National Network of Libraries of Medicine (NN/LM)

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OMB NO. 0990-0115

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Technical Proposal

Offeror's Name: University of Utah
Region Number Proposed: 4
Type of Proposal: Technical
Statement of Work Area: NN/LM Services

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Summary of Labor and Direct Costs – NN/LM MidContinental Region

		Year 1	Year 2	Year 3	Year 4	Year 5	Total
Direct Labor Hours							
Title	***Name***						
Director	Wayne J. Peay	208	208	208	208	208	1,040
Associate Director	Claire Hamasu	2,080	2,080	2,080	2,080	2,080	10,400
Network Member and Utah State Liaison	Molly Youngkin	2,080	2,080	2,080	2,080	2,080	10,400
Technology Coordinator	Sharon Dennis	1,716	1,716	1,716	1,716	1,716	8,580
Project Coordinator	Suzanne Sawyer	2,080	2,080	2,080	2,080	2,080	10,400
Financial Analyst	Amber Molyneaux	520	520	520	520	520	2,600
DOCLINE Liaison	Camille Salmond	312	312	312	312	312	1,560
Total Hours		8,996	8,996	8,996	8,996	8,996	44,980
Direct Labor Cost		238,033	247,554	257,457	267,754	278,464	1,289,262
Fringe Benefits		78,551	81,693	84,961	88,359	91,893	425,457
Material Cost							
Computer Equipment		11,000	4,800	1,000	9,000	4,600	30,400
Video Broadcasting Unit		11,489	2,400	1,000	1,000	1,000	16,889
Digital Repository		0	0	0	29,000	0	29,000
Travel Cost							
Staff		29,051	26,441	27,076	27,725	28,391	138,684
Other		36,140	38,291	39,210	40,151	41,115	194,907
Other Cost							
Supplies		19,085	24,770	25,364	25,973	26,597	121,790
Reproduction		6,450	5,260	5,386	5,516	5,648	28,260
Communications		21,320	19,120	19,579	20,049	20,530	100,598
Consultants		6,815	29,315	86,815	14,907	44,000	181,852
RML Liaison Subcontracts		702,137	752,825	749,644	803,243	802,051	3,809,900
Competitive Subcontracts		25,000	190,000	135,000	30,000	0	380,000
Other		116,400	134,200	161,537	269,609	327,172	1,008,918
TOTAL DIRECT COST		1,301,471	1,556,669	1,594,029	1,632,287	1,671,462	7,755,918

Part I: Mission, Goals and Regional Services Plan

Mission, Goals and Overall Plan

"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."

For the MidContinental Region (MCR), the mission and organization of the NN/LM constitutes the best strategy to assure that there is no information divide for health professional sand the public. The quality of health care delivered and of health care decisions made is absolutely dependent on access to quality health information resources and services.

The goals established by the National Library of Medicine will provide the action plan for the region. To these goals, the National Network of Libraries of Medicine MidContinental Region (NN/LM MCR) has added one. This goal supports the assessment and evaluation activities that establish the effectiveness of the NN/LM. The goals for our regional services plan are:

- To develop collaborations among Network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation
- To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities;
- To develop, promote, and improve electronic access to health information by Network members, health professionals, and organizations providing health information to the public.
- To develop tools and conduct evaluation activities to understand how the products and services of the NN/LM and NLM contribute to improved access to health information by health professionals, and the public

<u>The Region</u>
The MidContinental Region consists of six states – Colorado, Kansas, Missouri, Nebraska, Utah and Wyoming. The scale of the region offers both challenges and opportunities. From its western border to the Mississippi River, the region extends over 1,000 miles and across two time zones.

Geographically, the region is extremely diverse, including the western desert, Rocky Mountains, Great Plains and Mississippi Valley. Population distribution is the among the most extreme in the continental United States with areas that at best are described as remote and major metropolitan areas – St. Louis, Kansas City, Omaha, Denver and Salt Lake City. While the scale of the region poses challenges, it also presents interesting opportunities. The diversity of the region

presents interesting opportunities for testbeds for new resources and services. The numbers of academic health sciences centers are not so overwhelming that the focus is simply on coordination, nor so few that range of possible programs is constrained. The institutions in the region include both public and private universities and institutions with demonstrable records of innovation.

The diverse geography of Region 4 is equalled by the diversity of needs. The Region includes large metropolitan areas that exemplify the traditional inner-city environment like St. Louis and rapidly growing metropolitan areas like Salt Lake City and Denver where the inner-city challenges are only recently appearing. In each of the metropolitan areas of the region, there are academic health sciences centers and Resource Libraries. In addition, there are large hospital systems and associated Primary Access Libraries. Building partnerships in these communities are the best strategies for meeting the needs of health professionals. Extending these partnerships to large public library systems offers a significant opportunity to enhance consumer access to health information. Finally, potential partnerships are also developing with K-12. Public school access to the Internet is making this partnership possible. Beyond providing information services, these partnerships are also essential strategies for addressing the demands and opportunities of a rapidly developing technological environment.

Region 4 also includes the largest rural and truly remote service areas in the continental United States. The fundamental challenge and opportunity for libraries in these areas is to bridge this facet of the digital divide. These areas have traditionally been underserved in healthcare and now they are struggling with access to technology. Again, a partnership strategy offers significant opportunities but this strategy will need to be especially creative, given the limits of local resources. However, even with the modest progress that has occurred to date, the impact of access to electronic information resources and services like MEDLINE and MedlinePlus has been dramatic and appreciated. State efforts to encourage technology-based economic and community development is an emerging trend that will intensify and extend this impact.

Statistical Information for States in the MidContinental Region

Colorado

Square Miles[1]: 104,094
Population[2]: 4,550,668
Population in Metropolitan Areas[3]: 84%
Population 65 and older[2]: 416,073 - 12.4%
Native American Tribes[4]: Ute Mountain Ute Tribe, Southern Ute Tribe, Navajo
Total Physicians[5]: 7,010
Total Nurses[5]: 36,600 (RN & LPN)
Total all Health Occupations[5]: 79,280
Community Hospitals[6]: 89
Public Health Departments[7]: 1 state, 17 county, 1 tri-county
Medical Schools[8]: 1
Dental Schools[9]: 1
Nursing Schools[10, 11]:
- Graduate: 4
- Baccalaureate: 6
- Associate: 11
- LPN: 12

Pharmacy Schools[12]: 1 (BS & PhD)
Health Administration Programs[13]: 4
Public Health Programs[14]: 3
Veterinary Medicine[15]: 1
Allied Health Programs[13]: 18
Public Libraries[16]: 242
Medical Libraries[17]: 71

Kansas

Square Miles[1]: 82,277
Population[2]: 2,688,000
Population in Metropolitan Areas[3]: 56.8%
Population 65 or older[2]: 356,229 – 13.3%
Native American Tribes[4]: Kickapoo of Kansas Tribe, Prairie Band Potawatomi Tribe, Sac & Fox of Missouri Tribe, Iowa of Kansas Tribe
Total Physicians[5]: 4,410
Total Nurses[5]: 32,660 (RN & LPN)
Total all Health Occupations[5]: 65,960
Community Hospitals[18]: 226
Public Health Departments[19]: 107 county

Medical Schools[20]: 1
Dental Schools[20]: 0
Nursing Schools[20]:
- Graduate: 4
- Baccalaureate: 4
- Associate: 13
- LPN: 14

Pharmacy Schools[20]: 1
Public Health Programs[20]: 1
Health Administration[20]: 4
Veterinary Medicine[20]: 1
Allied Health Programs[20]: 13
Public Libraries[21]: 369 – 7 systems
Medical Libraries[17]: 57

Missouri

Square Miles[1]: 68,886
Population[2]: 5,559,211
Population in Metropolitan Areas[3]: 68%
Population 65 or older[2]: 755,379 – 13.5%
Native American Tribes[4]: Eastern Shawnee Tribe of Oklahoma
Total Physicians[5]: 6,670
Total Nurses[5]: 70,070 (RN & LPN)
Total all Health Occupations[5]: 146,430
Community Hospitals[22]: 149
Public Health Departments[23]: 1 state, 114 local

Medical Schools[24]: 4
Osteopathic Medical School[24]: 1
Dental Schools[9]: 1
Nursing Schools[25, 26]:
- Graduate: 10
- Baccalaureate: 21
- Associate: 21
- LPN: 8

Pharmacy Schools[12]: 2
Health Administration programs[13]: 1
Public Health School[27]: 1
Veterinary Medicine[15]: 1
Allied Health Programs[13]: 33
Public Libraries[28]: 538 -147 library systems
Medical Libraries[17]: 139

Nebraska

Square Miles[1]: 76,872
Population[2]: 1,711,263
Population in Metropolitan Areas[3]: 52.2%
Population 65 or older[2]: 232,195 – 13.6%
Native American Tribes[4]: Ponca Tribe of Nebraska, Omaha Tribe, Santee Sioux Tribe, Winnebago Tribe
Total Physicians[5]: 1,590
Total Nurses[5]: 23,250 (RN & LPN)
Total all Health Occupations[5]: 46,790
Community Hospitals[29]: 87
Public Health Departments[30]: 25

Medical Schools[24]: 2
Dental Schools[9]: 2
Nursing Schools[31]:
- Graduate: 5
- Baccalaureate: 11
- Associate: 6
- LPN: 14

Pharmacy Schools[12]: 2
Health Administration[13]: 0
Public Health Programs[27]: 1
Veterinary Medicine[15]: 0
Allied Health Programs[13]: 5
Public Libraries[32,33]: 296 – Six library systems
Medical Libraries[17]: 67

Utah

Square Miles[1]: 82,144
Population[2]: 2,233,169
Population in Metropolitan Areas[3]: 76.4%
Population 65 or older[2]: 190,222 – 8.5%
Native American Tribes[4]: Skull Valley Ute Tribe, Uintah & Ouray Tribe, Goshute Tribe, Navajo
Total Physicians[5]: 1,750
Total Nurses[5]: 16,540 (RN & LPN)
Total all Health Occupations[5]: 45,530
Community Hospitals[22]: 50
Public Health Departments[34]: 1 state, 13 local

Medical Schools[8]: 1
Dental Schools[9]: 0
Nursing Schools[35]:
- Graduate: 3
- Baccalaureate: 8
- Associate: 5
- LPN: 9

Pharmacy Schools[12]: 1
Health Adminstration[13]: 4
Public Health Programs[14]: 1
Veterinary Medicine[15]: 0
Allied Health Programs[13]: 19
Public Libraries[36]: 56 public library jurisdictions
Medical Libraries[17]: 44

Wyoming

Square Miles[1]: 97,100
Population[2]: 493,782
Population in Metropolitan Areas[3]: 29.6%
Population 65 or older[2]: 57,316 – 11.7%
Native American Tribes[4]: Arapahoe Tribe, Shoshone Tribe
Total Physicians[5]: 420
Total Nurses[5]: 4,610 (RN & LPN)
Total all Health Occupations[5]: 10,580
Community Hospitals[37]: 26
Public Health Departments[38]: 7 county

Medical Schools[8]: 0
Dental Schools[9]: 0
Nursing Schools[39]:
- Graduate: 1
- Baccalaureate: 1
- Associate: 7
- LPN: 4

Pharmacy Schools[12]: 1
Health Administration programs or schools[13]: 0
Public Health Programs[14]: 0
Veterinary Medicine[15]: 0
Allied Health Programs[13]: 7
Public Libraries[40]: 59 libraries, 23 systems
Medical Libraries[17]: 31

Overall Plan

There are three pillars that build the foundation to our regional services plan: application of technology, collaboration, and assessment and evaluation.

The advancement of computing and networking technologies has had an extraordinary impact on library resources and services. Resources and services once confined to academic health sciences centers and large, tertiary hospitals are, through the Internet, now accessible in hospitals, clinics and homes throughout the nation. The National Library of Medicine, through its leadership in the development of powerful resources like PubMed, MedlinePlus and PubMed Central, is truly transforming healthcare and the public's access to health information. However, looking forward to the period of the next contract the development of these technologies will surely accelerate, providing new and unexpected opportunities and challenges.

The MCR staff has experimented with technology and has used it to facilitate our operations. In this next contract we will continue to track the advances in technology and identify those advances that can best be used to improve access to health information and the services of our Network members. Through our

training, consultations, and publications we seek to integrate the applications even more into the operations of our Network members and our partners to facilitate operations throughout the region. We work toward:

- an increase in Internet based one-to-one communication, meetings, and trainings
- an increase in videobroadcasts to share experiences from projects, member expertise, and local events
- an increase in the Access Grid nodes in the region to support interactions of groups from around the country
- an increase in the number of mini self-learning modules for just-in-time training to support Network member operations and services
- an increase in the number of DOCLINE libraries offering electronic document delivery
- participation in the regional digital depository

The model for the MidContinental Region reflects the power of the distributed, networked computing environment where the power of the technology resides in the hands of the end-user. The resources and services of the RML are brought as close to the end-user as possible recognizing the success of the end-user and of Network members will surely result in success for the RML. At its core, the RML strategy will be collaboration, collaboration that is increasingly facilitated by rapid developments in technology. Based on our experience we have found that colleagues will work as effectively with colleagues 1,000 miles away as they do with colleagues in the same building. This strategy is essential in an environment of rapid change and increasing complexity that is beyond the ability of a single individual or institution to effectively address. The strategy of collaboration will extend to services, where the end-user is far more concerned with the service than s/he is with the sources of the service. Finally the rapid advance of the technology offers extraordinary opportunities for innovation, which are best exploited through collaboration. Clearly for this model to succeed, the RML must provide leadership and act as the catalyst for collaboration.

Central to the Regional Services Plan are the RML liaisons located in each state in the MidContinental Region. This model brings the services of the RML closer to the communities the RML serves and enhances the development, assessment and coordination of RML services. The RML liaisons are located at each of the seven Resource Libraries. Liaisons will lead RML special projects--Education, Technology, Community Outreach, Library Advocacy, Consumer Health Information Outreach, Network Member, and Evaluation and Assessment. In each state, a liaison will be identified as a statewide coordinator and will be responsible implementing the special projects in their state and for core programs—primary access library support, DOCLINE coordination, services to unaffiliated health professionals. In addition, Resource Libraries are involved in varying degrees in these programs and the objective is to foster collaboration

and to enhance these activities. The RML liaisons will also be contribute to activities such as the communications program, reports, evaluation and exhibits/presentations.

The collaboration in the MidContinental region begins with the partnership established between the Resource Libraries and the Regional Medical Library to implement the regional services plan. It extends to the workgroups created by each of the special project liaisons to involve Network members and key individuals in the region to assist in the implementation of the projects. The collaboration continues in the involvement of our Regional Advisory Board members who are selected because they have exhibited leadership among their constituency and an interest in health information. In this contract our initial work on relationship building with public libraries, community based organizations, and community health clinics will grow and strengthen. This will result in a better understanding of their health information needs and appropriate responses on the part of the Network to address them. We want to encourage others to incorporate collaboration in implementation of their services. For example, working with communities so that all health information producers and distributors are partnering together to provide the community with an efficient way to access the information. In the next contract the Regional Medical Libraries decided to increase our collaboration. To this end we have developed a shared approach to the emergency plan, identifying unique and historical documents, Native American outreach, multi-lingual resources, use of the Access Grid, and electronic licensing.

Assessment and evaluation is integrated into the MidContinental RML from the first brainstorming session until we write our annual report. Behind all of our plans is our logic model. The Activity Reporting System, (ARS) is based on the logic model. Liaisons add their activities into the ARS and select the goals and outcomes that the activities address. The status reports that are produced from this data provide the staff with an update of where we are in approaching our outcomes. The logic model is also a tool in many of our activities. It is taught in our proposal writing class, in our library advocacy workshop, and is incorporated when we work with other groups in project planning. We will use the Network Member Inventory and focus groups in the proposed contract to assess needs, provide us with baseline data on our members, and help us determine the impact of our services. In this next contract we will encourage principle investigators to share the results of their outreach efforts by contributing to the Effective Practices Resource established by the National Services Resource Center. Assessment and evaluation makes us accountable to our region and to the National Library of Medicine.

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Regional Services Plan

Section A: Network Infrastructure

A1 - Access to Information Services

Statement of Work

Develop and implement a program designed to provide health professionals in all parts of the region with a basic level of information services which includes:

a. Access to books, journal articles, and audiovisuals;
b. Access to online databases in the health sciences; and
c. Access to reference services.

The RML shall establish agreements with Network member libraries to provide these services to unaffiliated health professionals. For any areas where the RML is unable to establish such agreements, the RML will provide the service on a cost recovery basis.

Applicable NN/LM Goal

To develop collaborations among Network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation

Objective:

Develop and implement a program designed to provide health professionals in all parts of the region with a basic level of information services

Rationale:

The mission of the NN/LM is to provide "all U.S. health professionals equal access to biomedical information." Through its Network members the Regional Medical Library will provide basic services to all health professionals in the region.

Approach and Methodology

Continue to work with Network members to assure information access for health professionals in the region

Resources are available on the web that will connect unaffiliated health professionals to the information they need. The web site, "Find a library that can help you with health information", *(http://nnlm.gov/members/)* lists libraries in the region, the services that they provide (i.e., reference, access to resources, document delivery service), and whether they will provide it to unaffiliated health professionals. One of responsibilities of a Resource Library is to serve unaffiliated health professionals by providing the basic level of services mentioned in the statement of work. This service to unaffiliated health professionals will be included in the Resource Library subcontracts with the NN/LM MidContinental Region. Liaisons will promote the "Find a Library" web site, Resource Library services in the region, Loansome Doc and the free full text resources available on PubMed Central. We will inform unaffiliated health professionals about these services when we meet them in exhibit halls or at meetings and, where we have been given access, messages will be sent out via

association discussion lists and newsletters. Regional Advisory Board (RAB) members will be encouraged to inform unaffiliated health professionals with whom they work that library and information services are available to them.

The Network Member Liaison will annually ask liaisons to gather data from their ILL departments on the number of unaffiliated health professionals registered for Loansome Doc service. Because Resource Libraries have the largest collections, we expect that their statistics will be a good indicator for the region. We expect to see an increase in the number of Loansome Doc users due to our promotion of this service.

The MCR will update its list of non-member hospital libraries by comparing the AHA Guide to Hospitals against the current Network membership list. Liaisons will encourage non-members who qualify to become full or Affiliate Network members. Information on the resources and services available through NLM and the NN/LM will be provided to each non-member institution. (For details on our program for non-member hospitals see our response to section B7 of the statement of work.)

Continuity of Reference Service Plan

At the beginning of the new contract MCR will conduct its membership renewal to establish who our members are and who we will be working with for the rest of the contract. One of the ideas we have for assuring information access in the region is to support solo librarians. These librarians have no one within their institution to provide information services when they go on vacation, attend a meeting, or take a CE class off campus. The RML proposes to facilitate various kinds of agreements in order to provide for the continuity of reference service while the librarian is away. This may be an informal reciprocal agreement between two hospital librarians or between members of an established consortium. It may be a more formal agreement between a primary access library and a Resource Library. It may even be a primary access librarian announcing to her users that the region's 24 7 service will assist them while she is away.

The Library Advocacy Liaison will query the region to see where plans for continuity of service already exist. Incorporating the feedback from these librarians, she will create a benefits statement explaining the continuity of reference service. She will determine interest in the region for participating in a service plan and will facilitate agreements between and among Network members. Liaisons will document continuity of service agreements in the region. The agreements that are established may also have a role as the RML develops its emergency plans for the region.

Outcome: - Health professionals at Network member institutions have access to information resources and services

Indicators: - Membership does not decrease in the region

- Affiliate membership increases in the region

- At least one continuity of service agreement is established in each state

- Number of unaffiliated Loansome Doc users registered with Resource Libraries in the region increases annually by 5%

Establish agreements with Network member libraries to provide these services to unaffiliated health professionals

In 2001 Denison Memorial Library, one of our Resource Libraries, approached the RML with a proposal to fund a 24 7 service in the region. The library would manage the project and invite other Resource Libraries to participate. The project that started out as the Virtual Reference Cooperative Pilot is now Ask A Medical Librarian with six academic health sciences libraries from California, Colorado, Iowa, Missouri, Utah, and North Dakota taking desk time. Together they provide a total of 12 hours of reference service per day. The group constantly receives requests from other health science libraries to join. In the next contract the RML will encourage the remaining three Resource Libraries in the region that provide state outreach services to participate in Ask a Medical Librarian. We will add a link on the MCR web site to Ask A Medical Librarian to promote the service to public librarians, health sciences librarians and unaffiliated health professionals.

The RML will offer three outreach awards for up to $10,000 each to Network members in years 2 and 4. Priority will be given to projects that provide outreach and training to health professionals in rural and inner city areas who do not have easy access to biomedical information (the unaffiliated) and who work with underserved populations. Network members will be encouraged to submit projects that involve a partnership with a community organization. This activity is also part of our outreach program to health professionals in the region.

Outcome: - Unaffiliated health professionals have access to health information

Indicators: - Ask a Medical Librarian will report an increase in questions

- 6 awards will be made to Network members to provide outreach and training to health professionals in rural and inner city areas who do not have easy access to biomedical information

Where no agreements exist, the RML will provide basic levels of service at cost recovery

The Resource Libraries have agreed to provide a basic level of service for health professionals and the citizens of their states. (For details on Resource Library responsibilities see the MCR response to section A7 of the statement of work.) Should there be an area not covered by our subcontracts with the Resource Libraries, the Regional Medical Library, Spencer S. Eccles Health Sciences Library, will provide basic services at cost recovery.

Outcome: - All unaffiliated health professionals in the region will be provided with basic levels of service

Indicator: - The NN/LM contract is awarded for the MidContinental Region

Schedule:

Year 1

Renew Network memberships

Create a benefits statement explaining the reference continuity service

Determine interest in the region for reference continuity service

Facilitate agreements to provide reference continuity service

Liaisons document continuity of service agreements in the region

Years 1-5

Update non-member library list by comparing AHA Guide to Hospitals against current Network membership list

Encourage non-members who qualify to become full or Affiliate Network members

Resource Library subcontracts include provision to provide unaffiliated health professionals with services

Promote the “Find a library that can help you with health information” site *(http://nnlm.gov/members/)* and access to reference services at state-funded health sciences libraries to unaffiliated health professionals

Liaisons will provide information about Loansome Doc and free full text resources to unaffiliated health professionals in rural and inner city clinics

Determine number of Loansome Doc agreements with Resource Libraries in the region

Encourage 24 7 service to include more Resource Libraries from this region

Promote 24 7 reference service to unaffiliated health professionals

Agreements with Network members and Resource Libraries cover all parts of the region

The RML will provide basic services at cost recovery should there be an area not covered by Resource Libraries

Year 2
Offer regional awards for outreach projects that give priority to training health care providers in inner city and rural areas who have limited access to biomedical resources

Year 4
Offer regional awards for outreach projects that give priority to training health care providers in inner city and rural areas who have limited access to biomedical resources

A2 - Needs of Health Sciences Libraries

Statement of Work
Assess and respond to the needs of health sciences libraries in order to support programs to improve the transfer of health care and biomedical information within their institutions and through their participation in the network. This includes promoting the use of relevant NLM services, e.g., LinkOut; testing new features of these services; and identifying the need for new or enhanced NLM services;

Applicable NN/LM Goal
To develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public.

Objective:

Support health sciences libraries' programs to improve the transfer of health care and biomedical information within their institutions and through their participation in the network

Rationale:

A strong Network of health sciences libraries provides an effective way to fulfill the mission of the NN/LM. It is incumbent on the Regional Medical Libraries to support the Network members in their region so that the Network develops to its potential.

Approach and Methodology:

The Assessment and Evaluation Liaison based at the Bernard Becker Medical Library at Washington University is responsible for coordinating the assessment

phase of this program. The Network Member and Library Advocacy Liaisons are responsible for leading the programming phase.

Assessment

To evaluate whether we are serving the needs of our Network members, MCR will conduct two Network Data Inventories and two series of focus groups by the end of the current contract. During the fall of 2002 the Assessment and Evaluation Liaison designed and administered a questionnaire to elicit baseline information and feedback from Network libraries in the region. Of the 216 inventories that were distributed, 122 were returned. Between March and July of 2003, MCR conducted a series of 6 focus groups. Thirty-three librarians from all states of the region participated in the groups. Sessions were held in Denver, CO; Kansas City, KS; St. Louis, MO; and Salt Lake City, UT. Two sessions were held via teleconference with librarians from Nebraska and Wyoming. The data provided to us by our Network members from the Inventory and focus groups were used for program planning during the contract. Both the Network Data Inventory and the focus group reports are posted on the RML web site as part of the quarterly report in Appendix H (*http://nnlm.gov/mcr/about/qreports/Yr3Qtr4report.pdf*). In 2005-2006 we will administer another Inventory and hold another series of focus groups with our Network members.

We have found our assessment tools to be effective in describing the status of Network members in the region and identifying areas where the RML can assist them. The Network Data Inventory and focus groups will be repeated during the next contract to assess the needs of health sciences libraries in order to support their programs to improve the transfer of health care and biomedical information within their institutions and through their participation in the Network. A consultant will assist us in analyzing the data and will write the reports of our assessment.

Less formal methods have also been used to assess the needs of Network members. At local and regional meetings RML liaisons raise issues that are under consideration to get feedback from members, for example the scholarly communication activities going on in their institutions. Liaisons will continue to gather information at local and regional meetings. We will also expand a practice by our Nebraska Liaison of working from a checklist to provide and collect information during visits to full Network and Affiliate members.

Her checklist for hospital libraries is as follows:

Checklist of Items to Cover in Hospital Library Visits

- Online Catalog
- Using LinkOut

- Familiar with Lonesome Doc
- Questions on Docline – Using Freeshare?
- Advocacy/Marketing with Hospital Administration
- MedlinePlus – Have a link to it from your web site?
- Pub Med
- NN/LM Membership – Funding and Promotional Materials
- Blog for Bringing Health Information to the Community and Brochures
- UNMC CHIRS program
- netLibrary
- MCR web site

This checklist will be reviewed and revised by all state liaisons. The information gathered from the visits will be added to a contact database. The University of Utah is licensing Sharepoint, Microsoft's collaboration program. In the next contract we will move our virtual office to this program. The Network Coordinator at the NN/LM Pacific Southwest Region is currently using this program to track her contacts with Network members. We will investigate using Sharepoint to track and share the contacts made by the RML staff with Network members and potential partners. The needs that are identified and status of the libraries that should be made known to NLM will be entered in the Activity Reporting System (ARS) so that it they can be included in our quarterly reports.

Outcome: - The needs of health sciences libraries to support programs that improve the transfer of health care and biomedical information are known

Indicator: - Health sciences librarians in all states indicate that they provided feedback to the RML about their needs

Response to Needs

The MCR will respond to the needs of member health sciences libraries to improve the transfer of health care and biomedical information within their institutions and through their participation in the Network. We will design programs based on needs expressed in the responses from the 2005 and 2007 Network Data Inventories, the 2005 and 2008 focus group discussions, and data gathered from the visit checklist. We will promote the programs and identify them as responding to the expressed needs. The designation of a Library Advocacy Liaison in the next contract is in response to library closures in the region and the request from Network members that we be more pro-active in working with and for hospital librarians.

Outcome: - Programs are designed and carried out that meet the identified needs of health sciences libraries

Indicator: - Health sciences librarians in the region report that RML programs support their work to improve the transfer of health care and biomedical information within their institutions

Promotion of NLM Services

The MCR will promote resources and services developed by National Library of Medicine to health sciences librarians. In response to the data from the Network Data Inventory liaisons will add themselves as instructors for established classes or develop training for NLM services. The Education Liaison will ensure that there is at least one instructor in the region for each of the workshops developed by other RMLs and shared across regions. We will promote and offer classes on NLM services and resources using the Access Grid. For example, with our two Access Grid partner RMLs we could offer a PubMed update that would review and demonstrate all the changes that occurred with PubMed in the past year. This would provide our Network members with an opportunity to refresh their search skills and offer them an alternative to the NLM Technical Bulletin to learn how to implement the changes.

MCR will promote the availability of classes on PubMed, MedlinePlus and PHPartners that Network members can take for CME and CE credits. The Resource Libraries have offered to host at least one visit by the National Training Center and Clearinghouse (NTCC) in the next contract. We will coordinate the training visits by the NTCC and promote the classes so that the minimum number of participants is registered.

In the current contract, MCR has promoted and supported other NLM services for example, LinkOut. Feedback from Network members indicated that having to create a LinkOut button or buttons was perceived as a substantial barrier to participation, and the Technology Liaison had the skills to both create buttons and the ability to host them on a “button farm” on the MCR web site. Participation increased substantially once this service was offered, and Network Members greatly appreciated customized buttons with their library name and logo which could be used as a marketing tool as well as a way to improve access to health information. NCBI now hosts LinkOut buttons, and so the “button farm” is less important than it was, but at the time it was our way of supporting this NLM service.

We will continue to promote and facilitate services such as LinkOut, DOCLINE, Loansome Doc and other relevant NLM services to member libraries. We will include information about these services as part of the standardized modules in the MCR web page so liaisons can add them to their presentations as appropriate. We will periodically publish information about the services using our communication tools and remind members, affiliates and others that liaisons are available to assist them in accessing NLM services. NLM services are included on our library visit checklist so that we inform Network members about changes

to the services and ask about their use of the services. We will include these services in conversations during visits at appropriate library meetings/exhibits.

Outcome: - Health sciences libraries use NLM services

Indicator: - Health sciences librarians report that classes they take increase their use of NLM services

Test new features of NLM services

In the current contract MCR staff has tested new features of NLM resources. We will continue testing new features at the request of NLM and provide feedback.

Outcome: - NLM services are improved through RML testing and feedback

Indicator: - NLM reports that feedback from RML staff contributes to improvements in service features

Identify the need for new or enhanced NLM services

We will report the data gathered from the Network Data Inventory, focus groups and informal visits that identify the need for new or enhanced services. We will share with NLM and other RMLs suggestions and observations resulting from liaison experiences.

Outcome: - NLM is aware of needs articulated within the region

Indicator: - Data from Network Data Inventory and focus groups are sent to NLM and shared with appropriate RML staff

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Schedule:

Years 1-5

Gather information at local and regional meetings, and through informal visits to assess needs

Add data gathered from the visit checklist to contact database

Design programs based on needs articulated in 2005 and 2007 Network Data Inventories, 2005 and 2008 focus groups, and data gathered from the visit checklist

Implement programs based on needs articulated in 2005 and 2007 Network Data Inventories, 2005 and 2008 focus groups, and data gathered from the visit checklist

Participate in testing at the request of NLM and provide feedback

Report to NLM data gathered from Network Data Inventory, focus groups and from the visit checklist

Share with NLM and various coordinator groups, suggestions and observations from liaison's experience

Liaisons are added as instructors for classes developed by NN/LM and classes identified in the Network Data Inventory

Offer and promote sessions using Access Grid ex: PubMed Update

Offer and promote liaison led and NTCC led classes on NLM products and services

Promote and facilitate relevant NLM services to member libraries

Year 2
Administer 2007 Network Data Inventory

Years 2-3
2007 Network Data Inventory results are compiled and a report is published

Year 3
Hold focus groups with Network members

Year 4
Focus group results compiled and a report is published

A3 - Emergency Preparedness Plan

Statement of Work
Assist NLM with the implementation of a National Emergency Preparedness Plan

Applicable NN/LM Goal
To develop collaborations among Network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation

Objective:

The NN/LM MidContinental Region, in cooperation with the other NN/LM regions, will develop an Inter-Regional Emergency Preparedness Plan to be used in conjunction with the NLM's National Emergency Preparedness Plan

Rationale:

A discussion of emergency backup plans took place during the fall 2004 RML Directors' meeting in Baltimore, MD. A number of tasks were identified as

prerequisites to the development of a National Emergency Preparedness Plan. These tasks fell into two categories: those to be initiated by the NLM and those for which the eight NN/LM regions should be responsible. The objectives relating to the MCR's responsibilities are presented below along with the means and strategies needed to accomplish them.

Approach and Methodology:

Resource Libraries in the MidContinental Region have emergency plans to evacuate facilities and save collections in the event of an emergency but have no plans for continuing services during the time of recovery. With the increasing number of resources available online, a collaborative approach to providing continuation of service is a logical way to proceed. The Associate Directors of the eight NN/LM regions will work together, and with the NNO and NLM, develop a core set of components to be addressed in an inter-regional emergency preparedness plan that will be adapted by each RML for its own region.

Inter-Regional Emergency Preparedness Plan

- The Associate Directors draft an NN/LM Inter-Regional Emergency Preparedness Plan
- Submit draft of plan to the NNO for review and comment
- Make final plan available on the NN/LM intranet
- As agreed upon by the RMLs, in the event of an emergency in the MidContinental Region, the New England Regional Network Office staff will provide the services not available in MCR
- Staff from the MidContinental Region and the New England Region will exchange contact information (name; position; home phone #; cell phone#; work phone #) for the Associate Director plus one other designated emergency contact
- The MidContinental Region will provide a list of emergency numbers to NLM
- We will help NLM identify resources within our region to assist in developing a national plan. Consider existing state and federal initiatives and agencies (e.g. DHHS, FEMA, the American Red Cross, etc.)
- Provide comment and feedback to NLM on draft National Plan
- Consult with those in the region who have experience with disaster planning to insure the plan is realistic and comprehensive.
- Publicize the plan regionally

Outcome: - A National and Inter-Regional Emergency Preparedness plan will be in place to provide guidance for the NN/LM MCR in case of emergency

Indicators: - A consistent core set of statements and materials will be created among the regions

- A yearly updated list of emergency NN/LM MCR contact numbers will be created and maintained

- A list of preservation and disaster networks within the NN/LM MCR will be created

- A hierarchy of libraries document (including contact information and other special information) to serve as support in an emergency

- An NN/LM Inter-Regional Emergency Preparedness Plan is available from the NN/LM web site

Document Delivery and Access to Collections

The NN/LM MidContinental Region, in cooperation with the other regions, will develop a network strategy to provide document delivery and access to collections in the event of a regional or national disaster.

- Create a hierarchy of libraries within and across regions to identify a natural chain of support in the case of emergency
- Work with Resource Libraries to have them negotiate with vendors to incorporate into their e-licensing agreements, language that will permit the transmission of documents to libraries affected by disaster. Vendors may be reluctant to extend such variations to their licenses. Librarians will have to give assurances that such document delivery would occur only in the most extreme circumstances.

Outcome: - Document delivery and access to health sciences collections will be supported in the case of an emergency

Indicator: - A list of libraries that provide support to Network members during an emergency will be created

- A consistent “vendor statement” will be added to license agreements by resource libraries

- A network strategy will be formulated and publicized that supports document delivery during emergencies

Regional Emergency Preparedness Plan

The NN/LM MidContinental Region, in cooperation with its Resource Libraries and Regional Advisory Board, will develop a Regional Emergency Preparedness

Plan. The NN/LM South Central Region experienced a disaster when a hurricane struck and flooded the facility. Resource Libraries in the South Central Region are very interested in working on a plan. The MidContinental Region will use the plan from the South Central Region and the inter-regional plan as the basis for its own plan.

- Identify anticipated needs for library materials and other information resources during different stages of a disaster and for different kinds of disasters within the region
- Identify existing preservation and disaster networks within the region
- Review existing resources on emergency preparedness, including the *Algorithm for Disaster Information Preparedness: Checklist for Medical Librarians, Third Edition – Revised 05/11/05*, created by the New Jersey Hospital Association Library
- Develop plan collaboratively with Network and Affiliate members addressing local and regional needs
- Distribute a draft version of plan developed for the region to the Resource Libraries, Regional Advisory Board and other stakeholders for review and comment
- Distribute the final version of the Regional Plan to all Network members and upload to the MCR web site
- Publicize the Plan and solicit enhancements

Identify and consult with those in the region who have experience with disaster planning to insure that the plan is realistic and comprehensive.
Network awareness of National and Regional Plans will be measured by an online survey (Survey Monkey).

Create three possible scenarios: single hospital failure; regional power outage; and toxic disaster in a mid-size city. Apply plan(s) to mock simulations. Critique.

Outcome: - Inter-regional and regional emergency preparedness plans are in place

Indicator: - Regional plan has been approved by NLM, Resource Libraries, Regional Advisory Board, and Network members

- Regional plan is available from the MCR web site

Schedule:

Year 1
Identify existing preservation and disaster networks within the region

Help NLM identify resources within our region to assist in developing National Plan

Provide comment and feedback to NLM on draft National Plan

Identify anticipated needs for library materials and other information resources during different stages of a disaster and for different kinds of disasters

Review existing resources on emergency preparedness, including the *Algorithm for Disaster Information Preparedness: Checklist for Medical Librarians, Third Edition – Revised 05/11/05*, created by the New Jersey Hospital Association Library

Years 1-5

Update emergency contact information and forward it to NLM and NN/LM New England Region

In the event of an emergency in the New England Region, the MCR staff will provide services not available in that region

Publicize final plan regionally

Year 2

Develop core set of components for and compose draft of NN/LM Inter-Regional Emergency Preparedness Plan

Create a hierarchy of libraries across regions to identify a chain of support in the case of emergency

Submit draft of Plan to the NNO for review and comment

Circulate Plan to outside reviewers

Revise Plan and submit to NNO for final approval

Make final Plan available on the NN/LM intranet

Year 3

Update list of existing preservation and disaster networks within the region

Work with Resource Libraries to develop a strategy for negotiation with vendors to incorporate into their language that will permit the transmission of documents to libraries affected by disaster e-licensing agreements

Year 4

Adapt and apply the Inter-Regional Emergency Preparedness Plan and the South Central Regional Preparedness Plan to the MidContinental Region

Develop Regional Plan collaboratively with Network and Affiliate members addressing local and regional needs

Distribute a draft version of Regional Plan to the Resource Libraries, Regional Advisory Board, Network members and other stakeholders for review and comment

Year 5
Distribute the final version of Regional Plan to all Network members and upload to the MCR web site and the NYAM/NLM *Resource Guide for Public Health Preparedness* (http://*www.phpreparedness.info*)

Publicize the Regional Plan

Conduct mock drill exercises

Evaluate and revise plans as necessary

A4 - Historical and Unique Materials

Statement of Work
Assist NLM with the development and implementation of a plan to identify collections of historical and unique materials related to the health sciences

Applicable NN/LM Goal
To develop collaborations among Network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation

Objective:

Identify collections of historical and unique materials to the health sciences

Rationale:

This NN/LM goal is consistent with part of Goal 1 included in NLM's "Long Range Plan 2000-2005"(1) to "Identify important and unique retrospective biomedical collections held by other institutions, including historically significant records of modern biomedical and health services research, and develop a national strategy to promote enhanced access and preservation."
(*http://www.nlm.nih.gov/pubs/plan/lrp00/lrp00.html*)

Approach and Methodology:

The MidContinental Region has seven collections in three states (Colorado, Kansas and Missouri) registered with the National Library of Medicine's Directory of History of Medicine Collections.
(*http://www.nlm.nih.gov/hmd/directory/directoryhome.html*)

It is assumed that additional materials exist in the region. MCR staff will work with the other RMLs to develop a plan to identify currently unknown historical and unique collections in the region.

In order to meet this objective, the regions will form an inter-regional group, composed of a representative from each RML, to provide assistance to NLM. These representatives will meet on a quarterly basis by teleconference, and will work with regional advisors who will review the progress of the group, and provide advice and feedback. We will identify and select advisors who work with historical and unique materials related to the health sciences; the History of Medicine staff at the Regional Medical Libraries and at NLM will be consulted as needed in the identification and selection of regional advisors.

The inter-regional group will need to know the definition and description of "historical and unique materials related to the health sciences." It will ask NLM to provide this information, if it is not to be decided as part of the development and implementation of the plan. Otherwise, the group will need to explore existing resources and work already done by NLM and other organizations to arrive at the definition and description. When this has been decided the regions will work with NLM on a national plan.

The national plan will need to address:

- Details of subject scope, format, time coverage
- Other selection criteria such as whether materials are rare and/or valuable and whether the materials are of local, regional, national, or international importance
- Methods of identification
- Methods of creating and storing metadata that will be interoperable across regions and with NLM
- Methods of making information about these collections widely available, whether as part of NLM's "Directory of History of Medicine Collections" (*http://www.nlm.nih.gov/hmd/directory/directoryhome.html*) or through some other database

After the national plan has been developed, it will be implemented in the region. The mechanism for this may vary from region to region, and can be carried out by the regional medical library or by other designated institutions in the region. The inter-regional group will continue to identify other needs and barriers related to providing access to collections, and forward this information and any advisory group recommendations to NLM. A final report of the development and implementation of the national plan will be submitted to NLM.

Regional Depository

In years 4 and 5 of the contract, the MCR proposes to develop a regional digital repository for unique, historical materials and for publications of Network members and the health professionals they serve. This is not for faculty and staff at Resource Libraries since they are developing repositories for their own

institutions. This is for hospital and smaller academic libraries to archive their documents, photos and other materials yet to be identified. With the availability of a repository, Network members will have another contribution that they can provide to their own institutions.

This project will also bring the scholarly publication discussion down to our primary access library level. Health professionals who occasionally publish may want to add their article to the regional depository and will encounter the copyright issues that will raise. The materials will have a clear copyright (if the author is deceased) or have copyright owned by the authors. The Creative Commons licensing system can be incorporated into the metadata in order to specify appropriate uses for the materials. (http://creativecommons.org/)

We propose to license Content DM to house digital materials and metadata. The libraries at the University of Utah are using this software as their institutional repository because it is more user friendly and offers more features than the open source software that currently exists (e.g., DSpace). In order to facilitate discovery of the materials, metadata in the digital repository can be shared with other repositories through the Open Archives Initiative (OAI) metadata harvesting protocol.

Outcome: - Users have access to unique or historical health sciences materials

Indicators: - New regional collections are added to NLM's Directory of History of Medicine or another online database

-Materials are added to regional depository from at least 10 Network member libraries

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Schedule:

Year 1
Regional liaison will be identified and will work with NLM and the interregional group to determine the nature of assistance required

Liaison will work with NLM and the RML staff to identify regional advisors

Years 1-5
Liaison will work with NLM and the interregional group

The inter-regional group will confer at least quarterly by teleconference

Year 2
Develop plan based on NLM's definition of "historical and unique materials related to the health sciences"

Year 3
Develop plan based on NLM's definition of "historical and unique materials related to the health sciences"

Year 4
Establish depository servers

Hire consultant for regional depository project

Select pilot project library

Carry out depository pilot

Years 4-5
Implement plan for historical and unique materials

Provide regular feedback to NLM on progress

Year 5
The inter-regional group will submit a final report of the development and implementation of the national plan to NLM, including the regional component

Promote regional depository to Network members

Train Network members to organize and add content to depository

A5 - Network Membership

Statement of Work
Manage the NN/LM Network membership program for the region. Membership in the NN/LM Network is an integral part of the NN/LM program, serving to define the NN/LM library constituency. The Network member libraries (Primary Access Libraries and Resource Libraries) and Affiliate members are crucial to the operation of the NN/LM network, providing health professionals and consumers with access to needed information resources. Network membership is a way of recognizing the contributions of these libraries. The contractor shall:

a. Recruit new Network members and affiliates from eligible libraries in the region. Network membership certificates for the 2006-2011 time period will be provided by NLM and be personalized and distributed by the RML;
b. Ensure full participation by member libraries in DOCLINE which includes entering profile information about their libraries and keeping both profile and holdings information up-to-date;
c. Work with the DOCLINE Team on DOCLINE system enhancement testing and ensure full participation by member libraries in DOCLINE which includes entering profile information about their libraries and keeping both profile and holdings information up-to-date; implementation; and
d. Actively involve Network members in NN/LM infrastructure and outreach programs, including obtaining feedback on regional and NLM programs on a periodic basis.

Applicable NN/LM Goal
Develop collaborations among Network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation

Objectives:

Manage the NN/LM membership program for the region

Rationale:

Building, maintaining and extending the NN/LM membership program is the foundation of the MCR plan. The distributed model facilitates this process with staff at each of our Resource Libraries representing the RML and interacting with Network members. The NN/LM site visit team who met with Network members clearly heard the "ownership" that members had for "their" liaison. In order to build a healthy region/RML relationship, we will involve members in all aspects of our program and build feedback mechanisms into our structure.

Approach and Methodology:

The Network Member Liaison working out of the Spencer S. Eccles Health Sciences Library at the University of Utah directs the membership program for the region.

Recruit new Network members and affiliates from eligible libraries in the Region

The NN/LM MidContinental Region has recruited 93 new members during the current contract. Most have resulted from our contacts with public libraries in the region. This year we have compiled a list of hospitals that are not Network members using the AHA Guide to Health Care Institutions and comparing it to the institutional records from DOCLINE. In year 1 of the new contract, we will contact these hospitals to promote membership. If they are not currently providing access to NLM resources, we will promote our services to introduce access. As the new contract begins, we will add to this list of potential Network members by checking directories of other library associations in order to discover libraries in our states that are providing health information and may benefit from membership in the NN/LM. These may be community college libraries that support LPN or healthcare technician/assistant programs. Non-member public libraries will also be added to the list. This list of potential members is the baseline that we will use to track the increased percentage of new members. Follow up with institutions who remain on this list will continue throughout the contract. New members will be reported in our quarterly reports to the National Library of Medicine.

The training environment will also be used as an opportunity to promote membership by distributing membership brochures and briefly mentioning the benefits of membership. If the participants are non-members, we expect that this will provide them with the opportunity to join. If the participants are already members, we will enlist their aid in promoting membership to libraries in their communities who may benefit from joining the NN/LM.

Policies and procedures have been established to ensure an efficient and timely response to membership applications. A brochure was designed that describes the mission of the NN/LM and touts the benefits of membership. All documents related to the recruitment of members will be regularly reviewed and updated when necessary. These materials will be added to and maintained on our web site so that the web also becomes a resource used to promote membership. At the beginning of the new contract we will send a new agreement to all members to renew their membership in the National Network of Libraries of Medicine. The membership renewal will also provide us with the opportunity to update contact information. This is more likely to be required with Affiliate members who do not use DOCLINE and are not responsible for maintaining their own records. Certificates will be sent out as part of the renewal process.

Outcome: - Eligible libraries within the region will become members of the NN/LM

Indicator: - 25% of the eligible libraries from the Potential Member List will become either full or Affiliate members

Ensure full participation by member libraries in DOCLINE, which includes entering profile information about their libraries and keeping both profile and holdings information up-to-date

Our membership procedures require that full Network members update their institutional record in DOCLINE and state liaisons update records for Affiliate members. Keeping both profile and holdings information current is important for the efficiency of the document delivery in the region and also for the efficiency of the RML. In order to serve our membership, we need to know who they are and how to contact them. For the past four years, state liaisons spent considerable time contacting institutions to determine whether they were still open and providing service, asking contacts to update their information, and generally cleaning up DOCLINE records. Institutional and serial holdings information is now current.

Because RML staff are the main users of the data in the institutional record of DOCLINE, we are more invested in keeping this information current than our Network members. In the current contract we have used all of our communication tools (newsletter, weekly e-news compilation, meetings with consortia, etc.) to

remind members to review and update their records or if they are Affiliate members, to contact their state liaison when information changes. The Network Member Liaison, with the assistance of state liaisons, will regularly review reports and revision dates that will indicate whether DOCLINE users are maintaining their records. We will continue to use all of our communication tools to remind member libraries to keep their institutional records and serial holdings up to date.

DOCLINE is easy to use; however, training is still needed by new users and experienced users who have are attempting procedures that are not regularly done. Last year the Network Membership Liaison produced three online tutorials that show and tell DOCLINE users how to update their institutional record, how to change people listed on the institutional records and how to retrieve DOCLINE reports. The tutorials are very brief (1-2 minutes), and are a quick way to refresh the user's memory on a procedure. These tutorials will be updated as needed and additional units will be developed in consultation with DOCLINE coordinators from the other regions. Mini-instructional units are being produced in other regions and are all available from the nnlm.gov web site as part of the DOCLINE Tutorial. The MCR web site will contain links to this tutorial as well as other DOCLINE resources on the NN/LM web site.

In addition to ensuring that DOCLINE records are kept current and that users can use the system efficiently, the Network Member Liaison will regularly review DOCLINE reports available from NLM to monitor the fill rates of Resource Libraries and Level 2 holdings of member libraries. The reports have indicated that the system is working smoothly in the region and reviewing the reports will ensure that it continues to do so.

Outcome: - Member libraries will keep their Institutional Profile and Serial Holdings up to date

Indicators: - The number of libraries included on the "Serial Holdings Not Updated in the Last Year" report will decrease by 10% yearly

- 100% of Network members will be contacted annually to make sure Institutional Profiles are updated

Work with DOCLINE Team on DOCLINE system enhancement, testing and implementation

For a system like DOCLINE to efficiently facilitate document delivery throughout the U.S. and Canada, feedback from its users is necessary. The Network Member Liaison and RML staff will contribute and assist with enhancement, testing and implementation. The Network Member Liaison will represent the region at the monthly DOCLINE teleconferences. She will solicit input from member libraries about DOCLINE features and pass information along to the

DOCLINE team. She will notify MCR members of new features and enhancements in DOCLINE using the RML's various modes of communication.

In year 2 of the contract the RML will issue a Network Data Inventory to assess the status of member services and member resources as well as to request feedback on RML services and resources. The Inventory will query members about DOCLINE services. Results will be forwarded to the NLM DOCLINE team.

Outcome: - NLM DOCLINE team will receive feedback from Region 4 Network members on DOCLINE services and system enhancements

Indicators: - A representative from MCR will attend all DOCLINE teleconferences and report any significant changes or improvements to Network members

- Feedback collected from member libraries will be reported to the DOCLINE team

Actively involve Network Members in NN/LM infrastructure and outreach programs, including obtaining feedback on regional and NLM programs on a periodic basis

The MCR will continue to actively involve Network members in the NN/LM infrastructure and outreach programs. We subcontract with seven of our members to be Resource Libraries which means that they are full partners in conceiving, developing and implementing MCR programs and services. We invite Network members to partner with us when exhibiting at national and local meetings as well as to participate in a work group that guides and helps implement RML programs.

Network members representing the diversity of our membership are invited to be on the Regional Advisory Board and participate in one of the special project work groups led by an RML liaison. In addition to being part of the MCR's infrastructure, this participation provides members with the opportunity to comment and advise the RML on its programs and services.

We will continue to encourage Network member participation in NN/LM programs by publishing programming opportunities in our quarterly newsletter, our weekly e-news compilation, on the MCR web site, and on the MCMLA-L (the shared MLA chapter and RML discussion list). Opportunities to participate will also be described at health science library meetings, both regional and local. We will promote participation in NN/LM programs in our collaborations with other library organizations, academic institutions, public libraries and community partners.

The MCR uses a variety of methods to obtain feedback from our Network members on NLM and NN/LM resources and services. We had success with two formal assessment instruments, our Network Data Inventory and focus groups. We had a 56% response rate overall for the Network Data Inventory and a high percentage (66%) of member hospital libraries responded. In conjunction with focus groups held in person and via telephone, Network members gave us feedback on both the resources and services that the RML and NLM provide. In the next contract we will again administer the Network Data Inventory and hold focus groups. In addition, we propose a series of focus groups for public librarians who are Affiliate members. Informal methods, such as a question posted to the MCMLA/MCRML discussion list, will also be used to get quick feedback to brief questions. (See response to section A11 of the statement of work for more details)

Outcome: - Network members will be actively involved in the NN/LM infrastructure and outreach programs

Indicator: - Network members will serve on the Regional Advisory Board and on work groups for NN/LM member and outreach programs

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Schedule:

Year 1

Add membership applications and member benefits to MCR web site

Create a potential member list consisting of health sciences, public and special libraries offering health information services within the MidContinental region

Conduct membership renewal and distribute membership certificates to all Network and Affiliate members

Years 1-5

Update membership brochure as necessary

Update membership policies and procedures as necessary

Compile membership statistics quarterly on numbers of new full and Affiliate members within region

Enter member profile information when enrolling new member

Publish update reminders to help member libraries keep their DOCLINE Institutional Records and Serial Holdings current

Send reminders to Affiliate members to notify state liaisons of changes in institutional information

On an annual basis, review and if necessary contact member libraries whose DOCLINE records are not current

Notify MCR members of new features and enhancements in DOCLINE

Publish notifications of new DOCLINE training modules in MCR publications

Maintain links from MCR web site to DOCLINE and membership tutorials on the nnlm.gov web site

Update web-based instruction modules for Serial Holdings and Institutional Record information as necessary

Review DOCLINE reports to determine whether members are in compliance with DOCLINE policies

Represent the MCR at monthly DOCLINE teleconferences and post minutes for state liaisons

Promote NN/LM membership and provide membership brochures at all trainings and presentations conducted in the region

Year 2
Query membership about DOCLINE services and suggestions for enhancements in Network Data Inventory

Years 2-5
Contact non-member health science libraries within region to promote benefits of NN/LM membership

Contact non-member public libraries and other non-member libraries concerned with providing health information within region to promote benefits of NN/LM membership

Send membership certificates to new Network members

A6 - Document Delivery

Statement of Work
Implement that portion of the Regional Services Plan concerned with document delivery in order to provide health professionals including unaffiliated health professionals throughout the region with efficient, rapid access to health sciences information resources. The plan for the region shall conform to the NN/LM Document Delivery Plan.

Applicable NN/LM Goal
Develop, promote, and improve electronic access to health information by Network members, health professionals, and organizations providing health information to the public

Objective:

Provide document delivery in order to provide health professionals including unaffiliated health professionals throughout the region with efficient, rapid access to health sciences information resources. The plan for the region shall conform to the NN/LM Document Delivery Plan.

Rationale:

Document delivery services have been an important component of the NN/LM from the time of its inception until the present. Any number of technological innovations has affected these services over the years but the recent emergence of electronic publishing is likely to have an unprecedented impact. Already we are seeing a decrease in ILL requests across the country. This region experienced a 5% drop in DOCLINE requests submitted between 2001 and 2003. Libraries realize that not everything is published in digital format nor is everything available by clicking on a link. To assure that the health professionals we serve are not choosing convenience over quality we can improve document delivery by sending requested materials to the requestor's desktop.

Approach and Methodology

The Network Membership Liaison is based at the University of Missouri-Columbia. She is responsible for coordinating the document delivery program for the MidContinental Region.

Results of the 2002 Network Data Inventory and focus groups indicated that Network members felt that DOCLINE is a significant benefit of full membership in the NN/LM and that they were adequately supported in this area. State liaisons have continued to help new members with DOCLINE setup and establishing routing tables. The Interlibrary Loan office at the Spencer S. Eccles Health Sciences Library has also assisted new and existing members in establishing and maintaining routing tables as well as answering member questions. Training materials were produced. The Network Member Liaison and Education Liaison produced three Camtasia modules on updating DOCLINE records. These modules have been placed on the MCR web site, and are also available as part of the newly revised NN/LM DOCLINE Tutorial on the NN/LM web site. Additional modules will be created in year 5 of the current contract by both MCR and the Pacific Northwest Region. The Network Membership Liaison belongs to DOCLINE-L and participates regularly in the monthly DOCLINE teleconferences. Also, the Network Membership Liaison uses the existing MCR publications ("RML News" and "Plains to Peaks Post") to communicate with members on new developments in the DOCLINE system and how to use the system efficiently.

Support and promote electronic document delivery in the region

The MidContinental Region has 194 Network members who are DOCLINE participants. Over half of the DOCLINE libraries provide electronic document delivery service. One of the libraries, through funding by the RML, was able to improve their document delivery service: they were able to deliver high quality copies (better than fax) as well as offer a faster turnaround time (better than mail). The MCR will work to increase the number of libraries providing electronic document delivery.

At the beginning of the contract, the MCR will extract information from DOCLINE to find out which libraries are not using electronic delivery methods. Priority will be given to those libraries that also provide Loansome Doc services. We surmise that Loansome Doc libraries are probably serving unaffiliated health professionals and we would like to offer improved services to that population. State liaisons will contact member libraries to review document delivery guidelines and encourage their use of electronic document delivery.

To assist libraries as they migrate to electronic document delivery, the Network Member Liaison will develop promotional and instructional materials on how to use current and emerging methods of electronic delivery. These materials will be available from the web and will form the basis of articles to be published in the MCR newsletter. The MCR will pull statistics on an annual basis to determine whether we are meeting the indicators for the number of libraries offering electronic document delivery service.

In addition to promoting electronic document delivery we will also monitor DOCLINE usage by Network members to verify that the region is in compliance with the NN/LM Document Delivery Plan. We will remind Network members of their responsibilities in maintaining records and filling requests as outlined in the plan. A link to the plan will be added to the MCR web site.

Outcome: - Health professionals and unaffiliated health professionals will have access to health sciences information through electronic document delivery

Indicator: - Five libraries not using electronic delivery methods at the beginning of the year will be using electronic delivery methods by the end of each year

Promote Loansome Doc

In 2004 the MCR started monitoring the number of Loansome Doc users in the region. Last year there were 2021 users; this year there are 1508 users. We know that, in preparation for the new interface, the DOCLINE Team cleaned up Loansome Doc accounts. This had never been done before. A review of the numbers in 2006 will tell us whether the availability of electronic resources is having an impact on the use of this service.

MCR still believes that the document delivery service Network members provide for unaffiliated health professionals is an important one. There are no promotional materials available from NLM to promote Loansome Doc. MCR staff will develop materials that can be easily understood. We will inform unaffiliated health professionals about Loansome Doc and distribute the promotional materials when we meet them in exhibit halls or at meetings. In addition, where we have been given access, messages will be sent out via association discussion lists and newsletters. Regional Advisory Board members will be encouraged to inform unaffiliated health professionals with whom they work that document delivery services are available to them.

The Network Member Liaison will annually ask liaisons to gather the number of unaffiliated Loansome Doc users registered with their Resource Library in order for us to determine whether this number is increasing.

Outcome: - Unaffiliated health professionals in the region will be more aware of available document delivery services

Indicator: - Number of unaffiliated Loansome Doc users registered with Resource Libraries in the region increases annually by 5%

Provide training for member libraries on proper use of DOCLINE

DOCLINE is easy to use; however, training is still needed by new users and to help users with tasks that are not regularly done. Instructional pieces will continue to appear in MCR publications on the proper use of DOCLINE and the importance of keeping DOCLINE records updated. The MCR will continue to provide training for new DOCLINE participants and to instruct members who need assistance. Last year the Network Membership Liaison produced three online tutorials that show and tell DOCLINE users how to update their institutional record, how to change people listed on the institutional records and how to retrieve DOCLINE reports. These tutorials are part of the DOCLINE Tutorial available from the nnlm.gov site. They will be updated to reflect the new versions of DOCLINE. Additional units will be developed in consultation with DOCLINE coordinators from the other regions, who are also producing mini-instructional units. The MCR web site will contain links to this tutorial as well as

other DOCLINE resources on the NN/LM web site. Materials developed for DOCLINE will be added to the National Training Center and Clearinghouse (NTCC) Educational Clearinghouse.

The Network Member Liaison and state liaisons will teach at least three DOCLINE classes per year to Network members. During the contract, three of these classes will be at conferences (i.e., Midcontinental Chapter of the Medical Library Association or Wyoming Symposium).

With training resources easily available to them, we expect that Network members will have less need to call MCR staff with DOCLINE questions. State Liaisons and the Network Member Liaison will track the number of DOCLINE questions and the topics of the questions that they receive. We will use these statistics to determine whether we have met the indicator of decreasing questions and to determine which areas of DOCLINE use are not well understood. Training can then be offered on these areas. This information will be recorded in the MCR's Activity Reporting System.

Outcome: - Member libraries will be more familiar with DOCLINE and how to use it effectively

Indicator: - The number of questions answered by MCR staff on DOCLINE will decrease by 5% yearly

Monitor member statistics on DOCLINE and work with those libraries whose fill rates are below standard

To monitor the efficiency of the DOCLINE interactions in the region, the Network Member Liaison will review reports produced by NLM. Currently all libraries are above the minimum standard in fill rates and we want to maintain that standard. Throughout the contract, the Network Member Liaison will monitor document delivery fill rates throughout region and contact institutions whose fill rates do not reflect compliance with NLM guidelines to help them improve their document delivery systems.

Outcome: - Member library fill rates will meet NLM document delivery standards

Indicator: - 75% of member libraries will meet NLM document delivery standards

Schedule:

Year 1
Add a link to NN/LM Document Delivery Plan on MCR web site

Develop promotional materials for Loansome Doc

Years 1-5
Extract information from DOCLINE on libraries not offering electronic document delivery service

Determine which Network members provide Loansome Doc services using methods other than electronic delivery

Contact member libraries to review document delivery guidelines and encourage use of electronic document delivery

Continue to publicize the availability of Loansome Doc

Contact Resource Libraries to determine the number of unaffiliated Loansome Doc users

Publish articles in MCR publications on the proper use of DOCLINE and the importance of keeping DOCLINE records updated

MCR staff will track the number of questions and topics of questions on DOCLINE

Update DOCLINE training modules as needed

Produce additional DOCLINE training modules and make them available from the MCR web site

Provide links on MCR web site to DOCLINE information on NLM web site

Teach at least three DOCLINE classes annually to Network members

Teach at least three DOCLINE classes during the contract at conferences

Add all DOCLINE educational materials to NTCC Educational Clearinghouse

Monitor document delivery fill rates throughout region and contact institutions whose fill rates do not reflect compliance with NLM guidelines

Year 2
Create promotional and instructional materials on how to use current and emerging methods of electronic delivery

Years 2-4
Publish articles on the importance of following NLM document delivery guidelines in RML publications

Years 2-5
Continue contacting member libraries to review document delivery responsibilities and encourage use of electronic document delivery

A7 - Resource Libraries

Statement of Work
Entering into formal agreements with a limited number of institutions in the region to serve as Resource Libraries:

a. Criteria for selection of Resource Libraries will be proposed by the offeror and may include, but are not limited to:

   (1) Quality and size of collection, or uniqueness of materials in the collection which add significantly to the resources of the region;
   (2) Special expertise which contributes to improving regional or national programs, in areas such as distance learning, advanced applications of technology to solving information delivery problems, digitization of information, library and information research, etc.;

b. The following responsibilities must be met by all Resource Libraries and the RML:

   (1) Agreeing to participate fully in the DOCLINE system and keep detailed library profile information in the system up-to-date;
   (2) Agreeing to contribute their institution's serial holdings data to DOCLINE and submit annual updates of holdings information to the NLM or keep holdings current by updating them online;
   (3) Agreeing to provide health professionals and other Network libraries with access to journal articles, books and audiovisuals via interlibrary lending mechanisms at a charge per filled request which is in accordance with network policy (Appendix 5: National Maximum Interlibrary Loan Charge). This includes negotiation of the ability to provide interlibrary loan from electronic journals to the extent possible; and
   (4) Adhering to network performance standards for fill rate and throughput for interlibrary loan service;

c. The following responsibilities of Resource Libraries may be negotiated with the RML:

   (1) Agreeing to provide unaffiliated health professionals within a designated area with access to document delivery services including fair use copies of electronic materials to the extent possible;
   (2) Agreeing to participate in the implementation of health professional outreach programs;
   (3) Agreeing to participate in the implementation of outreach programs to improve the public's access to electronic health information; and
   (4) Other Resource Library responsibilities which may be proposed by the RML.

Applicable NN/LM Goal
Develop collaborations among Network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation.

Objective:

Enter into a formal agreement with at least one institution in each state in the region to serve as a Resource Library

Rationale:

Resource Libraries are the major health sciences libraries in a region. Their partnership in carrying out the mission of the NN/LM is crucial to the success of the Network.

Approach and Methodology:

In the MidContinental Region decentralized model, Resource Libraries are provided with new resources through the MCR Liaison program. In return, each Resource Library has statewide outreach and/or special project responsibilities. The strong relationship between the RML and its Resource Libraries would not have developed in a centralized model. For example, through Washington University, the RML staff has access to IBM's Team Workplace, collaboration software that is now our web-based office space.

The selection criteria for Resource Libraries included:

- Quality and size of collection, or uniqueness of materials in the collection which add significantly to the resources of the region
- Special expertise which contributes to improving regional or national programs (e.g., consumer health, technology, etc.)
- Membership in the Association of Academic Health Sciences Libraries

For descriptions of the Resource Libraries see Appendix A
In the current contract responsibilities are apportioned as follows:

2001-2006 Contract

Spencer S. Eccles Health Sciences Library, University of Utah - RML Administration and Support - Public Health/Utah Outreach - Technology	Archie R. Dykes Library of the Health Sciences, University of Kansas - Technology - Kansas Outreach
Denison Memorial Library, University of Colorado - Consumer Health/Colorado Outreach	University of Wyoming Libraries, University of Wyoming - Wyoming Outreach
McGoogan Library of Medicine, University of Nebraska - Education/Nebraska Outreach	Creighton University Health Sciences Library, Creighton University - Community Outreach
J. Otto Lottes Health Sciences Library, University of Missouri-Columbia - Network Membership/Missouri Outreach	Bernard Becker Medical Library, Washington University - Assessment and Evaluation

In the proposed contract the MCR will divide the responsibilities for the public health outreach program among the state liaisons. We propose to increase our

activities in support of Network members by adding a special project responsibility for library advocacy. This is in response to hospital library closures and downsizing in the region and requests from our Network members. The proposed responsibilities will be distributed as follows:

2006-2011 Contract

Spencer S. Eccles Health Sciences Library, University of Utah - RML Administration and Support - Network Member/Utah Outreach - Technology	Archie R. Dykes Library of the Health Sciences, University of Kansas - Technology - Kansas Outreach
Denison Memorial Library, University of Colorado - Consumer Health/Colorado Outreach	University of Wyoming Libraries, University of Wyoming - Wyoming Outreach
McGoogan Library of Medicine, University of Nebraska - Education/Nebraska Outreach	Creighton University Health Sciences Library, Creighton University - Community Outreach
J. Otto Lottes Health Sciences Library, University of Missouri-Columbia - Library Advocacy/Missouri Outreach	Bernard Becker Medical Library, Washington University - Assessment and Evaluation

Resource Libraries have agreed to all the required and optional responsibilities listed in the statement of work. In addition they have agreed to the following (See Appendix B, Memoranda of Understanding):

1. Implement special project and state responsibilities of the RML
2. Provide information about library staff outreach activities for inclusion in the Outreach Activity Report Form (OARF) system
3. Include NLM resources as part of Resource Library outreach
4. Provide outreach to the public through consumer health resources on the library web site and/or through a consumer health collection
5. Serve as a health information resource for a state or local public health department
6. Provide the facility and host at least one training visit by the National Training Center and Clearinghouse instructors
7. Participate in regularly scheduled meetings of Resource Library Directors
8. Advisory Board service by Director
9. Contribute to an annual review of RML experience by institution's liaison(s)
10. Provide technology staff and infrastructure to support hardware and software necessary for liaison activities, including, but not limited to, connectivity through VRVS, Skype, Breeze and QuickPlace
11. Submit reports and invoices in a timely manner

In the 2006-2011 contract the RML proposes to fund Access Grids at the six libraries that currently do not have one. The grid is technology using the Internet 2 that supports interactive sessions for groups. It provides high quality audio, video and application sharing. Access Grids will enable Resource Libraries to become gathering centers for the exchange of information between communities at different institutions. (For more details on our Access Grid program see our response to section A13 of the statement of work)

Outcomes:
- Resource Library staff participate in RML outreach activities
- Resource Library web sites indicate that public libraries, consumers and at least one public health department have access to health information through the Resource Library
- Resource Libraries sponsor events for the region using the Access Grid

Indicators:
- At least one staff member from each Resource Library is involved in an RML outreach project
- Document delivery and reference support will be provided for public health, public libraries
- Each Resource Library is a participating site for at least one event using the Access Grid

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Schedule:

Year 1
Sign subcontracts with Resource Libraries

Evaluate network infrastructure at Resource Libraries to ensure that there will be successful implementation of Access Grids

Years 1-3
Access Grids constructed at two Resource Libraries each year

Years 1-5
Annual check on Resource Library web sites to verify that document delivery and reference support are provided for public health, public libraries and a public health department

Outreach Activity Report Forms completed for Resource Library outreach activities

Public health department and public library relationships maintained or established

Document delivery and reference support are provided for public health departments and public libraries

Consumer health resources provided

Technology support for liaisons

Administer liaison experience questionnaire

Years 2-5
Events will be sponsored at the Resource Libraries using the Access Grid

Year 5
Evaluate impact of the Access Grid

A8 - Electronic Funds Transfer System (EFTS)

Objective:

Identify and collaborate with Resource Libraries that are not Electronic Funds Transfer System (EFTS) participants to facilitate their participation

Approach and Methodology:

All Resource Libraries in the MidContinental Region became participants of the EFTS in the first year of the current contract. They find it an efficient and cost-saving method for billing and paying for document delivery. If there are any issues that would precipitate a resource library to consider withdrawing from EFTS, the MCR will work with the Resource Library and EFTS to resolve the problem.

A9 – Communication

Statement of Work
Establishing and maintaining channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region. All print and electronic communication should include an acknowledgment of NLM funding and the NN/LM Logo using the National Network of Libraries of Medicine Graphic Standards dated July, 1992. Communication shall include:

a. Publishing and distributing an electronic newsletter to communicate important information about regional and national programs, policies, and procedures to current participants in the region;

b. Establishing and maintaining a regional LISTSERV™ for sharing information with Network members, other partner organizations, and health professionals;
c. Developing and maintaining a regional Web site as an integral component of the NN/LM web site;
d. Producing fact sheets, articles, FAQs, etc. to keep librarians, health professionals and consumers up-to-date about services provided by the RML and topics and issues of current interest in the provision of health information. These documents should be published on, or linked from, a central server. Development of these materials should be coordinated with other RMLs and NLM to avoid duplication of effort;
e. Participating in monthly teleconferences with NLM and the other RMLs to discuss topics of importance in the overall management of the NN/LM program;
f. Developing working relationships with other networks and relevant organizations by identifying common program interests and goals, working to develop regular lines of communication and developing appropriate cooperative programs;
g. Informing NLM about regional, state and local activities of health professionals and health sciences libraries, networks, and other organizations as they relate to the programs of the NN/LM, NLM and the national information infrastructure;
h. Assisting in the identification of training resources to be added to the National Training Center and Clearinghouse database;
i. Participating in/testing/using other methods of communication, such as videoconferencing, computer conferencing; and
j. Attending annual RML Directors' meetings and mid-year RML Directors' meetings.

Applicable NN/LM Goals

Develop collaborations among Network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation

Promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities

Objective:

Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region.

Rationale:

Advanced computing and networking technologies have and will continue to transform communication capabilities. Through an aggressive communications program, the MCR has built a model for a distributed RML program. Digital video to the desktop has emerged as a major application for synchronous and asynchronous education. In addition, videoconferencing capabilities have become a powerful communications tool. Free voice over IP (VoIP) tools offer communication over the Internet, forgoing the need for long distance telephone charges. Network bandwidth increases and more powerful computer processors

will result in the reliable integration of voice, data and video. Dynamic information resources will incorporate these technologies into new forms of scholarly communication, education, and research.

