

## Quarterly Report

### Name and address of reporting institution:

Denver Public Library  
10 West 14<sup>th</sup> Avenue Parkway  
Denver, CO 80204

### Project Title: A Bridge to Health Literacy for Denver

### Name of person submitting report: Elaine Connell, Reference Librarian

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**Reporting Period start date: September 1, 2010**

**Reporting Period end date: November 30, 2010**

### Publicity:

<http://www.denverlibrary.org/content/do-you-have-joint-pain> Promo of MedlinePlus, and our 1:1 assistance in the lab – In the DPL Research Blog / Cassi Pretlow. Another at <http://www.denverlibrary.org/content/can-omega-3-foods-prevent-eye-disease-seniors> A similar printed bookmark shows the same information. These are just 2 of the versions of this research blog posting. Cassi has been changing it every 2 weeks.

### Outreach:

Classes at Senior Support Services 10/16, 11/16, and another scheduled for 1/11/2011.

Class in CTC on 11/23, with more scheduled for 12/15 and 12/21.

### Other accomplishments:

- Trial run for the Adobe Connect staff curriculum class presented on 9/27, loading files to the various pods, setting up mini-surveys and gathering feedback from two remote participants.
- Staff curriculum completed and presented 10/14/2010 online via Adobe Connect. Only 3 attendees, and technical issues, so repeat classes are being planned for Jan/Feb, 2011.
- Met with DPL Training Manager and the Curriculum Committee for approval of health core curriculum. Provisional approval received. The issue of requiring specific trainings within our library system is totally new, and is being considered wholistically, for all departments and skill levels. Foundational program design is underway, but full approval for any content-based classes probably won't be final until mid-summer, 2011. Health is the 'guinea pig' for this work, and is appreciated by the committee as such.
- Began arranging additional classes through our various contacts and partners in the community.

- Held our November Health Advisory Group meeting 11/9 via Adobe Connect. Still learning to manage the technological issues, but it was still quite a time-saver to do it this way, and good to hear from those who were able to attend.
- Programs underway in 6 Language & Learning Branches during December, re: stress & the holidays.
- Arrangements made for storage and check-out of laptops through DPL Human Resources Department for staff system-wide to use in outreach and training sessions.

### **Target audience:**

It seems to be harder to sell health literacy services to professionals than to the public. Is this true? Due to a skepticism of our qualifications? Due to their own overload? Due to their negative experiences and perception of online health information?

We need to keep in mind that seniors are a mixed population. Some are already online and just need some guidance re: search strategies, while others are uncomfortable with even basic skills.

So far the people we have worked with in training settings have been very appreciative of the assistance as well as their new skills. People seem much more motivated to attend general basic skills classes than to come to a class on finding health information. Our classes so far have not been large, but we have had no trouble getting participants, probably because we are going to them. (?)

### **Goals, Outcomes, Objectives:**

One of the minority group organizations is more difficult to arrange/work with than anticipated (not returning calls and emails). Not sure whether these problems are significant, or just about everyone being busy... We are considering moving forward with other groups.

This quarter has been very challenging system-wide, as DPL prepares to adopt a new catalog, Elaine's department is totally packing up and moving from 1<sup>st</sup> to 3<sup>rd</sup> floors at the Central Library, management is re-visioning of DPL strategic plan, Denver city employees are preparing for a whole new procedure for staff evaluations and compensation, ... and all in the midst of changing schedules and reducing hours in some of our locations. These changes require additional training time and personnel involvement, so it's been hard to get people freed up for staff health training classes, etc. Logistics have been extra challenging this quarter, but we anticipate we will be able to meet the expected outcomes.

Very surprised at the minimal staff turnout for our online class! Expected 'everyone' to jump at the opportunity for distance training. Increased collaboration with Training Manager has since led to an article into staff newsletter re: e-learning, and 3 repeat staff training sessions scheduled for Jan/Feb.

### **Evaluation:**

Testimonials: "Thank you for doing this. I never tried the computer before." M. @

Senior Support Services. (We need to capture more of these, as people are generally very appreciative!)

We are asking participants of our classes to fill out a survey form, and the results have generally been quite encouraging.

Blog posting noted above have received a total of 287 viewings between 10/22-12/8/2010.

**Impacts and Observations:**

Our work and the pilot work with Adobe Connect was mentioned and appreciated in the DPL Manager's Meeting 12/2.

Elaine met with Denver City Librarian, Shirley Amore, re: the vision for health information services and the role these will have in terms of the revised Strategic Plan. This is being considered within DPL's Executive Team.

