

MAR Network Members Needs Assessment Years 1 (2006/07) & 5 (2010/11):

Introduction:

The MAR Year 5 (2010/11) needs assessment of network members is a follow up the initial needs assessment conducted in Year 1 (2006/07), for which the full report is available on the MAR web site, <http://nnlm.gov/mar/evaluation/pdf/needsassessment.pdf> . As outlined in the Strategic Program Plan for Member Participation 2007-2011 (<http://nnlm.gov/mar/about/pdf/marstrategicplan.pdf>), this second needs assessment of network members seeks to determine if network member needs are being met and what possible new needs have developed, in particular for resource sharing issues.

The Year 5 needs assessment was comprised of an online questionnaire sent to a sample population of full and affiliate network members. The needs assessment was conducted between November 2, 2010 and December 6, 2010. The questionnaire contained 42 questions about network member needs on the topics of Library Improvement (e-resources, funding, interlibrary loan, technology), Professional Development, and Outreach (support the activity of outreach to individuals or groups outside of your institution such as raising the awareness of health information resources among consumers and health professionals).

Methodology:

The survey software SurveyMonkey was used to create the online questionnaire, manage the responses, and compile the results. The questionnaire was sent to a sample population of 401¹ network members, 229 (57%) full members and 172 (42%) affiliate members. These sample percentages are representative of the total network membership (641), 386 (60%) full members and 255 (40%) affiliate members at the time of sampling for the needs assessment.

Needs Assessment Findings:

The findings here show both the responses from the first and second MAR needs assessment where applicable. The questionnaire was revised for the second needs assessment to improve the quality of questions, so there are not comparative data for all of the questions. The response rate for Year 5 was 41%. In Year 1 the response rate was 65%.

¹ The questionnaire was sent to 401 member libraries. Due to inaccurate information in the member database it was discovered some libraries were closed, no longer staffed, or were no longer members, and some members were listed twice. Of the 401, 330 of the sample member libraries were valid.

Responses by state and library type:

| Type of library | Academic | Hospital | Public | Other |
|-----------------|------------|------------|------------|--------------|
| Year 1 (n=271) | 40 (15%) | 144 (53%) | 59 (22%) | 28 (10%) |
| Year 5 (n=135) | 15 (11.1%) | 86 (63.7%) | 17 (12.6%) | 17 (12.6%) |
| State | Delaware | New Jersey | New York | Pennsylvania |
| Year 1 (n=271) | 8 (3%) | 44 (16%) | 127 (47%) | 90 (34%) |
| Year 5 (n=135) | 3 (2.2%) | 33 (24.4%) | 53 (39.3%) | 46 (34.1%) |

Professional Development

| What method of delivery for continuing education classes is best for you/your staff? | | |
|--|-----------|--------|
| | In-person | Online |
| Year 1 (n=271) | 66.8% | 46.4% |
| Year 5 (n=135) | 39.8% | 50% |

| Is Medical Library Association Continuing Education credit important to most staff in your library? | | |
|---|-------|-------|
| | Yes | No |
| Year 1 (n=271) | 50% | 50% |
| Year 5 (n=135) | 53.1% | 46.9% |

| Do most of the staff have access to funding from your institution or other sources for the following? | | |
|---|--------------------------|-----------------------|
| | Professional Development | Travel |
| Year 1 (n=271) | Yes=81% No=19% | Yes=65% No=35% |
| Year 5 (n=135) | Yes=66.7% No=33.3% | Yes=46.3% No=53.7% |

| |
|---|
| Does your institution provide release time from work to attend workshops, training sessions, or |
|---|

| | | |
|----------------|-------|------|
| conferences? | | |
| | Yes | No |
| Year 1 (n=271) | 95.7% | 4.3% |
| Year 5 (n=135) | 96.9% | 3.1% |

Training topics:

- In Year 1 respondents were asked to rank the level of training need for you/your staff from no need – to – strong need. There was moderate need for training on NLM products (PubMed, MedlinePlus, etc) by 50% of respondents.
- In Year 5 respondents were asked to check from a list of training topics those of most interest to you/your staff. 71.9% chose NLM products (PubMed, MedlinePlus, etc.), followed by 60.9% for Technology (e.g. Creative Commons, free productivity tools), followed by 52.3% for DOCLINE (serial holdings, routing tables, etc).