Approach and Methodology:

All print and electronic communication will include an acknowledgment of NLM funding and the NN/LM Logo using the National Network of Libraries of Medicine Graphic Standards dated July 1992.

Publish and distribute an electronic newsletter to communicate important information about regional and national programs, policies, and procedures to current participants in the region

The MCR currently publishes "Plains to Peaks Post" quarterly in both paper and electronic format. We have maintained the paper format because our members preferred paper to read and they told us the paper format is easier for libraries to catalog. More and more publications are being distributed in electronic format only. In the 2005 Network Data Inventory and focus groups we will ask about member's format preference for "Plains to Peaks Post" and inquire how to make an electronic version acceptable. We will continue to publish our newsletter in paper format for the first 2 years of our contract as we transition our members to accept and adapt to an electronic newsletter.

Outcome: - Increased collaborations and access to biomedical information via effective communication mechanisms

Indicator: - 75% of members surveyed on 2007 Network Data Inventory indicate increased knowledge due to Plains to Peaks Post articles

Establish and maintain a regional LISTSERV™ for sharing information with Network members, other partner organizations, and health professionals

The MCR shares a discussion list with the Midcontinental Chapter of the Medical Library Association. When the MCR started establishing its communication mechanisms Network members were asked if they preferred separate discussion lists for the two organizations. The response was "No!" Members already subscribed to multiple lists and they did not want to sign up for another. The arrangement has worked well with all regional news for health sciences librarians coming through a single source.

The MCR distributes the "RML News," a weekly compilation of short news items, through the MCMLA-L as well as through an RSS feed. Staff find items to contribute to the "RML News" in messages received from NLM, in discussion lists

they monitor, and from activities and programs of the MCR. All items are archived on the MCR web site. In the next contract we will investigate moving the "RML News" to a blog. One of the criteria for changing our system will be the capability of distributing items as an aggregate and not item by item. Members have told us that they do not want their email boxes filled by a lot of messages from the RML.

Outcome: - Increased collaborations and access to biomedical information via effective communication mechanisms

Indicator: - 75% of members surveyed on 2007 Network Data Inventory indicate increased knowledge due to reading the RML News and listserv postings

Develop and maintain a regional web site as an integral component of the NN/LM Web site

The MCR maintains a web site where we share our plans, activities, and reports. In 2003-2004 we conducted a usability study among our staff and the feedback was used to redesign our web site. In 2005, a usability study will be conducted as part of the larger NN/LM web site evaluation.

In year 3 of the next contract, we will have Regional Advisory Board members and Technology working group members assist us with a web usability study to continue to make sure that our web site is responsive to the needs of those who use it. We will adjust the web site design to reflect the usability study results.

Librarians in the region are developing library blogs and personal blogs (two popular blogs currently being published in the region include: the "Bringing Health Care to the Community" blog authored by Siobhan Champ-Blackwell and the ":30 Librarian" authored by Whitney Davison-Turley). In the next contract, we will encourage blogs among the membership by offering to host them on an RML server if their institution will not provide this service. Some libraries are not able to have their own library web site due to restrictions by their institutions. Creating a library blog will give the library a presence on the web and provide a way to communicate with the library's users. We will also create a blog that will incorporate all the blogs available by regional Network members. This regional blog will automatically publish messages that are being posted by participating blogs and will serve the purpose of keeping members informed about events, policies and news at each other's libraries. The regional blog will be available from the MCR web site. The RML will purchase multi-author blog hosting software that will be available to Network members and staff will teach members how to use it as part of our technology awareness program.

Other web based communication applications will also be explored. One of these is a wiki for Network members to post descriptions of projects they have had

funded to encourage collaboration in the region. Since a wiki allows users to add content and to edit each other's content, it is an excellent way to build a knowledge base on particular topics of interest.

The MCR web site content includes: general information about the MCR and its staff; state pages that provide links to health information resources and health and information organizations in the states; and information appropriate to the special project areas of the MCR. We will continue to update and maintain the content on the web site in all these areas as well as the back-end databases and programming code.

In the next contract we will select an open source content management system (CMS). Content management systems simplify the creation, management, and publishing of web site content in a multi-author environment such as the MCR's. Web site authors add information to the CMS using a simple web-based interface. The CMS handles the design and formatting of the page according to a previously designed set of templates. This allows web authors to concentrate on the content rather than the technical details of web page authoring. In addition, a CMS provides mechanisms for version control, workflow (where content may need to be "approved" by an editor), and security. The CMS also ensures that the resulting web page code will be produced according to accepted technical standards.

The CMS will be selected and implemented in consultation with the Web Services Technology Operations Center (Web-STOC) and other RML technology coordinators. As was discussed at the 2005 NN/LM Web Developer's meeting, Web-STOC is also planning to evaluate and implement a CMS. Mambo (*http://www.mamboserver.com/*), an open source CMS that is gaining popularity and has a wide array of features, will be one of the leading contenders for an NN/LM CMS.

The CMS will be selected and implemented in year 1. RML staff will be trained to use the CMS in year 2 of the contract.

To evaluate how effective our web site is as a communication tool questions will be included in the 2007 Network Data Inventory to solicit feedback from our Network members.

Outcome: - Increased collaborations and access to biomedical information via effective communication mechanisms

Indicator: - 75% of members surveyed on 2007 Network Data Inventory indicate increased knowledge due to reading the web site

Produce fact sheets, articles, FAQs, etc., to keep librarians, health professionals and consumers up-to-date about services provided by the RML and topics and issues of current interest in the provision of health information. These documents should be published on, or linked from, a central server. Development of these materials should be coordinated with other RMLs and NLM to avoid duplication of effort

To promote the RML program and services, staff has published brochures and written articles for both its own publications as well as for library and health professional publications. The Network Membership Liaison produced a membership brochure. The Community Outreach Liaison produced brochures that describe health information resources for different cultural groups. In addition, all liaisons have developed print materials to hand out at the exhibit booth for meetings they attend.

We have successfully submitted articles to state library and health professional newsletter and journals describing the services and resources available from the NN/LM. In the next contract we will continue developing materials as needed. We will submit articles to state and regional publications in order to promote NN/LM services and resources. These documents will also be available from the MCR web site and our DSpace archive.

The MCR is strongly supportive of open access to the content we publish in external publications. In the next contract, we will develop criteria to guarantee that access to our publications will not be blocked and that all of our articles will be available from PubMed Central. MCR staff will explain our policy and work with publishers to ensure access to our written works.

Traditionally RMLs have provided updates to the membership at a session of the local chapter of the Medical Library Association (MLA) meeting. For this region, it is the annual meeting of the MCMLA. This is the best meeting to reach a group of health sciences librarians from all over the region, but it is not the best way to reach a majority of the MCR members. Approximately one-third of our 300+ members attend the meeting. Affiliate members, the majority of them public librarians, do not attend this meeting. To provide a more equitable distribution of the RML update, MCR will provide regular updates through out the year using Macromedia Breeze or other distance communication tools. The sessions will last for an hour or less and may focus on a specific program or the RML as a whole. Sessions will be archived and made available from the MCR web site. We will solicit feedback from the members as to whether this format is an effective method to keep members abreast of what we are doing to achieve the objectives of the MCR program.

In the current contract the MCR has promoted NLM web casts, MLA satellite broadcasts, and other Internet live streaming media presentations as a way for members to keep up-to-date on issues of importance to health sciences

librarians. By the end of the current contract we will have trained Resource Library staff at Creighton University, the University of Wyoming and the University of Missouri-Columbia to videobroadcast local events. In this way we are striving to counteract the lack of funding and lack of time that Network members have to physically attend these events, as well as increasing support for the professional development of our members.

Outcome: - Increased collaborations and access to biomedical information via effective communication mechanisms

Indicator: - 75% of members surveyed on 2007 Network Data Inventory indicate increased knowledge due to brochures, articles, and video streams

Participate in monthly teleconferences with NLM and the other RMLs to discuss topics of importance in the overall management of the NN/LM program

The MCR is regularly represented at all the NN/LM teleconferences (Consumer Health Coordinators, Outreach and Education, Community Outreach Group, DOCLINE Coordinators, and All RML Staff) with a primary and back up staff member designated. MCR staff will continue to attend these meetings, suggest topics to be discussed and facilitate teleconferences as requested.

Each year liaisons are asked for their feedback on the operations and organization of the MCR. A question on the usefulness of the teleconferences will be added to the liaison survey to determine if we achieve our indicator for this activity.

Outcome: - Increased collaborations and access to biomedical information via effective communication mechanisms

Indicator: - Liaisons indicate on MCR liaison survey that they have increased knowledge of their project areas and NLM services due to monthly teleconferences

Develop working relationships with other networks and relevant organizations by identifying common program interests and goals, work to develop regular lines of communication and developing appropriate cooperative programs

Throughout the contract we will continue to attend meetings and exhibits and, through our conversations with attendees, we will make note of those individuals who are potential NN/LM partners. These are individuals who express an interest in NLM resources and want to make them available for their own agencies, organizations, or groups (e.g., a public library contact may provide the RML with

an introduction to another library consortia). Liaisons will continue to obtain the contact information for these individuals and follow-up by offering training, by participating in meetings sponsored by the new contact, and by using them as contacts to other organizations.

Contact information will continue to be shared with other liaisons as appropriate. In the current contract we tested a commercial contact database to collect public health information contacts. This has been unsuccessful because it is difficult to produce reports and the database is not integrated into the other programs the RML staff use. The University of Utah is licensing Sharepoint, Microsoft's collaboration program. We will move our virtual office to this program. The Network Coordinator at the NN/LM Pacific Southwest Region is using Sharepoint and recommends the contacts section as a way to track contacts with Network members. We will investigate using Sharepoint to track and share the contacts made by the RML staff with Network members and potential partners.

The MCR has already established a communication mechanism with community organizations through the "Bringing Health Information to the Community" (BHIC) blog. The Community Outreach Liaison regularly posts information to the blog that fall into the following categories: articles, conferences, environmental health, HIV/AIDS, inner city, minority health concerns, public library, public health, regional information, rural, and scholarships/grants. This is becoming an increasingly well known resource for community groups to help them stay abreast of health information and health resources of value to them, not just in the region but throughout the country. The MCR will continue to communicate with community organizations through the BHIC blog.

In addition, state liaisons have made every effort to locate local discussion groups used by public health professionals, public librarians and local health sciences library groups in the region and to either subscribe to the list or gain permission to post to the list. Access to these discussion lists provides us with a communication mechanism to send messages to these priority professionals who may not receive messages from the MCMLA-L.

Communication for Native American Health Information Outreach

Health information outreach to Native Americans is being carried out through projects across the country. "Assessment of NLM's Health Disparities Plan: A Focus on Native American Outreach", a white paper prepared for the Symposium on Community-Based Health Information Outreach by Elliot R. Siegel, Fred B. Wood, Gale Dutcher, and Angela Ruffin, describes the efforts of the National Library of Medicine and the National Network of Libraries of Medicine. *(http://medstat.med.utah.edu/symposium/docs/CBOHDWhitePaperSiegelv4.PD)*

Our premise is that for RMLs who want to foster outreach to Native American communities, for health sciences librarians want to do outreach, and for communities who want to improve their health information access, awareness of

projects going on across the country would facilitate sharing of effective practices and can be a basis of collaboration.

One of the challenges for those working to improve health information access among this population is to find out what others are doing:

- what group is the focus—health professionals, tribal librarians, community members
- what is the expected outcome—knowledge and expertise in using resources, development of resources, building an infrastructure
- what partnerships have been formed—tribal councils, foundations, Network members

Sharing plans and the status of projects would provide a basis for building on others' experiences, support the development of resources that would be useful for more than a single community, distribute the workload in developing resources, and expand the infrastructure (organizational, communications, technological) that is needed for integrated outreach.

The MCR (along with Regions 2, 3, 5, and 6) will identify Network members and other organizations who are working to improve the health information access of Native American communities. This information will be shared among the RMLs and, if requested, with those who contributed to the list. Those working on outreach projects will be queried to determine if they would benefit by hearing what others are doing and if there is a communication mechanism (exchanging newsletters, developing a discussion list, regular teleconference/videoconference) that would facilitate this sharing.

The University of New Mexico, under subcontract to the MCR, will hold a meeting of representatives from NLM, RMLs, Resource Libraries, and tribes involved in health information outreach projects to discuss communication and collaboration. An outcome of this meeting would be a decision on some kind of communication structure that would be easily used by all. This communication structure will be established, tested and continued or adapted as needed. In year 4 the RMLs who actively support outreach to Native Americans would fund an outreach symposium similar to the 2004 Community -Based Health Information Symposium but focused solely outreach efforts with Native Americans. Possible venues for the symposium would be the National Museum of the Native American in Washington D.C. or the University of Colorado Nighthorse Campbell Native American Health Building in Aurora, CO.

Outcomes: - Increased collaborations and access to biomedical information via effective communication mechanisms

- Sharing plans and status of projects provides a basis for building on others' experiences, supports the development of

resources that would be useful for more than a single community, distributes the workload in developing resources, and expands the infrastructure (organizational, communications, technological) that is needed for integrated outreach

Indicators: - Each liaison in the RML will use at least three local communication mechanisms to communicate to current and potential NN/LM members in addition to "Plains to Peaks Post" and "RML News"

- The communication infrastructure made available to those doing outreach with Native Americans will be used by all interested Network members and RML staff in five NN/LM regions

Inform NLM about regional, state and local activities of health professionals and health sciences libraries, networks, and other organizations as they relate to the programs of the NN/LM, NLM and the national information infrastructure

The MCR will continue to send NLM quarterly and annual reports describing the activities and status of its programs, feedback from the region on NLM and NN/LM resources and services, changes taking place in the region that have import for NLM and NN/LM programming, and maps graphically displaying the location of Network members and outreach activities. Reports will be added to the NLM External Exhibit Reporting System, the Outreach Activity Report Form (OARF) system, and descriptions of projects funded by the MCR will be added to the NLM Outreach and Consumer Health System.

MCR staff will informally send news from the region that it deems to be of interest and will respond to NLM's requests for data from the region.

Outcome: - Increased collaborations and access to biomedical information via effective communication mechanisms

Indicator: - Four quarterly reports, and annual report, OARFs, exhibit reports, and project descriptions are submitted in a timely manner

Assist in the identification of training resources to be added to the National Training Center and Clearinghouse database

"Reinventing the wheel" squanders resources and health sciences librarians have no time to spare. The NTCC Educational Clearinghouse serves as a resource to share materials used in training, allowing librarians to use and adapt materials without starting from scratch. The MCR will do its part to assist Network members to find suitable educational materials by submitting the educational materials we produce for all our program areas to the Clearinghouse.

Many of our Network members are not sharing their materials through the Clearinghouse. In June 2005 the five newest resources to the NTCC Educational Clearinghouse were submitted between February and April of 2005. Liaisons will work with colleagues in their own libraries and with their local health sciences library organizations to add materials to the NTCC Educational Clearinghouse.

We will ensure that the materials created by projects funded by the MCR are added to the NTCC Educational Clearinghouse by including this as a requirement in the subcontracts we issue. MCR will ask the NTCC to assist us in tracking materials coming from the region in order to evaluate the effectiveness of our efforts.

Outcome: - Increased collaborations and access to biomedical information via effective communication mechanisms

Indicator: - Contributions from MCR have increased by 10% per year to NTCC Educational Clearinghouse

Participating in/testing/using other methods of communication, such as videoconferencing, computer conferencing

Motivated by the distributed structure of the MCR where team members are working in six different states, the RML is constantly on the look out for new technologies or improved existing technologies that facilitate internal communication. This organizational need has supported a program to introduce new technologies to our membership. During the existing contract the MCR has tested many communication applications. We have found that the mix and match approach serves us best—using selected features of multiple applications to achieve the result we need.

Collaboration applications investigated by the MCR team:

- Workplace by IBM provided by Bernard Becker Medical Library serves as our virtual office space

- VRVS open source videoconferencing system developed by CalTech serves as our desktop system allowing us to see each other during meetings
- Sametime by IBM serves as our application sharing software during meetings
- Skype serves as our instant messaging, presence indicator, and VoIP software for one-to-one conversations and conference calls of up to five participants
- Polycom desktop cameras connected to the University of Utah telehealth network bridge serves as the videoconferencing system for meetings with Resource Library Directors
- Microsoft's netMeeting was used for a while but has been replaced by IBM's Sametime
- New free videoconferencing and VoIP technologies are currently being tested; they include ineen and VSkype

The MCR will continue to investigate and implement videoconferencing and VoIP technologies to improve the operations of the MCR. Technologies that work will be communicated to the region so that they can be incorporated into the services and operations of Network members.

The MCR videobroadcasting program is in its infancy. We have advertised events both within and outside of the region so that Network members can view programs that cover topics of importance to health sciences librarians. This is a way for Network members to be kept current on relevant issues without having to leave their institutions. Examples of broadcasts that the MCR has provided to the region include: health informatics programs, the Priscilla Mayden Lectures, and Library and Information Technology Forums from the University of Utah; NIH programs; and CDC programs. The MCR also produces its own videobroadcasts. We have broadcast our Regional Advisory Board meetings, the NN/LM site visit, a Creighton University National Library Week event, and a panel discussion from the 2004 Wyoming Symposium. Starting in 2004 we began training staff at Resource Libraries to use our mobile videobroadcast equipment so that they could borrow it and broadcast their own events to the region. In the next contract we will offer this training to Network members. The MCR will purchase equipment that is smaller, lighter and easier to ship to use for this program. We will offer our training at three different sites each year of the contract.

The MCR will explore podcasting. A method of publishing audio files, podcasting allows users to subscribe to a feed and receive new audio files automatically. We will continue to seek new technologies yet to be identified that have implications for health sciences librarians.

Outcome: - Increased collaborations and access to biomedical information via effective communication mechanisms

Indicators: - At least three videobroadcast events per year are provided by the RML and/or Network members

- Videoconferencing is used by members and liaisons at least twice a year in each state

Attend annual RML Directors' meetings and mid-year RML Directors' meetings

The Director and Associate Director will participate in all RML Directors meetings by suggesting topics and facilitating discussions as requested and collecting regional information in preparation for the meeting. The RML staff and Resource Library Directors will be consulted on items they would like to see on the agenda. The Director and Associate Director will inform RML staff and Resource Library Directors of the outcomes of discussions.

The MCR will volunteer to host a mid-year meeting and to facilitate a Director/Associate Director break out session once during the contract. Decisions and issues communicated at these meetings will be relayed to the RML staff and Resource Library Directors.

All staff will attend the RML Directors meetings preceding MLA.

Each year liaisons are asked for their feedback on the operations and organization of the MCR. A question on the usefulness of the reports of the RML Directors meeting will be added to the liaison survey to determine whether we have met our indicator.

Outcome: - Increased collaborations and access to biomedical information via effective communication mechanisms

Indicator: - Liaisons indicate that they have increased knowledge of their project areas and NLM services due to Director's meetings

Schedule:

Year 1

Select and implement open source CMS

MCR (along with Regions 2, 3, 5, 6) will identify Network members and other organizations who are working to improve the health information access of Native American communities

MCR will ask those who are working on outreach projects with Native Americans to determine if they would benefit by hearing what others are doing and if there is a communication mechanism that would facilitate this sharing

MCR will send representatives to the communication and collaboration meeting for Native American outreach

Years 1-5

Publish and distribute “Plains to Peaks Post” newsletter quarterly

Maintain RML listserv

Distribute weekly “RML News“

Develop and maintain regional blog, member blog service, bulletin board

Participate on other organization discussion lists

Update and maintain content on MCR web site

Maintain web site databases and PHP programming

Develop and maintain brochures

Write and publish articles in state library publications

Write and publish articles for external journals and newsletters; post them on the MCR web site

Present RML Updates via electronic media

Broadcast regional events

Provide backup for NN/LM videostreaming server

Suggest topics for and participate in monthly NN/LM teleconferences

Facilitate monthly NN/LM teleconferences as requested

Suggest topics for and attend RML Directors meetings

Facilitate discussion at annual RML Directors meeting as requested

Volunteer to host an RML Directors meeting

Attend meetings and exhibits and note contacts made with current and potential NN/LM partners

Make contacts and maintain list/database of notable people for potential collaboration

Use institutional resources (people) as contacts to other organizations

Produce quarterly reports for NLM

Respond to NLM requests for information

Submit presentations and brochures to NTCC Educational Clearinghouse

Add to funding announcements and funding agreements that training materials developed as part of the project must be added to the NTCC Educational Clearinghouse

Liaisons will work with their own resource library staffs to add materials to NTCC Educational Clearinghouse

State liaisons will work with their local health sciences library organizations to add materials to NTCC Educational Clearinghouse

Continue to investigate and implement videoconferencing and VoIP technologies

Offer RML updates using distance technology

Offer video streaming events to Network members

Offer videobroadcast streaming training to 3 sites each year

Explore podcasting and other new technologies yet to be identified

Year 2
Include questions on the effectiveness of RML communication tools in 2007 Network Data Inventory

Train liaisons on use of CMS

Develop and test preferred communication infrastructure among those doing outreach with Native Americans

Carry out regionally any decisions made at the communication and collaboration meeting for Native American outreach

Year 3
Conduct usability study and adjust web site design to reflect results

Years 3-5
Continue or revise communication infrastructure among those doing outreach with Native Americans

Year 4
Question on the usefulness of reports from the RML Directors meeting will be added to MCR Liaison Evaluation Survey

Contribute to funding for a Native American health information outreach symposium

A10 – Regional Advisory Board

Statement of Work
Developing and implementing a mechanism for selecting a Regional Advisory Board (RAB). The RAB must include health professionals and health sciences librarians from hospital libraries and other large and small medical libraries within the region. The RAB should also include representatives of state library agencies, public and school libraries, health information consumer groups, special populations, as well as representatives of community organizations with which the RML has partnerships. The RAB need not be structured as a single

body, nor is it necessary for it to meet in a physical location, as long as mechanisms are developed which enable the RAB to function effectively. Responsibilities of the RAB include:

a. Advising the RML on appropriate mechanisms within the framework of the NN/LM contract for developing and implementing programs to improve health professionals' and consumers' access to biomedical information;
b. Advising the RML in establishing regional priorities, policies and procedures, including the development and implementation of a regional emergency preparedness plan;
c. Conducting review and evaluation of RML programs in the region at the end of years 2 and 4;
d. Developing plans to encourage health professionals and health sciences librarians to participate actively in regional and national programs affecting the delivery of health information; and
e. Assisting the RML in identifying health professionals without access to health information and recommending ways to assist them through NN/LM programs.

Applicable NN/LM Goal

To develop collaborations among Network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation

Objectives:

The Regional Advisory Board is made up of health professionals, health sciences librarians from hospital libraries and other large and small medical libraries within the region, representatives of state library agencies, public and school libraries, public health, health information consumer groups, special populations, as well as representatives of community organizations

The Regional Advisory Board functions effectively

Rationale:

An advisory group is a useful mechanism to enable organizations such as the NN/LM to be responsive to the librarians and organizations it serves. This group can act as the sounding board before programs are piloted, provide outside perspectives, and bring additional expertise to the program.

Approach and Methodology:

The Regional Advisory Board (RAB) for the MidContinental Region will continue to be an active partner in program development, assessment and innovation. The board meets immediately preceding the annual meeting of the Midcontinental Chapter of the Medical Library Association (MCMLA). To engage Network members in this meeting, the RML has invited local librarians to attend the meeting, meetings have been videobroadcast, and Network members have been invited to call in and participate in board discussions.

There are twelve members on the board. Board members serve staggered two year terms, with the RML holding the option of re-appointing members who are particularly productive. They are selected from recommendations made by RML staff based on their work in the region. This assures that board members are acquainted with the NN/LM as an organization and are familiar with at least one of its programs. In order to have a representative board, the RML selects a representative for: each state in the region, each special project area, Resource Library directors, and the MCMLA. In the current contract the members have been health professionals, health sciences librarians from hospital and academic libraries, state and public librarians, public health professionals, and staff of community organizations. RML expectations from board members are described when recruiting new members.

Members of the Board are listed on the RML web site and an article introducing board members is published in the RML newsletter.

In the next contract we plan to recruit from the American Library Association's Movers and Shakers who are in the region. These are librarians who have shown that they can be innovative, energetic, and are dedicated to information access. We also want to tap reviewers from the NLM's Biomedical Library and Informatics Review Committee. These individuals would assist us with ideas for adapting cutting edge projects to our region. Finally, we will add to our short list of board candidates, staff from community organizations and inner city clinics.

In order for RAB members to understand the use of technology in the region we propose that some of the discussions with board members use collaborative technologies. In the current contract we provided members with headsets and instruction on using Skype, a free VoIP service. In the next contract we plan to purchase desktop videoconferencing units for board members to facilitate their use of collaborative technologies and to hold meetings without involving travel.

Feedback from our RAB members indicated that they want the opportunity to contribute more to the RML program. We hypothesize that increased contact with board members may result in increased involvement. In the next contract RML staff will arrange to visit the board member's institution when traveling to that locale. Liaisons will also contact the member on a quarterly basis. This contact may be part of a work group meeting or to exchange news on each other's organizations. We hope that these contacts will result in ideas for the RML and ways that members can facilitate communication between their constituency groups and the RML. These contacts could also result in announcements of interest in the weekly RML News that is distributed electronically via the discussion list to Network members as well as articles written by members for the RML quarterly newsletter.

We also want members to be aware of current developments regarding new NLM and NN/LM programs, products and services. We accomplish this by adding

members to our communication distribution lists and by inviting members to attend electronic and in-person programs.

The RAB will continue to have the following responsibilities:

- Advise on appropriate mechanisms for developing and implementing programs to improve health professionals' and consumers' access to biomedical information
- Assist the RML in establishing regional priorities, policies and procedures
- Develop plans to encourage health professionals and health sciences librarians to participate actively in regional and national programs affecting the delivery of health information
- Assist the RML in identifying health professionals without access to health information and recommend ways to assist them through NN/LM programs
- Assist the RML in reviewing subcontract proposals
- Primary advisory responsibility for one of the RML project areas

New responsibilities of the RAB:

- Assist the RML in the development and implementation of a regional emergency preparedness plan
- Provide feedback on specific issues
- Advise the RML in its review and evaluation of RML programs in the region
- Present information on their organization or area of expertise. This may be an article in the newsletter or a presentation using collaborative software such as Macromedia Breeze
- Assist the RML to reach the constituency that the member represents (Network members, public libraries, public health workforce, etc.)

  This includes:
  - Promoting NLM resources
  - Forwarding RML messages to constituency group/population
  - Recommending ways to best communicate with this group/population
  - Providing insights into the organizational structure, culture of this group/population
  - Providing perspective on how a group/population would react to RML plans

At the end of each board meeting board members will be asked for feedback on the meeting. At the end of each member's two year term, they will be asked for feedback on their board experience. Members will also be asked about their

familiarity with primary NLM resources. The RML will use these comments to revise its management of the Regional Advisory Board.

Outcomes:
- The board represents the different partners of the RML
- The board is effective
- The relationship between board members and RML staff includes more interaction

Indicators:
- The Board includes a representative for: each state in the region, each special project area, Resource Library Directors, and the MCMLA
- Each liaison will have at least 4 contacts (email, visits, phone calls, videoconferences) per year with a board member, in addition to the annual meeting, concerning RML work. These contacts will be recorded in the region's Activity Reporting System (ARS)
- Advisory Board members recognize the name and the major purpose of primary NLM resources as indicated by their responses in their annual review of their board experience
- Each advisory board member will make at least one suggestion or provide advice once a year to the RML (at a board meeting, work group meeting, or to an RML staff) OR will facilitate the RML's contact with their constituent group during the year (his contribution will be recorded in minutes of the Regional Advisory Board meeting or in the region's ARS

Schedule:

Year 1
Purchase videoconferencing equipment for board members

Years 1-5
New member selection and orientation prior to annual Regional Advisory Board meeting

Advisory Board members are assigned to a specific project area

Liaisons review logic model with members

Consult with RAB on emergency preparedness plans

Introduction of major new developments of NLM resources will be scheduled during the year

Test videoequipment with board members

Assess Regional Advisory Board experience

Years 2–5
Purchase videoconferencing equipment for new board members

A11 - Evaluating Regional Programs

Statement of Work
Monitoring and evaluating the region's programs in order to assess their effectiveness in meeting NN/LM goals and to identify and resolve problems, which impede the effective delivery of health information services. This includes:

a. Developing a formal mechanism for evaluating regional programs in consultation with the NN/LM Outreach Evaluation Resource Center and the Regional Advisory Committee;
b. Developing a mechanism to provide NLM with regular feedback about NLM and NN/LM products and services from individuals and constituent groups;
c. Participating in a site visit and review of the regional program, to be conducted at least once during the contract, by selected representatives from NLM, the RAB, and at least one other RML;
d. To develop tools and conduct evaluation activities to understand how the products and services of the NN/LM and NLM contribute to improved access to health information by health professionals, community organizations, Network members and the public.

Applicable NN/LM Goal
Develop tools and conduct evaluation activities to understand how the products and services of the NN/LM and NLM contribute to improved access to health information by health professionals, and the public

Objectives:

Develop a formal mechanism for evaluating regional programs in consultation with the NN/LM Outreach Evaluation Resource Center and the Regional Advisory Board

Rationale:

Assessment and evaluation are essential to provide effective programming.

Approach and Methodology:

The effectiveness of the NN/LM MidContinental Region is a primary goal for this RML. In the current contract, we focused on creating assessment and evaluation

tools in order to ensure that the resources and services we provide meet the needs of our members. The Assessment and Evaluation Liaison based at the Bernard Becker Medical Library at Washington University is responsible for coordinating this program.

To evaluate whether we are accomplishing our outcomes and goals, the Assessment and Evaluation Liaison introduced the use of logic models as a program planning tool in November 2003. All RML liaisons were trained in logic model development. Logic models are developed in the late fall of each year for programming the activities of the next year. The models are the foundation for a web based system called the Activity Reporting System (ARS); this system is used by RML staff to record activities for a monthly report. (See Appendix C for a view of the ARS) Liaisons recorded 985 activities the first year that the ARS was implemented, 2004-2005. The Assessment and Evaluation Liaison is using the ARS to determine how closely RML staff activities matched plans for the year and which and what kinds of activities contributed to achieving the goals and outcomes articulated for this RML. Modifications are made to ARS to reflect lessons learned during the previous year. ARS has replaced monthly reports submitted by each liaison. The Associate Director and Project Coordinator are able to create quarterly reports for the NNO by running ARS reports that describe the activities of each state and special projects liaison. Through the use of logic models and ARS the RML staff understand how their work relates to each others', what efforts are required to carry out RML activities and which activities and types of work are most effective in meeting the articulated goals of the RML.

To evaluate whether we are serving the needs of our Network members, MCR will conduct two Network Data Inventories and two series of focus groups by the end of the current contract. During the fall of 2002 the Assessment and Evaluation Liaison designed and administered a questionnaire to elicit baseline information and feedback from Network libraries. Between March and July of 2003, MCR conducted a series of six focus groups. Thirty-three librarians from all states of the region participated in the groups. Sessions were held in Denver, CO; Kansas City, KS; St. Louis, MO; and Salt Lake City, UT. Two sessions were held via teleconference with librarians from Nebraska and Wyoming. The data provided to us by our Network members from the Inventory and focus groups were used for program planning during the contract. The Network Data Inventory and focus groups will be repeated during the current contract year 5 to ascertain Network members' perception of the NLM and the RML resources and services. This data will influence our objectives for the next contract. Both the Network Data Inventory and the focus group reports are posted on the RML web site as part of the quarterly report in Appendix H. (*http://nnlm.gov/mcr/about/qreports/Yr3Qtr4report.pdf*)

To evaluate ourselves as an organization, the Assessment and Evaluation Liaison developed a survey that assesses whether the liaisons are receiving the support needed for them to do their work. Because the RML personnel are

distributed among six states it was important to determine how the model was impacting their work processes. The survey is anonymous and is administered annually. The Resource Library Directors have bi-monthly videoconferences to discuss regional issues and the operations of the RML.

Program Evaluation

MCR will continue to employ logic models for annual planning as well as using the Activity Reporting System to collect data about activities and to review our progress toward achieving the stated goals and outcomes. Informal feedback from the region on resources and services will be recorded in the ARS to ensure inclusion in quarterly reports to NLM. Activity reports will be reviewed monthly. We will review our progress quarterly and will modify activities to ensure that goals and outcomes are achieved. The year's activities will be matched against the planned goals, outcomes and activities in the logic model.

The Resource Library Directors will continue to hold bi-monthly videoconferences with the Director and Associate Director. The operations of the RML will be added as an agenda item by a director or the RML as the need arises.

Liaisons will have the opportunity to provide anonymous feedback on the operations of the RML. Identified issues will be addressed the Associate Director or by all RML staff as appropriate to resolve any problems.

Outcomes: - An evaluation plan for the RML gathers data on how the RML contributes to improved access to health information by health professionals, and the public

Indicators: -Reports from the Activity Reporting System describe activities that contribute to improved access to health information

Feedback from Region

The MCR will repeat the Network Data Inventory and member focus groups. We will review and revise the questions in consultation with the Outreach Evaluation Resource Center and Regional Advisory Board. Elaine Graham, MLS., together with the Assessment and Evaluation Liaison, analyzed the data from the 2002 and 2005 Network Data Inventories and wrote the final report. Her experience as an Associate Director for the NN/LM Pacific Southwest Region and with the evaluation data from our first inventories well qualify her as a consultant to analyze and write the report for the 2007 Network Data Inventory. We will compare data collected to data already obtained and use it to inform future planning and programs.

Ms. Graham will also be our consultant for the analysis and technical writing required to report the results of the focus groups that are planned for the next contract. We will hold a series of focus groups for Network members to obtain member perspectives and opinions on regional programs. We plan to use videoconferencing in order for participants to see each other and to enlist participants from all over the region. We will review the questions asked in 2005 to determine whether they are appropriate or need to be revised. For example we may ask about the usefulness of the virtual reference service in the region in supporting Network members. We also propose to hold a series of focus groups for our Affiliate Network members who are public libraries to ascertain their perspective on the NLM and the NN/LM. State library association meetings appear to be convenient time and location for gathering this group together. The results of the Network Data Inventory and focus groups will be shared with our Network members, RAB, NLM and other regions.

Our training evaluation forms will solicit suggestions for improvement of the resources which was the training focus. Their feedback may pertain to the scope of the resource or the usability of the interface. We will add feedback to questions about improving the NLM products that come from our post training evaluation report to the Activity Reporting System.

This region supports an initiative to develop a core set of measures to be used in evaluating each RML. These could be standard questions, indicators, or outcomes. The resulting data would be useful for affecting program changes, new service/product development or trend/outcome analysis. We will work with our advisory board members, other regions, the Outreach Evaluation Resource Center, and NLM on this initiative.

Outcome: - NLM receives feedback about its products and services as collected and reported by the RML

Indicators: - Quarterly reports and reports as requested are submitted to NLM

- RML will receive a 4 rating for Timeliness of Performance on the NIH Contractor Performance Report

Site Visit

During the last NN/LM site visit the MCR had participation from all around the region. Using videconferencing technology, team members heard from and conversed with liaisons, Resource Library Directors, Regional Advisory Board members, and Network members who gathered at Resource Libraries. Even more members watched the streaming media broadcast of the day. In the next contract we welcome another site visit so that RML staff and Network members can share their regional experience. In preparation for the visit we will review the

last site visit report, gather information to demonstrate program effectiveness, develop presentations in response to questions from NLM, and publicize and invite Network members to participate either in person or via videoconferencing.

Outcome: - Site visit team is enthusiastic and supportive of RML programs and services

Indicator: - Site visit report contains no surprises indicating that the RML is aware of its strengths and weaknesses

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Schedule:

Year 1
Work with other RMLs to establish core set of measures to be used in evaluating each RML

Develop questions for Network Data Inventory

Consult with RAB and Outreach Evaluation Resource Center on Network Data Inventory

Add question on improving resource to training evaluation

Gather information for site visit

Review report from previous site visit in preparation for visit

Years 1-5
Logic models developed for next year

Reports of activities entered in ARS are produced and reviewed monthly

Review of year's activities against planned goals/outcomes/activities in logic model

Liaison feedback survey

Year 2
Develop questions for Network member and public library focus groups

Consult with Regional Advisory Board and Outreach Evaluation Resource Center on focus group questions

Administer Network Data Inventory

Gather information for site visit

Year 3
Develop presentations when visit scheduled

Share results of Network Data Inventory with Regional Advisory Board, NLM and other regions

Hold focus groups

Year 4
Share results of focus groups with Regional Advisory Board, NLM and other regions

Review site visit report for suggested changes and enhance regional programming

Year 5
Develop Network Data Inventory for Y1 of next contract

A12 - Network Feedback

Statement of Work
Obtain ongoing feedback from users about their information preferences, needs and uses, and recommending ways of improving health professional and consumer access to information

Applicable NN/LM Goal
To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities;

Objectives:

Obtain ongoing feedback from users about their information preferences, needs and use

Recommend ways of improving health professional and consumer access to information

Rationale:

Ongoing feedback from users provides the foundation for the programming of the Regional Medical Library. Network members, librarians, health professionals, and community members make up our user group. It is incumbent on the RML to listen to their preferences as it relates to delivery, language, presentation, and understandability.

Approach and Methodology:

The Assessment and Evaluation Liaison based at the Bernard Becker Medical Library at Washington University is responsible for coordinating the feedback portion of this program. Staff at all RMLs are responsible for recommending ways of improving health information access.

Feedback from Region

To obtain feedback about Network member needs and preferences, MCR will have conducted two Network Data Inventories and two series of focus groups by the end of the current contract. During the fall of 2002 the Assessment and Evaluation Liaison designed and administered a questionnaire to elicit baseline information and feedback from Network libraries. Between March and July of 2003, MCR conducted a series of six focus groups to ascertain member's views on RML services. Thirty-three librarians from all states of the region participated in the groups. Sessions were held in Denver, CO; Kansas City, KS; St. Louis, MO; and Salt Lake City, UT. Two sessions were held via teleconference with librarians from Nebraska and Wyoming. The data provided to us by our Network members from the Inventory and focus groups were used for program planning during the contract. The Network Data Inventory and focus groups will be repeated during the current contract year 5 to ascertain Network members' perception of the NLM and the RML resources and services. This data will influence our objectives for the next contract. Both the Network Data Inventory and the focus group reports are posted on the RML web site as part of the quarterly report Appendix H.
(*http://nnlm.gov/mcr/about/qreports/Yr3Qtr4report.pdf*)

The MCR will repeat the Network Data Inventory and member focus groups. We will review and revise the questions in consultation with the Outreach Evaluation Resource Center and Regional Advisory Board. Elaine Graham, MLS, along with the Assessment and Evaluation Liaison, analyzed the data from the 2002 and 2005 Network Data Inventories and wrote the final report. Her experience as an Associate Director for the NN/LM Pacific Southwest Region and with the evaluation data from our first inventories well qualify her as a consultant to analyze and write the report for the 2007 Network Data Inventory. We will compare data collected to data already obtained and use it to inform future planning and programs.

Ms. Graham will also be our consultant in the analysis and technical writing to report the results of the focus groups that are planned for the next contract. We will hold a series of focus groups for Network members. We plan to experiment with videoconferencing in order for participants to see each other and to enlist participants from all over the region. The RML has videoconferencing units that it will loan to all who want to join a focus group. We will review the questions asked in 2005 to determine whether they are appropriate or need to be revised. For example, we may ask about the usefulness of the virtual reference service in the region in supporting Network members. This question can also be asked in the public librarian's focus group we propose. We plan to hold a series for our Affiliate Network members who are public libraries to ascertain their perspective on the NLM and the NN/LM. State library association meetings appear to be convenient time and location for gathering this group together. The results of the

Network Data Inventory and focus groups will be shared with our Regional Advisory Board, NLM and other regions.

Our training evaluation forms will solicit suggestions for improvement of the resource which is the training focus. Responses may refer to the preferred format, usability, and organization of the information. The responses to this question will be summarized in the report of the training and recorded in the Activity Report System so that it can be included in the MCR's quarterly report to NLM.

One of the regional licensing advisory groups is responsible for evaluating potential products. Their evaluation reports may have information about Network and health professional information preferences. The Network Member Liaison, who is responsible for the regional licensing program, will extract any appropriate comments and include them in her Activity Reporting System report so that it can be included in the quarterly report to NLM.

CBO Information Needs and Preferences

The RML has worked with community based organizations (CBO) throughout the current contract. Our successful partnerships include:

- Involvement in Bi-National Health Week. Our Kansas Liaison and Missouri Liaison joined with Alianzas and the Institute for Mexicans Abroad in its Bi-National Health Week. The liaisons became members of the planning group for this event, contributed to a number of activities including demonstrating MedlinePlus en espanol, and continue as planners for this year's Bi-National Health Week.
- Relationships formed with Omaha CBOs. The Community Outreach Liaison has formed relationships with several community organizations. She is a member of the Black Family Health and Wellness Association (BFHWA), and participates each year in the BFHWA Health Fair, where 700 low income residents of Omaha attend to receive screenings and learn about health prevention and treatment. She has also attended several staff meetings of the Nebraska AIDS Project (NAP) and presented at the NAP annual conference.
- The Utah AIDS Foundation (UAF) becoming an Affiliate member. They sent staff to the RML's proposal writing workshop, and submitted a successful proposal for an Access to Electronic Health Information award. In a shared exchange, UAF promotes resources of the NLM and MCR among its clientele and the Utah Liaison promotes the Foundation's services and resource center at meetings she attends.

- Additional relationships established with the Centro Latino de Salud Educacion y Cultura (MO), Johnson County (JoCo) Health Partnership (KS), Denver Healthy People 2010 (CO), and Sisters Together (NE).

All partners are introduced to, and when ever possible trained to use the most relevant of NLM's resources for their needs. Because community organizations tend to rely on soft money, liaisons inform them of NLM and NN/LM funding and offer to serve as consultants in the proposal writing process.

In the next contract we will increase the number of community organizations that we work with, so it is appropriate that we conduct an assessment of their information needs and preferences. Towards the end of the contract, state liaisons will use a variety of methods (e.g., personal discussions, questionnaires, distribution lists) to question the CBOs they have established relations with during the contract. The questions will be developed by the Community Outreach Liaison and Assessment and Evaluation Liaison. One of the questions will be to determine whether the RML's efforts are improving access to health information. The feedback we receive will be compiled and will influence our outreach program directed toward CBOs.

Outcome: - The RML will understand users' information preferences, needs and how they use health information

Indicators: - 85% of all individuals responding to questionnaires, participating in focus groups, completing class evaluations and/or evaluating products provide data about preferences, needs and uses of health care information

- 80% of CBOs responding to questionnaire report the RML has assisted them in increased awareness of and access to health information

Improving Information Access

The feedback that we receive from our Network Data Inventory, focus groups, post-training questions, and from the CBO questionnaire will be reported using our communication tools (i.e., web site, e-news compilation, newsletter). A summary of our findings will be presented in our annual update to Network members.

In order to assist our Network members we will investigate and share new technologies for information access. Our investigation and use of collaborative technologies has already expanded the educational offerings to the region and, we hope, has affected their service and thus the information access of health professionals and consumers. (For more details on our use of collaborative technologies see our response to section A9 and B6 of the statement of work)

The Regional Buying Consortium invites Network members to participate in a consortium where the licenses and pricing of an electronic resource has already been negotiated. It serves many purposes; one of them is to increase the number of electronic resources available in Network member facilities, thereby improving access to health information at those institutions. (For details on the consortium see our response to section A19 of the statement of work)

Our program to facilitate collaboration and partnerships between libraries and CBOs also improves access to health information for their staffs and the consumers with whom they work. There are a number of activities that make up this program:

- Resource Libraries establish a partnership with a CBO
- Outreach funding that can be used to partner with a CBO
- Reimbursements to Network members who provide training to CBO staff
- Exhibiting and presenting at meetings attended by CBO staff
- Promoting NN/LM resources and services
- Assisting CBOs with connectivity
- Publishing in CBO communication tools
- Bringing Health Information to the Community blog

(For more details on our outreach to community organizations see our response to sections B3 and B8 of the statement of work)

Outcome: - Feedback from Network members and CBOs is formulated as recommendations and disseminated across the region

Indicator: - Recommendations are posted to every RML communications tool at least twice a year

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Schedule:

Year 1
Add information preferences question to post-training form

Year 2
Administer 2007 Network Data Inventory

Year 3
Conduct focus groups with members and affiliated public libraries

Year 4

Create and administer questionnaire to CBO partners in the region to determine information needs and preferences and whether RML efforts are improving access to health information

Year 5
Analyze and report results of CBO questionnaire

Years 1-5
Liaisons will use whatever methods are appropriate to compile this information (e.g., personal discussions, questionnaires, distribution lists)

Distribute user feedback information using MCR communication tools

Investigate and share new technologies for information access

Coordinate consortia buying activities

Facilitate collaboration and partnerships between libraries and CBOs to improve access to health information

A13 - Training Facility

Statement of Work
Provide a training facility equipped with personal computers as well as technologies supporting distance learning, including webcasts, and for conducting NLM training classes as outlined in the NN/LM National Training Center and Clearinghouse Statement of Work. There will be one personal computer for every two students. Equipment requirements are in Appendix 3. Priority shall be given for scheduling regional training. When not in use for regional training classes, the facility may be used for other types of training;

Applicable NN/LM Goal
Promote awareness of, access to and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities

Objectives:

Provide a training facility equipped with personal computers for conducting NLM training classes as outlined in the NN/LM National Training Center and Clearinghouse and Clearinghouse Statement of Work

Provide a training facility with technologies supporting distance learning, including webcasts

Rationale:

About thirty years ago the first MEDLINE searching classes were held and since then the services and resources of health sciences libraries have become increasingly technology based. Adult learning stresses the importance of doing in

the learning process. Computer facilities where librarians, health professionals, and the community can "do" NLM resources are an important component to providing access to these resources. The bandwidth offered by the Internet and improved applications are moving hands-on training opportunities from a computer lab to the individual desktop. The NN/LM recognizes the advantage of providing anytime, anywhere education, now made possible through technology advances.

Approach and Methodology:

National Training Center and Clearinghouse (NTCC) instructors have held workshops in three facilities in the region during the current contract. In order to bring the training closer to Network members, the Resource Libraries have offered their facilities for the next contract. All Resource Libraries have facilities that meet the requirements for NTCC training. The Education Liaison will coordinate the schedule of training sessions in the region with the NTCC to offer classes at the following libraries:

Spencer S. Eccles Health Sciences Library, University of Utah
Denison Memorial Library, University of Colorado
McGoogan Library of Medicine, University of Nebraska
J. Otto Lottes Health Sciences Library, University of Missouri-Columbia
Bernard Becker Medical Library, Washington University
University of Wyoming Libraries
Creighton University Health Sciences Library
Archie R. Dykes Library of the Health Sciences, University of Kansas

Outcome: - Network members, health professionals and others have facilities in the region where they can be trained to access health information from NLM resources

Indicator: - Each Resource Library hosts at least one training of the National Training Center and Clearinghouse

Distance Education

MCR has been aggressively testing and piloting collaborative technologies that can be also used for distance education. The weekly RML meetings use a combination of videoconferencing and application sharing applications. Several distance education classes were offered by MCR staff in years 3 and 4. A PubMed class was taught by NTCC staff at the Eccles Health Sciences Library and broadcast to Loma Linda University using NetMeeting.

A class on grant writing was offered to members utilizing the University of Utah telehealth videoconferencing bridge system. The Utah telehealth bridge system is a videoconferencing system that has interactive advantages. It works best with one individual per camera. Participants at all sites are able to see and hear each other and applications, such as PowerPoint and documents etc., can be shared. The MCR has been successfully holding meetings with Resource Library Directors employing this system.

A class on graphic design was offered via Macromedia Breeze. Advantages of Macromedia Breeze include: class members only need a Flash-enabled browser to participate; access to a variety of tools within Breeze, such as a whiteboard, chat, polling, and screen sharing; class members can see and hear the instructor through the use of audio and video; and the class can be recorded so that it can be viewed at a later date. The MCR plans to offer additional classes using this technology in 2005-2006.

In addition to interactive, synchronous distance education classes, the MCR offered members the opportunity to view events around the region using the RealMedia streaming media technology. A mobile video broadcasting unit was configured to allow resource libraries to offer events at any time. Resource libraries may have access to the equipment after a one-day training session. The Technology Coordinator conducted three training sessions for member libraries in years 3 and 4. In Year 4, live streaming media events were offered at the Wyoming Symposium at the University of Wyoming, Creighton University and University of Missouri-Columbia. All streaming media events are archived on the MCR web site so that members can view them at any time. Streaming media was also used to provide member updates and to broadcast events such as the Regional Advisory Board meetings and the NN/LM Site Visit. Additional streaming media training and events will be offered in year 5.

Access Grid

In the next contract MCR proposes to take videoconferencing among the Resource Libraries to the next level. We propose to fund Access Grids at each of our Resource Libraries.

The Access Grid is an open source videoconferencing technology developed for the Internet 2. It was designed for group-to-group interactions via high-speed networking and provides high quality audio and real-time video to provide interactive experiences for users at multiple sites. (*http://foxtrot.ncsa.uiuc.edu:8900/public/AGIB/)* The Access Grid supports interaction among all participants. It is not a one way videostream, or two way desktop videoconferencing, but a videoconferencing system in which all present are equal participants. It has excellent potential for training purposes because the instructor can see and hear all the participants. A hand can be raised for questions and participants can hold discussions just as in an in-person class.

In the MidContinental Region the Access Grid already exists at the Spencer S. Eccles Health Sciences Library and at the University of Wyoming. Eccles Health Sciences Library constructed one in 2004 and has participated in the University of New Mexico's Touch (Telehealth Outreach for Unified Community Health) Project. It was also employed to teach a molecular biology session with an instructor from the University of Washington. The University of Wyoming Access Grid was built with Biomedical Research Infrastructure Network (BRIN) funding from the NIH. The MCR has participated in the Project TOUCH sessions originating out of the University of New Mexico. These sessions included participants from Arkansas, Hawaii, Michigan, New Mexico and North Carolina sharing their use of multimedia in education. It involved presentations, demonstrations of the multimedia products, and discussion by all participants. Each site had more than one participant (New Mexico and Hawaii had up to eight people in their groups) and each site could see all other sites.

There are five Access Grid nodes at Regional Medical Library institutions (University of Maryland, University of Washington, UCLA, University of Illinois-Chicago, and University of Utah). Only at the University of Utah is the Access Grid in the Regional Medical Library. In order to make the Access Grid a tool for health sciences librarians there needs to be an increase in nodes accessible to the Network. The MCR proposes to fund Access Grids at all Resource Libraries in the next contract. The Access Grid will make each of Resource Libraries a conferencing center within their institution, not just for Network members around their state, but also for scientists within their institutions who are involved in group collaborations. The Access Grid increases the opportunity of the Regional Medical Libraries to share expertise in the regions. RML staff or Network members from a single region will now have the technology to offer interactive training to groups of health sciences librarians around the country.

Outcome: - Network members, health professionals and others have facilities in the region where they can be trained to access health information from NLM resources

Indicator: - Distance education events are offered at Resource Libraries

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Schedule:

Year 1

All resource libraries meet facility criteria for NTCC training

Web streaming available at Bernard Becker Medical Library and Eccles Health Sciences Library

Access Grid available at Wyoming University and Eccles Health Sciences Library

Years 1-3
Access Grid constructed at two Resource Libraries each year

Years 1-5
Resource Libraries selected by NTCC will have training sessions

Resource Libraries develop the capability of hosting distance classes

Resource Libraries participate in Access Grid sessions

A14 - Needs Assessment

Statement of Work
Conducting or participating in needs assessments or surveys of users and non-users of NLM and NN/LM products and services, participating in tests of new NLM products and services as well as conducting and/or participating in usability studies of NLM and NN/LM products and services when requested by NLM

Applicable NN/LM Goal
Develop tools and conduct evaluation activities to understand how the products and services of the NN/LM and NLM contribute to improved access to health information by health professionals, and the public.

Objective:

Conduct or participate in needs assessments or surveys of users and non-users of NLM and NN/LM products and services

Rationale:

The program of the RMLs is health information outreach and our outreach population includes our Network members, health professionals, and consumers. As stated in *Measuring the difference: guide to planning and evaluating health information outreach*, "The outreach planning process thus begins with a community assessment to understand the context of the group….This process is a critical beginning to planning and evaluating a health information program as it sets the stage for developing overall program goals and objectives."[1]

Approach and Methodology:

During the current contract NLM staff has informally assessed the use of NLM and NN/LM products and services by Network members, health professionals

[1] Burroughs, Catherine M. Measuring the difference: guide to planning and evaluating health information outreach. Seattle: National Network of Libraries of Medicine, Pacific Northwest Region; Bethesda, MD.: 2000. pp 1-2

and members of the community. We have reported our findings from exhibits, meetings, and workshops to NLM in our reports.

Using more formal methodologies, MCR will conduct two Network Data Inventories and two series of focus groups by the end of the current contract. During the fall of 2002 the Assessment and Evaluation Liaison designed and administered a questionnaire to elicit baseline information and feedback from Network libraries. An example of the feedback on NLM resources provided in Table 1. Two sessions were held via teleconference with librarians from Nebraska and Wyoming. The data provided by our Network members from the Inventory and focus groups were used for program planning during the contract. The Network Data Inventory and focus groups will be repeated during the current contract year 5 to ascertain Network members' perception of the resources and services of the NLM and the RML. Resulting data will influence our objectives for the next contract. Both the Network Data Inventory and the Focus Group reports are posted on the RML web site as part of the quarterly report in Appendix H. (*http://nnlm.gov/mcr/about/qreports/Yr3Qtr4report.pdf*)

NLM & NN/LM Services	Libraries Responding to the Question	Like	Don't Like	Don't Need	Haven't Used Yet
DOCLINE	121	119	0	2	0
PubMed	120	112	4	3	1
MEDLINEplus	119	110	1	2	6

Table 1

Use of NLM Products

In the 2006-2011 contract liaisons will continue to elicit information from members, health professionals, and the community during classes, exhibits, visits, and meetings. All training evaluation forms will include questions about electronic access to health information. The MCR will administer a Network Data Inventory in year 2 of the new contract and will hold another series of focus groups for Network Members in 2008-2009. Public libraries who are Affiliate Network members are growing in number. There are now 61 public libraries in the region that belong to the National Network of Libraries of Medicine. In order to better assess their needs and use of NLM and NN/LM resources and services, we plan to hold a focus group in each state in conjunction with their state library association meeting.

Outcome: - We have identified products and services that are not used and understand reasons for non-use

Indicator: - Questionnaire results reflect user's needs and preferences

Testing of Products and Services

During the current contract MCR staff has provided feedback on the usability of the Outreach and Consumer Health System, the External Exhibit System, the Outreach Activity Report Form, and the mapping system. We have also tested new versions of NLM resources such as the Gateway and forwarded suggestions by users to improve NLM systems. In year 5 of the current contract, we will be participating with the other regions in the re-design of the nnlm.gov web site.

In the next contract we will continue to participate in testing and usability studies so that NLM resources will better meet the needs of Network members, health professionals, patients and communities.

Outcome: - NLM and NN/LM products and services are enhanced through feedback from region's participation in usability studies and testing

Indicator: - NN/LM acknowledges receiving feedback from region

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Schedule:

Years 1-5

Liaisons will elicit information from members and health professionals during classes, exhibits, visits, meetings

All training evaluation forms will include questions about electronic access to health information

Liaisons will assist members and others in the region to identify resources including funding and training to increase electronic access to health information

RML staff will participate in tests as requested by NLM and provide feedback

Year 2

The 2007 Network Data Inventory will ask members about their use of NLM and NN/LM products and services

Year 3
Focus groups will ask Network members and Affiliate members who are public librarians about NLM and NN/LM services and resources

A15 - Promote Applications for NLM Grants

Statement of Work
Promote and encourage the submission of applications for NLM-sponsored grants

Applicable NN/LM Goal
To develop, promote, and improve electronic access to health information by Network members, health professionals, and organizations providing health information to the public

Objective:

Promote and encourage the submission of applications for NLM-sponsored grants

Rationale:

For small institutions and for hospital libraries in particular, grants provide opportunities for funding that may be beyond the capabilities of local budgets. Equally important, pursuing grants is an excellent survival strategy, as bringing in outside funding increases the perceived value of librarians to their institutions. The grants process can be intimidating with lengthy instructions and enumerable forms to be completed. Even experienced grant writers must carefully examine the fine print so that all the stipulations are met. It is common practice that they call the grants officer for clarification. Applying for NLM grants has become more intimidating for inexperienced health sciences librarians since the elimination of the Internet Access to Digital Libraries grant program. Encouraging health sciences libraries to submit proposals for NLM grants is more important than ever.

Approach and Methodology:

The Library Advocacy Liaison working at the J. Otto Lottes Health Sciences Library at the University of Missouri-Columbia will have primary responsibility for this program.

MCR staff will promote NLM's Extramurals Program using our normal communication tools. We will announce upcoming deadlines for NLM grants in the "RML News". We will also seek input and participation in promotion from Regional Advisory Board members who may have ideas of how to promote these grants to the constituents with whom they work and serve.

In our presentations about the NN/LM we will include information about the availability of funding from the National Library of Medicine so that more health professionals and community based organizations will view it as a funding agency.

Potential Principle Investigators (PIs) for NLM grants are Network members in the region who have successfully proposed and carried out MCR funded subcontracts. As liaisons manage subcontracts, they will determine whether a project could be a pilot for a larger effort and whether it would be appropriate for an NLM grant. If the pilot could be expanded, the liaison will encourage the Network member to apply for an NLM grant. MCR staff will request successful proposals from Network members and obtain their permission to add them to the MCR web site. This will provide those thinking of writing a proposal with a successful example proposal to emulate.

To evaluate the success of our efforts we will annually document the number of proposals on which we consult. Consultation activities will be documented in our Activity Reporting System.

Outcomes: - Increased number of proposals for NLM grants from Network members

- Proposals for NLM grants from Network members who have not applied before

Indicator: - There will be an annual increase of two grant proposals on which RML staff consult that are submitted to NLM

Schedule:

Years 1-5

Promote NLM grants using our communication tools

Include NLM and NN/LM funding in presentations about the Network

Seek input and participation in promotion from Regional Advisory Board members

Actively identify potential projects, looking to MCR funded projects as potential candidates for NLM funding

Document the number of proposal consultations RML staff provide

Add successful proposals to MCR web site

A16 - Consultation on NLM and NN/LM Funding

Statement of Work
Provide consultation to Network members as well as community-based, faith based and other organizations representative of special populations on preparing proposals for projects to compete for NLM and NN/LM funding

Applicable NN/LM Goal
To develop, promote, and improve electronic access to health information by Network members, health professionals, and organizations providing health information to the public

Objective:

Provide consultation to Network members as well as community-based, faith-based and other organizations representative of special populations on preparing proposals for projects to compete for NLM and NN/LM funding

Rationale:

For small institutions and for hospital libraries in particular, grants provide opportunities for funding that may be beyond the capabilities of local budgets. Equally important, pursuing grants is an excellent survival strategy, as bringing in outside funding increases the perceived value of librarians to their institution.

The grants process can be intimidating with lengthy instructions and innumerable forms to be completed. Even experienced grant writers must carefully examine the fine print so that all the stipulations are met and even after the examination may call the grants officer for clarification. Providing consultation for Network members and other organizations that need funding is a way to assure that high quality proposals are received by these agencies.

Approach and Methodology:

Throughout the current contract MCR liaisons have been available to consult with Network members and other organizations applying for NLM and NN/LM funding. As part of our consultation service we discuss the feasibility of the project, help develop an idea, recommend directories that list funding sources, review a proposal before submission and, when appropriate, write a letter of support. Our service is very effective when Network members take advantage of it. For RFPs issued by the MCR, we have noticed that proposals are more successful when a liaison has provided assistance. Proposals that were not funded were rejected for common mistakes (e.g., not following instructions) that would have been addressed in a consultation.

We will promote our consultation services using all of our communication tools: the newsletter, weekly e-news compilations, the Bringing Health into the Community blog, and the MCR web site. When we offer presentations at health professional conferences on the NN/LM we will include promotion of our

consultation services and examples of projects that have been funded. MCR staff will request successful proposals from Network members and obtain their permission to add them to the MCR web site. This will provide those thinking of writing a proposal an example of how a successfully funded project can be presented.

To improve our consultation service liaisons will participate in one of the proposal writing workshops offered during the contract. In addition we will track the development of the Grants.gov resource. This resource now includes all grants offered by the U.S. government and is working with agencies to standardize their forms. All National Library of Medicine grants can be found on the site as well as the Institute for Museum and Library Services (IMLS), two major funding sources for library projects. Eventually, all proposals to a federal agency will be submitted electronically using a standard form through this web site. Liaisons will also assist with locating foundations and local funding agencies as a source to support projects.

As part of our consultation, we will recommend partnerships between CBOs and members as fundable projects. Liaisons will offer several resources to those who are proposing projects with a community based organization (e.g., the workshop developed by the NN/LM Community Outreach Group on effective practices for community outreach and the bibliography of participatory research that will be available from the MCR web site).

During the current contract the RML held proposal writing workshops in three of the most populous states in the region and taught it successfully to members using videoconferencing. In the next contract we plan to offer our proposal writing workshop via videoconferencing in years 1 and 3. In addition, the workshop will be proposed for the joint chapter meeting of the Midcontinental and Midwest chapters of the Medical Library Association in 2007. J. Randal Johnson, PhD, who has experience as both a proposal writer and reviewer, will team with the MCR's Associate Director, who is knowledgeable about funding from her work with the NLM and the RML. The workshop, *Grantwriting for $uce$$* uses the logic model to outline the decisions that are required and to build the components of a proposal before writing even begins. Participants are asked to come prepared with a project idea that they want to have funded. Both instructors work with the participants to develop their ideas, to identify possible organizations to approach, and to write an outline of their proposal. A presentation that will offer an introduction to proposal writing will be developed for meetings where participants may not be ready to write a proposal but are interested in the components of proposal writing. The Assessment and Evaluation Liaison will develop self-instruction modules that will assist members to create logic models. The modules will be available from the MCR web site and incorporated into the proposal writing workshop.

Outcome: - Increased number of successful proposals, NLM, NN/LM and other funding

Indicator: - The number of proposals funded by NLM, NN/LM, and other funding will increase by five each year

Schedule:

Year 1
Liaisons take grant training workshop

Add tools for logic model development to MCR web site

Years 1-3
Offer proposal writing workshops

Years 1- 5
Promote consultation services on preparing proposals for funding

Include promotion of consultation services and examples of projects funded in presentations on the NN/LM

As part of our consultation, encourage partnerships between CBOs and members

Encourage and teach Network members about successful partnering practices with CBOs

Year 2
Add questions on the 2007 Network Data Inventory regarding NLM, NN/LM, or other funding Network members have received

Years 2-5
Post successful grant and award applications on MCR web site

A17 - NLM Funded Projects

Statement of Work
Follow up on NLM-funded grants in the region to keep abreast of project developments, to share progress, and to integrate results into appropriate regional programs

Applicable NN/LM Goals
To develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public

To develop tools and conduct evaluation activities to understand how the products and services of the NN/LM and NLM contribute to improved access to health information by health professionals, community organizations, network members and the public

Objective:

Keep abreast of NLM funded project developments to share progress

Rationale:

NLM funded projects illustrate new ideas in health informatics that could be implemented in the region.

Approach and Methodology:

Keep abreast of RML and NLM funded project developments

The MCR has a process in place for keeping abreast of RML funded projects. A primary liaison and a back up liaison are assigned responsibility for monitoring the status of every subcontract that the MCR awards. This involves reviewing and approving the quarterly and final reports, answering any questions the award recipient may have while carrying out the project, consulting if issues arise in the implementation of the award, and approving Outreach Activity Report Forms. Subcontractors are required to send the MCR a copy of promotional and training materials produced as part of the project. MCR will continue this process. Liaisons will also encourage PIs to publish results in peer reviewed journals and will require that publications that result from RML funded projects be added to PubMed Central.

To facilitate sharing information about the projects as well as the lessons learned from the project, the MCR will institute new requirements for each subcontract. A project wiki will be developed for members to share their projects, ideas and experiences. Other members in the region will be invited to contribute their projects to the wiki even if they are not funded by an external source. MCR will develop a training session on how to use the project wiki. These training sessions will be offered through distance education. Instructions will also be available from the wiki page. In year 3 of the contract MCR will evaluate whether or not the project wiki page contributes to sharing, whether or not it should be revised, and whether or not it should be continued.

Another requirement that will be added to RML subcontracts is that members conducting outreach projects must submit their lessons learned to the Effective Practices Collection. This is a database established by the Corporation for National and Community Service, the group that funds Americorp and other volunteer organizations. Staff reviews the submissions to determine if the content is reliable. The resource was developed as a way for their agency personnel to

share practices but the collection is open to submissions from any service program. This depository was discovered through our partnership in Tribal Connection Four Corners (TC4C). TC4C is an outreach project funded by the National Library of Medicine through the NN/LM MidContinental Region. One of the objectives of this project was to share the lessons learned. Following its investigation of resources for sharing effective practices, TC4C decided to add its practices to the Effective Practices Collection.
(http://www.nationalserviceresources.org/epicenter/)

To monitor NLM funded projects, state liaisons will annually contact new recipients of NLM funding to determine whether the project would be of regional interest and applicable to regional programs. These projects are listed on the Extramural Program Awards page and on the AIDS Community Outreach Projects page. PIs will be asked to share with the RML copies of reports submitted to NLM as well as any publicity their project may have received. They will be encouraged to add their projects to the wiki. Network members who receive non-NLM funding will also be asked to share reports with the MCR and add their project to the wiki.

Recipients of awards will be highlighted in the “RML News”, our weekly compilation of news distributed through our discussion list. Projects that would be of interest to health sciences librarians will be spot lighted on the MCR web site with a brief description of the project. We will promote the project wiki in our newsletter, weekly news compilation, in messages to local discussion lists, and blog.

MCR will invite members whose projects have wide interest or application to share their methodology and results through a streaming videobroadcast. In this way we hope to disseminate ideas throughout the region. The broadcast will be archived and made available from the MCR web site.

Outcome: - Outputs of NLM and RML projects are shared

Indicators: - 100% of RML funded outreach projects are submitted to Effective Practices Databases

- 100% of RML funded projects are submitted to Wiki page

- 100% of RML funded projects are available in PubMed Central

- Two projects will be presented via video broadcast

Integrating Results of NLM Funded Projects

In order to integrate results of the grant projects into regional programming, MCR staff will start by reviewing projects funded between 2001-2006. We will then

decide which projects have aspects that should be adopted. PIs from those projects will be invited to present their accomplishments in a streaming videobroadcast to the region. Liaisons will encourage those who conducted outreach projects to contribute to the Effective Practices Collection. MCR will review completed projects to integrate into regional programs throughout the contract.

Using an instructional guide, liaisons will be trained on how to add data and use the Effective Practices Collection. They will be better able to assist Network members who want to contribute to and retrieve health information related practices from this collection. This resource will be recommended to the region for use by members who are interested in outreach. A link to the Effective Practices Collection will be added to the MCR web site.

Outcome: - NLM funded projects serve as a model when designing regional projects/activities

Indicator: - One NLM funded project serves as a model when designing projects in the region

Schedule:

Year 1

Develop a project wiki for Network members to share projects, ideas, and experiences

Develop instruction on how to use the project wiki

Review projects from previous contract

Determine which projects should be adopted by others. Develop a presentation to demonstrate projects

Ask subcontractors of 2001-2006 outreach projects to add lessons learned to Effective Practices Collection

Add requirement for contribution to Effective Practices Collection to subcontracts

Train liaisons on how to input data and use the Effective Practices Collection

Years 1-5

State liaisons will contact recipients of NLM funding for copies of reports and publicity the project has received

Encourage Network members who receive non-NLM funding to add projects to the Wiki page

Assist Network members to add data to the Effective Practices Collection

Encourage PIs to publish results in peer reviewed journals

Require publications that result from RML funded projects to be added to PubMed Central

Liaisons are assigned to manage specific RML projects

Year 2
Promote use of Effective Practices Collection within the region

Add a link to Effective Practices Collection from Assessment and Evaluation section of the MCR web site

Years 2-5
Promote the project wiki

Year 3
Assess usefulness of the project wiki

Years 3-5
Videobroadcast and archive presentations on selected projects

Review completed projects to integrate into regional programs

A18 - Electronic Fund Transfer System

Statement of Work
Participate in the Electronic Fund Transfer System (EFTS) through the University of Connecticut and promote Network member participation in EFTS

Applicable NN/LM Goal
To develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation

Objectives:

Participate in EFTS

Rationale:

The Electronic Fund Transfer System (EFTS) is an efficiency that has been made available to DOCLINE users. Because DOCLINE routes randomly among selected libraries holding the article, the accounting for interlibrary loan departments requires billing and paying a number of institutions. EFTS simplifies and economizes the accounting process for institutions by requiring payments to one source.

Approach and Methodology:

The Network Member Liaison based at the Spencer S. Eccles Health Sciences Library at the University of Utah has primary responsibility for this program.

EFTS Advisory Group

One RML staff member and two Network members currently serve as members of the EFTS advisory group; they include the MCR Network Membership Liaison, a representative from an academic library and a representative from a hospital library. We will continue this representation in the next contract by selecting librarians from the list of EFTS participants. The names and contact information will be made available on the MCR web site.

Outcome: - RML staff and Network members will support the activities of EFTS

Indicator: - Three librarians from the MidContinental Region participate as members of the EFTS advisory group

Market EFTS in the Region

In the current contract we have promoted EFTS participation by publishing an article by members explaining the benefits of the system. We have endorsed it at MLA chapter meetings and at local consortia meetings. In the next contract MCR staff will promote EFTS membership in the following ways:

1. Publish information about EFTS membership in RML publications
2. Distribute EFTS promotional materials to member libraries.
3. Develop an instructional module on EFTS for the MCR web site
4. Determine barriers to library participation
5. Investigate mandatory EFTS participation as a requirement for full membership

Outcome: - More libraries in the region will participate in EFTS through the University of Connecticut

Indicator: - By the end of Year 5, 113 Network Members will participate in EFTS (about 23 members per contract year)

EFTS Participation and Network Membership

Before requiring EFTS participation as a criterion for full Network membership, the MCR will need to be assured that it understands why members are not participating, resolve the barriers for participation, and provide enough transition time for Network members to join EFTS before the requirement is put into effect. MCR estimates that in the next contract, barring any unforeseen circumstances, EFTS participation will be a requirement for membership.

MCR staff will produce a list of members who are not participating in EFTS by comparing EFTS' list of participating libraries with our Network member list from DOCLINE. Using this list we will send an email to the libraries to solicit their reasons for non-participation. We will work with members and EFTS to eliminate the barriers identified for the whole term of the contract.

