

**National Network of Libraries of Medicine**

**Outreach Evaluation Resource Center**

**Annual Report**

**May 1, 2007 – April 30, 2008**

**University of Washington**

**Date submitted: April 9, 2009**

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## **Executive summary**

### **NN/LM National Emergency Preparedness Project**

The OERC continued to participate in the Emergency Preparedness Core Group discussions, presented an update on the project at the RML Directors' Meeting in Philadelphia in May, and provided project background to Dan Wilson from the Claude Moore Health Sciences Library University of Virginia, who took over coordination of the project in September.

In a true example of national collaboration, the baseline assessment of NN/LM health sciences library members' preparedness was conducted this quarter for the NN/LM Emergency Preparedness effort. Cindy Olney and Susan Barnes developed the baseline questionnaire with input and guidance from NNO and the eight NN/LM Associate Directors. In collaboration with the regions' Evaluation Liaisons and Associate Directors, the OERC also defined the sampling frame and the procedure for administering the questionnaire across the eight regions. The eight regions then administered the baseline assessment to a sample of network member library directors. This could not have been accomplished without the dedicated participation of RML staff. They helped to produce a response rate of 68%. As a result, the data will be very useful as a baseline measure for outcomes assessment of this project.

### **Evaluation Capacity-Building and Assistance**

The OERC continued to respond to requests for evaluation consultation from regional medical libraries and network members.

Course development, marketing, and teaching were primary foci this year. The Outreach Evaluation series of four classes was developed. All received MLA certification and were taught to audiences of network members and regional staff. From the beginning of September 2007 through the end of April 2008, OERC staff traveled to nine cities in five NN/LM regions (Mid-Atlantic, Southeastern/Atlantic, Greater Midwest, South Central, and Pacific Southwest) to teach the Community Assessment class nine times and the Planning Outcomes-Based Programs class seven times. The new Data Collection class was taught twice (in the NN/LM Pacific Southwest Region and the NN/LM Mid-Atlantic Region), and the Data Analysis class debuted and was taught in the NN/LM Mid-Atlantic Region at the end of the quarter. Almost 100% of participants agreed or somewhat agreed that they acquired knowledge or skills they could use in the workshops. The Community Assessment and Designing Outcomes-Based Programs workshops both received an "A" grade from 88% of participants. The second two newer workshops, Data Collection and Data Analysis, received "A" ratings from 80% and 62% of participants respectively. In all workshops, no more than one person graded the workshops below a "B."

Cindy Olney developed two one-hour presentations, "Logic Models" and "Clever Evaluation," and offered them via Adobe Connect to outreach librarians in NN/LM South Central Region. She also provided the "Clever Evaluation" session, which discusses

cost-effective evaluation strategies, twice for network members in the NN/LM Mid-Atlantic Region.

The Measuring Your Impact: Using Evaluation for Library Advocacy class was updated and taught by Susan Barnes and Maryanne Blake in Baltimore in mid-October, 2007. In April, Susan and Maryanne prepared to teach the class at the Medical Library Association in May, 2008.

### **Publications**

New entries were added to the OERC blog. Cindy Olney and Susan Barnes contributed most of the blog entries, but evaluation liaisons have gotten involved. Jacqueline Leskovec added a blog entry in July about a calculator that libraries can use for measuring “return-on-investment.” Sue Hunter has also contributed to blog entries and agreed to write a short blog entry about the MAR’s upcoming research project about the impact of hospital libraries on clinical decision-making.

Other postings on the OERC Blog included a summary of the 2007 American Evaluation Association annual meeting, including classes and sessions on quantitative methods, capacity building, online surveys, and constructing objectives, plus fascinating sessions on whether cost analysis should be a part of program evaluation; availability of new tutorial videos for the SurveyMonkey web survey service; and other new SurveyMonkey features.

Susan Barnes’ article about outcomes and the Measuring Your Impact class, “Outcomes: Who Cares?” was published in ***National Network: Newsletter of the Hospital Libraries Section of the Medical Library Association***, 32(3):6-7, January 2008.

Cindy Olney and Susan Barnes reviewed the ***Planning and Evaluating Health Information Outreach*** booklet series and made numerous minor revisions and corrections. The files were submitted for reprinting in April, 2008.