Having this project underway, and funding from NN/LM, seems to lend credibility to DPL as a health resource and potential partner for other groups and nonprofits. The library isn't generally recognized as a potential player in public health, but people are starting to listen. Colorado Black Health Initiative & Kaiser Diversity representatives came to meet with me in October. We are still in a stage of getting acquainted, but we are 'on the radar.'

**Planned Activities:**

Staff training classes are scheduled for 1/18 and 2/15 (face to face), and 1/31 (online via Adobe).

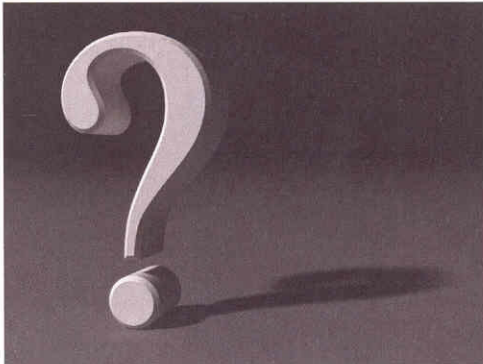
Development of Health Appointment Services in the DPL Reference Services Department, and Reference Department training session.

Re-organization of our new Reference Room with health materials in a designated area, adjacent to our new private consultation rooms.

Dates and trainings are being arranged with Windsor Gardens Retirement Community, The Village at Lowry (another senior residential organization), and the Inner City Health Center, among others.

Evaluation of learning among staff is still under consideration.

# COMMUNITY TECHNOLOGY CENTER



## What Causes Diabetes?

## Want to Know about Vitamin D?

## What side effects can my medication cause?

Find reliable answers to your health questions in **MedlinePlus.gov**. Produced by the National Library of Medicine, it brings you up-to-date information about diseases, conditions, medications and treatments in language you can understand.

Call 720-865-1706 or email us at **ctc@denverlibrary.org** about our 1:1 appointment services on how to search MedlinePlus.

*But always be sure to talk to your doctor or nurse if you have questions about your health!*

# COMMUNITY TECHNOLOGY CENTER



## Community Technology Center 2010 Statistics:

**97%** of CTC students reported an increase in their knowledge by 2 or more points on a 10 point scale.

**99%** of students reported that the class was a valuable addition to their skill set.

Denver Central Library • Level 4  
10 W. 14th Avenue Parkway &  
CTC telephone: 720-865-1706  
E-mail: [ctc@denverlibrary.org](mailto:ctc@denverlibrary.org)  
[denverlibrary.org/ctc](http://denverlibrary.org/ctc)

## "Access to Electronic Health Information for Denver" Web Site Statistics

Date	English Health & Medicine Main Page - Page Views	English - Health Total Page Views	English - Health Web Page - Rank	DPL Website Total Page Views	Spanish - Salud Main Page - Page Views	Spanish - Salud Total Page Views	Spanish - Salud Rank	DPL Spanish Website - Total Page Views	Circ	Catalog Searches	Database Searches	DPL Evolver Teen Web Site	Secret WonderWeb Kids Site
Jan, '04	645	645	8	888,493	55	55	4	8,044		1,395,574	63,220	4,297	
Feb, '04	100	100	8	766,749	43	43	7	8,682		1,395,574	63,220	6,504	
Mar, '04	1,139	2,685	4	861,590	162	1,294	1	11,267		1,395,574	63,220	9,169	
Apr, '04	1,554	3,615	3	869,866	162	1,370	1	11,996		1,190,450	91,315	7,025	
May, '04	899	2,219	3	809,446	162	1,394	1	10,194		1,190,450	91,315	6,218	
June, '04	551	1,443	3	860,931	162	1079	1	7,213		1,190,450	91,315	6,403	
July, '04	656	1,489	3	808,801	203	850	1	6,347		1,484,200	73,001	6,736	
Aug, '04	622	1,716	3	833,758	121	802	1	6,081		1,484,200	73,001	6,116	Launch 9/04
Sept, '04	836	2,148	3	843,278	119	826	1	7,254		1,484,200	73,001	7,527	36,915
Oct, '04	642	1,599	3	924,330	325	1,058	1	7,558		1,484,200	87,000	8,152	31,613
Nov, '04	733	1,818	3	906,245	232	1,089	1	8,471		1,484,200	87,000	8,778	23,194
Dec, '04	360	950	4	834,407	176	778	1	7,478		1,484,200	86,000	9,196	20,073
<b>Total</b>		20427											
Jan, '05	596	1,646	3	1,048,700	315	1,080	1	10,566		1,388,480	109,589	9,779	43,934
Feb, '05	737	1,928	4	964,839	388	1,330	1	10,194		1,388,480	109,589	9,779	41,716
Mar, '05	494	1,583	3	994,292	351	1,287	1	8,543		1,388,480	109,589	9,779	51,720
Apr, '05	634	1,630	3	961,660	281	1,174	1	9,589		1,347,059	140,177	12,168	52,973
May, '05	480	1,911	3	954,748	270	1,246	1	9,472		1,347,059	140,177	11,744	43,375
June, '05	404	1,146	4	1,024,392	141	969	1	9,725		1,347,059	140,177	11,443	56,868
July, '05	383	1,121	4	1,025,403	65	400	1	*6089		1,485,080	101,236	9,939	56,895
Aug, '05	555	1,552	3	1,114,212	203	1,271	1	*9278		1,485,080	101,236	11,089	54,484
Sept, '05	652	2,063	2	1,001,206	251	1,328	1	*7984		1,485,080	101,236	13,364	45,606
Oct, '05	659	1,843	2	1,077,305	269	1,282	1	9,488		1,515,833	113,499	18,192	53,390
Nov, '05	333	921	4	1,025,949	174	1,048	1	8,018		1,515,833	113,499	15,440	46,050
Dec, '05	359	1218	2	973,527	97	623	1	5,098		1,515,833	113,499	12,066	40,700
<b>Total</b>		18,562											

