and coordinate with the partner agencies. Also, the time that it took to get delivery of the Kiosks after they were ordered was not completely understood and this resulted in two of the partner agencies dropping out of the project by the time we had the Kiosks ready. Additionally, there had not been proper discussion with the partners about the coverage for the DSL costs, so they ended up taking on some of the cost.

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

I believe that we didn't quite understand the target audience's need for on-line information. I would have liked to have done some more baseline surveying of the users at the Kiosk locations to identify what type of information they would like to have access to. This could all be done while we were waiting for the actual units to be built and the computers to be ordered and shipped.

What advice or recommendations would you give to anyone considering a similar outreach effort?

Again, having thorough and well planned outcomes as well as partnerships with all kiosk locations is imperative to this type of project. With a good understanding by all parties as to what activities each will be expected to do would greatly reduce any confusion that might arise. Bringing a member from each partner agency to assist in writing the proposal, or at least sharing the final proposal with each partner would help greatly. In addition, having computers that access the internet can be very tricky. In our case, it was necessary to not restrict access to any web content. This poses a few problems with downloading and accessing questionable content. I would recommend that all units have good tracking and remote management software installed and be located in place where there can be monitoring by some official staff person. Ideally there should be made room in the budget for kiosk software which limits the content of the browser to specific websites. But, this can only be done if there is a limited amount of website that would be used for information accessing.

**FINAL REPORT FOR
SUBCONTRACTS**

“Planning for the Future of the Via Christi Libraries”

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Inclusive Dates of Final Report: December 2004- May 5, 2006.

Date Submitted: May 25, 2006.

NARRATIVE DESCRIPTION

1. **Summary/Introduction:**

Our goal was to do a needs assessment survey within our Wichita community to help us design a strategic plan for the next 5 years. We hired a consultant, Dr. Cathy Perley, from Emporia University to help us design and do a needs assessment survey. We had a great response for our print and web-based surveys. We had stated in the grant that we would plan on getting a minimum response of 720 print and web-based surveys returned and we actually got 1295 surveys returned! Additionally, information was collected from 75 telephone surveys and 2 focus groups, all conducted by Dr. Perley. Dr. Perley evaluated and summarized the data collected from all of these events. She then wrote “Needs Assessment to Support Strategic Planning by the Via Christi Libraries; Consultant’s Report”, dated December 14, 2005. On that same date, she gave us copies of the report and the results were discussed as to what they might mean for the Libraries’ plans. See Appendix A for the Executive Summary.

After we reviewed the final report with Dr. Perley, we met during January, February and March of 2006 to write and finalize our 5 year strategic plan. The executive summary for the final version of the “Via Christi Libraries Strategic Plan 2005-2011” follows as Appendix B.

Finally, this strategic plan was presented by me to Larry Schumacher, President and CEO of the Via Christi Wichita Health Network, during a meeting on May 5, 2006. I had been told we would only be allotted 20 minutes of the meeting time but Mr. Schumacher asked many questions and 40-45 minutes of the meeting was devoted to discussing the Libraries. I considered the meeting quite successful.

2. **Geographic region/number of counties:** Not applicable
3. **Collaborations/Partnerships:** Not applicable
4. **Training:** Not applicable
5. **Training sites:** None
6. **Exhibits:** None
7. **Resource materials:** None
8. **Web sites:** A temporary web site was developed by Dr. Perley for the “User’s Needs” survey. It no longer exists.
9. **Document delivery and reference services:** None
10. **Approaches and interventions used:** We didn’t do any training sessions.

11. Evaluation:

The goal of the project was to create a strategic plan for the Via Christi Libraries which could then be presented to the administration. This has been done. I presented a copy of the "Via Christi Libraries Strategic Plan 2006-2011" and talked about the Libraries' 5 year strategic plan with our CEO, Mr. Schumacher. It is possible that we may not be getting more money, although this is unknown right now. Our CEO asked intelligent questions and showed interest in the Libraries. He also talked about the Libraries as 'a portal to everything'. We will see what the future brings, but I feel sure in saying that our project was a complete success.

12. Problems or barriers encountered:

We expended an enormous amount of time and mileage to get the survey returns that we got. We visited all 5 of Via Christi's Wichita locations, and we also handed out surveys on all three shifts at the three major facilities. Also, to get physician participation in a focus group, we spent many hours composing and mailing letters to every third physician on the Via Christi medical staff, with a resulting 9 physicians participating in one focus group.