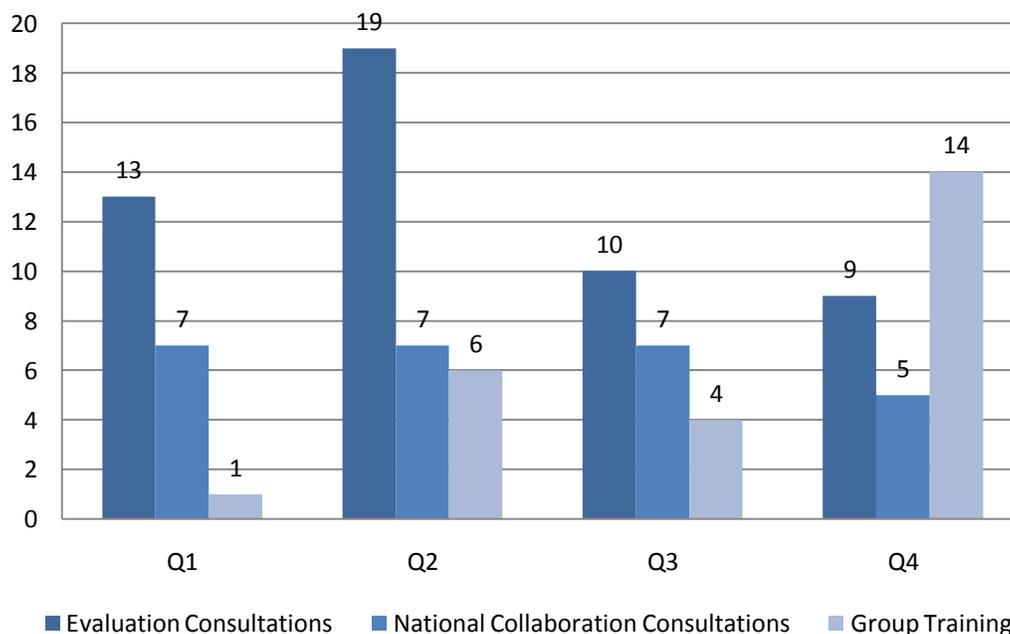
## Year 2 by the Numbers

Table 1 shows the number of general evaluation consultations, national collaboration-related consultations, and group training sessions conducted through the OERC in Year 2. Figure 1 shows how the numbers of the different activity types fluctuated across the quarters.

	<b>Evaluation Consultations</b>	<b>National Collaboration Consultations</b>	<b>Group Training</b>	<b>Total Activities</b>
<b>Q1</b>	13	7	1	21
<b>Q2</b>	19	7	6	32
<b>Q3</b>	10	7	4	21
<b>Q4</b>	9	5	14	28
<b>Total</b>	51	26	25	102

Note: The numbers for the evaluation and national collaboration consultations represent meetings where OERC staff interacted with clients. It does not reflect preparation time for each consultation, which took from a few minutes to, in the case of the national collaboration, days of preparation. The group training events include face-to-face and distance training using Adobe Connect. Each lasted 1-4 hours.

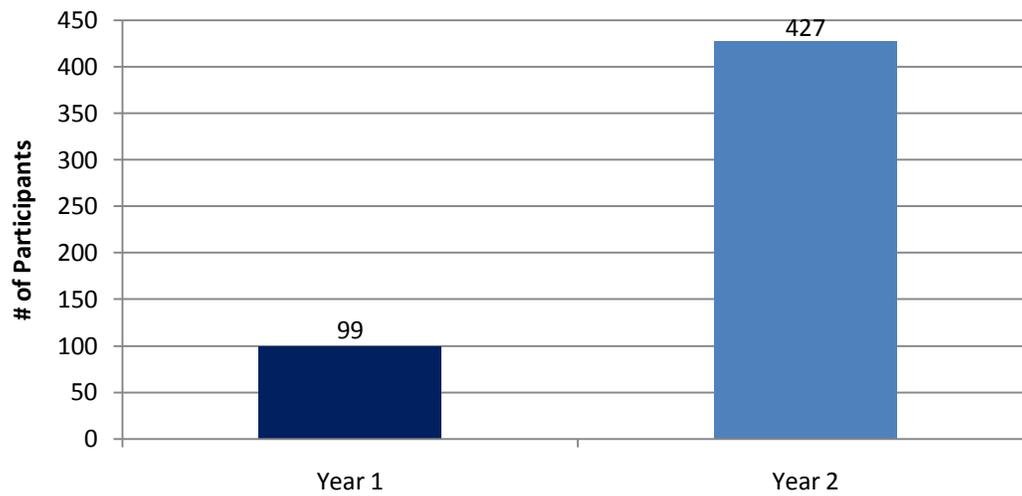
**Figure 1: OERC Consultations and Training by Quarter**



The number of consultations provided by the OERC decreased this year from 92 consultations in Year 1 to 77 in Year Two. This may be due to the dramatic increase in training activities in Year 2: OERC provided 5 workshops in Year 1 and 25 workshops in Year 2. Table 2 shows the breakdown of attendance rates by class. The median number of participants was 13, but one workshop enrolled 60 participants. Figure 2 demonstrates that the number of people that the OERC trained in Year 2 (N=427) more than quadrupled from Year 1 counts (N=99). Consultations also were down because the National Emergency Preparedness Project did not require quite as many meetings as in Year 1. However, the OERC worked on the project's baseline assessment project during the second two quarters of the year, which was at least as time-consuming as the Year 1 effort but did not require as many consultations.

<b>Training Date</b>	<b>Class</b>	<b>Region</b>	<b>Attendance</b>
6/28/2007	Clever evaluation	SCR	15
10/1/2007	Logic Models	PNR&PNCMLA,	60
10/4/2007	Outcomes-based Planning	SCR	11
10/9/2007	Clever evaluation	MAR	28
10/12/2007	Measuring Your Impact	Mid-Atlantic Chapter, MLA	10
10/31/2007	Community Assessment	SCR	12
10/31/2007	Outcomes-based Planning	SCR	12
11/14/2007	Community Assessment	MAR	21
11/14/2007	Outcomes-based Planning	MAR	21
12/7/2007	Community Assessment	SE/A	16
12/7/2007	Outcomes-based Planning	SE/A	13
2/8/2008	Data Collection	Northern CA/NV Medical Library Group	11
2/13/2008	Clever evaluation	MAR	6
3/13/2008	Community Assessment	GMR,	8
3/13/2008	Outcomes-based Planning	GMR,	8
3/25/2008	Community Assessment	SCR	9
3/25/2008	Outcomes-based Planning	SCR	11
4/9/2008	Community Assessment	NCAHEC	23
4/9/2008	Outcomes-based Planning	NCAHEC	22
4/11/2008	Community Assessment	Capitol Library Council	7
4/15/2008	Data Analysis	MAR	14
4/15/2008	Data Collection	MAR	15
4/24/2008	Outcomes-based Planning	Capitol Library Council	8
4/28/2008	Community Assessment	PSR&MLGSCA	35
4/29/2008	Community Assessment	PSR&MLGSCA	31
		<b>Total</b>	<b>427</b>

**Figure 2: Comparison of Year 1 and Year 2  
Group Training Attendance**



Note: see Appendix One for all Classes and Consultations, May 1, 2007—April 30, 2008.