Library Improvement: Electronic Resources

| | | | |
|--|-------|-------|------------|
| Are some of the library's electronic resources purchased through a consortium or some multi-library purchasing plan? | | | |
| | Yes | No | Don't know |
| Year 1 (n=271) | 74.6% | 21.6% | 3.8% |
| Year 5 (n=135) | 69% | 28.7% | 2.3% |

| Are some of the library's electronic resources purchased through a consortium or some multi-library purchasing plan? If YES, please list the consortium or multi-library purchasing plan(s): | | | |
|--|------|-------------------|-------------------------------------|
| RESPONSES | CODE | # OF PARTICIPANTS | % OF PARTICIPANTS Year 5 (n=135) |
| Health Sciences Library of New Jersey (HSLANJ) | 1 | 23 | 17 |
| NY 3Rs | 12 | 23 | 17 |
| BQISMB | 10 | 9 | 7 |
| WALDO | 13 | 8 | 6 |
| Lyrasis | 6 | 5 | 4 |
| PA State Library | 20 | 4 | 3 |
| VA | 2 | 3 | 2 |
| PALCI | 7 | 2 | 1 |

| | | | |
|--|----|---|---|
| DEVIC | 22 | 2 | 1 |
| CDLC | 23 | 2 | 1 |
| NYLINK | 24 | 2 | 1 |
| Catholic Health East/Mercy Health System | 15 | 2 | 1 |
| NJ State Library | 25 | 2 | 1 |
| NOVELny | 21 | 1 | 1 |
| PA Statewide Independent Living Council (PASILC) | 26 | 1 | 1 |
| HUBNET (Buffalo) | 27 | 1 | 1 |
| Laurel Highlands Health Sciences Consortium | 28 | 1 | 1 |
| Miraclenet | 29 | 1 | 1 |
| BISC (BioInformation Science Consortium) | 3 | 1 | 1 |
| Tri-Institutions | 4 | 1 | 1 |
| North Shore-LIJ Health System Libraries | 11 | 1 | 1 |

| | |
|---|-------|
| Purchase partially or fully from library budget or library-dedicated fund directly with the vendor | |
| Year 1 (n=271) | 68.1% |
| Year 5 (n=135) | 77.2% |

| | | | |
|---|------|-------|---------------------------|
| Have you used the MAR Consortia Agreements list on the MAR's website to locate consortia in your area? | | | |
| | Yes | No | Did not know it was there |
| Year 5 (n=135) | 2.3% | 52.3% | 45.3% |

| Which areas of electronic resource management do you feel you need assistance with? | |
|---|----------------|
| | Year 5 (n=135) |
| selection of e-resources | 58.9% |
| negotiating licensing agreements | 53.6% |
| understanding licensing agreements | 52.7% |
| use of link resolvers (i.e. LinkOut) to provide full-text access to resources | 52.7% |
| Other | 5.4% |

| Have you used the MAR's E-licensing Resources webpage to help in your licensing efforts? | | | |
|---|------|-------|---------------------------|
| | Yes | No | Did not know it was there |
| Year 5 (n=135) | 7.3% | 42.7% | 50% |

| Check the statement that <i>best</i> describes access to the library's electronic resources: | | |
|--|----------------|----------------|
| | Year 5 (n=135) | Year 1 (n=271) |
| Remote access site license (allows access from within and outside the institution) | 55.1% | 55% |
| Limited site license (limited to on site access through the library, hospital, or institution) | 40.2% | 61.3% |
| Limited to one location (such as the library, nursing station, medical staff) | 7.9% | 11.3% |
| Other | 3.9% | 5.9% |

| | | |
|-------------------------|------|------|
| Limited to one computer | 2.4% | 2.9% |
|-------------------------|------|------|

| Are there health specific electronic resources you <u>do not</u> have that are important for your library/institution to provide access to? | | | |
|---|-------|-------|----------|
| | Yes | No | Not sure |
| Year 1 (n=271) | 35.6% | 24.8% | 39.6% |
| Year 5 (n=135) | 33.1% | 18.2% | 48.8% |
| | | | |

