

AGREEMENT BETWEEN

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

AND

LAWRENCE PUBLIC LIBRARY

Type of Contract: Reimbursable/Fee for Service

Principal Investigator: Bruce Flanders, Director
Lawrence Public Library
707 Vermont Street
Lawrence, KS 66044-2371
785-843-3833 (phone)
785-843-3368 (fax)
bflanders@lawrence.lib.ks.us

Project Title: Together Prepared

Period of Performance: April 15, 2009 – October 15, 2010
Amount Funded: \$14,980

Exhibit A Together Prepared

Statement of Work

The purpose of this project is to provide improved access to disaster and emergency information for residents of Douglas County, Kansas, with a particular emphasis on assuring that vulnerable populations are served. Project objectives will be accomplished by enhancing the role of the Lawrence Public Library as an information center for the public during an emergency and an outreach center for information related to disasters preceding them. To do this, the Lawrence Public Library will partner with the Lawrence-Douglas County Health Department, Douglas County Emergency Management, the University of Kansas Research and Training Center on Independent Living, and the community working group Together Prepared.

Objectives:

The objectives of this project are to improve access to disaster information to residents of Douglas County, Kansas by:

- 1) Enhancing access to public health and preparedness resources through printed materials, staff assistance, Internet and a call center to community members before, during and after a disaster;
- 2) Developing a website, Together Prepared, that offers advice, information, resources, community linkages, health and safety information that can be used by the general population, but with an emphasis on services to vulnerable populations within the county;
- 3) Piloting a library outreach program using the library's mobile van that informs agencies, organizations and residences serving vulnerable populations about what to do before, during and following a disaster in Douglas County.

Activities:

Develop the capability to post emergency preparedness information online:

- Create "Together Prepared" web site
 - o Together Prepared web site will include:
 - meeting minutes
 - resource links
 - option to donate to the coalition to advance efforts and
 - updates on training and events.
 - Information will be provided for both vulnerable citizens and their caregivers.
 - Sample continuity of operations plans
 - discussion board for citizens and agencies to share advice and concerns
- Links will be created on the library's existing web site to public health and emergency information, further resources and general preparedness guidance.

- Detailed operating procedures for the management of the Internet access node will be developed.
- The library will be added to the Health Department’s Health Alert Network.
- The Health Department, Emergency Management Department, and Kansas University Research and Training Center will create links from their web sites to the Together Prepared site.

Host a call center:

- Lawrence Public Library will install two additional phone lines.
- The utility of the call center will be tested using a simulated demonstration.
- Detailed operating procedures for the management of the library-based emergency call center will be developed.
- During a large-scale disaster or emergency:
 - The library will prioritize its eight phone lines with 35 extensions to serve as a call center for disaster and health information.
 - Library staff will monitor and assist in the call center.
 - Call center will be staffed by trained volunteers such as Douglas County Medical Reserve Corps (MRC) and Community Emergency Response Team (CERT) members.

Serve as a central meeting location for people to access information:

- Additional space within the library will be allocated for health-related publications.
- Library staff will attend training to become more knowledgeable about public health and emergency preparedness.
- Library staff will be available before, during and after an emergency to help community members access needed information, including how to develop a personal preparedness plan before an event or fill out assistance forms after a disaster.
- During an emergency, select staff and trained volunteers will be available at the library's Internet access workstations to facilitate priority access to emergency information web resources by the public.

Provide mobile preparedness training activities to vulnerable populations:

- The library and partners will focus on local organizations/agencies with at-risk residents and/or clients, such as retirement communities, and Cottonwood, Inc., and determine gaps in disaster planning and preparedness knowledge.
- Training will be developed by Together Prepared members and partners to address the specific needs of the vulnerable populations.

- Training sessions will be provided to staff, residents/clients, and family members by appropriate agency staff or volunteers.
- Trainings will take place Thursday through Sunday, when the mobile book van is not in use for its primary program and can be determined by appointment. The van will be used to transport trainers and materials to current and potential partner sites to provide personal preparedness training classes for community-based organization’s staff and consumers.

