

# 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****Email address:** [econnell@denverlibrary.org](mailto:econnell@denverlibrary.org)**Telephone number:** Phone: 720-865-1187 or 720-865-1363**Reporting Period start date: December 1, 2010****Reporting Period end date: March 31, 2011****Publicity:**

- Windsor Life – Newsletter for Residents of Windsor Gardens – January, 2011 - [http://www.windsorgardensdenver.org/doc/toc.asp?assn\\_id=15778&doc\\_cat\\_id=97658](http://www.windsorgardensdenver.org/doc/toc.asp?assn_id=15778&doc_cat_id=97658) - page 19. Also in the Feb and Mar editions.
- 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 6<sup>th</sup> 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 –
  - Objectives / activities were delayed due to the slow process of getting the signatures needed by the City of Denver prior to purchasing our equipment.
  - 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 18<sup>th</sup> '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 11<sup>th</sup>, not hands on
- Inner City Health Center's community education – 2 classes on April 18th
- NN/LM – Dana Abbey, CHIS training on April 4<sup>th</sup> & 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.

## ENTERTAINMENT, EVENTS & TOURS

### WINDSOR HAPPENINGS

Events posted in chronological order.

#### 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. Relax and enjoy a delicious luncheon featuring La Cabana's House Salad, Bistec Gaucho with Argentinian Chimichurri Sauce, Plantanos Maduros (delicious - similar to sweet potatoes), Alfajores (multi-layered cookie), coffee and iced tea. In addition to learning about Argentina, our luncheon speakers will give a Tango demonstration. Don't miss this one!!

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. If you over indulged during the holiday, join us to find out how you can get your healthy eating habits and exercise schedule back on track. Presented by Brittany Gasset, registered

#### ACTIVITIES OFFICE HOURS

Monday - Friday  
9 a.m. to 4:00 p.m.  
303-364-9141

*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 this matter.*

dietician, and Nathan Boehlke, MS, clinical exercise physiologist, from Porter Adventist Hospital.

Cost: FREE. RSVP to Ask A Nurse at 303-777-6877.

#### HAITI - THE ROAD TO RECOVERY presented by ACTIVE MINDS®:

Thursday, January 20, at 1 p.m. in CENTERPOINT. January 2010 the poorest country in the Western Hemisphere was hit by a magnitude 7.0 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 two groups, so if you have tried using a computer for e-mail or online searching, we invite you to join us and develop those skills too.

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 the third Friday of the month. Full audience participation. Bring some friends, or better yet make some new friends, and form a team. Refreshments will be served.

Cost: FREE.

#### VALENTINE'S DAY DINNER sponsored by WINDSOR GARDENS MEN'S CLUB:

Saturday, February 12, at 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 Seniors 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 LaValley, MSPT, from Porter Adventist Hospital.

Cost: FREE. RSVP to Ask A Nurse at 303-777-6877.

WINDSOR HAPPENINGS  
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WALK-IN RATTIERS CALL BEFORE YOU FALL®

January, 2011  
**Windsor Life**  
Newsletter, DPL Class  
announcement.

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AFTERNOON TEA: Tuesday, February 15, at 2:30 p.m. at the EMERALD GRILL. Relax

and enjoy a lovely buffet of finger foods and tea. Learn all about silk-screening scarves and how to use them as lovely accessories! Linda Starceovich will share all her secrets with us.

Cost: \$9 per person. Tickets are available at the Activities Desk. This event is sponsored by the WATT group and catered by the Emerald Grill.

HANDS ON INTERNET TRAINING: Friday, February 18, from 10 a.m. to 11:30 a.m. in CENTERPOINT. The Denver Public Library will again bring us 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 out on and give it a try. Cost: FREE. Sign up at the Activities Office. Seating is limited to 10.

TRIVIA FUN DAY:

Friday, February 18, at 2 p.m. in CENTERPOINT. Always the third Friday of the month. Full audience participation. Bring some friends, or better yet, make some new friends, and form a team. Refreshments will be served. Cost: FREE.

A CHANGE HAS COME - REMEMBER THE DREAM:

Saturday, February 19, at 2 p.m. in the AUDITORIUM. In celebration of Black History Month, Maxwell Theatrical Self-Image Inc. presents a stage play at Windsor Gardens.