Missing health/index espanol for Jan - June  
 Added 162 for - average for July and August  
 \* new site missed a week of statistics

## "Access to Electronic Health Information for Denver" Web Site Statistics

Date 2006	English Health & Medicine Main Page - Page Views	English - Health Total Page Views	English Health Web Page - Rank	DPL Website Total Page Views	Spanish - Salud Main Page - Page Views	Spanish - Salud Total Page Views	Spanish - Salud Rank	DPL Spanish Website - Total Page Views	Circ	Catalog Searches	Database Searches	DPL Evolver Teen Web Site	Secret WonderWeb Kids Site
Jan, '06	470	1,549	2	1,172,450	88	556	1	5,533		1,721,218	116,155	10,803	44,370
Feb, '06	661	1,787	3	1,070,420	95	733	1	5,834		1,721,218	116,155	11,204	42,225
Mar, '06	458	1,267	3	1,204,357	103	960	1	6,205		1,721,218	116,155	11,449	50,323
Apr, '06	394	1,812	3	1,085,987	129	862	1	5,133		1,741,457	135,937	11,361	44,072
May, '06	347	1,164	3	1,127,747	149	1134	1	6,266		1,741,457	135,937	12,835	48,573
June, '06	333	974	3	1,122,761	113	835	1	6,577		1,741,457	135,937	14,269	58,543
July, '06	273	792	4	1,119,321	98	600	1	4,758		1,713,429	99,457	12,635	59,598
Aug, '06	278	855	4	1,186,104	89	723	1	5,921		1,713,429	99,457	15,774	62,141
Sept, '06	343	1,056	4	1,184,052	123	881	1	7,535		1,713,429	99,457	14,377	57,535
Oct, '06	300	1,169	4	1,239,735	104	1,031	1	8,776		1,692,166	120,184	13,856	63,961
Nov, '06	462	1,319	3	1,176,626	108	987	1	8,878		1,692,166	120,184	15,004	58,243
Dec, '06	165	589	4	1,040,655	53	529	1	6,058		1,692,166	120,184	12,049	45,528
<b>Total</b>	<b>4,484</b>	<b>14,333</b>		<b>13,730,215</b>	<b>1,252</b>	<b>9,831</b>		<b>77,474</b>		<b>20,604,810</b>	<b>1,415,199</b>	<b>155,616</b>	<b>635,112</b>
Date 2007	English Health & Medicine Main Page - Page Views	English - Health Total Page Views	English Health Web Page - Rank	DPL Website Total Page Views	Spanish - Salud Main Page - Page Views	Spanish - Salud Total Page Views	Spanish - Salud Rank	DPL Spanish Website - Total Page Views		Catalog Searches	Database Searches	DPL Evolver Teen Web Site	Secret WonderWeb Kids Site
Jan, '07	173	588	5	1351709	53	491	1	9431		2,082,565	97,888	15461	65953
Feb, '07	301	1063	5	1205707	101	833	1	9789		2,082,565	97,888	13201	63427
Mar, '07	257	1227	3	1382419	152	1082	1	10659		2,082,565	97,888	13416	75424
Apr, '07	240	740	4	1294370	183	1150	1	11894		1,880,538	109,873	13024	71775
May, '07	239	767	4	1,306,650	175	1080	1	9037		1,880,538	109,873	15615	79749
June, '07	277	890	3	1,300,793	107	737	1	7438		1,880,538	109,873	15362	88621
July, '07	246	845	4	1,329,609	121	659	1	7709				14748	78407
Aug, '07	275	881	4	1,336,361	179	795	1	8493				17747	66889
Sept, '07	251	820	4	1,266,437	132	724	1	7428				19878	60890
Oct-Dec, '07	616	3,195	8	3,773,552	391	2,800	1	24,122		6,174,192	362,966	58,271	180,644
<b>Total</b>	<b>2,875</b>	<b>11,016</b>		<b>15,547,607</b>	<b>1,594</b>	<b>10,351</b>		<b>106,000</b>		<b>23,669,423</b>	<b>1,296,579</b>	<b>196,723</b>	<b>831,779</b>

