

**NN/LM MidContinetal Region
Regional Advisory Board Meeting
Tuesday April 10 - 11, 2007
Minutes**

Board members were invited to attend the Eccles Health Sciences Library InfoFair preceding the meeting on April 10, 2007. InfoFair is an annual event sponsored by the library to provide up-to-date information on computer services, applications and resources as well as a glimpse into the future of computing in the health sciences.

The meeting began on April 10, 2007 at 3:30 pm MT.

Claire Hamasu, Associate Director, welcomed the members to Salt Lake City and the library. She announced that Wayne Peay, Director, would be retiring and introduced Joan Stoddart, who will be interim director starting July 1, 2007. Members and staff then introduced themselves.

Claire Hamasu presented for Renee Bougard, Associate Director for the NN/LM South Central Region, who was ill. The Powerpoint provided by Ms. Bougard described the RML's response to health sciences libraries following Katrina and Rita, the lessons they learned, and how they are developing an emergency plan for the region. A discussion followed with Ed Galan describing his experience and need for information when he was sent to respond to Katrina. Medical hand books that he had brought with him disappeared as other providers used them. Specialists were treating patients outside of their specialty area.

The meeting adjourned for the day and resumed the next morning.

Angela Ruffin, Head of the National Network Office of NLM, presented an overview of consumer health and emergency planning initiatives. Ms. Ruffin made her presentation via Adobe Acrobat Connect. She highlighted the redesign of MedlinePlus; introduced a new cultural competency web site that is under development; described the Information Rx program and its new participant organization, American Osteopathic Association; and Health Information Research Literacy Project, a joint effort sponsored by NLM and the Medical Library Association. Ms. Ruffin ended her presentation by describing how NLM had responded to the health sciences libraries following Katrina and Rita and NLM's emergency planning.

The group divided into three to address national emergency planning goals on a regional level by identifying issues associated with the goals and coming up with roles for the RML, Network members, and other organizations. The three goals addressed were:
Goal 1: Ensure continuity of access to knowledge-based and disaster-related health information to support health care before, during, and after local, regional and/or national disasters.

Goal 2: Support communication among regions, network members, and NLM in the event of a local, regional and/or national disaster.

Goal 3: Encourage sharing of knowledge, experience, and training and planning materials to enhance the development of regional and local emergency preparedness plans and expertise throughout the NN/LM.

Results of the discussion are attached as Attachment 1

Sharon Dennis, reviewed the use of two communication technologies. She showed Adobe Acrobat Connect as a presentation tool and encouraged members to think of topics they could present to the region. She then described how she and Siobhan Champ-Blackwell, Community Outreach Liaison, have been working to make audio recordings available as podcasts. Ms. Champ-Blackwell conducted two interviews with individuals who work with community based organizations. Ira Combs, one of the RAB members, is one of the interviewees.

Barb Jones, Missouri/Library Advocacy Liaison, implemented an exercise using appreciative inquiry, a process of addressing issues by looking at strengths and assets. Through interviews and small group work the group addressed the topic, Why are the combination of services, resources and expertise provided by the health science library intrinsic to highly effective health care systems?

We identified elements in an experience we had worked toward satisfying an information need. We identified what we valued most about ourselves and either the part of your work that connects with the information needs of your patron or the part work that require you to look for needed information. Finally we expressed wishes for

clarifying/improving/expanding/extending information seeking/acquisition or processing. The trends identified through this process are in Attachment 2.

Rebecca Brown, Kansas/Technology Liaison, demonstrated the Inspiration as a software program that can be used for project development. She distributed trial version of the program.

Ms. Hamasu, adjourned the meeting. She thanked outgoing members for their contribution to the board and all members for their participation in the meeting. The meeting adjourned on April 11, 2007 at 2:30 pm MT

Attachment 1
Regional Emergency Preparedness Discussion
April 11, 2007

Goal 1: Ensure continuity of access to knowledge-based and disaster-related health information to support health care before, during, and after local, regional and/or national disasters.

