

NATIONAL NETWORK OF LIBRARIES OF
MEDICINE

MidContinental Region

Quarterly Report
November 1, 2003 – January 31, 2004

Contract No. N01-LM-1-3514

Spencer S. Eccles Health Sciences Library

University of Utah

Submitted December 10, 2004

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Quarterly Report **November 1, 2003 – January 31, 2004**

Administration (Personnel changes, Overall program planning, Infrastructure, CE. For CE and Conferences you attend include title, dates, and location.)

The RML meeting to plan for Year 04 of the contract took place in Salt Lake City on November 12 and 13, 2003. Betsy Kelly, Assessment and Evaluation Liaison, instructed staff on the use of the logic model as a planning tool. The expectation is that this tool will also facilitate evaluation of the program areas. Following the meeting liaisons continued to work on completing the logic model for their project area. December and January were spent producing the budget documents for Year 04.

The RML Directors Meeting was held in Houston on December 3-5, 2003. Wayne Peay, Director, and Claire Hamasu, Associate Director, attended. They facilitated the discussion on scholarly publication and national max.

Personnel

Janet Ashwell, formerly Janet Lamkin, joined the RML as Kansas Liaison in January.

Network Programs

Document Delivery Services (ILL, EFTS, DOCLINE, Loansome Doc, SERHOLD)

To prepare Network members for DOCLINE 2.0 the RML video recorded Camille Salmond, ILL Supervisor at Eccles Health Sciences Library, describing the changes that that would be available. This video will be streamed from our web site. The forthcoming version was announced at local consortia meetings and on state and regional listservs. State liaisons worked with the ILL staff at their institutions to prepare them for the changes.

Staff answered questions on temporary DOCLINE coverage, the correct indication for “willing to pay any cost” and how to become a Loansome Doc library. Staff also helped members to update SERHOLD and DOCUSER and trained a new library to use the DOCLINE system.

Resource Libraries (RL directors meetings, activities at a Resource Library that have impact on the RML)

Resource Library Directors met on January 26, 2004. This was the first attempt to hold the meeting as a videoconference and it proved to be a viable method of meeting.

Based on the experience of a number of Resource Libraries, directors were advised to carefully watch vacation time and encourage liaisons to use their annual vacation allotment. The payout for vacation when a liaison leaves the position can have a major impact on the budget for the rest of the year. Directors were updated on the recommended national max initiative.

Paul Schoening described the DSpace project at Washington University. An experimental space is being established for Resource Libraries.

In January, Stephanie Weldon, Consumer Health Liaison, presented a consumer and alternative health information session for University of Colorado Health Sciences Center residents attending an information class.

Communications (Among liaisons, to Network members, Listserv, Newsletter, QuickPlace)
Siobhan Champ-Blackwell, Inner City and Minority Outreach Liaison, set up a listserv for the NN/LM to discuss information access issues for minority populations. Approval was given by Angela Ruffin, Head, and Keith Cogdill, Outreach Librarian, from the National Network Office.

Ms. Champ-Blackwell, Barbara Cosart (NN/LM South Central Region) and Becky Hebert (Southeastern Atlantic Region) held a teleconference to share minority health projects from their regions. Teleconferences with this subgroup will be held throughout the year and Roy Sahali (NN/LM Pacific Northwest Region) will be invited.

Sharon Dennis, Technology Coordinator, continued to work with technical staff and liaisons at the University of Colorado, the University of Nebraska Medical Center and the University of Missouri to troubleshoot difficulties with VRVS. This is the videoconferencing software that the RML uses for its staff meetings. She investigated the costs and potential uses of WebEx for distance training. Eccles Library will conduct a three month trial of the WebEx software from January – March 2004; this may be used for RML applications as well.

Ms. Weldon has begun emailing a compilation of consumer health information news to liaisons once a month in a format that can be forwarded to consumer health librarians in their state.

Plains to Peaks Post Volume 2, Issue 2 was published.

New or Updated Web Pages:

Revised DOCLINE pages to include information about DOCLINE 2.0.

Regional Advisory Board

On November 12, 2003, Ms. Champ-Blackwell and Ms. Hamasu held a teleconference with Regional Advisory Board member Candace Fleming and with Rosalie Tallbull. Both Ms. Fleming and Ms. Tallbull provide outreach to Native Americans in Colorado and nationally and had wonderful ideas on outreach.

Evaluation & Assessment/Feedback (Evaluation of RML efforts, feedback from Network and public)

Ms. Weldon and Molly Youngkin, Public Health Liaison, provided regional data for NN/LM's outreach evaluation project.

Ms. Champ-Blackwell queried the 88 participants on her distribution list asking who would like to be removed. Only three responded yes. During the quarter she received an email from someone not on the list, but who receives the emails from someone who is on the list. Ms. Champ-Blackwell has found this list to be an extremely effective way to keep the NN/LM MCR in the minds of community based groups in the region and to distribute information on health disparity. Most list participants come from Nebraska; however, Colorado, Illinois, Oklahoma and Missouri are also represented.

Health Professionals Access to Information (Outreach, training to health professionals)

On November 17, 2003, Ms. Weldon presented a three hour class to nursing students at Aims Community College in Greeley, Colorado. She also met with a librarian for the community college and plans to schedule a train-the-trainer session with him on NLM resources.

Network Membership (Network member activities not covered by another heading. Include new Network and Affiliate members. Include Network libraries that close)

Barbara Jones, Network Membership Liaison, began contacting candidates for the advisory group regional licensing project. She drafted a schedule for establishing the group and an outline of their charge.

Consortia meetings attended:

January 14, 2004 - Health Sciences Library Network of Kansas City

January 26, 2004 - Utah Health Sciences Library Consortium

Ms. Youngkin is the 2004 Chair for this consortium.

New Affiliate Member:

St. Louis Children's Hospital Family Resource Center (MO)

Awards

No Activity

Outreach Programs (OARF Summary - See appendix B)

Consumer Health Information Services (Efforts where community, public libraries are ultimate target)

Ms. Kelly conducted a session for Mini-Medical School students at Washington University. One student, a Spanish teacher, reported that the session was very useful and that she will use the resources in her classes.

Ms. Weldon continued to work with the NN/LM community public library task force. Her responsibility is the services section of the web site. She has found that the "Tell It! Manual" by Douglas Zweizig has many interesting ideas for announcing library services.

Ms. Weldon emailed Ms. Jones and MaryEllen Sievert of the University of Missouri-Columbia so that they could be in touch with each other about the consumer health information workshop that Missouri is offering this summer.

Ms. Jones met with Amanda McConnell and Caryn Scoville to review progress on Missouri Go Local. The target date for the project to go live was January 1, 2004.

Public Health (Any interactions with public health agencies)

The RML hosted the November 14, 2003, Public Health Train-the-Trainer event sponsored by the NLM Public Health Work Group. All RMLs sent staff. The new Public Health Training Manual from the Public Health Work Group was the focus. Edie Snethen, Advisory Board member from the Kansas Association of Local Health Departments, and Kevin Thompson from the Weber-Morgan Health Department in Ogden, Utah were resource people.

Ms. Ashwell became the library's liaison for the University of Kansas Medical Center School of Medicine's Department of Preventive Medicine and Public Health.

Ms. Youngkin is a founding member of the Utah Public Health Education and Training Consortium. Organized by the Utah Department of Health Bioterrorism Program, its aim is to leverage training and educational resources and to integrate activities among state and local agencies. Work groups have been established to link curriculum to public health competencies and promote future training opportunities.

Ms. Youngkin discussed the status of the HAN network in Utah with Dean Penovich of the Utah Department of Health. In Utah the HAN is officially known as the Utah Notification and Communication System. Mr. Penovich agreed to share the names of other state HAN coordinators in our region.

Inner City and Minority Outreach (Outreach targeting inner city populations or ethnic minority populations)

Ms. Champ-Blackwell attended the training session of the Omaha Community Foundation's Omaha Connect (<http://www.omahacf.org/>) on November 18, 2003. Omaha Connect is a new data system developed by the umbrella organization Community Foundations of America (<http://www.cfamerica.org/>). The general system is the "ImpactMgr" (<http://www.cfamerica.org/page1576.cfm>), a "data collection and reporting system designed to help community foundations and their nonprofit partners track and analyze program performance." Omaha is the fourth city to begin using the database system; Chicago, Cincinnati and Kansas City are the other three cities. Ms. Champ-Blackwell has been spreading the word to the community groups she works with in the Nebraska area. This is a great way for grassroots organizations to begin to be seen as more mainstream by the donors in the area.

On November 24, 2003, Ms. Champ-Blackwell attended a meeting on Latino health concerns at the University of Nebraska - Omaha. She met Dr. Jose Romero who is involved in an international coalition with Mexico to improve health of Latinos in this country. This group developed an online Spanish-English Medical Dictionary (<http://www.ucop.edu/cprc/dictionary.pdf>). Dr. Romero also spoke about Spanish language videos on health care that are available at Mexican consulates in the United States. Ms. Champ-Blackwell will follow up with an email to Dr. Romero to learn more about these programs and how the MCR can become involved.

Native American Outreach

Subcontracts were awarded to the University of New Mexico and the University of Arizona for the Four Corners on MedlinePlus extension to the Tribal Connections Four Corners project. Ms. Hamasu is working with Janis Teal in New Mexico and Jeanette McCray, Tribal Connections Four Corners project manager, to write an agreement that all partners will find acceptable to fund the .75 fte needed for a tribal liaison position. Ms. Dennis reviewed Siebel Systems for the Tribal Connections contact database.

Ms. Hamasu and Ms. Champ-Blackwell participated in the effective practices subgroup meeting with Magdalena Montagne of the Epicenter's Effective Practices Resource. Ms. Montagne provided background on the National Services Resource Center (NSRC) which is part of the Corporation for National and Community Service (<http://nationalservice.org/about/index.html>) that also funds Americorps, Seniorcorps and Learn and Serve America. NSRC supports the Effective Practices Resource. The subgroup enumerated the criteria it wanted to see for descriptions: target populations, needs assessment, methodologies, partnering, promotion and evaluation. It appears that the database is not meant to be an inventory of projects as a whole. Ms. Montagne agreed that the database presents a slice of a project. However, overviews can be submitted and more than one effective practice from a project can be submitted and all practices can be linked. The subgroup found this to be satisfactory for representing the lessons learned by TC4C.

