Quarterly Report

Name and address of reporting institution:
Denver Public Library
10 West 14th 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: December 1, 2010
Reporting Period end date: March 31, 2011

Publicity:
- Create an E-mail - http://denverlibrary.org/files/medlineemail.pdf has been linked from our webpage for some time, and takes the customer to MedlinePlus.
- See accompanying pdf re: Pelican Cases to Go! This is being distributed to the DPL Managers and Senior Librarians.

Outreach:
- Class at Senior Support Services - 1/11/2011 – (packet to Director)
- Classes in CTC - 12/15 and 12/21, 1/5/2011
- Windsor Gardens – 1/21/2011, 2/18/2011, 3/18/2011 – At http://www.windsorgardensdenver.org/ , click on For Residents, then under Resources, then under Windsor Life, then Windsor Life 2011 editions, then January, February and March. See accompanying copies of the announcements...
- Classes at Schlessman Family Branch Library – 2/17/2011 and 2/24/2011 – in cooperation with Village at Lowry, an independent and assisted-living community just across the street from our Schlessman Branch.
- Staff training – Online by Adobe Connect 1/31/2011 and 3/16/2011
- Staff training – Face to face – 1/18/2011
- Language & Learning "Your Life" Classes re: stress & the holidays - 5 programs, total of 18 adults & 12 children (+ 1 adult in November at a 6th class)
Other accomplishments:

Pieces of the project began coming together in this final quarter, going from vision to implementation. In this process of implementation, weaknesses in the vision became apparent, and improvements identified.

Connections within the community were tested and made real as classes were presented in each location.

A small number of library staff and volunteers gained direct experience in health literacy and providing basic computer training with new users.

Suite of laptop computers enabled the Library to do our outreach programs, as well as several additional ones that would not have been possible previously.

Same with Adobe Connect Pro – it was used for health training, but also for other classes, a breakthrough into our own e-learning for the library.

Arrangements made for storage and check-out of laptops through DPL CTC instead, for staff system-wide to use in outreach and training sessions. Promotion of this opportunity to Managers and Senior Librarians includes mention of MedlinePlus and NN/LM.

Target audience:
Clinical staff seemed surprisingly unaware of resources available for the public.

In a gross generalization, seniors in an assisted living setting seem quite a bit less likely to develop their computer skills than those in active/independent living settings.

Goals, Outcomes, Objectives:

While last quarter was difficult, this was more so. There were three different sources of major challenge this quarter:

- DPL changes –
  - Implementation of DPL’s new catalog system
  - Move of the Reference Department and, in fact, a physical and functional shift of virtually all materials and many services of the Central Library.

- Staffing changes –
  - Cassi Pretlow, Co-Lead Investigator, left the Denver Public Library and took a position at the Aurora Public Library. Staff and volunteers filling in for her were great, but it was still a big loss for us. Her absence meant CTC staff were stretched even thinner than before, so while they were very helpful, they could not be as available as she had been for this project.
  - Weekly meetings became impossible this quarter, though they had been very helpful early in the project.
  - This left us without the diffused strong leadership we had anticipated, and instead the health information leadership remains largely centralized in Elaine Connell and the Reference Department.
• Delays in the early part of the project could no longer be deferred –
  o Objectives / activities were delayed due to the slow process of getting the signatures needed by the City of Denver prior to purchasing our equipment.
  o Ground work was well in-place for the implementation, but we had many classes and programs to be completed during this quarter.

• While this was a difficult quarter, and some of the objectives were strained in their completion, there were unanticipated benefits, as well, with a larger number of volunteers getting a vision for health information resources and outreach that might not have otherwise been possible.

• We met our goals in terms of numbers of classes and other presentations, but the hoped for numbers of ‘trained’ staff didn’t fully materialize. With the severe time pressure we had not anticipated, it became difficult to schedule presentations for all the staff we had hoped to. None the less, the interest level of various individuals was most encouraging. The vision changed from one of presentation-style teaching to more of development-style supported learning, with fewer numbers but apparently a deeper interest.

Evaluation:
Testimonials: “When you come to do one class, would it be possible to do two, once you are already here and set-up? There are so many who want this kind of training!”

“Registration opened at 8:00 am, and the class was filled by 11:00 am!” Participants at Windsor Gardens begin arriving for our classes 20 minutes early, and stay the full 1 ½ hours, fully engaged and learning.

Pre-Post surveys have been collected for both staff training and basic email classes. These will be discussed in the Final Report.

Impacts and Observations:
We have pioneered the implementation of Adobe Connect and e-Learning at DPL. There is a longer and steeper learning curve with Adobe than had been anticipated. Materials support presenters and hosts, but there is also a need for more support for participants, as well. Completion of the Bridge to Health Literacy for Denver grant project was included within the DPL revised Strategic Plan, announced in January, 2011.