Cost: \$6 per person. Tickets are available at the Activities Desk.

THE CELL EXHIBIT: ANYONE, ANYTIME, ANYWHERE with lunch at CHEROKEE DINING ON 12th AVE.:

Wednesday, February 23, at 10 a.m. Bus time is 9:45 a.m. The monthly Dayton Place bus trips will resume this month, weather permitting, with an exciting new project in Denver known as The CELL. Billed as the "World's First Exhibit Dedicated to Understanding Terrorism," the Center for Empowered Living and Learning (The CELL) opened in 2008 and is a non-profit institution dedicated to addressing the global issue of

WINDSOR HAPPENINGS continued on page 22

BRIGHT LIVING IN-HOME CARE

"Our mission is to bring joy into the lives of our clients with the knowledge they are cared for with the highest quality of care, honesty, dignity, safety, respect, loyalty and privacy."

We are an insured, non-medical in-home health care company. Locally owned and operated.

We have been in business more than seven years.

Our caregivers have passed a rigorous background check.

They are well-trained and experienced and are passionate about helping and taking care of elderly and patients who need a loving and nurturing company by their side.

Our Services Include but are not limited to:

PERSONAL CARE

February, 2011 Windsor Life Newsletter, DPL Class announcement.

Document Viewer - Mozilla Firefox  
 http://www.windsorgardensdenver.org/doc/AdobeViewer.asp?doc\_filename=/hoa/assn15778/documents/windsorlifemarch2011edition.pdf&sfnd=&print=1&docid=621341

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## ENTERTAINMENT, EVENTS & TOURS

### WINDSOR HAPPENINGS

Events posted in chronological order.

**ENERGY SAVING SEMINAR:** Thursday, March 10, at 10 a.m. in **CENTERPOINT**. Find out how to save money on energy! After only one hour you'll come up with low-cost, money-saving actions. Receive planning tools and printed materials on programs for low-income energy assistance, weatherization and insulation programs, subsidized home energy audits, rebates and tax credit programs – plus a free compact fluorescent light bulb.  
 Cost: **FREE**. Sign up is required at the Activities Desk. Presented by Colorado Interfaith Power and Light.

**TRAVEL LUNCHEON (formerly known as International Luncheon):** Tuesday, March 15, at 11:45 a.m. in the **EMERALD GRILL MEETING ROOM**. Learn about Ecuador and Peru – the adventure, mystic beauty and marvels – including Machu Picchu and the Galapagos Islands. Abigail Nicholas (aka Marilyn Monroe) will take us on

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this exotic tour. Your menu includes a house salad, beef stew over rice, rolls and flan (light custard) for dessert. Coffee, regular or decaf, or iced tea for your beverage.  
 Cost: **\$13** per person. The Travel Luncheon price will be changing to \$14 per person effective in May.

**ACTIVE MINDS – IRAN AND GLOBAL NUCLEAR PROLIFERATION:** Wednesday, March 16, at 1 p.m. in **CENTERPOINT**. Join Active Minds for an in-depth look at the country of Iran – its history as well as the turmoil over Iran's last presidential election. Discuss the relationship between Iran's religious and political leadership and the thorny issues of Iran's nuclear program. In particular, we will discuss how the rest of the

world is responding to the various challenges presented by Iran.  
 Cost: **FREE**. Sign up at the Activities Office.

**HANDS ON INTERNET TRAINING – BASICS OF E-MAIL:** Friday, March 18, 10 a.m. to 11:30 a.m. in **CENTERPOINT**. The Denver Public Library will again bring us their "Computer Classroom in a Box!" Get help with signing up for an e-mail account. Learn to attach a document and send a photo, and see how to open these in your own e-mail. We'll talk about spam, phishing and more.  
 Cost: **FREE**. Limit of 10 participants. Sign up at the Activities Desk.

**TRIVIA FUN DAY**

**CENTERPOINT.** Always the third Friday of the month. Full audience participation. Bring some friends, or better yet, make some new friends, and form a team. Refreshments will be served.  
 Cost: **FREE**. Sponsored by Kaiser Permanente Thrive.

