

AGREEMENT BETWEEN

**NN/LM MIDCONTINENTAL REGION-
UNIVERSITY OF UTAH**

AND

DENVER PUBLIC LIBRARY

Type of Contract: Reimbursable/Fee for Service

Principal Investigator: Elaine S. Connell, MLS
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Project Title: A Bridge to Health Literacy for Denver

Period of Performance: March 1, 2010 – February 28, 2011

Amount Funded: \$14,773

Exhibit A

A Bridge to Health Literacy for Denver

Statement of Work:

Health information is recognized as one of the most vital community needs. The Library is well positioned to begin addressing the challenges to the continuity of its health information resources and services:

- Lack of standardized expectations for librarians and educational program assistants who are charged with providing these services
- The limited number of staff capable of providing health information training and outreach
- The Library's limited ability to draw those who need the training into the classes

The "Bridge to Health Literacy" project is designed to address these challenges through:

- Development and implementation of a core curriculum for Library staff who are providing health information to the public
- Training of a cadre of staff capable of providing effective health information reference, training and outreach
- Development of a hands-on training service that would use a suite of laptop computers to send specially trained staff into the community to introduce the public to quality electronic health information
- Implementation of a health information outreach program for senior and low-income adults living in proximity to the Central Library and the Schlessman Branch Library
- Exploration of ways to introduce this outreach and training to minority and non-English speaking populations residing near the Ford Warren and Montbello Branch Libraries

DPL is working in collaboration with several community partners to develop the "Bridge to Health Literacy" project. These include:

- The Barth Hotel, an Assisted Living Residence that is part of Senior Housing Options (<http://seniorhousingoptions.org/>)
- Senior Support Services
- The Gathering Place <http://www.the-gatheringplace.org/>
- The Center for African American Health
- Inner City Health Center

Objectives:

The Denver Public Library has identified five major objectives for the "Bridge to Health Literacy" project:

1. Development and implementation of a core health information curriculum and improved delivery of staff training to provide optimal health information to customers.

The Library has several staff and volunteers who take a strong interest in providing health information. Four of them have received Consumer Health

Information Services Certification from the Medical Library Association. Two more are currently studying to obtain certification. These staff members and volunteers collaborate with one another through the Health Advisory Group. Some of them have provided community health information outreach and health information online searching classes. DPL's Community Technology Center (CTC) and the new Reference Services Department are developing new and improved services for the public.

2. Development of a cadre of DPL staff prepared to provide in-depth health information reference, training and outreach.

All effective front line reference staff members must be knowledgeable about basic resources. A core group of Reference Services staff must be able to provide services at a higher level suitable for a one-on-one appointment with a health information customer. Training will be provided for CTC staff and others who will be providing the community laptop outreach program in order to ensure this higher level of service.

3. Development of a health information outreach and training program.

This program will be provided by the above described cadre of DPL staff who will use the suite of laptop computers and the core curriculum for hands-on training in the community

4. Implementation of health literacy outreach services for seniors and low-income populations living in close proximity to the Central Library and the Schlessman Family Branch.

Senior adults and low-income residents of central and east Denver will be invited to learn and practice computer skills in the convenient places where they already congregate. Whether they decide to learn online health information searching or to visit the Library for in-person health information assistance, they will attain increased health literacy and become aware of sources they can access for additional assistance.

Similar services will be provided for seniors living in the vicinity of the Schlessman Family Branch Library, which is located very near to Windsor Gardens, a 55+ community of 3,500 active older adults.

5. Exploration of health literacy outreach services for minorities and non-English speaking populations.

Through its partnerships with the Center for African American Health and the Inner City Health Center, DPL will initiate a pilot program of presentations and hands-on demonstrations for leaders and staff of these two agencies. The programming will be held at the CAAH and ICHC facilities. DPL will then

request guidance from these partners in further project development and collaboration. We also will request their assistance and support in facilitating presentation opportunities for members of their constituency groups. These presentations will be conducted in locations where participants already gather and feel comfortable.

Whether people choose to use additional library services in their quests for health information or to do further online searching without assistance, DPL will support their progress towards health information literacy by offering a range of services and assistance points.

Activities:

The methodology that will be used to accomplish each stated objective is as follows:

1. Development and implementation of a core health information curriculum and improved delivery of staff training to provide optimal health information to customers.

Staff in the Health Advisory Group will identify core curricula for the various audiences. They will then work with the Library's Training Manager to establish the overall core curriculum. This will provide a new level of authority for the classes throughout the DPL system. While DPL's formal training system does not currently include the ability to provide distance training for staff and to archive that training for later use, this project will implement this much needed element. This will help ensure a continuous flow of service options for the public.

It is important to ensure a consistent level of quality for basic health information services throughout the DPL system. A health literacy focus is ideal for assuring that all public service staff are aware of the basic and substantial resources available through MedlinePlus and the National Library of Medicine. Staff should also be aware of the onsite resources available through referral to local medical libraries and librarians and other local services.