Group 1
Joan Stoddart (Facilitator)
Dana Abbey (Recorder)
John Bramble
Ira Combs
Linda Cooperstock
Betsy Kelly
Lisa Traditi

1. Identify major topics for discussion

Infrastructure:

- Interface with those who develop infrastructure within institutions
- Look outside of infrastructure (commercial, public libraries)
- Access to equipment and hardware—develop partnerships, understanding geography
- Phone, internet, satellite
- Prioritize what needs to be backed-up and who needs to know this information

- Access to e-resources
- Make agreements with publishers to dump data and store—then have access to the data
- Verification of licensures for medical staff (good Samaritan)
- What resources are needed: licensures; emergency diagnosis/dosages; triage—at what point to libraries get involved (how do libraries assist in getting this kind of information)?

- Know institutional disaster recovery plans
- Mutual agreements for information and human services continuity

- What are current information needs, how does it translate into an emergency
- Go Local Disaster information (sustainability, updated)
- Put information in format for local use (CD, flash drive)

Disaster drills of regional emergency plan with partners (for natural/physical disasters, or pandemics)

Libraries as Responders:

- Libraries have to show relevance to responding agencies/jurisdictions that it is important that they sit and participate in planning committees.
- What kind of information do responders need, what is the best source for that information?
- Finding people to advocate libraries value to the emergency planning and response process

Other Organizations

- What are the disaster groups operating in the state/region?
- How do libraries locate the key players? Hierarchy of information.

Two Specific Areas for Response:

- Natural/Physical disasters—infrastructure needs; information
- Pandemics—information needs

2. Identify Strategies/Action Items:

What is the Network member role? Local organizations/consortiums are missing from this list: (example: CCML (Colorado Council of Medical Librarians) members would provide services to the community) RML could coordinate this second-tier

Network member library to home institution:

=hospital libraries as well as academic libraries need to be incorporated into the emergency plans of their institutions

- needs would need to be communicated
- hierarchy of position (not by persons name)
- home institution already has a plan in place;

Network member library to community:

=public libraries, State libraries, library consortiums.

- advance training for public library staff to assist the public in an emergency.

What is the RML role?

RML to Network member:

- Start the communications now
- Marketing tool to show how libraries can help in a disaster—talking points; unified effort amongst library groups (ALA, MLA, PLA, SLA, NLM) what have these groups already done?
- What can be done to have “talking points” to advocate for library’s value.

Goal 2: Support communication among regions, network members, and NLM in the event of a local, regional and/or national disaster.

Group 2

Wayne Peay (Facilitator)

Mary Henning (Recorder)

Jim Bothmer

Rebecca Brown

Sharon Dennis

Michael Karr

Mary Beth Warren

1. Identify major topics for discussion

What is communication?

Infrastructure:

- Military
- Red Cross
- Libraries
- instant response
- What happens if the Internet goes down?

What and who?

- What info is needed or being distributed?
- Informal contacts

Data-bookmobile

Portable-provider issues

How can we be sure that something is up-connectivity?

What’s going on?

What would I like to know?

What should we do?

CDC dependable resources like Phix (Public Health Information Exchange), a secure e-mail broadcast system where public health officials can obtain info about outbreaks, emergencies, etc.

Hierarchy issues:

- NLM
- Regional resources
- Local resources

How do you keep track?

2. Identify Strategies/Action Items:

- Disaster kit: “One laptop per child” (<http://www.laptop.org/en/laptop/>) model with durable, crank powered laptops, solar rechargers, fuel cell batteries, caching info onto personal devices, ePocrates <http://www.epocrates.com/>, PubMed, etc. All loaded into watertight “caches” but who knows where instant info pods are? Drills, inclusion in agency disaster plans, independent power, data refresh cycle
- Many agencies have emergency plans already developed- use as models?
- Make sure institution knows disaster tree- both sides know
- Epicenter response –service matrix (target diagram)

- Health information: public libraries (do they know they are key players, their roles?)
- Satellite
- Library destroyed or contaminated- backup to regional resources:
 1. mirror sites
 2. disaster recovery plans
 3. web-based resources
 4. server access and referral

- Home resources: remember that many people including librarians have workstations at home and could continue providing services if not affected by power outages etc. (especially useful in disease/epidemic disaster) flood, fires, tornadoes, earthquakes, etc.

