

Assessment and Evaluation, 2003-2004

Focus Group Interviews

**National Network of Libraries of Medicine,
MidContinental Region**

National Network of Libraries of Medicine, MidContinental Region
University of Utah Eccles Health Sciences Library
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Executive Summary

The Regional Medical Library (RML) for the National Network of Libraries of Medicine in the MidContinental Region conducted a series of focus groups with representatives of network member libraries in order to gather information about their opinions, knowledge, perceptions, and concerns regarding RML programs and services. The RML sought to gain insight into the needs and expectations of network members, their own success or failure in meeting those needs, and potential opportunities for RML program development. Six sessions with a total of 34 participants were conducted in spring and summer 2003. Participants at each of the sessions addressed the following questions:

- 1) Think back to a recent experience where you interacted with the RML, or one of its representatives and tell us about that experience.
- 2) Think about how information flows between you and the RML. What is the best way for this to happen?
- 3) Think about what you do for your own professional development. How can the RML support you in this area?
- 4) What other services could the RML provide that would be useful to you?
- 5) What is the RML doing well that you would not want to change?
- 6) Think of all that we have talked about today, if you could add, change or improve only one RML service or product what would it be?

Participant comments in response to these questions focused on the themes of RML Staff, Information Flow, Professional Development, Education, Shared Purchase/Access, Library Sustainability, Outreach, DOCLINE, Funding Awards, and Technology Awareness/Applications.

Participant comments indicate that the RML provides essential technical support for library operations, valuable professional development assistance for library staff, and effective networking among network members. Very few specific problems with RML staff interactions were identified, though the RML will certainly examine those instances closely to improve customer service based on the lessons learned. Focus group participants commented favorably on the visibility of RML staff, the proactive approach of RML liaisons in making contacts with library staff in the region, and their responsiveness to emails and phone calls. The distributed staffing model is working well. Some comments pointed to the need for the RML to better communicate what services it can offer. Other speakers commented on the helpfulness of the weekly RML listserv postings and the annual RML presentation at the regional Medical Library Association chapter (MCMLA) meeting. Members indicate they have adequate DOCLINE support, even though there is no designated regional DOCLINE specialist, and they are supported in outreach programs through funding awards and promotional materials.

Staff at network member libraries are concerned with keeping pace with technology and general advances in the library field, both to maintain efficient and effective library operations and to attain knowledge levels that enable them to advise their users on technology innovations. Some libraries still experience problems with basic information

technologies, such as limited email storage capacity and cumbersome functionality due to security precautions for computers in sensitive healthcare environments. Library sustainability was a pressing issue among the groups that raised the concept, with participants interested in honing skills in business management to better position the library to meet information needs cost effectively. Participants were appreciative of the role of external agency standards and guidelines for libraries in healthcare institutions, and welcoming of the RML's role in furthering library sustainability. The idea of expanding shared purchase agreements, especially for access to electronic information resources, was proposed as a means of improving service to users and as a more cost effective and efficient purchasing arrangement from the library administration perspective. In organizations with a one-person library, the challenge of turnover and library staff coverage compound concerns posed by the business constraints of the healthcare field. Travel time and travel costs were identified as potential barriers to professional development. Lack of time overall is a major barrier that hinders figuring out how to use new educational technologies, pursuing available development opportunities, and putting new concepts and approaches into practice. However, participants were enthusiastic about the possibility of educational programs delivered by new technologies, if accompanied by appropriate orientation and technical support.

The comments from focus group participants yielded indicators for RML action, including continuation and expansion of successful programs in networking, communication, technical assistance, and use of education technologies. In addition, areas identified for RML programmatic consideration include new and renewed initiatives in communicating the RML role, information exchange between the RML and network members, professional development, library advocacy, and planning for shared purchase of and access to library resources.

Introduction

To accomplish the mission of the National Network of Libraries of Medicine (NN/LM) in the MidContinental Region, the Regional Medical Library (RML) works toward goals established by the National Library of Medicine (NLM):

- To develop collaborations with NN/LM libraries to improve access to and sharing of biomedical information resources throughout the nation;
- To promote awareness of and access to biomedical information resources for health professionals and the public;
- To develop, promote, and improve access to electronic health information resources by network member libraries, health professionals, and organizations providing health information to the public.

Following from these goals, the Assessment and Evaluation Program, a core program of the MidContinental regional services plan, set forth the specific objective of “coordinating focus groups in the region, analyzing the data, and reporting the results”¹ to identify regional needs and opportunities for program development. This report presents the findings of RML focus group interviews conducted in spring and summer 2003.

Methodology

The focus group as a method of qualitative research in the library setting is described in a Medical Library Association (MLA) publication, *Focus Groups for Libraries and Librarians*,² and is the topic of an MLA continuing education course, *Focus Group Interviewing: A Qualitative Research Methodology for the Library*.³ RML staff members have experience and training in using focus group methodology, and they decided to use this approach to gather information about the opinions, knowledge, perceptions, and concerns of library staff regarding RML programs and services for network members. The RML sought to gain insight into the needs and expectations of network members and into their own success or failure in meeting those needs.

Six different focus groups were held at locations throughout the NN/LM MidContinental Region, with a total of 34 participants. Four sessions were conducted in person in St. Louis, Denver, Kansas City, and Salt Lake City. The Denver session included three people from rural Colorado, who participated via teleconference. Two sessions were held entirely via teleconference, with participants from both rural and urban areas of Nebraska and Wyoming.

¹ Objectives for the Assessment and Evaluation Program of the MidContinental Regional Medical Library for 2002/2003, <http://nmlm.gov/mcr/about/evaluation/assessobjectives.html>

² Glitz, Beryl. *Focus Groups for Libraries and Librarians*. Chicago: Medical Library Association, 1998.

³ Hamasu, Claire. *Focus Group Interviewing: A Qualitative Research Methodology for the Library*. MLA course approval for 8 contact hours. <http://www.mlanet.org/education/cech/>

Participants came from a representative mix of institutional types, including community hospital, mental health center, Veterans Administration medical center, academic medical center, nursing school, community college, and corporate institutions. Recruitment of focus group participants was approached in two ways. First, open invitations were emailed to the MCMLA-L and to local and state medical librarians groups to seek volunteers for the focus groups; this approach brought limited response. Subsequently, RML liaisons were asked to identify staff at network member libraries who might participate, and the RML Assessment and Evaluation Liaison, Betsy Kelly, sent invitations to those individuals. All who accepted the invitation were enrolled in a group.

There were several different group facilitators and recorders. None of the facilitators and recorders was on the RML staff, in order to encourage openness from the group participants. Joan Gregory, of Eccles Library, conducted sessions in Denver, with Liz D'Antonio-Gans as recorder, in Kansas City, with Beth Banks, recorder, and in St. Louis, with Barbara Halbrook, recorder. Sally Patrick facilitated the session in Salt Lake City, with John Bramble as recorder. Beryl Glitz conducted the two teleconferences, with John Bramble as recorder. The sessions were tape recorded; the recorders were present to take notes as backup in case of any problems with the tapes and to assist the facilitators and participants as needed during the sessions, for example to summarize major points of discussion as a bridge to additional feedback.

The questions to be posed to the focus group participants were vetted by the RML staff. At the different sessions, the facilitators asked the same questions in the same sequence. The questions, in the order they were asked, are as follows:

- 1) Think back to a recent experience where you interacted with the RML, or one of its representatives and tell us about that experience.
- 2) Think about how information flows between you and the RML. What is the best way for this to happen?
- 3) Think about what you do for your own professional development. How can the RML support you in this area?
- 4) What other services could the RML provide that would be useful to you?
- 5) What is the RML doing well that you would not want to change?
- 6) Think of all that we have talked about today, if you could add, change or improve only one RML service or product what would it be?

The focus group sessions were tape recorded and the recordings were transcribed. Elaine Graham, a librarian consultant with previous RML experience, coded and analyzed the transcriptions and prepared this report of findings.

The transcripts were reviewed several times to identify the primary themes and related topics revealed in the comments of focus group participants (see Table 1). Then, each comment was categorized by theme and any specific topics were noted. Additionally, each comment was coded by location or teleconference where it was generated, by the question that prompted the comment, and by the page number of the transcript where the comment appeared (for later reference, verification, or quotation). Data coding was

performed using Microsoft® Excel, which accommodated the storage, categorization, and analysis of qualitative data (text comments), as well the creation of pivot tables for more quantitative analysis.