Ms. Youngkin briefly discussed the NN/LM program and the services of the Eccles Health Sciences Library with Anthony Smith, Health Director of the Indian Walk-In Center in Salt Lake City. The center services the health needs of many urban Native Americans and has ties to the community health centers serving rural Native Americans. It is hoped that a site visit can be made at the center to promote our resources and to determine what center activities we may participate in.

Outreach Symposium Planning

The planning group with representatives from NLM, NN/LM and health sciences libraries involved in community outreach and outreach research has been organized and is meeting weekly. Co-chairs Wayne Peay and Maxine Rockoff from the New York Academy of Medicine are coordinating the process. During this quarter major decisions were made. The symposium will be held on December 2-3, 2004 at the Lister Hill Auditorium. The schedule for the symposium has been set. Day 1 will cover NLM's Strategic Plan for Health Disparities, outreach projects funded by NLM, posters of outreach projects and a session from the community organization perspective. Day 2 will feature speakers on outreach research, evaluation, and a futurist, ending with a wrap up session.

Technology Awareness and Integration (Efforts to increase the knowledge and improve the use of technology in the library)

Ms. Dennis met with Creighton University's library director and staff to plan for videobroadcasting training in the spring of 2004 and continued working on the materials for that training. A poster entitled, "Have Mobile Videobroadcasting Unit, Will Travel:

Training librarians to offer ‘any place, any time’ classes and events via streaming video,” was accepted for presentation at the annual MLA meeting in Washington, DC. In November, she presented a session for RML staff on uploading web pages via SSH and on the basics of Dreamweaver.

Education (Any instructional materials or sessions targeting Network, Affiliate members, health professionals, public librarians, or the community)
No activity

Exhibits and Presentations at Meetings (National and local exhibit reports, presentations made at professional meetings)

National Meetings

Third International Conference on Mobile Health, Las Vegas, NV -- October 31 - November 2, 2003. Ms. Youngkin and Ms. Weldon exhibited.

Regional and Local Meetings:

Ms. Youngkin coordinated and exhibited at the annual Public Health Day at the 2004 Utah State Legislature on January 30, 2004 in the Utah State Capitol building. This was the first time for this particular exhibit.

Ms. Champ-Blackwell was scheduled to present at the MPLA/Reforma/NLA conference in Reno, NV, but was not able to get to the meeting due to adverse weather conditions.

APPENDIX A

CE and CONFERENCES

CE and Conferences Attended by MCR Staff and Liaisons

TITLE	DATE	NAME
American Public Health Association	November 15–19, 2003.	M Youngkin
NN/LM Public Health Train-the-Trainer	November 14, 2003	M Youngkin, M Magee, S Weldon, M Henning
DSpace Demonstration	January 29, 2004	C Hamasu, M Youngkin, W Davison-Turley, M Henning

APPENDIX B

OARF SUMMARY

Outreach Activities Report - All Midcontinental Projects

RML Quarter 3 2003-2004

Generated: Wednesday, October 27, 2004

6 Total Outreach Activities

The following information is based on outreach reports of training activities.

Activities Summary		Session Content	
Total number of estimated participants:	180 participants	PubMed:	3 activities
Average number of participants:	30 per activity	MedlinePlus:	6 activities
Average length:	1.26 hours	ClinicalTrials.gov:	1 activity
Under 1 hour:	3 activities	NCBI:	0 activities
Between 1 and 2 hours:	2 activities	NLM Gateway:	0 activities
Over 2 hours:	1 activity	TOXNET:	1 activity
Hands-on practice:	2 activities	Other technology content:	4 activities
Conducted remotely:	0 activities	Other, non-technology content:	2 activities
Offering continuing education:	0 activities		
Significant number of minorities:	0 activities	Significant Minority Population Present (<i>>=50% of participants</i>)	
Type(s) of Organization(s) Involved in Activities		African American:	0 activities
Health sciences library:	6 activities	Alaska Native:	0 activities
Public library:	2 activities	Asian and Pacific Islander:	0 activities
Government agency:	0 activities	Hispanic:	0 activities
Hospital:	0 activities	Native American:	0 activities
Clinical/Health care:	1 activity		
Academic Institution:	6 activities		
Community-Based:	1 activity		
Faith-Based:	1 activity		
Public Health Agency:	1 activity		
Other:	0 activities		

85 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary	
Activities at which PI sheet collected:	50.0%
Health care or service providers:	1 participant
Health science library staff members:	0 participants
Public Health worker:	0 participants
Public/Other library staff members:	76 participants
Members of general public:	8 participants
Percentage Health Care Providers:	1.2% participants
Percentage Health Sciences Library:	0.0% participants
Percentage Public Health Workers:	0.0% participants
Percentage Public Library Staff:	89.4% participants
Percentage General Public:	9.4% participants



APPENDIX C

EXHIBIT REPORTS

STATE AND REGIONAL EXHIBIT REPORT OUTLINE

- I. DATE OF REPORT October 13, 2004
- II. NAME OF PERSON SUBMITTING REPORT
 Molly Youngkin, Public Health/Utah Outreach Liaison, NN/LM MCR
- III. ADDRESS
 Spencer S. Eccles Health Sciences Library
 University of Utah Health Sciences Center
 10 N. 1900 E.
 Salt Lake City, UT 84112-5890
- IV. EXHIBIT:
 - A. Name of Meeting: Public Health Day at the 2004 Utah State Legislature, sponsored by the Utah Public Health Association Legislative Committee
 - B. Location (City, State): Utah State Capitol Rotunda, Salt Lake City, UT
 - C. Dates: Friday, January 30th, 2004
 - D. Staff: Molly Youngkin and John Bramble, Outreach Librarian, Spencer S. Eccles Health Sciences Library
 - E. Number of Registrants: This is an open forum, there are no registrant numbers available, although it was stated that about 2,000 people were coming and going through the Rotunda that day.
 - F. Number of Exhibits: 8

Week Days	Exhibit Hours	Number of Visits to Booth	NLM System Demonstrations	Internet Demonstrations
Sunday				
Monday				
Tuesday				
Wednesday				
Thursday				
Friday	7 hrs (7:00 am to 2:00 pm)	42	10 (PowerPoint not live)	
Saturday				
Total	7	42	10	

- V. EXHIBIT SUMMARY (Narrative)
 - A. Distribution of Pre-mailers, Letters or Invitations (if applicable) **N/A**

B. Description of Booth Location

We used the NN/LM MCR tabletop display, had electricity and used PowerPoint screen shots to demonstrate NLM and the Eccles Library web pages. No Internet access was available. The booth was in the middle of the Rotunda which was a heavily used area during this day.

C. Description of Program Presentations

There were no programs during this exhibit time.

D. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted.

No, SIS resources were not highlighted.

E. Problems

There were no real problems, except that set up time for the exhibits was VERY early (6:30 AM). Luckily John took the morning hours, and I took the afternoon hours.

F. User feedback

Everyone seemed to enjoy MedlinePlus and could see a use for it.

G. Suggestions/comments

This was an interesting opportunity to promote the Spencer S. Eccles Health Sciences Library resources and those of the National Library of Medicine. The attendees were health workers from the Utah Department of Health, several Utah state representatives and several members of the general public. Many young children were attending as well. They were taking part in the *Gold Medal Schools Walk and Talk with Your Legislature Day*. So we were able to talk with several parents. John spoke with three state representatives, Al Mansell (District 9), John Valentine (District 14) and Bill Hickman (District 29). John told them about our services and that we do outreach in the state. Although very busy individuals, they all found this interesting information. We also made a contact with the Tooele Public Health Department. Bucky Whitehouse is the Health Education Coordinator there and we did follow up with a site visit to Tooele on August 4th and September 9th, 2004.

H. **Recommendations: Exhibit at this meeting next year? (Yes or no, give reasons for your answer)**

This was a free exhibit opportunity and we were able to make some nice contacts. Yes, we should exhibit here again. <http://www.upta.org/html/publichealthday.html>

VI. **BUDGET SHEET** The exhibit opportunity was free.

APPENDIX D

SUBCONTRACT REPORTS

K-State Veterinary Medical Library Outreach Grant

Outreach Grant

Veterinary Medical Library
Kansas State University
Manhattan, Kansas 66506

Carol Elmore
Veterinary Medical Library
Kansas State University
408 Trotter Hall
Manhattan, Kansas 66506
celmore@vet.k-state.edu
785-532-6006
785-532-2838 (FAX)

April 1, 2002-June 30, 2003

January 8, 2004

NARRATIVE DESCRIPTION

1. Summary/Introduction:

Gayle Willard and I attended three veterinary medical meetings as exhibitors where we distributed materials about the National Library of Medicine and its services to veterinarians, veterinary technicians, faculty members of veterinary colleges, veterinary students, veterinary public health workers and other healthcare professionals attending the meetings. Our display had posters which showed databases that were available for use by veterinary healthcare professionals, described the services our library provided to healthcare professionals, and showed the methods of information delivery that we could provide to veterinary healthcare professionals. We also demonstrated how to use and search the NLM databases—PubMed and MedlinePlus. We also answered the individual questions that veterinary healthcare professionals had about the services that NLM could provide them through the databases PubMed and MedlinePlus and the use of these databases.

2. Geographic region:

We impacted the states of Kansas, Missouri, and Nebraska.

3. Collaborations/Partnerships:

We collaborated with the Kansas Veterinary Medical Association, The Nebraska Veterinary Medical Association, and the Central States Veterinary Conference. We have maintained our partnership with the Kansas Veterinary Medical Association and plan to exhibit and demonstrate again at the Annual Trade Show held in conjunction with the KVMA/Kansas State University's Annual Conference in June 2004. We were not able to contact as many veterinary healthcare professionals at the Nebraska meeting due to the smaller numbers of attendees at that conference. We did not feel that it was a good use of our time to display at their meeting in the near future. The Central States Veterinary Meeting provided us with many contacts but the amount of days that we would be required to exhibit were too prohibitive for the current staffing that we have at our library. Also, while the exhibit space was donated to us we found that the costs of having an exhibit were out of line with the other two conferences. We had to pay for tables, internet access, and travel expenses since the meeting was held in Kansas City, Missouri. The KVMA/Kansas State University's Annual Conference is held in Manhattan, Kansas, where our library is located and thus does not require us to spend money on travel. Also we were given a free booth as well as free Internet access.

4. Training

Not applicable to this grant.

5. Training sites

Not applicable to this grant.