## "Access to Electronic Health Information for Denver" Web Site Statistics

<b>Date 2008</b>	English Health & Medicine Main Page - Page Views	English - Health Total Page Views	English Health Web Page - Rank	DPL Website Total Page Views	Spanish - Salud Main Page - Page Views	Spanish - Salud Total Page Views	Spanish - Salud Rank	DPL Spanish Website - Total Page Views			Database Searches	DPL Evolver Teen Web Site	Secret WonderWeb Kids Site
Jan-Mar, `08	900	3,646	7	4,149,227	533	2,256	1	24,842			370,306	61,991	208,514
Apr-Jun, `08	902	2,999	7	3,972,137	407	1,807	1	21,125			396,882	62,747	219,862
July-Sept, `08	595	2,528	7	3,893,564	361	1,588	1	18,529			398,440	56,916	208,198
Oct-Dec, '08	682	2,809	7	3,686,723	306	1,464	1	18,716			350,310	59,970	187,967
<b>TOTAL</b>	<b>3,079</b>	<b>11,982</b>		<b>15,701,651</b>	<b>1,607</b>	<b>7,115</b>		<b>83,212</b>			<b>1,515,938</b>	<b>241,624</b>	<b>824,541</b>
<b>Date 2009</b>	English Health & Medicine Main Page - Page Views	English - Health Total Page Views	English Health Web Page - Rank	DPL Website Total Page Views	Spanish - Salud Main Page - Page Views	Spanish - Salud Total Page Views	Spanish - Salud Rank	DPL Spanish Website - Total Page Views			Database Searches	DPL Evolver Teen Web Site	Secret WonderWeb Kids Site
Jan-Mar, `09	825	3,081	7	3,783,183	416	1,631	1	20,925			381,085	60,488	175,004
Apr-Jun, `09	612	2,528	7	3,699,626	333	1,524	1	18,663			392,620	55,098	134,837
July-Sept, `09	814	2,782	7	3,592,160	239	1,167	1	15,562			332,681	48,272	104,920
Oct-Dec, '09	754	2,842	7	3,514,649	369	1,256	1	14,523			397,330	45,669	109,855
<b>TOTAL</b>	<b>3005</b>	<b>11,233</b>		<b>14,589,618</b>	<b>1,357</b>	<b>5,578</b>		<b>69,673</b>			<b>1,503,716</b>	<b>209,527</b>	<b>524,616</b>
<b>Date 2010</b>	English Health & Medicine Main Page - Page Views	English - Health Total Page Views	English Health Web Page - Rank	DPL Website Total Page Views	Spanish - Salud Main Page - Page Views	Spanish - Salud Total Page Views	Spanish - Salud Rank	DPL Spanish Website - Total Page Views			Database Searches	DPL Evolver Teen Web Site	Secret WonderWeb Kids Site
Jan-Mar, `10	602	2,697	7	3,760,042	318	1,185	1	18,586			388,156	49,454	135,710
Apr-Jun, `10	453	1,726	7	3,482,529	192	761	1	13,821			389,856	47,068	129,776
<b>July-Sept, `10</b>	<b>594</b>	<b>1,118</b>	<b>7</b>	<b>3,088,000</b>	<b>236</b>	<b>802</b>	<b>1</b>	<b>10,907</b>			<b>319,916</b>	<b>36,743</b>	<b>110,258</b>
Oct-Dec, '10													
<b>TOTAL</b>	<b>1649</b>	<b>5,541</b>		<b>10,330,571</b>	<b>746</b>	<b>2,748</b>		<b>43,314</b>			<b>1,097,928</b>	<b>133,265</b>	<b>375,744</b>