THEMES	TOPICS
RML Staff	<ul style="list-style-type: none"> • Contacts/visible/proactive • Appropriate referrals • Problem resolution/follow up • Responsiveness • Distributed staffing model (including the idea of specialists available to region) • Communicate RML role • Support/assistance (including personal attributes)
Information Flow (Communication)	<ul style="list-style-type: none"> • Email • Listserv • Digest (combining messages in one transmission) • Print newsletter • In person • Web site (usage, content) • Info to RML • Clinical information/alerts • Directory • Site visit • Other
Professional Development	<ul style="list-style-type: none"> • Barriers (time, funding, distance) • Resources (experts list/mentoring; library/business literature access; tools, including a survey template) • Interest area
Education	<ul style="list-style-type: none"> • Delivery mechanisms (web-based/online opportunities, videoconference, satellite, instruction by email) • Other
Shared Purchase/Access	<ul style="list-style-type: none"> • Rationale (clout to unbundle publisher packages, scope, reasonable cost, returns for large and small players, common online catalogs) • RML coordinating role
Sustainability (Library)	<ul style="list-style-type: none"> • RML advocacy role • Recognition of the hospital library and the librarian's role (negotiate, train users, access to resources outside library, promotion, standards) • One-person libraries
Outreach	(no topics noted)
DOCLINE	(no topics noted)
Awards (Grants)	(no topics noted)
Technology Awareness/Applications	(no topics noted)

Table 1. Topics and Themes Identified in Focus Group Transcripts

Findings

Focus Group Responses by Themes and Topics

Comments from the focus group participants centered on the themes and related topics identified in Table 1. The first three questions on experiences with the RML staff, information flow, and professional development prompted the most numerous comments, as would be expected given that these major themes flow from the NN/LM mission and goals. The final three questions, which dealt with envisioning new RML services and prioritizing existing and possible new services, and which probably were more difficult for participants to answer readily, yielded a range of responses and interesting themes. The comments in some thematic categories could be subcategorized by topic, reflecting either the volume of comments centering on a topic within a theme, or the differentiation of an important issue within a theme. The narrative presentation of the results of the focus group interviews is structured according to the themes and topics reflected in the participants' comments. While the data generated by the group sessions is by nature qualitative, the number of comments on a topic is given to convey a measure of the scope of discussion.

The complete set of comments, extracted from the transcripts and categorized by theme and topic, appear in the Appendix. All mentions of individual library staff and institutional names have been removed to preserve confidentiality.

RML Staff

Contacts/visible/proactive (22 comments). Focus group participants commented favorably overall on the visibility of RML staff and the proactive approach of RML liaisons in making contacts with library staff in the region. Comments from newer library staff in the region reflected special appreciation for contacts from RML liaisons—“the energy was just immediate...I can see that I have a new relationship to be built...a new young partnership...” RML collaborative efforts to solicit input on projects and feedback on services were noted, and staff were declared to be “very proactive as far as staying in touch and spreading new information, asking for your input.” A number of comments indicated the RML is effectively meeting the challenges of the geographical isolation that characterizes much of the Midcontinental Region—the liaisons “travel quite a bit and try to make as many connections as they can throughout the area.” Several comments noted the need for an easy mechanism to identify appropriate RML contacts, “something you can get off the Internet,” and the level of services available, for instance, in training new staff. Only one group participant indicated a lack of RML visibility, with a comment on not having “any sense for who I would talk to” at the RML.

Participants from academic medical libraries where RML liaisons are based expressed their understanding that the RML staff would support primarily the other NN/LM members in the states and special outreach projects, and these focus group participants initially indicated that they did not see much role for the RML to support them. Interestingly, as the discussion unfolded and the activities of the RML liaisons in their host libraries were described, it became apparent that the liaisons do contribute

substantially to their host libraries, with reference desk coverage, teaching, partnerships, contacts with campus constituents (faculty and students), and promotion of the library's role in the campus community.

Appropriate referrals (6 comments). In relating their experiences with RML staff, group participants indicated that when the staff person contacted could not answer a question, they provided referral to another resource. The referrals were to appropriate resources who could promptly answer the question or provide the needed assistance.

Problem resolution/follow-up (4 comments). Participants described two situations in which RML staff dealt effectively with convoluted problems. The participants had not understood the causes of the problems and were uncertain how to proceed; they were grateful that the RML staff was willing to make the series of phone calls to investigate the issues and come up with solutions. One situation with a negative outcome was described, in which materials from a conference were not posted on the web as promised, even after a follow-up email from the participant.

Responsiveness (7 comments). Most of these participant comments indicated that RML staff had been responsive, in that email and phone calls were answered quickly. One unfortunate misunderstanding involved the newly implemented 24/7 online reference service: apparently apologies were offered following a refusal of service from someone not yet familiar with the program, but the initial negative response left a fairly new network member reluctant to try the service again. (The exact servicing library is unclear, but the service was advertised by the RML, so the perception was left of a lack of responsiveness on the part of the RML.) Another person who asked about a replacement for an expired NN/LM membership certificate wanted a specific schedule for renewals, but also understood that the new RML was still just getting established at that point in time.

Distributed staffing model (18 comments). Participants indicated that having a local representative in each state (a “gatekeeper”) had made a positive difference in communications and support from the RML—“just having a face, knowing there is a person to talk to.” There was a clear feeling that the state liaisons “can have more face time and more personal interaction,” resulting in part from their ability to participate in local consortia activities and meetings. Participants who commented on the distributed staffing model favored the state RML representative approach, and they advocated continuing this staffing plan. Some comments did reflect uncertainty about calling an RML specialist in another state, for example, the RML specialists for consumer health, evaluation, or technology. Other comments reflected considerable familiarity with the various specialist roles, as well as confidence in being able to call upon RML staff in other states for assistance in their areas of technical emphasis. The 800 number was identified as a means of being routed to the “right person,” and an idea was proposed for a “tips and tricks email” that would highlight the specialist roles of the various RML staff members. Participants indicated confidence that the state-based specialists could answer questions about the RML outside of their specialty. (Note also the related discussion on appropriate referrals made by RML staff.) There was some question about how extensive

the reach of specialists would be beyond the state in which they were based, along with some understanding that the specialist efforts within a state would serve as a model for the rest of the region. One participant noted the possibility of a lower level of interaction with an RML state liaison if the individual's library was not involved in the specialty area covered by that liaison. Another speaker noted the benefits of increased library involvement statewide in the specialty area addressed by the state liaison.

Communicate RML role (13 comments). Some comments pointed to the need for the RML to better communicate its role. Comments ranged from “didn’t have a clue” even after attending past RML meetings to “am probably not aware of all the other areas” and “believe that they are doing a lot behind the scenes that we perhaps on a daily basis are not aware of.” A few participants did not understand the organizational structure—“NLM layers”—or the scope of assistance available from the RML—“what they can offer us—particularly in the area of training for library staff or library end users. (Other report sections deal with feedback on professional development and education; these comments related to uncertainty about whether the role of the RML encompassed training support.) Additional comments reflected some sense that there probably was more information on the RML role available, and that it was the speakers’ responsibility to seek it out. One speaker was familiar with the five-year regional plan, having “found the proposal on the Internet by accident before it even got approved.” Some of the comments reflecting uncertainty about the RML role actually seem to indicate really just lack of acquaintance with the new RML staff in their new locations and new roles—“now that they are in Utah”—revealed by one speaker noting that a returning RML staff person was “a known entity unlike these other people who aren’t known entities.”

Suggestions for communicating the RML role included a period listserv message about the RML programs, highlighting one program at a time, such as technology, with a heading reflecting that content; continuing in-person presentations on RML services; a streaming video of the RML presentation at the Midcontinental Medical Library Association (MCMLA) conference; a regular videotape of that RML presentation; videos from the individual RML staffers (as a web page link that you could select for individual viewing or as a merged program on videotape for lending); and a newsletter issue communicating “more specifically what you can do for me...because then I know when to call you.”

Support, assistance (15 comments). Comments on support and assistance from the RML were very positive—“we have the resources and we get help...we couldn’t get along without them” and “I would hate to lose the service now that I found it...in the outlying areas.” Especially helpful because of vast distances between RML staff and some member libraries, the RML offers “another voice to talk to,” as well as expert consultation for problem-solving and advice on implementation of new ideas. Specific RML support was readily identified in a variety of areas, including LinkOut startup and icon development, consortium activities, educational presentations, recommendations of web sites and listservs, levels of network membership, and grants consultation. Speakers valued the personal attributes, such as energy and positive approach, found in the RML

personnel, and comments throughout the interview transcripts reflect sincere fondness for individual RML staff members.

Information Flow

Email (7 comments). The speakers who addressed email in general (see also comments on the listserv) stated that email is the preferred communication method—email is read consistently, announcements and reminders of events and information resources are noticed, and it’s the best way to keep in touch with those at other locations. One speaker noted it’s easy to lose track of the source of information, due to the volume of email received. Another speaker pointed out the critical importance of ensuring “there is someone who will definitely respond” and having “someone as a specific contact person.”

Listserv (21 comments). Speakers commented that the weekly listserv postings from the RML are “wonderful...helpful...timely” and result in improved information flow. Speakers appreciated the content from the RML, and cited postings on important topics (bioterrorism) and updates on NLM product enhancements (MedlinePlus). While one speaker indicated “you can easily see what you want to look at and what you don’t” and someone else noted the “table of contents at the top,” other speakers had suggestions for improving the readability of the format, including inserting HTML links to topics, though recognizing that some email systems might not accommodate this; providing clearer headings within postings to indicate a change in topic, or just sending an email with a link to an updated newsletter web site. A question was posed as to the availability of a listserv archive, so that someone could go back and read a message they originally thought was not important to them. The problem of bounced emails at some libraries when listserv postings are voluminous was noted, as well as missed messages due to lack of time to read all the postings. Another speaker countered that “the RML does not send out a ton of email [and] what they send is usually worthwhile.” Confidence in the value of postings from the RML was indicated more than once—“you know that you are going to get some good stuff from them...so I always read them.” Some confusion surfaced over various medical library related listservs (e.g., MEDLIB-L) though there was also recognition and approval of the RML’s use of the MCMLA listserv as the RML’s official list.