6. Exhibits

Central States Veterinary Conference, Kansas City, Missouri, August 17-19, 2002. We had a total of 172 visits to our booth. We conducted 18 NLM database demonstrations and 5 Internet demonstrations. We felt this was a very successful exhibition because it was a regional meeting and we were able to make contacts with veterinarians and other veterinary-related healthcare professions from several states.

Nebraska Veterinary Medical Association 107th Annual Convention, Omaha, Nebraska, January 13, 2003. We had a total of 35 visits to our booth. We did not conduct any database or Internet demonstrations because our laptop computer modem was broken and could not be repaired. We felt this was the least successful of our conference exhibits. There was a small crowd and they were not interested in library or information resources.

65th Annual Conference for Veterinarian (College of Veterinary Medicine)/Kansas Veterinary Medical Association 99th Annual Trade Show, Manhattan, Kansas, June 1-3, 2003. We had a total of 75 visits to our booth. We conducted 10 NLM database demonstrations. We felt this was also a successful exhibition and plan to repeat this in June, 2004. We received a complimentary booth and did not have to pay for Internet access.

7. Resource materials

We printed copies of the PubMed brochure that was available on the NLM web site. We did it on blue granite paper and adapted the citations to veterinary medical literature. We provided copies of the PubMed glossy bookmarks that are available from the RML. We also handed out MedlinePlus bookmarks, MedlinePlus pens, and PubMed pens. Also we handed out brochures from our library that described our document delivery and reference services available here at the Veterinary Medical Library here at Kansas State University. We were able to buy a display for our booth that enabled us to display large posters.

8. Web sites

We currently have a web site that explains our Library Research Services here at the Veterinary Medical Library. The URL is as follows:

<http://www.vet.k-state.edu/depts/library/research.services.htm>

We update this at least once a year and more when there are significant changes in information.

9. Document delivery and reference services

During 2003 Library Research Services has provided 1,647 documents and has performed approximately 40 reference searches for Library Research Services clients. These were done throughout the year 2003 at the library.

10. Approaches and interventions used:

We answer email requests from clients requesting services and tell them the procedures and charges that we have for our services. Carol Elmore writes a column describing services and features that the library provides to clients and features services that are available through the National Library of Medicines various databases. The column is published in Sunflower Roads and is sent to alumni and friends of The College of Veterinary Medicine, Kansas State University. Carol Elmore is the primary staff member who performs searches, provides reference help, and provides document delivery to clients who are not affiliated with the university. She is backed-up by the other staff members of the library.

11. Evaluation

Our original Statement of Work for the grant stated our evaluation requirement as follows:

“To determine the success of the outreach activities in providing information to the target populations, the following information will be collected:

Number of people visiting the booth

Number of demonstrations of NLM products completed

Approximate percentages for target populations reached (i.e., 50% veterinary, 25% public health, 10% extension officials, and 15% other).”

We had meaningful contacts with 282 persons through our exhibit sessions, and we did a total of 15 demonstrations. Our target groups were a little different than we had originally thought. 75% of the people that we made contact with were veterinarians, 10% were public health professionals and the remaining 15% were spouses, veterinary technicians and corporate veterinary affiliated personnel.

We felt that people were open to hearing about the services of NLM and we were surprised at the number of professionals who were unfamiliar with PubMed and MedlinePlus. Spouses of veterinarians were especially interested in hearing about MedlinePlus. The Nebraska Veterinary Medical Association meeting that we attended was the most disappointing of all the exhibits. The number of people who visited our booth was much lower than the number that visited us at the other two locations.

12. Problems or barriers encountered

At the Central States Conference we were surprised that we had to pay to rent tables and chairs. We were given a free booth but were not told that we would have to pay for the furniture. We were finally given several chairs without charge. Also we had to pay a lot in our opinion for Internet access. At the Nebraska meeting our computer modem did not function so we were not charged for Internet service there even though we had requested it. We also received free Internet service at the Kansas Veterinary Medical/Annual Conference meeting that we attended and were given a free booth at this meeting. We felt that this was our most successful exhibit venue because we were able to interact with Kansas veterinarians. Staffing a booth we

discovered can be a very time-consuming and sometimes unproductive venture. There were many periods when very few people came through the exhibit halls.

13. Continuation plans

We plan to exhibit at the yearly Kansas Veterinary Medical Association/Annual Conference that is held in June at Kansas State University, Manhattan, KS. We will continue to demonstrate NLM databases and services and hand out NLM promotional materials.

14. Impact

We feel that the exposure that we received at the exhibits helped promote the Library Research Services that we provide at the Veterinary Medical Library at Kansas State University. We feel that this has helped increase the number of clients that we now serve and the number of documents that we supply to these clients has increased.

15. Recommendations for improvement

We were happy with the materials that we received from our RML and would hope that they would continue to provide us with promotional materials such as bookmarks and pens.

FOLLOW-UP QUESTIONS

1. Were your original project goals and objectives met? If not, why not?

Our goals and objectives were met and were answered in questions 1-6 above.

2. What significant lessons were learned which would be of interest or use to others conducting outreach projects. Which strategies were the most effective in implementing the project?

I learned that people are very open and want to learn about information options that can help them in the improvement of their providing quality veterinary care to their clients. They were very interested in learning that they could perform searches themselves but also appreciated knowing that there was a library that they could call upon to help them out when they either didn't have time or the expertise to help themselves. I also felt that personal contact and talking with people was the most effective way to communicate our services. Although they liked seeing searches demonstrated, they really just like chatting about the problems that they have encountered and the need to find information to help them solve these problems. Many older veterinarians and their spouses were especially interested in knowing that they could use resources on the Internet that were reliable and free.

3. If you were to start all over again, what, if anything, would you change about your goals, project plans, etc.?

I think that I would not change anything other than to plan ahead more so that I would be sure that the laptop that I took for the exhibits had a working modem. It was very disappointing to

learn that ours did not work. I did think that the reports that were required to be sent were way too detailed for the type of exhibits that we did. In my opinion a mid-point report and a final report would have been sufficient. It took more time to do the reports than it did to plan the exhibits.

4. What advice or recommendations would you give to anyone considering a similar outreach effort?

Try doing it. It was really a good experience.



Quarterly Report
January 27, 2004

Project Code: mcrquarterreport-2004-01-27-40138.html

Name of reporting institution:

Boulder Public Library
1000 Canyon Blvd.
Boulder, CO 80302

First and last name of person submitting report: Chris A. Engleman

Internet email address: englemanc@boulder.lib.co.us

Telephone number: 303-441-4144

Reporting Period start date: 10/01/2003

Reporting Period end date: 01/04/2004

Publicity:

I will send hard copies of all materials we have used this past quarter (including the previous quarter...I know I did not send these last time...but all is included this time).

These materials all relate to our outreach at both the People's Clinic and the Family Learning Center.

Outreach Sessions:

We have continued having a volunteer once a week every week for 3 hours at the People's Clinic. We also made a presentation November 20, and were set up at a table at the Family Learning Center, with my co-director and a bilingual volunteer. A hard copy of the presentation will be sent. The Spanish-language version of MedlinePlus was discussed with about 20 people, and then questions were fielded. A week later, a presentation was made in English to an English as a Second-Language class (12 people). Many interesting questions were fielded.

Other accomplishments:

New Spanish-Language brochures advertising our services were printed up and handed out at our presentations. They are also on display on a rack at the Peoples' Clinic. In addition, our volunteers have been going around to people in the waiting area of the Clinic and handing them the brochures and explaining to them the service of helping them look up health information using MedlinePlus (Spanish version).

Target audience:

We have learned a very interesting thing about our target audience this quarter. This came about by our now going to the Family Learning Center in addition to the People's Clinic. What we have found out, is that the two places serve sort of different Latino populations. The Family Learning Center is a place where people go to take classes such as English classes. So the population there is a somewhat educated Latino population...or is actively looking to learn things. Patrons of the People's Clinic, on the other hand, are people who are ill and seeking health treatment. So these could cover the wide range of the local Latino population. This could even include illegal

immigrants as well as a very uneducated population. I will talk more about this in the following questions.

Goals, Outcomes, Objectives:

To sort of just add to what I discussed in Question number 10, it has become clear to us that what seems to be a lack of success at reaching the Latino population at the People's Clinic, can be attributed to a number of factors. Some things we are just coming to realize. We have had maybe only 10 people come to us to have us research questions for them. But it seems that it is possible that some of the people that come to the People's Clinic are not very well educated...and perhaps some don't even read..even in Spanish. Had we the time and resources it would be interesting to do a survey in this regard. In addition, it is likely that some of the people there are illegal, and will want to talk to as few people as possible. This, I realize, is speculation to a certain extent, but from people we have talked to at the Clinic this seems possible. People who know about these things have told us that many of these families have a 5th or 6th grade Mexican education at best. So, considering all this, perhaps having 10 people talk to us may not necessarily be "unsuccessful." New ideas of other approaches to reach this population will be discussed in #14.

Evaluation

I am mailing some examples of our forms with questions that have come to us during this project. Hard copies of the things we have done will all be sent.

Impacts and Observations:

Important lessons we are learning I discussed in #11. I will add here that the physicians have been positive and cooperative about our presence at the People's Clinic. We are allowed to make an announcement over the PA system letting staff and patients know that we are there and available to field research questions for patients. We have been given People's Clinic badges which has helped some, because culturally we feel that there is a need to show that we are a part of the system there...that the Latino population will ask questions of us if it is apparent that we are a legitimate, professional presence..and have some authority. This cultural question is very interesting to me and could probably be explored in depth... actually both sociologically and culturally. And, economically, there is likely a barrier. A more uneducated population is not brought up to feel that they can ask questions about their own health...not to mention even knowing what questions to ask. That is why we feel we need to enlist more help from the physicians. I will discuss this in #14.

Planned Activities:

We will continue once a week for the next quarter having a table with laptop and bilingual volunteers at the People's Clinic. Our plan now is to print up "prescription pads" to give to the physicians at the Clinic, so that they can write down for their patients anything that might be relevant, to come to us to research using MedlinePlus. We think this may help break the educational, cultural barrier of the population there feeling it is OK to research health issues on their own...and also just help them know what questions to ask. The physicians seem amenable to this idea...so far. This will be our experiment for this next quarter. We also will try and find ways of getting more time at the Family Learning Center. This has been a bit more difficult, as it is an evening-only Center, and we just have not yet established good ways of getting in there in any regular way. But this is another goal for this next quarter. I want to do this, since we now

realize that these two places we are working with, serve actually two different types of Latino populations. Previously, I had only thought of this population as ...well, a single population.