In year 2 MCR will formally announce to the region that the RML is considering EFTS participation as a requirement for full membership. This announcement would appear using all our communication tools and appear regularly throughout the rest of the contract so that Network members will be aware of the new requirement and will have enough time to influence our decision. In order to gather feedback from our Network members and prepare them for the new membership requirement, we will facilitate discussions on the barriers to participating in EFTS and the impact a participation requirement has for current Network members. These discussions would take place at local consortia meetings, during visits to member libraries, and at chapter meetings. In informal settings, liaisons will gather anecdotal data about non-participation and the impact of an EFTS requirement for Network membership.

After evaluating the feedback and the participation rate for EFTS, MCR will decide in year 5 whether or not to require EFTS membership as a criterion for full Network membership. An announcement will be made using all the MCR communication tools.

Outcome: - EFTS participation is or is not a requirement of full network membership

Indicator: - Publication of this decision in official RML publications—web site, "RML News", "Plains to Peaks Post"

Schedule:

Year 1
Query membership not using EFTS on reasons for non-participation

Years 1-5
Liaisons will keep EFTS promotional items in stock to distribute to Network members

Publish info about EFTS in RML publications

Distribute EFTS promotional materials to member libraries

Work with Network members to overcome barriers to participating in EFTS

Work with EFTS to overcome barriers to participating in EFTS

Review number of libraries participating in EFTS and evaluate change

Year 2
In 2007 Network Data Inventory include questions that will help determine why members do not participate in EFTS

Announce to region that RML is considering EFTS participation as a requirement for full membership

Years 2-5
In visits and meetings RML staff will gather anecdotal data about non-participation in EFTS and an EFTS requirement for Network membership

RML staff attending consortia meetings will facilitate discussions about non-participation in EFTS and an EFTS requirement for Network membership

Year 3
Develop instructional module on EFTS for the MCR web site

Year 5
Decide and announce decision about EFTS requirement for Network membership

A19 - E-Licensing

Statement of Work
Assisting Network members with negotiating e-licensing agreements that meet the needs of their institutions and support the mission of the NN/LM by providing resources on and training in e-licensing issues.

Applicable NN/LM Goal
To develop, promote, and improve electronic access to health information by Network members, health professionals, and organizations providing health information to the public

Objective:

Assist Network members with negotiating e-licensing agreements that meet the needs of their institutions and support the mission of the NN/LM

Rationale:

An NN/LM E-Licensing Working Group was formed in 2004 to respond to concerns of Network members related to the challenges of negotiating license agreements that preserve the services that libraries have traditionally offered (i.e., to unaffiliated users and document delivery). In its December 1, 2004 report at the RML Directors meeting the NN/LM E-Licensing Working Group recommended that the NN/LM:

> Assist PALs (primary access libraries) with participation in group licensing by making funding available to:
>
> 1. Create or develop group licensing initiatives and
> 2. Provide seed money to PALs for initial purchase of digital resources

Opportunities for participation in group licensing agreements for PALs vary greatly by Region. States often fund access to databases, but e-journals are rarely selected to meet the needs of medical libraries in non-academic settings. Often, the only way hospital libraries can afford e-journals is through deep discounts offered by consortia or other group licensing efforts. Access to such a group is often restricted by geography or membership requirements. Existing groups that have succeeded in pricing and contract negotiations have taken years to develop to this level (e.g., *http://www.njha.com/librarysection/healthlibrary.html*).

Approach and Methodology

In 2002 the NN/LM MidContinental Region assessed the region to establish a baseline on its Network members. The assessment showed that MidContinental Region Network members strongly called for regional licensing. This message came from both academic and hospital libraries. In response, the MidContinental RML established the MCR Regional Buying Consortium advisory group in 2004. The group worked with Bibliographic Center for Research (BCR) to initiate regional licensing. The first licenses have been negotiated, with participation by libraries beginning in 2005. BCR will serve as the negotiating and billing agent.

BCR is a nonprofit, multistate library cooperative that has served the library community by providing cost-effective library and information services. (*http://www.bcr.org/about/)* It has an excellent reputation. Dave Brunell, the director of BCR, was a member of the E-Licensing Working Group and of the MCR Regional Advisory Board. He is very aware of the licensing expectations of the NN/LM.

Extending MCR Regional Buying Consortium to Additional Regions

The MCR Regional Buying Consortium consists of two advisory groups. The licensing advisory group is responsible for the licensing of electronic resources and the other group is responsible for the evaluation and recommendation of new electronic resources for possible licensing. The licensing group has written principles guiding license negotiation and the selection of shared electronic resources. In year 5 of the current contract, they will write the policies and procedures for selecting group members, for determining the resources to be offered, for offering trials of resources for Network members to test, accepting licenses proposed by vendors, and apportioning participant payment. The second advisory group is being formed in year 5 of the current contract. Its first responsibility will be to create an evaluation form that will be used to determine whether or not a resource should be recommended for regional licensing. Members will then write the group's policy and procedures.

During the term of the proposed contract the NN/LM MCR will invite the South Central Region, the Pacific Southwest Region and the Pacific Northwest Region to extend the MCR Regional Buying Consortium into their regions. BCR is willing to continue as the negotiating and billing agent for this multi-region buying consortium. A librarian from each of the three regions being invited to join the consortium will become members of the MCR Regional Buying Consortium licensing advisory group. This librarian may be an RML staff person or a librarian selected by the RML. The expanded licensing group will establish new policies and procedures to encompass Network members from other regions.

When the policies and procedures are in place the RMLs will promote participation in the regional buying consortium to their members. This will involve the recruitment of members to the licensing advisory group as well as to the group responsible for evaluating products. The RMLs will share responsibility for developing and maintaining a web site that will keep participants abreast of resources that have been recommended, are available for trial, and are being negotiated. The RMLs will solicit suggestions for resources to be evaluated through this web site and through other RML communication media.

It has been the policy of the RMLs to foster new projects with the expectation that if they are successful the support of the RML will no longer be needed. Towards the end of the contract, or when the processes are established and shown to be stable, the RMLs will start the transition of the licensing group to an independent organization. This will involve review and revision of the policies and procedures to determine how the advisory groups will operate, fill their leadership positions, and continue promoting their services. It may be that the groups will want to contract out some of their responsibilities. The RMLs may contribute to this transition with financial support until both the exact costs and the details of how the participants can underwrite those costs can be determined.

Outcome: - Network members from multi-regions will have e-license agreements through the a multi-regional buying consortium

Indicators: - Participants in the regional buying consortium will receive least a 10% savings for Network members. This percentage will be based on the participant's price for a single seat versus the vendor's price for one seat

- Libraries from MCR and at least one other region will license e-resources through a multi- regional buying consortium

- 50 Network members will participate in the multi-regional buying consortium

MCR Regional Buying Consortium

Even as we expand our regional buying consortium to include other regions, we will continue to work within the MCR. We will continue to promote participation by libraries in the MCR Regional Buying Consortium. We will continue to solicit recommendations from Network members to determine what products should be considered. We will facilitate trials of products that are being considered for regional licensing so that our Network members can make educated decisions on whether or not to join in licensing a resource. Through the 2007 Network Data Inventory and the 2008 focus groups we will evaluate satisfaction of participants with the regional e-licensing process.

Outcome: - Regional e-licensing results in lower costs for our members

Indicators: - Twenty Network members in the MCR will license e-resources through the regional buying consortium

- There will be a 10% cost savings for participating members

Resources for Electronic Licensing

There are local consortial buying groups in the region. The Health Sciences Librarians in Kansas City, the Intermountain Health System librarians in Utah, the Denver consortium, and a group of health sciences librarians in Missouri are the few that are known to us. There are also individual librarians who are responsible for negotiating licenses for their own institutions. It is for these health sciences librarians that the MCR will provide resources and training on negotiation and electronic resource licensing in the region.

MCR will make available resources on the web to assist Network members in their negotiations for electronic resources. We purchased access to netLibrary and offer a collection of e-books in the areas of technology and library

management. In the next contract, we propose to add to the topics that we cover in our collection by including e-books on negotiation and licensing. These resources will be made freely available to Network members in order to assist them in negotiating licenses of electronic resources.

MCR will compile a list of conditions and clauses for e-licenses to assist health sciences librarians in reviewing licenses. We will include links to resources that provide clauses for e-licenses. Excellent sites are MLA's Resources on Electronic Licensing (*http://www.mlanet.org/government/licensing/index.html*) and also ARL's Licensing Electronic Resources. (*http://arl.cni.org/scomm/licensing/licbooklet.html*) MCR staff will contribute sites such as these to the nnlm.gov e-journals page.

Liaisons will monitor usage in their states, by contacting purchasing consortia to determine if they are using e-licensing materials that the RML has made available to them.

Outcome: - Network members use resources provided by the RML to negotiate e-license agreements that support equitable access to health information

Indicator: - At least seven Network members will use resources provided by the RML to negotiate effective e-license agreements

Training for E-Licensing and Negotiating

The MidContinental Region includes librarians in the region with significant experience working with electronic licenses; these librarians are very familiar with the issues involved. The RML will enlist these experts to provide a presentation on negotiating licenses. This presentation will be broadcast and archived on the MCR web site.

In years 2 and 4 the MCR will sponsor a journal club on e-licensing and negotiating issues using collaborative learning technologies. The journal club will incorporate the resources available from MLA such as the excellent broadcast, "The Art and Practice of Electronic Journal, Book, and Database Licenses: Practical Tips for Health Care Organizations," and the follow up, "Tips for Negotiating Electronic Licenses". The MCMLA Research Committee has successfully experimented with a chat journal club so we know that holding a journal club with participants at a distance will work.

Outcome: - Network members will negotiate e-license agreements that support equitable access to health information

Indicators: - Network members will attend training on negotiations and the components of a good licensing agreement, and will report that these trainings are effective with a rating of at least 4 on the MLA rating sheet

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Schedule

Year 1

Determine interest of other NN/LM regions in collaborating on licensing project

Selected members from regions participate on licensing advisory group

Promote e-licensing program and services of advisory group in participating regions

Develop policies and procedures for multi-regional advisory groups

Recruit evaluators from the participating regions

Review buying groups' principles on licensing standards and selection of electronic resources

Monitor netLibrary for new materials on either negotiation or e-licensing

Compile list of conditions for e-licenses

Contribute to e-journals page

Recruit e-resource evaluators from working group and project participants

E-resource evaluators will evaluate e-resources and recommend resources for licensing

Years 1-5

Review buying groups' principles on licensing standards and selection of electronic resources

Select and evaluate e-resources for licensing

Work with BCR to negotiate and administer e-licenses for participating libraries

Promote e-licensing program and services of advisory group in participating regions

Query Network members to determine desired products

Facilitate trials for regional licensing

Develop and maintain web site for regional buying group

Contribute to e-journals page on NN/LM web site

Year 2
Add question(s) to the Network Data Inventory to determine participant satisfaction with the MCR Regional Buying Consortium

Sponsor a journal club to address e-licensing and negotiating issues using collaborative learning technologies

Year 3
Include the MCR Regional Buying Consortium as a program to be discussed in focus groups

Years 3-5
State liaisons will work with consortial buying groups in their states to determine use of e-licensing materials

Year 4
Make changes to regional buying consortium based on feedback from regional evaluations

Sponsor a journal club to address e-licensing and negotiating issues using collaborative learning technologies

Start transition of MCR Regional Licensing group to independent organization structure

Year 5
Determine what leadership roles are needed for the multi-region buying consortium to run smoothly

Determine selection process for leadership roles

Network Infrastructure

Logic Models

Network Infrastructure

A1 – Access to Information Services

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
To develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Develop and implement a program designed to provide health professionals in all parts of the region with a basic level of information services which includes: a. Access to books, journal articles, and audiovisuals; b. Access to online databases in the health sciences; and c. Access to reference services	Continue to work with network members to assure information access for health professionals in the region Develop a reference continuity service among network members to provide access to reference services at the hospital library level	Yr 1: Renew network memberships Create a benefits statement explaining the continuity service. Determine interest in the region for continuity service Facilitate consortial agreements to provide reference continuity services by other hospitals and resource libraries. Agreements may be formal or informal and executed between hospital libraries and/or between hospital and resource libraries (ties into emergency planning in the region) Liaisons document continuity of service agreements in the region Yrs 1-5: Identify non member libraries by comparing AHA Guide to Hospitals against current network membership list Yrs 1-5: Encourage non members who qualify to become full or affiliate network members	Membership agreements and documentation Continuity Service Consortia Benefits statement on continuity service	Health professionals at network member institutions have access to information resources and services	Full network membership does not decrease in the region Affiliate membership increases in the region At least one continuity of service agreement is established in each state Number of unaffiliated Loansome Doc users registered with Resource Libraries in the region increases annually by 5%

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			Through Regional Advisory board, MCR web pages for health professionals, association listservs and newsletters, and other general news distribution channels, promote Find a Library site and access to reference services at state-funded health libraries for unaffiliated health professionals Liaisons will provide information about Loansome Doc and free full text resources to unaffiliated rural and inner city clinics Determine number of Loansome Doc users in the region			
Develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Develop and implement a program designed to provide health professionals in all parts of the region with a basic level of information services which includes: a. Access to books, journal articles, and audiovisuals; b. Access to online databases in the health sciences; and c. Access to reference services	Establish agreements with network member libraries to provide these services to unaffiliated health professionals	Yrs 1-5: Resource Library subcontracts include provision to provide unaffiliated health professionals with services Encourage 24 7 service to include more resource libraries from this region Promote 24 7 reference service to unaffiliated health professionals Yr 2: Offer regional awards for outreach projects that give priority to training health care	Resource Library agreement	Unaffiliated health professionals have access to health information	Resource Libraries report Loansome Doc agreements and activities Resource Libraries report an increase in 24 7 questions Awards will be made to Network members to provide outreach and training to health professionals in rural and inner city areas who do not have easy access to

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			providers in inner city and rural areas who have limited access to biomedical resources Yr 4: Offer regional awards for outreach projects that give priority to training health care providers in inner city and rural areas who have limited access to biomedical resources			biomedical information
Develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Develop and implement an agreement program with network member libraries designed to provide health professionals in all parts of the region with a basic level of information services	Where no agreements exist, the RML will provide basic levels of service at cost recovery	Agreements with Network members and Resource Libraries cover all parts of the region RML will provide basic services at cost recovery should there be an area not covered	Contract	All unaffiliated health professionals in the region will be provided with basic levels of service	NN/LM Contract is awarded for NN/LM MCR

Network Infrastructure

A2 – Needs of Health Sciences Libraries

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	Indicators
To develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public	Support programs to improve the transfer of health care and biomedical information within their institutions and through their participation in the network	Assess the needs of health sciences libraries to support programs to improve the transfer of health care and biomedical information within their institutions and through their participation in the network	Yrs 1-5: Gather information at local and regional meetings, and through informal visits to assess needs (Data gathered from the visit checklist will be added to contact database) Yr 2: NDI Questionnaire administered Yrs 2-3: Questionnaire results compiled and report published Yr 3: Hold focus groups with network members Yr 4: Focus group results compiled and report published	Questionnaire Focus group questions Reports Data added to contact database	The needs of health sciences libraries to support programs to improve the transfer of health care and biomedical institutions are known	Health Sciences librarians in all states indicate that they provided feedback to the RML about their needs
To develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public		Respond to the needs of member health sciences libraries improve the transfer of health care and biomedical information within their institutions and through their participation in the network	Yrs 1-5: Design programs based on needs articulated on questionnaire in focus groups conducted in Y5 of previous contract, and years 2 and 3 and data gathered from the visit checklist Promote programs that are responding to the needs addressed Conduct programs designed as a result of questionnaire, focus group responses and data gathered informally	programs	Programs are designed and carried out that meet the identified needs of health sciences libraries	Health sciences librarians in the region report that RML programs support their work to improve the transfer of health care and biomedical information within their institutions

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	Indicators
		Promote the use of relevant NLM services, e.g., LinkOut, PubMed, etc	Yrs 1-5: Liaisons are added as instructors for classes developed by NN/LM and classes identified in the NDI Offer and promote sessions using Access Grid ex: PubMed Update Offer and promote liaison led and NTCC led classes on NLM products and services Promote and facilitate LinkOut, Docline, Loansome Doc and other relevant NLM services to member libraries - will include information about these services as part of the standardized modules in the MCR web page so liaisons can add them to their presentations as appropriate - periodic postings to MCMLA listserv of information about the services with links to MCR web site http://nnlm.gov/mcr/services/technology/ and http://nnlm.gov/mcr/services/doc_delivery/ where information is currently maintained - include these services in conversations during visits, at appropriate library meetings/exhibits - use RML communications tools (web, listserv, blog, newsletter, conversations at meetings/exhibits) to remind members, affiliates and others that liaisons are available to assist with activatin of LinkOut, docline and loansome doc problems/services and other NLM services available to them	Classes linkout loansome doc memberships efts	Health sciences libraries use NLM services	Health sciences librarians report that classes they take increase their use of NLM services

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	Indicators
		Test new features of NLM services	Participate in testing at the request of NLM and provide feedback	Feedback to NLM	NLM services are improved through RML feedback	NLM reports that feedback from RML staff contribute to improvements in services features
		Identify the need for new or enhanced NLM services	Report to NLM data gathered from NDI, focus groups and informal visits Share with NLM and various coordinator groups suggestions and observations from liaison's experience	Feedback Reports	NLM is aware of needs articulated within the Region	Data from questionnaires and focus groups are sent to NLM and shared with appropriate RML staff

Network Infrastructure

A3 - Emergency Preparedness Plan

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
	The NN/LM MCR, in cooperation with the other NN/LM regions, will develop an inter-regional emergency preparedness plan to be used in conjunction with the NLM's National Emergency Preparedness Plan	Eight Associate Directors will work together and with the NNO and NLM to develop a core set of components to be addressed in an inter-regional emergency preparedness plan Write draft of NN/LM Inter-Regional Emergency Preparedness Plan (please note: in the event of an emergency in the MidContinental Region, the New England Region staff will provide the services not available in that region) Help NLM identify resources within the MCR region to assist in planning a National Plan List of emergency numbers for the NN/LM MCR will be sent to NLM	Yr 1: Send a list of emergency numbers for the NN/LM MCR to NLM (please note: The NN/LM MCR and the NER staff will exchange contact info (name, position, home phone #, cell phone #, work phone #) for the AD plus one other designated emergency contact) Help NLM identify resources within the NN/LM MCR to assist in the formation of a National Plan Identify existing preservation and disaster networks within the NN/LM MCR and report to NLM Provide comment and feedback to NLM on the draft National Plan Publicize the "progress" of the creation of the National Plan to the NN/LM MCR Yr 2: Update emergency information and forward it to NLM and the NER Identify anticipated needs for library materials / information resources during different stages of a disaster, and for different kinds of disasters Review existing resources on emergency preparedness, including the *Algorithm for Disaster Information Preparedness:*	Established meeting times when ADs discuss these issues Consistent, understandable core set of statements or useful materials that will be used to create an inter-regional plan List of NN/LM MCR emergency contact numbers List of preservation/ disaster networks within the NN/LM MCR Yearly message on MCMLA listserv or on MCR web site regarding National Plan List of libraries that can provide support during a disaster Draft of regional plan highlighting	A National and Regional Emergency Preparedness plan will be in place to provide guidance for the NN/LM MCR in case of emergency	A set of understandable, consistent among the regions, core set of statements and useful materials will be created A yearly updated list of emergency NN/LM MCR contact numbers will be created and maintained A list of preservation and disaster networks within the NN/LM MCR will be created A hierarchy of libraries document (including contact information and other

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
		Submit draft of plan to the NNO for review and comment Make final regional plan available on the NN/LM intranet Provide comment and feedback to NLM on the draft of the National Plan Publicize the final National plan to the NN/LM MCR	*Checklist for Medical Librarians Third Edition – Revised* 05/11/05, created by the New Jersey Association Library Write draft of NN/LM Inter Regional Emergency Preparedness Plan Publicize the "progress" of the creation of the National Plan to the NN/LM MCR Yr 3: Update emergency information and forward it to NLM and the NER Submit draft of regional plan to the NNO for review and comment Make final regional plan available on the NN/LM intranet and publicize to Network members Publicize the "progress" of the creation of the National Plan to the NN/LM MCR Yr 4: Update emergency information and forward it to NLM and the NER Create a hierarchy of libraries within and across regions to identify a natural chain of support in the case of an emergency Publicize the "progress" of the creation of the National Plan to the NN/LM MCR Yr 5: Update emergency information and forward it to NLM and the NER Publicize the final National Plan to Network members in the NN/LM MCR	key aspects		special information) that can serve as support will be developed The inter-regional plan is available from the NN/LM web site

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
	The NN/LM MCR, in cooperation with the other regions, will develop a network strategy to provide document delivery and access to collections in the event of a regional or national disaster	Create a hierarchy of libraries within the NN/LM MCR and across regions to identify a natural chain of support in the case of emergency Work with Resource Libraries to have them negotiate with vendors to incorporate into their e-licensing agreements language that will permit the transmission of documents to libraries affected by disaster Create a process to provide uninterrupted document delivery service for Network members	Yr 1: Create a list of libraries, in a hierarchical format, which serve to support Network members in case of emergency. Identify library contacts that can serve to assist with a "network strategy" Draft a statement of consistent, clear language that libraries can share with their vendors to include emergency type situations Yr 2: Vendor statement approved by NN/LM MCR and NLM Yr 3: Create a draft of a step-by-step approach to provide document delivery service (Draft will include resource library contacts, turn around time for document delivery, how long the supported service will last, what types of materials will be supported, how will billing be handled, what vendor resources will be available) Yr 4: Draft will be approved by NN/LM MCR and NLM. Network strategy will be publicized	List of libraries providing support Vendor statement Network strategy document	Document delivery and access to health sciences collections will be supported in the case of an emergency	A list of libraries that provide support to Network members during an emergency will be created A consistent "vendor statement" will be created to illicit vendor support during an emergency A network strategy will be formulated and publicized that supports document delivery during emergencies

Network Infrastructure

A4 – Historical and Unique Materials

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
To develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Assist NLM with the development and implementation of a plan to identify collections of historical and unique materials related to the health sciences	Work with NLM to arrive at a practical definition of and scope for "historical and unique materials related to the health sciences"	Yrs 1 -5: MCR representative will work with NLM and the interregional group by holding quarterly teleconferences Yr 1: Regional advisors will be identified and work with NLM and the interregional group to determine the nature of assistance required Liaison will work with NLM and the RML staff to identify regional advisors	Regional advisor group for historical materials Good definition of "historical and unique materials related to the health sciences"	More historical and unique materials related to the health sciences will be identified and accessible to the public	There will be an increase in resources identified and added to NLM's "Directory of History of Medicine Collections" or another publicly accessible database
		Collaborate with NLM and the other regions in the development of a national plan to identify these collections	Yrs 1 -5: Liaisons will work with NLM and the interregional group by holding quarterly teleconferences Yr 1: Regional liaisons will be identified and work with NLM and the interregional group to determine the nature of assistance required Liaison will work with NLM and the RML staff to identify regional advisors Yrs 2-3: Based on NLM's definition of	Plan for identifying historical and unique collections at the national level with the regional component defined	More historical and unique materials related to the health sciences will be identified and accessible to the public	There will be an increase in resources identified and added to NLM's "Directory of History of Medicine Collections" or another publicly accessible database

			"historical and unique materials related to the health sciences" develop plan			
		Begin implementation of the national plan in the region	Yrs 4-5: Implement plan Provide regular feedback to NLM on progress Yr 5: The interregional group will submit a final report of the development and implementation of the national plan to NLM, including the regional component	Plan for identifying historical and unique collections at the national level with the regional component defined Materials will be added to NLM's "Directory of History of Medicine Collections" Or another database to be accessible to the public Public feedback Final report of the interregional group	More historical and unique materials related to the health sciences will be identified and accessible to the public	There will be an increase in resources identified and added to NLM's "Directory of History of Medicine Collections" or another publicly accessible database
		Establish a regional digital depository for Network members (non-Resource Libraries)	Yr 4: Establish depository servers Hire consultant for regional depository project Select pilot project library Carry out depository pilot Yr 5: Promote regional depository to Network members Train Network members to organize and add content to depository	Organizational structure for depository Metadata schema Materials from libraries Training materials	More historical and unique materials related to the health sciences will be identified and accessible to the public	Materials are added to regional depository from at least 10 Network member libraries

Network Infrastructure

A5 – Network Membership

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
Develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Manage the NN/LM network membership program for the region	Recruit new network members and affiliates from eligible libraries in the region Provide network membership certificates for the 2006-2011 time period (In the current contract 93 new members were added in the MCR)	Yrs 1-5: Review and update regional membership policies and procedures to ensure efficient and timely response to membership applications Yr 1: Update membership brochure as necessary Update policies and procedures as necessary Add membership applications and member benefits to MCR web site Update list of non-member public libraries, academic libraries supporting health science programs Create a Potential Member list consisting of public libraries, special libraries involved with health information, public health departments with a library within the MCR region	List of new members (both full and affiliate) Updated membership brochures and benefits of member statements and policies and procedures web site updated with membership information List of potential members for recruitment	Eligible libraries within the region will become members of the NN/LM	25% of the eligible libraries from the Potential Member List will become either full or affiliate members

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			(This is will be compiled from a variety of sources and will serve as a pool of potential members. This list is also the baseline from which the indicator will work) Yr 2: Maintain updated membership brochure and membership application and description of member benefits Maintain membership application and description of member benefits on MCR web site Contact non-member health science libraries within region to promote benefits of NN/LM membership (This is the same process as the first activity in B7) Contact non-member public libraries and other non-member libraries concerned with providing health information within region to promote benefits of NN/LM membership. Examples of these libraries are non-			

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			member public libraries, special libraries (found in the SLA directory and information solicited from other network members, state libraries) Promote NN/LM membership and provide membership brochures in all trainings and presentations conducted in the region (If the trainings are for full Network members, this will serve to remind our member of the benefits of membership, and will provide them with information to share with potential members) Yr 3: Follow up on non-member hospitals and health care institutions contacted in Year 2 Follow up with non-member public libraries, special libraries and public health departments contacted in Year 2 Maintain updated membership brochure			

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			Maintain membership application and description of member benefits on MCR web site Promote NN/LM membership and provide membership brochures in all trainings and presentations conducted in the region Yr 4: Follow up on non-member hospitals and health care institutions contacted in Year 2 Follow up with non-member public libraries, special libraries and public health departments contacted in Year 2 Maintain updated membership brochure Maintain membership application and description of member benefits on MCR web site Promote NN/LM membership and provide membership brochures in all trainings and presentations conducted in the region			

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			Yrs 1-5: Compile membership statistics on numbers of new full and affiliate members within region			
Develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Manage the NN/LM network membership program for the region	Ensure full participation by member libraries in DOCLINE which includes entering profile information about their libraries and keeping both profile and holdings information up-to-date	Yrs 1–5: Enter member profile information when enrolling new member (This information should be reviewed yearly to ensure accuracy. In the review of this information this year, considerable time was spent making sure all the records were up to date, accurate and consistent between the membership database and DOCLINE) Publish update reminders to help member libraries keep their Institutional Records and Serial Holdings current Publish notifications of new Docline training modules in MCR publications (RML News, Plains to Peaks Post) Link from MCR web site to DOCLINE and membership tutorials on	Up-to-date DOCLINE records	Member libraries will keep their Institutional Record and Serial Holdings up to date	The number of libraries included on the Serial Holdings Not Updated in the Last Year will decrease by 10% yearly 100% of network members will be contacted yearly to make sure Institutional Records are updated

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			the NN/LM web site Update Affiliate member information as soon as notified of changes Liaisons instruct and remind affiliate members to notify state liaisons of changes in institutional information Update web-based instruction modules for Serial Holdings and Institutional Record information as necessary Review DOCLINE reports to monitor whether members have updated serial holdings, and if their records are correct, to monitor fill rates of resource libraries, and Level 2 holdings of member libraries Contact member libraries yearly to ensure that Institutional Records are accurate and up to date			
Develop collaborations among network	Manage the NN/LM network membership	Work with the DOCLINE Team on DOCLINE	Yrs 1-5: Attend Monthly DOCLINE teleconferences and post minutes in Quickplace	Items on Network Data Inventory Feedback from	NLM DOCLINE team will receive feedback from Region 4 network	A representative from Region 4 will attend all DOCLINE

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	program for the region	system enhancement testing and implementation Attend monthly DOCLINE teleconferences Assist DOCLINE team with beta testing as requested Solicit input from member libraries about DOCLINE features and pass information along to DOCLINE team	Notify MCR members of new features and enhancements in DOCLINE Yr 2: Query membership about DOCLINE services and suggestions for enhancements in Network Data Inventory Forward results to the DOCLINE team	network members on Network Data Inventory Minutes from DOCLINE teleconferences Items and articles in MCR communication tools (newsletter etc)	members on DOCLINE services and system enhancements	teleconferences and report any significant changes or improvements to network members Feedback collected from member libraries will be passed along to DOCLINE team
Develop collaborations among network members and other organizations to improve access to and sharing of biomedical information	Manage the NN/LM network membership program for the region	Actively involve network members in NN/LM infrastructure and outreach programs, including obtaining feedback on regional and NLM programs	Yr 2: Query membership about NN/LM and NLM programs in the Network Data Inventory Yr 3: Hold focus groups for members in the region Yr 4: Hold focus groups for	Regional Advisory Board comprised of network members Network Data Inventory questions on NN/LM and NLM programs	Network members will be actively involved in the NN/LM infrastructure and outreach programs	Network members will serve on the Regional Advisory Board and on work groups for NN/LM member and outreach programs.

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
resources throughout the nation		on a periodic basis (See A11 for more details) Query membership about NN/LM and NLM programs using assessment tools	public library affiliate members Yrs 1-5: Recruit members to serve on Regional Advisory Board Include network members in work groups for NN/LM member and outreach programs Encourage network member participation in NN/LM programs by publishing programming opportunities in Plains to Peaks Post, RML News, MCR web site and on MCMLA-L Promote participation in NN/LM programs in trainings, classes and conferences as appropriate Promote NN/LM programs through collaborations with other existing library organizations, academic institutions, public libraries or other community partners	Feedback from network members on NN/LM and NLM programs Project work groups comprised of network members Contacts in other organizations (public libraries, library organizations, academic institutions, resource libraries, community partners)		

Network Infrastructure

A6 – Document Delivery

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
Develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public	Provide document delivery in order to provide health professionals including unaffiliated health professionals throughout the region with efficient, rapid access to health sciences information resources The plan for the region shall conform to the NN/LM Document Delivery Plan	Support and promote electronic document delivery in the region	Yr 1: Extract information from Docline to find out who is not using electronic delivery methods Note: 37 libraries now provide electronic delivery through Ariel; 72 provide delivery through Email PDF & TIFF, Web PDF & TIFF Determine which network members provide Loansome Doc services using methods other than electronic delivery. This will be the priority group to encourage offering the e-document delivery service. Contact member libraries to review document delivery guidelines and encourage use of electronic document delivery through visits and publications. Post NLM document delivery guidelines on MCR web site. Yr 2: Create promotional and	List of network members offering electronic document delivery List of network members offering Loansome Doc services, who don't offer e-document delivery Promotional materials for electronic document delivery Articles promoting use of electronic document delivery Information on MCR web site about NLM document delivery guidelines and	Health professionals and unaffiliated health professionals will have access to health sciences information through electronic document delivery.	5 libraries not using electronic delivery methods at the beginning of each year will be using electronic delivery methods at the end of that year.

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
			instructional materials on how to use current and emerging methods of electronic delivery Note: Ariel 4.0 can be purchased for $1295, or licensed on an annual subscription of $498/yr Continue contacting member libraries to review document delivery guidelines and encourage use of electronic document delivery Publish articles on the importance of following NLM document delivery guidelines in RML publications (RML News, Plains to Peaks Post) delivery systems Yr 3: Continue contacting member libraries to review document delivery guidelines and encourage use of electronic document delivery Yr 4: Publish articles on the importance of following NLM document delivery guidelines in RML publications (RML News, Plains to Peaks Post)	promotional material about document delivery Trainings on Loansome Doc Statistics on the increase in use of electronic document delivery		

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
			Continue contacting member libraries to review document delivery guidelines and encourage use of electronic document delivery Yrs 1-5: Review electronic delivery statistics in DOCLINE on an annual basis			
Develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public	Provide document delivery in order to provide health professionals including unaffiliated health professionals throughout the region with efficient, rapid access to health sciences information resources. The plan for the region shall conform to the NN/LM Document Delivery Plan	Promote Loansome Doc	Yrs 1-5: Develop promotional materials for Loansome Doc Continue to publicize the availability of Loansome Doc to unaffiliated health professionals in trainings, meetings/exhibits, presentations and through promotional materials Contact resource libraries to determine the number of Loansome Doc users	Loansome Doc promotional materials and presentations	Unaffiliated health professionals in the region will be more aware of available document delivery services	The number of unaffiliated health professionals registering to use Loansome Doc services will increase by 5% yearly Note: Statistics from DOCLINE team
Develop,	Provide	Provide training	Yrs 1–5:	DOCLINE class,	Member libraries	The number of

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public	document delivery in order to provide health professionals including unaffiliated health professionals throughout the region with efficient, rapid access to health sciences information resources. The plan for the region shall conform to the NN/LM Document Delivery Plan	for member libraries on proper use of DOCLINE	Publish articles in MCR publication on proper use of DOCLINE, and the importance of keeping DOCLINE records updated State Liaisons and Camille Salmond will track the number of questions and topics of questions on DOCLINE Update DOCLINE training modules on web site as needed according to DOCLINE updates. In consultation with NN/LM Docline Coordinators determine additional modules to be added Develop new modules and make them available from the MCR web site Provide links on MCR web site to DOCLINE information on NLM web site Teach at least 3 DOCLINE classes to network members. 3 classes would be at conferences (ie MCMLA or Wyoming Symposium). So far there are no DOCLINE classes being taught in the region, according to ARS	DOCLINE training modules	will be more familiar with DOCLINE and how to use it effectively	questions answered by Camille Salmond and State Liaisons on DOCLINE will decrease by 5% yearly

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
			Add all DOCLINE educational materials to NN/LM's Education Clearinghouse			
Develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public	Provide document delivery in order to provide health professionals including unaffiliated health professionals throughout the region with efficient, rapid access to health sciences information resources. The plan for the region shall conform to the NN/LM Document Delivery Plan	Monitor member statistics on DOCLINE and work with those libraries whose fill rates are below standard	Yrs 1-5: Monitor document delivery fill rates throughout region and contact institutions whose fill rates do not reflect compliance with NM guidelines to help them improve their document delivery systems	Statistics on document delivery fill rates for regional members Communication with member libraries	Member library fill rates will meet NLM document delivery standards.	75% of member libraries will meet NLM document delivery standards

Network Infrastructure

A7 – Resource Libraries

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	Indicator
Develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Enter into a formal agreement with at least one institution in each state in the region to serve as a Resource Library	Resource libraries will - Have quality collections that add to the resources of the region -Have expertise in at least one area such as distance learning, advanced technology applications for document delivery, digitization, information research, etc Agree to: - Participate fully in Docline - Contribute holdings to SERHOLD - Provide interlibrary loan services to health	Yrs 1-5: Proof collected annually that document delivery and reference support are provided for public health, public libraries. Reported in RML Annual report OARF input Technology support Administer liaison experience questionnaire Public health department and public library relationships maintained or established Consumer health resources available Yr 1: Sign subcontracts with Resource Libraries Evaluate network infrastructure at RL to	Outreach Activity Report Forms Liaison monthly reports include significant outreach activities/outcomes of non-rml staff Access Grid Liaison experience questionnaire Resource Library Agreements	Resource library staffs are involved in RML outreach activities Resource Library web sites indicate that public libraries, consumers and at least one public health department have access to health information through the Resource Library Resource libraries sponsor events for the region using Access Grid	At least one staff member from each Resource Library is involved in an RML outreach project Document delivery and reference support will be provided for public health, public libraries. For example: Indicated on the resource library web sites The resource library is a participating site for at least one event using the Access Grid

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	Indicator
		professionals and network libraries - Support Special project and state responsibilities of the RML - Include NLM resources as part of Resource Library outreach - Provide outreach to the public thru consumer health resources on the library web site and/or thru consumer health collection/library - Information about library staff outreach activities will be shared for inclusion in OARF system - State Resource Libraries will serve as a health information resource for a state or local public health department	ensure successful implementation of Access Grid Yr 1-3: Access Grid constructed at 2 resource libraries/year Yrs 2-5: Events will be sponsored at the resource libraries using the Access Grid Yr 5: Evaluate impact of Access Grid			

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	Indicator
		Technology staff and infrastructure is provided to support hardware and software necessary for liaison activities, including, but not limited to connectivity through VRVS, Skype, Breeze, Quickplace - Establish an Access Grid at each resource library or incorporate Access Grid sites in RML events - Directors will participate in regularly scheduled meetings - Directors will serve on the Regional Advisory Board - Resource Libraries will support document				

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	Indicator
		delivery and reference services for public libraries in their state - Liaisons will participate in an annual review of their RML experience - Reports and invoices are submitted in a timely manner				

Network Infrastructure

A9 - Communication

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	Indicator
To develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region	Publishing and distributing an electronic newsletter to communicate important information about regional and national programs, policies, and procedures to current participants in the region	Yrs 1-5: Publish and distribute "Plains to Peaks" newsletter on a quar Publish and distribute "Plains to Peaks Post" newsletter All print and electronic communication will include an acknowledgment of NLM funding and the NN/LM Logo using the National Network of Libraries of Medicine Graphic Standards dated July, 1992	Quarterly newsletter	Increased collaborations and access to biomedical information via effective communication mechanisms	75% of members surveyed on NDI indicate increased knowledge due to Plains to Peaks Post articles
To develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region	Establishing and maintaining a regional LISTSERV™ for sharing information with network members, other partner organizations, and health professionals	Yrs 1-5: Maintain listserv Publish weekly RML News via listserv, RSS Feed and web site—blog with real time notification Yr 2: NDI	Listserv RML News	Increased collaborations and access to biomedical information via effective communication mechanisms	75% of members surveyed on NDI indicate increased knowledge due to reading the RML news and listserv postings
To develop collaborations among network	Establish and maintain channels for effective	Develop and maintain a regional Web site as an integral component	Yrs 1-5: Update and maintain content on the web site	Web site Content management system	Increased collaborations and access to biomedical	75% of members surveyed on NDI indicate increased knowledge due to

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	Indicator
members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region.	of the NN/LM Web site Update and maintain content to the web site regularly In Year 3, conduct a web usability study and adjust web site design to reflect results. The previous usability study will have been conducted in Year 5 as part of the larger NN/LM web site evaluation	Regional blog, Member blog service Maintain web site databases and PHP programming Yr 1: Select and implement open source content management system (CMS) Yr 2: Train liaisons on use of CMS Yr 3: Conduct usability study and adjust web site design to reflect results	Usability study results	information via effective communication mechanisms	reading the web site
To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities	Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region	Producing fact sheets, articles, FAQs, etc. to keep librarians, health professionals and consumers up-to-date about services provided by the RML and topics and issues of current interest in the provision of health information	Yrs 1-5: Maintain and develop brochures Write and publish articles Present RML Updates via electronic media Broadcast regional symposiums These documents will be published on, or linked from, a central server Work with other RMLs and NLM to avoid duplication of effort Maintain brochures for special populations Develop new brochures as	Brochures Articles Monthly RML Updates Archived Videostream of presentations	Increased collaborations and access to biomedical information via effective communication mechanisms	75% of members surveyed on NDI indicate increased knowledge due to brochures, articles, and video streams

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	Indicator
			needed Write and publish articles for external journals, listservs, and newsletters; post them on the MCR web site Note: this means that author is required to hold copyright Yr 2: NDI			
To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities	Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region	Participating in monthly teleconferences with NLM and the other RMLs to discuss topics of importance in the overall management of the NN/LM program	Yr 4: Question will be added to MCR Liaison Evaluation Survey Yrs 1-5: Participate in monthly conferences Suggest topics Facilitate meetings as requested	Teleconferences	Increased collaborations and access to biomedical information via effective communication mechanisms	Liaisons indicate on MCR Liaison Evaluation Survey that they have increased knowledge of their project areas and NLM services due to monthly teleconferences
To develop collaborations among network members and other organizations to improve	Establish and maintain channels for effective communication with current and potential NN/LM participants, other	Developing working relationships with other networks and relevant organizations by identifying common program interests and goals,	Yrs 1-5: Attend meetings and exhibits and note contacts made with current and potential NN/LM participants Make contacts and maintain list/database of notable	Regular communications with contacts BHIC Blog	Increased collaborations and access to biomedical information via effective communication mechanisms	Each liaison in RML will use at least three local communication mechanisms to communicate to current and potential NNLM

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	Indicator
access to and sharing of biomedical information resources throughout the nation	RMLs, NLM, and other state and multi-type library networks within the region	working to develop regular lines of communication and developing appropriate cooperative programs	person(s) for potential collaboration Push information appropriate to the group, electronically to contact through BHIC Blog, RML news, MCMLA list serv , through liason e-mail contacts. i.e. Push phPartner information to Public Health contacts in state Participate on other organization lists, communication media to include Public Health and Public Library and library consortia Use institutional resources (people) as contacts to other organizations. i.e. a Public Library contact may have access to another library consortia			members in addition to Plains to Peaks and RML news
To develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region	Fostering opportunities for network members to collaborate with CBOs as part of their outreach effort	Yrs 1-5: Submit presentations and brochures to NTCC Baseline MCR contributions to NTCC possibly by state? Explore with NTCC Add to announcements of funding Requirement of subcontractors Liaisons will work with their own resource library staff by meeting with Resource Library	Communication Infrastructure Outreach to Native Americans meeting	Sharing plans and status of projects would provide a basis for building on others' experiences, support the develop of resources that would be useful for more than a single community, distribute the workload in	The communication infrastructure will be used by all interested network members and RML staff in the five NN/LM regions

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	Indicator
			staff and encouraging them to add materials to NTCC Liaisons will work with their local health sciences library organizations to add materials to NTCC		developing resources, and expand the infrastructure (organizational, communication, technology) that is needed for integrated outreach	
To develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region	Informing NLM about regional, state and local activities of health professionals and health sciences libraries, networks, and other organizations as they relate to the programs of the NN/LM, NLM and the national information infrastructure	Yrs 1-5: Continue to investigate and implement videoconferencing and VoIP technologies Offer video streaming events to network members Offer videobroadcast streaming training to 3 sites each year Explore podcasting (method of publishing audio files that allows users to subscribe to a feed and receive new audio files automatically) and other new technologies yet to be identified	Quarterly reports Reports responding to requests OARFs Exhibit reports		Four quarterly reports, and annual report, OARFs, exhibit reports, and project descriptions are submitted in a timely manner
To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular	Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within	Assisting in the identification of training resources to be added to the National Training Center and Clearinghouse database	Yrs 1-5: Attend annual RML Directors meeting Suggest topics Facilitate discussion as requested Attend mid-year RML Directors meeting	Presentations Educational Resource entries		Contributions from MCR have increased by 10% per year to NTCC Explore number of hits on NTCC web site (This information cannot be tracked by state but by individual liaison

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	Indicator
emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities	the region					since name is a component of the submission information.)
To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities	Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region	Participate in/testing/using other methods of communication, such as videoconferencing, computer conferencing		Videobroadcast events Videoconferences VoIP conferences Training sessions		At least three videobroadcast events per year provided by the RML and/or Network members Videoconferencing used by members and liaisons at least twice a year in each state
To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a	Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library	Attending annual RML Directors' meetings and mid-year RML Directors' meetings		Meetings		Liaisons indicate that they have increased knowledge of their project areas and NLM services due to Director's meetings

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	Indicator
particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities	networks within the region					

Network Infrastructure

A10 – Regional Advisory Board

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
To develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	The Regional Advisory Board (made up of health professionals, health sciences librarians from hospital libraries and other large and small medical libraries within the region, representatives of state library agencies, public and school libraries, public health, health information consumer groups, special populations, as well as representatives of community organizations)	Liaisons will suggest potential advisory board members Recruit from ALA's movers and shakers, NLM's Biomedical Library and Informatics Review Committee Director and Associate Director will finalize board member selection	Yrs 1-5: New members selection and orientation prior to annual RAB meeting Consult on emergency preparedness plans	List of board members on the web Advisory board member written article Article introducing the board in newsletter Announcement of board activities in the RML News Minutes of board meeting in the quarterly report	A board that represents the different groups that the RML is partnering with	The Board includes a representative from: Each state in the region Each special project area The pool of resource library directors MCMLA
	The RAB functions effectively	Each RAB member serves on at least one liaison working group RML expectations for the advisory board members are spelled out Members advise on	Yr 1: Purchase videoconferencing equipment for board members Yrs 1-5: Advisory Board members are assigned to a specific	Assessment tool Summary of board assessment of their experience Minutes of RAB meeting in the	An effective board More interaction between board members and RML staff	Each liaison will have at least 4 contacts (email, visits, phone calls, videoconference) concerning RML work /yr recorded in the

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
		appropriate mechanisms for developing and implementing programs to improve health professionals' and consumers' access to biomedical information Establish regional priorities, policies and procedures, including the development and implementation of a regional emergency preparedness plan Conduct review and evaluation of RML programs in the region in year 3 Develop plans to encourage health professionals and health sciences librarians to participate actively in regional and national programs affecting the delivery of health information Assist the RML in identifying health professionals without access to health information and recommend ways to assist them through NN/LM programs Assist the RML in reviewing proposal for subcontracts Assess the RAB experience for each member--annually and at term end	project area. Liaison reviews logic model with member Assess RAB experience Introduction of major new developments of NLM resources will be scheduled during the year Test video-equipment with board members Yrs 2-5: Purchase videoconferencing equipment for new board members	Quarterly report		ARS with board member in addition to the annual meeting Advisory board members recognize the name and the major purpose of primary NLM resources (Annual review of experience) Each advisory board member will either make at least one suggestion or provide advice once a year to the RML (at a board meeting, work group meeting, or to liaison or associate director OR will facilitate RML contact with their constituent group during the year as recorded in Minutes or ARS

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
		Visit by RML staff to board member institution when in the neighborhood Hold annual meetings of the RAB one day before the MCMLA chapter meeting Quarterly contact with board member and liaison (doesn't have to be 1 on 1) Board member assists RML to reach the constituency that the member represents (Network members, public libraries, public health workforce etc). By this we mean: o Promote NLM resources o Forward message from RML o Provide feedback on specific issues o Provide ideas on how to best communicate with this population. o Provide insights into the organizational structure, culture of this populations o Provide perspective on how population would react to RML plans. Board member makes presentations to Network o On their organization o On their area of expertise				

Network Infrastructure

A11 - Monitor and Evaluate

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
Develop tools and conduct evaluation activities to understand how the products and services of the NN/LM and NLM contribute to improved access to health information by health professionals, and the public The RML is effective in making health information available across the nation	Develop a formal mechanism for evaluating regional programs in consultation with the NN/LM Outreach Evaluation Resource Center and the Regional Advisory Board	Employ logic models for annual planning, collect data about activities conducted and relationship to planned activities; review progress toward achieving goals and outcomes in logic model; modify activities to ensure that goals and outcomes are addressed Resource library feedback Liaison feedback	Yrs 1-5: Logic models developed for next year Reports of activities entered in ARS are produced and reviewed monthly Review of year's activities against planned goals/outcomes/activities in logic model Liaison feedback survey	Reports based on ARS and OARF data OERC Regional Advisory Board	Evaluation plan for the RML gathers data on how the RML contributes to improved access to health information by health professionals, and the public	Reports from the ARS describe activities that contribute to improved access
	Develop a mechanism to provide NLM with regular feedback about NLM and NN/LM products and services from individuals and	Repeat the Network Data Inventory and Member focus groups already developed - Compare data	Yr 1: Work with other RMLs to establish core set of measures to be used in evaluating each RML Develop Network Data Inventory (24 7)	Quarterly report Feedback thru Docline "Ask a Question"; NLM	NLM receives feedback about its products and services as collected and reported by the RML	Quarterly reports and reports as requested are submitted to NLM RML will receive a 4 rating on Responsiveness to

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
	constituent groups	collected to data already obtained and use to inform planning and program (tie this to objective) - Incorporate feedback to questions about improving the NLM products in post training evaluation in our report - Record informal feedback from ARS to ensure inclusion in quarterly reports to NNO -Conduct multi-region comparison and use results to enhance regional plan	OERC and RAB consulted on NDI Add question on improving resource to training evaluation Yr 2: OERC and RAB consulted on focus groups Yr 3: Results of Inventory reported to NN/LM, RAB, shared with other regions Focus Group(24 7) Focus group of public libraries who are affiliate members at state library association meeting (24 7) Yr 4: Results of focus groups reported to NN/LM, RAB, shared with other regions Yr 5: Planning for Network Data Inventory Y1 of next contract	CustServ or contact NLM staff directly		NLM in contract evaluation
	Participate in a site visit and review of the regional program, to be conducted at least once during the contract, by selected representatives from NLM, the RAB, and at least	Gather information to demonstrate RML program effectiveness Develop presentations Publicize and invite network members to participate	Yr 1: Gather information Review report from previous site visit in preparation for next visit Yr 2: Gather information Yr 3: Develop presentations when visit scheduled	Data to be shared with site visit team Report to be shared with region	Site visit team is enthusiastic and supportive of RML programs and services	Report Contains no surprises indicating that the RML is aware of its strengths and weaknesses

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
	one other RML		Yr 4: Review site visit report for suggested changes, enhance regional programming			

Network Infrastructure

A12 – Feedback

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities	Obtain ongoing feedback from users about their information preferences, needs and uses	Administer Network Inventory Questionnaire and conduct focus groups Include a question on each course evaluation form that seeks information preferences Arrange for product evaluation for consortia purchase Obtain information from regional CBOs on information needs and preferences	Yr 1: Add information preferences question on evaluation form; Yr 2: Administer network inventory; Yr 3: Conduct focus groups with members and affiliated public libraries Yr 4: Product evaluation; obtain information from regional CBOs on information needs and preferences; determine whether RML efforts are aiding access to health information Liaisons will use whatever methods are appropriate to compile this information (e.g. personal discussions, questionnaires, distribution lists) Yr 5: Analyze and report results of CBO questionnaire	Classes Newsletters Questionnaires Web pages	The RML will understand users' information preferences, needs and how they use health information (Note: "Healthy People objectives have been specified by Congress as the **measure for assessing the progress** of the Indian Health Care Improvement Act, the Maternal and Child Health Block Grant, and the Preventive Health and Health Services Block Grant" and "a set of standardized measures for health care purchasers and consumers to use in **assessing performance of managed care organizations** in the areas of immunizations, mammography screening, and other clinical preventive services")	85% of all individuals responding to questionnaires, participating in focus groups, completing class evaluations and/or evaluating products provide data about preferences, needs and uses of health care information

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
	Recommend ways of improving health professional and consumer access to information	Post information on our web site Place information in weekly newsletter Publish in quarterly newsletter Discuss in our annual update at chapter meetings Investigate and share new technologies for information access Coordinate consortia buying activities Facilitate collaboration and partnerships between libraries and CBOs for access to health information	Yrs 1-5: Post information on our web site Place information in weekly newsletter Publish in quarterly newsletter Discuss in our annual update Investigate and share new technologies for information access Coordinate consortia buying activities Facilitate collaboration and partnerships between libraries and CBOs for access to health information	Same as above *****	Recommendations are formulated and disseminated across the region	Recommendations are posted to every RML communications tool at least twice a year 80% of CBOs responding to questionnaire report the RML has assisted them in increased awareness and access to health information

Network Infrastructure

A13 - Training Facility

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
Promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities	Provide a training facility equipped with personal computers for conducting NLM training classes as outlined in the NN/LM National Training Center and Clearinghouse and Clearinghouse Statement of Work	Make training available from our resource libraries Identify resource libraries that meet the criteria for NTCC training Resource libraries meeting criteria are sent to NTCC to schedule training	Yr 1: All resource libraries offering training will meet criteria Yrs 1-5: Resource libraries selected by NTCC will have training sessions	Equipped training facilities	Network members, health professionals and others have facilities in the region where they can be trained to access health information from NLM resources	Each Resource Library hosts at least one training of the NTCC
	Provide a training facility with technologies supporting distance learning, including webcasts	Provide facilities for distance classes through Access Grid, streaming services, Breeze (?)	Yr 1: Streaming available at Becker and Eccles Health Sciences Library Access Grid available at Wyoming and Eccles Health Sciences Library Yrs 1-3: Access Grid constructed at two Resource Libraries each year Yrs 1-5: Resource Libraries develop the capability of hosting distance classes Resource Libraries participate in Access Grid sessions	Facilities equipped for distance education	Network members, health professionals and others have facilities in the region where they can be receive distance education	Distance education events are offered at Resource Libraries

Network Infrastructure

A14 – Assessment

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
Develop tools and conduct evaluation activities to understand how the products and services of the NN/LM and NLM contribute to improved access to health information by health professionals, and the public	Conduct or participate in needs assessments or surveys of users and non-users of NLM and NN/LM products and services	Document NLM products used and not used as reported through contacts made during exhibits, informal meetings, outreach classes, Network Data Inventory, and focus groups	Yrs 1-5: Liaisons will elicit information from members and health professionals during classes, exhibits, visits, meetings All training evaluation forms will include questions about electronic access to health information Yr 2: Network Data Inventory will ask members about their use of NLM and NN/LM products and services Yr 3: Focus groups will ask Network members and Affiliate members who are public librarians about NLM and NN/LM services and resources	Questionnaire results ARS records with information elicited from members, etc	We will have identified products and services that are not used, understand reasons for non-use	Questionnaire results reflect users needs and preferences
	Conduct or participate in needs assessments or surveys of users and non-users of NLM and NN/LM products and services	Participate in tests of new NLM products and services and conduct and/or participate in usability studies of NLM and NN/LM products and services	Yrs 1-5: RML staff and RML members particpate in tests as requested by NLM and provide feedback.	Usability Studies	NLM and NN/LM products and services are enhanced through feedback from region's participation in usability studies and testing	NN/LM acknowledges receiving feedback from region

Network Infrastructure

A15 – Promote Applications for NLM Grants

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
To develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public	Promote and encourage the submission of applications for NLM-sponsored grants	Promotion through our communication tools	Yrs 1-5: Promote NLM grants using our communication tools Include NLM and NN/LM funding in presentations about the Network Seek input and participation in promotion from Regional Advisory Board members Actively identify potential projects, looking to MCR funded projects as potential candidates for NLM funding Document how many proposals RML staff consult on Add successful proposals to MCR web site	Items and articles in Newsletter, weekly update, blog; PPT slideshow; List messages	Increased number of Proposals from Network members Proposals for NLM grants from Network members who have not applied before	There will be an annual increase of 2 grant proposals that receive consults from RML staff submitted to NLM

Network Infrastructure

A16 - Funding Consultation

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
To develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public	Provide consultation to network members as well as community-based, faith-based and other organizations representative of special populations on preparing proposals for projects to compete for NLM and NN/LM funding	Promote our consultation service: review of proposal, feasibility of project, letters of support Offer a grant training workshop—1 day and shorter intro version –state library assn meetings, consortia meetings Track Grants.gov for when NLM is accepting applications through this site	Yrs 1-5: Newsletter, weekly update, blog Web site will include information on consultation services Yr 1: Liaisons take grant training workshop Yr 1 and Yr 3: Electronic Grant training workshop, priority Network members, open to all Yr 2: Offer it at MCMLA 2007 (interregional chapter meeting) Yrs 1-5: Follow Grants.gov progress Yrs 2-5: Post on MCR web site successful grant and award applications Yr 3: Question on NDI regarding NLM, NN/LM, other funding received	Items and articles in Newsletter, weekly update, blog; lists PPT slide show Grant training workshop NDI question Presentation for health Conferences Articles in newletters, posters and presentations that demonstrate successful partnerships between network members and CBOs Examples of successful grant and award applications	Increased number of successful proposals, NLM, NN/LM and other funding	The number of proposals funded by NLM, NN/LM, and other funding will increase by 5 each year

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			Yrs 1-5: Offer presentations at health conferences that we exhibit at to present examples of projects awarded, and role of MCR in offering awards Yrs 1-5: As part of our consultation, we will encourage partnerships between CBOs and members Yrs 1-5: Encourage and teach network members on successful partnering with CBOs (COG Group is developing an Effective Practices of Community Outreach Class: Assessment & Evaluation and Community Outreach Liaisons – bibliography of Participatory Research)			

Network Infrastructure

A17- NLM Funded Projects

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
To develop tools and conduct evaluation activities to understand how the products and services of the NN/LM and NLM contribute to improved access to health information by health professionals, community organizations, network members and the public	Keep abreast of NLM funded project developments, to share progress	Keep abreast of RML and NLM-funded project developments	Yrs1-5: A liaison will contact recipient of any kind of NLM funding to discover information applicable to regional programs and interest Yr 1: Develop a Project Wiki page for network members to share projects, ideas, and experiences Yrs 1-5: Add information to wiki and recommend that it be added to appropriate sharing sites Ask for copies of reports submitted or publicity received Yrs 3 and 5: Selected funding recipients will share project methodology and results using video broadcast technology and archived on NN/ LM web site Yrs 2-5: RML promotes Project Wiki with Newsletter, weekly update, blogs, lists Yr 1: Develop a resource on how to use a Project Wiki Yrs 1-5: Subcontractors for outreach projects are required to submit to the Effective	Project Wiki materials produced by funding are added to NLM, NN/LM resource pages like the Education Clearinghouse Highlight regional awards received by recipients on web site spotlight section and/or RML news	Outputs of NLM and RML projects are shared	100% of RML funded outreach projects are submitted to Effective Practices Databases 100% of RML funded projects are submitted to Wiki page NLM and other funded projects are publicized in RML publications

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			Practices Resource Encourage PIs to publish results in peer reviewed journals Require publications that result from RML funded projects to be added to PubMed Central Encourage Network members who receive non-NLM funding to add projects to the Wiki page Liaisons are assigned to manage specific RML projects and follow up on NLM funded projects			
	Follow up on NLM-funded grants in the region to keep abreast of project developments to Integrate results NLM funded projects into appropriate regional programs	Identify projects that can serve as program models Extend the models via regional programs throughout the region Track Network members who receive non-NLM funding	Yr 1: Review projects from previous contract Determine which should be adopted by others. Develop a presentation to demonstrate projects Request that lessons learned from 2001-2006 projects be added to Effective Practices Resource Add requirement for input in Effective Practices resource to regional RFPs Training for liaisons on inputting into Effective Practices Resource Yr 2: Promote use of Effective Practices Resource within the region Link to web site from MCR web site	Entries in Effective Practices Resource Presentation of model projects	NLM funded projects serve as a model when designing regional projects/activities	One NLM funded project serves as a model when designing projects in the region

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			Training on how to search for NLM & NN/LM MCR funded projects in the Effective Practices Resources Assist subcontractors with input Yrs 3-5: Promote use of Effective Practices Resource within the region Assist subcontrators with input Review completed projects to integrate into regional programs			

Network Infrastructure

A18 - EFTS

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE	OUTPUTS	OUTCOMES	INDICATORS
	Participate in EFTS	One RML staff member and two network members serve as members of the EFTS advisory group	Yrs 1-5: Participate in EFTS advisory group meetings Provide feedback to EFTS from network members in the region	EFTS policies and procedures; EFTS marketing plan and materials	RML staff and network members will support the activities of EFTS	Selected Three librarians from the MidContinental Region will participate as members of the EFTS advisory group
To develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Promote network member participation in EFTS	Create marketing plan for EFTS including: Publish information about EFTS membership in RML publications Distribute EFTS promotional materials to member libraries Develop instructional module on EFTS for the MCR web site	Yrs 1-5: Get a list of regional participations from EFTS web site Compare EFTS participation and evaluate change State Liaisons will keep EFTS promotional items in stock to distribute to Network members Distribute EFTS promotional materials to member libraries Publish info about EFTS in RML publications Yr 3: Develop instructional module on EFTS for the MCR web site	Updated EFTS membership list for MCR; Marketing plan for EFTS membership in region EFTS instructional modules Publications about EFTS membership	More libraries in the MCR will participate in EFTS through the University of Connecticut	By the end of Year 5, 113 Network Members will participate in EFTS (about 23 members per contract year)
		Investigate mandatory EFTS participation as	Note: EFTS has no current or future plans to conduct a survey	EFTS responsibility Evaluation of member participation satisfaction	Increased participation in EFTS in anticipation of it	An indicator that the decision has been made is publication of this

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE	OUTPUTS	OUTCOMES	INDICATORS
		a requirement for full membership	Yr 1: Query membership not using EFTS on reasons for non-participation with EFTS Yr 2: Announce to region that RML is considering EFTS participation as a requirement for full membership Yrs 2-5: Collect and evaluate responses from membership RML staff attending consortia meetings will facilitate discussions re: non-participation and impact of this requirement In visits and meetings RML staff will gather anecdotal data about non-participation in EFTS and impact of requirement Yrs 1-5: Work with Network members to overcome barriers to participating in EFTS	Evaluation of member non-participation	being required for Full Network membership	decision in official RML publications—web site, RML News, P2PP

Note: There are 56 current members of EFTS. The difference between the number of Docline members and the number who are on Freeshare is the minimum that we need for EFTS participation. According to Barb's numbers, the difference is 113 Libraries with in the MCR

Network Infrastructure

A19 – E-Licensing

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES –	INDICATORS
To develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public	Assist network members with negotiating e-licensing agreements that meet the needs of their institutions and support the mission of the NN/LM	Provide resources on e-licensing	Yr 1: Add resources on negotiation and e-licensing to netLibrary *check on this* Compile list of conditions for e-licenses Contribute to e-journals page Yrs 2–5: Contribute to e-journals page Add resources on negotiation and e-licensing to netLibrary *check on this* (netLibrary currently does not have any materials on either negotiation or e-licensing) Yrs 3-5: State liaisons will work with consortial buying groups in their states to determine use of e-licensing materials	List of license inclusions on web site (conditions and verbiage of e-license agreements) Additional links on the e-journals page (reports and conditions for e-licenses)	Network members use resources provided by the RML to negotiate e-license agreements that support equitable access to health information	At least 7 Network members will use resources provided by the RML to negotiate effective e-license agreements
To develop, promote, and improve electronic access to health information by network members, health professionals, and	Assist network members with negotiating e-licensing agreements that meet the needs of their institutions and	Provide training in e-licensing issues	Yrs 1-5: Training on negotiations Add training materials to NTCC Yrs 2 & 4: Sponsor a journal club to	Broadcasts Archived broadcasts Training materials Collaborative	Network members will negotiate e-license agreements that support equitable access to health information	Network members will attend trainings on negotiations and the components of a good licensing agreement, and will report that these trainings are effective with a rating of at least 4 on

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES –	INDICATORS
organizations providing health information to the public	support the mission of the NN/LM		address e-licensing and negotiating issues using collaborative learning technologies	learning technologies		the MLA rating sheet
To develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public	Assist network members with negotiating e-licensing agreements that meet the needs of their institutions and support the mission of the NN/LM	Facilitate Regional E-license agreements	Yrs 1-5: Promote participation by libraries in e-licensing consortia group Implement policies and procedures Facilitate trials for regional licensing Query network members to determine desired products Yrs 2-3: Through Network Data Inventory and focus groups we will evaluate satisfaction with regional e-licensing process Yrs 4-5: Start transition of MCR Regional Licensing group to independent organization structure	All policies and procedures will be on the MCR web site License agreements Promotional materials	Regional e-licensing results in lower costs for our members	20 MCR Network members will license e-resources through the MCR Regional Buying Consortium 10% cost savings for members
To develop, promote, and improve electronic access to health information by network members, health professionals, and organizations	Assist network members with negotiating e-licensing agreements that meet the needs of their institutions and support the	Expand licensing project beyond MCR	Yr 1: Determine interest of other NN/LM regions in collaborating on licensing project Select members from regions for participation on advisory group	E-license agreements for multiple regions of NN/LM Advisory group for multi-regional licensing project	Network members from multi- regions will have e-license agreements through the a multi-regional buying consortium	Libraries from MCR and at least one other region will license e-resources through a multi- regional buying consortium 50 Network members will participate in the muti-regional buying

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES –	INDICATORS
providing health information to the public	mission of the NN/LM		Promote e-licensing program and services of advisory group in participating regions Yrs 2-5: Select and evaluate e-resources for licensing Work with BCR to negotiate and administer e-licenses for participating libraries Develop policies and procedures for purchasing group without the coordination of the RMLs	Policies and procedures for operation of advisory group and project		consortium 10% cost savings for members

Regional Services Plan

Part B: Outreach Programs

B1 - Outreach to Health Professionals

Statement of Work

The contractor shall continue to develop, implement, and evaluate targeted outreach programs to bring biomedical information resources within easy reach of U.S. health professionals who still do not have access, with special focus on those in rural areas and inner cities. The RML outreach program shall enlist the assistance of hospital libraries and other Network members, through the use of subcontracts, agreements and other mechanisms, to carry out projects with the following foci:

a. Special populations or subject disciplines that have been identified as priority initiatives (e.g., health disparities, health information literacy, HIV/AIDS, health services research, public health) and that target the health professionals serving those populations or working in those disciplines;
b. Unaffiliated health professionals and health professionals in inner cities and rural areas;
c. Local/state public health departments with particular emphasis on Internet access and collaborations with other organizations/institutions that work with public health personnel;
d. One or two inner-city institutions per year which shall include identifying what the RML can do to improve or enhance the institution's access to biomedical information and developing and implementing a program that responds to identified needs; and
e. Institutions whose objective is to train minority health practitioners or those who serve minority populations, to develop specific linkages so that their health professionals and students have full benefit of the resources of the Network.

Applicable NN/LM Goal

To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities

Objective:

The contractor shall continue to develop, implement, and evaluate targeted outreach programs to bring biomedical information resources within easy reach of U.S. health professionals who still do not have access, with special focus on those in rural areas and inner cities

Rationale:

Goal 2 of the National Library of Medicine's Long Range Plan is to "Promote use of health information by health professionals and the public". Of special interest to the NLM in addressing this goal is to reduce health disparities. Support of health professionals who are working with underserved communities is a way for the NN/LM to address this concern.[2]

[2] National Library of Medicine. Long Range Plan 2000-2005. [Web document]. Bethesda, MD: N LM; 2001 [rev. 18 Mar 2001; cited 5 Jul 2005].
<*http://www.nlm.nih.gov/pubs/plan/lrp00/goal-2-1.html*>

Approach and Methodology:

The 2002 Network Data Inventory gathered information about outreach programs in the region that were being carried out by Network members. The definition provided in the inventory for "outreach" was that "Outreach generally refers to efforts to raise awareness of health information resources among consumers and health care practitioners. A total number of 122 members responded to the inventory; of those, 94 answered this part of the questionnaire. Thirty respondents have "formal outreach programs that target groups or individuals outside" their institution. These members promote their services to public health departments, public libraries, rural health professionals, inner city health professionals, Native Americans, Spanish language speakers, Immigrants and new Americans, and African Americans. About half of the libraries evaluate their outreach programs.

Focus on Priority Initiatives

The RML will enlist the assistance of hospital libraries and other Network members to focus on special populations or subject disciplines that have been identified as priority initiatives (e.g., health disparities, health information literacy, HIV/AIDS, health services research, public health) and that target the health professionals serving those populations or working in those disciplines.

The 2005 Network Data Inventory will again identify Network members already working with health care professionals who serve special populations. The Assessment & Evaluation Liaison, working with the Community Outreach Liaison, will develop questions to ask these Network members about the assistance the RML could offer to facilitate their services to health care professionals. The questions will be distributed to all state liaisons who will make the actual contact. Each state liaison will use the most effective method for her state (for example, targeted emails). The types of needs that may be identified include: patient education materials, how to work with someone from a specific culture (cultural competency), organizational and web resources. The Community Outreach Liaison will develop classes and make materials available from the MCR web site to address the needs identified in the assessment. Train-the-trainer classes will be developed for Network members so that they can train their health professionals on the course content. Some of the content may already be available in resources such as the "Public Health Information and Data: A Training Manual" and its accompanying tutorial. *(http://phpartners.org/tutorial/index.html)* The liaison will customize existing instructional materials to address the identified needs. The Community Outreach Liaison will pilot these sessions with the state liaisons who will offer them as in-person workshops in their states. She will adapt them and offer the workshops as

distance education at least once a year to the region throughout the rest of the contract.

To encourage participants of the train-the-trainer workshops to provide outreach to health professionals who serve priority populations, liaisons will reimburse participant's expenses for providing demonstrations and training sessions. Allowable expenses include travel costs or duplication of materials; they do not include purchase of equipment. Class evaluation forms will be provided by the MCR. The reimbursements will come out of the Resource Library subcontract budgets. Liaisons will follow up via email with Network members to determine the number of classes offered to health care providers who work with underserved populations, who are in public health departments, or who work with HIV/AIDS patients.

CDCynergy

As a member of the Partners in Information for the Public Health Workforce, the NN/LM partnered with the Society for Public Health Education (SOPHE) in 2005 to support their training initiative for CDCynergy. CDCynergy steps public health professionals through the process of running a health communication campaign by providing stages, templates, and evaluation. The Education Liaison will co-teach two CDCynergy workshops in the region. This commitment was part of the training agreement between the NN/LM and SOPHE. A second Network member will also co-teach in the region.

Outcome: - Network members will provide training to health care providers who serve identified populations

Indicator: - Between years 2-5 of the contract, Network members will provide six trainings a year to health care providers who work with underserved populations, who are in public health departments, or who work with HIV/AIDS patients

Focus on unaffiliated health professionals and health professionals in inner cities and rural areas

The RML will offer three outreach awards for up to $10,000 to Network members in years 2 and 4. Priority will be given to projects that provide outreach and training to health professionals in rural and inner city areas who do not have easy access to biomedical information and who work with underserved populations. Network members will be encouraged to submit projects that involve a partnership with a community organization.

Outcome: - Projects will provide outreach and training to health professionals in rural and inner city areas who do not have easy access to biomedical information

Indicator: - Six awards will be made to Network members to provide outreach and training to health professionals in rural and inner city areas who do not have easy access to biomedical information

Focus on local/state public health departments

The Online Public Health Library (OPHL) project, an effort by the Utah Department of Health (UDOH), the Utah State Library Division, the Spencer S. Eccles Health Sciences Library and the MCR, has successfully improved access to electronic UDOH documents by providing links to these documents from the Eccles Library's online catalog. The technical services department of the library receives a description of the resource from the health department and then catalogs it for inclusion in the library's online catalog. Currently, the Eccles Library online catalog has links to 320 electronic UDOH documents. Future plans for this project involve building a DSpace archive of these documents in partnership with the Utah State Library.

State liaisons in Wyoming and Missouri have begun to explore the possibility of implementing this project in their states. The stake holders in each of the states have been identified and discussions begun to determine interest, resources and responsibilities. When processes have been designed and the workflow is tested, discussions about OPHL will begin in another state. The third state to start implementation may be Kansas. The Archie R. Dykes Library of the Health Sciences at the University of Kansas has expressed interest in seeing their health departments' publications more readily available. Each of the projects will be monitored with the intent of learning what processes are created to fit the health department's publication environment. An evaluation tool or measure will be developed at the beginning of the contract with assistance from the Assessment a nd Evaluation Liaison. The outcome that the RML would like to see at every OPHL site is an understandable and consistent process in place for providing access to the health department's electronic documents. The state liaison, in consultation with the implementation team, will write up the report. A final report will be submitted to NLM and the Partners Steering Committee; the report will compare access to electronic health documents in all states in the region.