Digest (9 comments). The weekly aggregation of news from the RML was valued as easy and quick to scan, though one speaker thought more attention might be given to messages sent individually. Another speaker suggested adding more news focused on RML programs, including news from all the specialists (mentioned also in the context of ways to communicate the RML role), in addition to the “tips and tricks and other things that are very important.”

Print newsletter (8 comments). Several participants commented favorably on the RML’s print newsletter, with one person grateful for something that could be filed for reference (and not erased by a computer that “blitzed”). One speaker didn’t see a need for a print newsletter, preferring to get “something in an electronic format.” Two other speakers thought there was no longer a print RML newsletter.

In person (16 comments). Several speakers identified the in-person RML update presentation at the annual MidContinental Medical Library Association meeting as critical to information flow from the RML—“that is where I hear about what is going on...what is new...what I need to pay attention to” and “the inspiration that really sticks for me.” Smaller gatherings convened by the RML, such as workshops and even the focus groups themselves, were identified as important vehicles for people in a local area to become acquainted with each other, be informed about RML programs and services, and learn how to keep themselves more in the information flow. In local areas where neighboring libraries are geographically dispersed, or where staff at various libraries have quite different education and experience levels, the role of the RML in bringing together the medical library staffs was viewed as very critical – to bring about an “important outcome – getting to know each other.”

Web site (23 comments). Many speakers who addressed their usage of the RML web site and the scope and quality of its content had been prompted to review the site prior to the focus group sessions. Some speakers questioned the need for an RML information portal, indicating that useful web resources could be easily located and bookmarked. Some who had viewed the web site in preparation for the focus group session indicated they didn’t see any “tools” or other useful resources. On the other hand, some speakers indicated they had found the RML web site very useful, for example, when they were just starting in a medical library. One participant who had reviewed the web site much earlier had found the regional strategic plan, and made a point to read it again before the focus group. Another indicated they had found some useful items “that I should probably pay attention to,” and someone else described the usefulness of web links to state liaisons and their specialty areas. Speakers suggested that the RML should advertise, via email reminders, what they have to offer on the web site, and announce when the site has something major added. One RML web resource that was identified specifically at two different focus group sessions is NetLibrary, though other participants at those sessions expressed lack of awareness of this resource.

On web sites in general, participants indicated they don’t have time to just browse web sites—they only visit a site if they’re looking for something or have been alerted to new, useful information appearing on a site. One speaker suggested that web resources need to be posted in printer-friendly format (and described the difficulties in printing from a national, not RML, web site).

Clinical alerts (3 comments). Though only three people commented on the clinical alerts that are forwarded on the RML listserv, their praise was strong. “We are sort of isolated where we are...this helps me...I just zapped it on to our pharmacist...” “I just can’t cover it all...I know who would be interested and click their names and just send it out.”

Directory (4 comments). Several comments on the preference for the former print library directory surfaced; all of these comments were at the same session. One participant did not know there was a web replacement, and others found the web version hard to use—“you have to go into six screens or eight screens and...go through three passwords on my

computer at work...you know it will take me 10 minutes....” (Note that this comment may reflect also on product design and the persistent information technology problems at some libraries and parent institutions, rather than simply on the ease of use of print versus electronic.)

Site visit (4 comments). Three participants recounted RML site visits; in each case, the visits had a positive impact and enhanced ongoing communications with the RML. One speaker from a small but active library expressed interest in a site visit—“I would love to have somebody come out to my place and look around...so they have an idea of what I am facing...they may come up with [good advice].”

Information flow to the RML (14 comments). Forwarding information to the RML was a new idea for some; in the course of the discussion, some participants identified activities the RML might like to know about, such as a local public health campaign. Participants mentioned surveys as a means for the RML to obtain opinions from members; there was no consensus on whether online or mailed surveys were more likely to be completed quickly. Two participants felt either too new or from too small a library to provide useful information to the RML; another participant reported regularly mentioning items of interest to the RML liaison as their paths crossed frequently. As for the RML focus groups, one participant commented, “we’re all focused on the needs of our individual libraries, and it is hard to even find the time to take a step back [to consider] the resources through a network like RML that would support some things we are doing, even to give this kind of feedback is a time commitment...and perhaps some people aren’t even able to provide [that]. Others found the focus group meeting beneficial to themselves as well as to the RML—“like today, having our networking...we are getting all these ideas from each other” and “communication can always be better...and this is great that we are doing this phone conversation. I would like to see more of these....”

Other (8 comments). Other comments on information flow included the ease of getting in touch with the RML either by email or phone, the positive way communication is working with the RML (the information “pushed” by the RML), and the hope that experiments with new communications technologies (“I see you...you see me”) will work better in the future as connectivity improves in more areas. One speaker was not aware of the RML’s 800 number.

Professional Development

Barriers (23 comments). Focus group participants identified a number of barriers to professional development, and offered some suggestions for making professional development more accessible:

- Cost of classes – High registration fees for many CE-approved courses make it difficult to fulfill AHIP requirements. Often the employer doesn’t pay for registration, so the charge needs to be affordable for the individual.
- Time away from work – For one- or two-person libraries, there is no replacement staffing coverage.

- Lack of time for individual pursuit of professional development, such as web-based resources, newsletters, email communications – Competing demands of library workload or other non-library job responsibilities leave little time for professional development.
- Low concentration of staff in sparsely populated, outlying areas (“boondocks”) – In areas away from the population centers, it is difficult to find classes offered locally, to find the variety of classes needed, or to get enough attendance to hold a class.
- Lack of technology skills – Busy staff find it too difficult and time-consuming to figure out how to access video streaming/videoconferences. (One speaker suggested the RML could give instructions on these technologies.)
- Lack of time and motivation to follow up on great ideas from classes – Once the professional development activity is over, staff find themselves getting “back to life again and trying to keep your head above water.”
- Distance – It is easier to get to events that are within driving distance. An event in another state may be more geographically accessible than something in one’s own state.
- Costs of travel (lodging, transportation) – Travel funds are often cut from library budgets.
- Cost of satellite broadcasts – When there are just a few people at a site, the downlink fees (i.e., \$300-400) are prohibitive even with cost-sharing.
- Lack of awareness of opportunities outside immediate area – While people often can’t go to a distance national conference, they could attend something in another part of the region (another state) if they knew about the opportunity.

It was clear that these barriers result in frustration for the affected library staff, who can’t respond to “push within the profession” to “do all these extra things.”

Resources (33 comments). Participants described the professional development resources they currently have available, and they addressed resources they would like to have. Various speakers identified RML resources for their professional development: advice on graduate library programs, library listservs, and scholarships; informational announcements for library action and follow through; course announcements; training and updates; presentations at local consortium programs; subsidies for continuing education (CE) courses (e.g., a recent MCMLA course on PDAs); NetLibrary access; and MLA transcripts for loan. One speaker named the RML as the main source of professional development. Another speaker indicated that the RML is not viewed as a continuing education resource for more experienced librarians. Several speakers expressed confusion about the role of the RML in professional development for medical librarians, as opposed to the Medical Library Association and the regional MLA chapter (MCMLA), along with lack of awareness of the particular expertise of various RML staff to present CE courses. MLA resources described were the national conference and the certification program for consumer health information providers. Various library listservs were seen to be “helpful about bringing pertinent topics to the forefront.” Other resources included educational programs sponsored by local groups (consortia), the MCMLA, and by national library organizations, in addition to MLA, such as the American Library

Association (ALA), the Association of College and Research Libraries (ACRL), and the Association for Research Libraries (ARL).

Possible approaches to enhance professional development resources were suggested:

- Improving the process for obtaining CE credit (or improving understanding of the process) for educational programs sponsored by local groups.
- Building awareness and learning to use tools to “facilitate the work process and to make things more efficient, easier...” – for example, templates or tools for evaluation, beyond just encouragement and knowledge building.
- Sharing of individual expertise, rather than waiting for external opportunities – this might include availability of a list of peer experts or just more emphasis on sharing knowledge and experience with others.
- Forming RML partnerships with graduate library schools that offer a distance curriculum in health sciences librarianship – The larger audience brought by the RML (staff at NN/LM libraries) could help defray the costs for individual attendance; the graduate school would have technology for distance learning and relevant content. Some RML staff are already faculty in the library schools.
- Improving access to library literature through collection development and resource sharing – This might take the form of listing library journals available for loan. Library literature may be “hidden,” that is, not listed in bibliographic tools and/or kept in generally inaccessible areas (e.g., the director’s office).
- Facilitating mentorships – New library staff would benefit from being connected to someone trained (in DOCLINE, etc.) and experienced in the network.

Interest areas (13 comments). Participants described areas of interest for professional development. Most often mentioned was the need for professional development in the area of business management, including how to “market yourself to your administration,” “how to sustain yourself to survive,” “proving your value,” showing the “return on investment that the institution puts in you,” justifying library costs, creating a business plan, and accounting skills (reading financial statements “so you know exactly where you stand in your budget”). Other areas of interest for professional development were PDAs, electronic journals, and consumer health. A speaker from one group suggested copyright as a “hot issue,” while someone from another group thought there had been plenty of professional development opportunities on the subject of copyright. One speaker desired professional development that would “have direct relevance to what we are doing day-to-day ... meeting the needs of our users” as well as improving long-term planning abilities. Most of the comments on the need for professional development in the area of business management are directed toward sustaining libraries and their staffs in the face of health care economics—a sensible defensive reaction to news of library downsizing and closures. One insightful comment looks beyond mere survival: “We are all crying for ways to prove our worth or ways to just get ahead...out on the cutting edge.”