What is the Network member role?

Network member library role for home institution

- Framework for library responses-disaster recovery plan templates

What are other organizations to be considered?

- Regional newspapers
- Public safety
- Public health
- CDC
- Public libraries/RML libraries
- Local internet providers
- Insurance providers
- Telemedicine
- Law enforcement

Goal 3: Encourage sharing of knowledge, experience, and training and planning materials to enhance the development of regional and local emergency preparedness plans and expertise throughout the NN/LM.

Group 3

Claire Hamasu (Facilitator)

Marty Magee (Recorder)

Siobhan Champ-Blackwell

Edwin Galan

Roxanna Jokela

Barb Jones

Stan Penfold

Kathy Tacke

1. Identify major topics for discussion

Type of emergencies

Are there emergency plans in place?

Other organizations that NNLM may interface with

Conjoining states talking to each other

2. Identify Strategies/Action Items:

What would the disaster be and how would it affect the library –

- Highway
- Transportation
- Biohazards
- Food safety
- Quarantine issues/infection control
- Water safety - dams
- Earthquake - Everything within 30 miles could be gone.

What is the Network member role?

- Training that the library can offer –
- Does the office stay open or not?
- Do I evacuate?
- What do I do about family members?
- Non-essential vs essential personnel

- Access to maps – Corps of Engineers, USGS
- Training for community as well as professionals.
- Training partnership with the public libraries i.e. Wisser
- Training partnership with other libraries e.g., chemical company, hazardous waste, mining company libraries.

Network member library to home institution:

- Kathy Tacke – minershospital.com – look at her web page in Medical Links for emergency preparedness – done for Joint Commission. Other hospital libraries should have similar information on their web sites since the Joint Commission requires preparedness plans for all hospitals.

Network member library to community:

- Government entities have checklists. Libraries need to get on these lists of organization to be involved in emergency planning and to be contacted in time of emergencies.
- Each community has a Regional Intra-Agency Steering Committee – locally, federally, state that members should approach.

Network member to Network member:

- What about a buddy system? By community?

What is the RML role?

- Have a presence at emergency planning meetings – then funnel things to regional and public libraries.
- Organize information by state since all agencies have different regional boundaries.
- John Roberts, Coordinator Nebraska Hospital Bioterrorism Preparedness Program – received funds from HRSA to assist hospitals in responding to emergencies.
<http://www.nhanet.org/pdf/emergency/hospital.grant.2004.pdf>
- NNLM MCR State pages should have a place for emergency planning resources
- MedlinePlus Go Local as a repository of emergency services – can we pilot it?
- Nebraska has an edge – Former governor, Mike Johanns, is now head of USDA and Dick Raymond, former Chief Medical Officer is an Under Secretary at USDA.
- Encourage health science librarians to attend community and institutional emergency planning meetings
- Promote increased knowledge of emergency planning
- Kathy Tacke mentioned a series of teleconferences which she will send out.
- Claire indicated Utah public health department also sends out a training schedule, many of the sessions are video broadcasts
- Start a regional – Google calendar – Use the one we are piloting – for educational opportunities – Maybe color code accordingly.
- Repository of every library’s emergency plans.
- Ask other medical libraries to send their web pages that they have created for emergency preparedness.

RML to other organizations:

The important thing is to capture all the neat NN/LM “selling points” to market the ideas of “where, how & when” this collaborative could take place within a national or state emergency preparedness plan(s) and in a proactive way Vs. last minute “crisis management” appeal for NN/LM help later on. Judging from most Emerg. Prep colleagues (who are sharp & sincere); most feds will not “automatically” see or connect to the benefits of a collaborative of this sort; unless the NN/LM plan is adroitly shared and presented...