The MidContinental Region has seven public health programs and one school offering Master of Public Health (MPH) degrees. Several activities have occurred that promote NLM products and services to graduate public health programs in the region. In Kansas, the public health program at the Kansas University Medical Center requested a one credit hour course on public health informatics for their students. In Missouri, a proposal to NLM for teaching health resources to public health and school nurses has been submitted by the J. Otto Lottes Health Sciences Library, University of Missouri-Columbia. In Utah, a demonstration of

NLM products has been given to students of a University of Utah public health research class and discussions are in progress for more classes.

In the new contract, the RML will collect curriculum materials from libraries that are providing public health informatics courses. The Education Liaison will build interest within the MPH program at the University of Nebraska Medical Center to incorporate informatics into their program. Working with her colleagues in the Resource Library, she will create a basic course that will be tested with the MPH program. “Public Health Information and Data: A Training Manual” will be used to develop the course. This course will provide training on public health web sites and the use of mobile technology to access resources such as WISER (NLM’s Wireless System for Emergency Responders). (*http://wiser.nlm.nih.gov*) After the curriculum has been successfully tested, the state liaisons will work to get some version of the course incorporated into the curriculum of the MPH programs in their states that do not include a public health informatics component. In some cases this may mean contacting librarians at other institutions and encouraging them to work with their MPH faculty. The materials developed by the RML will be shared.

Outcome: - Network members, public health professionals, and the public will have improved access to public health information

Indicators: - Missouri and Wyoming will have a process in place to manage access to electronic public health information

- Each state will have a designated Resource Library and project manager who will be responsible for their state OPHL project

- Five of the seven public health graduate programs will have incorporated a basic public health informatics class into their curriculum

Focus on Inner City Institutions

One method of focusing on inner city institutions is to have them serve as active participants in our organization. The Community Outreach Liaison has a work group in Omaha that assists her in program development and implementation. The work group always includes a representative from an inner city organization. In the current contract, Florence Brown, Administrator of the Women’s Health Center in Omaha, represented an inner city community organization on our Regional Advisory Board. In the new contract, a representative from an inner city organization will be considered annually for membership on MCR’s Regional Advisory Board.

In order to identify needs of inner city and rural institutions, the Community Outreach Liaison will coordinate a series of Café to Go[3] sessions. Café to Go is a group process that "fosters collaborative dialogue, active engagement, [and] constructive possibilities for action."

The MCR will gather a group of members from CBOs and community health clinics in a relaxed setting to discuss pre-established topics or questions. Every round table will have a different question and people will move from table to table at regular intervals until everyone has had the opportunity to discuss all the questions. The mix of the group can remain stable or be self-determined so that with every new question an individual may talk to a different mix of people. Summaries of all the different discussions for a single question are presented to the whole group to conclude the café.

This process was used by the Community Outreach Liaison with her work groups to elicit suggestions for the 2006-2011 NN/LM contract. The MCR proposes to use this process to brainstorm and develop strategies for addressing both the information needs and the Internet connectivity needs of community based organizations and community health centers.

Café to Go sessions will be held in each state. State liaisons will identify and invite inner city and rural community organizations and community health centers to participate. Network members will be invited to facilitate the table discussions. The MCR will develop projects and facilitate partnerships between organizations and Network members based on the suggestions that result from the discussions. For example, the Nebraska AIDS Project wants to store social services data on a PDA. When they are working on the streets they need to be able to access this information in order to make referrals. A library with the skills to organize information and to properly format data on a hand held device would be a welcomed partner. Liaisons will track the projects that result from the Café to Go process. In the last year of the project, proposals to present papers/posters describing the use of Café to Go as a project development tool will be submitted to appropriate meetings.

Outcome: - There will be increased access to biomedical information by unaffiliated inner-city institutions

Indicators: - One inner city staff member is considered for Regional Advisory Board membership each year

[3] World Café Community. Café to Go: A quick reference guide for putting conversations to work. [Web document]. Whole Systems Associates, c2002 [cited 5 Jul 2005]. *<http://www.theworldcafe.com/cafetogo.pdf >*

- Six Café to Go sessions are held

- Presentations/posters will be presented on the Café to Go process at three conferences

Focus on Institutions Training Minority Health Professionals

The MCR has been a leader in the outreach to Native Americans in the Four Corners states of Arizona, Colorado, New Mexico and Utah. At the juncture of these states is a large Native American population living on reservations and pueblos. The RMLs and academic health sciences libraries that serve this geographic area have been working together to improve the communities' access to health information. Three additional states in the region (Kansas, Nebraska, and Wyoming) have Native American reservations. Liaisons have been working with various groups in order to establish a relationship with the tribes. Building on activities already accomplished, the MCR will carry out an activity with two tribal libraries based at tribal colleges in the region.

The region has four tribal colleges:

- Haskell Indian Nations University, KS
- Little Priest Tribal College, NE
- Nebraska Indian Community College, NE
- Wind River Tribal College, WY

Each state liaison has already visited and demonstrated and/or provided training on NLM resources at each library. None of the libraries have become members. In the next contract we will actively encourage the libraries to become NN/LM members. Haskell Indian Nations University offers an Associate Degree in Health and Physical Education. Little Priest Tribal Colleges offers an Associate of Arts Degree in Alcohol & Drug Counseling. The libraries for Wind River Tribal College and Nebraska Indian Community College support at least one class related to health.

The MCR will encourage two of the libraries to promote access to health information to their communities by having them use our exhibit tool kit. We will develop the exhibit tool kit with two of the tribal libraries to use at community events (health fairs, pow wows); the tool kit will allow tribal libraries to promote health information resources at least twice a year. The tool kit will include a poster stand, a poster executed commercially based on the design of the tribal library, and promotional materials. The tool kit will be funded by the RML. In addition to exhibiting twice a year throughout the contract, the library will submit a report on their exhibit experiences.

Outcome: - Tribal libraries promote health information access to their community

Indicators: - Three tribal libraries in the region become affiliate members

- Two tribal librarians each use the exhibit tool kit at two events per year

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Schedule:

Year 1
Use the 2005 Network Data Inventory to identify Network members working with health care professionals who serve special populations

Develop questions to assess the needs of Network members working with health care professionals who serve special populations

State liaisons will assess the needs of Network members working with health care professionals who serve special populations

Continue negotiating the OPHL project in Missouri and Wyoming

The Nebraska Liaison working with library staff and faculty develops a basic public health informatics class for the MPH program

Promote membership in the NN/LM to tribal college libraries

Develop two exhibit materials tool kits with two tribal libraries

Years 1-3
Hold Café to Go in each state in the region

Years 1-5
Identify staff from unaffiliated National Association of Community Health Centers (NACHC) in the region

Invite key staff from inner city CBOs and health centers to join the Community Outreach Working Group

Staff members from inner city CBOs are considered for Regional Advisory Board membership

Teach two CDCynergy classes

Year 2
Develop a series of train-the-trainer classes for Network members working with health care professionals who serve special populations

Offer regional awards for outreach projects that give priority to training health care providers in inner city and rural areas who have limited access to biomedical resources

Begin discussions about OPHL in another state

The Kansas Liaison works with another institution in her state to add the basic public health informatics class to the MPH curriculum

Years 2-5
Promote and offer the series of train-the trainer classes for Network members working with health care professionals who serve special populations

Develop projects based on the feedback from Café to Go sessions

Review and Evaluation of each OPHL Project

Year 3
The Colorado Liaison works with her institution to add the basic public health informatics class to the MPH curriculum

Years 3-5
OPHL implementation begins in additional states

Year 4
State Liaisons and Community Outreach Liaison will provide reimbursements for expenses to Network members to train health care professionals who work with underserved populations

Offer regional awards for outreach projects that give priority to training health care providers in inner city and rural areas who have limited access to biomedical resources

The Missouri Liaison works with St. Louis University's Health Sciences Center Library to add the basic public health informatics class to the curriculum

Year 5
Submit proposals to three meetings for presentations/posters on the Café to Go process as a project development tool

Publish final report of OPHL comparing all state projects

The Colorado Liaison works with the University of Northern Colorado's James A. Michener Library to add the basic public health informatics class to the curriculum

B2 - Consumer Health Information Services

Statement of Work
The contractor shall develop, implement, and evaluate outreach programs to increase the public's awareness of and access to high quality electronic health information. In carrying out these programs, the contractor shall work with a variety of intermediaries, including Network members, health care providers, public health personnel, librarians, K-12 teachers and staff, other educators, community organizations, health advocacy groups, churches, and self-help

groups, through the use of subcontracts, agreements, and other mechanisms. The NN/LM consumer health outreach program shall include:

a. Developing the region's consumer health information goals and objectives and working with a variety of organizations to accomplish them;
b. Developing programs that focus on reaching minorities, senior citizens, and low income populations;
c. Working with NLM, the NN/LM, and other organizations to develop tools and linkages to improve access to electronic consumer health information at the local, state, and regional levels;
d. Developing programs to promote MedlinePlus and other NLM resources to all health professionals as a resource for them and their patients; and
e. Coordinating the development of MedlinePlus Go Local in the region

Applicable NN/LM Goal

To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities

Objectives:

Increase the public's awareness of and access to high quality electronic health information

Rationale:

Cultivating partnerships with public libraries will continue to be a major strategy in the region in order to promote access to consumer health information. Public libraries are largely supported by their local community or government and are highly focused on serving their local constituency. We wish to empower them to provide health information services and reach our outreach goal as well. A study done in 1998-1999 by the National Library of Medicine found that consumers frequently go to their public libraries for health information.

> "Health information was generally considered one of the top-five or top-ten topics of interest to patrons. About two-thirds of the libraries estimated that health requests account for 6% to 20% of their total reference requests. Libraries that had specialized science and technology departments and that kept separate statistics by department had higher percentages of health-related requests, ranging up to 60%."[4]

Our work to facilitate access to consumer health information also supports NLM's strategic objective to "Increase awareness and use of NLM services among the public."[5]

[4] Wood FB, Lyon B, Schell MB, Kitendaugh P, Cid VH, Siegel ER. Public library consumer health information pilot project: results of a National Library of Medicine evaluation. Bull Med Libr Assoc. 2000 Oct; 88(4):314-22. p. 318

[5] National Library of Medicine (U.S.). Board of Regents. National Library of Medicine long range plan, 2000-2005/report of the Board of Regents, National Library of Medicine. [Bethesda, MD.]: National Library of Medicine, 2000. p14.

Approach and Methodology:

Develop the region's consumer health information goals and objectives and work with a variety of organizations to accomplish them

The Consumer Health Liaison is based at Denison Memorial Library in Colorado. She is responsible for coordinating the consumer health information outreach for the region.

This liaison will form a working group made up of representatives from the different populations, groups, and states that the RML plans to focus on in that year. The work group will contribute to the annual planning process by suggesting outcomes and activities for the coming year. Work group members will also be enlisted to help implement the activities that achieve the goals and objectives for this project area. The annual objectives and activities will be available from the MCR web site and submitted to the National Library of Medicine as part of the annual budget negotiation process.

In addition to working with a regional work group, the Consumer Health Liaison will work with the Consumer Health Coordinators from the other regions to identify common needs and share the responsibility of developing the resources (educational materials, workshops, promotional materials) to meet those needs. The Consumer Health Liaison will attend and contribute to the coordinators' monthly teleconferences and the coordinators' break out sessions at the RML Directors meeting.

Public Library Outreach

The RML will continue to work with public libraries to improve access to consumer health information in the regions' communities. In the four years of the current contract we conducted 192 activities with public libraries (see figure 1) including demonstrations and training sessions involving 744 participants (see table 2). This number does not include the librarians we talked to at state library association meetings. During these outreach activities we have introduced public librarians to MedlinePlus and other appropriate NLM resources. Introducing and training public librarians on the use of NLM consumer health information resources will continue to be a foundation of our program.

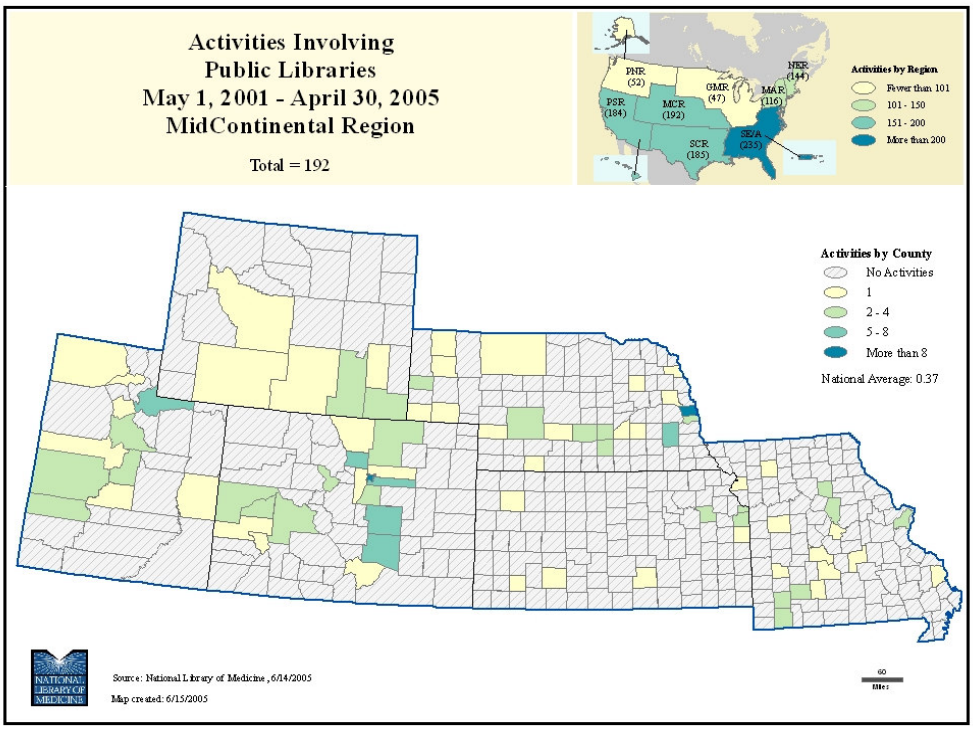

Figure 1: Activities with Public Libraries

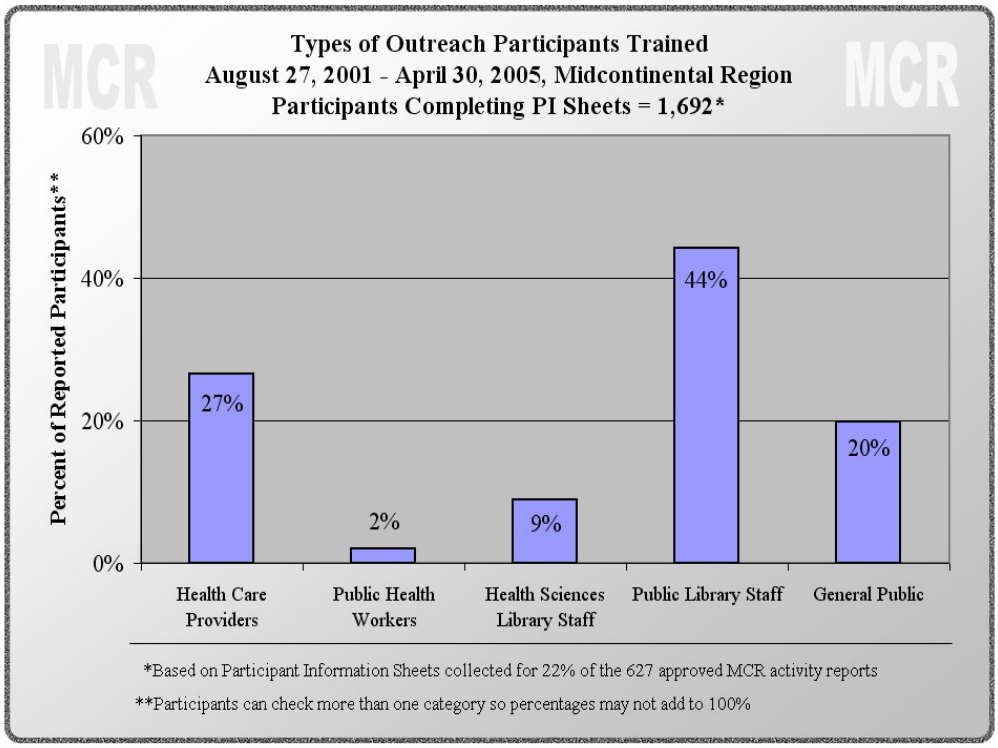

Table 2: Public Library Participants Trained

Outcomes: - MCR has well defined consumer health information outreach goals and objectives to share with public libraries, community and other organizations involved in providing health information to the public

- MCR has implemented regional consumer health information projects based on the goals and objectives

Indicators: - Six programs involving collaborations between two or more organizations will be implemented during the contract

Develop programs that focus on reaching minorities, senior citizens, and low income populations

Training

We are now incorporating into our program the four consumer health information training modules that were developed for the NN/LM during the current contract, either teaching them as designed or adapting them to the audience and time allotted. We predict that demonstrations and training will be a continuing need over the next five years. The modules developed for public librarians include hands on exercises training. “Doing” is an effective learning technique. Unfortunately not all sites where liaisons offer workshops have the facilities to incorporate the hands-on section. We propose to have liaisons configure mobile training units consisting of wireless networked laptops. Use of the mobile training units can be used to enrich the learning experience.

The MCR is an annual presence at all state library association meetings in the region. These meetings are an excellent venue for teaching classes because multi-type librarians from all over the state are brought together. Here too, the mobile training units will improve the workshops because computer labs are not provided for hands-on learning at the state meetings.

This mobile training unit will be useful not just in teaching consumer health modules but when working with health professional groups who want to learn about technical resources provided by NLM, such as PubMed and toxicology databases. The units will also be used in other environments such as public health departments and community based organizations where computer labs may not be available.

During the contract, MCR will hold a series of focus groups for public librarians who are Affiliate members. State library association meetings seem to be a convenient place and time for these focus groups. One of the areas that will be investigated is the usefulness of the training in meeting health information questions received at the reference desk from minority, low income and senior patrons.

Outcomes: - Organizations (CBOs, public libraries, public health departments and other organizations) serving minorities, senior citizens and low income populations who received training and information about health information resources implement health information programs for their service populations

- Librarians in the region have increased skills in accessing resources and teaching about consumer health information resources for minorities, senior citizens and low income populations

Indicators: - At least two CBOs and two public libraries offer programs about finding and using health information for minorities, senior citizens and/or low income populations and attribute ideas for the new program to information provided by the RML when responding to a questionnaire

- Public librarians participating in focus groups indicate that the RML has provided needed training in supporting information needs of minority, senior and low income populations

Multilingual Resources Coordination

According to the American Institute for Social Justice, nearly 47 million people speak a language other than English in the United States. Twenty-one million people have only a limited ability to speak English. This number represents eight percent of the country's total population. As many states are mandating the provision of interpreter services throughout healthcare facilities for all patients, the demand for wider availability of non-English language health information resources can be expected to grow.[6]

Numerous initiatives have developed to make available non-English language health information resources. An extended list can be found at (*http://nnlm.gov/train/chi/multi.html*), NN/LM's multilingual health information web page. Several multilingual resource projects have received funding from RMLs throughout the country. These projects address the availability of health information resources in languages and groups such as Arabic, Armenian, Bosnian, Cambodian, Chinese, Croatian, Eritrean, Ethiopian, Farsi, Haitian-Creole, Hmong, Khmer, Korean, Laotian, Oromo, Russian, Somali, Thai, Tigrean, Vietnamese, and others. A list of NN/LM funded projects includes but is not limited to:

[6] American Institute for Social Justice. "Speaking the Language of Care: Language Barriers to Hospital Acces in America's Citites". A study commissioned by the Association of Community Organizations for Reform Now: Washington, DC. January, 2004. Cited June 17, 2005. <http://www.acorn.org/fileadmin/Additional_Accomplishments/National_report.pdf>

- EthnoMed—University of Washington
- Healthy Roads Media—Multi-organizational Collaboration in the Greater Midwest
- Refugee Health Information Network—Center for Public Service Communication
- SPIRAL—Tufts University
- The 24 Languages Project—University of Utah
- Urban Health Partners—Wayne State University

While many of these initiatives originated locally and serve the needs of their defined geographic areas, they have become useful resources for Network members and other groups across the country. There is no doubt that these projects have produced a large number of health information resources in other languages. They have also broadened access by making existing print resources more widely available in web-based and multimedia formats.

The growth of these locally-inspired projects may continue as resource needs emerge for new populations. No coordination efforts are in place to assure that development of resources is tied to statistical indicators or that they address local and/or national health initiatives.

Other initiatives that offer a wide variety of resources serve highly specific professional audiences. Access to these resources becomes limited because of their interface or login requirements. There are also no initiatives in place for collaborative production efforts across the regions.

One approach to solving the problems and meeting the needs identified above is to bring together stakeholders in this issue who could begin to lay a roadmap to possible solutions. We propose doing this in collaboration with the other regions of the NN/LM. Types of stakeholders concerned with enhancing access to multilingual consumer health information include: producers and developers of these materials, those who use these materials with their clientele (health information mediators), and those who represent the end users (target audiences) of these materials. Stakeholders may include representatives from the Refugee Health Information Network (RHIN), Ethnomed, Krames, the California Family Health Council/EPA, MedlinePlus, key NLM entities, the NN/LM, Healthy Roads Media, the Office of Minority Health, public health departments, other agencies, and initiatives such as New York Online Access to Health (NOAH), and Selected Patient Information Resources in Asian Languages (SPIRAL).

Stakeholders would be asked to (1) define the issues involved in producing authoritative, quality health information that is culturally and linguistically appropriate for non-English speakers, and in providing ubiquitous access to this information; and to (2) work collaboratively with the NN/LM and NLM to bring

about solutions. We anticipate that participants from the Regional Medical Libraries will begin to make contacts with potential stakeholders at the October 2005 Refugee Health Meeting at NLM. An inter-regional group, including key stakeholders, will begin planning in year 1 of the contract for a retreat in year 2. This retreat will provide the opportunity to assess the current status of multilingual health information access, to brainstorm ideas, and to establish goals for an invitational symposium to be held at NLM in year 3. The purpose of the symposium will be for strategic planning, outlining steps to short- and long-term implementation, and identifying resources needed. We will look for ways we can support the work of the interregional group in our region in year 4, and report on final outcomes of regional efforts in year 5.

Outcomes:
- A national plan to coordinate multi-lingual web resources
- A regional plan to support the national strategic plan

Indicators:
- Ideas are developed by stakeholders
- Goals are set for national symposium
- A strategic plan is generated as a result of the national symposium
- A regional plan is submitted to the National Library of Medicine and published on the MCR web site

Work with NLM, the NN/LM, and other organizations to develop tools and linkages to improve access to electronic consumer health information at the local, state, and regional levels

Links to NLM Resources

During the current contract, we have worked with our state and local libraries to add links to NLM's consumer health information resources to their web sites. All states libraries except Missouri now link to MedlinePlus. Many local libraries have added this link as well. Some of the states link to additional resources such as MedlinePlus en espanol, Tox Town and the NLM home page. During the next contract we will encourage Missouri to add a link to MedlinePlus and monitor the state library pages to verify that links to MedlinePlus are maintained. The state liaisons will also suggest to state and local libraries appropriate pages where other NLM resources such as Tox Town, Household Products Database, and Genetics Home Reference can be added.

Outcomes:
- State library web pages have links to NLM Consumer Health resources, including MedlinePlus and Public Library Partnership pages

Indicators: - All state library web pages have links to NLM resources such as Medline Plus/Go Local, Public Library Community Partnership web site

Partnerships

The RML will encourage public libraries to form partnerships with other health information agencies in their communities as described on the Public Libraries and Community Partners web site. (*http://nnlm.gov/libinfo/community/*) This expands our current efforts, in which we encourage hospital and public libraries to form partnerships. In Colorado, the Colorado Consumer Health Information Librarians (CHILL), made up of public and health sciences librarians, meet to share developments and discuss common issues. In Wyoming, the annual Wyoming Symposium has developed into a meeting that gathers public and health sciences librarians together to learn about the latest in health information services from the NLM and NN/LM. Other state liaisons have identified consumer health information groups that are comprised primarily of health sciences librarians. They are encouraging public librarian participation. In the proposed contract, we will encourage public libraries, if they have not done so already, to form partnerships with other health information groups in their community. This is to take advantage of the various producers and holders of consumer health information and to centralize access to their resources through the public library. Utahealthnet is a project funded by the National Library of Medicine to the Spencer S. Eccles Health Sciences Library at the University of Utah. In the next three years it will develop collaborations around Utah with public libraries as principals in the collaborations. The RML will be incorporating lessons learned from Utahealthnet into its own efforts to foster similar partnerships. Examples of partnerships include public libraries sharing resources with school librarians and teachers, working with contacts on the Native American reservations, and collaborating with public health departments and community organizations.

Liaisons will invite librarians who have formed successful community partnerships to share information on their partnerships by writing an article for the RML newsletter, presenting at conferences, and submitting to the Effective Practices Collection *(http://www.nationalserviceresources.org/epicenter/overview/index.php)*. Liaisons will include information about the partnerships and their activities on the state and public library pages of the MCR web site.

Outcome: - Partnerships exist that enhance access to electronic health information

Indicator: - At least six partnerships between a public library and a community organization will be formed, one in each state

Develop programs to promote MedlinePlus and other NLM resources to all health professionals as a resource for them and their patients

Information Rx

Working through health professionals organizations in the region, the MCR plans to promote MedlinePlus by encouraging health professionals to participate in the Information Rx program developed by the American College of Physicians Foundation and the National Library of Medicine. This program provides information prescription pads for health professionals to use with patients. The health professional prescribes a topic in MedlinePlus as the health information remedy. Referrals to Network member libraries can also be included in the prescription. The MCR will continue to inform Network members about Information Rx and the benefits of incorporating it into their own library services.

In the current contract we tested the effectiveness of a mailer to physicians in Colorado promoting Information Rx. Data from NLM indicates that there was a 25% increase in material requests from Colorado during the month immediately following the mailer. Liaisons will try to obtain mailing lists from health professional organizations for physicians, nurses, and allied health professionals or request that the organizations send out our mailer. The Consumer Health Liaison will prepare a promotional piece for Information Rx referring the health professional to their institution's health sciences librarian or the state liaison for more information.

The program will also be promoted when the MCR exhibits at health professional meetings. Information prescription pads will be distributed at the booth along with material explaining how to issue information prescriptions, how to order more pads, and how to include a referral to a library.

Outcome: - Health professionals are able to direct their patients to authoritative health resources from the NLM

Indicator: - At least four clinical sites (or physicians) in the region will participate in the Information Rx project

Promotion

Liaisons have exhibited at health fairs in order to meet the community directly and introduce them to health information resources. In this contract we will encounter the community in a new venue--the state fair. State fairs are very popular in the region and we expect that this will be an excellent venue to raise awareness about MedlinePlus and MedlinePlus en espanol! Network members, both full and Affiliate, will be invited to join us at the state fairs. This should be a fun way to reach the different sectors of the population since people of all ages, economic and ethnic groups attend. Staff will poll visitors, in a manner that guarantees anonymity, to gather information on age, race and income level in

order to determine whether we are reaching the seniors, minority, and low income populations specified in the statement of work.

The Consumer Health Liaison and the Community Outreach Liaison will write articles about consumer health information resources for newsletters of senior organizations and community based organizations. These articles will be distributed to state liaisons who will add local information and submit them to local newsletters. This has been a successful procedure for dividing the responsibility in getting articles published. Liaisons will request demographics for the newsletters to determine whether they are reaching the seniors, minority, and low income populations specified in the statement of work.

The Community Outreach Liaison will develop heritage month health infobytes. For each month with an ethnic holiday or designation (e.g., Cinqo de Mayo, Black History Month) the Community Outreach Liaison will develop or locate an information item of interest to the ethnic group. It may be a health promotion piece on reducing lard in Mexican cooking or a brief biography of a prominent African American physician. These health infobytes will be distributed through the MCR web site, the Bringing Health Information to the Community blog, and local discussion lists. NLM consumer health information resources will be referenced in these infobytes. They will be posted early enough to be used by libraries and community based organizations who want to plan a health related program during the month. (For more detail see response to section B3 of the statement of work)

Outcome: - Minorities, senior citizens and low income populations receive information about finding health information

Indicator: - Liaisons records show that visitors to booths at state/county fairs are from intended audiences and articles for senior citizen publications reach intended audiences

Coordinate the development of MedlinePlus Go Local in the region

The MCR is proud to have had the second Go Local state in the nation. Missouri Go Local went live in March 2005. By the end of the current contract Wyoming, Utah and Nebraska will also be publicly available. In the next contract state liaisons in Kansas and Colorado will work with libraries and health organizations in their states to establish state wide Go Local collaborations. The Consumer Health Liaison and state liaisons will monitor existing projects through personal contacts and the reports that are submitted to the RML and NLM. The RML will budget funds for the new projects to help support their start up costs.

Outcome: - Populations in each state will be better served by local service information and better informed by MedlinePlus Topics

Indicator: - All six states will be participants in Go Local

Schedule:

Year 1
Create mobile training units (laptops, wireless routers, etc.) for each state liaison to use in public libraries, public health facilities and CBO sites, senior centers, faith based organizations, community centers currently lacking appropriate training equipment

Promote "NN/LM Public Libraries and Consumer Partners" and "MCR Public Library" web sites to public libraries across the region

Develop heritage month health infobytes

Participate in planning group for coordination of multilingual health information

Years 1-2
Identify new CBOs with health missions

Years 1-5
Liaisons will use the mobile training units and the consumer health modules three times per year to teach health information access to senior groups, low income population groups, and minorities

Exhibit and give presentations based on consumer health modules at regional and state meetings of public librarians, CBO workshops, aging and minority populations' health conferences

Year 2
Attend retreat on coordinating multilingual health information resources

Years 2-5
Liaisons will include information about partnerships and their activities on the MCR Public Library and MCR state web pages

Assist public health departments to make health information available to clients

Assist CBOs and faith based organizations to become aware of health information resources and other groups providing them

Year 3
Attend symposium on coordinating multilingual health information resources

Years 4-5
Implement ideas generated by symposium

B3 - Collaborating with Network Members and Other Organizations

Statement of Work

The RML shall pursue and maintain collaborations with Network members and other organizations including community-based organizations (CBOs) representing minority and other underserved populations to achieve its goals of outreach to health professionals and the public. Coordinating partnerships shall include:

a. Increasing awareness of the Network, especially among community-based organizations;
b. Fostering opportunities for Network members to collaborate with CBOs as part of their outreach effort;
c. Fostering opportunities for the training of staff at community-based organizations;
d. Providing consultation for Network members as they prepare project proposals; and
e. Providing consultation for Network members in project planning and evaluation.

Applicable NN/LM Goal

To develop collaborations among Network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation

Objectives:

Pursue and maintain collaborations with Network members and other organizations including community-based organizations representing minority and other underserved populations to achieve the goals of outreach to health professionals and the public

Rationale:

Eugenie Prime, keynote speaker for the Community Based Health Information Outreach Symposium, gave a rallying call for participants to work together to eliminate health disparities and reach Healthy People 2010 goals. Access to health information can make a difference. Representatives from community organizations provided examples of the contributions health sciences librarians could make by working with their communities to eliminate health disparities and reach Healthy People 2010 goals.

Approach and Methodology:

The Community Outreach Liaison has primary responsibility for coordinating the MCR's outreach program focused on community-based organizations and minority populations. She works out of the Creighton University Health Sciences Library.

Increase awareness of the Network, especially among community-based organizations by assisting in the development of working relationships between Network members and grass roots, regional and national CBOs with the RML that include health information as part of their mission/priority

The RML has worked with community based organizations throughout the current contract. Our successful partnerships include:

- Involvement in Bi-National Health Week. Our Kansas Liaison and Missouri Liaison joined with Alianzas and the Institute for Mexicans Abroad in its Bi-National Health Week. The liaisons became members of the planning group for this event, contributed to a number of activities including demonstrating MedlinePlus en espanol, and continue as planners for this year's Bi-National Health Week.
- Relationships formed with Omaha CBOs. The Community Outreach Liaison has formed relationships with several community organizations. She is a member of the Black Family Health and Wellness Association (BFHWA), and participates each year in the BFHWA Health Fair, in which 700 low income residents of Omaha attend to receive screenings and learn about health prevention and treatment. She has also attended several staff meetings of the Nebraska AIDS Project (NAP) and presented at the NAP annual conference.
- The Utah AIDS Foundation (UAF) becoming an Affiliate member. They sent staff to the RML's proposal writing workshop, and successfully submitted a proposal for an Access to Electronic Health Information award. In a shared exchange, the UAF promotes resources of the NLM and the MCR among its clientele and the Utah Liaison promotes the Foundation's services and resource center at meetings she attends.
- Additional relationships established with the Centro Latino de Salud Educacion y Cultura (MO), Johnson County (JoCo) Health Partnership (KS), Denver Healthy People 2010 (CO), and Sisters Together (NE).

All partners are introduced to, and when ever possible, trained to use the most relevant of NLM's resources for their needs. Because community organizations tend to rely on soft money, liaisons inform them of NLM and NN/LM funding and offer to serve as consultants in the proposal writing process.

In the next contract we will increase the number of community organizations that are aware of the resources and services we offer. We will focus on organizations with health missions, since they can best use our services. We will identify community-based organizations that meet our criteria of a health mission by obtaining referrals from existing contacts, exhibiting at meetings attended by staff of CBOs, and reviewing the Go Local directories for listings of CBOs. MCR liaison contact information and NN/LM products and services descriptions will be

provided to twelve new CBOs per year. Liaisons will record the CBOs they contact in their monthly activity report. Liaisons will also approach CBOs about submitting articles to their publications in order to inform the organization's audience about the health information resources specific to their interest (e.g., HIV/AIDS, African American Health etc.). The Community Outreach Liaison will write an article that can be tailored for state organizations' news resources by each state liaison. Six articles will be written during the contract. State liaisons will edit the articles and submit them to CBOs for publication.

The MCR will exhibit and, whenever possible, give presentations at ten minority health or CBO events, including health fairs, workshops, and pow wows. This is a way for us to increase the visibility of the RML. Community organizations sometimes have difficulty seeing past our names (e.g., "regional medical library," "National Network of Libraries of Medicine") and envisioning how we can assist them to achieve their health mission. When we visit these events we can present examples of how we have worked with other organizations, of the funding available from the NN/LM and projects that have been awarded funding. Conferences provide a forum where we can formally make presentations describing local and national efforts of the NN/LM. The Community Outreach Liaison is one of the founders of the Community Outreach Group, made up of outreach staff from all RMLs. This group is always on the look out for conferences where the work of the NN/LM and the resources of NLM can be presented to increase awareness of this facet of the NN/LM's outreach program. For example, they are planning to submit a proposal to give a presentation at the TFF Reforma Conference 2007 (a conference that will focus on health disparities).

On the national level we have been working with the NN/LM Pacific Northwest Region and the NN/LM Greater Midwest Region to cultivate CTCnet. These are Community Technology Centers located primarily in the inner city that make computer labs available to the community. Our Community Outreach Liaison discovered that they have the infrastructure and are eager to have applications that can be taught using the computer centers they have established. For the past two years the Community Outreach Liaison and Technology Liaison have been developing modules that teach web searching and evaluation using health information for the examples. These modules are being beta tested and will be made available via the National Training Center and Clearinghouse and from the MCR web site.

Another idea to bring health information to the forefront is to provide health information or "health infobytes", small snippets of health related information and tied to months that have an ethnic designation or a cultural holiday. The Community Outreach Liaison will develop health infobytes from NLM resources and provide a link to more information. For example, for February, Black History Month, she could feature Dr. Donna M. Christian-Christensen from NLM's "Changing the Face of Medicine" exhibit. Dr. Christian-Christensen is the first

African American female physician to serve in Congress. For Cinco de Mayo a health infobyte could feature MedlinePlus en espanol. The infobytes would be distributed in enough time for an organization to use as a component of an event or to use as a focus for an event. Community organizations as well as librarians would receive the health infobytes. The Community Outreach Liaison established a blog to provide health related news of interest to community organizations. This blog, Bringing Health Information to the Community (BHIC), *(http://medstat.med.utah.edu/blogs/BHIC/)* is read by 203 subscribers, as well as those subscribing to RSS feeds, and regularly receives messages of appreciation. State liaisons will send health infobytes on distribution lists that they use for local organizations within their state as well as to the MCMLA-L that reaches a majority of our Network members. The health infobytes will be mounted and archived on the MCR web site.

Outcomes:
- More CBOs in the region recognize the NN/LM MCR as a network of health information providers
- Information on minority health issues provided by the MCR is published in CBO newsletters and posted on their discussion lists

Indicators:
- MCR contact information and product and service information will be provided to twelve new CBOs per year
- Twelve health infobytes will be published each year
- Six articles will be written over the course of the contract to be published in CBO newsletters

Fostering opportunities for network members to collaborate with CBOs as part of their outreach effort

Resource Library – Community Organization Partnership

Following the 2004 Community-Based Health Information Outreach Symposium at NLM, there was a discussion initiated by the Community Outreach Liaison with the two Resource Library Directors selected to attend this event. The project description that follows came about through this discussion. The Bernard Becker Medical Library in St. Louis and the Archie R. Dykes Library of the Health Sciences in Kansas City will initiate a partnership with a community organization in their city that will last at least for the duration of the contract. The Community Outreach Liaison and the Assessment and Evaluation Liaison will consult in the development and implementation of this partnership.

The libraries will survey their own institutions to identify departments that have already established an outreach project with a CBO. The Community Outreach Liaison, along with staff at each library, will review possible partners, develop a strategy on how to form a partnership between a CBO and the Resource Library, and contribute to the project. The Community Liaison and Assessment and

Evaluation Liaison will develop a list of resources on community outreach, participatory research, and assessment and evaluation that will be available to the Resource Library staff from the MCR web site. With representatives of the selected community organizations, a health information needs assessment will be developed and administered. All partners will review the results and formulate a plan of outreach. If needed, the Community Outreach Liaison will recommend sources of funding for the projects. The Assessment and Evaluation Liaison and the Community Outreach Liaison will offer to consult on the proposal. As the outreach projects are implemented both liaisons will monitor their progress and be available to offer advice on any issues that arise. In the final year of the contract the libraries will publish and/or present a summary of their partnerships with community organizations.

Outcomes: - Resource Libraries will develop partnerships with Community Based Organizations that increase access to health information to underserved populations in the community

Indicators: - Two Resource Libraries will develop collaborations with CBOs that result in 2 year partnerships

Foster opportunities for network members to collaborate with CBOs as part of their outreach effort

Effective Practices Collection

All outreach projects funded by MCR in the new contract will be required to submit items to the Effective Practices Collection. The collection focuses on "education, environment, public safety and other human needs" and much of it is with community organizations. This depository was discovered through our partnership in Tribal Connection Four Corners (TC4C). As described previously, TC4C is an outreach project funded by the National Library of Medicine through the NN/LM MidContinental Region. One of the objectives of this project was to share the lessons learned. Following its investigation of resources for sharing effective practices, TC4C decided to add its practices to the Effective Practices Collection. *(http://www.nationalserviceresources.org/epicenter/)* An instruction guide is being developed to assist participants to write their submissions. This instruction guide will be revised for those who are implementing outreach projects in the region so that they can share their effective practices. We hope the lessons added to this site will benefit others who want to work with CBOs. The Community Outreach Group has agreed to develop a class in the next contract that teaches librarians the principles of working with community groups. This class will incorporate a description of different levels of partnerships from networking to the partnership level, and will offer effective practices to reach the partnership level. The class will be offered with MLA CE credits to health sciences librarians at regional meetings and to attendees of state library

association meetings. The group will also propose to teach it at an American Library Association meeting and will investigate a method for teaching this as a distance class.

Participatory Research Symposium

This year MCR is sponsoring a regional community health information outreach symposium immediately preceding the Mountain Plains Library Association Meeting in October 2005. This meeting is a regional follow-up to the national Community-Based Health Information Symposium held at the National Library of Medicine in 2004 and the outreach conference sponsored by the NN/LM Greater Midwest Region in 2003. Health sciences librarians, state librarians, public librarians and representatives from community organizations will be encouraged to work together to improve health information access and thus reduce health disparities. Examples of successful efforts will be highlighted and networking facilitated so that participants can learn from each other. In the next contract we propose a symposium featuring another aspect of collaborating with community organizations.

We have informally polled our Resource Libraries and community organizations, and have discovered that there is interest in participatory research. By participatory research we mean working in partnership with a community or community organization in order to achieve a common goal and documenting the experience in a manner that would be acceptable for sharing through peer reviewed publications. This meeting would be open to health sciences librarians, researchers in the health and social sciences, and representatives from community organizations. We hope that during this meeting the academics will come to understand that the structure and data associated with a pure research project is not realistic in this setting. We hope that representatives from community organizations will come to understand why data collection is necessary and how it can benefit them. A year following this meeting, participants will be sent an email inquiry to determine whether they have begun a project with a community or changed the structure of working with a community or community organization. The MCR proposes to fund this meeting.

Outcomes:
- Network members will know where to turn for ideas on partnerships
- Partnerships between CBOs and Network members increase
- Attendees of the participatory research symposium will understand that participatory research is a tool to increase collaborations with CBOs

Indicators:
- Three new partnerships, developed between Network members who attended the participatory research symposium and a CBO, results in a project to deliver training to staff of the CBO

- 75% of the participants attending the participatory research symposium indicate that they understand the concept of participatory research

- Five new entries will be made to the Effective Practices Collection regarding projects funded by NLM or NN/LM

- The “Principles of Working with CBOs” class will be offered three times in the region

Foster opportunities for the training of staff at community-based organizations

State liaisons have already established contacts with community organizations in their states. During the contract they will continue these relationships and offer training to the staff. The emphasis will be on promoting the consumer health modules and the online modules developed for CTCnet. The Community Outreach Liaison will recommend that liaisons extend their outreach to CTCnet centers and the Urban League. CTCnet centers are in every state and the Urban League has chapters in Kansas, Nebraska, and Colorado. The Community Outreach Liaison has established a relationship with both of these organizations, with CTCnet at the national and state (NE) levels and with the Urban League at the state (NE) level.

The Urban League is a national organization that was established to empower African Americans to enter the economic and social mainstream. It is this country’s oldest and largest community-based movement. The Urban League of Nebraska is creating a health component to their web site using recommendations from the Community Outreach Liaison. Once the page goes public and they assess its usefulness, their intention is to approach the National Urban League to have a health page become a national priority for the organization. Staff from the Nebraska chapter has asked the Community Outreach Liaison to join them in recommending that the Nebraska pilot go national. They plan to make the recommendation during the first year of the new contract.

Once the health site becomes a national priority, the relationship that started with the Urban League of Nebraska will be duplicated in Kansas and Colorado. Workshops using the online module developed for CTCnet and the consumer health information modules developed for the NN/LM will be offered. In all states the CTCnet centers will be approached and the same training will be offered to the CTCnet communities using the centers’ facilities.

With the Community Resources Coordinator from the NN/LM Pacific Northwest Region, the Community Outreach Liaison will continue to offer workshops and exhibit at the national CTCnet meetings. This RML team has been very well received. This year they did a session entitled “Health Information as a Tool for

Community Technology Centers" and next year they are planning a train-the-trainer workshop which will teach the use of the online modules. A subgroup of CTCnet is the AC4 National Technology and Ministry group. This is the Christian arm of CTCnet and they hold their own conferences. The Community Outreach Liaison will submit a proposal to be on their program in year 3 of the contract**.**

Outcomes: - Staff at selected CBOs will be trained in accessing biomedical information

Indicators: - State liaisons will offer six training-the-trainer sessions at CBOs in the region

- State liaisons will offer advanced training to six CBOs in the region

Provide consultation for network members as they prepare project proposals

Bringing in outside funding to carry out activities that support the mission of their institution is a way for librarians to demonstrate their value and increase their visibility. During the current contract the RML held proposal writing workshops in three of the most populous states in the region and taught it successfully to members using videoconferencing. Liaisons have consulted with members and assisted them to write successful proposals. In the next contract we plan to offer our proposal writing workshop via videoconferencing in years 1 and 3. The workshop will also be proposed for the joint chapter meeting of the Midcontinental and Midwest chapters of the Medical Library Association in 2007. J. Randal Johnson, PhD, who has experience as both a proposal writer and reviewer, will team with the MCR's Associate Director, who is knowledgeable about funding from the NLM and the RML. In order to improve their consultation skills all liaisons will take the proposal writing workshop. The Assessment and Evaluation Liaison will develop self-instruction modules that will assist members to create logic models. Logic models are a systematic way of developing a project for funding from goals through activities, budget and concluding with evaluation. The use of the logic model in developing a proposal is the basis of the proposal writing workshop. The self-instructional modules will be made available from the MCR web site.

The consultation service provided by RML staff will be promoted every year of the contract using all the communication tools that the MCR has established (e.g., newsletters, discussion lists, web site, etc.). As part of their consultation service liaisons will suggest establishing a partnership with a community organization. This is another way for MCR to support the development of relationships between Network members and community organizations. Another recommendation for members who are searching for possible funding from a federal agency is to search grants.gov. This resource now includes all grants offered by the U.S. government and is working with agencies to standardize their

forms. All National Library of Medicine grants can be found on the site as well as the Institute for Museum and Library Services, two major library project funding agencies. Eventually, all proposals to a federal agency will be submitted electronically using a standard form through this web site. Foundations and local funding agencies will also be recommended as a source to support projects. (See section A16 of the Statement of Work for additional details on grant consultations)

To track the success of proposals generated from this region the 2007 Network Data Inventory will ask if the members have submitted a proposal to any funding agency, whether they were funded, and if they received assistance from MCR staff.

Outcomes: - The number of proposals funded by NLM, NN/LM and other funding increases

Indicators: - The number of proposals funded by NLM, NN/LM, and other funding will increase by five each year

Provide consultation for Network members in project planning and evaluation

Project planning and evaluation are important skills for librarians in managing their library. MCR will offer training using the Outreach Evaluation Resource Center modules currently under development. Two of these modules are appropriate: “Planning Outreach Programs and Evaluation” and “Conducting Evaluation.” In year 2, staff from Outreach Evaluation Resource Center (OERC) will be invited to teach these new modules and the Assessment and Evaluation Liaison will apply to be signed on as an instructor so that she can teach it in later years. The workshop will be offered in person and also using distance education technology. In the post-evaluation survey for this class there will be a question asking if Network members feel that they are more proficient in project planning and evaluation in order to determine whether we have reached our indicator.

Liaisons of the MCR are well qualified to advise Network members on project planning and evaluation. They are experienced in the use of the logic model to identify the key components of a project so that it can be evaluated. For their own project areas, liaisons develop a logic model and through the year track whether indicators are being met. MCR will promote the project planning and evaluation consultation service through articles in newsletters, posters, and the MCR web site, which will include information on our willingness to consult with members and other organizations considering project funding or project design. The proposal writing workshop also incorporates processes applicable to project planning and evaluation.

Outcome: - Network members are more proficient in project planning and evaluation

Indicator: - Network members will self report that they have an increased proficiency in planning and evaluating projects

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Schedule:

Year 1
Develop "Heritage Month" infobytes

Develop with NN/LM Community Outreach Group an effective practices for community outreach class

Modify and publish Tribal Connection Four Corners effective practices submission instructions is for use by Network members

Assist Urban League of Nebraska in bringing pilot Nebraska project to national Urban League

Offer proposal writing workshop

Community Outreach Liaison and Resource Library staffs develop strategies to identify and collaborate with CBOs

Years 1-3
Exhibit and offer training at national CTCnet annual meetings

Promote project planning and evaluation consultation service

Add question(s) to the 2007 Network Data Inventory to determine if Network members have submitted proposals for NLM and/or NN/LM funding

Submit presentation abstracts to Minority Health Conferences that include the topic of NLM and/or NN/LM funding

Update and maintain the MCR web pages that provide information and tools for logic model development, evaluation planning, and interpreting and reporting data

Add and maintain resources on community outreach and participatory research on the MCR web site

Years 1-5
Identify twelve new CBOs and faith-based organizations with health missions per year

Exhibit and/or present at ten minority health and CBO conferences and workshops during contract

Submit articles to CBO publications

Post health infobytes on listservs, etc

Build on current national projects with CTCnet, Urban League; present at national or regional level CBO conferences

Present training using consumer health information modules at CTCnet centers, Urban League and community based organizations within the region

Year 2
Submit proposal to teach an effective practices for community outreach class to MCMLA, ALA, and Wyoming Symposium

Investigate interest for a symposium focused on working with community organizations

Evaluate usability of CTCnet online modules and modify as needed

Develop a faith based presentation of CTCnet online modules

Submit proposal to teach use of the CTCnet online modules at MCMLA 2007 (interregional chapter meeting)

Resource Libraries and CBOs administer a health information needs assessment to CBO staff

Resource Library and CBO staffs develop a health information improvement project

Years 2-5
Encourage Network members who receive both NLM and non-NLM funding to assist others in project development and collaboration opportunities

Require MCR funded projects to submit to the Effective Practices Collection

Offer training on evaluation using Outreach Evaluation Resource Center modules

Year 3
Hold symposium on participatory research

Offer proposal writing workshop

Present at AC4 National Technology & Ministry Conference

Years 3-5
Submit proposal to teach an effective practices for community outreach class at state library association meetings

University of Kansas and Washington University health sciences libraries will implement outreach project and present results

Year 4
Follow up with participants of community outreach symposium to determine what new partnerships developed from symposium

B4 - Training to Support Electronic Access to Health Information

Statement of Work
The contractor shall support training in the effective use of electronic health information resources on the Internet. Emphasis should be on reaching health professionals, public, school and other librarians, and other intermediaries who do not have access to such training or who intend to train others, including consumers. Before developing any training materials, the NN/LM National Training Center and Clearinghouse will be checked to identify training products, tools, materials, or classes that can be used or adapted to serve identified needs. Copies of all training materials developed will be made available on the NN/LM Web server and will be registered with the NN/LM National Training Center and Clearinghouse. Training should focus on topics not available through other sources and should include, but not be limited to:

a. PubMed, MedlinePlus, and other specialized NLM databases; and
b. Finding and evaluating health information resources on the Web.

Applicable NN/LM Goal
To develop, promote, and improve electronic access to health information by Network members, health professionals, and organizations providing health information to the public.

Objective:

Support training in the effective use of electronic health information resources on the Internet directed to health professionals, public, school, and other librarians, and other intermediaries who do not have access to such training or who intend to train others, including consumers

Rationale:

Providing effective, timely, and efficient training materials to Network members, other librarians and health professionals in the region is critical to ensuring access to and effective use of electronic health information resources. Traditionally, training referred to a lecture or hands-on class held at a specific location at a specific time. New technologies now allow for “just-in-time” training through asynchronous or synchronous methods. The MCR will leverage these methods to offer appropriate training that meets the needs of our region.

Approach and Methodology:

Support training in the effective use of electronic health information resources on the Internet

The MCR is committed to using a wide variety of technology tools to offer training to Network members, other librarians and health professionals in the region. We have produced mini-tutorials available on the web for DOCLINE users, developed CD-ROMs on searching for and evaluating health information for

nurses, taught proposal writing using videoconferencing, and sponsored a class on web design using Macromedia Breeze. In this next contract, we intend to make our distance training more mainstream and routine. The MCR will conduct a needs assessment in the region to determine the ground work we may have to do to ensure that potential participants have the proper technologies available and are able to attend training in this manner. We will partner with the Midcontinental Chapter of the Medical Library Association to survey members and Affiliate members to find out if they would take classes using distance technology as well as determine what training topics would be most useful. The MCR is especially interested in knowing whether they are willing to learn about Pubmed, MedlinePlus and other NLM resources in this manner.

In order to assess the needs of our non-Network members, state liaisons will send a questionnaire via local discussion lists to school librarians, public librarians, and public health professionals to determine what NLM resources they are interested in learning about and whether they are prepared to receive training via distance technology.

Based on the feedback collected from both members and non-members, the RML staff will develop courses for resources that are not being taught or under development by the NTCC. We will consult with other regions and offer to partner in course design. All materials will be available from the MCR web site and the NTCC Educational Clearinghouse. We will also consult with Network members to determine if they are teaching topics identified in the needs assessment. These instructors would then be enlisted to teach a class for the region or to share their training materials.

RML staff will give priority to developing synchronous distance education courses that will be offered regularly throughout the contract. This will provide participants with a live instructor and the closest simulation to an in-person class. Each workshop will be scheduled at least once a year. In person workshops will be proposed to state library association meetings, school media specialist meetings and health professional conferences we attend.

MCR will not develop training on the basics of using PubMed. A course is available from the National Training Center and Clearinghouse and is taught in-person. In the next contract the Resource Libraries are making their facilities available so PubMed will potentially be taught in every state in the region. Online modules are also available for those who want to learn how to use PubMed; in addition, the Education Liaison has created a CD-ROM tutorial that offers nurses a basic introduction to PubMed. These different methods of learning PubMed basics will be promoted throughout the region using our MCR and state liaison communication tools. Other online tutorials for NLM resources will be listed on our web site so that librarians, health professionals, and consumers can easily determine whether a tutorial exists for the resource they want to learn how to use.

Outcome: - Network members, health professionals, and organizations providing health information to the public have received training in the effective use of electronic health information resources

Indicator: - 75% of class participants indicate improved knowledge of electronic resources through post-class evaluation surveys

Include materials related to finding and evaluating health information resources in all classes taught on health information resources

Users of the Internet realize that all information found there is not valid, but the difference between National Library of Medicine resources (such as PubMed and MedlinePlus) and GuaranteedCures.com is not always understood. A section on evaluating web sites is included in several of the resources the MCR has created, such as the "Search Strategies CD" for nurses and "The Internet: Today's Health Information Resource" online modules developed for our CTCnet partners. We will continue to apprise those we teach that it is important to evaluate any health information found on the Internet before using that information.

Many sites already exist that cover criteria for evaluating health information; for example, Health on the Net Foundation (*http://www.hon.ch/)* and the MedlinePlus page, Evaluating Health Information *(http://www.nlm.nih.gov/medlineplus/evaluatinghealthinformation.html).* We will add links to resources such as these to the MCR web site. The health information evaluation page will be promoted in classes taught by MCR staff as well as at meetings where we exhibit and present. In-person workshops will be proposed to state library association meetings and school media specialist meetings.

Outcome: - Network members, health professionals, and organizations providing health information to the public have utilized electronic and face to face opportunities to learn how to evaluate health information resources

Indicator: - 75% of class participants indicate increased knowledge about evaluating health web sites

Schedule:

Year 1

Send questionnaire to determine health information training needs to school librarians, public librarians, and public health professionals in each state using local discussion lists

Partnering with MCMLA Education Committee determine whether members have an interest in taking Pubmed, MedlinePlus and other NLM databases classes using distance technology

Years 1-5
Promote online PubMed and MedlinePlus tutorials using MCR communication

Promote online PubMed and MedlinePlus tutorials using local discussion lists

Promote evaluation or Internet health resources

Include evaluation module in all classes

Each state liaison will exhibit at her state library association meeting

Years 2-5
Offer classes of interest as determined by questionnaire

Years 3-5
Present and/or exhibit at school media specialist conference in at least two states per year in the region

B5 - Exhibits and Presentations at Meetings

Statement of Work
The contractor shall promote NLM and NN/LM programs and services at national, regional and state meetings of health professionals and organizations that represent minority or underserved members of the general public. NLM will provide each RML with an exhibit backdrop to be used at national exhibits. The national exhibit schedule will be set for October-September, ten to twelve months in advance. Responsibilities shall include the following:

a. In consultation with NLM, providing full support for a minimum of twelve meetings (six national and six others) for an exhibit, technology-related presentation, program presentation, or course offering, including making all arrangements (scheduling, fees, shipping, logistics, equipment and publications). Coordination of course offerings, program presentations and other offerings at meetings should be in line with national initiatives and promotion activities identified by NLM;
b. Identifying a single RML staff member with responsibility for reporting exhibits and other RML activities at all national, regional, state and local meetings to ensure timely, accurate and complete reporting;
c. Enlisting the assistance of Network members in exhibiting at national, state and regional meetings;
d. Assisting NLM's National Network Office in identifying health professional and consumer focused meetings;
e. Seeking opportunities for program presentations at all assigned national meetings; and
f. Attending state library association meetings and exhibiting or making presentations to promote NLM and NN/LM programs and services

Applicable NN/LM Goal
To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities

Objective:

Promote NLM and NN/LM programs and services at national, regional and state meetings of health professionals and organizations that represent minority or underserved members of the general public.

Rationale:

The National Library of Medicine provides valuable health information services and resources for librarians, health professionals, and consumers. Exhibits and presentations at meetings is an effective way of reaching large numbers of these populations and offer opportunities to demonstrate and instruct attendees. RML staff can also ascertain health information needs and obtain feedback on resources and services.

Approach and Methodology:

Promoting NLM and NN/LM programs and services is a shared responsibility among the MCR liaisons. With the distributed model, the liaisons are in an excellent position to identify and exhibit at local meetings. Each liaison purchased a table top exhibit with graphics designed by staff at the McGoogan Library of Medicine. The exhibit is easily transportable and the display panels can be changed to feature the resources appropriate for the audience. The exhibit backdrops provided by NLM are used for national exhibits but can also be borrowed for local meetings.

In consultation with NLM, provide full support for a minimum of twelve meetings (six national and six others) for an exhibit, technology-related presentation, program presentation, or course offering

The MCR will exhibit at 6 national meetings as assigned by NLM. We will make all the arrangements so that the equipment and material necessary to represent the products and services of the National Library of Medicine are available. In our exhibit report we will evaluate the meeting and recommend whether NLM should continue to include the meeting on the national exhibit schedule.

Local meetings are an excellent way for liaisons to make contacts for training opportunities, partnerships, and to identify representatives of organizations who have a mission similar to the NN/LM. The liaisons have prioritized meetings that they will attend in the next contract. MCR will annually exhibit at:

- all state library association meetings

- one state fair
- two meetings that are minority related
- two school media specialist meetings

Liaisons will present and or exhibit at a minimum of 30 meetings throughout the year. Meetings for organizations not stated above will be selected by the liaison in response to invitations or initiatives they want to pursue.

Outcome: - Health and information professionals and the public will be aware of and have access to health information and resources

Indicator: - The NN/LM MCR will exhibit or present at a minimum of 30 local meetings and six national meetings

Identify a single RML staff member with responsibility for reporting exhibits and other RML activities at all national, regional, state and local meetings to ensure timely, accurate and complete reporting

The Project Coordinator will be responsible for ensuring that reports by liaisons are filed in a timely manner. Liaisons will add reports to the NLM External Exhibit Report System. They will file detailed reports on local exhibits in the MCR's activity reporting system (ARS).

Outcome: - NLM is made aware of exhibit activities in the region

Indicator: - One exhibit report will be filed in the National Exhibit Reporting System for each exhibit

Enlist the assistance of Network members in exhibiting at national, state and regional meetings

The MCR regularly invites Network members to join us in the exhibit booth when we exhibit at local and national meetings. They may work for a few hours or up to day. When MCR has had a conflict and could not exhibit at a local meeting, a staff member from a Resource Library has taken our place. In the current contract we want to take this practice to the next level. Liaisons will train and work with Network members who are interested in serving as an exhibitor at local and national meetings. The NN/LM Exhibit Manual will be used for training. Once a liaison deems that the librarian is now qualified to exhibit, the librarian can volunteer to staff a local exhibit as the primary exhibitor or partner with an MCR liaison at a national exhibit. This will give librarians the opportunity to work beyond the walls of their libraries as well as to interact with health professionals in a different setting. Recruitment and training will take place throughout the contract. Network members will begin exhibiting starting in year 2 of the contract.

Outcomes: - Network members will be made more aware of NLM products and services as well as NN/LM exhibit procedures

- The NN/LM MCR will build a group of Network members who are experienced exhibit staff

Indicator: - The NN/LM MCR will provide Network members the opportunity to exhibit at one regional or one national exhibit (within our borders) per year

Assist NLM's National Network Office in identifying health professional and consumer-focused meetings

MCR will annually submit ideas for national exhibits to the online exhibit system. Liaisons will submit ideas for national exhibits to a holding “room” in the MCR’s collaboration software throughout the year. When the exhibit system is ready to accept the suggestions, the Project Coordinator will submit them.

Outcome: - Exhibit suggestions will be made according to special interest groups, such as health professionals or public librarians, who have been identified by NLM as target groups

Indicator: - NN/LM MCR will suggest at least three national exhibit per year

Seek opportunities for program presentations at all assigned national meetings

Liaisons will submit presentation proposals to the sponsoring organization of all assigned national meetings. Whenever possible, liaisons will present at local meetings.

Outcome: - NLM and NN/LM programs and services are presented as part of the program at NLM assigned conferences

Indicator: - MCR will be on the program of at least one national meeting each year

Attend state library association meetings and exhibit or make presentations to promote NLM and NN/LM programs and services

Each year of the contract, MCR will exhibit at all state library association meetings in the region. State liaisons will submit a proposal to be on the program of their state library association meetings twice during the five year period.

Outcome: - NLM and NN/LM programs and services are presented as part of the program of state library association meetings

Indicator: - Each state liaison will exhibit and/or present at their annual state library association meeting

Schedule:

Years 1-5

Exhibit at assigned national meetings

Exhibit at additional local and regional meetings as identified by RML liaisons

Liaisons will report on exhibits in the NLM External Exhibit Report System and the MCR activity reporting system

Network members will be recruited to assist with exhibits

Basic exhibit training will be offered to all members who assist with exhibits

MCR will submit ideas for national exhibits to the online exhibit system

Liaisons will submit presentation proposals to organizations of all assigned national meetings

Liaisons will exhibit and/or present at state library association meetings

B6 - Information Technology and Policy Awareness

Statement of Work

The contractor shall develop an information technology and policy awareness program which includes the following:

a. Holding regional showcases or forums focused on the use of information technology to improve access to biomedical information and on policy issues affecting production, distribution, and access to biomedical information; and

b. Monitoring current technological and policy developments and trends to identify those that will improve access to biomedical information. In cooperation with the NNO, the contractor shall design and test systems to help support these operations within the region.

Applicable NN/LM Goal
To develop, promote, and improve electronic access to health information by Network members, health professionals, and organizations providing health information to the public

Objectives:

The RML shall develop an information technology and policy program to improve access to biomedical information

Rationale:

Staying abreast of new technology developments and policies is critical for our members for several reasons: it assists them with being seen as valued professionals in their institutional settings; it allows them to increase the efficiency and effectiveness of the services they offer; and it offers them the opportunity to train their constituents on how to take advantage of new biomedical information resources. Learning about new trends in technology as they occur also allows members the opportunity to proactively adopt new technologies that will improve access to biomedical information and services.

Approach and Methodology:

The information technology and policy awareness program for the MCR is the shared responsibility of the Technology Coordinator at the Spencer S. Eccles Health Sciences Library at the University of Utah and the Technology Liaison at the Archie R. Dykes Library of the Health Sciences at the University of Kansas Medical Center.

Applying New Technologies

Technology is a priority area for the NN/LM MidContinental Region. One of the outcomes for the current contract is that we will have investigated, developed, incorporated, and promoted new technologies that assist health sciences librarians to serve their patrons. We have written about it, talked about it at meetings, taught classes on it and supported it with funding. We will continue these efforts into the new contract.

The MCR newsletter regularly features a technology article; the articles keep Network members up to date on useful software applications or new hardware developments. A technology article written by either RML staff or techno-forward Network Members has been included in each issue of the MCR newsletter, *Plains to Peaks Post*. Articles have been written about accessing PubMed using mobile technology, VoIP, and the Firefox web browser. Articles are archived on the MCR web site for reference when needed. MCR staff will continue to investigate and showcase information technologies and the policies affecting their use on a regular basis through the MCR web site and newsletter.

In addition to newsletter articles, the MCR technology staff will offer workshops and forums to update members about new technologies as well as related policies that affect the use of new technologies. The forums will be offered through a variety of venues, including the annual MCMLA meeting and the annual Wyoming Symposium. The forums will be archived so that members can view them asynchronously from the MCR web site.

Technology Work Group

To involve Network members in the MCR technology program, the MCR technology staff will convene a work group this year that will continue throughout the next contract. Members will rotate on and off as determined by the Technology Coordinator and the Technology Liaison. This work group will contain at least one IT person from each state. Other members will be drawn from the MCMLA technology listserv; an invitation will go out to all Network members to submit their name if they are interested in joining the work group. The purpose of the work group is to develop a community of information technology professionals and librarians that will share experiences or assist with testing and trouble shooting new technologies. The work group will provide MCR technology staff will with feedback on how different technologies are used successfully in member environments. They can also provide tips on new technologies that would be useful to other Network members and help test the applicability of the technologies. The work group could also help Network members in their area with the use of technology. Another way that the work group could contribute to MCR's technology awareness program is to help identify, evaluate and monitor the best authoritative technology resources to be listed on MCR web site. Included in these links would be e-books that are part of our netLibrary technology collection.

The technology work group will assist the MCR in recognizing new technologies and resolving technology issues in the region. Our colleagues in the other RMLs will also play this role for us. Both the Technology Coordinator and the Technology Liaison will continue to be members of the NN/LM Web Developer's group and participate in daily discussions with the group through IRC instant messaging.

Training in New Technologies

To help members become technology leaders in their institutions, the technology liaisons offered classes and technology updates throughout the current contract period. The MCR has a repertoire of technology workshops that it currently offers. The workshops are:

- basics of computer networking
- blog publishing
- use of and applications for handheld devices
- VoIP and videoconferencing

- tutorial development software

New workshops are being considered for the next contract. Before developing the course materials, we will check the NTCC Educational Clearinghouse to identify training products, tools, materials, or classes that can be repurposed. Our new workshops will be on topics related to those areas where technology meets open access publishing (e.g., Google Scholar, institutional repositories, learning object metadata). All workshops will be updated throughout the contract. All workshops will be proposed for MCMLA annual meetings. The MCR staff will offer two of the workshops each year. Several distance education classes were offered by MCR staff in the current contract. A class on grant writing was offered to members utilizing the University of Utah telehealth bridge videoconferencing system. A class on graphic design was offered via Macromedia Breeze. A PubMed class was taught by NTCC staff at the Eccles Health Sciences Library and broadcast to Loma Linda University using NetMeeting.

After some experimentation with the various distance education technologies, the MCR determined that Macromedia Breeze currently provides the best tool for teaching new technologies. Advantages include: class members only need a Flash-enabled browser to participate; access to a variety of tools within Breeze, such as a whiteboard, chat, polling, and screen sharing; class members can see and hear the instructor through the use of audio and video; and the class can be recorded so that it can be viewed at a later date. The MCR plans to offer additional classes using this technology. In order to reach the widest audience, existing workshops will be revised for distance education. Workshops that are recorded will be made available from the “Anytime Anywhere Education” section of our web site.

All copies of training materials will be registered with the NTCC Educational Clearinghouse.

We will include questions about Network members adopting new technology in the 2007 Network Data Inventory to determine whether the MCR staff has been effective in our promotion of new technologies.

Outcome: - Members adopt new technologies to increase access to biomedical information

Indicators: - 50% of Network members indicate on the 2007 Network Data Inventory that have adopted at lease one new technology per year

- 80% of Network members indicate on the 2007 Network Data Inventory rated the technology portion of the MCR web site as “useful” or “very useful”

- 75% of class participants indicate increased knowledge about technologies

Inter-regional classes with the NN/LM MidContinental Region, South Central Region, and Pacific Southwest Region using the Access Grid

The Access Grid is an open source videoconferencing technology developed for the Internet 2. It was designed for group-to-group interactions via high-speed networking over and provides high quality audio and real-time video to provide interactive experiences for users at multiple sites. (*http://foxtrot.ncsa.uiuc.edu:8900/public/AGIB/)* The Access Grid supports interaction among all participants. It is not a one way videostream, or two way desktop videoconferencing, but videoconferencing with all present being equal participants. For training purposes it has excellent potential because the instructor can see and hear all the participants. A hand can be raised for questions and participants can participate in a discussion just as in an in-person class. In the MidContinental Region, Eccles Health Sciences Library and the University of Wyoming have Access Grids. The MCR has participated in the Project Touch sessions originating out of the University of New Mexico. These sessions included participants from Arkansas, Hawaii, Michigan, New Mexico and North Carolina sharing their use of multimedia in education. It involved presentations, demonstrations of the multimedia products, and discussion by all participants. Each site had more than one participant (New Mexico and Hawaii had up to eight people in their groups) and each site could see all other sites.

The MCR proposes to fund Access Grids at all Resource Libraries in the next contract. Because there are a limited number of libraries who have are an Access Grid node, three Regional Medical Libraries will work together to make use of the technology. We will offer courses and invite facilities from the other regions to take the course. The MCR Technology Coordinator will offer technology classes ("Introduction to Networking" and "Introduction to Blogging") to attendees at institutions in the South Central and Pacific Southwest Regions that are Access Grid nodes. The SCR Technology Coordinator will offer courses such as “Managing Electronic Resources in Health Science Libraries” and invite participation from the facilities in the MidContinental and Pacific Southwest regions. This inter-regional collaboration will provide an expanded audience for existing courses taught in the regions as well as taking advantage of regional expertise. For facilities that do not have Access Grids, the MCR will experiment with providing them with PIGs or Personal Interface to the Grid. We will purchase equipment to make up three PIGs and loan them to institutions who want to participate in the workshops.

Outcome: - In conjunction with other RMLs, Network members, health professionals, and organizations providing health information to the public are able to learn about new technology

developments that will help them to increase access to biomedical information

Indicator: - 75% of class participants rate Access Grid as an effective means of conducting a class

Open Access and Scholarly Communication

Academic health sciences libraries in the region are very aware of the issues involved in open access and scholarly communication. They have been working on their own campuses to raise the consciousness and gain the support of faculty for new models of publishing. The MCR will showcase their projects and activities on the MCR web site. Current repository efforts that could be showcased include HEAL (Health Education Assets Library) and the RML's archive on DSpace.

At the level of the region's primary access libraries there has been very little activity. In the next contract the RML will work to educate all Network members so that they can increase the awareness of the health professionals with whom they work. It is not just the authors of articles, but the users of the information who need to participate in this discussion and influence the decisions made by their professional organizations on the model used for publishing.

For the 2005 RML Directors meeting the RMLs were asked to provide information on activities in their region. One of the questions we asked was the role that the RML could play to support open access publishing. We have used the suggestions from this feedback to form our open access/scholarly communication plan.