Education

Delivery mechanisms (27 comments). Videoconferencing, satellite teleconferences, and video streaming to the web were mentioned frequently as mechanisms for delivering

distance education. Many participants had first-hand experience with these educational technologies, and they were enthusiastic about the possibility of additional programming in the future, for themselves and for their end users as well. Streaming to the web was seen to have some advantages for individual users—no competition for conferencing equipment, the option of viewing and participating in real time or choosing to view later at a more convenient time, and presumably lower cost than satellite link fees. Interactive components for testing were described, and it was noted that some interactive online training could be “rather dry...interactive...that was read-click, read-click...was boring.” A video (streamed or taped) of someone lecturing seemed to be acceptable, and was mentioned favorably several times as people recounted previous educational experiences. More excitement was evidenced at the idea of having multiple sites, each with a video camera, so that the conference “is face-to-face...live interaction.”

Educational programming delivered in small increments was suggested. Several speakers mentioned the advantages of an ALA course that was delivered in a series of weekly email messages, “something that you can read in probably 5 to 10 minutes, but it is not overwhelming at any one time...and it is on a specific topic...something that can fit into my day easier than setting aside a block of time...to watch a video.” For complex topics that generate a flood of information throughout the health sciences disciplines, such as the HIPAA legislation, a one-page educational piece highlighting the impact on libraries would be helpful.

Concerning traditional education delivery mechanisms, one speaker noted it is important to keep “the actual instructors coming.” Another speaker described an upcoming symposium, where there would be opportunity to “meet the new people and to share ideas.”

Other (14 comments). Participants at two sites commented on the continuing need for basic library skills training resources for hospital and clinic personnel without experience or formal education in library and information management. Comments reflected awareness that the RML “had moved their focus away” from direct training in this area, but projected that a “readily available resource for me to use to train them...a web site...” or “even a videotape lecture” would be increasingly important for health care institutions that could not financially support professional library staffing. On the subject of end-user training, one speaker remarked that RML staff “experts” can better prepare and teach the PubMed curriculum, with facilitation by the local area library staff. General comments on the education of library staff themselves reflected interest in increasing the level of opportunities to refresh knowledge and build skills. At one site it was suggested that the RML poll network members to come up with topics that would be of interest, then narrow down the listing through a continuing feedback process, and finally, develop the topic(s) that people committed to attend.

Sustainability

Recognition of the hospital library and the librarian’s role (24 comments).

Commenting on their reactions to downsizing and closure of some hospital libraries, participants described the desire to achieve better recognition of the hospital library and

the librarian's role. Hospital library sustainability can be achieved only if the institution recognizes the need for information resources to fulfill its mission *and* it is convinced the hospital library staff can meet the need competently and cost effectively. Promotion and marketing of the library, ensuring that critical resource needs (such as access to electronic journals) are met, keeping statistics and records of positive feedback, and having "someone in administration who understands and is supportive," were all seen as vital to maintaining libraries in hospitals. Joint Commission on Accreditation of Healthcare Organizations (JCAHO) information management requirements were seen as important motivation for maintaining a hospital library, though a library *per se* is not a requirement. The Medical Library Association minimum standards for hospital libraries were viewed as valuable if they are read, but lacking in "clout" since they are not required by government regulation or accrediting body.

On a personal note, some library staff expressed frustration at having to continually justify their role in the hospital, along with a certain longing for a powerful external agent to declare that a hospital must have library. At one focus group site, the National Library of Medicine was criticized for sometimes failing to advance the role of medical librarians in communications regarding public access to PubMed, Loansome Doc, and consumer health information resources. Amid the discussions of financial downturns for hospital libraries, a more positive report came from one speaker who described an increase to the annual library budget to keep pace with increased journal costs, along with a promise of future increases—"I am still shocked, I still don't even know what to think about it. But, it wasn't like that before and it was scary...."

One-person libraries (4 comments). Two issues surfaced in regard to sustainability of one-person libraries: staffing turnover and library coverage. When there is a turnover in staffing at a one-person library, the new person sometimes does not have adequate orientation or training—"I came into this position with no overlap from the prior librarian, so I was kind of learning everything from scratch...." In situations involving turnover with no overlap between departing and incoming personnel, the RML staff have been helpful in teaching DOCLINE and PubMed (in one-to-one or class training). When the one library staff person is away, there may not be anyone to cover for them—"my co-workers [from other departments] fill in for me when I am gone...and they just do the basics." One speaker recalled previous arrangements for staff from another library covering for someone who was away; participants responded positively to the idea of reviving this approach (including creation of "while the librarian is out" signage.)

RML advocacy role (22 comments). Participants stated that the RML (and parent agency NLM), as a governmental entity larger and more powerful than the individual library, could help when librarians are called upon to justify what they do, when someone says, "it's all on the web free...so why do I even need you?" The RML could help with promotional materials targeted to administrators to explain the necessary role of libraries in health care institutions. In response to questioning from the facilitator at one session, participants supported the specific idea of a letter written to the administration on behalf of the library; the letter might describe the NN/LM program, and the important job of the library. A more comprehensive approach was also suggested—"advocacy is not [only] a

letter, advocacy is a program... every librarian and the RML and the NLM have to commit to...and so writing a letter is a good supportive piece, but on both ends...librarians and those big organizations have to commit to that advocacy program. It is constant. It is all the time.” The Special Libraries Association was noted as an organization skilled in library advocacy. Another speaker described an approach for possible RML research that might yield data in support of hospital library advocacy: to examine the rank of hospitals and the characteristics of their library and then determine the correlation between the two measures. As part of an advocacy program, the RML might increase efforts to raise awareness among health professions educators, including those at community colleges, about the services medical libraries offer; one speaker described the lack of knowledge of nursing students and other health professional students about information resources available through the library.

There was a sense in the discussions that some participants thought the RML (and NLM) have centered attention on building awareness of consumers and public librarians regarding NLM health information resources, possibly resulting in less focus on promoting information resources and medical libraries to health professionals.

Participants discussed the Medical Library Association campaign to promote the profession of medical librarians. There was a feeling that what the RML could do would need to be somewhat different—the RML would need to promote the “idea of a library” and health information resources in order to be inclusive of the smaller and rural hospitals, which would be unlikely to have a professional medical librarian. The staff in those hospital libraries would not be members of MLA (and perhaps not members of the chapter either) so would not get MLA promotional materials.

Shared Purchase, Access

Rationale (23 comments). The concept of shared purchase agreements, especially for access to electronic information resources, arose at several focus group sessions. In addition, participants expressed interest in enhancements to resource sharing tools. (Note that there was no question from the group facilitator that addressed this issue.) “We struggle more and more to provide the resources that our users require, particularly in an electronic format. If we could look at ... [a] framework ... for us to share resources, but also enhance what we are providing to our local users ... really, I think that is the most important part of the network relationship that we have right now.” Speakers observed that consortial agreements for electronic access would give libraries leverage in negotiating with publishers and would be more efficient than each library negotiating with multiple publishers. One of the most troublesome issues beyond the cost of electronic resources is the bundling of electronic subscriptions, that is, the publishers’ requirements that electronic subscriptions be placed for a set package of electronic titles. “You are getting all sorts of [titles] you don’t need for the few that you really do need.” Shared purchasing was seen as a way to gain clout for unbundling electronic subscriptions, as well as a means to increase buying power and expand access for users (access 24/7 at locations convenient for users) to both electronic journals and standard reference works. “Patrons want...it instantly, they want it free, they want it all!”—a cost effective price for access to electronic journals obtained through group purchasing would

indeed help in meeting library users' expectations for information service. "They all want [electronic access] 24/7 and the reason we don't have it 24/7 is cost.... It makes us look good when we can turn around and offer them the services that they are really telling us that they want." Most speakers recognized the importance of returns for both the large and small libraries that might participate in shared purchasing; the smaller financial contribution of smaller libraries (assuming some type of sliding scale arrangement) would partially offset the costs to the larger institutions and would contribute to the total purchasing power. This was not the universal understanding of those who addressed the issue, however—"whereby, four or five universities are funding the hugely expensive consortial agreements and everybody else is just taking advantage of them...." Another idea was for some type of "worldwide library agreement...one library that had everything...you would [just] pay for what you use"—current systems for "pay per view" or "pay for 24 hours' use" are not seen as cost effective however.

One possible model for shared purchase and access was suggested: the Mobius group of academic institutions in Missouri, which was described as a broad library automation consortium with a common online public access catalog and consortially purchased electronic resources. "Anything that the region can do to enhance document sharing through DOCLINE in particular would be nice...some sort of non-periodical resource supplement [for biomedical monographs and audiovisuals]...that are difficult to locate regionally if they are not in WorldCat." A speaker at another session noted that joining shared online catalogs would be helpful to resource sharing, and a second speaker noted the availability of OCLC's WorldCat and FirstSearch for locating materials to borrow as well as finding cataloging copy.

RML coordinating role (10 comments). Several participants suggested a role for the RML in coordinating shared purchase agreements for access to electronic resources. There was a sense that DOCLINE could be a mechanism for examining library collections for existing licenses (though libraries do not list electronic holdings in SERHOLD if they cannot fill document delivery requests using those subscriptions, a policy of which some may not be aware), and that as an established network DOCLINE might be an access mechanism—"making the information accessible to everyone who is on DOCLINE." The RML role might encompass communication and mediation with vendors, and serving as fiscal agent and administrator of a shared purchase program. Participants conjectured that as representative of such a large group of libraries, the RML would wield considerable influence in negotiations.