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Centro de Información sobre el Cuidado de la Salud “Grillo”

**Boulder Public Library
P.O. Drawer H
Boulder, CO 80306**

Serie de exposiciones “Stahl”

El centro “Grillo” patrocina cuatro pláticas al año. Expertos locales presentan temas populares y de actualidad. Estas presentaciones son grabadas en cintas de vídeo y transmitidas en el Canal municipal 8. Las cintas de vídeo pasan a formar parte de la colección de la biblioteca.

El centro de información sobre la salud “Grillo” trabaja en colaboración con la Biblioteca Pública de Boulder y el Hospital Comunitario de Boulder (Boulder Community Hospital). Las actividades de este centro son financiadas gracias a subvenciones provenientes de la “Library Foundation”, a aportaciones de IBM y Roche Colorado, así como a donativos individuales.

PUEDE ENVIAR
CONTRIBUCIONES
PARA EL CENTRO GRILLO A:

Boulder Public Library Foundation
P.O. Drawer H,
Boulder, CO 80306

Nuestras metas:

Procurarle información para que usted logre un intercambio más productivo con sus profesionales de la salud (médico, enfermera, trabajadora social).
(Ayudarle, mediante el acceso a información, a que usted pueda sacar mejor provecho de su relación con sus profesionales de la salud (médico, enfermera, trabajadora social).)

Ayudarle a que usted comprenda mejor un diagnóstico.

Investigar opciones de tratamiento.

Obtener información sobre enfoques complementario/integrativos (es decir, qué más puede usted hacer, además de seguir su tratamiento médico habitual).

En caso necesario, encontrar información para participar en ensayos clínicos (tratamientos en investigación).

Estar al día de las novedades importantes sobre salud preventiva.

Revisar la investigación médica más actualizada.

Buscar grupos de apoyo y servicios a la comunidad.

El Centro de información sobre la Salud "Grillo", ubicado en un lugar agradable y confidencial de la biblioteca principal, le ofrece voluntarios preparados para asistirle en la búsqueda de la información más actualizada sobre sus preguntas de salud. Los servicios del centro "Grillo" son gratuitos.

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Una computadora para uso exclusivo del **Centro "Grillo"**.

Suscripción para acceder a las mejores bases de datos, como "MDCONSULT".

Acceso a portales Web fidedignos, como por ejemplo aquellos que han sido revisados por la Red Nacional de Bibliotecas de Medicina.

Panfletos y folletos que describen los recursos con los que cuenta la comunidad.

La colección completa de la Biblioteca Pública de Boulder, que incluye libros médicos y de referencia, revistas de salud, cintas de vídeo y servicios de préstamo interbibliotecario.

Como contactarnos:

Visitando el **Centro “Grillo”** en la Biblioteca Pública de Boulder (Boulder Public Library).
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1000 Canyon Boulevard, Boulder

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Miércoles	11:00 – 7:00
Jueves	11:00 – 7:00
Viernes	11:00 – 5:00

Puede concertar una cita fuera del horario regular o solicitar la investigación del tema que le interesa, llamando al teléfono:

303-441-4144

o

También puede solicitar la investigación del tema que le interesa por correo electrónico, escribiendo a:

grillo_center@boulder.lib.co.us

Quarterly Report
January 22, 2004

Project Code: mcrquarterreport-2004-01-22-134809.html

Name of reporting institution:

Fort Lewis College, John F. Reed Library
1000 Rim Drive
Durango, CO 81301

First and last name of person submitting report:

Myoung Fry

Internet email address of person submitting this report:

fry2_m@fortlewis.edu

Telephone number of person submitting this report:

(970) 259-1871

Reporting Period start date: 08-01-2003

Reporting Period end date: 12-31-2003

Publicity: List publicity and promotional activities conducted during the reporting period, if there were any. (Send any examples of non-electronic promotional materials to the NN/LM MCR by mail or send an email attachment to reports@rml4.utah.edu. Give URLs; send a disk for electronic materials created.)

During this quarter, nothing in the area of publicity has been done because most of the effort and time have been devoted to preparing to implement the grant.

Outreach Sessions: List any demonstrations, trainings, or exhibits that took place during the reporting period. Include date, participating organization(s), city and state, number of attendees, and type of intervention (e.g., PubMed class, basic Internet class, etc.).

Nothing has been done in this area.

Other accomplishments: List any additional activities, resources, services, and administrative arrangements or collaborations that occurred during this reporting period.

1. FLC, SWRLS, and Fry had a meeting to work on the web page and Fry completed the web page, brochure and evaluation form for classes to be offered with help of SWRLS.
2. FLC set up an account for this project and announced it through a quarterly library newsletter to the FLC faculty.
3. The web page will not be posted until the end of January, 2004 because the Telecommunication Department of FLC is changing the interface of the FLC web page. We decided to add the web page as a section of the Reed Library web page.

Target audience: Are there any insights you have gained about your target population during this reporting period? Have their needs changed since your initial assessment? Is the group different from your original anticipated audience?

Fry contacted the office manager of the Southern Ute Indian Reservation Health Clinic and is trying to make an arrangement to set up the first class with its physicians and any interested personnel at their office.

Goals, Outcomes, Objectives: Discuss problems, successes, surprises, and/or insights of this quarter. Based on these experiences and your progress to date, have you rethought or in any way modified your objectives for the project? Are the needs of the audience those you anticipated, and are the outcomes you expected still feasible?

- Fort Lewis College will purchase a laptop and a projector
- The web site will be published. DPL and FLC will design a web page that includes all the National Library of Medicine's consumer health databases, other databases, books and video tapes that indicate the locations of libraries, and that eventually will serve as a virtual library for the community. The web page will also include appropriate health related links by subject and links to web sites of interest for Native Americans. Ms. Fry will design and publish the web site. She will work with librarians at FPL and DPL to ensure it meets their needs.
- Ms Fry will develop classes for presentation. She will be able to contact the Colorado Liaison for resources which might be helpful
- Ms. Fry will develop a brochure to be sent to the Ute Mountain Nation and the Southern Ute Nation – a personalized letter will be enclosed with the brochure telling the Ute Nations of this collaboration.
- Ms. Fry will develop an evaluation in order to assess what training should occur for DPL and FLC librarians. She will also evaluate through her contacts in the area what Native Americans are looking for in terms of health information.

Outcome:

We accomplished everything as planned. However, the following aspects need to be considered and postponed to be implemented at the end of the project:

1. A data projector and a laptop computer will be purchased at the end of the project since equipment becomes outdated so fast. Meanwhile, SWRLS will provide their equipment to make presentations at various classes.
2. We still need to have a meeting to come up with a name for this consumer health project and web address.
3. Mercy needs to complete the patient education section to be linked from our web page.

Evaluation: List any specific evaluation activities that occurred during the reporting period. Activities might include surveys, focus groups, pre- and post-tests, interviews, log of activities, or other steps to monitor progress.

NA

Impacts and Observations: If there are anecdotes that illustrate the impact that the project is having, provide the narrative here; include any indicators of success. Share observations, lessons learned, and any other feedback you think would be helpful.

We found out that we get additional funds from the Ute Foundation to purchase books and video tapes. Margaret Landrum, Outreach Librarian, and Fry will work on this additional grant during the next quarter.

Planned Activities: Provide a brief outline of activities (training, exhibits, web development, meetings, evaluation etc.) that are scheduled for the next quarter.

January 1st 2004 – March 1st 2004 Second Quarter

- One training class at each of the partner organizations and also at Cortez Public Library and the Ute Indian Reservations will be held.
- The consultant will meet with Clinic staff on the reservations who provide access to health information. She will offer them a class if the clinic staff is amenable.
- DPL and FLC will ensure that their reference staff is adequately trained in finding quality health information on the Internet and answering health related questions.
- Develop brochures to be sent to Navajo and Ute Nations
- Continue to update Native American resources on the web site.

December 23, 2003.

Institution:

Medical Library
St. John's Health System
1235 East Cherokee St.
Springfield, MO 65804-2263

First and last name: Anna Beth Crabtree

Email address: abcrabtree@sprg.mercy.net

Telephone number: 417-820-3253

start date: 10-01-2003

end date: 12-31-2003

Publicity:

1. Letter to select Community Organizations [mailed November 11, 2003]

This letter was composed to introduce community organizations to the Community Health Library and invite them to request informational programming for their support groups and/or staff. One follow-up response was received.

2. Bookmarks and newspaper ads for the library programs scheduled in the Barry and Lawrence counties was handled by the Barry-Lawrence Public Library District. Publicity items not available for attachment.

Outreach Sessions:

1. Missouri Library Association Annual Conference
Springfield, Missouri
October 2, 2003
Number of attendees = 50 [estimate]

This session was titled, "Consumer Health Resources: knowing the resource and handling the questions." The first half of the program was presented by Shelley Vaugine, former consumer health librarian with the Springfield-Greene County Library District. She discussed collection

development, community assessment, and the Medical Library Association resources. Holly Henderson of St. John's conducted the second half. She briefly profiled some of the consumer health libraries across the state and encouraged the audience (mostly public librarians) to utilize these consumer health libraries to supplement their library collections.

2. Exhibit at Learning Disabilities Association of Missouri Fall Conference
Branson, Missouri
October 3, 2003
Number of attendees = 200 registered [estimate]

This exhibit provided general information about the Community Health Library as well as handouts listing resources of interest to those serving learning disabled populations (attention deficit, autism, dyslexia, medication information).

3. Visit to Liberty Hospital Health Resource Center; Kelly Klinke, Librarian
Liberty, Missouri
October 14, 2003

This visit was made in route to the Midcontinental Chapter of the Medical Library Association annual meeting in Sioux Falls, South Dakota. Whenever possible we enjoy visiting with fellow medical librarians across the state. Ms. Klinke was very gracious, provided a tour of her consumer health library and discussed the pros and cons of her library service.

4. Ozark Area Arthritis Club
Springfield, Missouri
October 21, 2003
Number of attendees = 20

Holly Henderson presented information on the Community Health Library emphasizing the resource available on arthritis-related conditions.

5. Presentation at Cassville Public Library, a branch of the Barry-Lawrence Public Library District
Cassville, Missouri
November 13, 2003
Number of attendees = 5

A PowerPoint presentation provided information about the Community Health Library and specific information on how to find diabetes related health information. The presentation included utilizing MedlinePlus and PubMed for health information.