## Annual report

### Web site

The OERC's web-related work this year was principally on the NN/LM StaffWiki. Susan Barnes continued to manage the Emergency Preparedness Web page of the StaffWiki through August, 2007. The Web page leads with documents generated through the planning done by the core members of the group, but also includes reference materials such as templates for writing disaster preparedness plans and articles regarding the role of libraries in disasters.

Susan also began to reorganize the OERC section of the NN/LM StaffWiki by moving last year's Cross-Regional Collaboration items to the Emergency Preparedness section and adding standard navigational features to OERC StaffWiki pages. A location was created on the NN/LM StaffWiki for Measuring Your Impact: Using Evaluation for Library Advocacy course materials. This is a site where instructors of the class can share PowerPoints and handouts with each other.

### Dissemination of effective practices

The OERC continued to develop learning circles for the evaluation liaisons' teleconferences. Also, the OERC is seeing more evaluation training in the regions by RML staff. All of the RML staff who taught "Measuring Your Impact" with Susan Barnes during Year 1 of the project are offering the class on their own this fall. Betsy Kelly and Barb Jones have taught the class in MCR, Dale Prince will be teaching it at the MLA Southern Chapter meeting this fall, and Jacqueline Leskovec and Ruth Holst will give the workshop at the annual meeting of the Health Science Librarians of Illinois. (This will be the second time that Jacqueline and Ruth have done the workshop since they taught with Susan Barnes in August 2006.)

Susan's participation on the Tribal Connections Four Corners Effective Practices committee included compiling and sharing the first version of a literature review on effective practices and contribution to the committee's Team Charter, particularly the introduction and some definitions used in the vision statement:

Evaluation is integral to all projects that TC4C undertakes. The Effective Practices team captures evaluation results by identifying and tracking experience-based "lessons learned" about effective ways that the TC4C partners have collaborated and the effective ways that TC4C has partnered and collaborated with community-based organizations to conduct health information outreach.

Community-based organizations could be based on geographic, occupational, or cultural communities.

An effective practice could result from lessons learned in project components or from an entire project.

"Lessons learned" implies health information outreach strategies that have been successful, useful, or promising--based on experience and evidence. Although the terms "lessons learned" and "best practices" are often used interchangeably, the Effective Practices team differentiates between them. "Best practices" have been rigorously evaluated and represent the "Gold Standard" of activities to support specific objectives. In this context, "lessons learned" indicates experiences with what has worked in a given situation. (This concept is from the Johns Hopkins INFO Project, <http://www.infoforhealth.org/practices.shtml>.)

The Outreach Connections Native Health Information wiki is being developed as a mechanism to share what has worked in tribal outreach projects. This is an outcome of the Conference on Native American Health Information in the United States, held in Albuquerque in July 2006. When the leader of the Publicity/Evaluation Subcommittee for this effort left the group, Susan Barnes volunteered to serve as coordinator. She organized and led subcommittee teleconferences, collected and provided information for subcommittee members about wiki location and how to get a userid and password, compiled and received approval for the subcommittee's team charter, and provided feedback about the wiki to the Steering Committee.

#### **Subcontractor update**

Not applicable. The OERC has no subcontracts at present.

#### **Other staff activities—OERC goals for the 2006-2011 contract**

##### *1. Develop awareness, skill, and capacity in use of evaluation methods.*

Training: Cindy Olney presented "Clever Evaluation" to 15 outreach coordinators from the SCR at their meeting on June 28 in Houston. She provided the training remotely using Adobe Connect to the coordinators gathered in one location at the Houston Academy of Medicine. After that session, the slides were sent to the evaluation liaisons with an offer to present the session in their regions, and evaluation liaisons from two regions have expressed an interest. One of them (MAR) offered the presentation October 16. The SCR and the OERC offered to present another training to the outreach coordinators on logic models, and the majority expressed an interest in attending. This session was offered on October 4, again using Adobe Connect. The OERC plans to make this session available after October 4 and hopes to create other short training sessions to be offered remotely – a service requested by the evaluation liaisons at the feedback session conducted during the March teleconference.

Susan Barnes began marketing the Evaluation Outreach Series through the evaluation liaisons and received an enthusiastic response. SCR was the first region to host the workshops, offering "Community Assessment" and "Planning Outcomes-Based Outreach Programs" on October 30 at the Houston Academy of Medicine. The SCR also offered to fund travel for Susan Barnes and Cindy Olney to give the workshops in other parts of their region in 2008. As a result, the two workshops were presented at University of Oklahoma Health Science Center in March '08. MAR hosted the two workshops in November '07 at their RML, SE/A hosted them in December '07, and GMR hosted them in March '08. Cindy Olney presented the workshop "Data Collection

for Health Information Outreach” at the Joint Meeting of the Northern California and Nevada Medical Library Group and the Medical Library Group of Southern California and Arizona (MLGSCA) in Las Vegas in February 2008 (in the PSR region). During April, the North Carolina AHEC brought Cindy and Susan to Charlotte, NC to teach “Community Assessment” and “Planning Outcomes-Based Outreach Programs” and the Capital District Library Council brought Cindy to Albany, NY to teach those classes. The final two classes in the Outreach Evaluation Series debuted in New York City when MAR hosted the “Data Collection” and “Data Analysis” classes. Meanwhile, PSR and the MLGSCA brought Susan to Irvine, CA and Tucson, AZ to teach the “Community Assessment” class.