Outreach

(20 comments). Participants addressed outreach to the public, to health professional students, and to practitioners.

Consumer health information brochures produced by the RML were helpful to network libraries "coming to the forefront" in promoting health information resources for the public. One librarian tracks web sites visited by patients so that physicians can be alerted to where patients are getting information; "good quality websites, like MedlinePlus [are promoted as alternatives to those] that make your eyes pop when you read them!"

Speakers described outreach activities, such as providing library services to nursing and allied health students who commute to classes in another town, assisting youth who are working on school papers, offering Loansome Doc to state epidemiologists, assisting at RML information booths at conferences, and making referrals from the hospital library to public libraries after the reference staff have received training in MedlinePlus.gov.

Pharmacists and pharmacy students were identified as possible outreach targets for the RML. Hospital librarians noted that pharmacy students on clinical rotation were not familiar with the range of health information resources; these students most likely had some introduction to information resources in their coursework, but they “don’t really pay attention until they are out on rotation and there it is and they really need it.” Practicing pharmacists “would be a wonderful group to target because they are [the] source of information for many people. If they can’t get in to see their doctor...they go see the pharmacist....” If more pharmacists were acquainted with MedlinePlus, they could use it as an educational tool with people who consult them.

Reference via a videoconference connection arose as an idea for outreach to rural hospitals that do not have a librarian. Practitioners might be more likely to seek answers to questions if they were able to consult with a medical librarian directly rather than relaying the question through a local contact person.

DOCLINE

(18 comments). DOCLINE was viewed as the foundation for cooperative action within the NN/LM network—the “most important part of the relationship that our library has to the other member libraries is through DOCLINE and through the resource sharing of that service.” DOCLINE participation enables network members to provide excellent services to their own users and contribute to the flow of health information through the NN/LM network—“we want to be a good library citizen at the same time, I think appropriately, our focus is on the users of our institution, faculty, staff, and students...we would like to be able to do both very well...to do what we are doing in our local setting better and also to contribute to the other libraries....” DOCLINE (and other NLM systems and services) are seen as “efficient and well-designed...some people may complain about certain features here and there, but overall...the efficiency and what we are able to get...[is] pretty amazing.” NLM’s rush service for clinical emergencies was lauded—“NLM...that clinical emergency [service] has been a godsend...I can’t tell you how many times I have used that.” The FreeShare library group within SERHOLD (libraries that offer free reciprocal lending) was noted as a valuable component.

Participants reported various contacts with RML staff for DOCLINE technical support, including help with setting up initial routing tables; individual, in-person DOCLINE tutorials for new participants—“the ins and outs of DOCLINE”; questions on electronic journals; group training at conferences; and setting up a new library group in order to produce a local union list. One speaker indicated “we feel that we have the DOCLINE support that we need” even though there is no longer a regional DOCLINE specialist; questions are answered by state liaisons, with unusual or difficult questions referred to

the RML office. One instance was noted in which the RML state liaison did not give a thorough answer regarding the schedule of DOCLINE reports; another librarian was able to direct the member to the fact sheet on the web that gives that specific information. There were several other reports of very helpful RML responses to DOCLINE questions and requests for training; one speaker noted that all requests for RML assistance (three or four contacts in 12 years) were in regard to SERHOLD or DOCLINE.

The national DOCLINE listserv keeps participants well informed, and the “level of communication is just right...it is not too much...not too little.” People from all over the country carry on discussions of document delivery technologies (e.g., which are the best scanners and how to send PDF documents) and offer other useful advice.

Awards

(8 comments). Participants commented on funding awards, including grants; helpful assistance was provided by the RML in some cases, and one participant reported on a successful experience with an in-house grant writer. Speakers appreciated consultation on how to frame a grant proposal to be responsive to the guidelines and ongoing communications, including reminders of impending deadlines.

Technology Awareness, Applications

(7 comments). The comments on technology awareness and applications reflect the concern of library staff to keep pace with technology, both to improve library operations and services (e.g., PDF and web delivery of ILL documents, EFTS, and LinkOut) and to offer advice to health professionals on new technologies (e.g., PDAs and videoconferencing). Several comments conveyed the notion that once someone has learned a technology, it doesn't seem difficult; however, before that knowledge is gained, even simple technology can be like a “black hole” and encouragement from a source like the RML is motivation to get started. (Note also the comments on technology applications in delivery of educational opportunities.)

Focus Group Responses by Location

Of the six focus group sessions, four were held in person with the participants, facilitator, and recorder at the same location, while two were held via teleconference. Appendix B shows the total of comments by location for each theme and topic. Participants at each location contributed a variety of comments in response to each question, except for question 6, for which there were no comments coded from the St. Louis session. Most of the themes identified were addressed by some speakers at each location, with the notable exceptions of “Sustainability” and “Shared Purchase/Access.” While these themes did not arise at all sessions, when they did come up, they resulted in a high number of coded comments. Library Sustainability came up at four of the six sessions, with the majority of comments on this theme (35 or 70% of comments coded for this theme) presented at the Salt Lake City session. The theme of Shared Purchase/Access came up at only three sessions, with 33 comments coded; three comments were from the St. Louis session and 15 comments each from the Denver and Kansas City sessions. Several other themes were not addressed at all locations, but these received fewer comments overall: “Awards” (8 total comments), “DOCLINE” (18 total comments), and “Outreach” (17 total comments).

Focus Group Responses by Question

Focus group participants contributed numerous comments in response to each question posed by the focus group facilitator. Perhaps not at all surprising for a set of interviews with librarians, the question on information flow generated 25% of the total comments recorded. Table 2 shows the number of comments coded for each question.

Questions	Number of Comments (T=454)	Percentage of Total (rounded)
1) Think back to a recent experience where you interacted with the RML, or one of its representatives, and tell us about that experience.	61	13%
2) Think about how information flows between you and the RML. What is the best way for this to happen?	110	24%
3) Think about what you do for your own professional development. How can the RML support you in this area?	85	19%
4) What other services could the RML provide that would be useful to you?	59	13%
5) What is the RML doing well that you would not want to change?	70	15%
6) Think of all that we have talked about today, if you could add, change or improve only one RML service or product what would it be?	69	15%

Table 2. Focus Group Responses Coded by Question

The first three questions posed to the focus groups generated 56% of the coded comments. While all of the questions were open ended in construction, these questions focused participants' attention on RML staff interactions, information flow between network members and the RML, and professional development, respectively. (Additional comments on these themes occurred later in the sessions in response to the remaining questions as well.) The final three questions invited participants to offer feedback on existing RML services, to propose ideas for new services, and to single out one RML service to be added, changed, or improved. A range of themes occurred in response to each question (Table 3).

Theme	Question Numbers						Total
	1	2	3	4	5	6	
Information Flow	10	81	4	3	13	6	117
RML Staff	39	15	10	3	19	2	88
Professional Development		9	41	10	2	12	74
Sustainability	1		7	2	20	20	50
Education		2	18	6	3	12	41
Shared Purchase, Access				26	2	5	33
DOCLINE	6	2	1	3	4	2	18
Outreach	3	1	3	2		8	17
Awards	2				6		8
Tech Awareness, Applications			1	4	1	2	8
Total Responses	61	110	85	59	70	69	454
Percentage of Total*	13%	24%	19%	13%	15%	15%	

*(rounded to nearest whole percentage)

Table 3. Occurrence of Themes in Responses to Questions

Question 1

Many of the responses to the first question dealt with characteristics of the RML staff, as would be expected (39 responses or 64% of the comments coded for Question 1). Participants offered mostly very positive comments on the nature of their interactions with staff, though a few specific instances were reported where follow-up did not occur as expected. In general, RML staff were assessed as making appropriate referrals, communicating the RML role effectively, maintaining visibility and proactively making contacts with network members, resolving problems effectively, being responsive to members, and offering valuable support and assistance. Those who commented on the RML's distributed staffing model found it to be a successful approach.

Additional comments on technical assistance for DOCLINE, funding awards, and outreach (11 responses or 18% of the comments coded for Question 1) reflected a positive assessment of RML staff support as well, with one exception when incomplete information was provided. One participant commented on the helpfulness of an RML site visit to a one-person library; this provided some orientation for the new librarian who had not been able to overlap with the former librarian.

A number of comments (10 responses or 16% of the comments coded for Question 1) concerned information flow (the focus of the next question). The sense of these comments was that the RML continues to be a critical resource for keeping up with the latest information—both for new staff in network libraries and for those network members with some longevity (20 years). Various channels of information were noted, including the listserv, the print newsletter, and site visits.

Question 2

The second question, on information flow between staff at network member libraries and the RML staff, generated one-fourth of the comments (110 total responses to Question 2, which is 24% of the total comments coded). While some of the responses to this question focused on themes other than “information flow,” including “RML staff” and “professional development,” most of the comments (81 of the 110 total, or 74%) did center on information flow as prompted by the question. “Information flow” as a theme was identified in 117 comments, with 36 additional comments contributed on the theme of “information flow” in response to the other questions.

Participants identified many aspects of information flow, including various communications channels such as email, the listserv, the print newsletter, in person meetings and site visits, and the web site. Most participants initially thought of information flow in one direction, from the RML to network members, but as the discussion unfolded, they recognized the importance of information flow back to the RML as well.