- Could include qualitative responses to those resources

| RESPONSES | Year 5 (n=135) |
|---|----------------|
| Not sure | 11% |
| Assist/negotiate license agreements | 7% |
| Training | 5% |
| Reduce costs for resources | 4% |
| Establish consortia | 4% |
| Fudiciary | 2% |
| Advise on licensing issues | 2% |
| Access to clinical e-journals & free titles | 2% |
| Information on local consortium | 2% |
| Funding | 1% |
| Marketing | 1% |

Library Improvement: Interlibrary Loan

| | | | |
|---|-------|-------|------------|
| Does your library offer Interlibrary Loan (ILL) from your electronic holdings as allowed by license agreements? | | | |
| | Yes | No | Don't know |
| Year 1 (n=271) | 51.8% | 37.9% | 10.3% |
| Year 5 (n=135) | 71.2% | 20.3% | 8.5% |

| | | | | | | |
|--|----------------|-------|------------|----------------|-------|------------|
| Are any of the following barriers to your library's offering electronic ILL? | | | | | | |
| | Year 1 (n=271) | | | Year 5 (n=135) | | |
| | Yes | No | Don't know | Yes | No | Don't know |
| Firewall | 20% | 54% | 26% | 15.5% | 72.8% | 11.7% |
| Software compatibility | 9.9% | 56.5% | 33.6% | 9.8% | 70.6% | 19.6% |
| Attachments do not go through | 10.0% | 63.8% | 26.2% | 16.2% | 75.8% | 8.1% |
| Misdirected requests | 4.2% | 61.9% | 34% | 5.2% | 82.5% | 12.4% |
| License restrictions | 41% | 33% | 27% | 37.9% | 48.5% | 13.6% |
| Lack of scanning equipment | n/a | n/a | n/a | 14.3% | 78.6% | 7.1% |

| | | | |
|--|-------|-----|----------|
| Does your library participate in EFTS? | | | |
| | Yes | No | Not sure |
| Year 5 (n=135) | 60.3% | 24% | 15.7% |
| | | | |

- **Could include qualitative responses**
- How important are the following for future development in ILL delivery at your institution?
 - Year 1= 45% of respondents selected "a low-cost consortium" as important
 - Year 5=53.8% of respondents selected "a low-cost consortium" as important; 50%

selected “elimination/loosening of licensing restrictions” as important

** this question was worded slightly differently and with more options in Year 5

- Does your library provide Loansome Doc services to any of the following?
 - Year 1=64% selected “not applicable”
 - Year 5=67% selected “my library does not provide Loansome Doc services”

| If you do not provide Loansome Doc service, what are the reasons? | | |
|---|----------------|--|
| | Year 5 (n=135) | |
| Insufficient staff | 53.5% | |
| Do not know about the service | 26.7% | |
| Electronic licensing issues | 10.5% | |
| Other | 23.3% | |

- Could include qualitative responses

Library Improvement: Funding

The MAR provides a range of funding award opportunities. Are there specific funding awards you wish MAR would offer? For example, are there services you would like to enhance/provide, or specific projects you would like to do in your library?