6. Presentation at Marionville Public Library, a branch of the Barry-Lawrence Public Library District
Marionville, Missouri
November 19, 2003
Number of attendees = 2

A PowerPoint presentation provided information about the Community Health Library and specific information on how to find attention deficit/hyperactivity health related information. The presentation included utilizing MedlinePlus and PubMed for health information.

7. Presentation at Shell Knob Public Library, a branch of the Barry-Lawrence Public Library District
Shell Knob, Missouri
November 19, 2003
Number of attendees = 7

A PowerPoint presentation provided information about the Community Health Library and specific information on how to find diabetes related health information. The presentation included utilizing MedlinePlus and PubMed for health information.

8. Presentation at Aurora Public Library, a branch of the Barry-Lawrence Public Library District
Aurora, Missouri
November 21, 2003
Number at attendees = 3

A PowerPoint presentation provided information about the Community Health Library and specific information on how to find diabetes related health information. The presentation included utilizing MedlinePlus and PubMed for health information.

9. Presentation at Interagency Meeting, Douglas County Health Department
Ava, Missouri
December 18, 2003
Number of attendees = 13

Holly Henderson provided information about the Community Health Library's services and resources. A PowerPoint presentation was originally planned, but the size and configuration of the room did not allow for this type of presentation. Those in attendance represented the following groups/organizations in the county: Douglas County Health Department, After School Program, Adult Education, Foreign Legion, Older Adult Services, Missouri Department of Health and Senior Services, CHART (Community Health Assistance Resource Team). Interagency meetings take place every month and serve to keep local community groups/agencies in contact with each other.

10. Barry-Lawrence County Public Library System staff meeting
Monett, Missouri
December 19, 2003
Number of attendees = 23

A PowerPoint presentation provided information about the Community Health Library and included utilizing MedlinePlus and PubMed for health information. This presentation was to the entire staff of the Barry-Lawrence County Library System and took place during their annual

staff development day.

Other accomplishments:

1. Attended the Midcontinental Chapter of the Medical Library Association annual meeting in Sioux Falls, South Dakota, October 15-17, 2003.

Target audience:

We strived to target the general public for our outreach sessions, but as noted in previous reports it is difficult to gather a large public audience for presentations. We have had more success in presenting before groups that have regularly scheduled meetings and attendance. The presentations at the Barry-Lawrence County public libraries this quarter have followed the pattern of relatively low public attendance. The library district publicized each event and while the branch librarians reported a seemingly high level of interest from the public, very few attended the presentations. On a positive note, each presentation in the Barry-Lawrence library district provided an opportunity for public library staff to interact with a Community Health Librarian and learn about the Community Health Library's services and resources. This is a valuable means of promotion and communities will be connected to the Community Health Library through their local public library. At the end of the reporting period, Holly Henderson had the opportunity to present the entire Barry-Lawrence Public Library staff. This was a valuable presentation and promoted the Community Health Library across the entire library district. The library staff showed a lot of interest in the Community Health Library and more presentation requests are expected from this group.

Goals, Outcomes:

One great success during this quarter was gaining the notice and interest of the Barry-Lawrence (B-L) Public Library District. This library district covers two counties on southwest Missouri and serves the public through nine library branches. Contact was made with this library district as a result of a letter mailed to public libraries in Spring 2003. It should be noted that the Community Health Library is located in Greene County. The closest point in Lawrence or Barry County is more than 30 miles from the Community Health Library. The B-L library district has taken an active interest in the services of the Community Health Library and a valuable relationship has been established.

Evaluation:

Evaluations are distributed after each presentation.

Impacts and Observations:

1. The outreach in the Barry-Lawrence Library District has already resulted in receiving requests from residents of those areas. The public library staff is eagerly referring health

information requests from their patrons to the Community Health Library. Several people has also visited the library in person as a result of attending a presentation or receiving information about the library from their local public librarians.

2. The Aurora Public Library had an interesting way to publicize the presentation on locating diabetes related information. This public library has a Recipe Swap Club and for their November recipe swap they chose diabetic recipes. Library staff made three diabetic desserts for the public to sample after Community Health Library's presentation.

Planned Activities:

1. Presentation to Parkinson's Support Group
Springfield, Missouri
January 8, 2003
2. Ozarks Wellness Fair
Springfield, Missouri
February 14, 2003
3. Outreach Visits to St. John's Surgery Center physician offices, 1st quarter of 2004
4. Redesigning Community Health Library brochures and posters,
1st quarter of 2004

Outreach Activities Report Consumer Health Education and Promotion Plan - Project

RML Quarter 3 2003-2004

Generated: Wednesday, October 27, 2004

11 Total Outreach Activities

The following information is based on outreach reports of training activities.

Activities Summary		Session Content	
Total number of estimated participants:	209 participants	PubMed:	5 activities
Average number of participants:	19 per activity	MedlinePlus:	5 activities
Average length:	1.16 hours	ClinicalTrials.gov:	0 activities
Under 1 hour:	5 activities	NCBI:	0 activities
Between 1 and 2 hours:	6 activities	NLM Gateway:	0 activities
Over 2 hours:	0 activities	TOXNET:	0 activities
Hands-on practice:	0 activities	Other technology content:	4 activities
Conducted remotely:	0 activities	Other, non-technology content:	2 activities
Offering continuing education:	0 activities	Significant Minority Population Present	
Significant number of minorities:	0 activities	<i>(>=50% of participants)</i>	
Type(s) of Organization(s) Involved in Activities		African American:	0 activities
Health sciences library:	11 activities	Alaska Native:	0 activities
Public library:	5 activities	Asian and Pacific Islander:	0 activities
Government agency:	0 activities	Hispanic:	0 activities
Hospital:	11 activities	Native American:	0 activities
Clinical/Health care:	4 activities		
Academic Institution:	0 activities		
Community-Based:	6 activities		
Faith-Based:	0 activities		
Public Health Agency:	0 activities		
Other:	0 activities		

0 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary	
Activities at which PI sheet collected:	0.0%
Health care or service providers:	0 participants
Health science library staff members:	0 participants
Public Health worker:	0 participants
Public/Other library staff members:	0 participants
Members of general public:	0 participants
Percentage Health Care Providers:	0.0% participants
Percentage Health Sciences Library:	0.0% participants
Percentage Public Health Workers:	0.0% participants
Percentage Public Library Staff:	0.0% participants
Percentage General Public:	0.0% participants



**Quarterly Report
December 15, 2003**

Institution:

Central Denver Public Library
10W. 14th Avenue Parkway
Denver, CO 80204-2731

First and last name Elaine Connell

email:econnell@denver.lib.co.us

Telephone number :720-865-1363

Start date:09-01-03

End date :11-30-03

Publicity:

We created a business card with contact information for both Lee and myself.

Created a 1/2 page announcement for casual community awareness with contact information.

Dixie uses this in her routine outreach, as do Lee and I, as we network with various people in the community.

Power Point Presentation for DPL Lead Managers - adaptable for future outreach and training.

These will be mailed to you today.

Outreach Sessions:

Outreach sessions at this time are for purposes of project development, too. I didn't realize we should be passing around the Participant Information Sheet, so we have not done this for these meetings.

DHP2010 Coalition Meeting - 10/27/03 - 20 people attending, representing many local agencies and organizations.

DPL Lead Managers Meeting - 11/3/03 - 13 people, managers of various departments of the library. Enthusiasm mixed with apparent skepticism/anxiety (which we aim to explore). One of these managers enthusiastically recommended a staff member (and student nurse) from her cluster of branches to represent her group in implementing our project activities. We meet Jael Dorado 12/10/03. (Cori, Derek, Diane L., Susan K., Gwen, Pilar, Carol K. Jim P., Jim K., Karen, Judy S., Elaine, Evelyn). Jim K. recommended we include the pharmacists - and provided the phone number of his wife, a pharmacist at National Jewish Hospital.

Whittier Neighborhood Association - 11/19/03 - Invited Lee to submit a description of the project to the WNA web site, and to send an update article from the library to the neighborhood newsletter.

Metro Denver Black Church Initiative Third Annual Faith & Health Ministries Dinner Program and Educational Session - Nov. 21 and 22, '03 - Lee learned lots from the presentations, and spoke with 9 different people about the project.

Other accomplishments:

Worked out (apparently!) bureaucratic details like paying Lee and Stacey. Stacey has not yet applied for her hours to be paid, so we have not tested that yet, but Lee is receiving her checks almost routinely. Other purchasing and accounting challenges seem to be working out OK, too. Lee Shaughnessy has met with 8 Key Informants, several DPL staff, 3 additional community members, collecting information from them but simultaneously developing good will and what

Stacey refers to (from her days in Hawaii) as the "coconut wireless," a network of connected stakeholders that we will continue in contact with throughout the project. Enthusiasm has been universal. In addition, she has held 2 focus groups with Spanish-speaking women, in cooperation with Beckie Brazell, the Senior Librarian at the Ford-Warren Branch Library. So far we have excellent community interest.

Lee attended the MLA Video Conference on improving medical literacy. There will be insights we can apply for this project as it develops.

Michelle Jeske and our Library Without Walls crew have a redevelopment of our DPL web site well underway. Launch of the updated version is due in the next 4-6 weeks. Usability testing has been done in-house, and there is much enthusiasm for the new design. They await our input for the redesign of the Health/Medicine page(s), and are looking to our project for further input on usability, as well. (The re-designed site does not include the Spanish, Teen, or Children's portions at this time. There is hope that they may be able to begin on the re-design of the Spanish site in summer, '04.)

Stacey rejuvenated her HP2010 Education Committee, advisory group for this project, and recruited new members. The email inviting people to participate went out to approximately 150 people on her list. Several expressed interest, but most of those were not able to attend the first meeting in November. In addition, she has provided Lee and me with valuable reports on Denver's health needs and names of groups working on various aspects of providing for & addressing these needs.

We have a very rough start on the new site - much work remains, but we have devised a process for beginning - using colored post-it notes, yellow for me, pink for Lee.

Target audience:

There is a surprising range of literacy needs within our target population. We are told that some are quite well educated, since there is a requirement of high school education in Mexico. We are also told that many of the parents of children in a public school we visited (12/2/03 - more in our next report) are barely literate at all, since they come from the rural areas where that requirement is not fulfilled.