The telephone surveys were not as well received as we had hoped. Possibly when people signed a 'Consent to participate', they didn't realize that a telephone survey would take some time. Or, since everyone worked in healthcare, it was very difficult to find a convenient time to participate in the telephone survey.

13. Continuation plans:

Now that the 5 Year Plan has been established, we will move forward to implement it. We may receive additional funding from our institution, but that is not known yet. However, if staffing remains at current levels, we believe our plan is achievable. As stated in our strategic plan, we will apply for grants to help fund some of our projects. There is a local Volunteers group that funds Via Christi projects and I believe we can be confident that some monies will be granted by them to the Libraries.

14. Impact:

The perceived impact, because of all the surveys done, and the publicity that preceded them, is many more Via Christi employees are aware of the Libraries and what we can do to help them with their information needs.

The eventual impact on the Libraries' patrons should be improved information services which will be revamped and based on the input given us during the survey period.

And, finally, we got to spend 40 minutes with our CEO discussing the Libraries' future. This would not have happened had it not been for this grant. The work done for this grant is really helping the Libraries move forward...

15. Recommendations for improvement: None. We are all very pleased with the outcome of this project.

FOLLOW-UP QUESTIONS

1. Were your original project goals and objectives met? If not, why not? Yes.
2. What significant lessons were learned which would be of interest or use to others conducting outreach projects? Which strategies were the most effective in implementing the project?

This was not an outreach project.

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

We wouldn't change anything.

4. What advice or recommendations would you give to anyone considering a similar outreach effort?

This was not an outreach project.

Rev 8/04

Executive summary

This report documents a study conducted on behalf of the Via Christi libraries for the purpose of developing an evidence-based, user-centered long-term plan. The consultant's recommendations are based on the results of the study and are organized to address the primary questions: How can the Via Christi librarians best serve their patrons, given realistic limitations on time, resources and personnel? and, given these limitations, how can they best assist the medical center in terms of improving patient care and outcomes?

Recommendations related to the question, "How can the Via Christi librarians best serve their patrons, given realistic limitations on time, resources and personnel?" include the following:

Recommendation 1. Keep doing what you're doing.

Recommendation 2. Streamline library resources. Keep the ones people can and do use.

Recommendation 3. Recruit advisory groups from key stakeholder groups and ask for their ideas. Make use of what they tell you and report back to them on the success of these efforts.

Recommendations related to the question, "Given these limitations, how can they best assist the medical center in terms of improving patient care and outcomes?" include the following:

Recommendation 4. Create specific service profiles to represent various levels of library services available.

Recommendation 5. Market library services to those able to make use of them.

Recommendation 6. Collaborate with key stakeholders within the organization for the purpose of developing innovative, "doable" solutions to existing, system-wide information needs. Pursue additional grants to fund these activities.



This project was funded by a grant from the National Network of Libraries of Medicine MidContinental Region/University of Utah, with additional support provided by Via Christi Volunteers-Partners in Caring.

Appendix B

Executive Summary

In September of 2004, Via Christi Libraries began a project to develop and implement an evidence-based, long-term strategic plan that would fulfill the Via Christi Libraries mission as well as the mission and vision of our parent organization, the Via Christi Health System.

An information needs assessment of Via Christi healthcare professionals was conducted in order to answer the following questions:

- 1. How can the Via Christi Libraries best serve their patrons, given realistic limitations on time, resources and personnel?**
- 2. Given these limitations, how can they best assist the Via Christi Health System in terms of improving patient care and outcomes?**

Two grants were awarded to Via Christi Libraries in order to fund activities related to the needs assessment. A consultant was hired to design assessment tools and analyze the data gathered. Six recommendations based on the results of the information needs assessment were given to the Via Christi Libraries in December of 2005.

Based upon the consultant's recommendations, the Via Christi Libraries mission, and the mission and vision of the Via Christi Health System, six strategic goals were established to provide a framework on which we can build our future.

Via Christi Libraries Strategic Plan 2006-2011

- Goal 1:** The Libraries will provide information services that adapt to and expand with an ever-changing health environment.
- Goal 2:** The Libraries will create and sustain effective communication with key stakeholders in order to promote continuous quality improvement of library services.
- Goal 3:** As part of the OneIndeed initiative, the Libraries will actively promote and provide information services to all Via Christi Health System entities.
- Goal 4:** In alignment with the Via Christi mission, the Libraries will partner with the Via Christi Health System in its community outreach efforts.
- Goal 5:** The Libraries will effectively utilize financial resources by seeking additional funding opportunities and partnerships for special projects.
- Goal 6:** The Libraries will demonstrate service value to the Via Christi administration.