| RESPONSES | Year 5 (n=135) |
|--|----------------|
| E-resources (e-books, e-journals, databases, e-textbooks for nursing students, remote access) | 6% |
| Technology (hardware, ILLIAD software, upgrade catalog, website creation/redesign) | 6% |
| Outreach (community access to resources, provide training, multilingual, health literacy training) | 3% |
| Personnel (library intern, staff to carry out) | 2% |

| | |
|--|----|
| funded projects) | |
| Specific to small medical libraries | 1% |
| Professional development (non-librarian conferences) | 1% |
| PubMed training | 1% |
| Archival consultation for rare materials | 1% |
| Improve services to distance faculty & students | 1% |
| Health system funding | 1% |
| Research projects | 1% |

| | | | |
|---|-------|-------|----------|
| Are there barriers to your library applying for the MAR funding awards? | | | |
| | Yes | No | Not sure |
| Year 5 (n=135) | 19.3% | 47.1% | 33.6% |

- Could include qualitative responses

Library Improvement: Technology

| | |
|---|----------------|
| How do you receive communication about the MAR programs and services? | |
| | Year 5 (n=135) |
| MARL-listserv | 61.9% |
| Email with specific MAR staff members | 40.7% |
| MAR website | 31% |
| MARquee blog | 9.7% |
| 1.800 number | 7.1% |
| MAR's Facebook page | 2.7% |

| | |
|--------------------|-----|
| MAR's Twitter feed | .9% |
|--------------------|-----|

| | | | |
|---|-------|-------|----------|
| Is your library's technology adequate to provide a satisfactory level of service to your patrons? | | | |
| | Yes | No | Not sure |
| Year 5 (n=135) | 57.5% | 27.5% | 15% |

| | |
|---|----------------|
| In which areas is your library's technology not adequate? | |
| | Year 5 (n=135) |
| Funding to replace old hardware/software | 53.3% |
| Equipment | 39% |
| Challenges managing e-resources | 37.1% |
| Staff technical knowledge | 36.2% |
| Remote access | 28.6% |
| IT Policies | 27.6% |
| Institutional technical support | 22.9% |

| | |
|--|----------------|
| What are the biggest trends in technology related to your library? | |
| RESPONSES | Year 5 (n=135) |
| E-resources (e-books, e-journals, databases) | 15% |
| Remote access (especially via mobile technologies) | 14% |
| Wireless | 4% |
| Digital collections | 4% |
| Upgrades (hardware & software, open source) | 3% |

| | |
|--|----|
| catalog) | |
| Social media (1 uses Second Life for consumer health outreach) | 1% |
| Limited IT policies | 1% |
| Article linking (EMR & CPOE) | 1% |
| Bandwidth increase | 1% |
| Distance education programs | 1% |
| Email journal article requests | 1% |
| Increase in computer usage | 1% |
| Creating a health information resource library | 1% |
| Streaming, copyright, linking | 1% |

** Year 1 responses need to be coded

Outreach:

| | | | | |
|---|-------|-------|------------|----------------|
| Does your institution/library currently support the activity of outreach to individuals or groups outside of your institution? (Outreach refers to the effort to raise awareness of health information resources among consumers and health professionals.) | | | | |
| | Yes | No | Don't Know | Not Applicable |
| Year 1 (n=271) | 56.5% | 26.3% | 6.45% | 10.8% |
| Year 5 (n=135) | 43.5% | 43.5% | 7% | 6.1% |

| | | |
|--|----------------|----------------|
| What are the top three barriers for your library to forming outreach partnerships? <i>Please only select up to three :</i> | | |
| | Year 1 (n=271) | Year 5 (n=135) |
| Time | 69% | 77.9% |

| | | |
|---|-------|-------|
| Staff | 58.5% | 59.3% |
| Money | 55.9% | 58.4% |
| No institutional mandate to do outreach | 31.9% | 32.7% |
| Sustainability | 24.5% | 33.6% |
| Librarian knowledge of community needs | 13.1% | 11.5% |
| Language | 3.1% | 3.5% |
| Culture/attitudes | 5.7% | 8% |
| Other | 10.5% | 9% |