Other training activities: Susan Barnes and Maryanne Blake updated the “Measuring Your Impact: Using Evaluation for Library Advocacy” class and taught it at the MLA Mid-Atlantic Chapter annual meeting in October in Baltimore. They also completed preparations for teaching the class at the Medical Library Association annual meeting in Chicago in May. Susan participated in the NLM/NTCC PubMed search clinic to see how Adobe Connect can be used for pre- and post-tests and gave a presentation at the Pacific Northwest Chapter/MLA annual meeting in Billings, MT titled, “Logic Models: Who Cares?” She provided an orientation about the NN/LM OERC for the new NLM Associate Fellows, submitted a successful proposal for a presentation to the upcoming Seattle national meeting of SALIS (Substance Abuse Librarians & Information Specialists) about data sources for community assessment, and submitted a successful application to attend the upcoming MLA Institute on Web-Based Instruction and create a web-based version of the Data Collection class. Susan began participation in the Institute in late April.

The Outreach Evaluation workshop series has received consistently high ratings. When asked to evaluate the workshop using the standard MLA CE course evaluation form, almost 100% of participants agreed or somewhat agreed that they acquired knowledge or skills they could use in the workshops. When asked to grade workshop session using the MLA CE course evaluation form, 88% of participants gave the workshop a grade of “A” for both the Community Assessment and Planning Outcomes-based Programs workshops, and 80% of participants gave the Data Collection workshops an A grade. The Data Analysis workshop, taught for the first time in April 2008, received slightly lower grades: 62% gave it an “A” and 31% a B. In all workshops, no more than one person graded the workshops below a “B.” Both the Data Collection and Data Analysis workshops have been revised based on the instructors’ experience with the workshops and participant feedback. (See Appendix B for a summary of participants’ course evaluations.)

Along with the participants’ reactions to the workshops, the OERC also wanted to know if the participants found the information useful and, if so, how they planned to apply the information they learned. So along with MLA CE workshop evaluation, OERC added four open-ended questions to collect feedback from the participants. One question asked participants to name one action step they planned to take in the near future, based on what they had learned. These intended action steps served as an outcomes measure because it showed people had plans to use the material from the workshop. A

content analysis was conducted on the responses, and the action step themes are listed in Table 3.

**Table 3 - Action Steps Planned by Workshop Participants**

*Responses are listed by frequency of the action step, in descending order. The total number of responses is listed, however not all responses could be categorized because they were off topic, unclear, etc. Therefore, the numbers in each bullet do not sum to the total number of responses)*

**Getting Started with Community Assessment** (Number of responses = 107)

- Apply specific methods taught in the workshop (30 responses). Most frequently, respondents said they intended to use online resources to research a community, followed by finding key informants to interview within communities of interest. Other examples included keeping records of discussions that shed light on community needs and conducting interviews.
- Apply the information for preparing grant proposals or project planning (18 responses)
- Conduct a community assessment (15 responses)
- Start organizing information and other people in preparation of a community assessment (14 responses). Examples of planning included making lists of potential health outreach outlets, reviewing community leaders they know, and getting colleagues together to plan data collection.
- Engage in networking activities to get better insight into communities and seek partners for collaboration (12 responses)
- Share the workshop information with others (3 responses)

**Planning Outcomes-Based Programs** (Number of responses = 58)

- Use of the logic model (30 responses). People talked about a variety of applications for the logic model, including: plan new programs, review existing program and facilitate group planning, and use it to sell a program idea to a supervisor.
- Developing outcomes or objectives (10 responses). Some respondents said the workshop would help them write objectives, while others said they would plan programs around outcomes.
- Change their approach toward planning and evaluation (6 responses). These changes included project-planning, keeping evaluation simple and practical with an emphasis on short-term outcomes, and remembering to assess assumptions while planning programs
- Research the workshop information further (3 responses)

**(Table 3 – cont)**

**Data Collection for Health Information Outreach** (Number of responses = 20)

- Plan or do evaluation (7 responses). A few people said, generally, they planned to do evaluation. Others said they planned to use workshop information to write the evaluation section of a grant proposal, re-evaluate current evaluation, apply concepts to strategic planning, and tie evaluation more closely to program logic models.
- Create or revise questionnaires (6 responses).
- Conduct interviews (2 people)
- Use library statistics for evaluation (2 people)
- Get more information about specific content (2 people). One person planned to get more information about appreciative inquiry; another wanted to look further into the Kirkpatrick Outcomes Assessment model.

**Data Analysis for Health Information Outreach** (Number of responses = 11)

- Start looking for projects to do (4 responses)
- Re-evaluate data analysis approaches of existing projects (2 responses)
- Learn more about qualitative data analysis (1 response)

*II. Develop mechanisms to disseminate and use evaluation findings to help NLM and the NN/LM document and demonstrate their accomplishments.*

Publications:

New entries have been added to the OERC blog each month. Cindy Olney and Susan Barnes contributed most of the blog entries, but evaluation liaisons are getting involved. Jacqueline Leskovec added a blog entry in July about a calculator that libraries can use for measuring “return-on-investment.” Sue Hunter has also contributed to blog entries and agreed to write a short blog entry about the MAR’s upcoming research project about the impact of hospital libraries on clinical decision-making.

Susan Barnes contributed an article to ***The National Network*** (the publication of the Medical Library Association’s Hospital Library Section) about outcomes and the Measuring Your Impact class: “Outcomes: Who Cares?” ***National Network: Newsletter of the Hospital Libraries Section of the Medical Library Association***, 32(3):6-7, January 2008.

Cindy Olney and Susan Barnes reviewed the ***Planning and Evaluating Health Information Outreach*** booklet series and made minor revisions and corrections. The files were submitted for reprinting in April.