We will again identify the open access activities in the region in order to encourage collaboration and prevent duplication of effort. Many of the resource libraries are carrying out promotional campaigns, developing web sites, writing articles for the library newsletter, arranging presentations to faculty groups, and organizing events that frame the issues. The liaisons can easily collect information on what is going on in their own library. To discover what the rest of our Network members are doing, we will administer a brief survey at the 2006 MCMLA meeting. Once activities have been identified we can collect materials and ideas and make them available from the MCR web site for all to use. We will also request that training materials be added to the NTCC Educational Clearinghouse to make them available to an even wider audience.

Librarians requested that the RML develop promotional and educational materials that they can use with their health professionals. These materials will clearly and concisely explain the issues, suggest action that health professionals can take or list resources for more information. An example of an educational material that may be developed would be an FAQ on the NIH submission policy

for PubMed Central, one for health professionals and another for health science librarians.

The MCR also plans to fund local educational events that would be sponsored by resource libraries or health science library consortia. These events would bring in speakers and provide the opportunity for Network members to focus on open access issues, new forms of scholarly communication, or copyright in the digital age. We would fund one event for each state. We would also sponsor an event at the MCMLA annual meeting. Presentations at state and MCMLA events would be broadcast to the region using streaming video technology and archived on the MCR site as one of the conditions for funding. In this way, all Network members will have access to educational opportunities provided by the RML.

At the beginning of the contract we will add a page to the MCR web site that will include links to relevant pages on scholarly communication and open access already available (for example, the Electronic Journals and Open Access page on nnlm.gov and the Scholarly Communication and Publishing page on the Eccles Health Sciences web site).
(*http://medlib.med.utah.edu/km/scholarcomm.php*)

Outcome: - Network members will be more knowledgeable about open access and/or scholarly publishing resources

Indicator: - 75% of members that completed survey indicated that they have increased knowledge of open access/scholarly publishing

Regional Digital Depository

In years 4 and 5 of the contract, the MCR proposes to develop a regional digital repository for unique, historical materials and for publications of Network members and the health professionals they serve. This is not for faculty and staff at Resource Libraries since they are developing repositories for their own institutions. This is for hospital and smaller academic libraries to archive their documents, photos and other materials yet to be identified. With the availability of a repository, Network members will have another contribution that they can provide to their own institutions.

This project will also bring the scholarly publication discussion down to our primary access library level. Health professionals who occasionally publish may want to add their article to the regional depository and will encounter the copyright issues that will raise. The materials will have a clear copyright (if the author is deceased) or have copyright owned by the authors. The Creative Commons licensing system can be incorporated into the metadata in order to specify appropriate uses for the materials. (http://creativecommons.org/)

We propose to license Content DM to house digital materials and metadata. The libraries at the University of Utah are using this software as their institutional repository because it is more user friendly and offers more features than the open source software that currently exists (e.g., DSpace). In order to facilitate discovery of the materials, metadata in the digital repository can be shared with other repositories through the Open Archives Initiative (OAI) metadata harvesting protocol.

Outcome: -The regional digital depository includes Network member collections

Indicator: -Materials are added to regional depository from at least 10 Network member libraries

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Schedule:

Years 1-5

Identify open access projects in the region

Add links on MCR web site to relevant pages on scholarly communication and open access

Offer regular technology updates on web site and newsletter

Offer technology forums/workshops at MCMLA and Wyoming Symposium

Post forum streaming video on MCR web site

Identify and evaluate technology web sites; link to from MCR web site

Participate in NN/LM Web Developer's group

Hold regular meetings with technology working group

Offer two classes per year on technology applications

Offer one class via Access Grid

Videobroadcast and archive presentations from educational events on open access and scholarly communication

Year 2

Add questions to the 2007 Network Data Inventory on adapting new technology

Develop promotional and educational materials on the issues and developments in open access and scholarly communication.

Propose a forum on open access and scholarly communication at MCMLA

Years 2-5
Showcase current open access projects at Resource Libraries on the MCR web site

Year 4
Fund promotional/educational events on open access and scholarly communication

Establish depository servers

Hire consultant for regional depository project

Select pilot project library

Carry out depository pilot

Year 5
Promote regional depository to Network members

Train Network members to organize and add content to depository

B7 - Library Improvement

Statement of Work
The contractor shall implement an NN/LM library improvement program, if needed, in the region. If no program is proposed, the contractor shall provide an explanation of why the program is not needed. Site selection criteria are found in Appendix 5. The following shall be included in this program:

a. Identifying hospital libraries that do not have onsite access to NLM resources, do not participate in DOCLINE, and meet the minimum criteria outlined in Appendix 4; and
b. Developing a program to improve library services delivered to hospital staff, which may include:
    i. Loaning equipment necessary to access PubMed, MedlinePlus, DOCLINE and Web services;
    ii. Introducing the library manager, key staff, administrators and health professionals to the NLM systems, hardware, software and other resources available in the Network to improve their access to information;
    iii. Conducting frequent follow-up contacts with the librarian to assess progress and offer assistance;
    iv. Encouraging electronic document delivery; and
    v. Encouraging and supporting expanded collaborations between hospital library staff and institutional administrators to enhance the library's ability to contribute to hospital programs and priorities.

Applicable NN/LM Goal
Promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities.

Objectives:

Implement an NN/LM Library Improvement Program for hospital libraries that have a non-MLS whose main responsibility is not library related providing library services

Implement an NN/LM Library Improvement Program for those hospitals that have an MLS librarian providing library services to the institution

Rationale:

The Library Improvement program in the MidContinental Region supports all libraries in the region. There are facilities that are too small to ever afford a full-time librarian to support the health information needs of their personnel and patients. Personnel at these libraries need basic training to provide access to NLM resources and information about the NN/LM so that they have resources that they can call upon. Our Network librarians who work in hospital and academic libraries are already providing basic access to health information services for their user groups. They still need training to maintain skills but also need resources and skills to prove themselves as valuable team members to their institutions.

Approach and Methodology:

The Library Advocacy Liaison is a new position for the J. Otto Lottes Health Sciences Library at the University of Missouri-Columbia. This librarian is responsible for coordinating the activities that improve the status of libraries within their institutions.

Outreach to Non-member Hospitals

Because of the requirements for Network membership, we presume that all Network members provide access to NLM resources. We will target non-Network members to determine whether they offer access. This year we compiled a list of hospitals that are not Network members by using the AHA Guide to Health Care Institutions and by comparing it to the institutional records from DOCLINE. We will contact hospitals on this list to determine whether or not they provide access to NLM resources. We will share information about access to health information resources and NN/LM services and membership by sending a mailer to the administrators of the AHA member hospitals in each state.

Throughout the contract we will continue making contacts with hospitals who do not offer access to NLM resources. Contact methods will include email, phone and personal visits. We will follow up with earlier contacts to share additional information about information access and determine whether the hospital library

provides access. For hospitals that still do not provide access, we will determine the barriers and work with hospital staff to develop plans that will overcome the identified barriers.

Outcome: - More hospitals provide onsite access to NLM resources

Indicators: - Number of hospitals that have requested training or taken training on NLM resources has increased

- There is a 25% increase in hospitals with no previous access to NLM resources which are now reporting use of NLM resources

Hospital Library Support

The MCR will review the data from the 2005 and 2007 Network Data Inventories to determine hospital librarians who may need assistance in offering a standard level of services as defined by the Medical Library Association's Standard for Hospital Libraries. One indicator that assistance is needed would be if the librarian is not offering training in the use of health information resources.

RML staff will contact Network members who fall into this category to assess library programming and offer assistance. We will meet with administrators as well as librarians when we visit member institutions. We will develop materials to inform administrators of the library's value to the institution and the benefits of being a member of the NN/LM. There are a number of strategies we could employ to assist the librarian. One is to offer to make a presentation with the librarian to administrators, key staff, and health professionals on the value to the librarian of being a member of the NN/LM. We would emphasize the resources that the Network makes available to improve the hospital staff's access to information. We could encourage collaborations between hospital library staff and institutional administrators to enhance the library's ability to contribute to hospital programs and priorities. Another strategy is to encourage the hospital librarian to utilize electronic document delivery. Document delivery to the desktop offers the health professional convenience and speed. It is a way for librarians to improve service through use of technology. (For more details on the MCR initiative to promote electronic document delivery, see our response to section A6 of the statement of work.) We will follow-up with the librarian to assess progress and continue to offer assistance.

The Library Advocacy Liaison will revise a checklist developed by the Nebraska Liaison that identifies topics to discuss and questions to ask when visiting a non-member hospital and a Network member. The intention is that this checklist will be used with hospital librarians when consulting about library activities within the hospital. This list will also include suggestions of promotional activities that hospital libraries can implement. State liaisons will review the checklist and add

their comments and suggestions and use the list during visits to non-member hospitals and Network members.

The Colorado Council of Medical Librarians (CCML) and the Health Science Librarians in Kansas City (HSLNKC) are two local health science librarians groups in the region who have been locally developing methods to improve the status of libraries in hospitals. During this contract both groups have had members who lost their jobs because hospital administration closed the library. The Library Advocacy Liaison will incorporate a representative from each of these organizations into her work group in order to keep abreast of the status of their advocacy programs. She will work with other health sciences library groups in the region to facilitate sharing of information and to foster communication on the value of library service to administrators.

To market directly to health care administrators and health professionals, the MCR will present and exhibit at their conferences and write articles to be published in their newsletters and journals. We will identify and prioritize appropriate conferences and publications for each year of the contract. The MCR liaisons will provide information about the NLM systems and other resources available through the NN/LM that can improve their access to information.

The MCR will also market to the hospital librarian. We will publish articles/ reminders about library advocacy using our communication tools. Topics to be covered may include: promotions for National Library Week, National Medical Information Day, promoting the worth of hospital library to hospital departments and medical staff, etc.

Identify and promote funding opportunities

The MCR will promote funding opportunities as a way to improve the value of the library to the institution. Funding would include NLM grants, regional funding, IMLS/LSTA funding and foundations. The MCR will provide proposal writing workshops and consulting services for those who are applying for an award. We will also promote the NN/LM Funding web site and the Bringing Health Information to the Community blog as resources for locating an agency willing to fund a library project. (For detailed information on the program to encourage proposal writing, see our response to section A15 and A16 of the statement of work.)

We will track hospital library additions and closures and report this information to the National Library of Medicine.

Outcome: - Administrators and health care professionals are more aware of NLM resources and the access to medical information provided by the hospital library

Indicator: - Hospital librarians and adjunct library personnel report increased support from hospital administrators

Business Practices for the Hospital Librarian

The MCR provides a collection of e-books on netLibrary available to all Network members in the region. This collection has averaged about thirty users a quarter without significant promotion by RML staff. The collection is about library management and technology and offers books that can help librarians who want to manage their libraries using business practices that are familiar to their administrators. Some of the titles are Excel Models for Business and Operations Management by John F. Barlow, The Benchmarking Book by Michael J. Spendolini and The Complete Idiot's Guide to Project Management by Sunny and Kim Baker. The Library Advocacy Liaison and the Education Liaison will have collection development responsibility.

The Assessment and Evaluation Liaison from this region and the Education/Communication Coordinator from the Pacific Northwest Region teach a workshop that was developed under the auspices of the Outreach Evaluation Resource Center. “Measuring Your Impact: Using Evaluation to Demonstrate Value” teaches health science librarians to use evaluation techniques from the social sciences and from business administration to measure the impact of the library. The purpose of the workshop is for health sciences librarians to learn these techniques and use them to produce reports that will show the value of the library to their administrators. Topics covered in the class include determining return on investment, creating a logic model, and ways to integrate the library into hospital activities. The region will propose offering “Measuring Your Impact” as a CE opportunity during the 2006 MCMLA meeting in St. Louis, MO.

Materials developed for all workshops developed by MCR staff and presented as part of the region’s library improvement program for Network members will be available from the MCR web site and the NTCC Educational Clearinghouse.

Outcome: - Librarians are better equipped to promote the value of their library to their institution

Indicators: - Usage of netLibrary will increase by 20% over Y5 of previous contract

- At least fifteen librarians will register for “Measuring Your Impact: Using Evaluation to Demonstrate Value”

Marketing for the Hospital Librarian

Imitation is a sincere form of flattery. MLA has a good idea in its Swap and Shop, an arena to share public relations material, and the RML intends to see if it will work at the chapter meetings for this region. For the annual meeting of MCMLA the Library Advocacy Liaison will organize members to bring in their marketing materials and strategies. Strategies can be shared by creating a poster or some other mechanism. To encourage participation, the best marketing submission will receive a prize donated by the RML. If members bring their promotional ideas and if the area is well trafficked we will continue this marketing exchange throughout the contract.

netLibrary will promoted as a resource for marketing strategies and ideas. This area of the collection will be maintained with current useful e-books.

Marketing for libraries will be the workshop focus for year 2. Pat Wagner of Pattern Research has an MLA CE course that is presented in two sessions. The first day consists of in-depth work on what is marketing and how to do it. Each participant will identify projects to be implemented at their institution. Six months later the participants meet for the second session during which they present their projects, and analyze their successes and failures with the group. The RML will sponsor the workshop in two locations in the region. Participants with successful strategies or who can provide an experience that will benefit other members will be asked to contribute to an article for the RML newsletter.

From the workshop experiences the RML will create a list of recommendations of ways for hospital librarians to analyze their constituency, and then market their services. This list will be published on the MCR web site and individual items published in the “RML News”.

Outcome: - Librarians are better equipped to promote the value of their library to their institution

Indicators: - Use of netLibrary will increase 20% over the 5 year contract

- At least fifteen librarians will register for marketing workshop at each location

- At least half of the participants will be successful with the implementation of their marketing plan

Advocacy Materials for the Hospital Librarian

For National Medical Librarians Month in 2004, the Colorado Council of Medical Librarians (CCML) and the MCR collaborated on a letter to hospital

administrators about the value that hospital librarians can offer to the institution. This letter was made available from the MCR web site and hospital librarians were invited to send the RML the name(s) and addresses of their administrator(s). The MCR mailed 60 letters to administrators in the region. The letter was picked up by other RMLs and offered to their hospital Network members. CCML contacted librarians across the country to determine the impact of the letter. The questionnaire was sent to 265 hospital librarians. Of the 54 librarians who responded 23 received positive feedback from their administrators and 30 received no response from their administrators.

The MCR will again write a letter that hospital librarians can have us send to their administrators. Values that can be promoted include the use of new technology (i.e., voice-over IP, videobroadcasting), open access to information; e-resources; and furthering the goals of the institution. Examples of information that can be included in these materials include statistics from the MLA Benchmarking Survey. After the third year of this service we will evaluate its effectiveness and determine whether or not it should be continued.

There are links to advocacy resources on the Medical Librarians page of the MCR web site. These include the Hospital Library Advocacy Blog and MLA's Librarian Survival Kit. In the next contract MCR will devote more web pages to library advocacy resources. We will collect additional activities and practices and add them to the site. To determine the usefulness of the materials we make available to our Network members working in hospitals, state liaisons will contact two hospitals per year to assess value of the materials.

Outcome: - Hospital librarians will have materials available to use in advocating for the library within the institution

Indicator: - Hospital librarians and adjunct librarians report that materials provided by MCR are valuable for advocating to hospital administrators

Hospital Library Study

The J. Otto Lottes Health Sciences Library at the University of Missouri is one of the Resource Libraries for the region. The director has been asked by the Missouri Foundation for Health to provide outcomes data that can only come from a well-organized study. The library intends to lead an investigation into the value of information and would like to extend it to the region with both academic health sciences libraries and hospital libraries as the study environments. The RML has been asked to lend its support for a regional study by facilitating access to hospital Network members and promoting participation in the study to hospital librarians. The Library Advocacy Liaison, based at the J. Otto Lottes Health Sciences Library, would participate in study design, assist in the implementation as it relates to Network members, and contribute to the analysis.

The research team will be under the administration of the director of the J. Otto Lottes Health Sciences Library. In the current year, the team will be selected and begin to design the study and a database for data collection. It is expected that the team will include a biostatistician, and advisors would be available from the Center for Health Care Quality and Office of Clinical Effectiveness on the Columbia campus.

The preliminary plan is to include institutions that have clinical librarians, librarians in context, or informationist programs as well hospital library programs. Participation would include facilities of all sizes and from areas of different population densities. The study would begin in Missouri and Colorado. These states were selected for the implementation of the study because they have institutions with clinical librarian programs. Design issues would be worked out in this pilot phase before inviting hospital libraries from the rest of the region to participate. During the year that the study is taking place in the two states, the RML staff will promote it to libraries in rest of the region. All hospital libraries will be invited to apply to join the study. A manageable number will be selected to participate. A year of data collection at each institution is planned. A final report of the study is expected by the end of the contract. Following a review of the initial study, the researchers may decide to repeat the study with an even greater number of hospital librarians.

Outcome: - Members of the MCR have documented evidence of the value of information to health science institutions in the six state region

Indicator: - Data collected from study demonstrates the value of information provided by health science libraries

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Schedule:

Year 1

Identify appropriate conferences for each year of the contract to exhibit and make presentations

Identify appropriate journals for articles and prioritize publication goals

Propose “Measuring Your Impact: Using Evaluation to Demonstrate Value” workshop at MCMLA 2006

Revise checklist of topics to cover during a visits to hospital libraries

Continue work begun in Y5 of previous contract on study design for hospital library study

Years 1-5

Update list of hospitals that are not NN/LM members

Review data from Network Data Inventory to determine which libraries are not providing a standard level of service

Schedule contacts with Network members that are not providing a standard level of service to assess library programming and offer assistance if needed or requested

Develop materials to inform administrators of library value to the institution

Work with health science library groups that are working on library advocacy projects and activities

Present and exhibit at conferences about NN/LM services that promote onsite access to NLM resources

Publish articles/reminders in MCR communication tools about opportunities to library promotion

Publish articles on NLM systems, hardware, software, and other resources in professional journals (open access) directed at librarians, health care administrators and health professionals

Identify and promote grant funding opportunities

Develop materials to inform administrators of library value to the institution

Identify and recommend materials for additions to netLibrary and actively promote netLibrary to membership

Organize a display of member marketing materials and strategies for the MCMLA annual meeting

Develop a template letter for hospital librarians to send to hospital administrators on a yearly basis, and place it on the MCR web site.

Maintain list of hospital libraries' changes (additions, closures, downsizing)

Year 2

Schedule two day classes for members on marketing for librarians

Begin hospital study in Missouri and Colorado

Provide training for librarians involved in hospital study (two sessions: one for MO and CO, another later for other states, perhaps conducted at MCMLA)

Promote hospital study across region

Years 2-5

Continue making contacts and following up with adjunct libraries to determine whether the hospital is providing access to NLM resources

Develop and post on the MCR web site a list of recommended activities and practices to emphasize the value of the hospital library to the institution

Year 3
Develop a list of ways for hospital librarians to analyze their institutions and constituency, and market their services

Select hospital libraries from the region that will participate in the study

Years 3-5
Consult with members of the marketing classes, and request that they publish the results of their study in MCR newsletter

Year 4
Develop resources on various business subjects (i.e., writing a business plan, return on investment, organizational change) to be made available on the MCR web site

Compile hospital library study data

Analyze hospital library study data

Year 5
Schedule “Measuring Your Impact: Using Evaluation to Demonstrate Value” workshop for the region

Write hospital library study final report

B8 - Connections

Statement of Work
The contractor shall develop, implement and annually update a plan to encourage high quality Internet connectivity for Network members and health professionals in the region.
This shall include, but not be limited to:

a. Reviewing the adequacy of the Internet connections of Network members on an annual basis, reporting the results to the region and to NLM, and assisting the "under-connected" in maintaining and upgrading their connections; and
b. Identifying inner-city and rural health care organizations that are not connected to the Internet or that are under-connected; consulting with them to determine if they would benefit from assistance with connecting/upgrading their connection, and providing the needed assistance; introducing staff to PubMed, MedlinePlus and other health information resources on the Web.

Applicable NN/LM Goal
To develop, promote, and improve electronic access to health information by Network members, health professionals, and organizations providing health information to the public.

Objective:

Develop and implement a plan to encourage high quality Internet connectivity for Network members and health professionals in the region

Rationale:

The MCR has made videoconferencing and streaming media videobroadcasting technologies an integral method for communicating with members regarding health information resources, instruction, and services. In order to take advantage of this kind of communication, members must have access to a high speed Internet connection with at least 150K of available bandwidth. In addition, the RML plans to work with community and inner city organizations to help promote the use of online biomedical resources such as MedlinePlus and MedlinePlus en espanol; this will require that the organizations acquire reliable high speed access to the Internet.

Approach and Methodology:

The Technology Coordinator at Spencer S. Eccles Health Sciences Library and the Technology Liaison at the Archie R. Dykes Medical Library will have primary responsibility for coordinating the connectivity program for the region.

Network Member Connectivity

The RML will review the adequacy of the Internet connections of Network members on an annual basis, reporting the results to the region and to NLM, and assisting the "under-connected" in maintaining and upgrading their connections.

In 2002, the MCR sent a Network Data Inventory to the 216 Network members in the region. The Inventory included questions regarding the members' Internet connectivity. We inquired whether the library had access to the Internet. All members but one reported that they had at least one computer that was connected to the Internet. Furthermore, we queried the members about the level of their connectivity; asking the question "What is the speed of your Internet connection?" Ninety of the 122 institutions who took the inventory responded to this question as follows:

Dial-up: 7
Broadband (cable, DSL, or ISDN): 23
T 1 or faster: 41
Don't Know: 17

We assumed from these reports that there were a few members who were on slow dial-up connections but most of our members were well connected and capable of receiving the graphics and video that are being currently used in online instruction. Our individual experiences with hospital libraries over the

2001-2006 contract period and the research conducted by the NN/LM Hospital IT Task Force have revealed that having a high bandwidth connection may not be the reason our members are under-connected. Their connectivity issues may be caused by other factors, such as firewalls, institutional polices that restrict the installation of streaming media players (Realplayer, Quicktime, or Windows Media Player) or the opening of ports that are required for videoconferencing.

Much of our communication with the region and the educational opportunities that we propose for the 2006-2011 contract will use videoconferencing, video broadcasting, and collaboration applications, such as Macromedia Breeze and the Access Grid. It is essential that our Network members be able to receive these streams and participate in collaborative sessions. This is why our current standard for adequate connectivity is set high (150 K per second) so that they can meet the bandwidth requirements to participate in videoconferencing. At the beginning of the new contract the technology staff of the RML will review the current 150 K standard for minimum connectivity. Based on the applications we want our Network members to be able to use at the time, this standard may be revised.

We will administer a Network Data Inventory this year (2005) to Network members to assess their connectivity. Annual reviews of Network member Internet connectivity will be conducted either through the Network Data Inventory or through a separate inquiry focusing solely on connectivity issues. The responses to these assessments will reveal Network members who do not meet our minimum standard. Over the proposed contract term, we will work with hospital libraries identified as being under-connected in order to improve their access to Internet resources. The first step will establish the speed of the library's connection using the web site, Broadband Reports. *(http://www.dslreports.com/stest).*

Then we will apply a two stage plan. In stage one, we will consult with hospital librarians and the IT staff of the under-connected institutions on policy and security issues that may be contributing to their inability to take advantage of critical resources and services. If the IT department cannot work through the issues with the hospital library, the MCR will move on to stage two of the plan. One hospital library per state will be subsidized by the RML to provide an external (i.e., outside of the firewall) Internet connection for one year. This will be done upon the agreement from the institution that, if the connection gives the library access to needed resources and services, the institution will find continuing funding for the improved Internet connectivity. The technology staff of the RML will work with two states for the first 3 years of the contract. By the end of our third year, one library in each of our states will have received a subsidized connection. State liaisons will recommend funding sources to libraries not selected for subsidies and assist them with their proposals.

In the last two years of the contract, the MCR will follow up with the members that received the subsidized connections, to determine if the connections continue to improve their access to biomedical information and other services, such as videoconferencing. The MCR will also follow up with the under-connected members that did not receive subsidies to determine if they were able to improve their connections through other funding sources.

The strategies that we learn as we implement this pilot project will be reported in our quarterly reports to NLM and incorporated in the computer networking class developed by the Technology Coordinator. This class provides enough of an introduction to computer networks to enable librarians to present their needs to IT staff in the vocabulary that IT will understand. This workshop will be offered annually to Network members and will be taught using distance technology. Low level technology will be used for these classes so that librarians from under-connected libraries can participate. All under-connected libraries identified in our review process will be sent invitations to attend the computer networking class.

The MCR will report on the process and results of working with Network members to improve their connectivity by submitting articles for publication and proposals for meeting presentations. We will explore ways to use these success stories in our Library Improvement Program as examples to present to hospitals about how libraries improved access to needed information. The NLM will be kept informed of our progress through our quarterly reports.

Outcome: - Under-connected Network members have increased access to biomedical information and to communication tools

Indicators: - Technology liaisons will increase the connectivity of at least 6 institutions (one per state) over the contract period

- Technology liaisons will consult with at least six additional organizations to help them develop a connectivity plan and find funds from other sources

Health Care Organization Connectivity

The RML will identify inner-city and rural health care organizations that are not connected to the Internet or that are under-connected; will consult with them to determine if they would benefit from assistance with connecting/upgrading their connection; and will provide assistance as needed.

Our current definition for adequate connectivity for health care organizations is a minimum of a DSL or cable connection. This permits adequate access to the graphics and multi-media available from MedlinePlus and MedlinePlus en espanol. At the beginning of the new contract period, the technology staff of the RML will review the standard for minimum connectivity as appropriate to new

developments in connectivity speed. The state liaisons will be polled to determine if they are working with any organizations that meet the criteria of being under-connected and are located in the inner city or a rural part of the region. If all organizations are adequately connected, the state liaison will review local directories or Go Local to obtain a list of community organizations, including community health centers in rural areas or the inner city. By contacting the organizations, the MCR will identify under-connected organizations that are interested in participating in a pilot project .that will offer consultations to assist them in improving their connectivity.

Those organizations who are interested in the project will be invited to a "Café to Go"[7] discussion in their state. Café to Go is a group process that "fosters collaborative dialogue, active engagement, and constructive possibilities for action."

The MCR will gather a group of people in a relaxed setting to discuss pre-established topics or questions. Every round table will have a different question and people will move from table to table at regular intervals until everyone has had the opportunity to discuss all the questions. The mix of the group may be stable or self-determined (with every new question an individual may talk to a different mix of people). Summaries of all the different discussions for a single question are presented to the whole group to conclude the café.

This process was used by the Community Outreach Liaison with her work groups to elicit suggestions for the 2006-2011 NN/LM contract. The MCR proposes to use this process to brainstorm and develop strategies to address the information needs and improving Internet connections of community based organizations and community health centers in the region.

The results of the Café to Go process will be distributed through the MCR' communication channels, including posting them on the MCR web site. As part of the Café to Go process, the MCR will give a brief presentation of the NN/LM and its mission. RML staff will demonstrate NLM resources to participants to illustrate the health information resources that are available to organizations with adequate Internet connections. The Bringing Health Information to the Community blog will be promoted as a source of grant and funding information for organizations that need outside funding to make this infrastructure improvement. The Community Outreach Liaison regularly posts to the blog opportunities for community organizations to apply for funding from a variety of government agencies, national and local foundations.

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[7] World Café Community. Café to Go: A quick reference guide for putting conversations to work. [Web document]. Whole Systems Associates, c2002 [cited 5 Jul 2005] *<http://www.theworldcafe.com/cafetogo.pdf >*

The Community Outreach Liaison and the state liaisons will select the organizations that the MCR will work with, based on which organizations would offer the best strategic partnerships and collaborations with Network members. Each state liaison will work with one community organization in her state during the contract period. The state liaisons will formulate a plan with the community organization using the RML technology staff as technical advisors. State liaisons will contribute ideas of funding sources, offer advice on proposal writing, and review proposal(s) written to fund improved connectivity. The community organization will be responsible for on-going maintenance of the connection to the internal network. We expect that this will be a multi-year process. Within the last two years of the contract each state liaison will follow up to determine whether her organization improved their connection and whether it has increased access to biomedical information.

MCR will report on the process and results of working with the community organizations to improve their connectivity by submitting articles for publication and proposals for meeting presentations. NLM will be kept informed of our progress through our quarterly reports.

Outcome: - There will be increased access to biomedical information by previously under-connected inner city and rural organizations

Indicator: - Each state liaison will increase the connectivity of one under-connected inner-city or rural organization over the contract period

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Schedule:

Years 1-5

Review and if necessary redefine under-connectivity as it relates to Network members

Identify under-connected Network members using the 2005 Network Data Inventory and subsequent technology surveys.

Use web site: Broadband Reports (*http://www.dslreports.com/stest*) to determine speed of connection

Work with under-connected members to formulate plan for increasing connectivity

Work with under-connected members not selected for subsidies to identify funding from other sources

Update and present Networking class

Years 1-2
Organize a Café to Go to identify ways to work with or assist under-connected inner city or rural organizations

Demonstrate NLM resources to Café to Go participants

Years 1-3
Select under-connected members to receive subsidized connections

Review and if necessary redefine under-connectivity as it relates to inner city or rural organizations

Identify under-connected inner city or rural organizations

Promote the blog, Bringing Health Information to the Community, as a source of funding information

Years 2-3
Work with under-connected organizations to formulate a plan for increasing connectivity

Years 2-5
Conduct an annual review of members to identify the under-connected

Year 4
Follow up with under-connected members that received subsidized connections

Follow up with under-connected members that did not receive subsidies

Follow up with inner city/rural organizations assisted by state liaisons

Year 5
Submit proposals for posters and papers on the process and results of improving connectivity of Network members and community organizations to appropriate meetings

Outreach Programs

Logic Models

Outreach Programs

B1 - Outreach to Health Professionals

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities	Continue to develop, implement, and evaluate targeted outreach programs to bring biomedical information resources within easy reach of U.S. health professionals who still do not have access, with special focus on those in rural areas and inner cities	Focus on special populations or subject disciplines that have been identified as priority initiatives (e.g., health disparities, health information literacy, HIV/AIDS, health services research, public health) and that target the health professionals serving those populations or working in those disciplines Enlist the assistance of hospital libraries and other network members to:	Yr 1: Use the 2005 NDI to identify network members already working with HCP who target special populations Contact these Network Members to assess their needs, example Patient Education materials, cultural competency –how to work with someone from the Sudan, organizational and web resources Each state liaison will directly contact their state members using the most effective method for their state, for example targeted emails to affiliate and full network members Yr 1: A&E and CO liaisons will develop questions to use with Network members (in above activity) Yrs 1-5: Maintain state pages for public, consumer and community health resources for Network members doing outreach	Assessment Train-the-trainer modules Awards/RFPs Items in Publications tools	Network members will provide training to health care providers who serve identified populations	Between years 2-5 of the contract, Network members will provide 6 trainings a year to health care providers who work with underserved populations, who are in public health departments, or who work with HIV/AIDs patients

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
		Offer Train the Trainer Sessions that target special populations Offer awards to Network members to conduct Training Maintain state pages for public, consumer and community health resources	Yr 2: Develop a series of train-the trainer classes for Network Members based on above assessment; or customize already existing modules (i.e. Modules of Public Health Training Manual) and provide training to network members. (use distance training tools whenever possible) Yrs 2-5: Promote and offer Train-the-Trainer Classes Follow up via email with trained network members to determine the number of classes offered to health care providers who work with underserved populations, who are in public health departments, or who work with HIV/AIDs patients CDC Synergy trained trainers will offer per year in conjunction with CDC regional offices Yr 4: State Liaisons and Community Outreach Liaison will provide funding to network members to reimburse travel when training unaffiliated HCP who work with underserved populations			

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities	Continue to develop, implement, and evaluate targeted outreach programs to bring biomedical information resources within easy reach of U.S. health professionals who still do not have access, with special focus on those in rural areas and inner cities	Focus on unaffiliated health professionals and health professionals in inner cities and rural areas	Yr 2: Offer awards with the criteria that projects must focus on providing outreach and training to health care providers in inner city and rural areas who have little access to biomedical resources Yrs 2-5: Community and State liaisons will be assigned oversight of awards	Awards	Projects will provide outreach and training to health professionals in rural and inner city areas who do not have easy access to biomedical information	3 awards will be made to network members to provide outreach and training to health professionals in rural and inner city areas who do not have easy access to biomedical information
To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on	Continue to develop, implement, and evaluate targeted outreach programs to bring biomedical information resources within easy reach of U.S.	Focus on local/state public health departments with particular emphasis on Internet access and collaborations with other organizations/ institutions that work with public	Yr 1: Continue negotiating the OPHL project in Missouri and Wyoming Yr 2: Begin discussions about OPHL in another state Yrs 3-5: OPHL implementation begins in additional states	Each state will have a documented OPHL process (written materials) with flow of work, names of contacts, areas of responsibility, identified problem areas, methods to promote the project to vested	Network members, public health professionals, and the public will have improved access to public health information	Missouri and Wyoming will have a process in place to manage access to electronic public health information Each state will have a

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
contributing to the Healthy People 2010 goal of eliminating health disparities	health professionals who still do not have access, with special focus on those in rural areas and inner cities	health personnel	Yrs 2-5: Review and Evaluation of each OPHL Project – Create an Evaluation Tool Investigation and reporting will be done by state liaison; and implementation team Yr 5: Final Report of OPHL comparing all state projects (A&E) Yr 1: Create a basic Public Health Informatics project: Provide training on PH web sites; training on equipment, i.e. PDAs NE Liaison working with library staff puts together a basic informatics class Yr 2: Kansas Liaison works with second public health program Yr 3: Colorado Liaison working with library staff puts together a basic informatics class Yr 4: MO Liaison working with library staff puts together a basic informatics class	audiences Public Health Training Presentations Public Health Informatics component	.	designated resource library and project manager who will be responsible for their state OPHL project 5 of the 7 Public health graduate programs will have incorporated the Public Health Informatics Project

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			Yr 5: CO Liaison will work with additional PH programs in the state			
To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities	Continue to develop, implement, and evaluate targeted outreach programs to bring biomedical information resources within easy reach of U.S. health professionals who still do not have access, with special focus on those in rural areas and inner cities	Enlist the assistance of hospital libraries and other network members to focus on institutions whose objective is to train minority health practitioners or those who serve minority populations, to develop specific linkages so that their health professionals and students have full benefit of the resources of the network	Yr 1: Promote membership in the RML for tribal college libraries Develop two exhibit materials tool kit with two specific tribal libraries, including stand alone exhibit booth and materials to assist exhibitor in their demonstration of resources including information about University of New Mexico, Albuquerque Native American Database free document delivery services Distribute exhibit tool kit to Tribal college libraries agreeing to use the kit to mount an exhibit of health information resources at least twice a year at health fairs, Pow Wows	Tribal College Libraries are Network Members Canned exhibit toolkit	Institutions who train minority health professionals will have promoted health information access to their community	3 Tribal Libraries in the region will become affiliate members (see list below for Tribal Colleges in the Region) Tribal Librarians who are affiliate members will each use the kit to exhibit at two event per year
To promote awareness of, access to, and use of biomedical information resources for health professionals	Continue to develop, implement, and evaluate targeted outreach programs to bring biomedical	Enlist the assistance of hospital libraries and other network members to focus on one or two inner-city institutions	Yrs 1-5: Identify staff at clinics that are unaffiliated; have key staff join the Community Outreach Working Group; suggest them as RAB members Yrs 1-3: Community Outreach Liaison will	Project focused on inner city access to biomedical information Feedback from Café to Go process	Increased access to biomedical information by unaffiliated inner-city institutions	One inner city clinic staff member will be considered for the RAB each year 6 Café to Go sessions will

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities	information resources within easy reach of U.S. health professionals who still do not have access, with special focus on those in rural areas and inner cities	per year which shall include identifying what the RML can do to improve or enhance the institution's access to biomedical information and developing and implementing a program that responds to identified needs Develop and implement a program that responds to identified needs	travel to each state to work with state liaison to use **Café to Go** process to garner feedback from CBOs and community health clinics (This will build from our outreach in prior contract to NACHC clinics) Networks will be facilitators in this process Yr 4: Develop projects based on the feedback from process – RML can assist in facilitating partnerships between CBOs and Network members to develop projects such as: NEB AIDS Project and use of PDAs to find social services Yr 5: 3 presentations/posters will be made on the Café to Go process as a project development tool	Poster/paper at MLA, MCMLA		be held

Outreach Programs

B2 - Consumer Health Information Services

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities	Increase the public's awareness of and access to high quality electronic health information	Develop the region's consumer health information goals and objectives and work with a variety of organizations to accomplish them	Yrs 1-5: Form a working group from appropriate organizations that will assist liaison in developing goals and objectives for consumer health information access, help implement RML activities and provide feedback on consumer health information needs Yrs 2-5: Develop programs to facilitate collaborations between public libraries and public schools to train school and library staff, parents and students in finding answers to health related questions Assist public health departments in making health information available to clients Assist CBOs, faith based organizations, to become aware of health information resources and other groups providing them	Goals and objectives Programs Working Group	MCR will have well defined goals and objectives to share with organizations MCR will have implemented regional projects based on the goals and objectives	Working group contributes to the development of goals and objectives for consumer health outreach Six programs involving collaborations between two or more organizations will be implemented during the contract

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			Encourage Native American reservation representatives and public libraries to collaborate in providing consumer health education materials			
	Increase the public's awareness of and access to high quality electronic health information	Develop programs that focus on reaching minorities, senior citizens and low income populations	Yr 1: Create mobile training units (laptops, wireless routers, etc.) for each state liaison to use in public libraries, public health facilities and CBO sites, senior centers, faith based organizations, community centers currently lacking appropriate training equipment Yrs 1-5: Liaisons will use the mobile training units and the Consumer Health Modules three times per year to teach health information access to senior groups, low income population groups, and minorities Exhibit and give presentations based on Consumer Health modules at regional and state meetings of public librarians, CBO workshops, aging and minority populations health	Presentations; articles; Contact list of new CBOs which have a health mission in addition to a contact list of current CBOs which we already work with. We will add senior centers to this list as well since all of them have an interest in health topics Mobile training unit	CBOs, public libraries, public health departments and other organizations serving minorities, senior citizens and low income populations receiving training and information about health information resources implement health information programs for their service populations Librarians in the region will have increased skills in accessing resources and teaching about consumer health information for minorities, senior citizens and low income populations Minorities, senior citizens and low income populations receive information about	At least two CBOs and two public libraries offer programs about finding and using health information for minorities, senior citizens and/or low income populations and attribute ideas for the new program to information provided by the RML when responding to a questionnaire Public Librarians participating in focus groups indicate that the RML has provided needed training in supporting information needs of minority, senior and low income populations

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			conferences Yr 1: Promote "NN/LM Public Libraries and Consumer Partners" and "MCR Public Library" Web sites to public libraries across the region Yrs 1-2: Identify new CBOs with health missions Yrs 1-5: One or more liaisons will exhibit at state and county fairs Write at least one article per state per year for a senior organization or CBO newsletter Yr 1: Develop "Heritage Month" health info bytes: Black History Month, Cinco de Mayo, seniors Yrs 1-5: Post health infobytes on MCR web site, BHIC to encourage libraries and CBOs to plan health related programs during "heritage months". Post before the month to serve as reminder	Blog and newsletter posts, MCMLA listserv posts, web site posts	finding health information	Liaisons records show that visitors to booths at state/county fairs are from intended audiences and articles for senior citizen publications reach intended audiences Brief questionnaire filled out by exhibit booth visitors in exchange for NLM giveaways

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			and send notice to appropriate listservs (such as Mountain Plains Library Association, MCMLA, other listservs to be identified)			
	Increase the public's awareness of and access to high quality electronic health information	Work with NLM, the NNLM, and other organizations to develop tools and linkages to improve access to electronic consumer health information at the local, state, and regional level	Yrs 1-5: Facilitate a public library/community organization partnership in each state in the region following the guidelines of NNLM's Public Libraries and Communities Web site Encourage partnerships to share lessons learned about collaboration efforts through articles in Plains to Peaks Post, presentations at conferences and submissions to Effective Practices Database Yrs 2-5: Liaisons will include information about partnerships and their activities on the MCR Public Library and MCR State web pages Yr 1: Work with Regional Consumer Health coordinators to identify common needs of	Web Pages Publicity materials	Partnerships exist that enhance access to electronic health information State Library web pages will have links to NLM Consumer Health resources, including MedlinePlus and Public Library Partnership pages	At least six partnerships will be formed, one in each state All state library web pages have links to NLM resources such as Medline Plus/Go Local, Public Library Community Partnership web site

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			Consumer Health Coordinators to carry out their mission Yrs 2-5: Consumer Health Coordinator will participate in collaborative efforts among RML Coordinators to develop tools, publicity, projects etc, that will result in improved access to NLM and NN/LM, and other electronic consumer health resources Yrs 1-5: Exhibit and present at state and regional library association meetings State liaisons will contact State Libraries to support and encourage links from State Library web pages to NLM resources such as Medline Plus/Go Local, Public Library Community Partnership web site			
	Increase the public's awareness of and access to high quality electronic health information	Develop programs to promote MedlinePlus and other NLM Resources to all health	Yr 1: Promote the Information Rx project to Network members Yrs 1-5: Contact health profession	Articles in health care professional association newsletters Promotional materials	Health professionals are able to direct their patients to authoritative health resources from the NLM	At least four clinical sites (or physicians) in the region will participate in the Information Rx project

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
		professionals as a resource for them and their patients	associations (nursing, allied health professionals' and public health associations) to get mailing lists distribute materials about Information Rx including information about contacting the State Liaison and their local hospital library Yrs 1-5: Promote Information Rx by exhibiting at health care professionals' conferences			
	Increase the public's awareness of and access to high quality electronic health information	Coordinate the development of MedlinePlus Go Local projects in the region	Yrs 1-5: Continue to support and monitor Go Local work in Missouri, Utah and Wyoming Facilitate expanding participation in Go Local in Colorado, Kansas and Nebraska	All states in the region fully participate in Go Local	Populations in each state will be better served by local service information and better informed by MedlinePlus Topics	All six states will be participating in Go Local

Outreach Programs

B3 - Collaborating with Network Members and Other Organizations

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
To develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Pursue and maintain collaborations with network members and other organizations including community-based organizations (CBOs) representing minority and other underserved populations to achieve its goals of outreach to health professionals and the public	Increase awareness of the network, especially among community-based organizations by assisting in the development of working relationships between network members and grass roots, regional and national CBOs within the RML that include health information as a part of their mission/priority	Yrs 1-5: Identify 12 new CBOs and faith-based organizations with health missions per year Exhibit and/or present at10 minority health conferences and other CBO workshops as a way of identifying new groups and present examples of projects awarded, and role of MCR in offering awards **TFF Reforma** Conference 2007 (Focus on Health Disparities) (COG Activity) Liaisons will approach CBOs about submitting articles to CBO publications Write articles for CBO publications (Y1-5 CO Liaison will write basic articles for state liaisons to adapt) A total of six articles will be submitted to CBO publications over the course of the contract Yr 1: Develop “Heritage Month” info bytes: Black History Month, Cinco de Mayo (for examples for Black	Presentations articles Examples of successful grant and award applications Heritage Month InfoBytes Healthfinder Health	More CBOs in the region recognize the NN/LM-MCR as a network of providers of health information Information on minority health issues provided by the MCR is published in CBO newsletters and posted on their discussion lists (Note: We are writing articles for their newletters – so we will submit those, and hope that the CBO will publish them. but also we are posting to various listservs we already belong to. If they send the information on to their constituency beyond the listserv, that’s great, but not the	MCR Contact information and product and service information will be provided to 12 new CBOs per year. 12 infobytes will be published each year and 6 articles will be written over the course of the contract

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			History Month – info about Black HCP, or for Asian Heritage Month, info on Asian HIV/AIDS inf) Yrs 1-5: Post infobytes on listservs, etc. regarding heritage months CO liaison will develop one infobyte per month; the infobyte will be distributed in RML news, BHIC blog, and one relevant listserv each month	Observation Calendar	goal)	
To develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Pursue and maintain collaborations with network members and other organizations including community-based organizations (CBOs) representing minority and other underserved populations to achieve its goals of outreach to health professionals and the public	Foster opportunities for network members to collaborate with CBOs as part of their outreach effort by developing Lessons Learned Resources for network members Host a Regional CBO symposium in MCR, based on prior symposium (2008 MPLA will be held in Salt Lake City, UT)	Yr 1: Develop with COG an Effective Practices for Community Outreach class(MLA CE approved class) Yr 2: Submit to MCMLA, ALA, WY symposium Yrs. 3-5: Offer across the region at State Library Assoc meetings Yr 1: Modify TC4C Effective Practices Guide for MCR network members Yrs 1-2: Present guide at MCMLA, newsletter, blog, web site	Effective Practices written by PIs Symposium Regional Symposium Community Outreach Class with MLA credit Revised TC4C guide	Network members will know where to turn for ideas on partnerships; The Effective Practices for Community Outreach Increased number of partnerships between CBOs and network members	Three new partnerships will have developed between network members who attended the symposium and a CBO that results in a project to deliver training to members of the CBO Network members who attend the symposium will understand that participatory research is a tool to use to increase collaborations

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
		Create Effective Practices of Community Outreach Class through the COG group	Yrs 2-5: Encourage Network members who receive both NLM and non-NLM funding to assist others in project development and collaboration opportunities Require MCR funded projects to submit to the Effective Practices Database Yr 2: Investigate needs for additional symposium: determine focus so that it brings together members and CBOs (I think we should focus on Participatory Reseach) Yr 3: Hold Symposium Yr 4: Follow up with survey to determine what new partnerships came about due to symposium			with CBOs 75% of members attending the symposium indicate on an evaluation form that they understand the concept of participatory research Five new entries will be made to the Effective Practices Database regarding projects funded by NLM or NN/LM The "Principles of Working with CBOs" class will be offered three times in the region
To develop collaborations among network members and other organizations	Pursue and maintain collaborations with network members and other organizations	Foster opportunities for the training of staff at community-based organizations	Yrs 1-5: Build on current national projects with CTCnet, Urban League; present at national or regional level CBO conferences Yr 1:	CTCnet and Urban League National Projects Evaluation of online modules	Staff at CBOs will be trained in accessing biomedical information	6 training-the-trainer sessions will be offered at CBOs in the region

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
to improve access to and sharing of biomedical information resources throughout the nation	including community-based organizations (CBOs) representing minority and other underserved populations to achieve its goals of outreach to health professionals and the public		Assist Urban League of NE in bringing pilot NE project to national Urban League Yrs 2-5: Use Consumer Modules to train staff at interested Urban League offices Yrs 1-5: Follow the development of health web pages on Urban Leagues within the region and provide resources. (i.e Go Local) Present Consumer modules to CTC at CTCnet centers within the region Yr 2: Evaluate success of online learning modules; modify as needed; In this contract, an evaluation group will have been developed in current contract that will continue to work on evaluating the modules; the success will also be measured in terms of how often liaisons are able to offer it Develop a faith based presentation Yr 3: Present at AC4 National Technology & Ministry	Presentation of online modules TechMission 2007		

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			Conference http://www.techmission.org/ Yrs 4 -5: Continue to build on relationships and programs begun in years 1-3			
To develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Pursue and maintain collaborations with network members and other organizations including community-based organizations (CBOs) representing minority and other underserved populations to achieve its goals of outreach to health professionals and the public	Foster opportunities for the training of staff at community-based organizations	Yrs 1-5: State liaisons will continue to provide training opportunities for CBOs they are already partnering with	Training sessions	Staff at CBOs will be trained in accessing biomedical information	State liaisons will offer advanced training to 6 CBOs in the region
To develop collaborations among network members and other organizations	Pursue and maintain collaborations with network members and other organizations	Provide consultation for network members as they prepare project proposals	Yrs 1-5: Promote consultation service through articles in newletters, posters and presentations that demonstrate successful partnerships between network members and CBOs	Items and articles in Newsletter, weekly update, blog; PPT slideshow; NN/LM MCR	Increased number of funded proposals, NLM, NN/LM and other funding	The number of proposals funded by NLM, NN/LM, and other funding will increase by 5 each year

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
to improve access to and sharing of biomedical information resources throughout the nation	including community-based organizations (CBOs) representing minority and other underserved populations to achieve its goals of outreach to health professionals and the public	review funding sources, feasibility of project, support required, potential partnerships (Look at A16)	Web site will include information on consultation services; consult with members and other organizations considering pursuing project funding or project design In the NDI surveys, ask if network members have submitted proposals for NLM and/or NN/LM awards Yr 1: Liaisons take grant training workshop; Videoconference Grant training workshop will be offered, with priority given to Network members, open to all Yr 2: Offer to teach it at MCMLA 2007 (interregional chapter meeting) A&E pages will include self directed logic modules Yr 3: Videoconference Grant training workshop will be offered, with priority given to Network members, open to all Yrs 1-5: Follow Grants.gov progress to keep abreast of funding	web site Grant training workshop Survey question Presentation for Minority Conferences Articles, items for discussion lists, blogs, posters, presentations		

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			opportunities as consultation service Yrs 1-5: As part of our consultation, we will encourage partnerships between CBOs and members identified during activity "a" – increase awareness Submit presentation abstracts to Minority Health Conferences that include the topic of NLM/NN/LM funding			
To develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Pursue and maintain collaborations with network members and other organizations including community-based organizations (CBOs) representing minority and other underserved populations to achieve its goals of outreach to health professionals and the public	Provide consultation for network members in project planning and evaluation	Yrs 1-5: Promote our consultation services through our communication tools Newsletter, weekly update, blog Web site will include information on consultation services Maintain and update the MCR Assessment and Evaluation webpages to provide information and tools for logic model development and evaluation planning, and interpreting and reporting data Yrs 2-5: Employ OERC training modules (Training module will include an evaluation question regarding network members self-reporting of increased proficiency due to	A&E webpages OERC classes Posts on communication tools	Network members are more proficient in project planning and evaluation	Network members will self report that they have an increase in the proficiency in planning and evaluating projects

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			class attendance) Yr 3: Offer training (i.e. using distance technology like Breeze) Either A&E Liaison or someone from the OERC will teach these new modules in this region			
To develop collaborations among network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	Pursue and maintain collaborations with network members and other organizations including community-based organizations (CBOs) representing minority and other underserved populations to achieve its goals of outreach to health professionals and the public	Provide consultation for network members in project planning and evaluation	Yr 1: Community Liaison will develop strategies for RL to identify appropriate CBO partner; database of contacts Community Liaison will develop strategy with RL to form strong partnership between CBO and RL (KUMC and Wash U in particular) Community Liaison & AE Liaison will develop a list of resources on Community Outreach and Participatory Research and Assessment and Evaluation and add them to the MCR web site Yrs 2-5: They will maintain and update resources Yrs 1-5: Community Liaison will provide RL with funding opportunities to support projects	Strategies to identify appropriate CBOs Possible Database of contacts within CBOs? Strategies to develop partnerships with CBOs Listing of funding opportunites RFP Model outreach project Presentations at MCMLA or papers in	RL will develop partnerships with CBOs that increase access to health information to underserved populations in the community.	Two network members (resource libraries) will develop collaborations with CBOs that result in a 2 year partnership .

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			Yr 2: KUMC and Wash U RL Directors/staff will work with Assessment Liaison to develop a needs assessment with CBO KUMC/WashU and CBO together will develop a plan of outreach KUMC/WashU will apply for funding for outreach project; AE and Community Liaisons will consult on application Yrs 3-5: KUMC/WashU will implement outreach project and present results	PTPP by RL staff on successful outcomes Online bibliography of Community Outreach/Participatory Research and Assessment and Evaluation		

Outreach Programs

B4 - Training to Support Electronic Access to Health Information

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
To develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public	Support training in the effective use of electronic health information resources on the Internet Direct training at health professionals, public, School, and other librarians, and other intermediaries who do not have access to such training or who intend to train others, including consumers	Send questionnaire to determine educational needs to school librarians, public librarians, and public health professionals in each state using available listservs Survey members and affiliate members in cooperation with MCMLA Education Committee to find out if they would have an interest in Pubmed, MedlinePlus and other NLM databases classes using distance technology Schedule classes as indicated from survey with NTCC or with MCR providing training for same using a distance education tool such as Breeze We will offer classes for NLM resources not taught by NTCC	Yr 1: Send questionnaire to these groups via individual listservs Yrs 2-5: Offer classes of interest using Breeze and/or other synchronous distance education technologies. Hands-on practice of participants can be handled through screen-sharing functionality currently available on Breeze Yrs 1-5: Promote online PubMed and MedlinePlus tutorials through listserv and RML news as well as to listservs of public librarians, school librarians, and public health professionals	Survey for members and listserv questionnaire for non-member groups Breeze classes Articles, listserv, RML news promotional materials MCR web site	Network members, health professionals, and organizations providing health information to the public have received training in the effective use of electronic health information resources	75% of class participants indicate improved knowledge of electronic resources as indicated through post-class evaluation survey

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
		Promote online tutorials to Network members, affiliate members, public librarians, school librarians, and public health professionals for PubMed, and MedlinePlus tutorials by including a slide on MedlinePlus tutorials is included in NLM resource presentations Develop and promote PubMed, MedlinePlus, and specialized NLM database presentation modules to be posted on MCR web site and the NTCC clearinghouse Make copies of all training materials developed available on the MCR web site and will be registered with the NN/LM National Training Center and Clearinghouse Standardized modules and tutorials are posted to MCR web site and NTCC,			

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
		including objectives				
To develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public	Support training in the effective use of electronic health information resources on the Internet Direct training at health professionals, public, school and other librarians, and other intermediaries who do not have access to such training or who intend to train others, including consumers	Include materials related to finding and evaluating information resources in all classes taught Add links to evaluation of health information resources module on MCR web site Check NN/LM National Training Center and Clearinghouse to identify training products, tools, materials, or classes that can be used or adapted to serve identified needs Make copies of all training materials developed available on the MCR web site and will be registered with the NN/LM National Training Center and Clearinghouse	Yrs 1-5: Promote online evaluation tutorial Include evaluation module in all classes Each state liaison will exhibit at their state library association meeting Yrs 3-5: Present and/or exhibit at School Media Specialists conference in at least two states per year in the region	Evaluation tutorial PowerPoint presentation	Network members, health professionals, and organizations providing health information to the public have utilized electronic and face to face opportunities to learn how to evaluate health information resources	75% of class participants indicate increased knowledge about evaluating health web sites

Outreach Programs

B5 - Exhibits and Presentations at Meetings

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
To promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities	Promote NLM and NN/LM programs and services at national, regional and state meetings of health professionals and organizations that represent minority or underserved members of the general public	In consultation with NLM, providing full support for a minimum of twelve meetings (six national and six others) for an exhibit, technology-related presentation, program presentation, or course offering, including making all arrangements (scheduling, fees, shipping, logistics, equipment and publications). Coordination of course offerings, program presentations and other offerings at meetings should be in line with national initiatives and promotion activities identified by NLM	Yr 1: Exhibit at Amer. College of Sports Medicine, CTCNet and additional assigned national exhibits. Exhibit at additional local and regional meetings as identified by RML liaisons Yrs 2–5: Exhibit at assigned national meetings. Exhibit at additional local and regional meetings as identified by RML liaisons	Exhibits and presentations at national and other meetings	Health and information professionals and the public will be aware of and have access to health information and resources	The NN/LM MCR will exhibit or present at a minimum of 30 local meetings and 6 national meetings
	Promote NLM and NN/LM	Identifying a single RML staff member	Yrs 1-5: Liaisons will record exhibits in	Required reports	NLM is made aware of exhibit	One exhibit report will be filed

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
	programs and services at national, regional and state meetings of health professionals and organizations that represent minority or underserved members of the general public	with responsibility for reporting exhibits and other RML activities at all national, regional, state and local meetings to ensure timely, accurate and complete reporting	ARS and exhibit reporting system Project coordinator will check ARS and exhibit reporting system to assure that all exhibit reports are completed		activities in the region	in the National Exhibit Reporting System for each exhibit
	Promote NLM and NN/LM programs and services at national, regional and state meetings of health professionals and organizations that represent minority or underserved members of the general public	Enlist the assistance of network members in exhibiting at national, state and regional meetings;	Yrs 1-5: Network members will be enlisted to assist with exhibits Basic exhibit training will be offered to all members who assist with exhibits Members will be vetted at local exhibits before being asked to assist at national exhibits	Training module	Network members will be made more aware of NLM products and services as well as NN/LM exhibit procedures The NN/LM MCR will build a group of Network members who are experienced exhibit staff	The NN/LM MCR will provide Network members the opportunity to exhibit at one regional or one national exhibit (within our borders) per year.
	Promote NLM and NN/LM programs and	Assist NLM's National Network Office in identifying	Yrs 1-5: Liaisons will submit ideas for national exhibits to the online	Exhibit opportunities identified	Exhibit suggestions will be made	NN/LM MCR will submit at least 3 national exhibit

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
	services at national, regional and state meetings of health professionals and organizations that represent minority or underserved members of the general public	health professional and consumer-focused meetings	exhibit system		according to special interest groups, such as health professionals or public librarians, that have been identified by NLM as target groups	suggestions per year
	Promote NLM and NN/LM programs and services at national, regional and state meetings of health professionals and organizations that represent minority or underserved members of the general public	Seek opportunities for program presentations at all assigned national meetings	Yrs 1-5: Liaisons will submit presentation proposals at all assigned national meetings	Presentations at meetings	NLM and NN/LM programs and services are presented as part of the program at NLM assigned conferences	MCR will be on the program of at least one national meeting each year
	Promote NLM and NN/LM programs and services at	Attend state library association meetings and exhibit or make	Yrs 1-5: Exhibit and/or present at State Library Association Meetings	Exhibits and/or presentations at State Library Association	NLM & NN/LM programs and services are presented as	Each State Liaison will exhibit and/or present at their

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
	national, regional and state meetings of health professionals and organizations that represent minority or underserved members of the general public	presentations to promote NLM and NN/LM programs and services	State liaisons will submit a proposal to be on the program of their state library association meetings twice during the five year period	Meetings	part of the program of state library association meetings	annual state library association meeting

Outreach Programs

B6 - Information Technology and Policy Awareness

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
To develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public	The RML shall develop an information technology program and policy issues to improve access to biomedical information	Investigate and showcase information technologies and policies affecting their use on a regular basis through the MCR web site and newsletter Provide a forum or workshop on the use of technologies and policies affecting their use at the annual MCMLA meeting Provide a forum or workshop on the use of technologies and policies affecting their use at the annual Wyoming Symposium Provide asynchronous access to the forums through video technology A common Technology work group will be continued (Work group will contain at least one IT from each state.	Yrs 1-5: Offer regular technology updates on web site and newsletter Offer technology forums/workshops at MCMLA and Wyoming Symposium Post forum streaming video on MCR web site Yr 2: Add questions to the NDI (question concerning adopting new technology)	Web site pages Newsletter articles Conference program presentations Streaming video archives Network collaborative projects	Members adopt new technologies to increase access to biomedical information, helping to eliminate health disparities	50% of network members surveyed indicated that have adopted at lease one new technology per year

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
		Other members will be drafted from the MCMLA tech listserv as needed)				
To develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public	The RML shall develop an information technology and policy awareness program	Participation in the NN/LM Web Developer's group through IRC and annual meetings Identify, evaluate and monitor the best authoritative sources for new technology information Link to identified web sites on MCR web site Hold regular meetings with Technology working group Provide example(s) of what will be discussed during the meetings?(implementation of new technologies by members, what new technologies are of interest and getting members to test them)	Yrs 1-5: Identify and evaluate technology web sites; link to on MCR web site Participate in Web Developer's group Hold regular meetings with Technology working group	Web page with list of links Technology working group meetings Regional contribution to NN/LM Web Developer's group	Members are able to learn about new technology developments that will help them to increase access to biomedical information	80% of network members surveyed rated the technology portion of the MCR web site as "useful" or "very useful"
To develop, promote, and improve electronic	The RML shall develop an information technology and	Encourage and educate network members in matters of open access and/or scholarly	Yr 1: Identify current open access projects in the region how do you	Web site pages newsletter articles	Network members will be more knowledgea	75% Members that completed survey indicated that they have

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
access to health information by network members, health professionals, and organizations providing health information to the public	policy program to improve access to biomedical information	communication in the region (topics such as copyright education, institutional repositories, PubMed Central, etc.) Fund educational events Identify, evaluate and monitor the open access activities in the region in order to prevent duplication of effort and encourage collaboration Educate network members about changes in policies concerning open access Develop promotional and educational materials Provide forum for librarians to discuss open access issues	intend to identify network member projects? (Forum or Survey at MCMLA) Yr 1: Survey members at MCMLA(ST. LOUIS) Move RML D-space Archive from Washington University to KUMC For scholarly communications, open access, institutional repositories issues Yr 2: Develop promotional and educational materials --ex: (Tip sheet for PubMed Central See needs identified for RML Directors meeting) Forum at MCMLA (OMAHA) Administer a post event survey Showcase on the MCR web site current open access projects at Resource libraries, such as RML Archive or	promotional and educational materials listserv video broadcasts video archive	ble about open access and/or scholarly publishing resources as indicated in a post-event questionnaire	increase knowledge of open Access/Scholarly Publishing

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
			HEAL Yr 1: Link MCR web site to relevant pages on scholarly communication and open access Eccles/ NNLM.gov Yr 4: Host promotional/ educational events by resource libraries OR HSL groups. (Open access/ Scholarly Communication) Administer a post event survey Present and archive presentations via video broadcasting (educational events)			
To develop, promote, and improve electronic access to health information by network members, health professionals, and	The RML shall develop an information technology and policy program to improve access to biomedical information	Update and offer class on networking Update and offer class on blog publishing Update and offer class on handheld devices Update and offer class on VoIP and videoconferencing	Yrs 1-5: Offer 1 class per year on two of the following topics and other technologies as identified: networking, blog publishing, handheld devices, VoIP, tutorial development software and videoconferencing, open access publishing	Revised Classes	Members adopt new technologies to increase access to biomedical information.	75% of class participants indicate increased knowledge about technologies

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
organizations providing health information to the public		Update and offer class on tutorial development software Check NN/LM National Training Center and Clearinghouse to identify training products, tools, materials, or classes that can be used or adapted to serve identified needs Make copies of all training materials developed available on the MCR web site and will be registered with the NN/LM National Training Center and Clearinghouse	(Google Scholar, institutional repositories, learning object metadata) Classes be offered—distance or in person. Will propose classes for MCMLA CE Need an activity to promote the classes that will attract the audience specified in the objective			
To develop, promote, and improve electronic access to health information by network members, health professionals, and		Conduct inter-regional classes with MCR, SCR, and PSR using the Access Grid	Yrs 1-5: Offer one class via Access Grid Provide examples of classes that are being proposed	Class taught on Access Grid	In conjunction with other RMLs, Network members, health professionals, and organizations providing health	75% of class participants rate Access Grid as an effective means of conducting a class

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
organizations providing health information to the public					information to the public are able to learn about new technology developments that will help them to increase access to biomedical information	
		Establish a regional digital depository for Network members (non-Resource Libraries)	Yr 4: Establish depository servers Hire consultant for regional depository project Select pilot project library Carry out depository pilot Yr 5: Promote regional depository to Network members Train Network members to organize and add content to depository	Organizational structure for depository Metadata schema Materials from libraries Training materials	The regional digital depository includes Network member collections	Materials are added to regional depository from at least 10 Network member libraries

Outreach Programs

B7 – Library Improvement

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
Promote awareness of, access to, and use of biomedical information resources for health professionals and the public, with a particular emphasis on contributing to the Healthy People 2010 goal of eliminating health disparities	Implement an NN/LM Library Improvement Program for hospital libraries that have a non-MLS whose main responsibility is not library related providing library services	Identify hospital libraries without onsite access to NLM resources, etc.=(that are not NN/LM members) by comparing NN/LM membership list with DOCLINE database and AHA guidebook Contact hospitals on targeted list to determine whether they provide access to resources (A non-Network member does not=no access)	Yr 1: Update information about hospitals with no access. We assume that these are libraries that are not NN/LM members. Continue to contact hospitals previously identified and share information about access to health information resources and RML services and membership by mailing a cover letter and promotional materials to the AHA member hospitals in each state Yrs 2-5: Continue making contacts by email, phone and personal visits, follow up with earlier contacts to share information about information access and determine whether the hospital library provides access. For hospitals not providing access, determine the barriers and develop plans to assist them	Targeted list of hospitals that are not NN/LM members	More hospitals provide onsite access to NLM resources	Number of hospitals has increased that have requested training or taken training on NLM resources. There is a 25% increase in hospitals with no previous access to NLM resources which are now reporting usage of NLM resources

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
	Implement an NN/LM Library Improvement Program for those hospitals that have an MLS librarian providing library services to the institution	With the library director, introduce key staff, administrators and health professionals to the NLM systems, hardware, software and other resources available through the NN/LM to improve their access to information Conduct frequent follow-up contacts with the library manager to assess progress and offer assistance Encourage electronic document delivery Encourage and	Yrs 1-5: Schedule contacts with library personnel identified by Network Data Inventory that are not providing a standard level of service as defined by MLA to offer assistance if needed or requested (ie librarians who are not offering trainings in the use of health information resources.) Develop materials to inform administrators of library value to the institution Develop a checklist of topics to cover and questions to ask in a state liaison visit to member and non-member hospitals. It will include advanced promotional activities to implement to improve status. To be used with hospitals librarians in consulting about library activities within the hospital. Review check list with state liaisons Identify, promote and work with health science library	List of hospitals without access to NLM resources or appropriate library equipment List of appropriate conferences List of appropriate journals List of appropriate funding resources Survey results and evaluations Articles published in journals addressing library managers, hospital administrators, and health care professionals	Administrators and health care professionals are more aware of NLM resources and the access to medical information provided by the hospital library	Hospital librarians report increased support from hospital administrators

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
		support collaborations between hospital library staff and institutional administrators to enhance the libraries' ability to contribute to hospital programs and priorities	groups that are involved with library promotions (such as HSLNKC and CHILL) to share information about their programs within the region and to foster communication on the value of library service to administrators Present and exhibit at conferences including library managers, health care administrators, and health professionals. Include information about the NLM systems, hardware, software, and other resources available in the network to improve their access to information Publish articles/ reminders in RML News, Plains to Peaks, MCR web site, MCMLA listserv and other NN/LM publications as determined about library advocacy. Topics to be covered are promotions for National Library Week, National Medical Information Day, promoting worth of hospital library to hospital departments and medical staff			

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			Publish articles on NLM systems, hardware, software, and other resources in professional journals (open access) directed at library managers, health care administrators and health professionals Identify and promote grant funding opportunities Grant funding would include NLM grants, regional funding if developed, LSTA funding if appropriate Develop materials to inform administrators of library value to the institution. Association newsletters, professional journals (Directors of nursing, hospital administration, etc) state association publications (ie state hospital association journals or newsletters if applicable) Yr 1: Identify appropriate conferences for involvement, and prioritize for each year of the contract. Examples of meetings that would be appropriate are the			

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			Missouri Hospital Association, Missouri Rural Health Association Conference, Nebraska Nurses Association, etc. Identify appropriate journals for articles and prioritize publication goals Yr 3: Query hospital librarians via NDI for current use of NLM products and relationship with administration and health care professionals			
	Implement an NN/LM Library Improvement Program	Provide education materials for hospitals librarians for business practices in the hospital setting	Yrs 1-5: Identify and recommend materials for additions to netLibrary and actively promote netLibrary to membership Yr 1: Present class on library assessment and evaluation at MCMLA 2006 Develop a checklist of topics to cover and questions to ask in a state liaison visit to traditional and adjunct libraries as well as more advanced library activities to implement. To be used with	Class Checklist Web –based instructional modules Video Broadcast	Librarians are better equipped to promote the value of their library to their institution	Usage of netLibrary will increase by 20% over Y5 of previous contract. Class attendance at MCMLA 2006 will include 15 librarians.