**"Access to Electronic Health Information for Denver"**

**DPL Health Database Usage**

Date	Health & Wellness Resource Center	Health Reference Center Academic	Combined	Total DPL Database Searches	Date	Health & Wellness Resource Center	Health Reference Center Academic	Combined	Total DPL Database Searches
Jan, '02	579	674	1253		Jan, '03	464	165	629	
Feb, '02	652	358	1010		Feb, '03	665	343	1008	
Mar, '02	831	494	1325		Mar, '03	458	316	1637	
Apr, '02	1,068	364	1432		Apr, '03	1,127	324	1,451	
May, '02	460	391	851		May, '03	1,090	241	1,331	
June, '02	816	313	1129		June, '03	918	305	2,782	
July, '02	947	231	1178		July, '03	1,064	197	1,261	
Aug, '02	438	239	677		Aug, '03	1,159	216	1,375	
Sept, '02	596	304	900		Sept, '03	1,123	194	2,636	
Oct, '02	577	325	902		Oct, '03	1,451	381	1,832	
Nov, '02	762	433	1195		Nov, '03	1,316	554	1,870	
Dec, '02	120	329	449		Dec, '03	966	235	1201	
<b>Total</b>	<b>7846</b>	<b>4455</b>	<b>13,980</b>	<b>428,304</b>	<b>Total</b>	<b>11801</b>	<b>629</b>	<b>19013</b>	<b>565,120</b>
Jan, '04	1,116	410	1,526		Jan, '05	2,742	222	2,964	
Feb, '04	4,047	343	4,390		Feb, '05	4,584	289	4,873	
Mar, '04	4,039	321	4,360		Mar, '05	5,089	347	5,436	
Apr, '04	4,180	299	4,479		Apr, '05	4,881	415	5,296	
May, '04	3,169	300	3,469		May, '05	3,678	361	4,039	
June, '04	2,382	206	2,588		June, '05	3,080	181	3,261	
July, '04	2,443	306	2,749		July, '05	2,422	206	2,628	
Aug, '04	2,343	198	2,541		Aug, '05	3,072	264	3,336	
Sept, '04	3,054	240	3,294		Sept, '05	3,475	264	3,739	
Oct, '04	2,977	261	3,238		Oct, '05	3,757	246	4,003	
Nov, '04	2,947	209	3,156		Nov, '05	3,665	273	3,938	
Dec, '04	2,304	255	2,559		Dec, '05	3,068	332	3,400	
<b>Total</b>	<b>35,001</b>	<b>3,348</b>	<b>38,349</b>	<b>946,004</b>	<b>Total</b>	<b>43,513</b>	<b>3,400</b>	<b>46,913</b>	<b>1,393,507</b>