- FEMA subgroup – SEMA (State Emergency Management Agency) – cross state line agreements
- MOU’s or MOA’s in place to help with costing
- Biopreparedness group in Nebraska
- Regional contact – U.S. Dept. of Health and Human Services
Office of Public Health Emergency Preparedness
Capt. Jim Imholte, RP
Regional Emergency Coordinator – Region VII
601 East 12th St. Rm. S1801
Kansas City MO 64106

Jim.imholte@hhs.gov

Tel – 816-426-3490

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NDMS – National Disaster Medical System – has trainings available.

DMAT - Disaster Medical Assistant Team <http://www.dmat.org/>

COOP – Continuity of Operations (under federal or U.S. web search engines)

- What are other organizations roles?
Each state – depends on overarching agency – may depend on the emergency and whether it has been declared a national emergency or not.

<http://www.hhs.gov/aspr/> AND <http://www.hhs.gov/emergency/index.shtml#disaster> already includes some MedlinePlus resources.

Attachment 2
Themes from Library Advocacy Appreciative Inquiry
April 11, 2007

Topic: Why are the combination of services, resources and expertise provided by the health science library intrinsic to highly effective health care systems?

1. Tell a story about a very powerful experience where you worked toward satisfying an information need. What are the elements that made this a meaningful experience? Who else was involved? What did you feel you achieved?

Symbol-- bright, shining, compact fluorescent energy efficient light bulb that mimics the sun's natural rays

- Making a difference
- Enlightening health care providers
- Increase visibility
- Show things
- Just in time provision
- Innovation
- Sense of community, using partnerships
- Providing individual help while also providing sustainable forms of help
- Realization that we don't always know how powerful the help is that we're giving people; we may never get a basket of fruit in thanks
- Filling real needs with real actions
- Making a difference in a positive way
- Personal, meaningful difference
- Challenge, quest
- Facilitators of self learning to enable others to meet their own needs
- Provide information at a level that can be used in languages and stories people can relate to
- Developing models for action that are practical (and sometimes don't work!)

2. What do you value most about yourself?

Symbol: cottonwood tree – flexible, ability to bow in the wind without breaking

- Flexible
- Listen
- Help
- Sense of humor
- Open minded
- Communication skills
- High level emotional intelligence
- See the bigger picture
- Use technology
- Use partnerships
- Appreciation of diverse groups
- Be creative
- Don't reinvent the wheel
- Curiosity
- Power of the librarian to effect change
- Innovative
- Every facet of our lives needs information, not only health info
- Mental gymnasts
- Good and active listening
- Networking and partnerships
- Holistic
- Connecting patients and professionals

3. If you are a librarian, what do you value most about the part of your work that connects with the information needs of your patron?

Symbol: fishing – teaching to fish, when they need a teacher, when they need a bigger boat

- Proactive, anticipate needs
 - Enabling others to do their work
 - Bringing down barriers
 - Providing better communication
 - Providing really good product
4. If you are not a librarian, what do you value most about the parts of your library/your librarian:
- Help the people who help the people
 - Don't say no
 - Work with people
 - We can get anything people need in terms of information
 - Good librarian
 - Ability to work together
5. What three wishes do you have for clarifying/improving/expanding/extending the information seeking/acquisition/processing of your work environment or organization?
- More computer literate
 - More business savvy
 - Learn to accept change
 - Be able to meet everyone's information needs
 - Be more nimble
 - Have more money
 - More good ideas
 - That librarians could identify the amount of information people need
 - Be the first source of information? Give them the fish sometimes, teach them to fish other times
 - Increased communication among entities
 - Use of technology to solve problems
 - Have more funding
 - Know when to specialize, who should
 - Generalize: who should share information
 - Develop awareness among tech staff for need for technology in information provision
 - More opportunities
 - More money
 - More supportive institutional infrastructure
 - Need for rural providers to have information, especially evidence based
 - Information is readily available to everyone who needs it
 - A living wage supports valued work
 - Remove the digital divide
 - World peace – lack of it is distracting and limits available funding for higher purpose
 - Community to understand the power of information