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			hospitals librarians in consulting about library activities within the hospital. Review check list with state liaisons Yr 4: Develop packets of resources on various business subjects to be linked from the MCR web site.(ie business planning, ROI, organizational change). Materials will also be made available from the NTCC Educational Clearinghouse Yr 5: Utilize (update if appropriate) the class for hospital librarians including material on assessment, evaluation, and financial practices. Consider video broadcast and web streaming for presentation of class across the region Objectives for this class include determining return on investment, creating a logic model, suggesting ways to integrate into hospital activities			

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
	Implement an NN/LM Library Improvement Program	Provide education materials for hospital librarians for marketing and promotion of the hospital library	Organize display of member marketing materials and strategies for MCMLA yearly. Offer a prize for the best display. If a hospital does not have brochures for example, but has a distinct plan to share, they can create a poster displaying their program. Participants will write up their projects, and submit them to the RML which will then publish selections in Plains to Peaks Post Yrs 1-5: Identify and recommend materials for additions to netLibrary and actively promote netLibrary to membership Yr 2: Schedule two 2-day classes for members with Pat Wagner of Pattern Research. These classes will consist of 2 days each, each approximately 6 months apart. The first day will consist of in-depth work on what is marketing and how to do it. A project from the individual's library will be identified. The second day will be used to have	Class List of recommended activities Video Broadcast	Librarians are better equipped to promote the value of their library to their institution	Usage of netLibrary will increase 20% over the 5 year contract At least 15 librarians will attend class on marketing at each location At least half of the participants will be successful with the implementation of their marketing plan

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			enrollees present their projects, and analyze their successes and failures with the group Yrs 3-5: Consult with members of the marketing classes, and request that they publish the results of their study in Plains to Peaks Post Yr 3: Following up on the marketing class, develop a list of recommendations of ways for hospital librarians to analyze their institutions and constituency, and then market their services			
	Implement an NN/LM Library Improvement Program	Design and implement study on the impact of library-provided information in health related institutions in the MCR	Yr 1: Continue work begun in Y5 of previous contract on study design, including designing database for data collection This study will include information from existing clinical librarian (informationist) programs as well as hospital library programs. Recruit partners for study (partners will reflect the various types of institutions within the	Information Value Study Results	Members of the MCR will have documented evidence of the value of information to health science institutions in the six state region	Data collected from study demonstrates the value of information provided by health science libraries

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
			region, ie academic; hospital---small, medium and large---urban, suburban or rural --- AHEC, etc.) Yr 2: Begin study in Missouri and Colorado Provide training for librarians involved in study (2 sessions: one for MO and CO, another later for other states, perhaps conducted at MCMLA) Promote study across region Yr 3:Promote study across region Implement study across region Yr 4: Compile data Analyze data Yr 5: Write final report			
	Implement an NN/LM Library Improvement Program	Develop and distribute library advocacy materials for	Yrs 1-5: Develop a template letter for hospital librarians to send to hospital	Template letter for use by hospital librarians on	Hospital librarians will have materials available to use	Hospital Librarians and adjunct librarians report that

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATOR
		use by hospital librarians in the MCR	administrators on a yearly basis, and place it on the MCR web site. Should be in conjunction with Medical Librarian month (Values that can be promoted include use of new technology (ie voice-over IP, videobroadcasting), open access to information; e-resources; support and furthering goals of institution. Information that can be included in these materials are statistics from the MLA Benchmarking Survey) Publicize and promote use of letter by hospital librarians Yrs 2-5: Develop and post on the MCR web site a list of recommended activities and practices to emphasize the value of the hospital library to the institution Yrs 1-5: Maintain list of hospital libraries' changes (additions or closures)	MCR web site List of recommended activities and practices on MCR web site List of hospital libraries	in advocating for the library within the institution	materials provided by MCR are valuable for advocating to hospital administrators. State liaisons will contact 2 hospitals per year to assess value of materials

Outreach Programs

B8 - Connections

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
To develop, promote, and improve electronic access to health information by network members, health professionals, and organizations providing health information to the public	Develop a plan to encourage high quality Internet connectivity for network members and health professionals in the region	Review the adequacy of the Internet connections of network members on an annual basis, reporting the results to the region and to NLM, and assisting the "under connected" in maintaining and upgrading their connections	Current Definition: 150K (minimum) for video conferencing Yrs 1-5: Redefine under-connectivity as appropriate to new developments in connectivity speed Yr 1: Identify under connected members using the Year 5 NDI Yrs 2-5: Conduct an annual survey of members to identify underconnected members (The Year 3 survey will included in the NDI; the other years will be separate surveys) Use web site: Broadband Reports http://www.dslreports.com/stest to determine connectivity Yrs 1-5: Work with under-connected members to formulate a two stage plan for increasing connectivity (Stage 1: consult with hospital librarians and IT staff of under connected institutions on policy issues and ports)	Connectivity plan focused on improving connectivity of members to improve access to biomedical information Updated Networking class	Under-connected Network Members have Increased access to biomedical information and to communication tools	Technology liaisons will increase the connectivity of at least 6 institutions (one per state) over the contract period Technology liaisons will consult with at least 6 additional organizations to help them develop a connectivity plan and find funds from other sources

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
			(Stage 2: provide external connections for one year subsidized by MCR or consult with them to identify other appropriate funding sources) Yrs 1-5: Provide subsidies to under-connected institutions (Subsidies last for one year; after the end of the year, institutions must find on-going money to keep the connection. Over a 3 year period, 2 institutions per state will receive one year's worth of subsidies. For example, a Utah institution may receive this in Year 2; Kansas and Missouri in Year 3; etc.) Work with under-connected members not selected for subsidies to identify funding from other sources Yrs 4-5: Follow up with the selected members that received the subsidized connections to determine if the connections improved their access to biomedical information and other services such as videoconferencing Follow up with under-connected members that not receive subsidies to determine if they were			

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
			able to improve their connections through other funding sources Yrs 1-5: Update and present Networking class as needed --determined by member interest			
	Develop a plan to encourage high quality Internet connectivity for inner city and rural health care organization in the region	Identify inner-city and rural health care organizations that are not connected to the Internet or that are under-connected; consulting with them to determine if they would benefit from assistance with connecting/upgrading their connection, and providing the needed assistance	**Current Definition: DSL** Yrs 1-5: Redefine under-connectivity as appropriate to new developments in connectivity speed. Yrs 1-5: Identify under-connected organizations (Identification is a 3-tiered process: First identification is through liaisons. Then through organizations participating in Café to Go. Then through Go Local.) Yr 1: Make use of the "Café to Go" process to identify ways to work/assist under- connected inner city or rural organizations Demo NLM resources to café to go participants Yrs 1-5: Promote BHIC as a source of grant information	Connectivity plan focused on improving connectivity of inner city and rural organizations to improve access to biomedical information Poster/paper Article Café to Go feedback	Increased access to biomedical information by previously under-connected inner-city and rural organizations	Each state liaison will increase the connectivity of one under-connected inner-city and rural organization over the contract period

NN/LM Goal	OBJECTIVES	ACTIVITY	SCHEDULE (year/s of contract)	OUTPUTS	OUTCOMES	INDICATORS
			Yrs 2-3: State liaisons will work with under-connected organizations to formulate a plan for increasing connectivity (State liaisons will consult with technology liaisons for technical advice) Yr 4: Gather feedback from the organizations re: improved connection, funding Yr 5: Posters and papers presented at appropriate meetings (e.g., MLA and MCMLA) on the process and results of working with the community organizations			

Part II: Personnel

National Network of Libraries of Medicine
MidContinental Region
Personnel 2006-2011

Professional Personnel

Director
Spencer S. Eccles Health Sciences Library, University of Utah

Wayne J. Peay is the NN/LM MCR Director. He is responsible for overall implementation of the contract and will be the key contact for technical aspects of the contract. During the contract he will contribute 10% of his time at no cost to the project.

Associate Director
Spencer S. Eccles Health Sciences Library, University of Utah

Claire Hamasu is the NN/LM MCR Associate Director responsible for coordinating the planning, implementation and evaluation of NN/LM programs. She is responsible for supervising RML staff and coordinating the activities of the RML liaisons. She is responsible for developing annual program objectives, budgets and for submitting reports on the progress of the contract to the NLM. This is a 1 FTE position.

Technology Coordinator
Spencer S. Eccles Health Sciences Library, University of Utah
Technology Liaison
Archie R. Dykes Library of the Health Sciences, University of Kansas

Sharon Dennis, Technology Coordinator, and Thomas Gibbs, Technology Liaison, share the responsibility for providing technology leadership for NN/LM MCR programs and projects. The Technology Coordinator is a 0.825 FTE position and the Technology Liaison is a 0.7 FTE position. The MCR technology staff responsibilities include:

- Partnering with all liaisons to support the use of technology to improve library services and access to health information.
- Exploring new uses for video technology and coordinating the video technology projects to improve collaboration and training in the region
- Supporting the usability of the MCR web site
- Working with other RML technology staff on joint efforts

Assessment and Evaluation Liaison
Bernard Becker Medical Library, Washington University

Betsy Kelly is the RML liaison for Washington University. She is responsible for coordinating the assessment of regional needs, evaluation of the MCR program, and the instruction of evaluation theory and practice to Network members.

Community Outreach Liaison
Creighton University Health Sciences Library, Creighton University

Siobhan Champ-Blackwell is the RML liaison for Creighton University. She is responsible for leading the outreach program that focuses on minority populations, the underserved, and community based organizations. This is a 1 FTE position. Ms. Champ-Blackwell's responsibilities include:

- Coordinating the MCR's activities to reduce health disparities
- Monitoring our program for cultural appropriateness
- Supporting Network members' work in community outreach

Network Member and Utah State Liaison
Spencer S. Eccles Health Sciences Library, University of Utah

Molly Youngkin is the RML liaison for the University of Utah.This is a 1 FTE position. Ms. Youngkin is responsible for:

- Coordinating recruitment of new members
- Services to full as well as Affiliate Network members
- Developing and encouraging resource sharing in the region
- DOCLINE support and management
- Consortia development
- Coordinating regional response to DOCLINE team questions and testing of system enhancements
- Coordinating regional licensing
- Statewide coordination of RML resources and services

Consumer Health and Colorado State Liaison
Denison Memorial Library, University of Colorado

Dana Abbey is the RML liaison for the University of Colorado. She is responsible for providing leadership for the NN/LM MCR consumer health information program. This is a 1 FTE position. Ms. Abbey's responsibilities include:

- Coordinating outreach to public libraries
- Coordinating collaboration among community organizations to improve consumer health information access
- Facilitating and monitoring Go Local in the region
- Working with other RML consumer health information staff on joint efforts
- Statewide coordination of RML resources and services

Education and Nebraska State Liaison
McGoogan Library of Medicine, University of Nebraska

Marty Magee is the RML liaison for the University of Nebraska. She is responsible for providing leadership for the NN/LM MCR education program. This is a 1 FTE position. Ms. Magee's responsibilities include:

- Developing the educational infrastructure
- Working with the National Training Center and Clearinghouse
- Increasing training opportunities in the region
- Improving instructional skills of Network members
- Supporting training for health professionals and consumers
- Developing new skills among Network members
- Statewide coordination of RML resources and services

Library Advocacy and Missouri State Liaison
Otto J. Lottes Health Sciences Library, University of Missouri-Columbia

Barbara Jones is the RML liaison for the University of Missouri-Columbia. This is a 1 FTE position. Ms. Jones responsibilities include:

- Coordinating MCR's program that supports the value of Network members in their institutions
- Promoting health sciences librarianship
- Managing the MCR's awards and subcontracts program
- Statewide coordination of RML resources and services

Kansas Liaison
Archie R. Dykes Library of the Health Sciences, University of Kansas
Wyoming Liaison
University of Wyoming Libraries, University of Wyoming

Laura Windsor is the one of the RML liaisons for the University of Kansas. Mary Henning is the RML liaison for the University of Wyoming.
Each is responsible for providing outreach services to their states. The Kansas Liaison is a .7 FTE position. The Wyoming Liaison is a .75 FTE position.

Support Staff

Project Coordinator
Spencer S. Eccles Health Sciences Library, University of Utah

Suzanne Sawyer, Project Coordinator, is responsible for the day-to-day operation of the RML office. This is a 1 FTE position.

Responsibilities:

- Triages voice and data communications to the RML office
- Assures that web site is current
- Edits and lays out newsletter and other publications
- Assists in the preparation of RML plans, budgets, reports and meetings.
- Manages the subcontracts and Network membership for the region.

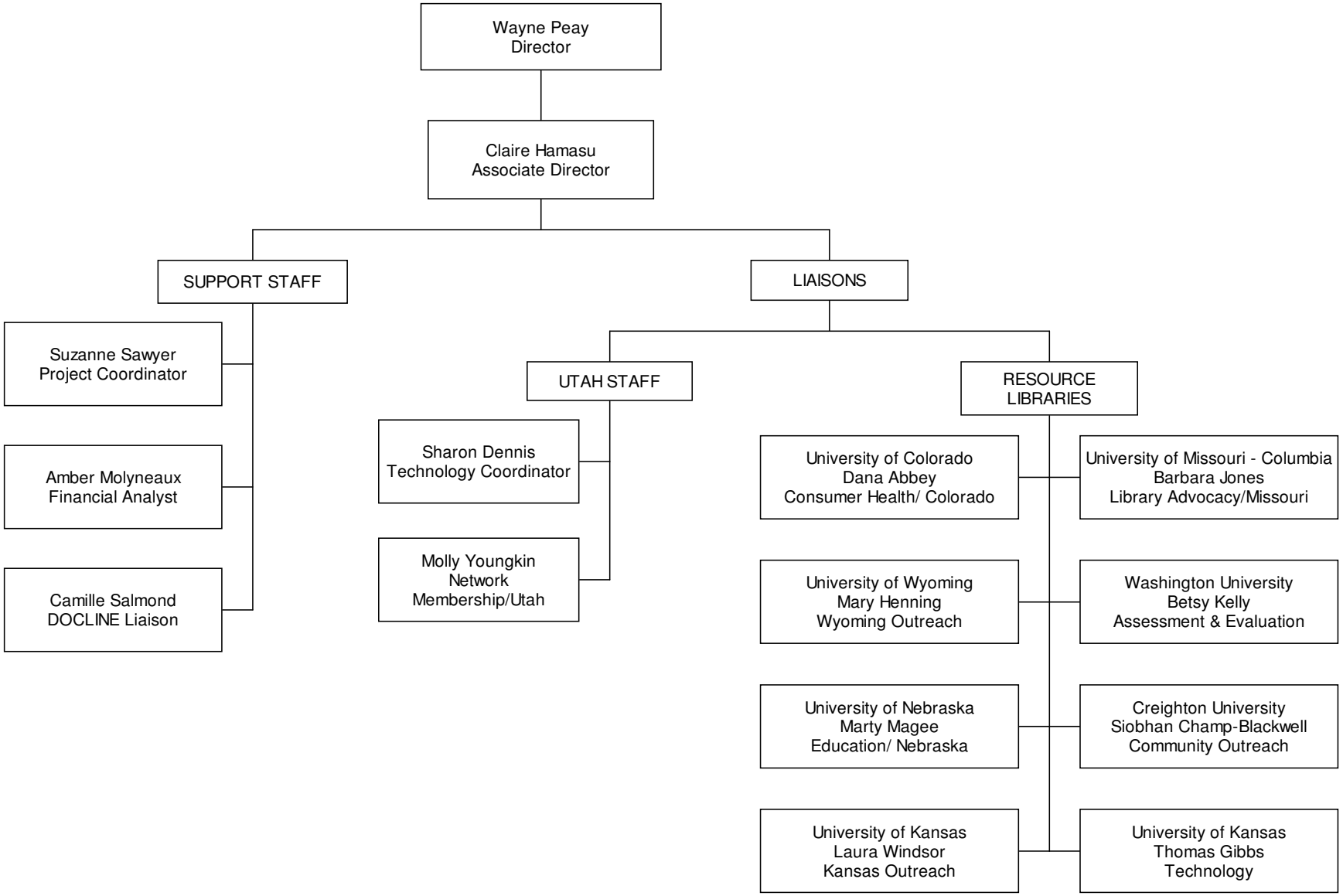
Financial Analyst
Spencer S. Eccles Health Sciences Library, University of Utah

Amber Molyneaux, Financial Analyst, is responsible for the administration of the project budget. In this capacity, she is responsible for management of financial records, developing and maintaining project records and preparing financial reports. This is 0.25 FTE position.

DOCLINE Liaison
Spencer S. Eccles Health Sciences Library, University of Utah

Camille Salmond consults with the liaisons advising them on ILL issues in the region. This is a 0.15 FTE position. Ms. Salmond's responsibilities include:

- Approving routing table changes
- Arranging holds
- Answering questions from Network members and liaisons
- Contributing to regional response to DOCLINE team questions and testing of system
- Providing training as needed
- Reviewing DOCLINE training materials and publications from the region for accuracy
- Assisting with follow up on potential Network members in Utah


Wayne Peay
Director
Claire Hamasu
Associate Director
SUPPORT STAFF
LIAISONS
Suzanne Sawyer
Project Coordinator
Amber Molyneaux
Financial Analyst
Camille Salmond
DOCLINE Liaison
UTAH STAFF
RESOURCE LIBRARIES
Sharon Dennis
Technology Coordinator
Molly Youngkin
Network Membership/Utah
University of Colorado
Dana Abbey
Consumer Health/ Colorado
University of Missouri - Columbia
Barbara Jones
Library Advocacy/Missouri
University of Wyoming
Mary Henning
Wyoming Outreach
Washington University
Betsy Kelly
Assessment & Evaluation
University of Nebraska
Marty Magee
Education/ Nebraska
Creighton University
Siobhan Champ-Blackwell
Community Outreach
University of Kansas
Laura Windsor
Kansas Outreach
University of Kansas
Thomas Gibbs
Technology

Wayne J. Peay
Director, Spencer S. Eccles Health Sciences Library and the Spencer F. and Cleone P. Eccles Health Sciences Education Building
Director, National Network of Libraries of Medicine MidContinental Region
University of Utah

Wayne Peay was appointed Director of the Spencer S. Eccles Health Sciences Library in 1984. He has been principal investigator, project director or participant on 19 federally or state funded projects. These projects include the installation of the first higher education computer network in the state, the installation of the first analog and then a digital fax network connecting the 14 college and university libraries in the state, implementation of integrated library systems in higher education libraries and the development of Pioneer: Utah's Online Library. His professional activities include President of the Association of Academic Health Sciences Library Directors, member of the Board of Directors of the Medical Library Association, Chair of the National Library of Medicine's Biomedical Library Review Committee for 1995/96. He presented the Janet Doe Lecture at the centennial meeting of the Medical Library Association in 1998. In 1999, he received the Distinguished Service Award from the Utah Library Association and in 2000 he was nominated as one of Utah's library advocates for the 20th Century and was honored at the American Library Association meeting in Chicago. In 2001, he became Director of the Midcontinetal Regional Medical Library of the National Network of Libraries of Medicine. He is an Adjunct Assistant Professor in the Department of Medical Informatics in the School of Medicine. In 2003, he was co-principal investigator for Community-Based Health Information Outreach Symposium presented at the National Library of Medicine, December 2-3, 2004.

He has a long-standing commitment to outreach programs beginning with his appointment as Coordinator of the PHILSOM Network the Washington University School of Medicine Library in 1973, which supported a serials records management system serving nine health sciences libraries. His work at the University of Utah has involved a continuing commitment to outreach. In 1979, with a colleague from Creighton University, he contributed to the development of the Midcontinental Audiovisual Resource Sharing project which extended access to audiovisual resources to libraries in the Midcontinental Region. As Principal Investigator, he secured a contract from Midcontinental Regional Medical Library for the InfoNet project in 1985. This project was designed to develop an automated interlibrary loan and reference system based on the OCTANET system. With funding received from the Utah State Legislature, he directed the installation of an analog telefax network in 1990 and was upgraded as the first statewide Ariel digtal fax network in 1992. Also with state funding, he coordinated the publication of a CD-ROM union catalog for the college and university libraries. From 1996-1999, he worked at the office of the Board of Regents of the Utah System of Higher Education and was responsible for the development of the system’s technology plan. He also developed the system’s

technology proposal for three sessions of the legislature, receiving over $25 million during his tenure at the Regent's office. In 1996, he coordinated the development of Pioneer: Utah's Online Library which brings together public education, higher education and public libraries is a cooperative program to provide citizens of the State of Utah access to quality electronic resources. In 2000-2001, he developed a successful proposal for the Regional Medical Library of the National Network of Libraries of Medicine. This last year he was co-principal investigator on the Community-Based Health Information Outreach Symposium that was presented at the National Library of Medicine. Selected papers from the symposium will appear as a special supplement to the Journal of the Medical Library Association in fall 2005.

Claire Hamasu
Associate Director, National Network of Libraries of Medicine
MidContinental Region
Spencer S. Eccles Health Sciences Library
University of Utah

Claire Hamasu was selected in 2001 to be the associate director to establish the NN/LM MidContinental Region based upon a new model of sharing the responsibility with Resource Libraries for the planning, implementation, and evaluation of the NN/LM program. Ms. Hamasu was not new to Regional Medical Libraries when she accepted the position at the University of Utah. She had served for nine years as a coordinator at the Pacific Southwest Regional Medical Library (PSRML) at the UCLA Louise M. Darling Biomedical Library. From 1992-2001 she was responsible for developing the program and budget for PSRML's outreach to health professionals. In the day-to-day administration of the NN/LM MidContinental Region Ms. Hamasu oversees the development and implementation of the program by managing and supporting the activities of the RML staff. She prepares the annual budget and monitors the budget for the contract. She responds to NLM when there are questions and concerns with the region and represents regional concerns to NLM.

An associate director requires the skill to work well with other individuals and with other organizations. Tribal Connections Four Corners is an example of Ms. Hamasu's skills in leading a collaboration. This is a partnership of four academic health sciences libraries and three Regional Medical Libraries who have joined to improve the health information access of Native Americans in the Four Corners juncture (AZ, CO, NM, UT). They decided it is better to work together than to address the challenge separately. Ms. Hamasu has worked with the National Library of Medicine to obtain funding for this effort, coordinated the subcontracts to implement the project, and provided guidance for the group.

Ms. Hamasu's experience with outreach to health professionals is as long as her career as a medical librarian. Her first position as a hospital librarian had her visiting other facilities in the state hospital system promoting information services to their physicians and staff. Her next position was as a reference librarian at Hawaii Medical Library in Honolulu, which at that time was the Resource Library for the state of Hawaii. Ms. Hamasu was part of the library team who applied for and received one of the first Grateful Med purchase orders to teach health professionals around the state to do their own MEDLINE searches. Ms. Hamasu helped write the proposal and was one of the trainers for this outreach project. During this time NLM added a new position for outreach to the RMLs. Based on her experience she was hired by the Pacific Southwest Regional Medical Library to design and implement a program to improve the information access of health professionals in the Pacific Southwest Region. She coordinated the PSRMLs exhibit, training, and funding program to introduce health professionals to NLM and NN/LM resources and services. She was responsible for making the

contacts that would result in presentations at professional meetings and invitations to exhibit at local meetings. In addition to training health professionals at facilities without medical librarians, she also worked with health sciences librarians to offer training and promote their services to organizations in their own communities. Before leaving PSRML she was piloting the use of videoconferencing to teach public health professionals in California to use PubMed and NLM's environmental and toxicology databases. Ms. Hamasu was constantly looking for ways to simplify the funding process of regional awards to encourage more Network members to apply for financial support for outreach projects to health professionals. The PSRML express awards that offer seed money for a limited project is a result of this effort.

Ms. Hamasu has been involved in all aspects of the grants/contracts process an applicant, a reviewer, a funder, and an instructor. Ms. Hamasu has submitted successful proposals to NLM. She has reviewed proposals submitted for RML funding and for the NN/LM Access to Electronic Health Information RFP. Ms. Hamasu has written RFPs for the RML and developed submission and review forms. She has been employed by programs funded by NLM grants and contracts. Most recently, she shares her experience when she co-teaches a workshop "Grant Writing for $ucce$$" to provide Network members with the skills to write a successful proposal and to encourage them to apply for NLM and NN/LM funding.

In the area of public health, Ms. Hamasu has taught public health professionals to use NLMs resources so she is aware of the issues that they face. She has worked with the Public Health Liaison of the NN/LM MidContinental Region to establish priorities for this part of the contract to address Healthy People 2010 objectives. She is as a member of the Partners for Information Access to the Public Health Workforce Steering Committee.

Publications

Hamasu C. "Hilo Hospital: evolution of a medical library". HLA Journal. 1984; 41: 45-47.

Horak, Beula B. and Claire C. Hamasu. "Grateful Med: Gateway to world-wide literature". Hawaii Medical Journal. 1991 Dec; 50(12): 419-20.

Glitz, Beryl; I. Lovas; C. Hamasu. "Active Partnerships: Successful Government Outreach Efforts in the Pacific Southwest Region of the United States' NN/LM" Proceedings of the International Congress of Medical Librarianship, Washington, DC 1995, May 17-20, 1995; pp 67-72.

Trafford, Mabel; J. Consales; C. Hamasu. "The Role of Information Science and Knowledge-based Resources in Delivering Telehealth Services" Proceedings Pacific Medical Technology Symposium, Honolulu HI 1998, August 17-20, 1998; pp 394-400.

Glitz, Beryl; C. Hamasu; H. Sandstrom. “The Focus Group: A Tool for Program Planning, Assessment and Decision-Making” Proceedings of the International Congress of Medical Librarianship, London. 2000, July 2-5, 2000. http://www.icml.org/wednesday/choice/hamasu.htm

Glitz, Beryl; C. Hamasu; H. Sandstrom. “The Focus Group: A Tool for Program Planning, Assessment and Decision-making—an American View”. Health Information and Libraries Journal. 2001 Mar; 18(1): 30-37.

Dutcher, Gale; C. Hamasu; eds. “Community-Based Organizations’ Perspective on Health Information Outreach: A Panel Discussion” Journal of the Medical Library Association. 2005 Supplement. In press.

Sharon Dennis, Technology Coordinator
National Network of Libraries of Medicine MidContinental Region
Spencer S. Eccles Health Sciences Library
University of Utah

Thomas Gibbs, Technology Liaison
National Network of Libraries of Medicine MidContinental Region
Archie R. Dykes Library of the Health Sciences
University of Kansas

The MCR has two staff members assigned to the Technology Special Project. Sharon Dennis, M.S., is the Technology Coordinator for the MCR. She has twenty years of experience working with computers and information technology. Thomas Gibbs is the Technology Liaison for the MCR.

1) Applications support:
   - Ms. Dennis and Mr. Gibbs regularly troubleshoot problems related to the use of the NN/LM.gov web sites, videoconferencing applications, and other communication applications that are used by the MCR staff. Onsite hardware and software systems support for the liaisons is provided by systems support staff at each Resource Library.

2) Training in the use of systems hardware, software and related troubleshooting:
   - Before joining the MCR, Ms. Dennis taught classes in a variety of web programming languages, including HTML coding, ASP coding, and JSP coding. Since joining the MCR, she has trained the liaisons to use Dreamweaver to add content to the MCR web site and developed appropriate documentation to support this process. She is currently developing a class on networking that will be offered to liaisons and members in the summer of 2005.

3) Provide written documentation in the use of systems hardware, software and related troubleshooting.
   - Ms. Dennis wrote training materials and documentation to assist liaisons with adding web site content and using videoconferencing tools. She also wrote web site documentation for new staff members.

4) Expertise in the use of…:
   a) *The Internet:* Both Ms. Dennis and Mr. Gibbs have been using the Internet for a variety of applications and information access since 1990.
   b) *Running a LISTSERV™:* Before joining the RML, Ms. Dennis administered several LISTSERVs. Listservs are currently administered by systems staff at the Eccles Health Sciences

Library and the University of Kansas Medical Center. Since joining the MCR, Mr. Gibbs has taken over the responsibility for running the MCMLA-L listserv.

c) *Responding to information requests and questions about the Internet:* Ms. Dennis and Mr. Gibbs assist Network members with questions about the Internet when appropriate.

d) *Experience in coding documents in HTML:* Ms. Dennis designed the Eccles Library's original web site in 1993 and has worked with teams of graphic artists, usability experts, and programmers since then to produce numerous web sites for the Eccles Library, the Knowledge Weavers project (an educational technology project at the Eccles Library from 1995-2001), and the Health Education Assets Library (HEAL) project. She also coordinated the design and completed the web programming in the PHP language for the current MCR web site. Before joining the MCR, Mr. Gibbs was responsible for updating and maintaining the copyright web site at the University of Kansas Medical Center and is now currently assisting the Dykes Library IT department in maintaining their web pages. Since joining the MCR, Mr. Gibbs has assisted Ms. Dennis in updating and adding new content to the MCR web site.

Betsy Kelly
Assessment and Evaluation Liaison
National Network of Libraries of Medicine MidContinental Region
Bernard Becker Medical Library
Washington University

The RML has one FTE providing assessment and evaluation support for RML projects. Betsy Kelly has an MLS from Indiana University and an MBA from Washington University. She has worked as a Medical Librarian for almost 30 years, the first three as Extramural Coordinator, providing outreach services, for the Kentucky Ohio Michigan Regional Medical Library (1976-79). Ms. Kelly also was chosen in a competitive application process to participate in the intensive two week University of Illinois, Urbana Champaign Outcome Consulting and Evaluation Institute in July 2003. The institute was funded by the Institute for Museum and Library Services to train librarians in outcomes based evaluation. Ms. Kelly has also taken continuing education courses in evaluation including a two day workshop on "Qualitative Data Analysis" by Michael Quinn Patton and one day workshop on "Return on Investment: Providing a Balanced Viewpoint of Program Success" by Jack Phillips

The Assessment and Evaluation Liaison

- Coordinates the MidContinental Region's efforts for assessment and evaluation
  Ms. Kelly introduced logic models for planning tools and has worked with RML staff to create and use logic models for planning and carrying out programs to meet the RML's goals.
- Develops ongoing program of assessment and evaluation
  Ms. Kelly created a web based system Activity Report System (ARS) for capturing and reporting the work of the region's liaisons.
- Identifies regional needs and opportunities for program development
  Ms. Kelly developed and administered questionnaires and organized focus groups to obtain baseline data about network members and solicit input from the membership about needs and services for the region.
- Utilizes the capabilities of the Internet to conduct targeted surveys
  Survey Monkey has been used to obtain liaison input about working in a distributed RML. It will be used in the summer of 2005 to administer the second Network Data Inventory, to query members about the new RML web site and for other projects aimed at soliciting member input.
- Collects anecdotal evidence
  Written monthly reports from the first two years, reports submitted by awardees and the comments submitted by liaisons as part of their activity reporting system (ARS) records all provide information that is used to guide the RML in program development and evaluate the effectiveness of its activities.
- Evaluates the quality of services to demonstrate the value of Network membership

Data provided through questionnaires, update sessions, course evaluation forms, focus groups and other means are analyzed to create a picture of the successes of the RML and the benefits realized through membership in the regional Network.

Assessment and Evaluation Liaison
NN/LM MidContinental Region
Job Description

Note: The NN/LM MidContinental Region has submitted a response to the RFP for the Outreach Evaluation Resource Center. In the event that the contract is awarded to the MidContinental RML, Betsy Kelly would become the director for the OERC. This job description is submitted in case the RML needs to replace Ms. Kelly as the Assessment and Evaluation Liaison.

The Assessment and Evaluation Liaison is a 1 FTE position at the Bernard Becker Medical Library at Washington University in St. Louis, MO. The responsibilities of the Assessment and Evaluation Liaison are:

- Coordinates the MidContinental Region's efforts for assessment and evaluation
- Develops ongoing program of assessment and evaluation
- Identifies regional needs and opportunities for program development
- Utilizes the capabilities of the Internet to conduct targeted surveys
- Collects anecdotal evidence for evaluation of resources and services
- Evaluates the quality of services to demonstrate the value of Network membership
- Contributes to the MidContinental Region's publications
- Submits reports on activities
- Contributes to NN/LM assessment and evaluation plans
- Shares results of regional projects through publications, presentations and posters

Staff Resumes

DANA ABBEY

700 Washington Street, #604
Denver, Colorado 80203

(303) 861-2983
danaabbey@peoplepc.com

PROFESSIONAL PROFILE

- Strategic Planning & Leadership
- Project Management
- Organizational Design & Development
- Finance, Budgeting & Cost Management
- New Service Development & Launch
- Multi-Site Operating Management
- Public Relations & Media Affairs
- Human Relations & Teaming
- Training & Development
- Information & Telecommunications Technology
- Problem Solving & Decision Making
- Productivity & Efficiency Improvement
- Business Research & Intelligence
- Editing & Publishing

PROFESSIONAL EXPERIENCE

KNOWLEDGE MANAGEMENT CONSULTANT, Denver, Colorado
2001-present
Provide proactive business intelligence driving client and business development activities. Collect, analyze, and disseminate value-added information for investment research, marketing research, competitive intelligence, strategic planning, and strategic consulting. Provide pre-planning studies, collection projections, collection management, and storage and specifications planning for corporate and specialized libraries.

UD TESTING, INC., Marco Island, Florida (Denver office)
2002 to 2004 **MANAGER OF OPERATIONS**
Conceptualized, launched, staffed and managed a virtual operations team of 10 employees in three states for this prescription drug monitoring company. Worked directly with the President in strategic planning and implementation. Developed product and training manuals for end-users, sales, customer care and data entry, and served as lead instructor for client and employee training modules. Developed marketing materials and advertising strategies. Responsible for diagnosing operational/inter-department operating obstacles, and creating interdisciplinary approaches to small business management.

DENVER PUBLIC LIBRARY, Denver, Colorado
1989 to 2001
National, award-winning public library system serving 500,000 Denver library card holders and the world. One of Denver's top cultural institutions with a $31 million annual operating budget.

DEPARTMENT MANAGER (2000-2001)

- Member of a 8-person Management Team responsible for the strategic planning, development, operating management, new service development, marketing, promotion and leadership of the Central downtown library.
- Selected by Denver's City Librarian as the Acting Central Library Director (4 month term). Led the 12-member Executive Team responsible for the strategic planning, development, operating management, financial affairs, marketing and leadership of the library system's $65 million flagship site. Staffing responsibility for 220 employees and 120 volunteers. Budget responsibility for $9 million. Independently planned and cultivated a direct reporting staff of 8 departmental managers.
- Appointed by the City Librarian to lead the Library's first reorganization in 20 years. Involved 500 staff, 300 volunteers, and 22 sites. Orchestrated redesign of staffing, services and budget allocation.
- Planned and implemented the redesign of the Library's employee evaluation system. Developed and taught system-wide comprehensive training programs for managers and supervisors.
- Project manager for the 2001 summer reading program for children and teens leading a 9-person committee with a budget of $125,000. Designed and implemented the program; planned, administered, negotiated and monitored the budget and spending plan; directed web design; solicited financial sponsors; shaped advertising strategies; and steered marketing and promotions. Increased participation by 30%.

REFERENCE & RESEARCH SENIOR LIBRARIAN (1995-2000)

- Supervised, trained, developed and evaluated 14 professional staff and 35 volunteers. Planned, implemented and measured services and community outreach programs. Promoted advocacy, resources and access to information as a speaker at community events and organizational meetings.
- Recruited to represent the City of Denver as an ambassador during the Summit of the Eight world leader conference.
- Chosen to join design team, lead by world-renowned architect Michael Graves, to plan the 50,000 square foot information center at the new Central Denver Public Library.
- Prepared reports and presentations for the Denver City Council regarding library budgets, community outreach, services, and trends.

REFERENCE & RESEARCH LIBRARIAN (1989-1995)

- Determined new services and products by testing and evaluating electronic resources, print media, and any other alternative method of information transfer, and forecasted their potential use. Coordinated and led system-wide meetings to determine information needs of Denver's diverse community. Trained and supervised 4 clerical staff and 2 volunteers. Developed and implemented system-wide training in electronic reference.
- As a book buyer with responsibility of a $3 million budget, negotiated numerous strategic partnerships and alliances with vendors.
- Developed and implemented processes to decrease delivery time of materials to customers by 20%.

MYERSON COMPANIES, INC., Arvada, Colorado
1987-1989

OFFICE MANAGER/The Cruise Director & BSB Leasing

- For the Cruise Director, coordinated advertising and promotional materials for this cruise-only travel agency. Organized trade shows and travel seminars. Responsible for the promotion and booking of group and individual cruises. Trained and supervised sales staff. Contributed articles on travel destinations, cruise ships, personalities and travel tips for the nationally circulated *Cruise Director* newsletter. Responsible for all accounts receivable/payable.

- For BSB Leasing, negotiated restaurant and office equipment bids up to $150,000. Responsible for all legal documents and contracts. Handled all accounts receivable/payable. Addressed all customer service inquiries.

OTHER EXPERIENCE

HELEN FOWLER LIBRARY, Denver, Colorado
LIBRARIAN VOLUNTEER
Provide reference assistance to staff and public for this botanic library. Specialize in the subject areas of botany, horticulture and gardening for one of the nation's largest horticulture libraries. Work directly with educational tour groups of all ages. Assist teachers with materials and curriculum guidance. Aid library staff with collection maintenance and cataloging. Assist with GPS mapping of the Gardens' collections.

DRESS FOR SUCCESS, Denver, Colorado
PERSONAL SHOPPER
Assisted clients in selecting professional job interview clothing for this not-for-profit organization helping low-income women transitioning into the workforce.

LYNN MITRISION DESIGN, Grand Junction, Colorado
APPRENTICE
Trained with this nationally-recognized metal and glass fusion artist in the areas of silversmithing, glass fusion, marketing, promotion, and web design.

THE BLOOMSBURY REVIEW, Denver, Colorado
EDITORIAL ASSISTANT VOLUNTEER
Edited, proofread, wrote and researched material for book reviews, author interviews, and literary essays for this national book review magazine.

EDUCATION

MLS—Library Science, Emporia State University, Emporia, Kansas, 1994
BA—English, Metropolitan State College, Denver, Colorado, 1990

Siobhan Champ-Blackwell

2500 California Plaza Omaha, NE 68178 402-280-4156 siobhan@creighton.edu

Education

M.S. Library and Information Science 2002 (4.0 GPA), University of Illinois, Urbana-Champaign
Graduate Studies – Library Media Education, University of Nebraska-Omaha
Graduate Student/Teaching Assistant – Speech Communication, George Mason University, Fairfax, Virginia
B.A. Speech Communication 1982, cum laude, Ripon College, Ripon, Wisconsin

Professional Experience

Community Outreach Liaison 2002-present
National Network of Libraries of Medicine, MidContinental Region

- Provide training in National Library of Medicine resources to health care providers of underserved patients.
- Provide educational outreach to underserved populations.
- Provide grant assistance to community and faith based organizations seeking to improve health education of underserved populations.
- Provide Reference services at Creighton University Health Sciences Library.

Photo Librarian, Jim Krantz Studios 2000-2002

- Classify twenty years of professional photographic images.
- Index thumbnail images for automated retrieval.
- Build a database of images using industry software.
- Submit photographic work to clients.

Library Cataloger/Assistant, College of St. Mary 1999-2000

- Cataloged new material using original and OCLC copy cataloging.
- Served as Representative on Nebraska Independent College Library Consortium.
- Developed and updated cataloging workflow.
- Produced and updated procedures manual for Cataloging Department.
- Taught Bibliographic Instruction classes as needed.
- Filled Reference and Circulation responsibilities as needed.

Library Assistant, Jewish Federation Library 1997-1999

Converted 30,000-volume collection to Winnebago Automation System.
Assisted patrons in Reference.
Directed the purchase, installation and implementation of MitiMarc.
Implemented Circulation policy and procedures.
Adapted Library of Congress CIP to specialized Weine format.

Paraprofessional Substitute – Media Center, St. James Seton School 1996-1997

Supervised K-8 classes within the center.
Managed circulation policies and procedures.
Cataloged and processed materials for circulation.

Web sites

National Network of Libraries of Medicine-MidContinental Region: responsible for content on the Inner City and Minority resources pages http://nnlm.gov/mcr/resources/community/

Bringing Health Information to the Community Web Log: responsible for daily postings and maintaining a distribution email list of approximately 100 members beyond the online subscription list of 50 members. http://medstat.med.utah.edu/blogs/BHIC/

Tribal Connections: Web team member, responsible for redesign in 2003, and ongoing content development with other team members http://www.tribalconnections.org

eHealth Resources for the Omaha Tribe of Nebraska : responsible for building structure, adding content http://ehealth.creighton.edu/

Specialized Skills

Medical Databases: Medline, CINAHL, MedlinePlus and more
Microsoft Office proficiency: Access, Word, PowerPoint, FrontPage
Photography: Scanning negatives and prints, Indexing, Adobe Photoshop
PC and Mac

Relevant Volunteer Work

Reference Librarian, Internet Public Library 2000-2002
Library Aide, St. James Seton School 1995-1997
La Leche League of Nebraska 1985-1992
Group Leader
Area Conference Supervisor
Assistant Coordinator of Leader Applicants

Human Relations Enrichment Instructor

Honors & Awards

Library Journal "Mover and Shaker" 2005
University of Illinois Graduate School of Information Science "Health Sciences Information Award" 2003
Beta Phi Mu (Library and Information Science International Honor Society) since 2003
Nebraska Library Association Louise A. Nixon Scholarship 2002

Publications

Champ-Blackwell, Siobhan and Bergjord, Judith "Webliography: Alzheimer's Disease Information on the Internet" IN Callone, PR et al. *Alzheimer's Disease: 300 Tips For Making Life Easier* Elkhorn, NE: Caring Concepts, Inc. (Publication expected fall 2005)

Champ-Blackwell, Siobhan. "Dr. Darryl Tonemah: Renaissance Man" *Tribal Connections Health News* May 2005
http://www.tribalconnections.org/health_news/secondary_features/renaissanceman1.html

Champ-Blackwell, Siobhan and Davison-Turley, Whitney "Reaching Out: Training Tools for Underserved Populations" *Medical Library Assocation Poster* May 2005.

Champ-Blackwell, Siobhan; Hebert, Becky and Sahali, Roy "Outstanding Outreach: Building Relationships With Your Community" *Medical Library Assocation Poster* May 2005.

Champ-Blackwell, Siobhan "National Network of Libraries of Medicine Provides Health Information in Multiple Languages" *What's Up?* Spring 2005 Volume 17 Issue 3
http://www.esu3.org/ectc/whatsup/wuspr05/wuspr05_health_NNLM.htm

Champ-Blackwell, Siobhan and Henning, Mary "RML Funding Fuels Consumer Health Initiatives" *Medical Library Assocation Poster* May 2004, *MidContinental Medical Library Association Poster* September 2004

Champ-Blackwell, Siobhan "MedlinePlus Prescription" *Mountain Plains Library Association Newsletter* Volume 48, #6, June 2004
http://www.usd.edu/mpla/documents/newsletter/june2004.pdf

Champ-Blackwell, Siobhan "Subject Analysis of Photographs" *Technically Speaking* Volume 4, No. 1 Fall 2001 http://www.nebraskalibraries.org/TSRT/news4-1.htm#photos

Champ-Blackwell, Siobhan "Descriptive Cataloging of Photographs" *Technically Speaking* Volume 4, No. 2 Winter 2002
http://www.nebraskalibraries.org/TSRT/news4-2.htm#photo

Sample of Presentations

"Spanish for the Health Care Provider: Finding Resources online for the Spanish Speaking Patient", May 12, 2005, October 9th 2003, Alegent Healthcare System, Omaha, NE; October 8, 2003 Methodist College, Omaha, NE

"Practical Solutions for Working With Patients Speaking Languages Other Than English" April 15, 2005, Nebraska Physicians Assistants Annual Conference, Kearney, NE

"How To Find Reliable HIV/AIDS Information on the Internet" April 28, 2005, Nebraska AIDS Project Annual Conference, Kearney, NE

"¿No Comprende? Serving the Health Information Needs of the Spanish-Speaking Population" September 28, 2004 Midcontinental Chapter of the Medical Library Association Annual Conference, Kansas City, MO

"Diverse Resources for Diverse Populations" July 22, 2004 NN/LM-MCR Wyoming Symposium, Laramie, WY

"Incorporating Access to Health Information into the Computer Technology Center Training Curriculum", June 11, 2004 CTCnet Conference (Community Technolgy Centers' Network) Seattle, WA

"Finding online health resources for minority patrons at the Omaha Public Library" January 7, 2004 Omaha Public Library Branch Managers Meeting, Omaha, NE

"Finding Health Resources: Focus on Culture", October 31, 2003 Nebraska Library Association Annual Conference, Omaha, NE

"Teaching the Adult Learner", October 14, 2003 Midcontinental Medical Library Association (MCMLA) Annual Conference, Sioux Falls, SD

"Finding online health resources for minority patients" October 9, 2003 Creighton University Health Sciences Library Lunch 'n Learn, Omaha, NE

"PubMed Searching" April 16, 2003 Carl T. Curtis Health Education Center, Macy, NE

"Resources for Spanish Speaking Childcare Providers" April 12, 2003, Office of Minority Health, Lexington, NE

Professional Memberships

Medical Library Association, Member

Nebraska Library Association
College and University Section, Vice Chair 2003-2004
College and University Section, Chair 2004-2005

ICON: Nebraska Medical Librarians
Freshmen Member 2005-2006

American Indian Library Assocation, Member

REFORMA, Member

Community Memberships

Sisters Together, Omaha, NE: Partner

Black Family Health and Wellness Association, Omaha, NE: Member

CURRICULUM VITAE

Sharon E. Dennis

Date of Birth: October 2, 1958

Education: Bachelor of Science, Houghton College, 1980
Master of Science, School of Library and Information Science, Drexel University, 1983

Current Position:

2003 – present Technology Coordinator
National Network of Libraries of Medicine (NN/LM)
MidContinental Region
Spencer S. Eccles Health Sciences Library
University of Utah

Academic Promotions:

Assistant Librarian, 1992
Associate Librarian, 1995
Librarian, 1999

Previous Positions:

1983-1984	Reference Librarian, Camden County Library, Voorhees, NJ
1984-1986	Reference Librarian, Cooper Hospital/University Medical Center, Camden, NJ
1986-198	Reference Librarian, Hahnemann University, Philadelphia, PA
1986-190	Learning Resource Center Manager, Hahnemann University, Philadelphia, PA
1990-1991	Computer Learning Specialist, Medical College of Pennsylvania, Philadelphia, PA
1991-1992	Educational Computing Consultant, Self-Employed
1992-1995	Assistant Librarian for Multimedia Development, University of Utah
1995-1999	Associate Librarian for Multimedia Development, University of Utah
1999-2003	Librarian for Multimedia Development, University of Utah

Funded Grants, Contracts and Projects:

2003 Principal Investigator, National Library of Medicine, "Health Education Assets Library Services Enhancement." Subcontract to University of Oklahoma, $35,000 over 3 years, 2003-2006.

2002 Principal Investigator. National Science Foundation, ""Collaborative Research: Health Education Assets Library." This project will increase the breadth and depth Health Education Assets Library (HEAL) multimedia collection by

establishing software bridges with a variety of institutional partners. In collaboration with University of Oklahoma and UCLA. Awarded $292,448 over 2 years.

2000 Principal Investigator. National Science Foundation, ""Digital Multimedia Library for Health Science Education." This project will develop the underpinnings for a national Digital Multimedia Library for health sciences education. The prototype will include a database structure and user interface tools for uploading, indexing, and retrieval of records. Awarded $355,678 over 2 years.

1998 Principal Investigator. National Library of Medicine, "A Model Multimedia Support Center for the Health Sciences," continuation grant for development of tools to support health sciences education. Awarded $435,731 over 3 years.

1995 Principal Investigator. National Library of Medicine, "A Model Multimedia Support Center for the Health Sciences," for development of a Multimedia Support Center to proactively guide faculty in the application of multimedia programs to enhance learning. Awarded $516,018 over 3 years.

1990 Co-Principal Investigator with James Baggott, Ph.D. Health Sciences Libraries Consortium, in conjunction with The Pew Charitable Trusts, for development of *Bioenergetics*, a Biochemistry hypermedia program.

1989 Co-Principal Investigator with James Baggott, Ph.D. Health Sciences Libraries Consortium, in conjunction with The Pew Charitable Trusts, for development of *Metabolic Interrelationships*, a Biochemistry hypermedia program.

1988 Principal Investigator. Health Sciences Libraries Consortium, in conjunction with The Pew Charitable Trusts, for development of *MacREQUEST*, a question and answer program generator which integrates text, graphics, sound, and videodisc links.

Publications:

Candler, C., Dennis, S., Uijtdehaage, S., and McIntyre, S. (2003). "The Structure and Function of a Global Digital Library for Health Sciences Education: The Health Education Assets Library", *Pathology Educator* 27: 37-48.

Candler, C. S., Uijtdehaage, S. H. J., and Dennis, S. E. (2003). "Introducing HEAL: The Health Education Assets Library," *Academic Medicine*, March 1, 2003; 78(3): 249-253.

Uijtdehaage, S. H. J., Contini, J., Candler, C. S., and Dennis, S. E. (2003). "Sharing Digital Teaching Resources: Breaking Down Barriers By Addressing the Concerns of Faculty Members." *Academic Medicine*, March 1, 2003; 78(3): 286-294.

Locatis, C., Fontelo, P., Sneiderman, C., Ackerman, M., Uijtdehaage , S., Candler, C., Stensaas, S., Dennis, S. Webcasting Videoconferences over IP: A Synchronous Communication Experiment. J Am Med Inform Assoc 2003; 10: 150-153.

Dennis, S.E., Uijtdehaage, SHJ, Candler, C. Introducing the Health Education Assets Library: a National Multimedia Repository. In: S.S. Stensaas, M.R. Fisher, M.M. Batschkus, J.W. Dietrich (Eds*): Multimedia in Health Sciences Education*. Berlin, Logos Verlag. 97-101, 2001.

Uijtdehaage, S, Candler, C, Dennis, S. Supporting Health Sciences Education with IMS-based Multimedia Repository. Poster Proceedings of the Tenth World Wide Web Conference. Chinese University Publications: Hong Kong, p. 10-11, 2001.

Uijtdehaage, SHJ; Dennis, E; Candler, C. A web-based database for sharing educational multimedia within and among medical schools. *Academic Medicine*, 76, 543-544, 2001.

Dennis, S.E. Less Is More: Opera, An Alternative Web Browser. *Health Care on the Internet*; 3(1):61-, 1999.

Klatt, E.C. and Dennis, S.E. Web-based Pathology Education. *Arch Pathol Lab Med*; 122(5):475-479, May 1998.

Klatt, E.C. and Dennis, S.E. Build Internet Multimedia for Web Browsers with JavaScript. *Journal of Medical Education Technologies*, 6(4):4-10, 1998.

Baggott, J. and Dennis, S.E. NetBiochem. *Proceedings of the Second International WWW Conference '94*, v.1, 239-243.

Baggott, J. and Dennis, S.E. The Integrated Biochemistry Learning Series. *Biochemical Education*, 22(1):8-9, 1994.

Baggott, J. and Dennis, S.E. Use of NCSA Mosaic to present a Medical Biochemistry course over a local computer network. *The FASEB Journal*, Federation of American Societies for Experimental Biology, 8:A1429, 1994. (abstr.)

Baggott, J. and Dennis, S.E. Effect of computer-based learning on examination performance in a medical biochemistry course. *The FASEB Journal*, Federation of American Societies for Experimental Biology, 7(7):A1129, April 20, 1993. (abstr.)

Dennis, S.E. Slice of Life Workshop 1993. *Interactive Healthcare Newsletter*, October 1993, 9(10): 3-7.

Dennis, S.E. and Baggott, J. The Integrated Biochemistry Learning Series. *Proceedings of the Association for Applied Interactive Multimedia*, 2:52-53, 1993.

Dennis, S. Multimedia myths. *NFAIS Newsletter* 34(1): 1, 4, January 1992.

Mangione, S., and Dennis, S.E. CompuLung: A Multimedia CBL on Pulmonary Auscutation. *Proceedings of the Symposium on Computer Applications in Medical Care*, 1992. (abstr.)

Baggott, J. and Dennis, S.E. The Impact of Computer-Based Learning on Examination Performance in Medical Biochemistry. *Proceedings of the Association for the Development of Computer-Based Instructional Systems*, 33:224-228, 1991.

Baggott, J. and Dennis, S.E. Programming Techniques for Interactive Concept Development in HyperCard. *Proceedings of Association for the Development of Computer Based Instructional Systems,* 32:230-245, 1990.

Silver, H. and Dennis, S.E. Monitoring Patron Use of CD-ROM databases using SignIn-Stat. *Bulletin of the Medical Library Association*, 78(3):252-257, July 1990.

Dennis, S.E. and Baggott, J. Student Controlled Learning in a Medical Biochemistry Course. *Proceedings of the Association for the Development of Computer Based Instructional Systems.* 31:107-111, 1989.

Harding, S.P., Baggott, J., Dennis, S., and Baggott, G.T. Metabolism Tabulated: A Hypermedia Template for Drill and Review of Tabular Information. *Proceedings of the Symposium for Computer Applications in Medical Care,* 13:1035-1036,1989.

Baggott, J. and Dennis, S.E. Development and Use of a HyperCard Stack to Replace a Medical Basic Science Lecture Sequence. *Proceedings of the Fourth Annual Information Technology in the Health Sciences Conference*, 4:105, 1989. (abstr.)

Dennis, S.E. and Baggott, J. An Integrated Medical Biochemistry HyperCard Series. *Proceedings of the Fourth Annual Information Technology in the Health Sciences Conference*, 4:109, 1989. (abstr.)

Dennis, S.E., Baggott, J., and Baumlin, K.M. Patterns of CAI Use by Medical and Graduate Students in a Medical Biochemistry Course. *Proceedings of the Association for the Development of Computer Based Instructional Systems*. 30:128-135, 1988.

Dennis, S.E. Development of a Computer-Assisted Instruction Program Generator. *Proceedings of the AAMSI Congress 1988*. American Association for Medical Systems and Informatics. 1-7, 1988.

Dennis, S.E. Medical university library evaluates Medline CD-ROM. *Information Today* 4(5):2, 35, May, 1987.

Professional Activities and Committee Memberships:

Medical Library Association, Task Force to Develop MLA's Center of Research and Education (CORE), 2002 - present.

University Libraries Representative. Library Policy Advisory Committee. University of Utah. 2000 – 2003.

Bookstore Advisory Committee, University of Utah, 1997-1999.

Educational Computing Committee, School of Medicine, University of Utah, 1996 - present.

Consultant:

Hahnemann University / Medical College of Pennsylvania School of Medicine and University of Medicine and Dentistry of New Jersey, Philadelphia, PA. EnviroDx Project. 1995-2002

University of Illinois at Chicago, Chicago, IL. Environmental Health Multimedia for Public Health Officers, 1997-1999.

National Library of Medicine, Bethesda, MD. Ethermed Project. 1999 – 2003.

University of Nebraska, Omaha, NE. Digital Library Imaging project, 2002 - present.

Selected Workshops and Classes Taught:

Slice of Life Annual Workshop, Amsterdam, Netherlands. June 29, 2003. "Introduction to Metadata."

Slice of Life Annual Workshop, Amsterdam, Netherlands, June 28, 2004. "Can You Hear Me Now? Videoconferencing for Communication, Distance Education, and Telehealth."

Pediatric Academic Society Annual Meeting, San Francisco, CA. May 4, 2004. "Using Digital Technology To Support Teaching and Programs."

Creighton University, Omaha, NE. March 8-11, 2004. "Videobroadcasting Using the Mobile Unit."

Slice of Life Annual Workshop, Philadelphia, PA. June 25, 2003. "Introduction to JSP."

Slice of Life Annual Workshop, Philadelphia, PA. June 25, 2003. "Introduction to Metadata."

"Introduction to JSP." Slice of Life Workshop, Toronto, Canada, June 18, 2002.

"Building Multimedia Databases." Slice of Life Workshop, Toronto, Canada, June 19, 2002.

"Introduction to HTML." University of Oklahoma Technology Conference Pre-Workshop, March 16, 2001.

"Building Dynamic Web Pages." University of Oklahoma Technology Conference Pre-Workshop, March 16, 2001.

"Introduction to ASP." Slice of Life Workshop, Munich, Germany, July 31, 2001.

"Introduction to HTML," and "Introduction to Style Sheets," two-day pre-workshop at the Slice of Life 9th Annual Meeting, Tampa, FL, June 23-24, 1998.

"Introduction to HTML," "Advanced HTML," "Introduction to Forms and CGI," and "Introduction to Style Sheets." Medical Library Association South Central Chapter Continuing Education Annual Meeting, Dallas, TX, April 22-23, 1998.

"Introduction to HTML" and "Advanced HTML." Mercer University School of Medicine, Macon, GA, September 6, 1996.

"Finding Information on the Web." Midcontinental Chapter of the Medical Library Association (MCMLA) Annual Meeting, Salt Lake City, UT, September 26, 1996.

"Introduction to HTML" and "Advanced HTML." Metronetwork Libraries, Oklahoma City, OK, November 21-22, 1996.

"Creating Dynamic Multimedia Web Sites." Medical Library Association National Meeting, Seattle, WA, May 23, 1997.

"Creating Dynamic Multimedia Instructional Web Sites: Tips, Techniques and Tools," two-day pre-workshop at the Slice of Life 8th Annual Meeting, Chicago, IL, June 23-24, 1997.

"Evaluation of Web Page Software for Easy Construction." Slice of Life 8th Annual Meeting, Chicago, IL, June 25, 1997.

Selected Presentations:

2nd Annual Biennial Distance Education Conference, Omaha, NE. September 24, 2004. "Health Education Assets Library." (Invited Presentation)

Medical Library Association, Washington, DC. May 25, 2004. "Have mobile videobroadcasting unit, will travel: training librarians to offer "any place, any time" classes and events via streaming video." (Poster)

Medical Library Association, Washington, DC. May 25, 2004. "Librarians empowering health science educators: collection development in an international multimedia digital library." (Poster)

Hawaii International Systems Software Conference (HICSS), Waikoloa, HI. January 8, 2004. "An Indexing Standard for Sharing Health Education Multimedia Resources: The Health Education Assets Library (HEAL) Metadata Schema."

Creighton University Invited Presentation, Omaha, NE. December 10, 2003. "Health Education Assets Library: The HEAL Project."

Slice of Life Annual Workshop, Philadelphia, PA. June 28, 2003. "Medhome."

Health and Science Communication Association (HeSCA) Annual Meeting, Bethlehem, PA. June 21, 2003. "Creating an International Multimedia Repository: Presenting the Health Education Assets Library (HEAL)."

Medical Library Association, San Diego, CA. May 5, 2003. "Building a Federation of Partners to Create a National Multimedia Library."

Medical Library Association, San Diego, CA. May 5, 2003. "Building an International Multimedia Digital Library."

"Health Education Assets Library: The HEAL Project." Presentation given at the AAMC Group for Information Research Annual Meeting, Pasadena, CA, March 17, 2002.

"Health Education Assets Library: The HEAL Project" and "Content Development Tool." Presentation given at the Library and Information Technology (LIFT) Forum, March 13, 2002.

"Innovation and the Team Concept: The Knowledge Weavers Project." Invited Presentation given at the University of Oklahoma Technology Conference, March 15, 2001.

"Health Education Assets Library: The HEAL Project." Presentation given at the Slice of Life Workshop, Munich, Germany, August 2, 2001.

"Curriculum Development Tool for Case-Based Health Sciences Education" Poster given at the Annual Meeting of the Association of American Medical Colleges, Chicago, October 2000.

"Metadata Standards for Educational Multimedia." Presentation given at the Annual Meeting of the Association of American Medical Colleges, Chicago, October 2000.

"Multimedia Database Repository Using XML and IMS." Poster presentation given at National Science Digital Library Conference, NSF, Washington, DC, September 21-24, 2000.

"Creating Web Sites for Health Sciences Education." Spencer S. Eccles Health Sciences Library LIFT Forum. May 17, 2000. Salt Lake City, UT.

"Metadata Standards for Educational Multimedia." Slice of Life Workshop, June 26, 2000.

The Knowledge Weavers Project: Tools, Templates and Outreach. Slice of Life 10th Annual Workshop, Philadelphia, PA, June 24, 1999.

"Untangling the Web: Health Resources." Stewart Library, Weber State University, Ogden, UT, March 24, 1999.

Pharmacology Web Resources. College of Pharmacy, University of Utah, September 10, 1998.

Dennis, S.E. Information Management Tools for Health Sciences Education. Slice of Life 9th Annual Workshop, Tampa, FL, June 27, 1998.

Dennis, S.E. The Digital Slice of Life: Repurposing for CD and WWW Distribution. Slice of Life 8th Annual Workshop, Chicago, IL, June 27, 1997.

Dennis, S.E. Automatic Generation of Web-Based Course Materials Using Online Templates. Slice of Life 8th Annual Workshop, Chicago, IL, June 27, 1997.

Dennis, S.E. Multimedia Techniques for Delivering Case-Based Instruction on the Web: The EnviroDx Project. Slice of Life 8th Annual Workshop, Chicago, IL, June 26, 1997.

Dennis, S.E. Automatic Generation of Web-based Course Materials. InfoFair '97, Spencer S. Eccles Health Sciences Library, Salt Lake City, UT, April 24, 1997.

Dennis, S.E. Creating Web-based Course Materials: Ideas and Possibilities. InfoFair '97, Spencer S. Eccles Health Sciences Library, Salt Lake City, UT, April 24, 1997.

Dennis, S.E. Pharmacology World Wide Web Resources. School of Pharmacy, University of Utah, January 24, 1997.

Dennis, S.E. Nursing World Wide Web Resources. Introduction to Nursing Informatics, School of Nursing, University of Utah, November 7, 1996.

Dennis, S.E. Building a Multimedia Database for the Health Sciences. ED-MEDIA '96 – World Conference on Educational Multimedia and Hypermedia. Association for the Advancement of Computing in Education, Boston, MA, June 20, 1996.

Dennis, S.E. Knowledge Weavers. School of Medicine Coursemaster's Retreat, June 8, 1996.

Dennis, S.E. Knowledge Weavers. Staff Development Workshop for University Librarians, May 17, 1996.

Baggott, J. and Dennis, S.E. NetBiochem. Health Sciences Libraries Consortium, Philadelphia, PA, April 27, 1995.

Dennis, S.E. World Wide Web Update. MC/SCUG, University of Utah, December 7, 1994.

Dennis, S.E. Using the World Wide Web for Computer Based Learning. Technology Forum, Center for Teaching and Learning Excellence, University of Utah, November 17, 1994.

Dennis, S.E. Panel: Medical Education on the World Wide Web. 2nd International World Wide Web Conference, Chicago, IL, October 18, 1994.

Dennis, S.E. NetBiochem. 2nd International World Wide Web Conference, Chicago, IL, October 17, 1994.

Dennis, S.E. The Slice of Life World Wide Web Server. Slice of Life Workshop, Salt Lake City, UT, June 25, 1994.

Baggott, J. and Dennis, S.E. Use of NCSA Mosaic to Present a Locally Modifiable Medical Biochemistry Lecture Sequence. Slice of Life Workshop, Salt Lake City, UT, June 24, 1994.

Dennis, S.E. The Integrated Biochemistry Learning Series. Presented at the Second Annual Conference of the Association of Applied Interactive Multimedia, Savannah, GA, July 30, 1993.

Baggott, J. and Dennis, S.E. Effects of components of a large, computer based learning program on examination scores in a medical biochemistry course. Presented at the New Educational Strategies conference of the Basic Sciences of the Association for American Medical Colleges, Charleston, SC, June 30, 1993, at the invitation of the AAMC.

Baggott, J. and Dennis, S.E. Effect of computer-based learning on examination performance in a Medical Biochemistry course. Slice of Life Workshop, Charlottesville, VA, June 25, 1993.

Dennis, S.E. GuidePath: An Electronic Textbook of Pathology Using the Slice of Life Videodisc. Presented at the Computers in Healthcare Education Symposium, Health Sciences Libraries Consortium, Philadelphia, PA, April 30, 1993.

Dennis, S.E. Techniques for Dynamic Multimedia Presentations. Presented at InfoFair, Eccles Health Sciences Library, University of Utah, April 1, 1993.

Dennis, S.E. Microcomputers in Libraries: Panel Discussion. Presented at the Symposium for Computer Applications in Medical Care (SCAMC), Washington, DC, November 3, 1990, at the invitation of the Panel Coordinator.

Dennis, S.E., and Baggott, J. An Integrated Medical Biochemistry Series. Presented at the First Annual Educational and Research Conference of the American Medical Informatics Association, Snowbird, Utah, June 23, 1990.

Baggott, J. and Dennis, S.E. An Integrated Medical Biochemistry Learning Series. Presented at the Fifth Annual Information Technology in the Health Sciences Pre-Conference, Memphis, TN, May 2, 1990, at the invitation of Apple Computer, Inc.

Dennis, S.E. and Baggott, J. An Integrated Medical Biochemistry Series. Presented at the Innovations in Medical Education (IME) of the American Association of Medical Colleges, Washington, DC, October 29-30, 1989.

Dennis, S.E. Guide and HyperCard Comparison. Presented at the Interactive Healthcare '89 Conference, Alexandria, VA, June 6, 1989, at the invitation of Stewart Publishing, Inc.[January 2005]

DYKES MEDICAL LIBRARY • UNIVERSITY OF KANSAS MEDCICAL CENTER• 1200 WEST 39TH AVE • KANSAS CITY, KS 66160
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THOMAS GIBBS

EDUCATION

December 2004 Emporia State University
Emporia, KS
Master of Library Science (MLS)

December 2000 University of Kansas
Lawrence, KS
Bachelor of Arts (Art History)

PROFESSIONAL EXPERIENCE

February 2005- Current

National Network of Libraries, MidContinental Region Kansas City, KS
Technology Liaison

- Provide training in and promote NLM resources, products and services throughout the region.
- Investigate and promote the use of advanced technologies, such as videoconferencing to enhance access to medical information.
- Serve the medical information of local host resource library, University of Kansas Medical Center.

February 2004- February 2005

University of Kansas Medical Center , Dykes LibraryKansas City, KS
Library Assistant III – Copyright Specialist

- Consulting and supporting University of Kansas Medical Center staff/faculty in evaluating and processing materials and media according to current copyright laws
- Developing and maintaining copyright procedures, guidelines, and policies for the University, including Fair Use Database

May 2001 - February 2004

University of Kansas Medical Center , Dykes LibraryKansas City, KS
Library Assistant III – Interlibrary Loan

- Provide Interlibrary Loan support for University of Kansas Medical Center staff /faculty.

PUBLICATIONS

Thomas Gibbs. Enter Firefox. *Plains to Peaks Post*. Spring, 2005; 3(4), 1-2.

PRESENTATIONS

What's New: An Overview of New Technology at the NLM. April 20, 2005. Annual Meeting of the Kansas Biomedical Librarians Associations. University of Kansas Medical Center, Wichita Campus. Wichita, KS.

PROFESSIONAL MEMBERSHIPS

Member of Health Science Library Network, Kansas City (HSLNKC) – 2005.

Member of Kansas Library Association (KLA) – 2005
Member of the Medical Library Association, MidContinental Chapter (MCMLA) – 2005

- Member of the Executive Committee of MCMLA – Listserv support.

Mary M. Henning

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Laramie, WY
(307) 742-5373

EDUCATION

Master of Library Science

School of Library and Information Management, Emporia State University, 1998

Bachelor of Arts, Political Science, Latin American concentration with minor in Spanish

University of Wyoming, 1994
Phi Sigma Iota, Modern Languages Honorary

Licensed Practical Nursing Degree

Laramie County Community College, 1984

LIBRARY EXPERIENCE

Wyoming Liaison for National Network of Libraries of Medicine MidContinental Region (NNLM/MCR) under a subcontract with the University of Wyoming Libraries
May, 2003- present (.5 FTE)

Promotes resources developed and/or supported by the National Library of Medicine and other quality information sources and provides referrals and information about NLM services and products to Wyoming libraries, health professionals and consumers. Provides NLM database training to rural health professionals throughout Wyoming. Works with NN/LM team members in other states to support the NN/LM programs. Shares administrative responsibilities with other Regional Medical Library Liaisons for NN/LM program development, assessment and evaluation of NN/LM programs, technology training, and encouragement of grant development and monitoring of funded programs.

Presents and exhibits at designated library and health professionals meetings within the region; contributes to the NN/LM newsletters, Web site and other regional and state publications; provides statistical and narrative reports as requested by Region 4 and the UW Libraries; monitors DOCLINE participation, membership recruitment, and provision of services to non-DOCLINE affiliated health professionals in Wyoming;
Monitors an annual budget in excess of $55,000;

Plans, organizes, and produces the Annual Wyoming Symposium for Health Care Information Professionals now in its third year.

Assistant Librarian, Coordinator, Health Science Information and Fee-based Services,
University of Wyoming Libraries, September 21, 1998 - May 12, 2003

Responsible for the development, management, supervision, delivery, promotion, and marketing of fee-based library and information services to Wyoming health-care professionals and other clients not affiliated with UW. Planned and monitored an annual budget in excess of $49,000. Hired, supervised, and evaluated 1 benefited FTE.
Served as Resource Library Coordinator for the National Network of Libraries of Medicine/Midcontinental Region (NNLM/MR) for Wyoming.
Served as collection development subject specialist/liaison and reference expert and bibliographic instructor for UW health sciences program. Subject areas: Human Medicine, Nursing, Pharmacy, Linguistics, and Spanish.

Wyoming Liaison for National Network of Libraries of Medicine/MidContinental Region (NNLM/MR) under subcontract with the University of Wyoming Libraries, September 1998- April 2001

Served as the Wyoming Outreach Liaison in conjunction with other duties as the Coordinator of Health Science Information and Fee-based Services, University of Wyoming Libraries. Planned and performed NN/LM outreach activities to provide training and information to rural librarians and healthcare providers involving extensive travel in the state of Wyoming. Exhibited at state and national conferences. Provided monthly and quarterly reports to RML staff. Planned and monitored budget. Received grant funding totaling $22,043 for outreach travel and special projects from the Nebraska Regional Medical Library.

Manager, Circulation Services,
University of Wyoming Libraries, Coe Library, 1992-1998

Managed daily operation of the Coe Circulation Desk. Responsible for oversight of patron services, Reserves Desk, financial transactions, and photocopy services. Furnished information and basic reference assistance when the Reference Desk was not staffed.
Mediated customer concerns, interpreted library policies and resolved problems.
Hired, trained, developed, and scheduled a staff of 2 benefited employees, and 14 part-time library assistants. Prepared and monitored a personnel and supply budget in excess of $35,000. Monitored and evaluated performance of on-line circulation system; including planning, new release testing, and back-up system trouble-shooting. Participated in long-term departmental planning in conjunction with Head of Access Services. Analyzed and reported online catalog (CARL) system malfunctions (1989-1992).

Circulation Desk Supervisor,
University of Wyoming Libraries, Coe Library 1989-1992
Managed operation of circulation desk under the direction of the Department Head.
Assisted in implementation of CARL on-line circulation system, performed extensive circulation parameter testing, trained circulation and other staff in new procedures.

Submitted budget drafts to Department Head. Supervised 1 part-time benefited employee and 14 part-time library assistants. Trained and scheduled library assistants.

Night Supervisor
University of Wyoming Libraries, Coe Library 1983-1986 and 1988-1989

Supervised operation of circulation desk during evening hours.
Supervised 5 part-time desk assistants. Provided basic reference services when Reference Desk was closed. Responsible for emergency situations and building security on nights and weekends.

Assistant Shelving Supervisor
University of Wyoming Libraries, Coe Library 1983-1984 (part-time)
Acting Shelving Supervisor during 10-week maternity leave of the full-time Shelving Supervisor. Supervised 3 part-time shelving assistants. Sorted and shelved library materials.

Librarian
English Language Library of Puerto Ordaz, Venezuela 1981-1983
Director of small library serving the large English-speaking population of Puerto Ordaz and surrounding communities. Doubled the size of the library collection through fund-raising efforts. Organized fund-raising events and managed materials budget. Directed circulation services, collection development and management of library materials. Performed Dewey Decimal System cataloging. Provided reference services. Recruited and supervised 3-5 volunteers.

NURSING EXPERIENCE

Office Nurse
Laramie Physicians for Women and Children 1986-1994 (with breaks in service)
Performed skilled nursing care, assisted physicians, administered medications. Performed routine in-house lab tests. Recorded information on clients' charts, scheduled patients, assisted with billing. Provided telephone counseling and patient teaching. Managed pharmaceutical and supply inventory, including Wyoming State Immunization Program record keeping. Traveled with physicians to monthly clinics in Rawlins and Saratoga to provide medical services to the rural community.

LPN
Ivinson Memorial Hospital 1989- 1990 (concurrent with Night Supervisor position.)
Performed skilled nursing care, assisted physicians, and administered medications on a medical/surgical unit. Documented patient care and medical treatments. Provided patient teaching and nursing care planning.

SCHOLARSHIP

Articles:

Henning, Mary M. “Closing the Gap: Using Conferencing Software to Connect Distance Education Students and Faculty." Journal of Library Administration. Volume 32, Numbers 1 / 2 2001:233-246 and the Ninth Annual Off-Campus Library Services Conference, Conference Proceedings April 26, 2000, Portland, Oregon. 2000:157-165

Henning, Mary M. "Expanding the Role of the Student Desk Assistant in the Electronic Environment: The Circulation/Reference Interface." College & Undergraduate Libraries. Volume 7, Number 1 2000:11-24

Books:

Henning, Mary M., Spanish Language Editor, Compiler. 1998. *Africa, Asia, Latin & South America.* Vol. 2 of *The International Directory of Freshwater and Marine Libraries and Information Centers. IDALIC.* Edited by Paula Wolfe. Paris, France: Intergovernmental Oceanographic Commission, UNESCO. Available from searchable databases: http://ioc.unesco.org/iode/activities/info_man/idalic.htm

Presentations:

“Like No Place on Earth: Building a Desktop Videoconferencing Network in Rural Wyoming.” Multimedia presentation at the Triple Chapter Meeting of the Medical Library Association. Oct. 28, 2001. New Orleans, Louisiana.

Poster Session at the Triple Chapter Meeting of the Medical Library Association. Oct. 29, 2001. New Orleans, Louisiana.
“Like No Place on Earth: Building a Desktop Videoconferencing Network in Rural Wyoming.”