All five library staff participants in the January 18th ‘face to face’ training were both complimentary and interested in signing up for the ‘Module Two’ portion of the DPL health curriculum. This is a much more tangible and practical indication of staff enthusiasm than I have had in the 10 years I have worked on this.

Classes for the public have been universally popular and well attended, also for the first time.

Concurrent re-organization of our new Reference Room allows for health materials in a designated area, adjacent to our new private consultation rooms.
As the project developed, we chose not to do promotion on the level of news and radio announcements and press releases. The 'Bridge’ is in place, but several internal elements need strengthening, and we are currently at our capacity for outreach. Perhaps in another few months an announcement or article may be appropriate.

**Planned Activities:**

Development of Health Appointment Services in the DPL Reference Services Department is under way, with four librarians interested in taking on these services. The appointment services group will determine which topics to undertake and when, but hopefully this will be in place by summer.

Additional programs are planned with:
- Windsor Gardens – 7:00 presentation May 11th, not hands on
- Inner City Health Center’s community education – 2 classes on April 18th
- NN/LM – Dana Abbey, CHIS training on April 4th & 5th for DPL and other local library staff and volunteers
- An April series of programs in the Language & Learning Branches re: Bones!

Future programs are anticipated with:
- Center for African American Health
- CTC and others working with ex-offenders and the homeless
- CTC classes on health, health literacy, and basic computer skills
- Colorado Association of Libraries / mental health group

With the completion of the grant project, and the anticipation of even deeper on-going budgetary constraints, health will no longer be identified as a strategic initiative for DPL. There is recognition more informally of the importance of health information and health literacy throughout the system.

- Members of the Health Advisory Group, CTC and others who are interested, will consider opportunities appropriate for their positions and connections, both inside the library and in terms of outreach.
- They will be able to draw upon the ‘Bridge’ that has been created to enable and facilitate their efforts.
- I see my role as maintaining and further strengthening the fragile fabric that makes up this ‘Bridge’ in order to insure their success and the quality of our library’s health information services.
January, 2011

Windsor Life
Newsletter, DPL Class announcement.

ENTERTAINMENT, EVENTS & TOURS

WINDSOR HAPPENINGS

Activities Office Hours
Monday – Friday
9 a.m. to 4:00 p.m.
303.364.5141

The Activities Office does not accept reservations by phone for events that require payment. The office does not keep large sums of money making it difficult to change large bills. Please keep this in mind when purchasing tickets. Thank you for your consideration in the matter.

INTERNATIONAL LUNCHEON: Tuesday, January 18, at 11:45 a.m. in the EMERALD GRILL BANQUET ROOM. Learn about Argentina and the Tango direct from Buenos Aires where it originated. Relish and enjoy a delicious luncheon featuring La Cabrera’s House Salad, Bistecca Gauchita with Argentinean Chimichurri Sauce, Plantains Maduros (delicious – similar to sweet potatoes), Arroces (multi-colored rice), coffee and iced tea. In addition to learning about Argentina, our lunchon sponsors will give a Tango demonstration. Don’t miss this event!

Cost $13 per person. Tickets are available at the Activities Desk. This event is sponsored by the WATT group.

KICK START YOUR YEAR, KEEPING YOUR HEALTHY RESOLUTIONS sponsored by PORTER ADVENTIST HOSPITAL
Thursday, January 20, from 9:30 a.m. to 10:30 a.m. in CENTERPOINT WEST. Join us as we look at healthy eating habits and exercise schedules back on track.

HABS – THE ROAD TO RECOVERY presented by ACTIVE MINDS: Thursday, January 20, at 1:00 p.m. in CENTERPOINT. January 2010 the primitive country in the Western hemisphere was hit by a magnitude 9.0 earthquake with devastating consequences. International aid poured into the country to help it recover and rebuild. Join Active Minds as we look at Haiti’s troubled history and its path since this disaster.

Cost: FREE. Please sign up at the Activities Desk.

BASIC COMPUTER TRAINING – MOUSE, INTERNET & E-MAIL presented by the DENVER PUBLIC LIBRARY: Friday, January 21, 10 a.m. to 11:30 a.m. in CENTERPOINT. The Denver Public Library will be bringing us their “Computer Classroom in a Box.” They have 10 laptop computers and would love to introduce you to the basics. If you have never touched a keyboard or seen what a mouse can do, this is just the class for you! We’ll divide into groups, so if you have knowledge using a computer for email or online searching, we invite you to join us and help teach our group.

Cost: FREE. Sign up at the Activities Desk. Limit of 10 participants, but the class will be repeated in February and March.