| What Community Based Organizations would make a possible partner for outreach activities in your geographic area? <i>Please only select up to three:</i> | | |
|--|----------------|----------------|
| | Year 1 (n=271) | Year 5 (n=135) |
| Non-Profit Health Agencies (e.g. American Red Cross, Urban League, NAACP, Arthritis Foundation, YMCA/YWCA) | 56% | 52.8% |
| Senior Centers | 54.6% | 46.2% |
| Schools | 43.1% | 33% |
| Faith-Based Organizations | 34.3% | 32.1% |
| Community Businesses (e.g. Beauty Salon, Diner) | 16.7% | 6.6% |
| None are applicable | 23.1% | 21.7% |
| Other | 11.1% | 16% |

For underserved populations in your geographic area, which would be a

| possible target audience for outreach activities? <i>Please select up to three:</i> | | |
|---|----------------|----------------|
| | Year 1 (n=271) | Year 5 (n=135) |
| Senior Citizen | 60.5% | 51.8% |
| Low Income | 53.5% | 45.5% |
| Low Literacy | 44.7% | 40.9% |
| Hispanic | 34.9% | 30.9% |
| African American | 27% | 24.5% |
| Immigrant | 27% | 26.4% |
| None are applicable | 17.2% | 14.5% |
| Other | 4.7% | 9.1% |

| From your experience, what are the <i>major</i> health issues in your geographic area? <i>Please only select up to three:</i> | | |
|--|---------------------------|----------------|
| | Year 1 (n=271) | Year 5 (n=135) |
| Diabetes | 85.2% | 84.3% |
| Heart Disease | 76.4% | 67.6% |
| Obesity | 68.1% | 60.2% |
| Cancer | Not included as an option | 46.3% |
| Asthma | 23.6% | 13% |
| Sexually Transmitted Diseases (HIV/AIDS) | 19.4% | 13.9% |
| Infant Mortality | 1.9% | 2.8% |
| Other (please specify): | 18.1% | 8.3% |

| What are the <i>two</i> major <u>non-disease</u> health issues in your geographic area: | | |
|---|----------------|----------------|
| | Year 1 (n=271) | Year 5 (n=135) |

| | | |
|---|-------|-------|
| No health insurance | 72.5% | 75% |
| Low health literacy (lack of material for low literacy groups, lack of access to understandable health information) | 57% | 59.6% |
| Poor health communication (between health care provider and patient) | 30.9% | 40.4% |
| No accessible, authoritative, easy-to-read, bilingual health information | 16.9% | 12.5% |
| Other (please specify): | 10.1% | 3.8% |

| | | |
|--|----------------|----------------|
| Which of the following <i>unaffiliated health professionals</i> in your geographic area would be a possible target audience for outreach activities? <i>Please only select up to three</i> : | | |
| | Year 1 (n=271) | Year 5 (n=135) |
| Nursing Care Organizations (e.g.: home health agencies, nursing homes) | 46.2% | 41.5% |
| Public Health Workers | 35.8% | 34.9% |
| Private Practice Physician | 29.7% | 30.2% |
| Nurse Practitioner | 26.9% | 26.4% |
| Rehabilitation (e.g.: Physical or Occupational Therapist) | 24.5% | 17% |
| Complementary/Alternative Medicine Providers (e.g.: Chiropractor, Homeopath) | 24.1% | 15.1% |
| Pharmacist | 18.4% | 10.4% |
| Dentist | 10.8% | 15.1% |
| None are applicable | 18.9% | 19.8% |
| Other | 8% | 5.7% |

General:

| In your opinion, what makes a successful NN/LM? Year 5 (n=135) | | | |
|--|------|-------------------|---------------------------|
| RESPONSES | CODE | # OF PARTICIPANTS | % OF PARTICIPANTS (N=135) |
| Training & CE | 2 | 20 | 15 |
| Resource sharing & DOCLINE support | 14 | 10 | 7 |
| Communication | 3 | 8 | 6 |
| Provides timely info on resources and trends | 9 | 8 | 6 |
| Funding | 4 | 5 | 4 |
| Up-to-date technology | 5 | 3 | 2 |
| Cooperation | 8 | 3 | 2 |
| Participation | 1 | 2 | 1 |
| Website with resources | 6 | 2 | 1 |
| Visit network members | 19 | 2 | 1 |
| Advocacy for health libraries & librarians | 15 | 2 | 1 |

