

# Sense of the Membership:

## Focus Group Results


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NN/LM MAR



# Methodology

- ▶ Appreciative Inquiry
    - Builds on past successes
  
  - ▶ Conducted 4 focus groups
    - Online
    - 14 participants
    - Hospital, public, resource libraries
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# Focus Group Interview Guide

- ▶ Think back over the past four years that you have been part of the National Network of Libraries of Medicine (NN/LM) Mid-Atlantic Region (MAR) and give an example of a great experience you had as a member; tell us what made that experience so valuable to you. How did it help you do something better, for example, solve a problem, accomplish an important goal?
  - ▶ Based on these examples, what do you wish NN/LM MAR would offer to make more of these great experiences possible? As NN/LM MAR plans for the next five years, what do you hope they will offer network members?
  - ▶ What do you value most about being a member of NN/LM MAR?
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# Focus Group Themes


	Hospital Library	Public Library	Resource Library 1	Resource Library 2
Funding				
Training				
Customer Service				
Connectivity & Networking				
Communication				
NLM Resources				
Value of Libraries Study				
Advocacy				
Community				

# Funding

## Highlights:

- ▶ Creates opportunity
- ▶ Adds value to the library
- ▶ Easy application

## Wishes:


- ▶ Paperwork: Improve communication and guidelines
  - ▶ Rethink cost reimbursement of awards
  - ▶ Continue awards program
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# Training

## Highlights:

- ▶ Essential for professional development
- ▶ Online and in-person
- ▶ Variety of topics

## Wishes:

- ▶ Continuation of free classes
  - ▶ NLM Resources and more
  - ▶ MLA CE credit (online classes)
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# Customer Service/Communication

## Highlights:

- ▶ Technical support
- ▶ Timely, professional response
- ▶ Communication tools

## Wishes:

- ▶ Additional current health topics
  - ▶ Outreach to state libraries
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# Connectivity & Networking

## Highlights:

- ▶ Relationship building
- ▶ Current awareness

## Wishes:

- ▶ Access to online conference software
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# National Library of Medicine Resources

## Highlights:


- ▶ Free, high quality resources
- ▶ Variety of resources

## Wishes:

- ▶ Raise awareness of MedlinePlus
  - ▶ Incorporate American Sign Language into tutorials
  - ▶ Additional Easy-to-Read topics in MedlinePlus
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# Value of Libraries Study/Advocacy

## Wishes:

- ▶ Proactive regarding hospital library closures
  - ▶ Regional awareness & information clearinghouse
  - ▶ Communicate progress of the Value of Libraries Study
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# Community

## Highlights:

- ▶ Community and collegiality
- ▶ Connection to the National Library of Medicine

## Wishes:

- ▶ Hospital Library Forum

# Future

- ▶ Feedback from RAC and network members
- ▶ [rml@library.med.nyu.edu](mailto:rml@library.med.nyu.edu)