Question 3

The third question raised the concept of professional development, and it invited input on what the RML could do to support network members’ professional development. Most of the 85 coded comments to this question fell into the thematic categories of “education,” (with most of the comments concerning the topic of delivery mechanisms) and “professional development” (with numerous comments on resources and some comments on barriers encountered). This question also prompted additional feedback at one site on RML staff attributes and on the distributed staffing model. The question also generated a small number of comments on the theme of “sustainability” at three different sites.

Question 4

The fourth question asked what other services the RML could provide to network members. Of the 59 comments recorded in response to this question, almost half (26 responses) were related to the theme of “shared purchase and access.” This topic came up at only three of the six focus group sessions, but when it did arise, the topic generated much discussion and agreement on the need for action. The remainder of the comments touched on the importance of continuing existing RML services, including information flow via email, training, networking, and technical assistance.

Question 5

Some of the responses to the previous question led right into this question on what the RML does well that network members would not want to change. The theme of

“sustainability” emerged strongly at one location (Salt Lake City) in response to Question 5 (20 of the 70 total comments coded for this question). Again, positive comments were generated on information flow as well as RML staff support and assistance, including DOCLINE and funding awards.

Question 6

The final question asked participants to contemplate what one service they would add, change, or improve. This question generated an additional 20 comments (nearly one-third of the 70 comments coded for Question 6) on the theme of “sustainability”—this time the comments came from three of the focus groups. Participants also commented frequently on the themes of “professional development” and “education” (another one-third of the 70 comments coded for Question 6).

Conclusions

Comments from focus group participants covered a range of themes and topics, some prompted by the interview questions and others raised spontaneously by network members. Many comments indicated the importance of continuing the array of RML services and identified needs for new and expanded programs. Overall, comments reflected a positive evaluation of the RML; participant comments also allow an assessment of the status of libraries in the regional network.

Indicators for RML Action

Based on the focus group responses, the RML should continue:

- To employ a variety of communications and contact methods in order to meet the challenges of geographical isolation that characterize the region, including travel to meet in person with individuals and groups in the network, email, training, and expanding use of communications and educational technologies.
- To provide appropriate referrals when RML staff cannot directly provide the needed information or service.
- To respond quickly to email and phone calls from network members, and, as much as possible, provide specific timelines for response or action from the RML
- To follow the distributed staffing model, with state liaisons and regional specialists, and to publicize what network members can expect from staff in various roles.
- To post communications weekly on the listserv, with an eye to improving readability of format and aids to navigate content.
- To facilitate networking in local areas by bringing people together in person and electronically for planning, education, and other events.
- To support outreach by network member libraries, by providing materials for libraries to disseminate, advice, and funding awards.
- To offer direct outreach to communities and disciplines that may be identified by network members (e.g., pharmacy), along with outreach to educational institutions for the health professions.

Participant comments suggest that the RML should take action:

- To create easy mechanisms to identify appropriate RML contacts and the type and extent of services available.
- To clarify and reinforce the region-wide role of RML specialists in the states; state liaisons need to ensure they reach out to network members in their states who may not be involved in the specialty area they serve.
- To pursue additional opportunities to communicate the RML role – the presentations at MCMLA were viewed as effective and informative, and suggestions were offered for increased communication of the RML role, such as profiling new RML staff members and the assortment of RML programs in various communications channels, including the listserv.
- To find ways to draw people to the resources on and linked from the web site (e.g., listserv alerts to new resources posted), and to give thought to materials that need to be available in “printer-friendly” format on the web site.
- To clarify what information the RML would like from network participants on an ongoing basis (e.g., community activities that may offer opportunities for collaboration) – what is best way for members to communicate their input?
- To build on existing RML and other resources for professional development – to focus on awareness and learning to use tools to facilitate the work process, facilitate mentoring and peer sharing of knowledge among members, partnerships with graduate library schools, and improved access to library literature.
- To expand the RML role in library advocacy – ideas included promotional materials targeted to administrators to explain the necessary role of libraries in health care institutions. There was support for a letter from the RML to the institution’s administration on behalf of library.
- To explore a role for the RML in coordinating shared purchase agreements for access to electronic resources. The RML role might encompass communication and mediation with vendors, and serving as fiscal agent and administrator of a shared purchase program. Participants conjectured that as representative of such a large group of libraries, the RML would wield considerable influence in negotiations.

Evaluation of the RML

The overall impression from participant comments is that the RML provides essential technical support for library operations, valuable professional development assistance for library staff, and effective networking among network members. Very few specific problems with RML staff interactions were identified, though the RML will certainly examine those instances closely to improve customer service based on those lessons learned. The focus groups were convened within the first two years of the five-year contract, and clearly the new staff was proactive in reaching out to the network membership and in meeting service goals. Network members value the personal attributes of RML personnel, such as their energy and positive approach, as well as their technical expertise and responsive service. A tone of warmth and a sense of connectedness resonate throughout the participant comments. Focus group participants articulated their confidence in the value of communications from the RML.

The distributed staffing model, an innovation in NN/LM regional services plans, appears to be working well, though some initial confusion was evident about the divisions of responsibility among staff. (In fairness, it should be noted that confusion about individual RML staff roles occurs in the traditional centralized regional staffing model as well!) Members indicate they have adequate DOCLINE support, even though there is no designated regional DOCLINE specialist. Questions are answered by state liaisons or referred to regional office, and members rely on the national DOCLINE listserv for updates.

Assessment of Libraries

Staff at member network libraries are concerned with keeping pace with technology, both to maintain efficient and effective library operations and to attain knowledge levels that enable them to advise their users on technology innovations, such as PDAs. Some libraries still experience problems with basic information technologies, such as limited email storage capacity and cumbersome functionality (slow access to online resources) due to layered security protecting computer networks in sensitive healthcare environments. Some yearning was expressed for the stability offered by the print format as opposed to the shifting sands of electronic media. Some personnel lack ready technology skills—and busy staff find it difficult to figure out new educational technologies (video streaming/videoconferences). However, the technology aspects of electronic publishing seem to cause less difficulty than the social and political concerns surrounding access and licensing of electronic resources.

The interview question on information flow stimulated much discussion in all the focus groups. Comments reflected deep concern with keeping up with news and advances in the field, and also indicated a good level of comfort with range of communications channels to be monitored.

Library sustainability was a pressing issue among the groups that raised the concept. Along with interest in honing skills in business management to better position the library and to better understand the parent institution, participants evidenced frustration at repeatedly having to justify their library's value. Participants were appreciative of the role of external agency standards and guidelines for libraries in healthcare institutions, and welcoming of the RML's role in furthering library sustainability. In organizations with a one-person library, the challenge of turnover and library staff coverage compound concerns posed by the business constraints of the healthcare field.

While geography did not emerge as a major theme, there were references to geographic distances and the rural areas of the region. Participants, presumably from more populous areas, expressed interest in knowing how things were working in isolated areas of the region. While care was taken to include staff from rural network member libraries in the focus groups, no specific concerns were noted in regard to RML services in outlying areas. Comments on professional development identified travel time and costs as potential barriers, although these concerns did not seem to be linked specifically to the remote or isolated areas of the region; rather they applied to all areas, rural and urban.

Focus Group Methodology

Focus group methodology proved to be a successful tool for the RML to gain a more in-depth understanding of the needs and expectations of network members and to obtain feedback on its own performance. The data gathered will be useful in strengthening ongoing RML programs and services and in strategic planning to meet emerging needs of the region.

Appendix A

Focus Groups Coded Data

Comments by Theme/Topic

<u>THEME</u>	<u>TOPIC</u>	<u>COMMENT</u>	<u>LOCATION</u>	<u>PAGE</u>	<u>QUESTION</u>
DOCLINE		I recently had a situation where, as a new DOCLINE participant I am still kind of learning the system and I was trying to find out when the reports, that are generated by the system on a quarterly basis, when those reports are generated and I did converse with [RML liaison] and she just basically told me to be patient...that they would eventually come out. And what happened, I conversed with another librarian in Kansas and she explained to me that there is actually a fact sheet, or DOCLINE web site that you could go to and it would tell you the actual dates that those are printed and that was really helpful.	Kansas City	4	1
DOCLINE		when I started this position about a year ago, I think that was my first interaction with the RML. This position is actually contracted through the University of Nebraska Medical Center and on that staff, or associated with that staff is the RML education liaison, so that person offered to come over to my hospital and kind of show me the ins and outs of DOCLINE, which she did, which was extremely helpful.	Second Telecon	3	1
DOCLINE		That is true [importance of continuing training from RML], I mean there are so many changes that happen in DOCLINE and just helping...being able to visit and go through a little bit of hands-on training or just trying to figure out what the new changes mean to us...like they just changed and added some nice enhancements for Lonesome Doc and I am just learning...I am looking forward to the training at the symposium because I want to know more about Lonesome Doc, because I have some Lonesome Docs. I have some Lonesome epidemiologists at the state...and I want to be sure I am doing this all the right way to help them.	Second Telecon	8	3
DOCLINE		I have had very little experience with the RML staff as far as having to call them. I think in my 12 years I have probably called them 3 or 4 times and each time...I think it probably had something to do with SERHOLD or DOCLINE...this kind of procedural thing and they were always very helpful.	First Telecon	5	1