There is clearly a need for low-literacy materials, as well as low health literacy materials. Computer literacy likewise is needed. People in the focus groups were very impressed with what they saw of the DPL Spanish site, but they were unable to comment on usability or likelihood of use until they could get basic computer instruction. As they expressed an eagerness to learn, Beckie Brazell will be beginning "Computer Comfort Classes" in both English and Spanish starting in January to help with this need. We anticipate a "Train the Trainer" process, geared to the recruitment of community members to do much of the training, and to pass on their own skills to others. We plan to network with the women who came to the focus groups, and the organizations where they were initially contacted, to begin. These will pave the way for trainings on the DPL web site and electronic health resources later on.

We are told that while health is a very real concern, to many of these people it is not the top priority. They need jobs, decent housing, and money for food and basic necessities. They will send a child to school when the child is not feeling well because they lack the resources to do any better. Information must be very, very basic, and success needs to be built in from the start, or we may lose their interest. Training on these other topics would be good to provide, too, though beyond the parameters of this project.

Goals, Outcomes, Objectives:

Users without Internet skills are not able to say what 'works' for them even if they are otherwise literate.

We lost some of our 'edge' this quarter -

- a. a death in my family, followed by a week of previously planned vacation, kept me away for much of October.
- b. demands of Lee's schooling - there are limits to what one can expect of an hourly contractor. She is doing a great job, but we are unable to pay her at a sustainable level, so we work with her when she has outside needs. Her quarter has ended, and demands are expected to lessen for her in Dec and Jan.
- c. DPL budget constraints are making it a very difficult staffing challenge to provide me with the blocks of time I need to focus on this project, particularly since we have also been engaged in a series of training workshops for librarians. I have taken to coming in early, and arranged to not be given an assignment prior to 10:00 AM so that I can give it the quality time that it requires. December is generally a slower month for DPL Reference service, and our training workshops are now completed, so I expect blocks of time will be possible throughout the rest of this month. November was a very difficult month! I have begun to realize that our project has entered a new phase: Implementation! There are tensions to deal with now that we are no longer dreaming about all we want to do. Now we need to roll up our sleeves and make this happen. It will require a new level of communication, organization, and cooperation. I feel challenged, but very optimistic. I believe that we will be able to fulfill all of our objectives.

Evaluation:

Key informant interviews - 6, plus less formal meetings with several DPL staff and community members.

Focus groups - 2 groups made up of Spanish-speaking women

See also responses to other questions above.

Impacts and Observations:

See above. We are still early in this project.

Planned Activities:

Conduct two more focus groups, this time composed primarily of Afro-Americans, scheduled in early January.

Research and develop computer competence curriculum suitable for this target audience. We will be drawing from community programs already in existence. This will include a "Train the Trainer" process, geared to the recruitment of community members to do much of the training, and to pass on their own skills to others.

Develop the new DPL Health/Medicine site. We hope to have a draft version complete by mid-Jan., with approximately 1/2 functional for testing at that time. The rest of the site would be in a paper version.

Develop and arrange for translation of outreach and training materials.

Develop a training plan for library staff, including librarian input on this plan.

DHP2010 Education Committee will meet again in January to discuss the development of the DHP2010 site.

Develop plan for beta-testing of the new site.

Outreach Activities Report Access to Electronic Health Information for Denver - Project

RML Quarter 3 2003-2004

Generated: Wednesday, October 27, 2004

3 Total Outreach Activities

The following information is based on outreach reports of training activities.

Activities Summary		Session Content	
Total number of estimated participants:	36 participants	PubMed:	0 activities
Average number of participants:	12 per activity	MedlinePlus:	0 activities
Average length:	0.27 hours	ClinicalTrials.gov:	0 activities
Under 1 hour:	3 activities	NCBI:	0 activities
Between 1 and 2 hours:	0 activities	NLM Gateway:	0 activities
Over 2 hours:	0 activities	TOXNET:	0 activities
Hands-on practice:	0 activities	Other technology content:	0 activities
Conducted remotely:	0 activities	Other, non-technology content:	3 activities
Offering continuing education:	0 activities		
Significant number of minorities:	1 activity	Significant Minority Population Present	
		(<i>>=50% of participants</i>)	
Type(s) of Organization(s) Involved in Activities		African American:	1 activity
Health sciences library:	0 activities	Alaska Native:	0 activities
Public library:	2 activities	Asian and Pacific Islander:	0 activities
Government agency:	1 activity	Hispanic:	0 activities
Hospital:	0 activities	Native American:	0 activities
Clinical/Health care:	1 activity		
Academic Institution:	0 activities		
Community-Based:	2 activities		
Faith-Based:	1 activity		
Public Health Agency:	1 activity		
Other:	2 activities		

0 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary	
Activities at which PI sheet collected:	0.0%
Health care or service providers:	0 participants
Health science library staff members:	0 participants
Public Health worker:	0 participants
Public/Other library staff members:	0 participants
Members of general public:	0 participants
Percentage Health Care Providers:	0.0% participants
Percentage Health Sciences Library:	0.0% participants
Percentage Public Health Workers:	0.0% participants
Percentage Public Library Staff:	0.0% participants
Percentage General Public:	0.0% participants



Quarterly Report

December 09, 2003.

Institution: Hope Fox Eccles Health Sciences Library
4037 University Hospital
50 North Medical Drive
Salt Lake City UT 84132

First and last name: T. Elizabeth Workman

Email address: lworkman@lib.med.utah.edu
Telephone number: (801) 581-4686

start date: 09-01-03
end date: 11-30-03

Publicity:

Up to this point, publicity consists of highlights in presentations and other word-of-mouth activities. Our outreach librarian notes the project when he does library service presentations at public libraries throughout the state.

Outreach Sessions:

N/A

Other accomplishments:

1. Thus far, 73 narrations have been recorded. These recordings will soon be encoded and linked to the web site for streaming or download.
2. The Amputee Coalition of America contacted us, and now we link to their Spanish materials.

Target audience:

1. I have reviewed a few regional Hispanic media products to have more insight on advertising the sound recordings. I feel more strongly that the regional ethnic media would be a successful outlet for marketing activities.
2. I obtained detailed health status statistics of some minority groups and specific health concerns. The data was provided by the Utah Department of Health. We will use it to identify emerging health issues in specific groups. We can focus advertising and future materials acquisition efforts accordingly.

Goals, Outcomes, Objectives:

I attended a state summit on eliminating health inequalities. After gathering data and talking with healthcare workers and others at this event, I believe even more strongly that we will provide needed health information through the sound recordings we are producing. I think we

can focus our efforts in providing information on specific health concerns for specific populations, as mentioned above.

Evaluation:

Webstats : web site visits increased by 29% within the reporting period.

Impacts and Observations:

While at the health inequalities summit I heard positive feedback from other attendees who use the web site, and they are enthusiastic about the audiofiles project. As soon as a greater number of recordings are posted to the web site, I'm sure that even more people will benefit from the service.

Planned Activities:

1. In the latter part of next quarter, I plan to visit libraries within Salt Lake County for training and promotional activities.
2. We will also be looking at possibly redesigning the site to improve access. This will be a planning activity, with an unspecified launch date.

Quarterly Report

December 29, 2003.

Name of reporting institution: Poudre Valley Health System
1024 South Lemay Avenue
Fort Collins, CO 80524

First and last name: Susannah Wright
Internet email address: smw2@pvh.org
Telephone number: 970-297-6720

start date: September 1, 2003
end date: November 30, 2003

Publicity: NONE

Outreach Sessions:

Date: 11/21/03

Participating Organizations: Poudre Valley Health System, Wellington Public Library, Red Feather Lakes Public Library, Estes Park Public Library, Berthoud Public Library Town, City or Community: Fort Collins, CO

Number of Attendees: 7

Type of Intervention: Medical reference training for public library staff

Other accomplishments:

1. We purchased and distributed Medical Terminology textbooks for each local public library. We will also obtain and distribute a companion Medical Terminology CD-ROM for each library.
2. We adapted Poudre Valley Health System's PubMed Manual for use outside hospital facilities, primarily for librarians and advanced public library patrons. We also developed a basic introduction to PubMed for library patrons and are currently editing the draft.
3. Local public library directors met and discussed plans for publicity, preferences for web site design and content and what a brochure might look like and include.

Target audience: NONE

Goals, Outcomes:

1. We did not plan enough time in the librarian training to cover both special problems of medical reference and types/evaluation of web sites. Therefore, we will do the latter in a series of web discussions among participants.
2. Trainees enthusiastically applied the basic principles they learned in the medical terminology segment to the PubMed training that followed.

3. We learned that the publicity and web site design is dependent on the results of the librarian training. Designing for our target audience was impossible until we knew exactly what we would be teaching them. The designs are now undergoing development.

Evaluation:

Because the training for public librarians and volunteers occurred so close to the end of the quarter, we have not yet fully analyzed results of the training evaluations, which included skill assessments.

Impacts and Observations:

1. Volunteers have been very interested in what we have learned so far, but hesitant to commit to extensive training opportunities. We were able to have only one volunteer at the training session for public librarians. However, given the complexities of the information, the training went quite well with our smaller group. A larger group would have come away with less information. We anticipate utilizing the train-the-trainer format in coming months to train volunteers at their home libraries.
2. As the project is still in the early stages, we do not yet have any observations about its impact.

Planned Activities:

1. Local community librarians will work with Poudre Valley Hospital's medical librarian to develop education/outreach plans for providing ongoing training to patrons.
2. Evaluations of the librarian training will be completed.
3. Computers and projectors will be purchased for each local library to use during patron training sessions.
4. Patron questionnaires will be developed for ongoing use at each local library.
5. Brochure development should be complete in January.
6. The web designer will present two designs for our consideration in February.

Quarterly Report

August 06, 2004.

Project Code: mcrquarterreport-2004-08-06-92629.html

Name of reporting institution:

George J. Farha Medical Library
University of Kansas-Wichita
1010 North Kansas
Wichita KS 67214-3199

First and last name of person submitting report: Teresa Coady

Internet email address: tcoady@kumc.edu

Telephone number: 316-293-3437

Reporting Period start date: 10-01-03

Reporting Period end date: 12-31-03

Publicity:

Presented at three conferences:

The Kansas State Nurses Association & Kansas Association of Nursing Students Annual Conference held October 9 and 10, 2003 in Kansas City, Kansas.

The Annual Kansas 2003 Immunization Conference held November 13 and 14 in Wichita, Kansas.