Publicity and promotion activities:

- Draft a press release and distribute it to the media,
- Appear on a local radio talk show, “According to the Record”
- Promote the project on partner websites
- Directors of the Health Department and public library will draft a letter to the local newspaper editor to draw further attention to the project
- Send a postal mailing to notify community-based organizations, faith-based organizations and neighborhood associations of the project developments
- Print fliers for distribution to community bulletin boards
- Utilize the Douglas County PIO group as a communication partner to extend the reach of the project’s objectives.
- Updates will be printed in project partner’s newsletters.
- Social networking media will be considered as a means for additional publicity.

Time Line:

Together Prepared Timetable

18 months	May 09	June 09	July 09	Aug 09	Sept 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	April 10	May 10	June 10	July 10	Aug 10	Sept 10	Oct 10
Activity																		
1- Complete contractual arrangements with all key personnel	█	█																
2- Acquire additional bandwidth		█	█															
3- Acquire additional phone lines						█	█											
4- Project team meetings	█	█	█		█		█		█		█		█		█		█	█
5- Initial website development				█	█	█	█	█										
6- Enhanced website development										█	█	█	█	█	█	█	█	█
7- Publicity and promotion	█								█						█	█	█	█
8- Identify, recruit and assess pilot sites for mobile preparedness training					█	█	█	█										
9- Develop materials for mobile preparedness training							█	█	█	█								
10- Conduct pilot classes at selected locations											█	█	█	█	█	█	█	█
11- NLM training for Library Administrative Team and Project Team by Rebecca Brown		█																
12- Library staff basic preparedness training					█	█	█										█	█
13- Research and develop standard operating guidelines for call center			█	█	█	█	█											

18 months	May 09	June 09	July 09	Aug 09	Sept 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	April 10	May 10	June 10	July 10	Aug 10	Sept 10	Oct 10
14- Recruit and train call center volunteers (Includes NLM resources)																		
15- Call center simulation																		
16-Evaluations																		
17- Update Together Prepared																		
18- Reporting as per award requirements																		
19- Ongoing funding and sustainability																		

Project Tracking

Action Item	Assigned To	Target Completion	Status/Updates
Complete Contractual Arrangements with: Cat Rooney Trent Flory Mike Fox Glen White	Bruce Flanders	Draft by 23, 2009 March 27, 2009 April 10, 2009 for Mike and Glen's contracts	
MOU between HD and Library	Charlotte Marthaler & Bruce Flanders	March 27, 2009	
Bandwidth	Bruce Flanders	By July 31, 2009	
Phone Lines	Bruce Flanders	by the end of November	Moved from May-June to October-November in accordance with development of SOG
Set Date for NLM Training for Library Staff/Project Team Training	Bruce Flanders & Kim Ens	Set training date(s) by May, 2009	Bruce will check availability of Library Staff for the first two weeks in June
Determine Project Team Meeting Dates	Laura Poskochil	May 1, 2009	Fridays are good (monthly)
Initial Website Development	Cat Rooney	May – Dec.	Content development May-Aug, schedule meetings with Trent & Joel, coordinate with TP members

Action Item	Assigned To	Target Completion	Status/Updates
Press Releases and initial promotion/publicity	Maria Butler and Lisa Horn (PIOs at HD & Library)	May	Notify first responders, etc. as well as media
Find locations for pilot classes	Cat Rooney & Pattie Johnston		Discuss with Together Prepared Members
CERT training/ general preparedness	Kim Ens & Teri Smith (Emergency Manager)	Sept. – Nov.	
SOG development	Cat Rooney & Project Team	July - November	
Call Center Simulation		April 2010	
First Progress Report to Grantor	Bruce Flanders	July '09	
Update TP	Kim Ens	May and on-going	

As of

Evaluation:

The overall goal will be to evaluate:

- (1) planning and implementation issues associated with the project;
- (2) attainment of objectives;
- (3) impact of the project on participants; and
- (4) impact of the project on the community.

Ongoing evaluation of project effectiveness will take place at six-month intervals, with a summary project evaluation to be completed as part of the final report. The six-month evaluations will be both quantitative and qualitative and be closely tied to the most appropriate methods of measuring each project objective. All evaluation results, interim and final, will be shared with members of Together Prepared for feedback, so that any problems can be identified, understood and remediated in a timely manner that is inclusive and transparent to all participants.