DOCLINE		Because we are a new library I had to setup the DOCLINE system in our library and I came from a reference librarian position where I didn't do anything but reference. I had to call the RML to get the help in setting up my DOCLINE. I had no clue what to do. I had never done interlibrary loan at all and they were awesome. They helped me with my routing tables and _____ request from us, but it is because the RML gave us your name. But, it has been...I was very impressed with how helpful they were about DOCLINE and everybody I talked to there was very helpful. [...with RML HQ or with RML liaison?] Well no it was in Utah. I think maybe I called Dennison to ask questions....but most of my information came from the RML	Denver	2, 3	1
DOCLINE		I have asked her a DOCLINE questions and I know that she can refer those to _____ but we do have this ongoing question, now about electronic journals that ...there is a lot of DOCLINE technical questions...not one of these specialists are exactly in charge of, but they all know that and they are suppose to keep up on DOCLINE and then they are supposed to refer them to Utah....if there is a really bad question. So think we do feel that we have the DOCLINE support that we need...although that was a little weird at the beginning since we use to have a DOCLINE specialist, but then that maybe was to bring up the system and we don't really need one, although _____ said she has a lot of help...she got the help she did need to bring it up.	Denver	17	5
DOCLINE		agree ... on DOCLINE. I think that the level of communication is just right ...it is not too much....not too little. I feel like we are well informed and I do take...I usually set those emails aside for a later point in the day when I can really read them and look at them. And, again they are not so long, or so cumbersome in terms of having to deal with them.	St. Louis	9	5
DOCLINE		And I wasn't on the DOCLINE listserv so I wasn't aware of that...so I now understand [why the other librarian knew about the DOCLINE reports and he/she didn't].... The biomed...the Kansas Biomedical Librarians listserv... it was generated last year about this time from all the people who had attended this meeting...	Kansas City	4	1
DOCLINE		[Probe: how do you find out what other people, experts, are doing?] Email. On DOCLINE there are discussion groups sessions going on all the time about which is the best scanner system, and PDFs and things. A lot of people have lots of useful advice and they are not always in the Rocky Mountain region on that list. So you are listening to people from all across the country and there have been quite a few discussions about things I never would have thought about. It is interesting to look at those too.	Second Telecon	5	2

DOCLINE		Maybe there are other communications like our interlibrary loan person gets stuff about DOCLINE andbecause I know that communication is really good...and the serials person that does the SERHOLD, she communicates with NLM	First Telecon	6	2
DOCLINE		NLM.....that clinical emergency thing has been a God send...that National Library of Medicine's big guarantee that within 4 hours....I can't tell you how many times I have used that.	Kansas City	18	4
DOCLINE		The most recent thing [RML liaison] has been helping, I am going to say us, is I believe to a health system here in Kansas City that was recently sold, April 1 st and we are trying to set up a new user group ... for our system because, among other things, we want to have a common union list because we expect that there are cuts, we want to see what each other has and not...we belong to some other bigger groups, but we don't want a bigger group, we just want our own group that we can use that data internally for decisions and if we have to cut journals... .. We feel it is going to be useful for us to do budget and other sorts of things. We need to do budget collection development and things like that.	Kansas City	4	1
DOCLINE		I would put again the resource sharing element as a highest priority and look at ways building on this excellent foundation of DOCLINE. How can we together add and enhance that in ways that are useful to our libraries...of all types and sizes. And I know that we do a lot of lending to very small libraries, very large libraries, private companies through Lonesome Doc, individual researchers...so we want to be a good library citizen at the same time I think appropriately our focus is on the users of our institution, faculty, staff and students at our institution that we would like to be able to do both very well. We would like to use these network relationships for information and resource sharing to do what we are doing in our local setting better and also to contribute to the other libraries that are in the networks we are part of.	St. Louis	10	5
DOCLINE		FreeShare....that's been very good for us. My assistant can get the articles... so that's good.	St. Louis	9	5
DOCLINE		most important part of the relationship that our library has to the other member libraries is through DOCLINE and through the resource sharing of that service and I think that more and more, those kinds of relationships are going to be the critical elements of the relationship between and among our member libraries.	St. Louis	8	4

DOCLINE		I think DOCLINE is one of the great inventions of our profession in fact, it is clear that they have learned a tremendous amount from problems the OCLC has worked through over the years. I just can't imagine anything that would make that much easier, or much more that I need to know about...or more guides to than...you know, for at least these documents delivered through the National ...sponsored by the National Library of Medicine. I think that is one thing that they do very, very well.	St. Louis	8	4
DOCLINE		actually I was pretty agog when I came into this job that both DOCLINE and PubMed are as efficient and well designed as they are. I know some people may complain about certain features here and there, but overall I think the efficiency and what we are able to get out of those are pretty amazing.	Second Telecon	13	6
DOCLINE		I was just blown away when I first visited those web sites and exploring those databases. It is like...WOW...I think they are just wonderful and I love MedlinePlus and I love that it is out in Spanish and it is so helpful to people.	Second Telecon	13	6
RML Staff	Contacts/ visible/ proactive	I don't feel like I interact with them very often except for interlibrary loan and it is no different from interacting with Eccles, the way I did before.	Salt Lake City	3	1
RML Staff	Contacts/ visible/ proactive	I never honestly really paid attention to the RML before because it wasn't a visible body for what I was doing, and now it is very visible and whether you want to talk in person or just read stuff...via email I enjoy both ... Before we were....out here in the frontier...kind of...lost in a phone mail sort of nightmare.	Salt Lake City	3, 4	2
RML Staff	Contacts/ visible/ proactive	I am hoping that it is better for everyone and that it is not just a function of Eccles being 3 miles away from where we are located. I am hoping that the people in Wyoming are having a better experience also ... I think it must be [electronics?] ...because the changes I have found, besides having [RML liaison] come to our meetings...have been better communication.	Salt Lake City	4	2
RML Staff	Contacts/ visible/ proactive	[Probe: ...would the RML be one of the places you would thing to find resources...people...contacts...?] I don't have any sense for who I would talk to.	Salt Lake City	11	3

RML Staff	Contacts/ visible/ proactive	The new kid on the block which I consider myself as...I wouldn't know...what I would like to see is some kind of a, not a pamphlet but some kind of a something you can get off the internet...if you have questions this is where you go and you could get all your contact people off of there. But knowing the training module is what it is...welcome... When the RML was in Nebraska I knew who to call , if I had a a DOCLINE...and I just picked up the phone and called the DOCLINE person. In fact, when I decided to go to graduate school I called somewhere over there and asked if they knew of any good distance ed programs and that is how I ended up going to the University of Wisconsin, Milwaukee. I don't remember who I talked to...it was someone in the RML... But see, I knew this because I worked at a large academic health sciences library before I came here. So I knew how things worked already.	Salt Lake City	11	3
RML Staff	Contacts/ visible/ proactive	[institution] said yeah we will pay and send you down there so you can train. ...this is when the RML was still in Nebraska ...and I called and the person who was doing DOCLINE then, the next thing we knew she was coming to do DOCLINE training, the next day, she was scheduled, and that was so irritating to me because number one it was one of our hospitals so who cares if I go down to show them, I was trained, but the RML cared because they sent someone out. And that was so, if they care so much they should be on top of it. I don't know what happens with Eccles because a situation like this hasn't come up...so I can't gauge how they would react...but if they don't want people within a corporation going in a training... [Probe: RML intervened inappropriately?] No, my reaction was...if they don't want people doing outreach within their own corporations or their own structure, they should make it easier for people to get the outreach that they need... There should be something really easy set up...that is real easy to find...so like the place where I am talking about they are going to be expanding their library and adding a new librarian...if the RML wants to be the ones that make sure they get set up right...	Salt Lake City	14, 15	3
RML Staff	Contacts/ visible/ proactive	I went to our regional systems annual Institute ...a Friday, all-day session that introduced us to our person and then we had the training all day long and that is where I met the regional library person from the National Library of Medicine. Then the next week she happened to be in Norfolk at a conference that was held on our campus here and she stopped in and visited with me after that...and the energy was just immediate and I can see that I have a new relationship to be built and it is just a new young partnership that is starting.... , her and I just kind of clicked. Some of the ideas that she presented are ideas that I have had in the back of my mind...but hadn't acted on...so she gave me some ideas and some contact people from...she just seemed to be a source I could feed from real quick.	First Telecon	2	1

RML Staff	Contacts/ visible/ proactive	We have the RML person in our library, who has an office in our library, and I have to say from my job perspective and what I do, I don't see [RML liaison] much because she is always out traveling. So, I don't see what she does having any direct impact on the library.and I don't know if other people who have RML people in their libraries feel the same way...because they are out doing other things, they are supporting the state or a special project, so it is not the same kind of relationship that someone like at a rural hospital, who is a one person library might have...[RML liaison], she is a member of our faculty so she does some faculty activities with us when we have to do something as faculty. And she used to...sometimes she will cover the reference desk and when we need some extra help teaching I know she does that...but as far as...like the experience in Norfolk I don't see that really happening here because we don't see that as her role at all. We see her...I see her role, and I am speaking generally...is helping people out in the state and not necessarily helping us here.	First Telecon	3	1
RML Staff	Contacts/ visible/ proactive	I don't think we are missing out, I mean, specifically for our library...On campus they got some grant money, a huge grant contract, for bioterrorism preparedness. And so [RML liaison] hooked up with the nurse educator that was going to work on it...you know, start this department and be like the liaison...like the worker bee to get things organized. And we met with her because of [RML liaison]...and [RML liaison] helped write the job description and they hired a librarian for this project. And it is really not part of our library. It is a totally separate thing...so that was something [RML liaison] did on our campus. We interacted with this person and gave him advice, but ...I mean, directly with how our library functions, our day to day operations...there isn't a lot of interaction because she is out in the state...busy.	First Telecon	3	1
RML Staff	Contacts/ visible/ proactive	We have somewhat of the same situation, though [RML liaison] does work part of her time in the reference department as well. With [RML liaison] it is a little different I think, because of her role as inner city liaison, that she has more connection with the Omaha area because.... that is her focus. And so, [RML liaison], being outreach and education coordinator, has to travel a lot more. And we have seen some impact on our library in the fact that she has been working with some of the underserved community in the native American population. She has gone, in conjunction with _____ to work with some of our students that are working in some of those areas. I think it really depends on who the RML person is and what their focus is, whether it will have any impact on your own library.	First Telecon	3	1