*III. Strengthen and build an evaluation culture throughout NN/LM.*

Evaluation Liaisons:

Eight evaluation liaison teleconferences were held in Y2, featuring topics such as a review of changes made in the upgrades to Survey Monkey (the online survey software used widely within the NN/LM); Betsy Kelly’s Activities Reporting System (ARS), a

system she designed to track implementation of the MCR's logic model throughout the region; a learning circle about response rates; an overview of the OERC section of the NN/LM StaffWiki; the results of the Measuring Your Impact: Using Evaluation for Library Advocacy followup study, and the NN/LM baseline preparedness assessment.

#### Evaluation:

Cindy Olney and Maryanne Blake launched an outcome assessment of the Measuring Your Impact workshop in July. All participants who completed the workshop at least six months prior to July 2007 received a questionnaire asking them to report how they applied the workshop information. This assessment of "Measuring Your Impact" will be an ongoing project for the OERC, with questionnaires being sent to participants six months after their workshops. All facilitators were apprised of this evaluation project and support it.

Cindy Olney and Susan Barnes visited the NN/LM Mid-Atlantic office in New York City to provide consulting support for their staff and their region's Needs Assessment Task Force in November, 2007 and April, 2008.

Cindy and Susan provided consulting support to Sabrina Kurtz-Rossi, manager of the MLA Health Information Literacy Project, and Susan participated in the MLA Health Information Literacy Project working meeting in Indianapolis in April

#### *IV. Provide consultation and direction in implementing evaluation systems, structures, and resources to help the NN/LM's efficacy and efficiency.*

Consultations are listed in Appendix One.

#### *V. Enhance and refine use of community-based approaches to evaluation.*

##### Cross-regional collaboration:

Susan Barnes participated on the Tribal Connections Four Corners Effective Practices committee and on the Steering Committee and Publicity/Evaluation Subcommittee of the Outreach Connections Native Health Information project

Cindy and Susan provided an update about the NN/LM National Emergency Preparedness Project at the RML Directors' Meeting in Philadelphia in May, following several busy weeks during which a logic model for the project was created. The logic model gathered together the various strands of work that had gone on during the spring. Susan provided an overview of the NN/LM National Emergency Preparedness Project at the PNR's Regional Advisory Committee meeting on June 29 as an introduction to a morning spent by PNR in preparedness discussions.

The ADs began to work on their buddy system and dedicated several teleconferences to identifying responsibilities of the buddy library. Angela Ruffin facilitated the meetings related to this issue, and the OERC provided minutes and followup regarding action items.

During late summer 2007 Cindy Olney and Susan Barnes provided introduction and background to Dan Wilson on the NN/LM National Emergency Preparedness project as part of preparing him to take on the role of coordinator. After Dan Wilson began his coordinator role, Cindy and Susan continued to participate in, and provide support for, NN/LM National Emergency Preparedness core group teleconferences and RML Buddy calls.

Beginning in December, 2007 the OERC provided coordination and support for a baseline assessment of the status of network members' emergency preparedness. Cindy Olney and Susan Barnes developed the baseline questionnaire with input and guidance from NNO and the eight NN/LM Associate Directors. In collaboration with the regions' Evaluation Liaisons and Associate Directors, the OERC also defined the sampling frame and the procedure for administering the questionnaire across the eight regions. Information about this baseline assessment was presented at the RML Directors' mid-year teleconference in January.

The baseline assessment was conducted during late winter and spring, 2008 and it was a true example of national collaboration. The initial questionnaire that the OERC staff had developed was adjusted and approved by the regions' Associate Directors and by the NNO and Dan Wilson. Six of the eight regions recruited pilot testers who completed the questionnaire and provided feedback that led to further adjustments. WebSTOC staff constructed and ran a complex MyPhP query to extract contact data for network member health sciences library directors from the NN/LM Members Directory. OERC and regional staff worked together to correct and fine-tune the data. The assessment methodology was tested in March with the initial administration of the questionnaire via SurveyMonkey in the NN/LM New England Region. Meanwhile, the procedures and timeline for administering the questionnaire to the rest of the regions were developed in collaboration with the Associate Directors, the Evaluation Liaisons, NNO, and Dan Wilson. In April, staff of the remaining seven regions announced the assessment to their network members and Cindy Olney used SurveyMonkey to send the baseline assessment to the rest of the national sample of health sciences library directors. The OERC sent reminders via the SurveyMonkey system to non-respondents, and regional staff conducted additional followup to maximize the return rate. This could not have been accomplished without the regions' dedicated participation.