The South Central Kansas Library System (SCKLS) Technology Day on November 6, 2003 in Wichita, Kansas.

Outreach:

The Co-PI and myself, the PI were in constant communication throughout the process of preparing our tailored presentations to these audiences.

As the PI, I was in contact with the three meeting planners regarding our upcoming presentations.

The web site was updated with new links which are specifically appropriate for the nursing audience and librarians' conference.

The subcontract was approved October 23, 2003. Considering the prior expenditures of grant funds, this date was very late for the completion of the subcontract.

Target audience:

The nursing audience is as we expected. The nurses have an immediate need for public health information. Notes were taken during our presentations with information they could use upon

return to their work. The nurses expressed their sincere thanks and appreciation for us building the web site and bringing it to their annual meetings.

The librarians at the South Central Kansas Library System Technology Day were a mix of public, academic and school librarians. They had a significant need to be directed to authoritative, reviewed and reliable health information. Many had not searched MEDLINE via PubMed or seen MedlinePlus either. This was a wonderful opportunity to explore www.kspublichealth.org and sites within. They were empowered with information to better serve their patrons. Many questions were posed with specific real life examples and the librarians were grateful for my responses as a professional Medical Librarian.

Goals, Outcomes, Objectives:

At the Kansas State Nurses Association & Kansas Association of Nursing Students Annual Conference the tech crew tried to use three different LCD projectors with our laptop, but none of the projectors registered our laptop output onto the screen. After taking 20 minutes with the technology glitch, we began our presentation with the audience gathered around our laptop, then half way through the presentation, one final effort was made to link the projector and the laptop and it worked, so the presentation continued on the projected screen, as originally planned. The audience was very patient through the technical difficulties. I would propose that in future grants, where presentations are being made that purchasing LCD projectors along with laptops could avert this problem.

A surprise is that we have received very few postcards back as the post evaluation tool. The postcards were distributed in each CD packet and distributed following each presentation. The postcards were mentioned a minimum of three times during each presentation plus our need for the returned postcard evaluation information. We purposely included postage paid postcards, to encourage the sender to fill-out and return the postcards. Once conference attendees return to work, we realized the follow-through regarding postcard evaluation return mailing would be hard to capture. Most importantly use of the web site and information is our goal. The positive feedback during and following our presentations validate the importance and need of our timely compilation and delivery of current public health information presented with this grant.

At the South Central Kansas Library System Technology Day conference, I was surprised by the lack of searching ease and lack of critical appraisal of web sites the librarians were using and sharing with their patrons in response to patrons' reference questions. One example is that several librarians were referring patrons to individual physician web pages and not considering the source of that information. Our training as medical librarians teaches us to consider the source of web sites and to use NLM databases where the information has been professionally reviewed and compiled.

Evaluation

Three pre-evaluation reports will be emailed - one for each conference listed in this report.

Impacts and Observations:

Kansas State Nurses Association & Kansas Association of Nursing Students Annual Conference:
"Excellent information and Presentation!"

A nurse from a Kansas County Health Department spoke with us following our presentation. She remarked that coming to our presentation and the information gained within made the entire conference worth attending!

Annual Kansas 2003 Immunization Conference:

"Awesome web site and information! I can't wait to tell others."

"Very glad to hear about this. I will add your link to my health department web page."

"If we get computers in our workplace, this information will be very helpful." (The PI and Co-PI were amazed that some public health workers still don't have computers in their workplace. However, this was discovered in our initial needs assessment for the grant, a year ago.)

"Excellent presentation. Extremely helpful and clever. Great idea to bring and distribute CD so the web site can be found!"

"Excellent! Thank You!"

"Great information! Thanks for creating the web site www.kspublichealth.org with easy access to great resources."

"I feel this will be very beneficial to me and my clients. Thank you!"

South Central Kansas Library System Technology Day

"Great job! Very helpful!"

Planned Activities:

We will tailor our upcoming presentations to the specific veterinary audiences and to the Kansas medical librarians.

Three additional presentations were added to our schedule, due to requests and schedule changes. They are:

Veterinary Technicians Conference, March 6, 2004, Manhattan, Kansas

Veterinary Medical Students Junior Year, Epidemiology Class March 7, 2004 in Manhattan, Kansas. The two presentations will replace the presentation at the Kansas Veterinary Medical Association Annual Meeting on June 6-9, 2004.

In addition, we will present our grant information and demonstrate the value of Camtasia video recording software at the Annual Meeting of the Kansas Biomedical Librarians on April 15, 2003 in Manhattan, Kansas. This will be an opportunity to showcase the success of our grant and encourage fellow medical librarians in Kansas to consider grant work!

Outreach Activities Report Unlocking the Power of Electronic Health Information for Public Health Workers in Kansas - Project

RML Quarter 3 2003-2004

Generated: Thursday, November 11, 2004

3 Total Outreach Activities

The following information is based on outreach reports of training activities.

Activities Summary

Total number of estimated participants:	105 participants
Average number of participants:	35 per activity
Average length:	1.25 hours
Under 1 hour:	0 activities
Between 1 and 2 hours:	3 activities (100.00%)
Over 2 hours:	0 activities
Hands-on practice:	1 activity (33.33%)
Conducted remotely:	0 activities
Offering continuing education:	3 activities (100.00%)
Significant number of minorities:	0 activities

Type(s) of Organization(s) Involved in Activities

Health sciences library:	3 activities (100.00%)
Public library:	1 activity (33.33%)
Government agency:	3 activities (100.00%)
Hospital:	0 activities
Clinical/Health care:	2 activities (66.67%)
Academic Institution:	3 activities (100.00%)
Community-Based:	1 activity (33.33%)
Faith-Based:	0 activities
Public Health Agency:	3 activities (100.00%)
Other:	0 activities

Session Content

PubMed:	3 activities (100.00%)
MedlinePlus:	3 activities (100.00%)
ClinicalTrials.gov:	3 activities (100.00%)
NCBI:	0 activities (0.00%)
NLM Gateway:	0 activities (0.00%)
TOXNET:	2 activities (66.67%)
Other technology content:	3 activities (100.00%)
Other, non-technology content:	0 activities (0.00%)

Significant Minority Population Present

($\geq 50\%$ of participants)

African American:	0 activities (0.00%)
Alaska Native:	0 activities (0.00%)
Asian and Pacific Islander:	0 activities (0.00%)
Hispanic:	0 activities (0.00%)
Native American:	0 activities (0.00%)

0 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary

Activities at which PI sheet collected:	0.0%
Health care or service providers:	0 participants
Health science library staff members:	0 participants
Public Health worker:	0 participants
Public/Other library staff members:	0 participants
Members of general public:	0 participants



Quarterly Report

October 21, 2004.

Name of reporting institution:

Becker Medical Library
Washington University School of Medicine
660 South Euclid Ave
St Louis, MO 63110

First and last name of person submitting report: Betsy Kelly

Internet email address of person submitting this report: betsy.kelly@wustl.edu

Telephone number of person submitting this report: 314-362-2783

Reporting Period start date: 05-01-2003

Reporting Period end date: 07-31-2003

Publicity: List publicity and promotional activities conducted during the reporting period, if there were any. (Send any examples of non-electronic promotional materials to the NN/LM MCR by mail or send an email attachment to reports@rml4.utah.edu or provide URLs.)

None

Outreach:

None

Other accomplishments: List any additional activities, resources, services, and administrative arrangements or collaborations that occurred during this reporting period.

Three working groups were formed to consider major decision areas concerning digital archives.

The Policies and Procedures Workgroup job is to think through the process of article submission and to develop policies and procedures for governing and maintaining the archive. Examples might include a policy on approval of submitted material or a procedure for reviewing submitted articles, etc.

The job of the Look & Feel Workgroup is to design and implement the e-prints interface so that it is consistent with the Becker Medical Library web site's look and feel.

The Subject Workgroup's job is to consider and choose the indexing information to be associated with e-prints articles. This includes such matters as subject categories, types of articles,

additional fields of information to be stored with articles, browse views, and indices to search on.

Each of the groups met and reported back to the entire committee. A QuickPlace was created to manage documents and reports of the working groups.

Target audience: Are there any insights you have gained about your target population during this reporting period? Have their needs changed since your initial assessment? Is the group different from your original anticipated audience?

It is anticipated that the audience for an institutional repository will be anyone interested in the collective intellectual output of an institution. This concept will need to be tested with focus groups and discussions among university staff and faculty. There has been much discussion about the differenced between faculties in a main university setting - such as arts and sciences - and those in a school of medicine setting. Discussions will continue.

Goals, Outcomes, Objectives: Discuss problems, successes, surprises, and/or insights of this quarter. Based on these experiences and your progress to date, have you rethought or in any way modified your objectives for the project? Are the needs of the audience those you anticipated, and are the outcomes you expected still feasible?

No changes have been made thus far. We continue to work with the software to determine its capabilities and flexibility for adoption to this specific environment.

Evaluation: List any specific evaluation activities that occurred during the reporting period. Activities might include surveys, focus groups, pre- and post-tests, interviews, log of activities, or other steps to monitor progress.

No specific evaluation work was done during this quarter.

Impacts and Observations: If there are anecdotes that illustrate the impact that the project is having, provide the narrative here; include any indicators of success. Share observations, lessons learned, and any other feedback you think would be helpful.

As a result of this project Betsy Kelly was asked to serve on the Digital Archives Task Force for the Hilltop Campus at Washington University. The Task Force is looking to the Medical School to share its experience with DSpace as it looks at other digital image archiving issues and opportunities.

Planned Activities: Provide a brief outline of activities (training, exhibits, web development, meetings, evaluation etc.) that are scheduled for the next quarter.

Continue work on customizing the DSpace interface, experiment with importing documents, and follow the tech listserv for the project from MIT.

Quarterly Report

October 21, 2004.

Name of reporting institution:

Becker Medical Library
Washington University School of Medicine
660 South Euclid Ave
St Louis, MO 63110

First and last name of person submitting report: Betsy Kelly

Internet email address of person submitting this report: Betsy.kelly@wustl.edu

Telephone number of person submitting this report: 314-362-2783

Reporting Period start date: 08-01-2003

Reporting Period end date: 10-31-2003

Publicity: List publicity and promotional activities conducted during the reporting period, if there were any. (Send any examples of non-electronic promotional materials to the NN/LM MCR by mail or send an email attachment to reports@rml4.utah.edu or provide URLs.)