**COLORADO RAILROAD MUSEUM with lunch at BRIDGEWATER GRILL:** Wednesday, March 23, at 9 a.m. We'll head over to Golden to explore the Colorado Railroad Museum. The museum preserves an important part of Colorado history and, in particular, the narrow gauge mountain railroads that were pioneered in our state. It houses an extensive collection of railroad equipment as well as original pioneer photographs and paintings. There are 50 train cars, trolleys and locomotives, including a 317-ton Burlington locomotive. This is a must see for train buffs and anyone

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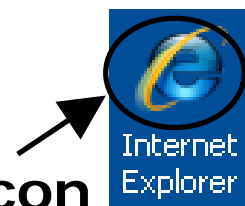
March, 2011  
**Windsor Life**  
 Newsletter, DPL Class  
 announcement.

## Email Basics

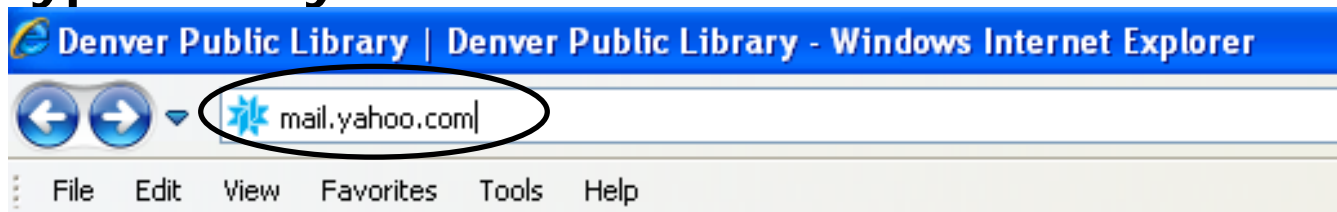
### Exercise# 1:

# 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



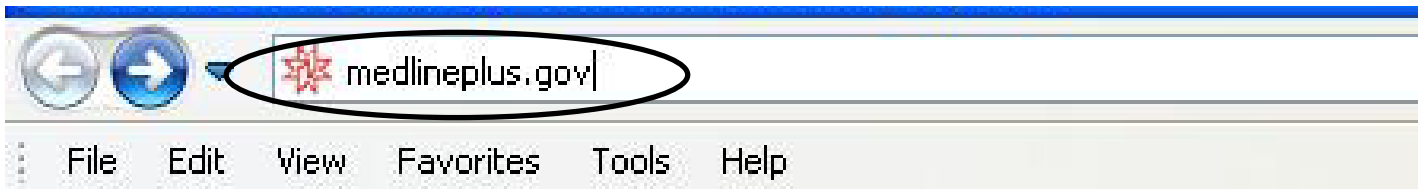
4. Enter your name and other required information.



# Exercise #2:

## Practice sending article to email

1. In address bar, type medlineplus.gov



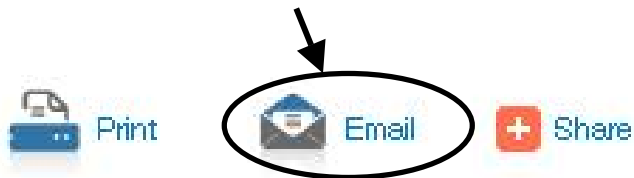
2. Click on [→ Health Topics](#)

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



## 6. Fill out form and click Send email

A screenshot of an email form. It has four input fields: 'Recipient's Email:' (required), 'Your Name:' (optional), 'Your Email:' (required), and 'Your Message:' (a large text area). At the bottom, there are two buttons: 'Send email' and 'Cancel'. The 'Send email' button is circled in black.

## 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**



MY ACCOUNT | CATALOG | BOOKS | MOVIES | MUSIC | EVENTS & CLASSES | **RESEARCH** | SOC



**HAVE OTHER QUESTIONS?**

**Click on RESEARCH** or call the Denver Public Library:

**720-865-1363**

This project has been funded in whole or in part with Federal funds from the National Library of Medicine, National Institutes of Health, Department of Health and Human Services under Contract No. N01-LM-6-3504 with the University of Utah.

## **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](mailto:ctc@denverlibrary.org)

Tel: 720-865-1706

Check Out [www.MedlinePlus.gov](http://www.MedlinePlus.gov)

This equipment and this project has been funded in whole or in part with Federal funds from the National Library of Medicine, National Institutes of Health, Department of Health and Human Services under Contract No. N01 LM-1-3514 with the University of Utah.