More:

- 1)Active involvement with local consortia 2)Staff able to perform "just in time consultations" with member libraries 3)Staff communicates the politics of shifts in emphasis and services and clearly articulates relationship to "new" library roles.
- Flexible and responsive staff, software and technologically savvy (not necessary sophisticated) staff, sufficient computers and related technology kept in repair, all staff with fundamental knowledge of software and resources. Can do attitude. Fast turnaround document delivery service. Multiple options for search training (individual, small groups, online tutorials).
- Continued support of the non-academic health libraries. There are many solo librarians in this field who need a place they can get support & help. The grants have really helped in my library and I know they have really helped other libraries as well.
- Just that we're always getting updates on current efforts, classes, etc.
- One that tries to visit as many of the members as possible. Meet your constituency. Not at the end of a contract with a survey but one actually goes out and visits us! I invite you to come up and spend a day with me. I don't remember hearing from you at all at the beginning for a long time and now we get tons of e-mails. Call us up and ask us how things are going. Your web site should have great great handouts, posters that I can use and download. I often go to other

regions because theirs are up sooner and are updated more often. I also find the layout and information on their site better and more useful. More online classes. Less paperwork for grant submission.

- A possible NNLM conference for each geographic area promoting education, marketing initiatives, vendors, networking, etc.
- At this point, you are offering more than my staff and I have time of which to take advantage. I would have to become acquainted with utilizing all your offerings before I could express any further needs.
- We are a special library and rely on the NN/LM mostly for DOCLINE, but we have used its other services as a specific need has grown and been noted. What makes it successful is the willingness of all participants to offer of their resources as much as they can to contribute for the betterment of everyone.
- Easy of understanding initiatives and great support for educational needs.
- One that advocates (and executes) the timely dissemination of the most current trends, products, and resources in health information, among many other things.
- The ability to customize services to member libraries.
- news sharing about colleagues activities/projects
- Helping us to give the best service to our patrons
- Regular needs assessment of members and acting on what is learned. Serving as a role model for programs and activities providing high value to members. Offering CE and prof development instruction
- Big question... affordable electronic resources and an easy-to-navigate search interface? Plus lots of varied resources.
- listening and responding to our needs
- Support of local hospital library consortia
- Connection and real help to the medical libraries.
- A regional office that makes their presence aware to its members both virtually and in person; offers resources and services that cater to its members ongoing needs; makes an effort to learn from its members what their challenges are and helps them to overcome them; acts as an advocate in promoting librarianship
- Teaching classes to medical AND public librarians and getting the two together in person to network. Providing good regional networking and cooperation.
- Staff who reach out to hospital librarians!!
- Assistance with the services is number one. Then training opportunities.
- access to databases on health questions
- Commitment
- Marketing and awareness of services
- It's ability to reach-out.
- Effective programs involving primary care providers.
- Organization

| Which of these MAR network member benefits do you use? (Check all that apply): | | |
|--|----------------|----------------|
| | Year 1 (n=271) | Year 5 (n=135) |
| DOCLINE | 79.1% | 85.5% |
| Information about NLM products | 75.7% | 52.7% |
| Online classes | | 52.7% |
| In-person classes | | 40.9% |
| Free promotional materials (brochures, pens, etc) | 44.2% | 50.9% |
| Funding awards | 42.2% | 30.9% |
| Other | 10.2% | 4.5% |