Participated in DTVC panel discussion and workshop sponsored by the University of Wyoming Center for Teaching Excellence. This workshop featured an update on desktop videoconferencing with special emphasis on the Sorenson Envision product being used in the Wyo DTVC Network project. Sept. 13, 2000, University of Wyoming.

“Closing the Gap: Using Conferencing Software to Connect Distance Education Students and Faculty at the University of Wyoming." Multimedia presentation at the Ninth Annual Off-Campus Library Services Conference. April 26, 2000. Portland, Oregon.

"Can You See Me; Can You Hear Me?" Desktop Video Conferencing workshop for the CTE Multimedia User Group (MUG) April 20th, 2000. University of Wyoming

“Issues Affecting Training of Student Desk Assistants” at the Access Services Coalition Fifth Open Forum on Circulation Issues held at Red Rocks Community College. 1996

SERVICE – UNIVERSITY OF WYOMING

Member of the University of Wyoming Libraries ILLC Work Group. 2002

Member of the University of Wyoming Libraries Virtual Reference Committee. October 2002- February, 2003.

Member of the Steering Committee for the UW Center for Rural Health Research and Education. 2001-2003

Member of the UW Academic Information Technology Advisory Committee (AITAC). 2000-2005

Member of the UW International Travel Grants Selection Committee. 2001-present.

Exhibited National Library of Medicine products and services at the Wyoming Nurses Association Annual Meeting. September 20-21, 2002. Jackson, Wyoming

Showcased the Wyoming Desktop Videoconferencing (DTVC) Network project with a display at the First Annual Rural Health Conference. May 16-18, 2001 University of Wyoming, Laramie, Wyoming

Demonstrated the use of Pub Med in distance learning via DTVC to a group of interested UW Libraries faculty and staff. Feb. 22, 2001. Laramie, Wyoming

Presented a program on the Wyoming DTVC Network Project to a group of health care professionals and administrators from the Wyoming Nursing Home Association. Jan. 30, 2001 in Cheyenne Wyoming.

Presented an update on the DTVC Network to the Governor's Telemedicine Steering Committee. (Statewide compressed video meeting) Oct.18, 2000 Laramie, Wyoming

Gave a presentation and demo of EnVision to the UW Nursing Faculty. Oct. 23, 2000, Laramie, Wyoming

Showcased the Wyoming DTVC Network Project from a booth at the Wyoming Hospital Association convention. Oct 4 & 5, 2000 in Cheyenne Wyoming.

Gave a presentation and demo of EnVision to potential medical preceptors in the UW School of Pharmacy internship program. Sept., 2000 – Sheridan, Wyoming

Participated in a panel on academic librarianship sponsored by the Emporia University School of Library and Information Management. 2000, Denver, Colorado

Participated in the "Plain Talk about Teaching Series" sponsored by the Center for Teaching Excellence. February 14, 2000, University of Wyoming campus

Member of UW Libraries Tenure & Promotion Committee. 2000-October, 2001

Member of the UW Libraries "Name That Catalog!" Committee. April 2000

2nd Annual Wyoming Rendezvous Tour. October 1999

Search Committee for Monograph Cataloger. 1999

Presenter and participant in a panel discussion on regional library education opportunities at WLA in Casper, WY. 1996

Organized and facilitated an off-site training event in conjunction with Access Services staff and student desk assistants focusing on training and staff development. 1996

Designed and administered a telephone survey eliciting information concerning typical job activities, responsibilities, kind and amount of training offered, and level of compensation of students employed at circulation desks. Eleven western universities were surveyed. 1996

U.W. Libraries Publication Committee. 1992-1997

Coe First Floor Renovation Task Force. 1994-1995

U.W. Staff Senate, Staff Senate Liaison. 1994-1995

Staff Development Program. 1992-1995
Chair, Staff Development Program. 1994 and 1995

Search Committee for Head of Access Services. 1993-1994

Library Sign Committee. 1992-1994

Chair, Lost Books Task Force. 1993

SERVICE – OTHER

Friends of Albany County Library. 1995 – present
Board Member. 1996-1997

PROFESSIONAL DEVELOPMENT

Workshop: “Developing Tribal Relationships with the University of Wyoming, the Northern Arapaho Nation, and the Eastern Shoshone Tribe,” December 6, 2002. University of Wyoming, Laramie, Wyoming.

Wyoming Heritage Foundation Health Care Forum:”Health Care: Quality, Affordability, and Responsibility.” November 21-23, 2002. Casper, Wyoming

College of DuPage Teleconference, Soaring to Excellence Series. ”Time, Technology and Techniques.” November 15, 2002. University of Wyoming, Laramie, Wyoming..

MCMLA Annual Conference/ Tri-Chapter Meeting, October 24-28, 2001. New Orleans, Louisiana.

Wyoming Library Association Annual Meeting, September 26-29 2001. Cody, Wyoming.

First Annual Rural Health Conference May 16-18, 2001. University of Wyoming, Laramie, Wyoming

OCLC Workshop- "The New First Search " May 26, 2000. University of Wyoming.

Ninth Annual Off-Campus Library Services Conference, April 26, 2000, Portland, Oregon.

Workshop- "Federal Government Publications" McKinley Sielaff, Coe Library, January 25, 2000

MCMLA Annual Conference "Where the Sidewalk Ends" October 6-9, 1999, Jackson, Wyoming

Workshop - "Access to Drug and Herbal Information" October 9, 1999
(4 MLA CEU's)

Wyoming Medical Society Annual Convention, June, 1999, Jackson, Wyoming

Ninth Annual Summer Colloquium on Teaching and Learning, May 17-18, 1999, University of Wyoming

Workshop - "Advanced Internet Searching" Paula Wolfe, Coe Library, January 28, 1999

Workshop – "Creating Change in Challenging Times: Marketing Tools for Librarians" November 19, 1998

High Plains Annual Retreat – "Changing Shapes: the New Library Mosaic." Estes Park, Colorado, November 19-20, 1998

BCR Workshop – "GPO Access." October 27, 1998

Global Visions Conference/ Wyoming Psychological Association and the UW College of Health Sciences. Laramie, Wyoming, September 19,1998

Workshop - Introduction to Web-based Searching for the Librarian and Information Specialist "Using PubMed & Internet Grateful Med to Search NLM's Databases." February 18-19, 1998 (13 MLA CEU's)

Workshop – "Intro to Health Sciences Reference." October 4, 1997 (4 MLA CEU's)

MLA/SLA Annual conference. Albuquerque, NM October 4-9, 1997

Graduate internship of 120 hours in Extended Library Services, University of Wyoming Libraries. Graduate level course work in business reference and marketing.

GRANTS

GRANTS

Recipient of funding in the amount of $17,643.56 from the National Network of Libraries of Medicine/Midcontinental region to establish a desktop videoconferencing network among Wyoming healthcare and academic institutions. 2000

Recipient of funding in the amount of $1,120 from the National Network of Libraries of Medicine/Midcontinental region for outreach travel funding. 2000

Recipient of funding in the amount of $2,600.00 from the National Network of Libraries of Medicine/Midcontinental region to install an Internet workstation in the Saratoga Valley View Rehabilitation and Care Center in Saratoga, Wyoming and provide training to medical staff on Medline and other healthcare information databases. 2000

Recipient of funding in the amount of $906.00 from the UW Libraries Faculty Research and Scholarship Committee. 1999

Recipient of outreach travel funding in the amount of $680.00 from the National Network of Libraries of Medicine/Midcontinental Region. 1999

Recipient of $750.00 staff development grant from the Wyoming State Library. 1998

HONORS AND AWARDS

Phi Sigma Iota, Modern Languages Honorary. 1994

MEMBERSHIPS

Medical Library Association

Mid-Continental Chapter of the Medical Library Association

Wyoming Library Association

BARBARA BOWERS JONES
J. Otto Lottes Health Science Library
University of Missouri – Columbia
Columbia, MO 65212
573-884-5042
jonesbarb@health.missouri.edu

EDUCATION:

Masters of Library Science - University of Arizona
Bachelor of Arts (English) - St. Lawrence University
Web Design Certificate - University of Colorado, Boulder

PROFESSIONAL EXPERIENCE:

Network Membership Coordinator/NN/LM Missouri Liaison 2003- present

- Provide training in National Library of Medicine resources to librarians, health professionals and community groups in Missouri
- Manage National Network of Libraries of Medicine membership program for 6 state region.
- Coordinate MCR Regional Buying Consortium to provide member libraries with access to electronic resources at reduced cost.
- Manage DOCLINE system for 6 state region.

Librarian. Jefferson Center for Mental Health, Arvada, CO. 1997-2003.

- Performed all managerial activities including budget development and implementation, supervision, training, long and short range goal setting, collection development, compilation of accurate statistics and bibliographic instructions.
- Generated and completed many large projects including library automation, development of library resources on company intranet, and development of business plan and staff survey for complete renovation of company web site.
- Conducted active reference and research services using a variety of sources including print, web-based resources and online and in-house databases. Operated interlibrary loan system which doubled in activity over a six year period.
- Developed job opportunities, information resources and training programs for JCMH consumers. 100% of participants have moved on to more successful positions.
- Wrote and successfully obtained library grant for resources for the Consumer and Family library, resulting in a 10% increase in collection size.

Librarian. Western Area Power Administration, Golden, CO.

- Established library to support corporate operations. Activities included reference, research and interlibrary loan.
- Managed acquisitions, cataloging and records storage.
- Organized and maintained company computer manuals.

Indexer. Stacs Data Services, Inc., Denver, CO.

- Organized and indexed mining company records for inactive storage.

Librarian. Magma Copper Company, San Manuel, AZ.

- Initiated and organized library services including acquisitions, interlibrary loan, and document delivery.
- Instituted company records management system and microfilming program.
- Added new controls for improved maintenance of active records, timely transfer of semi-active records to secondary storage, and development of procedures for the timely and authorized destruction of obsolete records.

Librarian. St. Mary's Hospital and Health Center, Tucson, AZ.

- Increased library services to medical staff by 50%.
- Developed library service to hospital staff.
- Managed all phases of library service including reference, research, acquisitions, cataloging and interlibrary loan.

SPECIAL SKILLS:

Microsoft Office proficiency: Word, PowerPoint, Excel
Web Development

PROFESSIONAL MEMBERSHIPS:

Medical Library Association
Health Science Library Network of Kansas City
St. Louis Medical Library Group
Association of Mental Health Librarians
Secretary, 1999-2003.

PUBLICATIONS:

Wessel, Barbara B. and Wollam, Kathy. "Recognizing and Effectively Managing Mental Illness in the Library." Colorado Libraries, Winter, 2004.

Index to Carr, D. D. (Sen. Ed.), 1994, Industrial Minerals and Rocks, 6th ed. Littleton, CO, Society for Mining, Metallurgy and Exploration, Inc., p. 1175-1196.

Wessel, G. R. and **Bowers, B. E.**, "Thesis and Dissertation Index of Arizona Geology to December, 1978 (out of state universities)" Arizona Geological Society Digest, v. 13, p. 39-46.

PRESENTATIONS:

"Evaluating Health Information on the Internet and Quality Special Education Internet Resources". June 3, 7, 15, 24, 2005. Leave No School Nurse Behind Conference, Missouri Department of Health and Senior Services. Kansas City, Springfield, Columbia and St. Louis, MO.

"Cruising the Consumer Health Information Highway" October 27, 2004, Missouri Library Association Conference, Pre-conference Session. St. Louis, MO

"Are You Frustrated?" July 21, 2004. NN/LM-MCR Wyoming Symposium, Laramie, WY

"Consumer Health Resources for Spanish Speaking Populations" March 31, 2005. Cambio de Colores Annual Conference, Columbia, MO

Elizabeth A. Kelly
Assessment & Evaluation Liaison
Associate Director, Instructional Technologies & Library Systems
Bernard Becker Medical Library
Washington University School of Medicine
Campus Box 8132
660 S. Euclid Avenue
St. Louis MO 63110
Ph: 314-362-2783
Fax: 314-362-3647
Email: Betsy.Kelly@wustl.edu

Washington University School of Medicine, St. Louis, MO

Assessment & Evaluation Liaison, MidContinental Regional Medical Library (MCRML)

2001 – Present

Report to Associate Director, MCRML. Responsible for developing ongoing program of assessment and evaluation for the Region. Develop formal mechanism for evaluating regional programs, conduct review and evaluation of programs, provide regular feedback to NLM about NLM and NN/LM products and services, train RML staff and Network Members in the use of assessment and evaluation tools, ensure assessment and evaluation component in all RML programs and subcontracts

- Developed and administered questionnaire to obtain baseline data about network members in the MCRML
- Developed questions and organized focus groups to obtain network members input concerning MCRML programming and NLM products and services
- Developed online activities reporting system (ARS) to capture work of RML staff and collect data for analysis of effectiveness of RML programs in meeting stated goals
- Consulted and reviewed MCRML awards applications for inclusion of evalution component
- Member, planning group for Tribal Connections Four Corners grant application, FEATHER for improving access to health information for health professionals and their patients in the Four Corners Region

Associate Director, Instructional Technologies and Library Systems, Bernard Becker Medical Library

1994 - Present

Report to the Associate Dean for Academic Information Management, and Director, Library and Biomedical Communications Center. Responsible for end-user computing services for all students (approximately 1300) in the School of Medicine. Responsible for selection, purchase, installation and management of computers, servers and printers, software in support of teaching, research and patient care. Member of Curriculum Technology Group (CTG), a joint effort of Library and the Office of Medical Student Education (OMSE) for planning, design and implementation of computer solutions for curriculum management and course content delivery systems. Responsible for computer education courses for Washington University faculty and staff . Represent the library on committees developing a new learning-teaching center for the School of Medicine.

- Developed a state of the art computer service with over 200 computers and 5 servers in seven locations. Results include single site for all students for comprehensive assistance with any computer related problem. Instructional Technologies and Library Systems is the destination for 50% of all those entering the library. Computer use averages 13,000 hours per month.
- Working with various Deans, developed computerized student directory for the School of Medicine. Result is faculty and administration ability to identify students by picture, name, advisor, society or class; provides streamlined means of communications with selected students and groups.
- With CTG, developed and implemented curriculum databases for aggregating and evaluating course materials and administering student course evaluation surveys.
- Developed a Computer and Information Technologies Education Series providing 75 or more classes per year taken by 999 University faculty and staff. Results include generation of nearly $50,000 in annual income for the library and opportunity for building computer skills for all University faculty and staff.
- Developed computerized databases for Education Series class schedules, registration process and staff assignments. Results include consistent generation of income streams from effective management of Education Series and projection services within the School of Medicine.

1979-1994

- Led software development and responsible for daily management of the Library's integrated library system, BACS. Required working knowledge of all operational areas of the library. Responsible for planning and oversight for library network installation, software development, system implementation, documentation and training.
- Responsible for development of local Medline and Current Contents computerized literature index search systems. Resulted in improved access to National Library of Medicine and Institute for Scientific Information index databases and more effective use of indexing resources by faculty, staff and students of the School of Medicine.
- Expanded the use of the BACS system to a consortium of local medical libraries. Resulted in more effective communication among libraries and generated approximately $60,000 in ongoing annual income.
- Sold the BACS, PHILSOM serials control, and BACS/Medline systems to Mercer University School of Medicine, Macon, GA; sold the BACS system to Pohang Institute of Science and Technology, Pohang, South Korea.
- Responsible for all services provided by Circulation, Photocopy and Interlibrary Loan departments.

Ohio State University College of Medicine, Columbus, OH

Extramural Coordinator; Head, Interlibrary Loan; and Reference Librarian, Health Sciences Library

1976-1979

Reported to the Head of Reference, consulted at hospital libraries in 43 counties in Ohio providing training, grant information and expert advice in the management of hospital based health science libraries. Provided reference service, online searching and administration of interlibrary loan services for the Health Sciences Library.

- Addressed state and professional organizations concerning copyright law and health sciences library services.
- University representative to the National Library of Medicine Regional Medical Library.

Independent Consultation

Developing a Diabetes Web site for Medical and Pharmacy Students. ExpressScripts. 2002

Provided installation and training support and consultation to libraries purchasing the BACS integrated library system. Locations included Mercer University School of Medicine, Macon, GA, and Pohang Institute of Science and Technology, Pohang , South Korea.

Interpreted data and provided customer software installation and training to enable utilization of textbook distributor systems.

Committees

Represent libraries to various University, regional, state and national groups working on web development, library automation and library services.

Member, Research Committee, Midcontinental Chaper, Medical Library Association, 2002 – present
Section Council Representative, Educational Media and Technologies Section, Medical Library Association 2005 – 2007.

EDUCATION

MBA	Washington University, 1999 Concentration in Health Services Management
MLS	Indiana University, 1976
BA	Indiana University, 1971

CONTINUING EDUCATION

Qualitative Data Analysis, Michael Quinn Patton, American Evaluation Association Meeting, November 2003
Return on Investment: Providing a Balanced Viewpoint of Program Success, Jack Phillips, American Evaluation Association Meeting, November 2003

Outcome Evaluation and Consulting Institute, University of Illinois at Urbana-Champaign, July 7 – 18, 2003. Sponsored by the Institute of Museum and Library Services and the Graduate School of Library and Information Science, UIUC

PUBLICATIONS

1. McEnery KW, Roth SM, Kelley LK, Hirsch KR, Menton DN, Kelly EA: A method for interactive medical instruction utilizing the World Wide Web. Proceedings - the Annual Symposium on Computer Applications in Medical Care. 502-7, 1995

2. Frisse ME, Kelly EA, Metcalfe ES: An Internet primer: resources and responsibilities. Academic Medicine. 69(1):20-4, 1994 Jan

3. Salisbury L, Toombs HS, Kelly EA, Crawford S: The effect of end-user searching on reference services: experience with MEDLINE and current contents [see comments]. Bulletin of the Medical Library Association. 78(2):188-91, 1990 Apr.

4. Crawford S, Halbrook B, Kelly E, Stucki L: Beyond the online catalog: developing an academic Information system In the sciences. Bull Med Libr Assoc 1987 July; 75:202-208.

5. Kelly EA: Book Review. Genaway, DC. Integrated Online Library Systems: Principles. Planning and Implementation. White Plains, NY: Knowledge Industry Publications, Inc. 1984 Bull Med Libr Assoc. 1985 July; 73:296-7.

6. Kelly EA, Halbrook B, Iglelnik S, Rueby C: BACS: evolution of an integrated library system toward information management. Bull Med Libr Assoc 1985 Jan; 73:9-14.

7. Igielnik S. Kelly E. BACS: Bibliographic Access & Control System. Mug Quarterly 1985 14:29-30.

8. Igielnik S. Kelly E. BACS: an Integrated library automation system with patron access to the CURRENT CONTENTS® and MEDLINE databases. Proceedings of the Ninth Annual Symposium on Computer Applications In Medlcal Care. IEEE. 1985.

9. Crawford S. Johnson MR, Kelly EA. Technology at Washington University School of Medicine Library: BACS, PHILSOM, and OCTANET. Bull Med Libr Assoc 1983 July;71:324-27.

10. Kelly EA, Fedders C. Instructional support for an online catalog. Medical Reference Services Quarterly 1983 Winter; 2:73-77.

11. Kelly EA. Yedlin DK. Crawford SY. Igielnik S. On-line integrated library system: bibliographic access and control system of Washington University School of Medicine. Bulletin of the Medical Library Association. 70(3):281-8, 1982 Jul.

12. Kelly B. Fedders C, Powderly A, Yedlin D. Bibliographic Access & Control System. Information Technology and Libraries 1982 June; 1:125-132.

13. Kelly E, Schwerzel S. Union List of Serials of the Health Sciences Libraries of Columbus and Franklin County, Ohio. Columbus. Mld-Ohio Health Sciences Libraries Association, 1979. 190p.

PRESENTATIONS:

1. Kelly, B, Engeszer, B, Whelan, A. Information Management for the Administration and Delivery Of Curriculum Content. Annual Meeting of the Medical Library Association, 2001.

2. Kelly, B, Igielnik, S, Gunn, P. Capturing electronic resource use cgi "click throughs" Annual Meeting of the Medical Library Association, 2001.

3. Kelly B, Cunnius E, Strombom N. The Study Space Project: Collaborative hypermedia in curriculum management. University of Iowa Symposium 99: Educating the University Community in a Dynamic Information Environment. November 11-12, 1999

4. Kelly B. Panel Discussion with Ward D, Allen G, Rickerson G. Using Technology to Support Education. Leaders in Information Resources Professional Development Conference. Anticipating Institutional Challenges: Building Responsive IT Organizations. American Association of Medical Colleges. September 12-14, 1998

5. Kelly B. Integrated and interactive technology in support of the medical school curriculum. Preparing Physicians to use the Digital Library: a Panel Discussion Computers in Healthcare Education Symposium "The Virtual Medical School" Thomas Jefferson University Philadelphia, Pa April 24-26, 1996

6. Stucki L, Kelly E. Integrated library system decision aids for collection development. Annual Meeting of the Medical Library Association, 1991.

7. Kelly E, Igielnik S. Application of online library system data for moving large academic library collections. Annual Meeting of the Medical Library Association, 1990.

8. Salisbury L, Toombs H, Kelly E, Crawford S. End-User searching and reference services: impact and implications. Annual Meeting of the Medical Library Association, 1989.

9. Crawford S. Kelly E, Salisbury L. Evaluating online biomedical databases for end users: BACS/Current Contents® and BACS/MEDLINE. Annual Meeting of the Medical Library Association, 1988.

10. Kelly E, Stucki L, Halbrook B, Gadzikowski C, Salisbury L. Research and Development at the Washington University School of Medicine Library. Poster. Annual Meeting of the Medical Library Association. 1986

11. Crawford S. Kelly E, Halbrook B. Nakeff-Plaat J. The development of a medical center-wide online current awareness service: BACS/Current Contents at Washington University. Annual Meeting of the Medical Library Association, 1986.

12. Igielnik S, Kelly E. BACS: An Integrated library automation system with patron access to the Current Contents and Medline Databases. Symposium on Computer Applications in Medical Care 1985

13. Crawford S, Kelly EA, Yedlin DK. Online Integrated library System: Bibliographic Access and Control System of Washington University School of Medicine library. Annual Meeting of the Medical Library Association 1982

CLASSES DESIGNED AND TAUGHT:

With Maryanne Blake, “Measuring Your Impact: Using Evaluation to Show Value”. Taught April 2004, Denver CO, March 2005, Shrewsbury MA

Multiple one hour classes to participants in the Washington University Mini Medical School for more than 4 years. Student ages range from teen to 90. Course content includes online resources used by 21st century medical students, online content relevant to Mini Medical School courses, and a review of consumer health information available on the web. Responsible for course related links on Mini Medical School site: http://medicine.wustl.edu/minimed/

Marty Magee
National Network Of Libraries Of Medicine
Midcontinental Region
Education And Nebraska Liaison

McGoogan Library Of Medicine
University Of Nebraska Medical Center
986706 Nebraska Medical Center
Omaha Ne 68198-6706
402-559-7076
Mmagee@Unmc.Edu

Positions Held

2003 -2005 National Network Of Libraries Of Medicine
Omaha, Nebraska
McGoogan Library Of Medicine - University Of Nebraska Medical Center

Nebraska Liaison
Education Project Coordinator

Plan and organize outreach activities for health professionals, public health, public library populations and consumers in Nebraska to educate and provide support on National Library of Medicine (NLM) products and services, such as PubMed, Lonesome Doc, DOCLINE, and MedlinePlus. Exhibit and present NLM resources at national, state, and regional health conferences.

Develop and coordinate education resources and instruction for the six-state MidContinental Region of the National Network of Libraries of Medicine (NN/LM). Develop Education web pages for the MidContinental Region of NN/LM. Contribute to regional and state publications.

Support regional liaisons of the NN/LM on projects regarding public health, inner city, consumer health, evaluation and technology. Support the NN/LM system nationwide, participating in NLM requested projects such as grant applications and community health agency cooperation.

2002- 2003 University Of Nebraska Medical Center Omah, Nebraska
Veterans Affairs Medical Center

Library Manager

Solo library manager for medical research library supporting three sites of regional medical staff. Responsible for all facets of operations including mission articulation, marketing, budgeting, collection development, cataloging, reference support, web site development and operations management.

2001-2002 Omaha Public Schools Omaha Nebraska

Media Specialist Field Club/Hartman Schools

Media specialist for two libraries supporting over 1300 students. Taught library classes, grades K-6. Developed library instruction curricula for all levels and worked with teachers on inter-disciplinary subject/library projects. Set budget priorities, developed collection, maintained catalog, and tracked circulation.

MARTY MAGEE

2000-2001 First Data Resources Omaha, Nebraska

Director, Strategic Projects

Researched, analyzed, filtered, and developed projects to support strategic direction of product development and Six Sigma reengineering efforts. Secured appropriate resources, and tracked project milestones to ensure successful completion. Initiated and created executive, departmental and client communications. Included creation/editing of executive presentations, editorial responsibilities of internal newsletter, and resource web site for use across multiple teams/clients. Identified advanced technical and non-technical training needs to raise level of service for department. Developed training materials and executed delivery.

1998-2000 First Data Resources Omaha, Nebraska

Director, Marketing

Responsible for developing and producing large external customer product shows for nationwide client base and associated vendors. Drafted and developed executive staff presentations, communicating business product development across multiple departments.

1995-1998 First Data Resources Omaha, Nebraska

Director, Project Office

Directed administrative, project management, computer support personnel and supervised staff in human resources, training, and marketing for start-up software development department. Developed and managed product support team for new software products. Projects also included financial analysis, disaster preparedness, Year 2000, ISO 9000, and. budgeting.

1993-1995 First Data Resources Omaha, Nebraska

Client Services Team Manager

Managed service teams responding to client requests and daily operational activities. Consulted with clients to develop new services in line with mainframe system enhancements.

1990-1993 First Data Resources Omaha, Nebraska

Sr. Trainer, Operations and Client Services

Developed documentation and trained internal and external customers covering broad array of technical credit card processing topics as well as computer skills, customer service, leadership, and project management.

1989-1990 Ivy Tech State College South Bend, Indiana

Manager, Admissions Assessments

Worked with both traditional and non-traditional students to provide for entrance testing, assessment, and career counseling, and identified basic skills remediation. Prepared grant proposals.

1986-1989 South Bend Community School Corp.
South Bend, Indiana

Manager, Computer Based Training

Managed computer based training for upper level elementary students in governmental Chapter 1 reading program. Developed curriculum for enhancing usage of computers in classroom.

Education

University of Missouri Columbia, Missouri
Master of Arts in Library Science

University of Notre Dame South Bend, Indiana
Master of Science in Administration

University of Nebraska at Lincoln Lincoln, Nebraska
Bachelor of Science in Speech Communications/English

College of St. Mary Omaha, Nebraska

Twenty hours in Computer Information Management

Additional Certifications

Nebraska Teaching Certification for Speech/English with Library Media Specialist Endorsement

CPP Certification for Myers-Briggs Type Indicator psychological testing

Continuing Education With MLA Credits

Safeguarding Our Patrons' Privacy	Dec. 2003	3	credits
Consumer Health	Oct. 2003	6	credits
NLM Training: PubMed	Mar. 2004	7.5	credits
NLM Training: NLM Gateway and Clinical Trials.gov	Mar. 2004	3.5	credits
NLM: Chem/Tox/Toxnet	Mar. 2004	6.45	credits

Academic Appointments

Associate Professor, University of Nebraska Medical Center November 2003

Professional Associations/ Activities

American Library Association Medical Library Association
Nebraska Library Association Mid-Continental Medical Library Association

Mountain Plains Library Association ICON (Medical Library group)

Presentations And Exhibits

Multiple exhibits and presentations promoting National Library of Medicine products at state, regional and national conferences with emphasis in PubMed, DOCLINE, MedlinePlus and Specialized Information Services including sessions at:

Wyoming Symposium – July 2004
Live distance presentation – CD Search Strategies

Nebraska Library Association/Nebraska Educational Media Association Conference – Sept. 2004
Co-presenter with Evelyn Bingel, -The Fear Factor: Traditional and Complementary/AlternativeMedicalInternet Resources

National Institutes of Mental Health – Outreach Partners National Conference – April 2005
Plenary speaker on Clinical Trials

Continuing Education/ Courses Given

Dilbert in the Library Presented half-day workshop at MCMLA 2004

Audiovisual Educational Materials

Search Strategies CD developed for nursing students explaining NLM resources, additional Internet resources and evaluation criteria.

Service

To the Profession
- Nebraska Library Commission State Advisory Council – 2005-2008
- Medical Library Association – Facilitator – Sharing Roundtable on Marketing - 2004
- MidContinental Medical Library Association – Membership Committee – 2004/2005

To the McGoogan Library of Medicine
- Marketing Committee 2004/2005
- Personnel Committee 2004/2005

To the Community
- University of Nebraska at Omaha Library Friends – President – 2004-2006
- Women's Fund of Greater Omaha – Medical Researcher
- Omaha Network - President 2005-2006

Laura L. Windsor

Address:
3901 Rainbow Blvd., MS 1050
Archie R. Dykes Library
University of Kansas Medical Center
Kansas City, KS 66160
(913) 588-7168 work
(913) 588-7304 fax
Eddress: lwindsor@kumc.edu

EDUCATION

A.M.L.S. Degree, University of Michigan , Ann Arbor, May 1985
B.A. Degree, Texas Christian University , Ft. Worth, August 1983
Major: English Minor: History

EMPLOYMENT

Kansas Liaison, MidContinental Region, National Network of Libraries of Medicine, University of Kansas Medical Center, Archie R. Dykes Library, Kansas City, KS:

February 2005 – present. Serve as a biomedical librarian for the University of Kansas Medical Center staff, students, physicians, researchers and the general public; perform the duties of the Kansas Liaison for the NN/LM which includes assisting health practitioners, public health officials, librarians, and consumers with health database training and workshops; conducting classes on consumer health; assisting with needs assessment and evaluation; and overseeing the development and completion of NN/LM subcontracts.

Health Sciences Reference Librarian, Ohio University, Athens, OH:
December 1, 1998 – February 2005. Duties include reference and bibliographic instruction; collection development for the life sciences, environmental studies, and physical therapy; faculty liaison activities, student training, and searching for and adding links to InfoTree (Alden Library's main resource directory); assist physicians and researchers in the College of Osteopathic Medicine, faculty and researchers in the Biological Sciences and the College of Health and Human Services, utilize various software programs as needed; serve on the library's Allocation Committee, Co-Chair the Electronic Resources Team, and assist the Ohio University's Office of Research Compliance by serving as a non-voting member of the Institutional Animal Care and Use Committee (IACUC).

Reference/Instruction Librarian, Ohio University , Athens, OH:
February 1, 1995 – November 1998. Duties consisted of online searching (primarily Derwent's World Patent Database), bibliographic instruction in numerous disciplines; giving instruction to faculty and students in finding resources on the Internet; maintaining an extensive collection of CDs and installing software to run them (Windows and DOS platforms); answering reference questions, using various software programs for monthly/yearly statistics on CD usage, both standalones and our Novell Network; collection development for Linguistics, African and Asian Languages, and Environmental Studies; answering questions via electronic mail from the faculty and students; dealing with data sets from ICPSR and giving instruction on their use; assisting with Web

development and design; giving staff development workshops, and team teaching with members of the University Computer Service Center to assist faculty, staff, students, and visitors navigate the Web.

Reference Librarian, Embry-Riddle Aeronautical University , Daytona Beach, FL:
May 1991 - January 1995. Responsibilities included assisting students, faculty, staff, and community patrons with reference questions; online searching through DIALOG and EPIC; bibliographic instruction in using the online catalog (CLSI), CD-ROMs, and traditional indexes; collection development in the areas of aviation, aerospace engineering, and standards, selecting and cataloging Vertical Files for inclusion in the online catalog; indexing FAA Medicine reports; utilizing various software programs as needed; assisting in InterLibrary Loan utilizing OCLC; and also assisted patrons in understanding the LAN.

Librarian, Bauder College, Arlington, TX:
August 1990 - April 1991. Responsible for assisting students and faculty with library needs. This included answering reference questions, assisting with AV equipment usage, devising instructional handouts, doing bibliographic instruction, collection development, budget monitoring, original cataloging through MARCIVE, materials ordering and processing, serials check-in and claims. Trained and supervised numerous student assistants, provided occasional online searching through DATATIMES, assisted students using computers in the library with various software programs as well as in the computer lab on occasion. Served as a member of the Computer Resource Committee and Chair of the Library Committee.

Reference Librarian, Texas State Technical Institute , Library, Waco,TX:
May 1988 - September 1989. Responsibilities included assisting students, faculty, and staff with reference and information questions; collection development for the reference collection, the technical standards collection, and the general collection; interviewed, hired, and supervised clerks; trained and supervised student workers; did online searching via DIALOG; assisted students with equipment, computers, and software in the library; compiled statistics; gave most bibliographic instruction sessions, devised instructional handouts and other user aids; and assisted with circulation.

Reference Librarian, University of Dallas , Library, Irving, TX:
July 1986 - May 1988. Responsible for assisting students and faculty with reference and information questions; did most of the online searching through DIALOG or CD-ROM electronic databases; devised handouts; assisted with an automation project which included barcoding a collection of 200,000 and editing records through the Dynix automated library system; supervised clerks and student workers; assisted with ILL utilizing the ILL Subsystem on OCLC; and conducted bibliographic instruction.

Library Technician, U.S. Dept. of Commerce, NOAA, Great Lakes Environmental Research LaboratoryLibrary, Ann Arbor, MI: December 1983 - December 1984.
Responsibilities included the verification and location of ILL requests, serials claims and check-in, analyzed technical reports and input records into an in-house developed online catalog, processed new books, kept statistics, and prepared L.C. Cards for filing.

Student Assistant, Texas Christian University , Library, Ft. Worth, TX: October 1981 - May 1983.
Assisted in the Reference and ILL Departments. Shelved books, updated looseleaf services, refiled microfiche, handled AMIGOS courier receipts and shipments, and used OCLC for ILL incoming and outgoing requests.

COMPUTER SOFTWARE PROGRAMS USED FREQUENTLY

Windows XP, Microsoft Word, Excel, PowerPoint, SPSS for Windows 11.5, WS_FTP32, Netscape Navigator, Internet Explorer, DOS, basic UNIX, and JAWS for Windows (ADA equipment software)

ONLINE SYSTEMS

DIALOG, LEXIS/NEXIS

PROFESSIONAL MEMBERSHIPS AND RESPONSIBILITIES

American Association for the Advancement of Science (AAAS)
American Library Association (ALA)
Medical Library Association (MLA)

Serve as the Allied Representative to AAAS for MLA

Past and Current Responsibilities at Ohio University Libraries:

Chair -- Staff Development Committee 1995/96
Co-Chair -- Electronic Resources Team 2003-
Ohio University's Official Representative to the Inter-University Consortium for Political and Social Research (ICPSR) 1997- 2001
Member -- Bibliographic Steering Committee 1997- 2000
Member -- Web Development Group 1995-1998
Member – (non-voting) Institute for Animal Care and Use Committee (IACUC) 2001-
Member -- Library Allocation Formula Committee 2000-
Member -- ADA Committee 1997-

PROFESSIONAL PRESENTATIONS

Presentation to the Virtual Reference Desk Conference, 2001 (collaborative digital reference)

Presentation to the Charleston Conference, 1997. (handling of ejournals)

Invited Panelist for the Online Searchers' Caucus of the Florida Library Assn., 1997. (Partnering with the community)

World Wide Web presentations in a hands-on lab for various international diplomats, 1995-1997.

PUBLICATIONS

Reviewer for **Choice**, 1992-present

"Women in Science" a section in the forthcoming Encyclopedia of the Midwest, a project of the Institute for Collaborative Research and Public Humanities at Ohio State University; to be published in 2005 by Indiana Press, Bloomington, IN.

Women in Medicine: an Encyclopedia, Santa Barbara, CA: ABC-CLIO, 2002.

TERM PAPERS: The Honest Way!. New York: Reymont Associates, 1998.

The "Engineering" and "Physics" sections in **Every Student's Internet Resource Guide**, edited by Sara Amato, McGraw-Hill, 1995, plus the 2nd edition in 1996. (software product)

"The Virtual Library" Chapter 47 in **The Internet Unleashed**, 2nd edition, Sams.net, Indianapolis, 1995.

Review of **Metaman** by Gregory Stock for **CD-ROM Professional**, January 1995.

Review of the Internet site, stis.nsf.gov, published in the May 1994 issue of **College & Research Libraries News**.

"The Virtual Library." Chapter 44 in **The Internet Unleashed**, edited by Steve Bang, SAM's Publishing, Indianapolis, 1994.

Review of **The Education of a CD-ROM Publisher: A Behind-the- Scenes Tale of Multimedia Intrigue**, by Christopher Andrews for **CD-ROM Professional**, March 1994.

"A Wealth of Information: Accessing Vertical Files through the Online Catalog." **Florida Libraries**. Volume 37, Number 2, February 1994, pp. 233-237. (Coauthored with Patty Greenstein)

"The Incredible, Amazing, and Extraordinarily Awesome Internet!" **Florida Libraries**. Volume 36, Number 8, October 1993, pp. 146-150.

Beating the Term Paper Deadline. New York: Reymont Associates, 1990.

"The Academic Reference Librarian: Serving Graduates in Their Job Search." **College & Research Libraries News**. Volume 50, Number 7, July/August 1989, pp. 577-579.

"The Current Status of Bibliographic Instruction in Academic Libraries: A Survey." **Colorado Libraries**. Volume 14, Number 1, March 1988, pp. 22-24.

"Teaching Tough Stuff: Bibliographic Instruction Using AV." **Research Strategies**. Volume 6, Number 2, Spring 1988, pp. 88- 91.

Who's Who in Nobel Prize Winners, 1901 - 85. Edited by B.S. Schlessinger and J.H. Schlessinger. Phoenix: Oryx Press, 1986. Contributed entries on:

Isidor Isaac Rabi, Physics, 1944, American
Wolfgang Pauli, Physics, 1945, Austrian
Eugene P. Wigner, Physics, 1963, American

CURRICULUM VITAE

Molly A. Youngkin
Spencer S. Eccles Health Sciences Library, University of Utah Health Sciences Center, 10 N. 1900 E., Salt Lake City, UT, 84112-5890. Phone: (801) 585-5743. Fax: (801) 585-3632. Email: mollyy@lib.med.utah.edu

Education: Bachelor of Science, Iowa State University, Ames, Iowa, 1984

Masters of Library Science, University of Iowa, Iowa City, Iowa, 1986 Emphasis on information needs in healthcare institutions.

Current Position:

2003 June
Utah Outreach and Public Health Liaison, National Network of Libraries of Medicine, MidContinental Region (NN/LM MCR), Spencer S. Eccles Health Sciences Library, University of Utah Health Sciences Center, Salt Lake City, UT

Previous Positions:

2001, November - 2003, May
Outreach/Education Librarian, Spencer S. Eccles Health Sciences Library, University of Utah Health Sciences Center, Salt Lake City, UT

1995, August – 2001, August
Outreach Coordinator, National Network of Libraries of Medicine, MidContinental Region, McGoogan Library of Medicine, University of Nebraska Medical Center, Omaha, NE

1992, December – 1995, August
Education Coordinator, National Network of Libraries of Medicine, MidContinental Region, McGoogan Library of Medicine

1986 – 1992
Library Manager, Medical College of Wisconsin, Children's Hospital of Wisconsin, Milwaukee,c WI.

Activities:

Public Health Liaison, NN/LM MCR, Spencer S. Eccles Health Sciences Library, University of Utah Health Sciences Center, Salt Lake City

- Works with public health officials and departments in a six-state region.
- Provides information and networking opportunities for other liaisons in the NN/LM and NLM.
- Provides outreach support for health and information professionals in Utah.

- Provides coordinating support for such public health projects as the Online Public Health Library (OPHL) and the NN/LM Public Health Training Workgroup.

Outreach/Education Librarian, Spencer S. Eccles Health Sciences Library, University of Utah Health Sciences Center

- Promotes library resources and the resources of the National Library of Medicine to public libraries, hospitals, clinics, and the public health departments in Utah.
- Makes site visits to public libraries to bring needed materials and information to them, i.e. point of use.
- Spencer S. Eccles Health Sciences Library Liaison to the Tribal Connections Project, National Network of Libraries of Medicine, Midcontinental Region
- Assists with PubMed and MEDLINEplus training at the Eccles Health Sciences Library.
- Assists with promoting library resources to medical students from the University of Utah Health Sciences Center. Includes Topics in Medicine classes, Public/Community Project classes, and Family Practice Clerkship classes.
- Assists with library technology fairs, participates on library committees.

Outreach Coordinator, National Network of Libraries of Medicine, Midcontinental Region (NN/LM-MR), McGoogan Library of Medicine, University of Nebraska Medical Center, Omaha, NE

- Provided training for health and information professionals interested in accessing current medical information from the National Library of Medicine.
- Designed technical manuals, fact sheets, searching guides, lesson curriculum needed for NLM instruction.
- Responsible for all aspects of NLM associated national and regional health care exhibits in a six-state region.
- Provided NIH grant assistance and library development information.
- Provided specialized seminars through site visits to Network members.
- Contributed articles to the NN/LM-MR's newsletter, NetLink, to further communication in the region.

Education Coordinator, National Network of Libraries of Medicine, Midcontinental Region (NN/LM-MR), McGoogan Library of Medicine

- Developed instructional materials; provided formalized classes and informal demonstrations to support Grateful Med training. Grateful Med was a software program from the National Library of Medicine.
- Provided basic library instruction for new library managers.
- Exhibited at national and regional health care conferences.
- Manager of several library improvement projects (LIPs).
- Provided NLM grant information to Network members.

Library Manager, Children's Hospital of Wisconsin, Milwaukee, WI
Reference Librarian, Medical College of Wisconsin, Milwaukee, WI

- Responsible for all library operations including supervision of two FTEs
- Served as Liaison between the Todd Wehr Library, Medical College of

Wisconsin, and the Children's Hospital of Wisconsin
- Assisted with reference activities at the Todd Wehr Library
- Creation of educational/library activities for the Children's Hospital staff
- Responsible for document delivery of materials to Children's Hospital staff
- Responsible for collection development, Children's Hospital Library

Professional Activities:

Member, American Public Health Association, 2003 to present
Member, Utah Public Health Training Advisory Committee, Utah Department of Health, 2003 to present Member, Utah LSTA Advisory Council. Representing Special Libraries. March 2002 to present
Member, Medical Library Association, 1987 to present
Member, Hospital Library Section of MLA, 1992 to present
Chair, Utah Health Sciences Library Consortium, 2004
Member, Utah Library Association 2002 to present
Chair, Utah Library Association, Health Round Table (HEART), 2004
Vice-Chair, Utah Library Association, Health Round Table (HEART), 2002 to 2003
Co-Chair, Utah Academic Library Consortium, Distance Education Committee 2002 to 2003
Member, Special Libraries Section of the Utah Library Association, 2003
Member, Computer and Digital Technologies Training Round Table, 2003
Member, Utah Health Sciences Library Consortium, 2002 to present

Member, Utah AHEC (Area Health Education Center) Program Office Board. University of Utah Health Sciences Center, 2002 to 2003

Member, Midcontinental Chapter of the Medical Library Association (MCMLA), 1992 to present
Member, Hospitality Committee, MCMLA, 1998
Recording Secretary for MCMLA, 1997
Chair of MCMLA Education Committee, 1996 - 1997
Member, MCMLA Membership Committee, 1996 - 1997

Member, Midwest Chapter of the Medical Library Association (MC/MLA), 1987 to 1992
Member, Wisconsin Health Science Library Association, 1987 to 1992

Selected Presentations and Activities:

Public Health Knowledge: Acquisition, Management and Generation. Full-day class presented to attendees of American Public Health Association, Annual Meeting, Washington, DC, November 6, 2004. Co-presented with the NN/LM Public Health Training Workgroup.

"Finding Information for Others: Health Education Resources". *Public Health Information and Data: A Training Manual.* NN/LM Public Health Training Workgroup. 2003-2004.

Online Public Health Library (OPHL): Partnering with Public Health. Poster presented at

MCMLA, October 2004, Kansas City, MO.

Attended the continuing education class, "Proving Your Worth: Professional, Business, and Political Tools". October 2, 2004, MCMLA, Kansas City, MO.

Win Sewell Award Recipient, 2003, Public Health/Health Administration Section of MLA.

Adventures in Public Health (Public Health 101). Four- hour class presented to attendees of the Medical Library Association, Annual Meeting, San Diego, CA, May 2, 2003. Co-taught with Sharon Talboys, MPH, Utah Department of Health, Salt Lake City, UT.

Hanging Ten With Public Libraries: Health Information Services To The State. Poster presented at MLA, San Diego, CA, May 5, 2003.

Science On The Internet. Interactive Science Teacher's Institute. Eastern Utah Area Health Education Center (AHEC) College of Eastern Utah, Price, UT. March 9, 2002.

Consumer Health Resources On The Web. Utah State Library, UPLIFT program, August 13, 2002.

UHSLC Consortium: The More The Merrier. Poster Session for UHSLC/Health Round Table. ULA Annual Conference. May 1-3, 2002.

MEDLINEplus For The Health Professional. Common Problems in Pediatrics, Annual Conference. Salt Lake Community College. June 10, 2002.

Focus Group Moderator for Teaching Assistants, USU/CEU Higher Education Center, Moab, UT. Distance Education Committee. April 25, 2002.

A Click Away – Searching The National Library of Medicine's Medical Information Databases, presented to the attendees of the Annual Meeting of the American College of Health Association, Las Vegas, NV. May 30, 2001.

Searching The National Library of Medicine's Gateway, presented to the members of the Kansas Biomedical Librarian's Group, Topeka, KS. April 27, 2001.

MEDLINEplus demonstration to attendees of the Open House/Ribbon Joining Ceremony, Brighton Public Library, Brighton, CO. February 15, 2001.

MEDLINE Searching Using The New PubMed, presented to the Mineral Area Regional Medical Center health professionals , Farmington, MO. October 16, 2000.

Advanced PubMed Searching, presented to attendees of the Midcontinental Chapter of the Medical Library Association (MCMLA) annual conference, Denver, CO. September 24, 2000.
Consumer Health, presented to members of the Republican Valley Library System, Hastings, NE. August 27, 1999.

Medical Research On The Internet, presented to the attendees of the Wyoming Medical Society annual conference, Jackson Hole, WY. June 19, 1999.

Four-Hour PubMed Tour For Search Experts, presented to members of the Utah Health Sciences Library Consortium, Salt Lake City. March 1, 1999.

Consumer Health Resources, presented to attendees of the 1998 Annual Convention of the Nebraska Library Association, Grand Island, NE. October 22, 1998.

New Ways of Finding Current Medical Information: Internet Searching, presented to the Kansas City Metropolitan Library and Information Network, Johnson County Central Library, Kansas City, KS. August 28, 1998.

New Ways of Finding Current Medical Information From the National Library of Medicine, presented at the annual meeting of the Colorado Council of Medical Librarians (CCML), Aurora Public Library, Aurora, CO. April 22, 1998.

New Ways of Finding Current Medical Information From the National Library of Medicine, presented to the annual conference of the Association of Independent Information Professionals, St. Louis, MO. April 2, 1998.

Using Grateful Med To Find Current Biology, Genetic & Toxicologic Information, presented to the attendees of the National Association of Biology Teachers Annual Conference, St. Louis, MO. November 19, 1994.

The Value of Information: From Research to Advocacy, presented to ICON (Omaha Health Sciences Libraries Consortium), Omaha, NE. June 9, 1993.

Train The Trainers, presented to the attendees of the annual MLA conference, Chicago, IL. May 18, 1992.

Train The Trainers, presented to the attendees of the annual MLA conference, Clayton (St. Louis), MO. October 3, 1992.

Other Selected Publications:

Johnson, Nancy, Asu, Glynis, Wu, Elizabeth, Strube, Kathleen, and Youngkin, Molly, "The Best Reference Books In A Medical School Library: What Your Colleagues Say", *Medical Reference Services Quarterly*, Winter 1990; 9(4):43-79.

Loansome Doc: When You Really Need The Full-Text Of An Article. Fact Sheet. March 2001
PubMed's Cubby: Saving Searches For Another Day. Fact Sheet. March 2001
Internet Resources Available Through The National Library of Medicine. Fact Sheet. March 2001
Grateful Med Quick Reference Guide. Flip Chart. 1994
Grateful Med: The Future Includes You! Personalized Training Manual For IBM Version Of The Grateful Med Software. 1993

Conference Exhibits – Blessings or Nightmares? NetLink, Fall 2000
ChemIDplus: A Unique NLM Tool For Finding Chemical Information. NetLink, Summer 2000
Test Driving PubMed. NetLink, Spring 2000

MEDLINEplus: Finding Consumer Health Resources On The Web. NetLink, Winter 1999
Medical Subject Headings (MeSH): The Building Blocks Of A Successful Search. NetLink, 1998
Pursuing MLA Credit For Classes – Not As Hard As You Think! NetLink, Winter 1998

Suzanne Sawyer
Spencer S. Eccles Health Sciences Library
University of Utah
Salt Lake City, UT 84112
801-587-3412
ssawyer@rml4.utah.edu

Management Skills:

- Ran day to day operations in a retail establishment for 1 year (JoLene Co.)
- Managed all aspects of a classroom environment for 5 years (Alpine and Riverside School Districts)
- Excellent customer service skills exhibited in faculty and parent relationships (Alpine and Riverside School Districts)
- Excellent customer service skills in handling customer complaints and problems (Sears Teleservice)
- Superior phone and computer skills in customer service (Sears Teleservice)
- Excellent Time management and organizational skills
- Expert at planning and meeting deadlines

Instructional Skills:

- Graduate level study in Curriculum design and implementation
- Graduate level study in Educational Technology
- Instructional experience with students of many age groups including adults
- Instructional experience in many subject areas
- Developed and led workshops on various technology applications for colleagues
- Planned and developed instructional materials and methods to meet state core requirements
- Developed and taught classes using various technology applications with students from grades K-6
- Used various methods, including databases, to keep records of student performance
- Used various methods to analyze success of students and instructional methods
- Made adjustments to instructional techniques based on analysis of existing data
- Mentored faculty members in using instructional methods in math and technology

Technology Skills:

- Management and upkeep of a network of 30+ computers
- Management of server software applications
- Development of educational applications using presentations software, internet applications and other technology options
- Maintenance of database applications
- Expert at teaching and assisting others in the use of various technologies
- Excellent abilities with desktop publishing applications
- Knowledge of various spreadsheet applications
- Ability to use various software programs to complete website design
- Maintenance and updating of website
- Ability to master new software applications quickly

Employment History:

NN/LM MidContinental Region
Spencer S. Eccles Health Sciences Library
University of Utah
Project Coordinator
08/2004 –

- Run day to day office operations
- Update and maintain web site
- Layout and editing of publications including newsletter
- Preparation of quarterly reports
- Manage awards
- Make travel arrangements

Alpine School District
Pleasant Grove, UT
Teacher
08/1999 - 05/2003

1year Technology/Computer Specialist, 1 year 6th Grade, 2 years 3rd Grade

- Taught Utah State Technology Core to 1000 students in grades K-6 weekly.
- Developed year long technology curriculum for students in grades K-6.
- Scheduled computer lab for use by 40+ teachers.
- aught various computer/technology subjects including: keyboarding, desk-top publishing, multi-media presentations, internet research, spreadsheets, databases and computer based art.
- Developed and completed major technology based projects on each grade level.

- Supported the classroom curriculum on various grade levels using technology applications.
- Technology committee chair - 3 years.
- Supported and assisted faculty members with technology issues.
- Grade Level Math Rep - 2 years
- Taught all 6th Grade subjects including: Language Arts - Balanced Literacy Approach, Shakespeare including producing ?The Tempest?, Math - Standards-based curriculum, Social Studies - Ancient Civilizations, European History, World Wars I & II, Science - Space; Heat, Light and Sound; and Micro-organisms
- Taught all 3rd Grade subjects including: Language Arts - Balanced Literacy Approach, Math - Standards-based curriculum, Social Studies - South America, Communities, Science - Forces and Simple Machines, Electrical Safety, Solar System, Eco-systems
- Supported the main streaming of special ed students in my classroom and the computer lab.

Riverside Unified School District
Riverside, CA
Teacher
07/1998 - 06/1999

Taught 1st and 2nd grade. Taught all subjects including: Balanced Literacy and Standards based Math. Worked with a student population high in minority and ESL students.

Sears Teleservice
Provo, UT
Customer Service Rep
05/1994 -06/1995

Scheduled customer appliance service appointments, handled customer complaints and problems, Used phone and computer to handle customer service needs

JoLene Co.
Provo & Orem, UT
Sales, Assistant Manager

Sales, Merchandising, Supervision of other employees, daily bookkeeping, day to day operations

Education:

Utah Valley State College
Orem, UT
Bachelor of Science in Elementary Education
04/1998
-10 credit hour specialization in Science - Courses included biology, geography, geology, physical science, chemistry, botany and astronomy.

Utah Valley State College
Orem, UT
Associate Degree in Fashion Merchandising/Marketing
06/1984

California Baptist University
Riverside, CA
01/1999 - 06/1999
Masters Program in Educational Technology
Courses completed: Curriculum Theory and Development, Computer Education for Teachers, Educational Desktop Publishing

Skills and Tools:

Expertise and familiarity with various computer applications including:

Desktop Publishing	Network	Quicken
EXCEL	Knowledgeable	Windows
Internet	Pagemaker	Word Perfect
Knowledgeable	Power Point	Dream Weaver
Macintosh	Presentations	HTML
Microsoft Word	Quattro-Pro	

Licenses and Certificates:

Professional Educator License - Utah - Elementary Education (1-8)
Expires 06/30/2007

Additional Skills & Accomplishments:

Dean's List - UVSC
State JC DECA - 2nd place marketing and management - 1984
President - Alpine School District Title 1 Parents Group 1997-1998
Served as an elections judge - Utah County - 2002

Consultants

Elaine Graham, M.L.S.
1186 SW 2nd Avenue
Oak Harbor, WA 98277-5313
(360) 679-8656
elaine-graham@earthlink.net

June 20, 2005

Claire Hamasu, Associate Director
NN/LM MidContinental Region
University of Utah Eccles Health Sciences Library
10 North 1900 East Bldg 589
Salt Lake City UT 84112-5890

Dear Claire:

This letter indicates my willingness to serve as your consultant to prepare evaluation reports in the upcoming NN/LM MidContinental Region contract (2006-2011). I have the required expertise, including familiarity with previous evaluation done in the region, and extensive experience with the NN/LM program.

I am available to the project as needed during the upcoming contract period, and I anticipate spending approximately 70 hours on each of the 3 evaluation reports projected. As for rights to publications and patents, I agree that you should retain the publication rights, with acknowledgement of me as an author.

I look forward to this opportunity.

Sincerely,

Elaine Graham

Elaine Graham

ELAINE GRAHAM, M.L.S.
1186 SW 2nd Avenue
Oak Harbor, Washington 98277-5313
Phone: 360-679-8656 Email: elaine-graham@earthlink.net

EDUCATION

M.L.S. (Library Science), 1976; B.A. (French), 1973; University of California, Los Angeles

EXPERIENCE

Independent Consulting Librarian, Sept. 2003 – Present
Oak Harbor, Washington

Provide library and information services on a consulting basis. *Corporate technical reference library*: performed collection and database needs analysis; created requirements documentation for an Access database; established policies and procedures for document analysis, data collection, and database entry; developed a system for shelf organization of print documents, and trained library clerical staff. *Cooperative library network program assessment and evaluation*: Analyzed survey data and focus group interview data gathered from academic health science library and hospital library regional network members; wrote reports profiling library staffing, services and resources, outreach programs, and respondents' assessments of regional network services.

Pacific Southwest Regional Medical Library, at the Louise M. Darling Biomedical Library
University of California, Los Angeles

Associate Director, Feb. 2000 – June 2003
Manage health library network and information outreach services for the Pacific Southwest Region of the National Network of Libraries of Medicine (NN/LM), under contract with the U.S. National Library of Medicine. (The mission of the NN/LM program is to advance the progress of medicine and improve the public health by providing equal access to biomedical information to health professionals and by improving the public's access to health information.) Facilitate resource sharing, cooperative projects, and training and development among a network of over 600 members providing health information services, including hospital, academic, and public libraries. Conduct outreach programs in partnership with network libraries and other organizations in the region; refer health professionals and consumers who are seeking sources of reliable health information to local libraries. Exhibit web-based information resources at conferences, teach classes in health information access, and demonstrate NLM databases and resources, including PubMed/MEDLINE, MEDLINEplus, ClinicalTrials.gov, and the NLM Gateway. As operating head, plan and evaluate services; communicate with the National Library of Medicine and regional groups; prepare technical and business proposals, program objectives, annual budgets, and progress reports. Serve on the Biomedical Library's Executive Committee; supervise 7.5 FTE.

EXPERIENCE (continued)

Longview Community College Library, Lee's Summit, Missouri

Reference Librarian (part-time), Jan. 1998 – July 1998
Provided reference and instructional services to students, faculty, and staff. Answered informational questions and advised on appropriate print and electronic information resources. Assisted users in formulating successful search strategies and evaluating results in online and CD-ROM databases, including the KACEY online catalog (Kansas City Library Consortium), OCLC First Search, EBSCOhost Masterfile, and ProQuest Direct. Provided guidance on Internet Web search engines and site selection and evaluation. Developed and presented bibliographic instruction. Maintained pathfinders and selected bibliographies. Coordinated reference collection development in the humanities.

SilverPlatter Information, Inc., Norwood, Massachusetts
Information Resources Group, Pasadena, California (subsidiary), 1993 – 1997

Product Manager, Feb. 1996 – July 1997 (Based in Missouri.)
Directed product development, marketing, and partner relations for student and library-oriented publications within the *RNdex*™ family of CD-ROM and Internet information products in nursing. At professional conferences and educational meetings nationwide, taught effective use of *RNdex* products and the WinSPIRS™ and WebSPIRS™ search interfaces. Planned direct mail, advertising, and conference exhibit activities. Coordinated design and creation of promotional materials. Prepared print and on screen user documentation. Provided backup to user support staff. Coordinated contractor fulfillment services. Consultant to main office staff on marketing, management, and technical issues related to the entire product line.

Publishing Director and **General Manager**, Oct. 1994 – Jan. 1996
As IRG Publishing Director, led a team of editorial, production, information systems, and office support personnel in creating and publishing the *RNdex* CD-ROM and Internet databases. Coordinated processes, communications, and schedules among staff responsible for content creation and editing; product planning and design; database production, maintenance and publishing; and technical and administrative support. Developed strategic partnerships with other publishers and professional associations, including the American Journal of Nursing Co. and the National Student Nurses Association. Responsible for planning, operations, finance, and communications with corporate offices and division marketing. Upon incorporation of the division in August 1995, served as IRG General Manager with expanded responsibility for marketing. Supervised 15-18 employees.

Medical Editor, June 1993 – Sept. 1994
Developed 15 CD-ROM specialty reference databases for physicians. Determined product scope and coverage and devised strategies for data selection. Coordinated database design and production with the Massachusetts database development group. Collaborated with the SilverPlatter Education division marketing staff to identify distribution partners and marketing approaches. Wrote product descriptions and text for marketing materials. Prepared print and on screen user guides.

EXPERIENCE (continued)

Boeing Defense & Space Group, Proposal Resources Organization
Seattle, Washington, 1989 – 1992

Information Specialist, Aug. 1990 – Sept. 1992
Using Information Dimensions' BASIS document management software, developed and maintained online databases, including the online catalog of proposal documents. Prepared user manuals and trained proposal development personnel in use of information resources. Analyzed and documented organizational computing requirements. Worked with computer systems personnel to investigate software alternatives to meet information management needs. Conducted research and provided technical writing support for new business proposals. Prepared position papers and public relations materials, including newsletter articles, brochures, and displays.

Government Policy Analyst, Feb. 1989 – July 1990
Collected, analyzed, and disseminated information on acquisition policies of government procurement agencies. Researched and analyzed company proposal documents, government publications, in-house databases, and external reference sources. Answered questions relating to proposal development from management, technical, and proposal personnel. Monitored trends affecting the proposal preparation process and alerted proposal writers and managers to changes in federal policy.

Pacific Southwest Regional Medical Library Service (PSRMLS)
Louise M. Darling Biomedical Library, University of California, Los Angeles, 1981 – 1989

Associate Director, Sept. 1985 – Jan. 1989
Managed the Library's contract with the U.S. National Library of Medicine (NLM) to organize and provide services to a cooperative network of over 500 health sciences libraries. Assessed information needs, planned network services, and evaluated programs. Maintained communications with NLM, network participants throughout the four-state region, and other library and university agencies. Led a team of professional, technical, and support staff to implement network programs, including introduction of information technologies, cooperative projects, library development, online database search training, and research projects. Wrote proposals and negotiated multi-year, multi-million-dollar contract. Planned budget and monitored expenditures for the PSRMLS program. Prepared statistical and narrative reports for distribution to network libraries and NLM. Coordinated health professional, resource library, and network member advisory committees. Served on the Biomedical Library's Executive Committee. Supervised 8 employees.

Resource Development Coordinator, Dec. 1984 – Sept. 1985
Conducted training of library personnel to improve the scope and quality of library. Prepared instructional materials for workshops. Designed and taught seminars for librarians on consulting and basic library skills training. Implemented DOCLINE, the National Library of Medicine's electronic system for automatic routing and referral of interlibrary loan requests. Developed fact sheets and brochures. Worked with regional resource libraries to serve the needs of unaffiliated health professionals. Established a clearinghouse of hospital library consultants. Provided telephone and on-site consultation to health sciences libraries on topics such as JCAHO accreditation, resource sharing, library automation, and space planning.

EXPERIENCE (continued)

Head, Consulting and Training Section, Nov. 1981 – Dec. 1984
Provided library development services throughout the four-state PSRMLS region. Prepared publications, produced instructional materials, and conducted workshops on the organization and management of libraries. Provided on-site and telephone consultation to hospitals and other health-related institutions seeking to initiate or improve library services. Assisted grant applicants submitting proposals to the National Library of Medicine. Worked with library groups to encourage resource-sharing projects. Evaluated PSRMLS programs. Edited the bimonthly newsletter and prepared public relations materials. Evaluated and disseminated information on library applications of technology. Supervised one employee.

Kaiser Permanente Medical Center, Health Science Library
Panorama City, California, 1976 – 1981

Medical Librarian, Sept. 1979 – Nov. 1981
Managed library services to meet the information needs of a variety of health professionals. Provided reference services, including online bibliographic searching of MEDLINE® and other databases. Presented library user orientation and instruction. Worked with the library committee and other medical center staff to develop a collection reflecting the patient care, education, and research-related interests of library users. Joined with other regional Kaiser Permanente Libraries to create a shared online catalog, plan cooperative serials acquisitions, and automate serials processing. Prepared the library budget, monitored expenditures, and prepared narrative and statistical reports. Served on the outpatient clinic's Quality Assurance Committee. Managed staff support for continuing education and research programs. Supervised 5 employees.

Assistant Medical Librarian, Nov. 1976 – Sept. 1979
Provided reference services, including online database searching. Assisted with selection and acquisition of library materials. Cataloged new acquisitions and revised the subject catalog to provide consistent subject access. Coordinated audiovisual services. Processed difficult interlibrary loan requests.

CONSULTING PROJECTS

Medical Library Consultant, Al Hada Hospital and Rehabilitation Center, Taif, Saudi Arabia, and Armed Forces Hospital, King Abdulaziz Airbase, Dharan, Saudi Arabia, January-February 1984

Consultant, Thesaurus Revision project of the *Cumulative Index to Nursing and Allied Health Literature*, Glendale Adventist Medical Center, Glendale, California, 1982-1983

MEMBERSHIPS

Medical Library Association; Pacific Northwest Chapter/MLA
Pacific Northwest Library Association
Friends of the Oak Harbor Library

PUBLICATIONS

Graham, Elaine; Kwan, Julie; Lynch, Andrea. FreeShare to the Rescue! Paper presented at the Annual Meeting of the Medical Library Association, May 2003.

Graham, Elaine. Book review: Jennifer Connor. Guardians of Medical Knowledge: The Genesis of the Medical Library Association, in *Library Quarterly* 71(4):538-539, Oct. 2001.

Graham, Elaine. People making a difference. *Latitudes: Newsletter of the Pacific Southwest Region, National Network of Libraries of Medicine*, 1999 Sept-Oct; 8(5)1-3.

Graham, Elaine. Questions and answers about database searching. *Imprint; The Professional Magazine for Nursing Students*, 1997 Sept-Oct; 44(4):45-46, 48-50.

Graham, Elaine; Johnson, Diane E.P. Lifelong learning: information management in critical-care nursing. *American Journal of Critical Care*, 1996 Nov; 5(6 Suppl):1-8. (Continuing education supplement with AACN Category O approval, 1.0 contact hours/CERPS.)

Griesinger, Vicki; Graham, Elaine. Information for winning proposals. *APMP (Association of Proposal Management Professionals) Newsletter*, 1991 Aug-Sept; 2(2):9-10.

Lovas, Irene; Graham, Elaine; Flack, Virginia. Health professionals' use of documents obtained through the Regional Medical Library Network. *Bulletin of the Medical Library Association*, 1991 Jan; 79(1):28-35. (Expansion of a contributed paper for the Medical Library Association Annual Meeting, New Orleans, May 22, 1988.)

Graham, Elaine; Lovas, Irene; Flack, Virginia. *Health Professionals' Use of Documents Obtained Through the Regional Medical Library Network*. Los Angeles: University of California, Biomedical Library, 1988.

Darling, Louise; Graham, Elaine. Chapter 2: Health Science Libraries, in *Handbook of Medical Library Practice*, 4th ed., vol. 3. Darling, Louise, ed. Chicago: Medical Library Association, Inc., 1988, pp.11-68.

Graham, Elaine; Van Vuren, Darcy D.; Flack, Virginia. Impact of the Pacific Southwest Regional Medical Library Service on hospital library development. *Bulletin of the Medical Library Association*, 1987 Jul; 75(3):214-220.

Graham, Elaine. Pacific Southwest Regional Medical Library Service. *UCLA Librarian*, 1987 Mar; 40(2):8-9.

Graham, Elaine. Local Area Networks and Libraries: The Los Angeles Chapter of ASIS Proceedings (book review). *Bulletin of the Medical Library Association*, 1986 Apr; 74(2):173-4.

Graham, Elaine. PSRMLS: Network in transition. *NLM News*, 1986 Mar; 41(3):4-6.

Fishel, Carolyn; Graham, Elaine, and others. CINAHL list of subject headings: a nursing thesaurus revised. *Bulletin of the Medical Library Association*, 1985 Apr; 73(2):153-159.

PUBLICATIONS (continued)

Graham, Elaine. *Consulting Services and Library Skills Training: A Seminar for Librarians* (syllabus). Los Angeles: University of California, Biomedical Library, 1985.

Van Vuren, Darcy; Graham, Elaine; Flack, Virginia. *Hospital Library Development and the Impact of PSRMLS Services: Report of an Evaluation Project*. Los Angeles: University of California, Biomedical Library, 1985. (Graham presented a contributed paper on this project at the Medical Library Association Annual Meeting, New York, May 25-30, 1985.)

Kesti, Julie; Graham, Elaine. *Reference Materials and Services for a Small Hospital Library*, 5th rev. ed. Los Angeles: University of California, Biomedical Library, 1984.

Smith, Julie; Graham, Elaine; and others. Salary survey of the Medical Library Group of Southern California and Arizona. *Bulletin of the Medical Library Association*, 1984 July; 72(3):295-300.

Fishel, Carolyn; Graham, Elaine; and others. 1983 CINAHL Transition Guide. Glendale, Calif.: Cumulative Index to Nursing and Allied Health Literature, 1983.

Graham, Elaine, ed. *Cataloging Policies and Procedures for the Hospital Library*, 3rd ed. Los Angeles: University of California, Biomedical Library, 1983.

6/29/2005

Claire Hamasu, Associate Director
NN/LM MidContinental Region
University of Utah Eccles Health Sciences Library
10 North 1900 East Bldg 589
Salt Lake City UT 84112-5890

Dear Claire:

Please accept this letter of commitment regarding the grantwriting workshops that you will be conducting over the next grant period.

I am very pleased to be working with you and the RML again. I feel like our experiences last go-round were very productive, and I am quite interested to be consultant to the NN/LM.

I am in an excellent position to dedicate time and energy to the project. With sufficient notice, I can schedule up to 6 days' didactic and practical instruction, plus prep and travel time. I will teach grantwriting workshops, specifically designed for students with very little to no proposal-writing experience. I can conduct the sessions via interactive video, as well as on-site presentations.

I have developed a training program that is proprietary to my consulting business, JRJ Consulting Services, Inc., and will confine any and all written or presentation materials to that program. As a result, I anticipate no copyright, patent or publication issues arising.

I am, once again, very excited to work with you and your staff. It's a pleasure to work with professionals who understand the importance of this type of work.

Respectfully,

J. Randal Johnson, Ph.D.
JRJ Consulting Services, Inc.
PO Box 410
Pinedale, WY 82941-0410

Ph: 801/885-6810 (c)

J. RANDAL JOHNSON, Ph.D.

Office: P.O. Box 410
Pinedale, WY 82941-0410
(307) 360-7408
jrjconsult@msn.com

Current Position: CEO JRJ Consulting Services, Inc.
Director, Sublette Co. Rural Health Care District

Education/Training

Post-doctoral Fellow, 1991-92
Case Western Reserve University, Cleveland, OH; Sociology/Elderly Care Research Center
Ph.D. 1991 University of Washington, Seattle, WA; Sociology
M.S. 1987 Brigham Young University, Provo, UT; Sociology
B.A. 1985 Brigham Young University, Provo, UT; Child Development and Family Relations

References Available upon Request

Knowledge and Skills

Speak, read, write continental and Quebecois French.

Administrative: practice effective management and program administration principles; understand program planning and evaluation process; understand basic public health principles; good budget construction and tracking skills; understand research methods and use of data; principles of organizational function and relationships; excellent interpersonal/interagency collaboration skills; ability to coordinate diverse panels of individuals.

Grantwriting/Evaluation: Pres/CEO JRJ Consulting, Inc. (grantwriting/training); excellent proposal writing skills; developed a grantwriting training program designed to introduce novice proposal writers to the principles of grantsmanship; ability to facilitate review process, experience serving on evaluation committees.

Entrepreneurial: Past consultant to Utah AHEC Program for development and implementation of new AHEC centers (strong public relations skills); sole proprietor of RavensWing Productions (outdoor and wildlife photography services) strong marketing and networking skills; past joint proprietor of TriCon Consulting (computer training and grant proposal writing services company).

Public Speaking/Public Service: 10 peer-reviewed papers presented at national or regional academic conferences; community and campus leadership experience; served as Gubernatorial Appointee to the Utah Youth Parole Authority; served as Gubernatorial Appointee to the Utah Telehealth Commission; served on the Utah Tobacco Strategic

Planning Committee; staff support to UDOH Operations Committee; staff support to Utah Indian Health Advisory Board.