Objective # 1

- On-line tracking of calls directed to the library call center and dedicated Internet use for websites including information on emergency management for the public library will be tabulated weekly with reports generated to project staff. External events in the community, which may prompt variations in call volume or Internet use, will also be documented to help in understanding the quantitative data further.
- Key participants will be interviewed as part of the evaluation. They will include persons who use the call center during and after the simulation. They will also include Internet users at the library, as well as persons in the community. Persons using the call center or Internet will be interviewed to determine the degree to which these information sources have been helpful. Persons representing different governmental and community groups will be interviewed to determine recognition of these library resources among our target population.

Objective #2)

- Progress on creation of the website will be monitored to assure that development takes place in a timely manner. Evaluators will notify the project director and principal investigator of any obstacles that may prevent meeting project deadlines and deliverables as they meet with the web designer. The review of the website will take place in stages (beta development and at six month intervals) using criteria identified through the University of California library system (<http://www.lib.berkeley.edu/TeachingLib/Guides/Internet/Evaluate.html>). These include five broad categories: an environmental scan of the URL, scanning the perimeter, screening for indicators of quality information, soliciting comments from objective outside reviewers, and evaluating all aspects of the website.

Objective #3)

- Training sessions will be evaluated by providing short, written questionnaires to all participants of the education programs conducted, requesting that they respond to short survey questions related to preparedness and response information uptake. We will monitor total number of persons served by this pilot so that at least 300 persons document greater understanding of emergency preparedness for vulnerable populations through this effort. Library staff and other volunteers who participate in this outreach component will also be interviewed to determine their perceptions and experiences regarding the effectiveness of this outreach effort, and to suggest further improvements.

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:
 - August 1, 2009
 - November 1, 2009
 - February 1, 2010
 - May 1, 2010
 - August 1, 2010
 - Last Quarter and Final Report due: November 15, 2010
- 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://nnlm.gov/train/suggest.html) (NTCC) (<http://nnlm.gov/train/suggest.html>).
- At the conclusion of the project, the bidder will submit one effective practice or lesson learned to the Effective Practices Collection.
<http://nationalserviceresources.org/effective-practice>

**Exhibit B
Together Prepared**

Budget

EXPENDITURE CATEGORY	AMOUNT
Personnel	9,150
Equipment	0
Supplies	800
Communications	1,410
Reproduction	3,035
Other Costs	585
TOTAL	\$14,980

Budget Narrative

Personnel: To coordinate this 18-month project, Cat Rooney will be hired as the project operations manager. These costs are estimated at \$7,200, which averages out to approximately 5 hours per week for 72 weeks @ \$20/hour. This position will not need to be sustained beyond the current award.

A graphic designer, Trent Flory, will be hired to collaborate with the Lawrence Public Library’s web designer to design the “Together Prepared” website and promotional brochure. These services are estimated at \$65 an hour for 30 hours = \$1,950.

Total = \$9,150

Equipment: No equipment will be purchased with this award.

Supplies: Training materials (i.e. notebooks, flip charts, pens, markers etc.) for the pilot outreach program using the mobile book van are estimated at \$800. We plan to train 300 people at retirement centers and other locations.

Total = \$800

Communications: Two phone lines will be added to the public library at a cost of \$1,300 to cover the costs for installation and monthly service for one year. Postage for letters to community-based and faith-based organizations to promote the library’s enhanced services in estimated at \$110 for about 265 letters @ \$0.42 each.

Total = \$1,410

Reproduction: Printing for informational materials related to the pilot outreach program are estimated at \$.03/page x 4 pages x 300 participants = \$35.

Printing of brochure to market enhanced library services = \$3,000

Total = \$3,035

Other: Two evaluators will be hired, Dr. Michael Fox and Dr. Glen White @ \$25/hour for \$300.

Stipends for trainers is estimated at \$200 to defray costs related to training for library staff, call center volunteers, and others.

Reimbursement for mileage at the 2009 allowable federal rate for the pilot outreach program using the book van. Travel within Douglas County estimated at 150 miles @ \$0.55mi = \$85

Total= \$585

EXHIBIT C

Together Prepared

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>