## Appendix One

Classes and consultations May 1, 2007—April 30, 2008

<b>Date</b>	<b>Responsible Person (last name)</b>	<b>Class/consultation topic</b>	<b>Location (city, state) of class or last name of consult recipient</b>
5/1/2007	Olney	Consult: GMR focus group study	Ruth Holst, GMR, Chicago, IL
5/2/2007	Barnes, Olney	Consult: Emergency Planning Project logic model	Core Group, NNO, Seattle, WA
5/8/2007	Olney	Consult: GMR focus group study	Ruth Holst, GMR, Chicago, IL
5/9/2007	Olney	Consult: GMR focus group study	Ruth Holst, GMR, Chicago, IL
5/11/2007	Barnes	Consult: PSR proposal for Hawaii Library Association	Heidi Sandstrom,PSR,Los Angeles, CA
5/11/2007	Barnes, Olney	Consult: Core member teleconference	Core Group, NNO, Seattle, WA
5/14/2007	Barnes, Olney	Consult: MLA health literacy project	Sabrina Kurtz-Rossi, MLA,Boston, MA
5/18/2007	Barnes, Olney	Consult: RML Directors' Meeting	Angela Ruffin, NNO, Bethesda, MD
6/5/2007	Barnes, Olney	Consult: discussion of Emergency Preparedness Project	Core Group, NNO, Seattle, WA
6/26/2007	Barnes, Olney	Consult: eval liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
6/27/2007	Olney	Consult: GMR focus group study	Tammy Mays, GMR, Chicago, IL
6/28/2007	Barnes, Olney	Consult: Core member teleconference	Core Group, NNO, Seattle, WA
6/28/2007	Olney	Training: Clever evaluation	Karen Vargas, SCR, Houston, TX
6/29/2007	Barnes, Olney	Consult: Project overview	Core Group, NNO, Seattle, WA
7/6/2007	Olney	Consult: GMR focus group study	Tammy Mays, GMR, Chicago, IL
7/17/2007	Olney	Consult: SCR outreach coordinator meeting	Becky McKay,Medical Science Library, Texas A&M,College Station, TX
7/19/2007	Olney	Consult: GMR focus group study	Tammy Mays, GMR, Chicago, IL
7/24/2007	Barnes	Consult: Library value	Kathy Martin, Willamette Falls Hospital, Oregon City, OR
7/26/2007	Barnes, Olney	Consult: core member teleconference	Core Group, NNO, Seattle, WA
7/31/2007	Barnes, Olney	Consult: eval liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD

<b>Date</b>	<b>Responsible Person (last name)</b>	<b>Class/consultation topic</b>	<b>Location (city, state) of class or last name of consult recipient</b>
7/31/2007	Barnes, Olney	Consult: core member teleconference	Core Group, NNO, Seattle, WA
8/1/2007	Olney	Consult: retrospective pre-test lit	Sharon Brown, NTCC, New York NY
8/1/2007	Barnes	Consult: Library value	Kathy Martin, Willamette Falls Hospital, Oregon City, OR
8/8/2007	Barnes	Consult: TC4C-Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
8/9/2007	Barnes	Consult: TC4C-Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
8/15/2007	Barnes	Consult: Library value	Kathy Martin, Willamette Falls Hospital, Oregon City, OR
8/17/2007	Olney	Consult: GMR focus group study	Tammy Mays, GMR, Chicago, IL
8/28/2007	Barnes, Olney	Consult: eval liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
8/28/2007	Barnes, Olney	Consult: background mtg with Dan Wilson	Dan Wilson, NNO, Bethesda, MD
8/31/2007	Barnes, Olney	Consult: background mtg with Dan Wilson	Dan Wilson, NNO, Bethesda, MD
9/10/2007	Barnes, Olney	Consult: background mtg with Dan Wilson and Angela Ruffin	Angela Ruffin, Bethesda, MD
9/11/2007	Barnes	Consult: TC4C-Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
9/11/2007	Barnes, Olney	Consult: MLA health literacy project	Sabrina Kurtz-Rossi, MLA, Boston, MA
9/18/2007	Barnes, Olney	Consult: background mtg with Dan Wilson and Angela Ruffin	Angela Ruffin, Bethesda, MD
9/24/2007	Barnes, Olney	Consult: planning mtg with Dan Wilson and Angela	Angela Ruffin, Bethesda, MD
9/25/2007	Olney	Consult: GMR focus group study	Ruth Holst, GMR, Chicago, IL
9/25/2007	Barnes, Olney	Consult: eval liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
9/25/2007	Barnes, Olney	Consult: eval liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
9/27/2007	Barnes, Olney	Consult: Buddy RML Planning	Core Group, NNO, Seattle, WA
10/1/2007	Barnes	Training: Logic Model	PNR&PNC/MLA, Billings, MT
10/3/2007	Barnes, Olney	Consult: NER RML needs assessment	Javier Crespo, NER, Shrewsbury, MA
10/4/2007	Barnes	Consult: PSR joint chapter meeting	Heidi Sandstrom, PSR, Los Angeles, CA
10/4/2007	Barnes	Consult: evaluation training at chapter meeting	Heidi Sandstrom, PSR, Los Angeles, CA

<b>Date</b>	<b>Responsible Person (last name)</b>	<b>Class/consultation topic</b>	<b>Location (city, state) of class or last name of consult recipient</b>
10/4/2007	Barnes; Olney	Training: Logic Model	Karen Vargas, SCR, WebMtg
10/5/2007	Barnes	Consult: regional preparedness	Heidi Sandstrom, PSR, Los Angeles, CA
10/5/2007	Barnes	Consult: preparedness discussion	Cathy Burroughs, PNR, Seattle, WA
10/9/2007	Olney	Consult: Proposal outcome review	Mary Beth Klofas, University of Rochester Medical Center, Rochester, NY
10/9/2007	Barnes; Olney	Training: Clever evaluation	Sue Hunter, MAR, WebMtg
10/11/2007	Olney	Consult: logic model slides	Donna Timm, LSU Health Sciences Center - Shreveport, Schreveport, LA
10/12/2007	Barnes; Blake	Training: Measuring Your Impact	Dale Prince, SE/A, Baltimore, MD
10/25/2007	Barnes, Olney	Consult: Planning mtg with Dan Wilson and Angela	Core Group, NNO, Seattle, WA
10/31/2007	Barnes; Olney	Training: Outcomes-based Program Planning	Karen Vargas, SCR, Houston, TX
10/31/2007	Barnes; Olney	Training: Community Assessment	Karen Vargas, SCR, Houston, TX
11/7/2007	Barnes, Olney	Consult: Buddy RML Planning	Core Group, NNO, Seattle, WA
11/12/2007	Barnes, Olney	Consult: MAR strategic planning (11/12 & 13)	Sue Hunter, MAR, New York, NY
11/12/2007	Barnes, Olney	Consult: MAR Logic Models	Sue Hunter, MAR, New York, NY
11/12/2007	Barnes, Olney	Consult: MAR strategic planning (11/12 & 13)	Kathel Dunn, MAR, New York, NY
11/14/2007	Barnes; Olney	Training: Planning Outcomes-Based Programs	Sue Hunter, MAR, New York, NY
11/14/2007	Barnes; Olney	Training: Community Assessment	Sue Hunter, MAR, New York, NY
11/27/2007	Barnes, Olney	Consult: eval liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
11/29/2007	Barnes, Olney	Consult: NC AHEC workshop planning	Russett Hambrick, NC AHEC, Fayetteville, NC
12/3/2007	Barnes, Olney	Consult: Buddy RML Planning	Core Group, NNO, Seattle, WA
12/4/2007	Barnes, Olney	Consult: core member teleconference	Core Group, NNO, Seattle, WA
12/7/2007	Barnes; Olney	Training: Planning Outcomes-Based Programs	Meredith Solomon, SE/A, Baltimore, MD
12/7/2007	Barnes; Olney	Training: Community Assessment	Meredith Solomon, SE/A, Baltimore, MD