2. Development of a cadre of DPL staff prepared to provide in-depth health information reference, training and outreach.

Training materials from the NLM Clearinghouse and other NLM sources such as *"Helping Older Adults Search for Health Information Online: A Toolkit for Trainers."* <http://nihseniorhealth.gov/toolkit/toolkit.html> will be used to train Reference Services employees and other interested Library staff members in providing health information outreach services. The Library has recently made a commitment to professional development by incorporating goals for learning and growth into performance expectations. This type of training is encouraged by the executive staff to enhance job skills and customer service levels.

3. Development of a health information outreach and training program. This program will be provided by the above described cadre of DPL staff who will use the suite of laptop computers and the core curriculum for hands-on training in the community.

The following steps would be required to meet this objective:

- Acquisition of 11 laptop PC's for CTC use and for providing off-site presentations
 - Development of curriculum and preparation of CTC staff to deliver the curriculum
 - Adaptation of the standard curriculum, based on expressed needs at specific locations or for specific audiences
 - Presentation of hands-on training sessions for six community groups (to develop beginning skills, improve comfort level with Library services, instill awareness of Library resources and services and familiarity with some individual staff members
 - Evaluation of trainings, based on pre and post surveys and feedback
 - On-going training and outreach in community settings near to the Central Library
 - Ongoing classes in the CTC on health information topics, including four followup Trainings
4. Implementation of health literacy outreach services for seniors and low-income populations living in close proximity to the Central Library and the Schlessman Family Branch.

To achieve this objective, DPL will employ an adaptation of the "Stages of Change Model" from *Measuring the Difference: Guide to Planning and Evaluating Health Information Outreach*, Catherine M. Burroughs and Fred B. Wood, National Network of Libraries of Medicine, 2000.

5. Exploration of health literacy outreach services for minorities and non-English speaking populations.

Many people who would benefit from the "Bridge to Health Literacy" project face barriers rooted in low-literacy of any type. It is important for these individuals to learn about health information resources in a setting where they are already comfortable and thus able to learn. To provide audience-specific services, the following steps will be taken:

- Assessment of community needs specific to each community
- Hands-on presentations to develop beginning skills and to increase comfort level
- Hands-on training opportunities in community settings (for populations or for community leaders)

- Pre and post surveys and feedback
 - Additional trainings in community settings
 - Ongoing classes and one-on-one consultations to be provided onsite or at offsite community locations.
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- The “Bridge to Health Literacy for Denver” project launch, milestones and updates will be supported with the distribution of media materials such as press releases, media advisories and fact sheets.
 - DPL’s Website and e-newsletters will carry announcements of the launch and all classes and services available.
 - Because much of the target audience currently has limited Internet access, more traditional means of communication, including brochures, flyers and visible signage will be placed in known gathering areas, such as community centers, government agencies and the participating DPL locations.
 - Other marketing strategies to aid in recruitment of participants may include:
 - Project-specific in-library handouts at participating DPL locations
 - Program Fact Sheet distribution at key City agencies, including Human Services and Senior and Recreation Centers
 - Distribution of information at project partners facilities, health fairs and other community events
 - Article submission to community and agency newsletters
 - Publicity outreach, seeking possible news coverage featuring project administrators and/or participants
 - Ambassador outreach, presenting program information to targeted audiences (e.g., churches, schools, senior communities, assisted living centers and long-care facilities)
 - Project mention in "DPL Bulletin" and online DPL eNewsletters
 - Program information distributed through print and online calendars
 - DPL will also work with current non-profit partners including The Gathering Place and Senior Housing Options to inform their clientele of the programs and services being offered.

Evaluation:

- The Library will record the number of training classes and other on- and off-site presentations offered, as well and the number of participants in each activity for the duration of the project.
- Pre and post surveys of participants will be taken to determine improvement in health literacy and technology skills.
- Participants and project partners will be surveyed to determine value of the training classes and other activities as well as general satisfaction with Library technology programs and health information services.
- To evaluate the effectiveness of staff training, pre and post surveys will be conducted. The project manager will conduct reviews of staff health literacy skills to ensure highest quality of customer service.

Deliverables

Deliverables are to be submitted to the NN/LM MidContinental Region in Salt Lake City, Utah