TRIVIA FUN DAY
Friday, January 21, at 2 p.m. in CENTERPOINT. Always a fun event! Trivia is a great opportunity to bring some friends and form a team. Prizes will be awarded.

Walk-in Bathtubs Call Before You Go!®

WINDSOR HAPPENINGS
continued on page 21
February, 2011

**Windsor Life** Newsletter, DPL Class announcement.

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**ENTERTAINMENT, EVENTS & TOURS**

- **WINDSOR HAPPENINGS**
  - **VALENTINE'S DAY DINNER** sponsored by WINDSOR GARDENS MEN'S CLUB: Saturday, February 12, 5 p.m. in the AUDITORIUM. Everyone is invited to the annual St. Valentine's Day Dinner. The dinner will be catered by the Emerald Grill and Sankosha 88 will provide entertainment. Cost: $16 per person. Tickets are available at the Activities Desk or through a member of the Men's Club.

- **GETTING BACK YOUR GOLF GAME** sponsored by EMERALD GREENS and PORTER ADVENTIST HOSPITAL: Tuesday, February 15, 1 p.m. to 2 p.m. in CENTERPOINT. This class provides information concerning back anatomy, factors influencing back pain related to the golf swing. Techniques to reduce back stress and exercises and stretches to help alleviate and prevent future back ailments. The program will be presented by David Lee, M.S.P.T., from Porter Adventist Hospital. Cost FREE. RSVP to Activities Desk at 303-364-9141.

- **AFTERNOON TEA** sponsored by EMERALD GREENS: Tuesday, February 15, 2:30 p.m. at the EMERALD GRILL. Enjoy a lovely buffet of finger foods and tea. Learn all about silk, coronation scories and how to use them as lovely accents! Linda Starovick will share her secrets with us.

- **HANDS ON INTERNET TRAINING** sponsored by WATT: Friday, February 18, 10 a.m. to 11:30 a.m. in CENTERPOINT. The Denver Public Library will again bring their "Computer Classroom in a Box!" Elaine and Lisa, two staff librarians, will introduce the basics of Internet searching and finding reliable information. Even if you have never touched a keyboard, or seen what a mouse can do, this is a chance to see what you're missing and give it a try. Cost: FREE. Sign up at the Activities Desk. Seating is limited to 10.

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**TRIVIA FUN DAY**

- **COME AND REMEMBER THE DREAM** sponsored by WATT: Friday, February 18, 2 p.m. in the AUDITORIUM. In celebration of Black History Month, Maxwell Theological Soft Image Inc. presents a stage play at Windsor Gardens. Cost: $6 per person. Tickets are available at the Activities Desk.

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**THE CELL EXHIBIT**

- **ANYWHERE, ANYTIME, ANYWHERE with lunch at CHEROKEE DINING on 12TH AVE.:** Wednesday, February 23, 1 p.m. Join us for a monthly Dayton Place bus trip. The trip will resume this month, weather permitting, with an exciting new event in Denver known as THE CELL. Billed as the "World's First Cell Phone Museum," the Center for Innovative Learning and the Cell (T CELL) opened in 2008 and is a non-profit institution dedicated to addressing the global issue of cell phone addiction.

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**WINDSOR HAPPENINGS**

continued on page 22
March, 2011

Windsor Life

Newsletter, DPL Class announcement.
Email Basics

Exercise#1: Create a Yahoo Account

1. **Double-click** on Internet Explorer Icon

2. In address bar of Internet Explorer window, type mail.yahoo.com

3. **Click on Create New Account**

4. **Enter your name** and other required information.
Exercise #2:

Practice sending article to email

1. In address bar, type medlineplus.gov

2. Click on Health Topics

3. Click on a letter of your choice

4. Use the scroll bar to find a topic you are interested in and click on the topic

5. Click on Email
Exercise #3: Practice sending a photo in email

1. On medlineplus.gov
   1. Scroll down until you see this image.
   2. Right click on the image
   3. Left click on Save Picture As
HAVE OTHER QUESTIONS?
Click on RESEARCH or call the Denver Public Library:
720-865-1363

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PC’s and Pelican Cases to go!

DPL now has 10 large (17”) Dell computers which ‘live’ and travel in two sturdy, locked Pelican travel cases. Reserve and check them out from H.R. (either 5 with one trainer, or 10 at a time with 2 or more trainers)

Enhance your outreach and training efforts. Take them anywhere with wifi and demo DPL’s databases! Use them in a conference room at your branch for hands-on training!

Multiple Laptop Shipping Cases - Pelican 1620

DPL Staff (only) may contact the CTC for additional details and to reserve this equipment.

ctc@denverlibrary.org
Tel: 720-865-1706


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