<b>Date</b>	<b>Responsible Person (last name)</b>	<b>Class/consultation topic</b>	<b>Location (city, state) of class or last name of consult recipient</b>
12/16/2007	Barnes	Consult: regional evaluation training	Betsy Kelly, MCR, Salt Lake City, UT
12/18/2007	Barnes, Olney	Consult: Buddy RML Planning	Core Group, NNO, Seattle, WA
1/3/2008	Barnes, Olney	Consult: regional evaluation services	Janice Kelly, SEA, Baltimore, MD
1/11/2008	Barnes, Olney	Consult: Buddy RML Planning	Core Group, NNO, Seattle, WA
1/15/2008	Barnes, Olney	Consult: core member teleconference	Core Group, NNO, Seattle, WA
1/16/2008	Barnes, Olney	Consult: RML Directors' mid-year teleconference	Core Group, NNO, Seattle, WA
1/22/2008	Barnes, Olney	Consult: eval liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
1/31/2008	Olney	Consult: MLA health literacy project	Sabrina Kurtz-Rossi, MLA, Boston, MA
1/31/2008	Olney	Consult: Communication survey	Heidi Sandstrom, PSR, Los Angeles, CA
2/1/2008	Barnes, Olney	Consult: Buddy RML Planning	Core Group, NNO, Seattle, WA
2/8/2008	Olney	Training: Data Collection	Rebecca Davis, Northern CA/NV Medical Library Group, Las Vegas, NV
2/11/2008	Barnes, Olney	Consult: Buddy RML Planning	Core Group, NNO, Seattle, WA
2/12/2008	Barnes	Consult: TC4C effective practices	Claire Hamasu, MCR, Salt Lake City, UT
2/13/2008	Olney	Training: Clever Evaluation	Sue Hunter, MAR, WebMtg
2/19/2008	Barnes, Olney	Consult: MLA health literacy project	Sabrina Kurtz-Rossi, MLA, Boston, MA
2/26/2008	Barnes, Olney	Consult: eval liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
3/7/2008	Barnes, Olney	Consult: baseline Assess update	Core Group, NNO, Seattle, WA
3/11/2008	Barnes, Olney	Consult: baseline Assess update	Core Group, NNO, Seattle, WA
3/13/2008	Barnes; Olney	Training: Planning Outcomes-Based Programs	Jacqueline Leskovec, GMR, Chicago, IL
3/13/2008	Barnes; Olney	Training: Community Assessment	Jacqueline Leskovec, GMR, Chicago, IL
3/17/2008	Barnes, Olney	Consult: baseline Assess update	Core Group, NNO, Seattle, WA
3/25/2008	Barnes; Olney	Training: Planning Outcomes-Based Programs	Shari Clifton, SCR, Oklahoma City, OK
3/25/2008	Barnes; Olney	Training: Community Assessment	Shari Clifton, SCR, Oklahoma City, OK

<b>Date</b>	<b>Responsible Person (last name)</b>	<b>Class/consultation topic</b>	<b>Location (city, state) of class or last name of consult recipient</b>
4/3/2008	Barnes	Consult: MLA health literacy project (4/3 and 4/4)	Sabrina Kurtz-Rossi, MLA, Boston, MA
4/4/2008	Barnes	Consult: MLA health literacy project (4/3 and 4/4)	Sabrina Kurtz-Rossi, MLA, Boston, MA
4/8/2008	Barnes	Consult: Consult: TC4C Effective Practices	Claire Hamasu, MCR, Salt Lake City, UT MCR Salt Lake City, UT
4/9/2008	Barnes; Olney	Training: Outcomes-based Plan	Russet Hambrick, NCAHEC, Charlotte, NC
4/9/2008	Barnes; Olney	Training: Community Assessment	Russet Hambrick, NCAHEC, Charlotte, NC
4/11/2008	Barnes	Consult: Consult: MLA health literacy project	Sabrina Kurtz-Rossi, MLA, Boston, MA
4/11/2008	Olney	Training: Community Assessment	Chris Tosh, Capitol Library Council, Albany, NY
4/14/2008	Barnes, Olney	Consult: RML evaluation	Sue Hunter, MAR, New York, NY
4/15/2008	Barnes; Olney	Training: Data Collection	Sue Hunter, MAR, New York, NY
4/15/2008	Barnes; Olney	Training: Data Analysis	Sue Hunter, MAR, New York, NY
4/22/2008	Barnes, Olney	Consult: eval liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
4/24/2008	Olney	Training: Planning Outcomes-Based Programs	Chris Tosh, Capitol Library Council, Albany, NY
4/28/2008	Barnes	Training: Community Assessment	Alan Carr, PSR&MLGSCA , Irvine, CA
4/29/2008	Barnes	Training: Community Assessment	Alan Carr, PSR&MLGSCA , Tucson, AZ