| Are there other benefits or services you would like to receive from NN/LM MAR? Please explain: Year 5 (n=135) | | | |
|---|------|-------------------|---------------------------|
| RESPONSES | CODE | # OF PARTICIPANTS | % OF PARTICIPANTS (N=135) |
| More classes | 1 | 2 | 1 |
| Professional development funding (for conference or class attendance) | 3 | 2 | 1 |
| Right now I am seeking a partnership with nn/lm mar for technical support for a new library initiative. | 2 | 1 | 1 |
| roundtable discussions at regional meetings | 4 | 1 | 1 |
| virtual regional meetings with virtual poster/paper presentations | 5 | 1 | 1 |
| Usable contact information and available print resources as a beginning. | 6 | 1 | 1 |
| Some direct funding or grants would be welcome, or contact from a outreach specialist to help assist us with promotion and marketing. | 7 | 1 | 1 |
| You have not come to Pittsburgh much lately. It seems like all your programs have been in New York. | 8 | 1 | 1 |
| assistance in applying for a grant offered by NN/LM sometime | 9 | 1 | 1 |

| | | | |
|--|----|---|---|
| Offer resources which would enable hospital libraires to demonstrate value to administrators with a regional focus | 10 | 1 | 1 |
| More direct communication of services/training available | 11 | 1 | 1 |
| Would like NN/LM MAR to ensure that a member actually has a library with minimum collection requirements for DOCLINE purposes and fills interlibrary loans that route to it. | 12 | 1 | 1 |
| More news about what other NNLM regions are doing-- lists of projects across the country (so we can "borrow" their ideas!) | 13 | 1 | 1 |

Please provide any additional comments about the NN/LM programs and services, or any other topics presented in this questionnaire: Year 5 (n=135) comments:

- Thank you for the technology awards that you have made available to the members. The awards that our library has received helps us tremendously in helping us serve our patrons, prove our value to the hospital and supports the library's efforts to contain costs.
- Too many in person classes are held in the NYC/NJ area.
- The continuing education grant received by our local consortiune provided the impetus for the creation of local health information web page.
- I really like your services.
- great service
- Our former Is director forwarded this tome- the current director. Are log in's available to familiarize with NN/LM MAR services.
- The grants are a wonderful supplement to the diminishing funding that many libraries are seeing.
- MAR has done a pretty good job. I am happy with their work. Sorry to see Arpita and Miguel go, though.
- I am a new MLIS graduate, 2010. I am still learning about the operations of both my own library and NN/LM. I did very much want to begin our library and medical school's first outreach program, and NN/LM helped me with questions about the technology improvement grant. NN/LM staff were very quick to respond to all my questions. NN/LM is a vast and amazing resource that I wish I'd come to learn more about while I was still a student at the University of Illinois.
- Technology awards are great (thanks!) as are the NLM brochure cards. People like the Tox Town and Household products ones especially.
- My support staff, appreciates the opportunity for learning via online classes; not only for the knowledge presented but because it reenforces the unique skill sets that their jobs require (even when the title is clerk-typis)
- Use programs and online classes and am grateful for them.
- Appreciate all that you do. The regional office has assisted with questions that we have had in the past. Very helpful staff.
- Why do separate library consortia from the 3R's?
- Mar staff is professional and efficient. It has been a pleasure working with them all.

- You provide excellent programs and services - but often times it isn't about you - sometimes we have lots of ideas about projects - it's just getting your funding to fit ideas in the most productive sustainable way
- Most public libraries unable to support high tech electronics as budget cuts loom.
- I think this group does an excellent job, I am sorry I can not use it more--due to time
- would like NN/LM to encourage and promote out of the box presence in virtual platforms as SLA and ALA does. I feel we are being left behind with new technology & social media outreach.
- Thank you for the time to share. NN'LM has provided an excellent service to us in the past.
- We served as a training center for PubMed in 2009 which was a wonderful opportunity and experience. The trainers were outstanding and the people taking the training were thrilled with the opportunity to take the class. The PubMed training is very complex and it is best done as a live class versus an online class. You should keep live classes going forward.