- Quarterly Reports are due 15 days after the close of the quarter.
- The NN/LM MidContinental Region will provide a template to use in completing the reports.
- Quarterly Reports will be due:
 - June 15, 2010
 - September 15, 2010
 - December 15, 2010
 - Last Quarter and Final Report due: March 31, 2011
- A final report including the final evaluation is due 30 days from the last day of the performance period. The NN/LM-MidContinental Region will provide you with the form to be completed. The final report must include a narrative summary of project accomplishments; sites where training was done and a description of training sites; description of target audience; list of exhibits, if applicable; approaches and interventions used; project evaluation results; observations on problems or barriers encountered; impact of the project; and recommendations for improvements, alternative methods, insights, etc. In addition, a graphical compilation of web site statistics, classes and demonstrations conducted of NLM databases, and meetings attended, must be provided.
- The final 10% of the award will be paid upon receipt of the final report of the project and an invoice for the final 10%.
- Any materials (promotional materials, training materials, articles etc) developed or produced for this project will be provided in electronic format (whether in ASCII, HTML, PDF, or other document formats). In accepting the award, the bidder gives permission for use of such materials by the NLM and NN/LM.
- The bidder may also be asked to provide information to the RML or to NLM, such as IP addresses, which will be used to track usage of MedlinePlus, PubMed or ClinicalTrials.gov by institutions participating in the project.
- Information on training materials developed under this contract should be submitted to the [National Training Center and Clearinghouse](http://nnc.nlm.gov/train/suggest.html) (NTCC) (<http://nnc.nlm.gov/train/suggest.html>).
- At the conclusion of the project, the bidder will submit one effective practice or lesson learned to the Library Success Wiki. <http://www.libsuccess.org/>

EXHIBIT B
A Bridge to Health Literacy for Denver

Budget

Expenditure Category	Award Amount	DPL In-Kind Amount
Personnel		15,630
Equipment	14,573	
Reproduction	200	
Total	14,443	15,630

B. Budget Narrative

1. Personnel – DPL Cost Share

Personnel expenses are for the three main DPL staff members who will be in charge of the project: Elaine Connell 10% of salary and benefits (\$6,968), Cassi Pretlow, 10% of salary and benefits (\$5,343), and Laurie Spurling, 5% of salary and benefits (\$3,049).

2. Equipment – Award Expense
IT/Computer Hardware

Mobile Laptop Storage & Charging Station	292
11 Dell Latitude E5500 Laptops for 10 students and 1 trainer with Microsoft Office 2007 software, XP Windows	11,792
2 Pelican EX1620 multiple laptop travel cases	680
Microsoft LifeCam Web Camera for trainer	40
2 VisionBoard Large keyboards	140
10 Computer Mice for Seniors	250
Elite Screens Tripod Portable Projection Screen, 1:1 Aspect Ratio-85in	89
2 licenses, ZoomText 9.1 Magnifier Screen Software	790
Adobe Connect – 1 year subscription	500
Equipment Total	14,573

Ten student laptop computers are needed for outreach and in-house training of computer/health literacy skills to the public and staff. A trainer laptop, charging station, travel case, portable projector and screen will allow 1-2 instructors to travel to centers for outreach. Dell is the preferred vendor due to lowest quote and support by our computer services department. All three computer vendors provided only 30-day quotes, not 60. Two large type keyboards and magnification software licenses will help students with extreme vision challenges and will uphold ADA compliance. (We also currently have 2 ADA compliant desktop computers in the Library’s Community Technology Center. The

special mice for seniors are about half the size of a standard computer mouse and just right for arthritic or stiff hands.

The web camera for the trainer laptop is for training staff at branch libraries on health literacy instruction and for archiving sessions for instructor training. Adobe Connect web conferencing software will multiply the number of staff that can receive training due to traveling/time constraint limits. DPL will pay for the web conferencing software subscription after the 1-year contract is up.

4. Reproduction – Award Expense

Health education handouts from www.healthedco.com. Promotional materials can be done as an in-kind expense through DPL's inhouse print and design department.

EXHIBIT C

A Bridge to Health Literacy for Denver

Publishing

All Publications should include the following acknowledgement:

“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.”

Recipients of NN/LM funding are strongly encouraged to consider publishing results from NN/LM funded projects in journals that make their contents freely available on the Web.

Publications Resulting from NN/LM funded Projects:

As of April 7, 2008, final peer-reviewed manuscripts arising from NIH funds must be submitted to PubMed Central upon acceptance for publication.

The NIH Public Access Policy at <http://publicaccess.nih.gov/policy.htm> ensures that the public has access to the published results of NIH funded research. It requires scientists to submit final peer-reviewed journal manuscripts that arise from NIH funds to the digital archive PubMed Central (<http://www.pubmedcentral.nih.gov/>) upon acceptance for publication. To help advance science and improve human health, the Policy requires that these papers (<http://publicaccess.nih.gov/FAQ.htm#b1>) are accessible to the public on PubMed Central no later than 12 months after publication.

The NIH Public Access site should be consulted for additional information:
<http://publicaccess.nih.gov/policy.htm>.

Section 508 Compliance:

According to the Department of Health and Human Services synopsis of Section 508 accessibility requirements, Federal agencies are obligated to make all electronic and information technology (EIT) that they develop, maintain or use compliant with Section 508. EIT purchases made on or after June 25, 2001, are subject to Section 508.

It should be noted that other Federal regulations and guidelines (e.g., Section 501 and Section 504 of the Rehabilitation Act) require equal access for individuals with disabilities. Therefore, Federal agencies are required, upon request, to provide information and data to individuals with disabilities through an alternative means of access that can be used by the individuals.

Section 508 Compliance information is at <http://www.section508.gov>