## Appendix Two

### Health Information Outreach Series Session Evaluations

#### *Community Assessment*

	Agree		Somewhat Agree		Somewhat Disagree		Disagree		Total	NR <sup>1</sup>
	#	%	#	%	#	%	#	%		
Instructional materials were used effectively	135	90%	15	10%	0	0%	0	0%	150	0
Instructional materials were relevant/useful	140	95%	7	5%	0	0%	0	0%	147	3
Hands-on sessions were useful	95	83%	20	17%	0	0%	0	0%	115	35
Session objectives met my expectations	126	85%	20	14%	2	1%	0	0%	148	2
Session content was well organized	147	98%	3	2%	0	0%	0	0%	150	0
Length was appropriate for course content	135	92%	11	7%	1	1%	0	0%	147	3
I acquired knowledge and skills I can use	128	85%	22	15%	0	0%	0	0%	150	0
The facility was conducive to learning	117	79%	30	20%	1	1%	1	1%	149	1

Identify the Major Strengths of This Session		
	#	%
Instructors	117	78%
Demos	32	21%
Networking	38	25%
Creative	53	35%
Info	104	69%
Materials	95	63%
other	3	2%

	A		B		C		D		F		Total	NR
	#	%	#	%	#	%	#	%	#	%		
Overall Grade	126	88%	16	11%	1	1%	0	0%	0	0%	144	6

<sup>1</sup> No Response

## Planning Outcomes-Based Programs

	Agree		Somewhat Agree		Somewhat Disagree		Disagree		Total	NR
	#	%	#	%	#	%	#	%		
Instructional materials were used effectively	82	94%	5	6%	0	0%	0	0%	87	0
Instructional materials were relevant/useful	83	97%	3	3%	0	0%	0	0%	86	1
hands-on sessions were useful	74	94%	5	6%	0	0%	0	0%	79	8
Session objectives met my expectations	77	91%	8	9%	0	0%	0	0%	85	2
Session content was well organized	84	97%	3	3%	0	0%	0	0%	87	0
Length was appropriate for course content	78	92%	6	7%	1	1%	0	0%	85	2
I acquired knowledge and skills I can use	81	93%	6	7%	0	0%	0	0%	87	0
The facility was conducive to learning	70	80%	13	15%	3	3%	1	1%	87	0

Identify the Major Strengths of This Session		
	#	%
Instructors	72	83%
Demos	33	38%
Networking	14	16%
Creative	19	22%
Info	64	74%
Materials	55	63%
other	4	5%

	A		B		C		D		F		Total	NR
	#	%	#	%	#	%	#	%	#	%		
Overall Grade	72	88%	9	11%	1	1%	0	0%	0	0%	82	5

## Data Collection for Health Information Outreach

	Agree		Somewhat Agree		Somewhat Disagree		Disagree		Total	NR
	#	%	#	%	#	%	#	%		
Instructional materials were used effectively	15	94%	1	6%	0	0%	0	0%	16	0
Instructional materials were relevant/useful	15	94%	1	6%	0	0%	0	0%	16	0
hands-on sessions were useful	9	82%	2	18%	0	0%	0	0%	11	5
Session objectives met my expectations	13	87%	2	13%	0	0%	0	0%	15	1
Session content was well organized	16	100%	0	0%	0	0%	0	0%	16	0
Length was appropriate for course content	16	100%	0	0%	0	0%	0	0%	16	0
I acquired knowledge and skills I can use	14	93%	1	7%	0	0%	0	0%	15	1
The facility was conducive to learning	10	63%	3	19%	2	13%	1	6%	16	0

Identify the Major Strengths of This Session	#	%
Instructors	14	88%
Demos	3	19%
Networking	6	38%
Creative	2	13%
Info	10	63%
Materials	7	44%
other	0	0%

	A		B		C		D		F		Total	NR
	#	%	#	%	#	%	#	%	#	%		
Overall Grade	12	80%	3	20%	0	0%	0	0%	0	0%	15	1

## Data Analysis for Health Information Outreach

	Agree		Somewhat Agree		Somewhat Disagree		Disagree		Total	NR
	#	%	#	%	#	%	#	%		
Instructional materials were used effectively	12	92%	0	0%	0	0%	1	8%	13	0
Instructional materials were relevant/useful	12	92%	0	0%	0	0%	1	8%	13	0
hands-on sessions were useful	10	100%	0	0%	0	0%	0	0%	10	3
Session objectives met my expectations	10	83%	1	8%	0	0%	1	8%	12	1
Session content was well organized	11	85%	2	15%	0	0%	0	0%	13	0
Length was appropriate for course content	11	92%	1	8%	0	0%	0	0%	12	1
I acquired knowledge and skills I can use	12	92%	0	0%	1	8%	0	0%	13	0
The facility was conducive to learning	8	62%	2	15%	2	15%	1	8%	13	0

Identify the Major Strengths of This Session	#	%
Instructors	8	62%
Demos	4	31%
Networking	1	8%
Creative	3	23%
Info	7	54%
Materials	7	54%
other	1	8%

	A		B		C		D		F		Total	NR
	#	%	#	%	#	%	#	%	#	%		
Overall Grade	8	62%	4	31%	1	8%	0	0%	0	0%	13	0