**"Access to Electronic Health Information for Denver"**

**DPL Health Database Usage**

Date	Health & Wellness Resource Center	Health Reference Center Academic	Combined	Total DPL Database Searches		Date	Health & Wellness Resource Center	Health Reference Center Academic	Combined	Total DPL Database Searches
Jan, '06	3130	151	3281	116,155		Jan, '07	3392	549	3941	97,888
Feb, '06	3383	183	3566	116,155		Feb, '07	3538	847	4385	97,888
Mar, '06	4049	194	4243	116,155		Mar, '07	3751	866	4617	97,888
Apr, '06	3865	306	4171	135,937		Apr, '07	3824	12	3836	109,873
May, '06	2929	127	3056	135,937		May, '07	2643	229	2872	109,873
June, '06	2430	147	2577	135,937		June, '07	2659	484	3143	109,873
July, '06	2647	333	2980	99,457		July, '07	3302	692	3994	
Aug, '06	2288	268	2556	99,457		Aug, '07	3282	385	3667	
Sept, '06	3161	451	3612	99,457		Sept, '07	3636	552	4188	
Oct, '06	3980	623	4603	120,184		Oct, '07	4253	343	4596	
Nov, '06	3750	655	4405	120,184		Nov, '07	4315	786	5101	
Dec, '06	1866	354	2220	120,184		Dec, '07	2785	1012		
<b>Total</b>	<b>37,478</b>	<b>3,792</b>	<b>41,270</b>	<b>1,415,199</b>		<b>Total</b>	<b>41,380</b>	<b>6,757</b>	<b>44,340</b>	<b>1,296,579</b>
Date 2008	Health & Wellness Resource Center	Health Reference Center Academic	Combined	Total DPL Database Searches		Date 2009	Health & Wellness Resource Center	Health Reference Center Academic	Combined	Total DPL Database Searches
Jan- Mar, '08	4092	2542	6634	370,306		Jan- Mar, '09	1222	3252	4474	381,085
Apr -June, '08	1666	1453	3119	396,882		Apr -June, '09	1648	2817	4465	392,620
July-Sept, '08	1190	1137	2327	398,440		July-Sept, '09	1024	1804	2828	332,681
Oct-Dec, '08	1369	2490	3859	350,310		Oct-Dec, '09	1719	5365	7084	397,330
<b>Total</b>	<b>8,317</b>	<b>7,622</b>	<b>15,939</b>	<b>1,515,938</b>		<b>Total</b>	<b>5,613</b>	<b>13,238</b>	<b>18,851</b>	<b>1,503,716</b>
Date 2010	Health & Wellness Resource Center	Health Reference Center Academic	Combined	Total DPL Database Searches		Date 2011	Health & Wellness Resource Center	Health Reference Center Academic	Combined	Total DPL Database Searches
Jan- Mar, '10	1554	4499	6053	388,156		Jan- Mar, '11				
Apr -June, '10	1714	2106	3820	389,856		Apr -June, '11				
July-Sept, '10	1138	1324	2462	319,916		July-Sept, '11				
Oct-Dec, '10						Oct-Dec, '11				
<b>Total</b>	<b>4,406</b>	<b>7,929</b>	<b>12,335</b>	<b>1,097,928</b>		<b>Total</b>	-	-	-	<b>0</b>

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## "Access to Electronic Health Information for Denver" Web Site Statistics

Date	English Health & Medicine Main Page - Page Views	English - Health Total Page Views	English - Health Web Page - Rank	DPL Website Total Page Views	Spanish - Salud Main Page - Page Views	Spanish - Salud Total Page Views	Spanish - Salud Rank	DPL Spanish Website - Total Page Views	Circ	Catalog Searches	Database Searches	DPL Evolver - Teen Web Site
Jan, '02	554	554	8	442,980						603,333	35,692	
Feb, '02	484	484	8	460,989						603,333	35,692	
Mar, '02	588	588	9	597,563						603,333	35,692	
Apr, '02	664	664	7	572,466						603,333	35,692	
May, '02	443	443	8	530,417						603,333	35,692	
June, '02	456	456	7	578,470						603,333	35,692	
July, '02	574	574	7	730,644						603,333	35,692	
Aug, '02	494	494	7	705,330						603,333	35,692	
Sept, '02	543	543	7	631,817						603,333	35,692	
Oct, '02	585	585	9	736,002						603,333	35,692	
Nov, '02	610	610	10	685,364						603,333	35,692	
Dec, '02	356	356	8	639,460						603,333	35,692	
<b>Total</b>	<b>6351</b>	<b>6351</b>		<b>6,626,823</b>						<b>7,239,996</b>	<b>428,304</b>	
Jan, 03	543	543	11	813,438						792,802	47,093	
Feb, '03	591	591	10	717,679						792,802	47,093	
Mar, '03	567	567	9	751,227						792,802	47,093	
Apr., '03	877	877	7	870,432						792,802	47,093	
May, '03	712	712	7	801,504						792,802	47,093	
June, '03	622	622	7	804,567		Launch	Aug, '03			792,802	47,093	Launch
July, '03	571	571	9	819,179						792,802	47,093	Aug, '03
Aug, '03	562	562	7	789,035	59	59	3	5,301		792,802	47,093	7,988
Sept, '03	631	631	7	812,960	6	6	10	6,563		792,802	47,093	7,568
Oct, '03	739	739	8	846,355	31	31	8	5,573		792,802	47,093	6,936
Nov, '03	665	665	7	752,709	11	11	10	4,409		792,802	47,093	4,311
Dec, '03	671	671	6	756,358	30	30	6	5,451		792,802	47,093	4,262
<b>Total</b>	<b>7751</b>	<b>7751</b>		<b>9,535,443</b>	<b>137</b>	<b>137</b>		<b>27,297</b>		<b>9,513,624</b>	<b>565,116</b>	<b>31,065</b>