Research: Strong analytic skills; ability to synthesize research and data to inform program implementation and evaluation; research methodological design and implementation skills; consultant to graduate students re: research design and statistical analyses; 1993 Faculty Research Fellowship, Case Western Reserve University (CWRU); 1992 NIA Summer Institute in Research on Aging Fellowship; 1991 Post-doctoral Research Fellowship, CWRU; 1990 Pre-doctoral Training Fellowship, Dept. of Veterans Affairs, Seattle, WA. (please see Sponsored Research and Publications sections below)

Teaching: 15 years experience teaching lower and upper division undergraduate courses; 1994 CWRU Undergraduate Teaching Excellence Award; experience teaching graduate-level courses; experience teaching via distance-learning technology. (please see Teaching Experience section below)

Professional Experience

2005	Director, Sublette County Rural Health Care District
2001-present	CEO, JRJ Consulting, Inc. grantwriting/training consultation.
2002	Member, UDOH Tobacco Strategic Planning Committee
2000-2002	Gubernatorial Appointee--Utah Telehealth Commission
2000-2002	Board Member/Committee Chair, Rural Health Assn. Of Utah
1999-2002	Adjunct Assistant Professor, College of Eastern Utah
1998-2002	Director, Eastern Utah Area Health Education Center
1996-1998	Health Policy Analyst, Office of Statistics and Evaluation, Utah Department of Health.
1995-1996	Primary Care/Rural Health Coordinator, Bureau of Primary Care and Rural Health Systems, Utah Department of Health.
1994-96	Gubernatorial Appointee--Youth Parole Authority, Utah Division of Youth Corrections.
1994-1998	Adjunct Research Assistant Professor of Gerontology University Gerontology Center, University of Utah.
1994-1998	Adjunct Instructor, Department of Behavioral Science, Utah Valley State College.
1992-94	Adjunct Assistant Professor of Sociology, Department of Sociology, Case Western Reserve University.

1992-94 Faculty Research Fellow, Pepper OAIC, Division of Geriatric Medicine, CWRU School of Medicine, Cleveland, OH.

1992-95 Research Associate, Geriatric CARE Center, Fairhill Institute For the Elderly (FIFE).

1991-94 Research Associate, Elderly Care Research Center (ECRC), Dept. of Sociology, CWRU.

1991-92 Post-doctoral Research Fellow, ECRC, CWRU.

Related Experience

2004 "Grantwriting for $ucce$$" joint grantwriting training courses for NN/LM Regional Library, University of Utah

2002 Grant reviewer for National Library of Medicine Network Grants.

1996-present Grantwriting consultant: Tobacco Prevention, BEMS, Price Municipal Corporation.

Invited to review proposals for Tobacco Prevention Community Agency Grant Apps.

1998-2000 Invitee to local Health Services Task Forces (TF): Gaps in Service TF; Consumer Education TF; Confidentiality TF; Emergency Medical Services TF.

1999-2000 Board Member: New Heights Community Center (Four Corners Mental Health)

Areas of Academic Specialization

Sociology of Aging/Social Gerontology, Marriage and the Family, Quantitative Methodology, Social Psychology, Health Services Research

Teaching Experience

Introduction to Grantwriting: How to Write a Successful Grant Proposal. Eastern Utah Area Health Education Program.

Utah State University Extension, Price, UT Campus, Spring, 2000
Introduction to Gerontology
College of Eastern Utah, Price, UT Fall, 2001
Social Psychology, EDNET course.
Utah Valley State College, Orem, UT Fall, 1994–1997

Courses taught: Introduction to Sociology; Marriage, and the Family; Introduction to Gerontology; Introduction to Social Problems.

Case Western Reserve University, Cleveland, OH Fall, 1991 -- Spr., 1994

Courses taught: Introduction to Sociology; Courtship, Marriage, and the Family; Understanding Society: A Sociological look at the 1960s

University of Washington, Seattle, WA 1987 - 1989

Courses taught: Introduction to Social Psychology: Perspectives on Individual Behavior; Introduction to Social Psychology: Perspectives on Social Interaction.

Brigham Young University, Provo, UT 1987

Course taught: Introduction to Social Problems.

Departmental Service

Chair, Curriculum Committee, Department of Sociology, Case Western Reserve University (1992-94).

Undergraduate Advisor, Department of Sociology, Case Western Reserve University (1992).

Faculty Liaison, Graduate Student Assn., Department of Sociology, University of Washington (1988).

Member, Development Committee, Department of Sociology, University of Washington, (1987).

Professional/University Service

Past Member, Local Arrangements Committee, Association for Gerontology in Higher Education Annual Meetings, Cleveland, OH.

Past Member, Local Arrangements Committee, National Council on Family Relations, Seattle, WA.

Past Senator, Graduate and Professional Student Senate, University of Washington.

Past Member, Executive Board, Utah Sociological Association.

Significant Grant Proposals Authored or Co-authored:

Central Valley Medical Center Network Grant (Sept, 2002) A proposal to the Office of Rural Health for a network grant to consolidate and expand services within the Rural Health Management Corporation, through Central Valley Medical Center, Nephi, UT. (TDC $638,407)

Eastern Utah Youth Enrichment Activities Program. Apr, 2002 A small grant to the Greenwood Foundation fund activities to expose area youth to health occupations. (TDC $11,000)

UTAH Area Health Education Center Basic/Core Program-Competitive Continuation Grant. Jan, 2002. The statewide federal grant proposal to continue the AHEC program in Utah. I was the team lead that authored the proposal. Renewal has been approved by HRSA. (TDC $4,350,892)

Summer Academy in Health Careers. March, 2001. A joint proposal with College Of Eastern Utah targeting minority and low-income high school students to expose them to education and career opportunities in healthcare. (TDC $509,990)

Developing Reservation-Based Efforts to Address Morbidity and Mortality (DREAMM). Ute Indian Tribe, P.I. A 3-year grant from the Office of Rural Health Policy Outreach Program to bring health fairs to each of the eight tribes in Utah. I was part of a 4-person team to author the proposal. Period 09-1996 through 08-2000. (TDC $438,000)

Factors Associated with Negative Interactions Between Caregivers and Care-receivers.
Principal Investigator: J.R. Johnson, Ph.D. A pilot research project sponsored by the Teaching Nursing Home Project (NIA 5PO1-AG04391) in the School of Medicine at CWRU, funded by the National Institute on Aging for the period 11/1/92 to 8/31/93. (TDC $4,935)

Adaptation to Frailty among Dispersed Elderly. NIA MERIT Award.

Principal Investigator: Eva Kahana, Ph.D.
Co-Investigators: B. Kahana, Ph.D., K. Kercher, Ph.D., K. Stange, M.D., Ph.D., & J.R.
Johnson, Ph.D. This is an extension of a MERIT Award funded by the National Institute on Aging, 1994-1999. (TDC $636,459)

A Family Intervention to Enhance Treatment of Elderly Alcoholic Women. Principal Investigator: James W. Campbell, M.D. Co-P.I.: J. Randal Johnson, Ph.D. Pepper OAIC Pilot Project, funded by NIA. This pilot study is designed to: 1) test the efficacy of a family intervention, patterned after the Johnson Institute Model, on the retention rates of elderly female alcoholics in treatment, and 2) lay the groundwork for a research network to study alcoholism among the elderly. (TDC $5,437)

Processes and Outcomes of the ACE Unit's 'Prehab Program of Patient-Centered Care' for Primary Informal Caregivers. Principal Investigator: Julia Rose, Ph.D. Co-investigator: J. Randal Johnson, Ph.D. Submitted to CWRU Pepper Older Americans Independence Center Pilot and Feasibility Study Program, Funded by the National Institute on Aging. This is a supplemental pilot project attached to the ACE Unit Intervention Study at University Hospitals, funded by NIA, that assess the impact of the ACE Unit intervention on primary informal caregivers of elderly hospitalized patients. (TDC $15,177)

Publications
J. Randal Johnson and Susan C. Hedrick (in press; J. of Clinical Geropsychology) "The Effects of Social Networks and Social Support on Psychological Distress in an Aging Veteran Population."

A. Nauta, J.D. Brooks, J.R. Johnson, E. Kahana, & B. Kahana (in press; J. of Clinical Geropsychology)
"Egocentric and Nonegocentric Life Events: Effects on the Health and Subjective Well-Being of the Aged"

J. Randal Johnson, 1996.
"Risk Factors Associated with Negative Interactions between Family Caregivers and Elderly Care-receivers." Int'l. J. of Aging and Human Development 43(1): 7-20.

E. Kahana, B. Kahana, J.R. Johnson, R.J. Hammond, and K. Kercher, 1994.
"Developmental Challenges and Family Caregiving: Bridging Concepts and Research."
Chapter 1 in Family Caregiving Across the Lifespan, E. Kahana, D. Biegel, and M. Wykle (Eds.), Newbury Park, CA.: Sage.

J. Randal Johnson, 1992.
"Social Support." Pp. 1976-79 in E. Borgatta and M. Borgatta (Eds.), Encyclopedia of Sociology. New York, N.Y.: Macmillan.

Susan Hedrick, J. Randal Johnson, Thomas Inui, & Paula Diehr, 1991.
"Factors Associated with Participation in a Randomized Trial of Adult Day Health Care." The Gerontologist 31(5), 607-610.

Tim B. Heaton, Stan A. Albrecht, & J. Randal Johnson, 1987.
"The Making of British Saints in Historical Perspective." BYU Studies 27(2), 119-135.

Papers Presented at Professional Meetings (Peer Reviewed)
J.R. Johnson, J. Pearce-Novatney, J. Brooks, A. Nauta, & S. Balaswami
"Examining Postdoctoral Fellowships: Relationships to Faculty Members as Students and Relationships to Students as Teachers." Symposium paper presented at the Annual Meetings of the Association for Gerontology in Higher Education, Cleveland, OH, March, 1994.

J.R. Johnson
"Family Interactions: Conflict and Burden between Family Caregivers and Elderly Patients Discharged into the Community." Symposium paper presented at the Annual Meetings of Association for Gerontology in Higher Education, Cleveland, OH, March, 1994.

J.R. Johnson
"Factors Associated with Negative Interactions Between Family Caregivers and Elderly Care-receivers." Poster presented at the Annual Meetings of the Gerontological Society of America, New Orleans, LA, November, 1993.

A. Nauta, J.D. Brooks, J.R. Johnson, E. Kahana, & B. Kahana
"Egocentric and Nonegocentric Stressful Life Events: A Developmental Approach to Successful Aging?" Poster presented at the Annual Meetings of the Gerontological Society of America, New Orleans, LA, November, 1993.

E. Kahana, B. Kahana, E. Borawski-Clark, K. Kercher, K. Stange, & J.R. Johnson
"Proactive Adaptation and Well-Being among Adventuresome Elderly". Poster presented at the Annual Meetings of the International Gerontology Society, Budapest, Hungary, July, 1993.

J.R. Johnson and J. Montoro
"The Effects of Social Interaction on Psychological Distress: A Look at American

Veterans." Paper presented at North Central Sociological Association Annual Meetings, April, 1993.

J.R. Johnson
"The Effects of Social Support, Social Networks, and Social Interaction on Psychological Distress in an Aging Veteran Population." Paper presented at the American Sociological Association, Pittsburgh, PA, August, 1992.

J.R. Johnson
"The Effects of Social Support, Social Networks, and Social Interaction on Psychological Distress in an Aging Veteran Population." Paper presented at the Gerontological Society of America, San Francisco, CA, November, 1991.

M. Rothman, R. Connis, K. Bulcroft, S. Hedrick, D. Nickinovich, W. Erdly, & J.R. Johnson.
"Validation of a Model of Health Status for the Frail Elderly." Paper presented at the Gerontological Society of America, Boston, MA, November, 1990.
S. Hedrick, J.R. Johnson, T. Inui, & P. Diehr.
"Factors Associated with Participation in a Randomized Clinical Trial of Adult Day Health Care." Paper presented at the Health Promotion in Older Adults Conference, Seattle, WA, November, 1989.

Honors/Awards

1993 Teacher of the Year, Case Western Reserve University, Cleveland, OH.
1987 Phi Kappa Phi Academic Honor Society.
1987 Alpha Kappa Delta, National Sociology Honorary.
1985 President's Special Service Award, Brigham Young University, Provo, UT.

Research Consultation

2001-present JRJ Consulting Services, Inc. A Utah Corporation, specializing in grantwriting, grants reviewing, funding searches, grantwriting training.

1993 TriCon Consulting Services, Cleveland, OH. I served as Research Associate to TriCon Consulting, a multi-service consulting agency which specialized primarily in computer applications training.

1992 Tabac & Associates, Inc. Cleveland, OH. Tabac & Associates, Inc. is a survey research firm. Consulted on questionnaire construction, sample selection, data collection, data analysis, wrote reports, and reported findings to clients, in relation

to consumer satisfaction research projects.

1988-1989 Halverson & Strong, Attorneys-at-Law, Seattle, WA. Conducted a study of marital longevity in the Harvard-Radcliffe Class of 1964. Reported at the Class Reunion in Cambridge MA, July 1989.

Pattern Research, Inc.

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Leif Smith and Pat Wagner, PO Box 9100, Denver CO 80209-0100
303-778-0880; fax: 303-722-2680; pat@pattern.com; www.pattern.com

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Claire Hamasu, Associate Director
NN/LM MidContinental Region
University of Utah Eccles Health Sciences Library
10 North 1900 East Bldg 589
Salt Lake City UT 84112-5890

June 29, 2005

Letter of Commitment for Mid-Continental Training and Consulting

This is to confirm that I will be available in 2006 (or after) for training and consulting on personnel, management, leadership, planning and marketing issues, most probably a 1/2 day, one-day or two-day MLA CE program on marketing for medical library personnel. As per my CV, I have worked with libraries since 1978 and am a CE trainer for MLA with five currently approved topics: leadership, marketing, coaching, change and project management. I have presented for a number of state MLA affiliates and regional chapters, literally coast-to-coast as well consulting for many individual medical, special, government, academic, public and school libraries on these topics. I am happy to provide extensive current references. Last year I worked with libraries and library organizations in 30 states.

I will communicate with the appropriate representatives as to make time for the program(s) and support promoting the program to other chapters and affiliates as well. I am available before, during and after the program for the organizers and participants to discuss logistics and content at no charge. As is our custom, we work within the budget of the region to provide affordable training programs; we charge for the day of training and the travel only. It is the region's responsibility to make the handouts from our master. Our materials are original and we make them copyright-free with no restrictions in order to encourage sharing information outside the classes.

Thank you,
Pat Wagner

303-778-0880; fax: 303-722-2680; pat@pattern.com; www.patttern.com

Recent Work History

Pattern Research, Inc., Box 9100, Denver, CO 80209-0100. 1981-present.
Co-owner of research and training company with husband Leif Smith.

Regis University, Denver, CO. 1996-1999. Adjunct instructor in Master's of Community Leadership class; taught seminars in leadership, conflict management, communication, and community building for leaders in faith-based organizations.

Metropolitan State College of Denver, Denver, CO. 1991-1997.
Adjunct instructor in Adult Learning Services. Taught portfolio process for adult learners who wanted college credit for workplace learning.

The Bloomsbury Review, 1553 Platte, Denver, CO 80202. 1990-1998.
Contributing editor, reviewer and columnist, adult nonfiction, children's literature, and genre fiction.

Books

- *Building Support Networks for Schools*, ABC-Clio, 1991.
- Essay: *In the Company of Others,* Tarcher, ed. C. Whitmyer. 1993.
- *The BookLover's Guide to Home Libraries*, Owaissa Communications, 1996.
- *Customer Service Manual,* California Libraries, 1998.
- Contributor: *From Outreach to Equity: Innovative Models of Library Policy and Practice,* ALA Editions 2004.
- Contributor: *Conflict Management for Libraries: Strategies for a Positive, Productive Workplace,* ALA Editions, 2005.
- Forward: *Connecting With Campus & Community: Real-Life Marketing & Promotion Strategies for College Libraries.* Haworth Press, 2006.

Contributor/columnist: *The Bloomsbury Review, Communities, American Forecaster, Rocky Mountain News, Anchor Point, New Age Retailer.*

Education

Loretto Heights College, Denver, Colorado. 1977-1978. BA in Liberal Arts, with concentrations in print communication and performance.

University of Wisconsin, Milwaukee, Wisconsin. 1971-1973. Philosophy, art.

Goddard College, Plainfield, Vermont. 1968-1971. Education, sociology, mathematics, film, writing.

Pat Wagner and her husband Leif Smith own Pattern Research, Inc., a 30-year-old research and training business in Denver. Pat has been working with libraries, universities, schools and local government as a trainer and consultant since 1978.

Currently, Pat is a presenter for several library training organizations, including Infopeople (California), SOLINET (SE United States) and NELINET (New England). She is a LAMA/ALA Regional Institute trainer and conducts CE programs for the Medical Library Association, as well as contributing to the Dynix Web Seminar Institute (dynix.com). She is a frequent presenter at state and national library conferences, including ALA, MLA, SLA, ACRL, AALL and ARMA. She also has contributed articles to state and national library publications, most recently in *Virginia Libraries*, the Business and Finance division newsletter of the Special Library Association, and The *Gale Business Community Newsletter.*

From small rural one-person libraries to large urban systems, from Alaska to Florida and across the spectrum of library types, Pat has worked with diverse institutions, issues and individuals. She is known for down-to-earth, practical and entertaining programs that focus on real library issues. She works with her clients to design programs that meet the needs of each customer and provides personalized service. In 2004, she worked with library and library organizations in 30 states.

In addition to her work with libraries, she also consults with library boards, foundations, Friends groups, and national, state and regional library organizations.

Current programs are listed at the Pattern Research, Inc. web site at www.pattern.com, including a history of recent medical and special library clients and lists of topics.

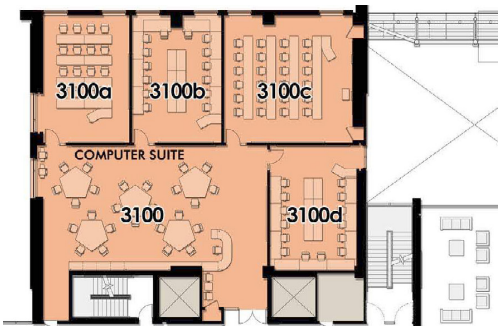
Recent and upcoming medical library clients (2005) include:

* Medical Library Association annual conference, San Antonia, TX
* Oregon Health Sciences Library Association, Salem, Oregon, July 2005
* North Atlantic Health Sciences Libraries, Inc. annual conference, Providence, Rhode Island - September 2005
* Mid-Atlantic Chapter of the Medical Library Association, Charlottesville, VA - October 2005
* South Central Chaper of the Medical Library Association, Puerto Rico - October 2005

Part III: Facilities, Resources and Institutional Commitment

The Spencer S. Eccles Health Sciences Library provides office and storage space for the MidContinental Regional Medical Library. The space allocations follow:

Associate Director's Office	300 sq ft
Utah Liaison	150 sq ft
Technology Coordinator	130 sq ft
Project Coordinator	150 sq ft
Secure Storage	180 sq ft



With the opening of the Spencer F. and Cleone P. Eccles Health Sciences Education Building on September 1, 2005, the library will be assuming administrative responsibility for this state-of-the-art, interdisciplinary educational facility. This five story building includes a computer suite that consists of three 15 person classrooms and one 24 person computer classroom. Each classroom is configured with a projector, VCR, DVD player and room control system. These classrooms are available for use by the RML for NLM training programs.

The library's commitment to outreach services extends back to the late 1960's when the Intermountain Regional Medical Program funded a librarian as part of their outreach program. During the 1970's, the library received several grants for outreach and hospital library development. With grant support, the library founded the Utah Health Sciences Library Consortium which continues to be an effective venue for cooperation. The award of the Midcontinental Audiovisual Resource Sharing project in 1978 provided the library with the opportunity enhance audiovisual services to the Midcontinental Region. In 1985, the library received funding from the Midcontinental Regional Medical Library to implement a mini-computer based, interlibrary loan and email reference service for members of the Utah Health Sciences Library Consortium. In 1993, the library was able to fund a full-time Outreach Librarian with ongoing funding. The Outreach Librarian developed very effective relationships with the Utah State Public Health Department and with the Utah Area Health Education Center. For her outreach efforts, she received the Michael E. DeBakey Library Services Outreach Award in 1999.

Recent outreach efforts have expanded services to include public libraries and consumers. The development of the Utah Consumer Health Information Network (UCHIN) (http://uchin.med.utah.edu/), has been led by the library's Clinical Librarian. This site is used by the Utah State Library Division as their gateway to health information. The State Library's web site is used by many rural public libraries as their homepage. In addition, the library's Clinical Librarian received a grant to develop digital audio files of health information brochures in 24 languages developed by the Utah State Department of Health – (http://medstat.med.utah.edu/24languages/).

In 2003, the library recruited a public librarian, who had been the Assistant Director of the Salt Lake City Public Library, to lead a public library outreach project funded by a LSTA grant. This project, the Utah Consumer Health Information Initiative, was

recognized by The National Commission on Libraries and Information Science (NCLIS) for one of its 2004 NCLIS Blue Ribbon Consumer Health Information Recognition Awards. This grant also provided a very useful needs assessment that led to a successful NLM proposal – Utah Consumer Health Infrastructure – which was funded January 2005.

The Spencer S. Eccles is nationally recognized for it leadership in the application of advanced information and communications technologies--beginning with the publication of an index to U. S Government Documents in the health sciences in 1973 using punch cards, with subsequent migrations to a minicomputer and then to a desktop microcomputer. The index was published for over 20 years. In the 1980s, the library established the first instructional microcomputer facility at the health sciences center n 1983. In collaboration with the Department of Family and Community Medicine, the library explored the use of the first generation of portable microcomputers with the department's preceptorship program. In 1989, the library designed the first listserv for health sciences libraries for the Association of Academic Health Sciences Library Directors and moderated the listserv for seven years.

Data networking has been a major focus of development for the library beginning in 1986, when the library was one of the first destinations on the University's first broadband network. The library was instrumental in securing funding for and the coordinating the deployment of the first high-speed network connecting all of the colleges and university in the Utah System of Higher Education. The efforts led to the formation of the Utah Education Network which now serves all of higher education, public education and the public libraries in the State of Utah.

During the last five years, the library has been exploring the use of digital video technologies. The library now regularly provides Internet broadcasts of major lectures and monthly seminars. In addition, the library broadcasts the weekly seminars of the Medical Informatics Department. Videoconferencing technologies have also been an area of investigation. The applications that have been examined include netMeeting, Polycom hardware/software, VRVS, the Access Grid and most recently Macromedia Breeze. Videoconferencing is regularly employed by the Midcontinental Regional Medical Library in operation meetings and special presentations. Complementing the videoconferencing technologies has been the effective utilization of voice over IP, specifically Skype, as an alternative to analog telephone services.

The MCR develops and implements programs in the region as well as collaborating with other RMLS and the NLM. We are committed to the success of the NN/LM program and are willing to provide our assistance and expertise. During the 2001-2006 contract the personnel of the NN/LM MidContinental Region contributed to the following national NN/LM initiatives:

<u>Public Health</u>
Public Health Outreach Evaluation Task Force -- member: Betsy Kelly
Public Health Knowledge: Acquisition, Management and Generation class presented at 2004 American Public Health Association meeting -- an instructor: Molly Youngkin
*"*Finding Information for Others: Health Education Resources"*. Public Health*

Information and Data: A Training Manual -- author: Molly Youngkin
Partners in Public Health Steering Committee -- member: Claire Hamasu

Consumer Health
Public Libraries Outreach Evaluation Task Force -- member: Teri Hartman
Public Libraries and Community Partners Working Together to Provide Health Information web site committee (*http://nnlm.gov/libinfo/community/*) -- member: Stephanie Weldon

Outreach
Workshop on Cultural and Linguistic Competence -- an organizing member: Siobhan Champ-Blackwell
NN/LM Exhibit Manual -- an editor: Siobhan Champ-Blackwell
Exhibit Backdrop Committee -- member: Siobhan Champ-Blackwell
Community-Based Health Information Outreach Symposium -- co-chair: Wayne Peay
Community-Based Health Information Outreach Symposium -- member: Claire Hamasu
Proposal Assistance Work Group -- co-chair: Claire Hamasu
Tribal Connections.org web team -- member: Siobhan Champ-Blackwell
Community Outreach Group -- a founding member: Siobhan Champ-Blackwell

Evaluation
OERC Review Team -- member: Betsy Kelly
NTCC Review Team -- member: Claire Hamasu
NTCC Review Team -- member: Marty Magee
Web-STOC Review Team -- member: Wayne Peay
Web-STOC Advisory Committee -- member: Wayne Peay
NOMC Technical Advisory Committee -- member: Marty Magee
Measuring Your Impact: Using Evaluation to Show Value -- co-author and an instructor: Betsy Kelly

THE UNIVERSITY OF UTAH

Richard J. Sperry, M.D., Ph.D.
Governor Scott M. Matheson Professor
of Health Policy and Management
Associate Vice President, Health Sciences
Associate Dean, School of Medicine

June 20, 2005

Wayne J. Peay, Director
Spencer S. Eccles Health Sciences Library
University of Utah
10 North 1900 East
Salt Lake City, UT 84112

Dear Wayne:

On behalf of the University of Utah Health Sciences Center, I am pleased to offer my endorsement of your proposal to the National Library of Medicine for the contract to provide services to Region 4 of the National Network of Libraries of Medicine.

As the Spencer S. Eccles Health Sciences Library concludes its first contract as the Midcontinental Regional Medical Library for the National Network of Libraries of Medicine, it has developed an innovative model for the delivery of programs that enhance access to the resources and services of the National Library of Medicine. In addition, your project has offered significant support for libraries throughout the region, improving their services and insuring health professionals have access to high-quality health information. The project has also encouraged collaboration among regions of the National Network of the Libraries with the Tribal Connections Four Corners Project and the Symposium on Community-Based Health Information Outreach. Finally, and not surprisingly, the library continues to provide leadership in the application of advanced information technologies. The project streaming video services and effective use of videoconferencing have been very successful.

The work of the Midcontinental Regional Medical Library at the Spencer S. Eccles Health Sciences Library is very congruent with the vision of the University of Utah Health Sciences Center "...distinguished by excellence, leadership, and interdisciplinary collaboration."

Again, I am very pleased to offer my strong support for your proposal and we look forward to following your successful efforts.

Sincerely,

Richard J. Sperry, M.D., Ph.D.
Associate Vice President for Health Sciences

Office of the Senior Vice President for Health Sciences
Moran Eye Center
175 North Medical Drive East
Salt Lake City, Utah 84132-5901
(801) 581-5619
FAX (801) 585-3109
richard.sperry@hsc.utah.edu

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Appendix A

Resource Library Descriptions

Denison Memorial Library
University of Colorado at Denver and Health Sciences Center
Denver, Colorado

The Denison Memorial Library is the premier academic health sciences library in the Rocky Mountain region, offering highly integrated and exceptional quality information services to a diverse array of constituencies on our rapidly expanding metropolitan Denver campus and throughout the state of Colorado.

According to its mission statement, the Denison Memorial Library "links people, reliable biomedical knowledge, and technology in support of effective learning, quality health care, vital research, and community service." Furthermore, "Teaching informatics skills and meeting the information needs of the campus are the library faculty's paramount concerns." The library serves the clinical, research, educational and community outreach missions of the University of Colorado's Schools of Medicine, Nursing, Dentistry and Pharmacy, our Graduate School, and works in partnership with the University of Colorado Hospital and The Children's Hospital. Support for our constituencies includes the integration of library faculty into the overall governance of the institution with the Library Director reporting to the Associate Vice Chancellor for Academic Affairs, and with library faculty serving on the Health Sciences campus Faculty Assembly and other campus and University-wide committees' including the Diversity and Women's Committees.

The University of Colorado Health Sciences Center is currently relocating all personnel and programs to a new home on the Fitzsimons campus. The new health sciences library, slated to open in 2007, will be an optimal venue for welcoming both campus constituencies and the public to our beautiful new building, the physical, intellectual and emotional heart of the developing Fitzsimons campus. Formerly the Fitzsimons Army Base, the new campus, located in the city of Aurora immediately east of Denver, is presently being transformed into the Fitzsimons Health Sciences Center, one square mile of health sciences and the premier biomedical facility in the Rocky Mountain region. The new library will be a 21st century health sciences information hub.

Denison Library staff oversaw the construction of a shared, remote storage building on the new Fitzsimons campus, and have managed its operation since the spring of 2001. Both the new library and the storage facility were featured at "*The Library as Place: Symposium on Building and Revitalizing Health Sciences Libraries in the Digital Age,*" which was held in November 2003 at the National Library of Medicine.

J. Otto Lottes Health Sciences Library
University of Missouri-Columbia
Columbia, Missouri

The J. Otto Lottes Health Sciences Library is one of several libraries, which serve the University of Missouri-Columbia campus. The Library occupies a building in the northwestern part of the Health Sciences Center (HSC). The library moved to this location in 1985 and occupies a 50,000 square foot facility.

The Library has a collection pertaining to medicine, nursing, hospital administration, and related fields. The Library provides access to online periodicals, electronic books, and databases available to patrons from our web site. The library currently consists of 108,477 print volumes, with 1,102 print journal subscriptions and 2,308 electronic journals.

This facility is available to the entire University of Missouri community, but its primary users are faculty, students, and staff of the School of Medicine, Sinclair School of Nursing, School of Health Related Professions, Health Services Management and the University Hospitals and Clinics.

Services offered include reference, circulation, reserve reading, interlibrary loan, database searching, current awareness service, citation verification, tours, and bibliographic and classroom instruction. The Integrated Technology Services (ITS) User Support Lab administrated by Integrated Technology Services makes available IBM and MacIntosh computers and laser printers for Health Sciences Center faculty, students, and staff. Terminals for public access are also available in the Library.

The Library is part of the National Library of Medicine's National Network of Libraries of Medicine (NN/LM) Program, which is a nationwide network of more than 4000 health sciences libraries and information centers.

Archie R. Dykes Library for Health Sciences
University of Kansas Medical Center
Kansas City, Kansas

The Archie R. Dykes Library for Health Sciences opened in 1983. It contains more than 170,000 books, 1000 print journals, 3000 electronic journals and 5,000 other informational materials. The library serves the educational and research needs of Medical Center students and faculty and the public. Membership in a national interlibrary loan program ensures that students and faculty at all Kansas state colleges and universities and health professionals in Kansas have access to this collection, as well as to the collections of other libraries across the nation. Computer searches of more than 100 health-related data bases are available to students, faculty, and Kansas health professionals. The Library is part of the National Network of Libraries of Medicine for the MidContinental Region. In fall 2005, there will be two new classrooms, several new closed study rooms, a 90-seat testing center, wireless connectivity, and 24-hour availability to KUMC students.

The Library has ten professional librarians and 22 support staff.
Archie R. Dykes Library resources are on the World Wide Web at *http://library.kumc.edu.*

McGoogan Library of Medicine
University of Nebraska Medical Center
Omaha, Nebraska
June, 2005

The McGoogan Library of Medicine, University of Nebraska Medical Center, is a state and national resource. Its primary mission is to support the educational, research, patient care, and outreach missions of the University of Nebraska Medical Center and its affiliated teaching hospital. The McGoogan Library serves all UNMC/Nebraska Medical Center faculty, staff, and students as well as licensed Nebraska health professionals and residents of the state. It has operated the Omaha Veterans Administration Medical Center library since 1995 and provides a senior library consultant to the Centers for Disease Control and Prevention Information Center. McGoogan served as a federally funded Regional Medical Library from 1970 through 2001.

Resources: The McGoogan library is staffed by approximately 39.0 FTE and has an annual operating budget in excess of $3,000,000. The library is a proactive fundraiser and generates more than 10% of its annual revenue through gifts, endowment income, and contract services. Expenditures for print and electronic resources average $1,200,000 annually. Its current print collection consists of 78,000 monographic volumes, 155,000 serials, and 4,200 rare books. Major health sciences databases are available, as well as approximately 4,000 electronic full text journals. The library provides an array of networked electronic services that can be used onsite or accessed remotely from homes, offices and rural teaching sites. All are accessible from the library home page at ***http***:// ***www.unmc.edu/library/***.

Consumer Health Services: The Mc Googan Library's commitment to consumer health information service has deep roots. It was one of the first academic health science libraries to systematically engage in consumer information service. In 1985, the library successfully approached Nebraska's state library, the Nebraska Library Commission, for funds to create CHIRS, the Consumer Health Information Resource Service. CHIRS provides no-cost service to Nebraska residents and has three objectives:

- to train public librarians how to field health-related questions at the local level
- to provide expert searches of the medical literature when local resources are not sufficient
- to facilitate communication between Nebraska residents and their health care providers.

CHIRS was recognized with an NCLIS Blue Ribbon Award in 2004. The library assumed full financial responsibility for CHIRS in 2000 and for *healthHQ* in 2004. *healthHQ*, initially developed by the ICON consortium with a grant from NLM, is a web-based directory of Nebraska-Western Iowa support groups in. McGoogan currently invests about $5,000 per year in paid newspaper advertising for CHIRS

and is planning a Go Local project for the 2005/06 fiscal year.

Outreach and Collaboration: McGoogan has a long history of partnership with other information and health organizations including the Nebraska Library Commission, the local ICON consortium, the Midcontinental Chapter of the Medical Library Association, and three Nebraska AHECs. One of the most recently developed partnerships is with the Nebraska Department of Health and Human Services. McGoogan serves as primary library for the state's Chief Medical Officer and his staff, a partnership the library initiated.

Document Delivery and Interlibrary Loan: The McGoogan Lbrary was a prime player in the development of Octanet, a regional interlibrary loan system that served as an early a model for DOCLINE. The library's document delivery and interlibrary loan service continues to be one of its most active units. McGoogan participates in DOCLINE and meets all requirements for this service.

University of Wyoming Libraries
University of Wyoming
Laramie, Wyoming

The University of Wyoming (UW) Libraries house the largest, most diversified collections in the State of Wyoming, with holdings now in excess of 2,000,000 volumes. The libraries that make up the library system are:

- William Robertson Coe Library, the UW campus' main library
- Science Library, located in the basement of the Biological Sciences Building
- Brinkerhoff Earth Resources Information Center, located in the S.H. Knight Geology Building
- Learning Resources Center (the University Children's literature collections and education curriculum materials) located in the College of Education
- Rocky Mountain Herbarium Research Collection, located in the Aven Nelson Building
- Grace Raymond Hebard Collection, housed in the American Heritage Center
- University of Wyoming-National Park Services Research Center Collection, located in Grand Teton National Park

Notable features of the UW Libraries' collection include:

- The Grace Raymond Hebard Collection – a priceless treasury of Western Americana and Wyoming history including many first editions
- Over 13,000 active journal and serial titles
- Federal Depository Library/U.S. Government Documents Collection
- An extensive map collection surpassing 165,00 pieces-includes many historical and rare maps
- A health sciences collection of more than 77,000 volumes

Planning is underway to construct a new Information Library & Learning Center (ILLC) and expansion of the William Robertson Coe Library on campus. This premier facility is critically needed in order to provide appropriate shelf space to house the University's growing collection- expanding at a rate of 25,000 volumes per year and now valued above an estimated $265,000,000.
The new ILC facility will provide not only additional stack space, technological support, and increased student study areas, initial considerations also include meeting and conference facilities, an "electronic classroom" for hands-on learning, a "student success" center, and numerous other amenities that will increase accessibility of the libraries to scholars and citizens alike.

Bernard Becker Medical Library
Washington University School of Medical
St. Louis, Missouri

Bernard Becker Medical Library. Founded in 1911, the Washington University Medical School library is one of the oldest and most comprehensive medical libraries west of the Mississippi. The Bernard Becker Medical Library serves as an information and technology services hub for the Medical Center and extends its services and resources to the global health science community.

The facility, completed in 1989, integrates biomedical information resources and information technology. The eight-level, 114,000-square-foot structure has a capacity for more than 300,000 volumes. The biomedical resource collection includes more than 200,000 volumes, some 2,000 audiovisual items and over 2,000 current journal subscriptions.

Information Services, as part of Communication and Outreach division, answers a wide range of questions covering biomedical and general information. Staff may be contacted by telephone, (314) 362-7085, by electronic mail, reference@medicine.wustl.edu, or at the Information Services desk on Level 1 of the library. Information Services offers individual and group training in database searching. Audience-specific classes can be designed for Medline, Evidence Based Medicine or information management software. Training sessions can be held in the library or off site.

E-Catalog provides complete and current information about the library's collections. It includes access to over 1.400 electronic full-text journals, 50 online books, and numerous selected web sites. Ovid Online is the library's premier tool for searching and retrieving biomedical journal literature. Other valuable electronic resources include the Web of Science, Journal Citation Reports and the Cochrane Library. Remote access for these products is available for office or home use. Materials not owned by Becker Medical Library can be obtained through interlibrary loan and document delivery service.

Instructional Technologies and Library Systems (ITLS) offers computer programs, a network of advanced personal computer workstations, and a large computer education classroom. The staff supports student computing. ITLS has been instrumental in supporting the use of high-capacity networks and digital imaging technology in the medical

curriculum. ITLS also supports peripheral computer laboratories at other education sites within the Medical Center.

The Becker Library's technology divisions provide the capability for electronic mail, Internet access and a wide array of specialized software services for all faculty, students and Medical Center collaborators. The facility consists of a broad complement of high-performance servers to accommodate the heterogeneous needs of the Medical Center. A help desk service is available to all faculty and staff during normal working hours. These divisions also ensure that network-based information resources available from the library are disseminated effectively to all Medical Center collaborators.

Access and Collection Services manages the print collection, archives and rare books. Some 2000 volumes from the now closed Central Institute for the Deaf library were added to Becker's book and journal collection in 2003. The library's Archives and Rare Books unit includes almost 22,000 volumes and outstanding collections such as the Bernard Becker Collection in Ophthalmology, the CID-Max Goldstein Collection in Speech and Hearing, the H. Richard Tyler Collection in Neurology, and the Paracelsus Collection of the St. Louis Medical Society. The archives of the Medical Center contain the records and private papers of the School, memorabilia and oral histories of individuals who have made important contributions to American medicine. Among the manuscript collections are papers of William Beaumont, Joseph Erlanger, E.V. Cowdry, Evarts Graham and Carl Cori.

The Bernard Becker Medical Library takes pride in providing the latest biomedical information and technology services to the Medical Center. For detailed information about the library's programs and services visit: http://becker.wustl.edu/.

Creighton
UNIVERSITY
Medical Center

HEALTH SCIENCES LIBRARY/LEARNING RESOURCES CENTER
2500 California Plaza
280-5135 Fax: 280-5134

FACT SHEET
2004

Library Staff:
22 FTE Staff
4.0 FTE Student

Budget: 2003/2004
Total Expenditures - $1,927,258
Library materials expenditures - $824,117

Facilities:
Occupied building 1977
34,000 sq .ft. on 2 floors
2 PC labs, 1 classroom
Seating 500

Facilities Usage:
Total primary library users—4,577
Total person exiting building—221,615
Hours open per week—104.5
Computer lab use - 94,093
Cluster Room use - 12,484
Seminar room use - 1,652

Collection Size:
Total physical units—243,924
Print serial titles received—950
Electronic serials received - 754
Total Audiovisual items—11,489
Print monographic titles—37,284

Collection Usage:
Total circulation and use of print collection—67,151
Interlibrary loans requested by primary clientele—2,515
Interlibrary loans received from off-campus libraries – 4,281

Information Services:
Total pages photocopied for/by clients—483,339
Total reference questions—11,159
Total online bibliographic searches--426
Total educational offerings--417
Total attendance for educational offerings—3,793

Appendix B

Memoranda of Understanding

NATIONAL NETWORK OF LIBRARIES OF MEDICINE
MIDCONTINENTAL REGION
RFP NLM 05-103/VMW

Memorandum of Understanding

Resource Libraries work with the Regional Medical Library (RML) in furthering the goals of the National Network of Libraries of Medicine (NN/LM). They are selected on the basis of the quality and uniqueness of their collections and expertise in meeting the health information needs of the region.

University of Nebraska, McGoogan Library of Medicine agrees to serve as a Resource Library in the MidContinental Region of the National Network of Libraries of Medicine through the term of the University of Utah NN/LM contract with the National Library of Medicine. The current contract period is May 1, 2006 – April 30, 2011. The resource library agrees to:

Management of Network Services

1. Implement special project and state responsibilities of the RML.
2. Provide technology staff and infrastructure to support hardware and software necessary for liaison activities, including, but not limited to, connectivity through VRVS, Skype, Breeze and QuickPlace.
3. Participate in regularly scheduled meetings of Resource Library Directors.
4. Advisory Board service by Director.
5. Contribute to an annual review of RML experience by institution's liaison(s).
6. Provide information about library staff outreach activities for inclusion in the Outreach Activity Report Form (OARF) system.
7. Submit reports and invoices in a timely manner.

Interlibrary Loan and Document Delivery

8. Participate fully in the DOCLINE system and keep detailed library profile information in the system up-to-date.
9. Contribute institution's serial holdings data to DOCLINE and keep holdings current by updating them online.
10. Provide health professionals and other Network libraries with access to journal articles, books and audiovisuals via interlibrary lending mechanisms at a charge per filled request which is in accordance with the National Maximum Interlibrary Loan Charge policy. This includes negotiation of the ability to provide interlibrary loan from electronic journals to the extent possible.
11. Provide unaffiliated health professionals within Nebraska, with access to document delivery services including fair use copies of electronic materials to the extent possible.
12. Adhere to network performance standards for fill rate and throughput for interlibrary loan service.

Information Services

13. Support document delivery and reference services for public libraries in Nebraska.
14. Participate in the implementation of health professional outreach programs.
15. Participate in the implementation of outreach programs to improve the public's access to electronic health information.
16. Include NLM resources as part of Resource Library outreach.
17. Provide outreach to the public through consumer health resources on the library web site and/or through a consumer health collection.
18. Serve as a health information resource for a state or local public health department.
19. Provide the facility and host at least one training visit by the National Training Center and Clearinghouse instructors.

This agreement may be amended by written mutual consent, or terminated anytime by the Resource Library or the National Network of Libraries of Medicine, MidContinental Region by giving 60 days written notice.

FOR

University of Utah
Spencer S. Eccles Health Sciences Library

(Signature)

Wayne J. Peay
Director

Office of Sponsored Projects

(Signature)

Elliott Kulakowski
Director

University of Nebraska
McGoogan Library of Medicine

Nancy N. Woelfl
(Signature)

Nancy N. Woelfl
(Name and Title of Signer)
Professor and Director
McGoogan Library of Medicine

Office of Sponsored Projects

Deborah K. Vetter 6/28/05
(Signature)

Deborah K. Vetter, Director, Sponsored Programs, UNMC
(Name and Title of Signer)

NATIONAL NETWORK OF LIBRARIES OF MEDICINE
MIDCONTINENTAL REGION
RFP NLM 05-103/VMW

Memorandum of Understanding

Resource Libraries work with the Regional Medical Library (RML) in furthering the goals of the National Network of Libraries of Medicine (NN/LM). They are selected on the basis of the quality and uniqueness of their collections and expertise in meeting the health information needs of the region.

University of Wyoming Libraries agrees to serve as a Resource Library in the MidContinental Region of the National Network of Libraries of Medicine through the term of the University of Utah NN/LM contract with the National Library of Medicine. The current contract period is May 1, 2006 – April 30, 2011. The resource library agrees to:

Management of Network Services

1. Implement state responsibilities of the RML.
2. Provide technology staff and infrastructure to support hardware and software necessary for liaison activities, including, but not limited to, connectivity through VRVS, Skype, Breeze and QuickPlace.
3. Participate in regularly scheduled meetings of Resource Library Directors.
4. Advisory Board service by Director.
5. Contribute to an annual review of RML experience by institution's liaison(s).
6. Provide information about library staff outreach activities for inclusion in the Outreach Activity Report Form (OARF) system.
7. Submit reports and invoices in a timely manner.

Interlibrary Loan and Document Delivery

8. Participate fully in the DOCLINE system and keep detailed library profile information in the system up-to-date.
9. Contribute institution's serial holdings data to DOCLINE and keep holdings current by updating them online.
10. Provide health professionals and other Network libraries with access to journal articles, books and audiovisuals via interlibrary lending mechanisms at a charge per filled request which is in accordance with the National Maximum Interlibrary Loan Charge policy. This includes negotiation of the ability to provide interlibrary loan from electronic journals to the extent possible.
11. Provide unaffiliated health professionals within Wyoming, with access to document delivery services including fair use copies of electronic materials to the extent possible.
12. Adhere to network performance standards for fill rate and throughput for interlibrary loan service.

Information Services

13. Support document delivery and reference services for public libraries in Wyoming.
14. Participate in the implementation of health professional outreach programs.

15. Participate in the implementation of outreach programs to improve the public's access to electronic health information.
16. Include NLM resources as part of Resource Library outreach.
17. Provide outreach to the public through consumer health resources on the library web site and/or through a consumer health collection.
18. Serve as a health information resource for a state or local public health department.
19. Provide the facility and host at least one training visit by the National Training Center and Clearinghouse instructors.

This agreement may be amended by written mutual consent, or terminated anytime by the Resource Library or the National Network of Libraries of Medicine, MidContinental Region by giving 60 days written notice.

FOR

University of Utah
Spencer S. Eccles Health Sciences Library

(Signature)

Wayne J. Peay
Director

Office of Sponsored Projects

(Signature)

Elliott Kulakowski
Director

University of Wyoming Libraries

(Signature)

Mary M. Farrell
Dean of Libraries

Office of Sponsored Projects

(Signature)

6/27/05
(Name and Title of Signer)

NATIONAL NETWORK OF LIBRARIES OF MEDICINE
MIDCONTINENTAL REGION
RFP NLM 05-103/VMW

Memorandum of Understanding

Resource Libraries work with the Regional Medical Library (RML) in furthering the goals of the National Network of Libraries of Medicine (NN/LM). They are selected on the basis of the quality and uniqueness of their collections and expertise in meeting the health information needs of the region.

Washington University, Becker Medical Library agrees to serve as a Resource Library in the MidContinental Region of the National Network of Libraries of Medicine through the term of the University of Utah NN/LM contract with the National Library of Medicine. The current contract period is May 1, 2006 – April 30, 2011. The resource library agrees to:

Management of Network Services

1. Implement special project responsibilities of the RML.
2. Provide technology staff and infrastructure to support hardware and software necessary for liaison activities, including, but not limited to, connectivity through VRVS, Skype, Breeze and QuickPlace.
3. Participate in regularly scheduled meetings of Resource Library Directors.
4. Advisory Board service by Director.
5. Contribute to an annual review of RML experience by institution's liaison(s).
6. Provide information about library staff outreach activities for inclusion in the Outreach Activity Report Form (OARF) system.
7. Submit reports and invoices in a timely manner.

Interlibrary Loan and Document Delivery

8. Participate fully in the DOCLINE system and keep detailed library profile information in the system up-to-date.
9. Contribute institution's serial holdings data to DOCLINE and keep holdings current by updating them online.
10. Provide health professionals and other Network libraries with access to journal articles, books and audiovisuals via interlibrary lending mechanisms at a charge per filled request which is in accordance with the National Maximum Interlibrary Loan Charge policy. This includes negotiation of the ability to provide interlibrary loan from electronic journals to the extent possible.
11. Provide unaffiliated health professionals within Missouri, with access to document delivery services including fair use copies of electronic materials to the extent possible.
12. Adhere to network performance standards for fill rate and throughput for interlibrary loan service.

Information Services

13. Support document delivery and reference services for public libraries in Missouri.
14. Participate in the implementation of health professional outreach programs.

15. Participate in the implementation of outreach programs to improve the public's access to electronic health information.
16. Include NLM resources as part of Resource Library outreach.
17. Provide outreach to the public through consumer health resources on the library web site and/or through a consumer health collection.
18. Serve as a health information resource for a state or local public health department.
19. Provide the facility and host at least one training visit by the National Training Center and Clearinghouse instructors.

This agreement may be amended by written mutual consent, or terminated anytime by the Resource Library or the National Network of Libraries of Medicine, MidContinental Region by giving 60 days written notice.

FOR

University of Utah
Spencer S. Eccles Health Sciences Library

(Signature)

Wayne J. Peay
Director

Office of Sponsored Projects

(Signature)

Elliott Kulakowski
Director

Washington University
Becker Medical Library

(Signature)

Paul Schoening, Assoc. Dean
(Name and Title of Signer)

Office of Sponsored Projects

(Signature)

Kaaren J. Downey
Assistant Director, Research Office
(Name and Title of Signer)

NATIONAL NETWORK OF LIBRARIES OF MEDICINE
MIDCONTINENTAL REGION
RFP NLM 05-103/VMW

Memorandum of Understanding

Resource Libraries work with the Regional Medical Library (RML) in furthering the goals of the National Network of Libraries of Medicine (NN/LM). They are selected on the basis of the quality and uniqueness of their collections and expertise in meeting the health information needs of the region.

University of Missouri – Columbia, J. Otto Lottes Health Sciences Library agrees to serve as a Resource Library in the MidContinental Region of the National Network of Libraries of Medicine through the term of the University of Utah NN/LM contract with the National Library of Medicine. The current contract period is May 1, 2006 – April 30, 2011. The resource library agrees to:

Management of Network Services

1. Implement special project and state responsibilities of the RML.
2. Provide technology staff and infrastructure to support hardware and software necessary for liaison activities, including, but not limited to, connectivity through VRVS, Skype, Breeze and QuickPlace.
3. Participate in regularly scheduled meetings of Resource Library Directors.
4. Advisory Board service by Director.
5. Contribute to an annual review of RML experience by institution's liaison(s).
6. Provide information about library staff outreach activities for inclusion in the Outreach Activity Report Form (OARF) system.
7. Submit reports and invoices in a timely manner.

Interlibrary Loan and Document Delivery

8. Participate fully in the DOCLINE system and keep detailed library profile information in the system up-to-date.
9. Contribute institution's serial holdings data to DOCLINE and keep holdings current by updating them online.
10. Provide health professionals and other Network libraries with access to journal articles, books and audiovisuals via interlibrary lending mechanisms at a charge per filled request which is in accordance with the National Maximum Interlibrary Loan Charge policy. This includes negotiation of the ability to provide interlibrary loan from electronic journals to the extent possible.
11. Provide unaffiliated health professionals within Missouri, with access to document delivery services including fair use copies of electronic materials to the extent possible.
12. Adhere to network performance standards for fill rate and throughput for interlibrary loan service.

Information Services

13. Support document delivery and reference services for public libraries in Missouri.

14. Participate in the implementation of health professional outreach programs.
15. Participate in the implementation of outreach programs to improve the public's access to electronic health information.
16. Include NLM resources as part of Resource Library outreach.
17. Provide outreach to the public through consumer health resources on the library web site and/or through a consumer health collection.
18. Serve as a health information resource for a state or local public health department.
19. Provide the facility and host at least one training visit by the National Training Center and Clearinghouse instructors.

This agreement may be amended by written mutual consent, or terminated anytime by the Resource Library or the National Network of Libraries of Medicine, MidContinental Region by giving 60 days written notice.

FOR

University of Utah
Spencer S. Eccles Health Sciences Library

(Signature)

Wayne J. Peay
Director

Office of Sponsored Projects

(Signature)

Elliott Kulakowski
Director

University of Missouri – Columbia
J. Otto Lottes Health Sciences Library

Deborah Ward
(Signature)

Deborah Ward, Director, HSL
(Name and Title of Signer)

Office of Sponsored Projects

Dan R McKinney
(Signature)

(Name and Title of Signer)

NATIONAL NETWORK OF LIBRARIES OF MEDICINE
MIDCONTINENTAL REGION
RFP NLM 05-103/VMW

Memorandum of Understanding

Resource Libraries work with the Regional Medical Library (RML) in furthering the goals of the National Network of Libraries of Medicine (NN/LM). They are selected on the basis of the quality and uniqueness of their collections and expertise in meeting the health information needs of the region.

Creighton University, Health Sciences Library agrees to serve as a Resource Library in the MidContinental Region of the National Network of Libraries of Medicine through the term of the University of Utah NN/LM contract with the National Library of Medicine. The current contract period is May 1, 2006 – April 30, 2011. The resource library agrees to:

Management of Network Services

1. Implement special project responsibilities of the RML.
2. Provide technology staff and infrastructure to support hardware and software necessary for liaison activities, including, but not limited to, connectivity through VRVS, Skype, Breeze and QuickPlace.
3. Participate in regularly scheduled meetings of Resource Library Directors.
4. Advisory Board service by Director.
5. Contribute to an annual review of RML experience by institution's liaison(s).
6. Provide information about library staff outreach activities for inclusion in the Outreach Activity Report Form (OARF) system.
7. Submit reports and invoices in a timely manner.

Interlibrary Loan and Document Delivery

8. Participate fully in the DOCLINE system and keep detailed library profile information in the system up-to-date.
9. Contribute institution's serial holdings data to DOCLINE and keep holdings current by updating them online.
10. Provide health professionals and other Network libraries with access to journal articles, books and audiovisuals via interlibrary lending mechanisms at a charge per filled request which is in accordance with the National Maximum Interlibrary Loan Charge policy. This includes negotiation of the ability to provide interlibrary loan from electronic journals to the extent possible.
11. Provide unaffiliated health professionals within Nebraska, with access to document delivery services including fair use copies of electronic materials to the extent possible.
12. Adhere to network performance standards for fill rate and throughput for interlibrary loan service.

Information Services

13. Support document delivery and reference services for public libraries in Nebraska.
14. Participate in the implementation of health professional outreach programs.

15. Participate in the implementation of outreach programs to improve the public's access to electronic health information.
16. Include NLM resources as part of Resource Library outreach.
17. Provide outreach to the public through consumer health resources on the library web site and/or through a consumer health collection.
18. Serve as a health information resource for a state or local public health department.
19. Provide the facility and host at least one training visit by the National Training Center and Clearinghouse instructors.

This agreement may be amended by written mutual consent, or terminated anytime by the Resource Library or the National Network of Libraries of Medicine, MidContinental Region by giving 60 days written notice.

FOR

University of Utah
Spencer S. Eccles Health Sciences Library

(Signature)

Wayne J. Peay
Director

Office of Sponsored Projects

(Signature)

Elliott Kulakowski
Director

Creighton University
Health Sciences Library

(Signature) 6-23-05

A. James Bothmer, Director
(Name and Title of Signer)

Office of Sponsored Projects

(Signature)

Kathleen J. Taggart,
(Name and Title of Signer)
Director, Grants Administration

NATIONAL NETWORK OF LIBRARIES OF MEDICINE
MIDCONTINENTAL REGION
RFP NLM 05-103/VMW

Memorandum of Understanding

Resource Libraries work with the Regional Medical Library (RML) in furthering the goals of the National Network of Libraries of Medicine (NN/LM). They are selected on the basis of the quality and uniqueness of their collections and expertise in meeting the health information needs of the region.

University of Kansas, Archie R. Dykes Library agrees to serve as a Resource Library in the MidContinental Region of the National Network of Libraries of Medicine through the term of the University of Utah NN/LM contract with the National Library of Medicine. The current contract period is May 1, 2006 – April 30, 2011. The resource library agrees to:

Management of Network Services

1. Implement special project and state responsibilities of the RML.
2. Provide technology staff and infrastructure to support hardware and software necessary for liaison activities, including, but not limited to, connectivity through VRVS, Skype, Breeze and QuickPlace.
3. Participate in regularly scheduled meetings of Resource Library Directors.
4. Advisory Board service by Director.
5. Contribute to an annual review of RML experience by institution's liaison(s).
6. Provide information about library staff outreach activities for inclusion in the Outreach Activity Report Form (OARF) system.
7. Submit reports and invoices in a timely manner.

Interlibrary Loan and Document Delivery

8. Participate fully in the DOCLINE system and keep detailed library profile information in the system up-to-date.
9. Contribute institution's serial holdings data to DOCLINE and keep holdings current by updating them online.
10. Provide health professionals and other Network libraries with access to journal articles, books and audiovisuals via interlibrary lending mechanisms at a charge per filled request which is in accordance with the National Maximum Interlibrary Loan Charge policy. This includes negotiation of the ability to provide interlibrary loan from electronic journals to the extent possible.
11. Provide unaffiliated health professionals within Kansas, with access to document delivery services including fair use copies of electronic materials to the extent possible.
12. Adhere to network performance standards for fill rate and throughput for interlibrary loan service.

Information Services

13. Support document delivery and reference services for public libraries in Kansas.
14. Participate in the implementation of health professional outreach programs.

15. Participate in the implementation of outreach programs to improve the public's access to electronic health information.
16. Include NLM resources as part of Resource Library outreach.
17. Provide outreach to the public through consumer health resources on the library web site and/or through a consumer health collection.
18. Serve as a health information resource for a state or local public health department.
19. Provide the facility and host at least one training visit by the National Training Center and Clearinghouse instructors.

This agreement may be amended by written mutual consent, or terminated anytime by the Resource Library or the National Network of Libraries of Medicine, MidContinental Region by giving 60 days written notice.

FOR

University of Utah
Spencer S. Eccles Health Sciences Library

(Signature)

Wayne J. Peay
Director

Office of Sponsored Projects

(Signature)

Elliott Kulakowski
Director

University of Kansas
Archie R. Dykes Library

(Signature)

KAREN COLE DIRECTOR
(Name and Title of Signer)

Office of Sponsored Projects

(Signature)

Ted Knous, PhD
Associate Vice Chancellor for Research Administration
(Name and Title of Signer)

NATIONAL NETWORK OF LIBRARIES OF MEDICINE
MIDCONTINENTAL REGION
RFP NLM 05-103/VMW

Memorandum of Understanding

Resource Libraries work with the Regional Medical Library (RML) in furthering the goals of the National Network of Libraries of Medicine (NN/LM). They are selected on the basis of the quality and uniqueness of their collections and expertise in meeting the health information needs of the region.

University of Colorado at Denver and Health Sciences Center, Denison Memorial Library, agrees to serve as a Resource Library in the MidContinental Region of the National Network of Libraries of Medicine through the term of the University of Utah NN/LM contract with the National Library of Medicine. The current contract period is May 1, 2006 – April 30, 2011. To the extent possible dependent upon the limitations of state funding, institutional priorities, and timely action by the National Library of Medicine, the resource library agrees to:

Management of Network Services

1. Implement special project and state responsibilities of the RML.
2. Provide technology staff and infrastructure to support hardware and software necessary for liaison activities, including, but not limited to, connectivity through VRVS, Skype, Breeze and QuickPlace.
3. Participate in regularly scheduled meetings of Resource Library Directors.
4. Rotating Advisory Board service by Director.
5. Contribute to an annual review of RML experience by institution's liaison(s).
6. Provide information about library staff outreach activities for inclusion in the Outreach Activity Report Form (OARF) system.
7. Submit reports and invoices in a timely manner.

Interlibrary Loan and Document Delivery

8. Participate fully in the DOCLINE system and keep detailed library profile information in the system up-to-date.
9. Contribute institution's serial holdings data to DOCLINE and keep holdings current by updating them online.
10. Provide health professionals and other Network libraries with access to journal articles, books and audiovisuals via interlibrary lending mechanisms at a charge per filled request which is in accordance with the National Maximum Interlibrary Loan Charge policy. This includes negotiation of the ability to provide interlibrary loan from electronic journals to the extent possible.
11. Provide unaffiliated health professionals within Colorado, with access to document delivery services including fair use copies of electronic materials to the extent possible.
12. Adhere to network performance standards for fill rate and throughput for interlibrary loan service with adjustment for those cases when licenses preclude delivery from electronic journals.

Information Services

13. Support document delivery and reference services for public libraries in Colorado to the extent possible.
14. Participate in the implementation of health professional outreach programs to the extent possible.
15. Participate in the implementation of outreach programs to improve the public's access to electronic health information to the extent possible.
16. Include NLM resources as part of Resource Library outreach.
17. Provide outreach to the public through consumer health resources on the library web site and/or through a consumer health collection.
18. Serve as a health information resource for a state or local public health department to the extent possible.
19. Provide the facility and host at least one training visit by the National Training Center and Clearinghouse instructors.

This agreement may be amended by written mutual consent, or terminated anytime by the Resource Library or the National Network of Libraries of Medicine, MidContinental Region by giving 60 days written notice.

FOR

University of Utah
Spencer S. Eccles Health Sciences Library

(Signature)

Wayne J. Peay
Director

Office of Sponsored Projects

(Signature)

Elliott Kulakowski
Director

University of Colorado at Denver and Health Sciences Center, Denison Memorial Library

(Signature)

Rick Forsman
Director
(Name and Title of Signer)

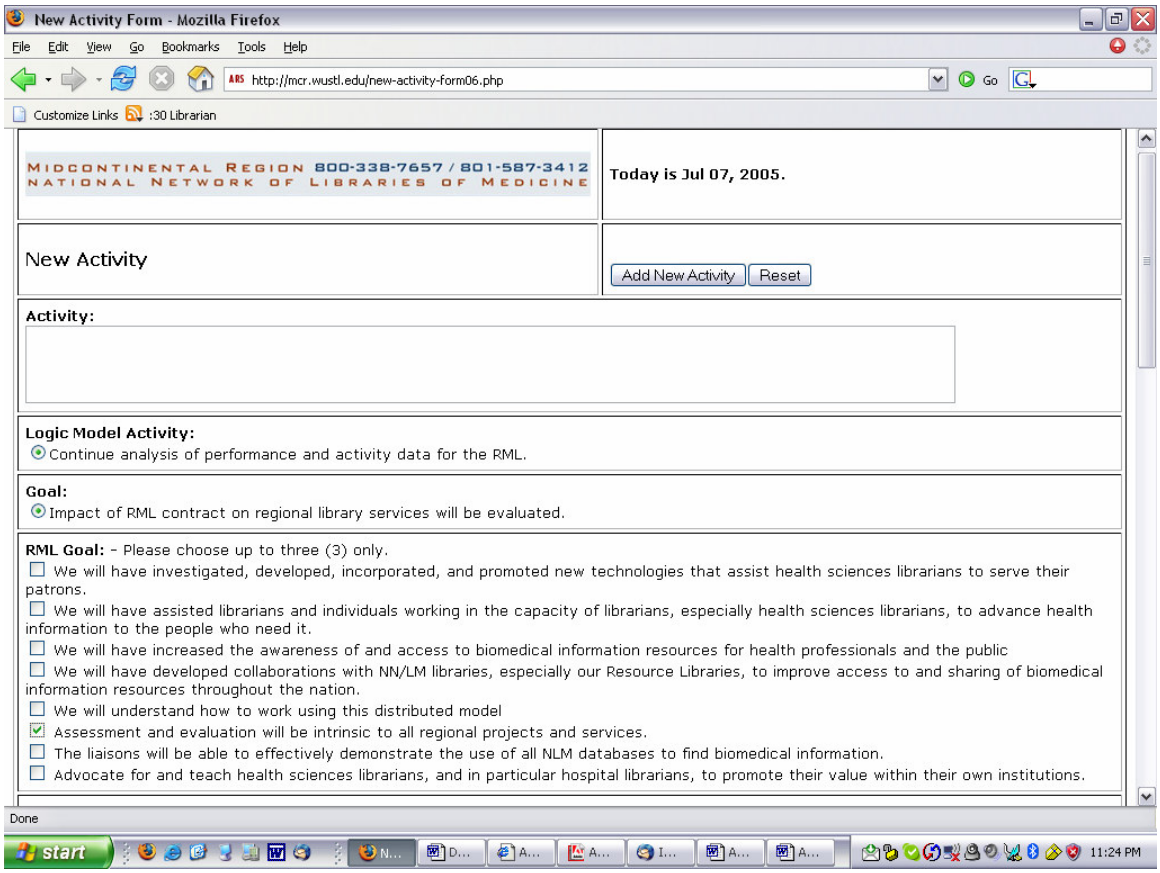
University of Colorado at Denver and Health Sciences Center Grants and Contracts Office

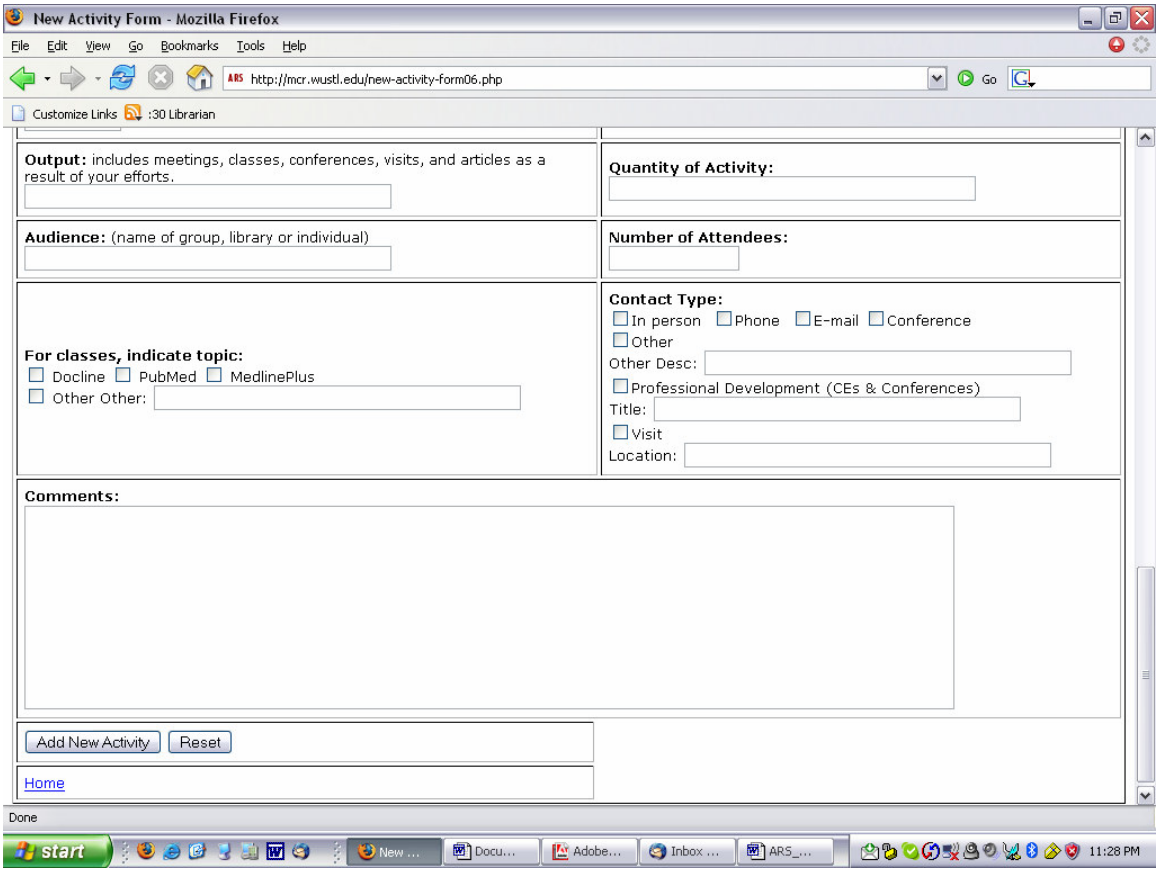
(Signature) 6/29/05

Jennifer Silverthorne
Manager, PreAward

Appendix C

View of Activities Reporting System


New Activity Form - Mozilla Firefox
File Edit View Go Bookmarks Tools Help
http://mcr.wustl.edu/new-activity-form06.php
Customize Links :30 Librarian
MIDCONTINENTAL REGION 800-338-7657 / 801-587-3412
NATIONAL NETWORK OF LIBRARIES OF MEDICINE
Today is Jul 07, 2005.
New Activity
Add New Activity
Reset
Activity:
Logic Model Activity:
Continue analysis of performance and activity data for the RML.
Goal:
Impact of RML contract on regional library services will be evaluated.
RML Goal: - Please choose up to three (3) only.
We will have investigated, developed, incorporated, and promoted new technologies that assist health sciences librarians to serve their patrons.
We will have assisted librarians and individuals working in the capacity of librarians, especially health sciences librarians, to advance health information to the people who need it.
We will have increased the awareness of and access to biomedical information resources for health professionals and the public
We will have developed collaborations with NN/LM libraries, especially our Resource Libraries, to improve access to and sharing of biomedical information resources throughout the nation.
We will understand how to work using this distributed model
Assessment and evaluation will be intrinsic to all regional projects and services.
The liaisons will be able to effectively demonstrate the use of all NLM databases to find biomedical information.
Advocate for and teach health sciences librarians, and in particular hospital librarians, to promote their value within their own institutions.
Done
start
11:24 PM


New Activity Form - Mozilla Firefox
File Edit View Go Bookmarks Tools Help
http://mcr.wustl.edu/new-activity-form06.php
Customize Links :30 Librarian
Output: includes meetings, classes, conferences, visits, and articles as a result of your efforts.
Quantity of Activity:
Audience: (name of group, library or individual)
Number of Attendees:
For classes, indicate topic:
Docline PubMed MedlinePlus
Other Other:
Contact Type:
In person Phone E-mail Conference
Other
Other Desc:
Professional Development (CEs & Conferences)
Title:
Visit
Location:
Comments:
Add New Activity
Reset
Home
Done
start
11:28 PM

Appendix D

Summary of Related Activities

SUMMARY OF RELATED ACTIVITIES

The following specific information must be provided by the offeror pertaining to the Project Director, Principal Investigator, and each of any other proposed key professional individuals designated for performance under any resulting contract.

a. Identify the total amount of all presently active federal contracts/cooperative agreements/grants and commercial agreements citing the committed levels of effort for those projects for each of the key individuals* in this proposal.

Professional's Name and Title/Position: Wayne J. Peay, Director

Identifying Number	Agency	Total Effort Committed
1. NO1 LM-1-3514	NLM	20%
2.		
3.		
4.		

*If an individual has no obligation(s), so state.

b. Provide the total number of outstanding proposals, exclusive of the instant proposal, having been submitted by your organization, not presently accepted but in an anticipatory stage, which will commit levels of effort by the proposed professional individuals*.

Professional's Name and Title/Position: _____

Identifying Number	Agency	Total Effort Committed
1.		
2.		
3.		
4.		

*If no commitment of effort is intended, so state.

c. Provide a statement of the level of effort to be dedicated to any resultant contract awarded to your organization for those individuals designated and cited in this proposal.

Name	Title/Position	Total Proposed Effort
1. Wayne J. Peay	Director	10%
2.		
3.		
4.		

Appendix E

Effective Practices Support Letter

From: Magdalena Montagne [mailto:magdam@etr.org]
Sent: Friday, June 17, 2005 11:30 AM
To: Champ-Blackwell, Siobhan
Cc: Steven Padilla
Subject: Re: MidContinental Region

Hi Siobhan,

I was glad to hear that the MidContinental Region is still interested in helping us populate the Effective Practices Collection (http://nationalservice.gov/resources) <http://nationalservice.gov/resources%29> with practices appropriate for tribal programs.

Please let me know if I can be of any assistance, or if you need any further information about the project as you develop your contract.

Regards,
Magdalena

Magdalena Montagne
Project Coordinator
The Resource Center's Effective Practices Collection
http://nationalservice.gov/resources
800-860-2684 ext.100