None

Outreach: Complete an [Outreach Reporting Form](#) for demonstrations and training that took place during the reporting period. Complete an [Exhibit Report \(MS Word\)](#) for any exhibits as email attachments to reports@rml4.utah.edu for inclusion as appendices to this report.

None

Other accomplishments: List any additional activities, resources, services, and administrative arrangements or collaborations that occurred during this reporting period.

Continued working on customizing the DSpace look for local implementation. It's very important to know and understand java. DSpace is set up to contain changed scripts in a /local subdirectory. Generally, if a file that the system is expecting can be found in the /local directory then DSpace will use that in place of the same named file that is part of the original software.

Significant time was also spent working with and trying to understand the workflow procedures. These provide the institution with options for submission of data. Records can be automatically entered in the system after submission or can be vetted at different levels. Workflow groups have increasingly more authority to some extent. The first two groups can accept or reject the submission. The second and third groups can edit the metadata submitted and add additional metadata if desired.

We also worked with the e-people and groups concepts. Individuals can self register, no notification is sent to the system owners. Individuals can also subscribe to communities or collections. Once subscribed there is no built in administrative interface to delete the user. The database manager must remove the e-person from the database at the postgresql level.

Target audience: Are there any insights you have gained about your target population during this reporting period? Have their needs changed since your initial assessment? Is the group different from your original anticipated audience?

Nothing new was discovered about audiences during this quarter. Interest from non-medicine disciplines remains active.

Goals, Outcomes, Objectives: Discuss problems, successes, surprises, and/or insights of this quarter. Based on these experiences and your progress to date, have you rethought or in any way modified your objectives for the project? Are the needs of the audience those you anticipated, and are the outcomes you expected still feasible?

Because of the way DSpace is configured it is somewhat awkward to create communities and collections. The system needs a more complex hierarchy, which is being worked on by the DSpace developers

Evaluation: List any specific evaluation activities that occurred during the reporting period. Activities might include surveys, focus groups, pre- and post-tests, interviews, log of activities, or other steps to monitor progress.

None done.

Impacts and Observations: If there are anecdotes that illustrate the impact that the project is having, provide the narrative here; include any indicators of success. Share observations, lessons learned, and any other feedback you think would be helpful.

No impacts have been observed yet. It is still apparent that a project like this is not for the faint of heart.

Planned Activities: Provide a brief outline of activities (training, exhibits, web development, meetings, evaluation etc.) that are scheduled for the next quarter.

Continue with customization. The policies and procedures group will work on a WU license statement that submitters must agree to when depositing items in the archive.

Park City Library Spanish Language Medical Materials

Park City Library
1255 Park / PO Box 668
Park City, Utah 84060

Barbara Spruill
Park City Library
PO Box 668
Park City, Utah 84060
spruill@parkcity.org

435-615-5602
fax: 435-615-4903

Final Report Dates
August 1, 2003 through December 23, 2003

Date Submitted
12/23/2003

**Park City Library Spanish Language Medical Materials
Final Report
12/19/2003**

**Administered through
Eccles Health Sciences Library
10 North 1900 East, Bldg. 589
Salt Lake City, Utah 84112-5890**

**Prime Contract No. No1-LM-1-3514
Subcontract Number 62811**

Summary:

This outreach award focused on providing consumer health materials, medical resources and outreach services for the Spanish speaking population in Park City and Summit County, Utah. Additionally, searching workshops were offered to health care providers so that they could be aware of available Spanish resources and services as well as updating their skills when using Medlineplus, and PubMed. Print resources in Spanish were added to the Park City Library collection and showcased for library ESL classes, health fairs and community events such as Diversity Day. A brochure of electronic health resources was printed in Spanish and delivered to schools and health care offices throughout the community.

Collaborations/Partnerships

A number of organizations in Summit County have assisted and benefited from this initiative. Among them are:

Parley's Park Elementary School Headstart Program and School Nurse

Trailside Elementary School Headstart Program and School Nurse

People's Health Clinic and Van

Summit County Public Health Department ✓

University of Utah Summit Health

Park City Health and Urgent Care

Snow Creek Emergency and Medical Center ✓

Park City Christian Center

Park City Library ESL classes sponsored by Holy Cross Ministries

Park City Municipal Corporation/Health Fair for the public and Diversity Day for the public

Carolyn Rose, Public Health Nurse for Summit County Health Department has been particularly helpful in her use of the brochures and notification of upcoming health events and/or fairs. The Park City Adult Education Advisory Board has also proven to be helpful in advising of appropriate contact people and outlets for this information. Other supportive and collaborative partners in this endeavor were Molly Yonkin and Sally Patrick of Eccles Health Science Library. Both provided sounding boards for problems encountered during the course of this grant and I am grateful for their validation of concerns when working with the public on health issues.

Problems that arose during the administration of this grant concerned scheduling with the health care providers and generating interest in consumer health programs for the public. Much time and effort went into scheduling and rescheduling with busy clinics and their staff. Additionally, I had been contacting the office managers of these facilities and later learned that office managers do not handle research issues. Nurses seem to be the people who are most often in need of research skills and the nurses that I worked with at Summit County Health Department and Snow Creek Emergency and Medical Center were most grateful for the time and tutoring I provided for them.

Exhibits

The library has displayed and will continue to display the Spanish health materials purchased through this grant. Additionally, the brochure is on display beside these items. The collapsible display table funded by this grant has been in service since it arrived. The table, materials, brochure, and PowerPoint slide presentation accompanied me at the Park City Health Fair and Diversity Day and provided a professional presentation of these important medical resources. Lucite displays for the brochure were delivered to physician offices to provide a professional and convenient way to offer this information.

Public response to the collection, brochure, and exhibits has been very favorable. Of the numbers of people exposed to this effort, everyone has commented on the value of this type of outreach. Without exception, the health care personnel I contacted were not only receptive but grateful for the materials and the training and expressed their individual concerns about reaching the underserved in the health care community.

When I addressed the ESL classes I displayed the print resources as well as the brochure and experienced an eager audience. Many of the students in the ESL classes use library Internet stations or browse the collection before the class meets. These individuals who are trying to assimilate into our society are often the ones who do not have access to medical/health information or services. They are, however, very much in need of this information.

Problems or Barriers

While the turnout at the Health Fair was very successful, only a small percentage of those attending was of Hispanic origin. One of the frustrations I encountered in trying to place this information in front of its intended audience was the fact that the Hispanic population tends to be hesitant in attending such events. Greater success in reaching this audience was achieved when addressing them directly at such events as the ESL classes.

Another temporary barrier was encountered when trying to schedule with the office managers of local health clinics. It took considerable time and effort to get these individuals to return calls. Many did not seem to understand what Medline or PubMed has to offer. It was not until I spoke directly to the nursing staff that I found the audience and users of online medical databases and information. The nurses were most receptive and eager to have me come to their workplace and spend the individual time to introduce them to online health and medical websites.

Continuation Plans

The displays that were delivered to area health care providers also carried my name and contact information so that I can deliver more brochures as needed as well as provide updated information to each display. The Park City Library website carries a Reference Links category titled "Spanish Medical" and this site holds the major links contained in the brochure in Spanish. The collection and display resides on the primary footpath in the library and will remain on display with additions and updates. I will also send out updates on additions or new features on Medline*plus* and PubMed to the nurses and clinics that I worked with. At the time of this writing, several more clinics have been contacted but have not scheduled and I look forward to providing their staff with the same information.

I firmly believe that as the community identifies a librarian with a particular service, the number of requests for that service increase. As a result of this outreach effort, I feel as though the medical community in Park City has identified me as a partner for information. Similarly, the Hispanic community is already familiar with me as a literacy contact, but now knows me as a contact for health information as well. The value of these associations is beyond measure for my library.

Follow-Up Questions

The original goals and objectives of this project were all met. I did not realize that scheduling with local clinics would require so much effort and constant rescheduling or I would have initiated this part of the project much earlier in the course of the project. Significant lessons involve the inherent value of outreach services and programs: reaching to the underserved regardless of the barriers is worth the time and effort. I would not change the goals of this project, only the time frame for accomplishing them. My advice to others considering a similar outreach effort would be to validate that you do

not need to speak the language in order to provide outreach services. I had the services of two translators and editors for the brochure and a Spanish teacher for the ESL classes. I was able to communicate to my audience at Diversity Day and the Health Fair.

Barbara Spruill 12/19/03

Barbara Spruill
Reference and Adult Services Librarian
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435-615-5602
spruill@parkcity.org

Outreach Activities Report Park City Library Express Outreach - Project

RML Quarter 3 2003-2004

Generated: Wednesday, October 27, 2004

3 Total Outreach Activities

The following information is based on outreach reports of training activities.

Activities Summary		Session Content	
Total number of estimated participants:	18 participants	PubMed:	2 activities
Average number of participants:	6 per activity	MedlinePlus:	2 activities
Average length:	1.58 hours	ClinicalTrials.gov:	2 activities
Under 1 hour:	1 activity	NCBI:	0 activities
Between 1 and 2 hours:	1 activity	NLM Gateway:	2 activities
Over 2 hours:	1 activity	TOXNET:	0 activities
Hands-on practice:	2 activities	Other technology content:	3 activities
Conducted remotely:	0 activities	Other, non-technology content:	0 activities
Offering continuing education:	0 activities		
Significant number of minorities:	1 activity	Significant Minority Population Present (<i>>=50% of participants</i>)	
Type(s) of Organization(s) Involved in Activities		African American:	0 activities
Health sciences library:	0 activities	Alaska Native:	0 activities
Public library:	3 activities	Asian and Pacific Islander:	0 activities
Government agency:	0 activities	Hispanic:	1 activity
Hospital:	0 activities	Native American:	0 activities
Clinical/Health care:	1 activity		
Academic Institution:	0 activities		
Community-Based:	0 activities		
Faith-Based:	0 activities		
Public Health Agency:	1 activity		
Other:	0 activities		

0 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary	
Activities at which PI sheet collected:	0.0%
Health care or service providers:	0 participants
Health science library staff members:	0 participants
Public Health worker:	0 participants
Public/Other library staff members:	0 participants
Members of general public:	0 participants
Percentage Health Care Providers:	0.0% participants
Percentage Health Sciences Library:	0.0% participants
Percentage Public Health Workers:	0.0% participants
Percentage Public Library Staff:	0.0% participants
Percentage General Public:	0.0% participants