RML Staff	Contacts/ visible/ proactive	We had interaction with [RML liaison] ...has come over and we have sort of team-taught a class...did a presentation to a class of PT students and has worked with somebody in our department with personal visual system(?) and offered classes to our local consortium as well. [RML liaisons] are active in our local consortium of health service libraries as well.	First Telecon	3	1
RML Staff	Contacts/ visible/ proactive	I really have to agree. [RML liaison], she does have a lot of enthusiasm and she is a good teacher and I know when she goes out...because she is housed at UNMC, she talks about the ----- library and tells them about us...which I would expect her to do. So she talks us "up" and everything. So that is one aspect that she does impact us I guess...that I didn't think of.	First Telecon	4	1
RML Staff	Contacts/ visible/ proactive	Our Wyoming liaison is at the University of Wyoming, which is at the other end of the state from where I am. I have not had much contact with her. I had a little session with her at the mid-continental meeting in Topeka last fall and she did come to visit my library a few months ago. And I really enjoyed her and her energy level was very high also. Unfortunately she has now left the position and I feel bad about that, but I know we will get someone new. But in Wyoming, we don't have a lot of trained librarians in hospital libraries...so she spent, I believe, more of her time working in the hospitals and maybe in the pubic libraries, where there are not trained medical librarians. So, I know that...I was important to her, but there were, perhaps, more immediate needs in the state. And, I offer a lot in my library that the other libraries don't have yet.	First Telecon	4	1
RML Staff	Contacts/ visible/ proactive	I have also had interaction with the RML staff at the mid-continental medical library association meetings and I find them so helpful and so eager to train and up-date librarians in whatever the RMLs are doing, or the NLM is doing. So my experience with any of the staff has been very positive.	First Telecon	4	1
RML Staff	Contacts/ visible/ proactive	I have not had any real need to interact with anybody on that level [RML in Utah]...other than when they came down for the hiring process at the very beginning, when they came to each of the libraries...when they held job interviews. But otherwise not very much interaction at Utah.	First Telecon	4	1
RML Staff	Contacts/ visible/ proactive	Yes, like I say, my relationship with this is so short lived, but I can already see that I have had more contact with [RML liaison] in the last month than many other people that I try to network with...so it is really nice to have found a new avenue for support and information and a way to serve my area up here.	First Telecon	7	2

RML Staff	Contacts/ visible/ proactive	I think the fact that they...at least the liaisons that are in this area...do travel quite a bit and try to make as many connections as they can throughout the area. I know it is sometimes hard to be gone that much...but they are able to get around to the different states and try to make those connections ...to reach those people that don't have a liaison person there in their library.	First Telecon	11	5
RML Staff	Contacts/ visible/ proactive	I did think of one thing that is transpiring here in Wyoming and our Wyoming liaison organized it... and that is in about 2 weeks we are going to have a 2-week [i.e., 2-day] workshop with about 15 people in attendance and that is the first time that has transpired in Wyoming...at least that I have been aware of...and I was highly encouraged by our liaison to attend and I know that she promoted it a lot and did a lot of work to set that up. And there will be professional librarians there like myself and there will also be non-librarians attending. So I really appreciate that in our rural area.	First Telecon	14	6
RML Staff	Contacts/ visible/ proactive	On the brochures...that she solicited input from consumer health librarians before finalizing them. It was a very collaborative effort.	Denver	4	1
RML Staff	Contacts/ visible/ proactive	my greatest contact has been through [RML liaison] and I guess created a lot more awareness with regard to the value of the consumer libraries and also, she is very proactive as far as staying in touch and spreading new information, asking for your in-put ... I have found her to be ready to interact with you quickly. She gets back to you as quickly as she can.	Denver	5	1
RML Staff	Contacts/ visible/ proactive	well our interaction with [RML liaison] do you mean...has been probably not as much as...because we are in Pueblo and Pueblo is still in many ways kind of an isolated geographical area, even though not as much as in the past. It's growing a lot more now... [RML liaison] did come...[at a time of turnover in personnel]...she came down and she did talk to us. She did visit us in Pueblo. She is very helpful...just kind of gave us an overview of services and MEDLINE and things like that. ...perhaps we don't contact people in Denver as much as other places do because of the geographical distance...and that type of thing...and also our library isn't...doesn't do as much consumer health...	Denver	6	1
RML Staff	Contacts/ visible/ proactive	I can sympathize with several of the comments, the lady from Pueblo...about being geographical...perhaps I haven't had that much need for RML services this year. I guess I have not used them extensively. [RML liaison] did come over here and introduced herself last summer and she certainly did try to maintain contact. So I have no fault with her. ...	Denver	6	1

RML Staff	Appropriate referrals	While she wasn't able to answer my questions, she was very prompt in getting back to me and she did, if I remember correctly, she did put me...gave me the name of someone in the NLM to discuss this with. Nothing really complicated, just some background information.	St. Louis	2	1
RML Staff	Appropriate referrals	I haven't used it in the last year or so...but I use to use it and I use to give it out to people too because people would be moving from Salt Lake...and they would say...will you still be library and I would say...here is an 800 number and you call them and find out.	Salt Lake City	13	3
RML Staff	Appropriate referrals	EFTS is what I have worked with most recently and a couple of questions she couldn't answer...she just said why don't you talk to the people.....very specific and it was pretty smooth.	Kansas City	5	1
RML Staff	Appropriate referrals	and I have also talked with the folks in Salt Lake quite a bit. They helped me find an HTML class and then there will be an NNLM symposium at the University of Wyoming that I am attending in July and I just find them always helpful. If there is something they can't offer they are willing to help find another place that can help me.	Second Telecon	3	1
RML Staff	Appropriate referrals	...I asked [RML liaison] how do I get somebody to build some link out buttons for me and she forwarded my message on to [RML liaison] who did it for me and they are beautiful.	Denver	6	1
RML Staff	Appropriate referrals	[Probe: people say they don't understand roles of state reps] Well, I feel strongly, if I call [RML liaison] with a question that she will ask one of those people.	Denver	17	5
RML Staff	Problem resolution/ Follow-up	we had an experience that [RML liaison] helped us with...We had something weird we were trying to find for someone...we tried to find it free first and we found it a Canadian library that indicated on SERHOLD that they loaded free to reciprocal people and we also loan free to reciprocal people so we went ahead and ordered it and then we get I think it was \$49. I called quicklyand she did some dialogues with the folks up in Canada and ended up coming back and explained to us that Canada doesn't have the same rules or the same copyright policies that we do...and because their copyright works differently that they would have to pay for sending us that article...which I was not aware of...she dialogued with them on our behalf and it came back that this would be a learning experience for us, but if we did it again they would charge us. But they did give us a credit for the \$49...[RML liaison] made it very smooth for me...without me having to call Canada or figuring out how to deal with it.	Kansas City	5	1

RML Staff	Problem resolution/ Follow-up	I have had one negative experience with regard to communication to them...and never getting a response back. I presented something at MCMLA last October, and was asked by the consumer health reference liaison to send the paper and the work that I had done on the project to her and then she was going to post it on the consumer health site for the individuals who attended that session...they had requested that...and I followed through and ...it is not at the site and I have never received any feedback. At this point, I have decided just to publish it...which I tentatively was thinking about doing anyway...but I feel badly for the people that were promised at that consumer health class, that this was going to happen.... I did send a follow-up email ...and I was just told that she was busy with other things.... That would probably be my only negative...I am not the only person that wanted it. There was a large group of individuals who wanted the results of that study...so they could that information to administrators to push for money...for consumer health education.	Kansas City	7, 8	2
RML Staff	Problem resolution/ Follow-up	... because maybe she made a decision that it wasn't appropriate...so that would have been fine...just to have known....	Kansas City	8	2
RML Staff	Problem resolution/ Follow-up	I was in contact with [RML liaison] this week because there is going to be a list of consumer health libraries on consumer healthline plus, and [RML liaison] was real good about letting everybody know and encouraging them to get their information and we did get all our information and most of it we thought we had in there already, but we went and checked and everything...and so in the morning I looked at our listing and it was just right...and in the afternoon I looked at it and it wasn't right. So I emailed [RML liaison] and I asked what happened ... she tracked down what the problem was and she followed up with NLM and she has copied me a copy of the message that she sent from NLM and we will hear back now and see what...it is because of where they are taking the data from the DOCLINE User record. But, she explained that there might be other organizations that have 2 libraries so they really want to differentiate between the two. She is always so helpful, plus she paid for our speaker today ...so.... [laughter].	Denver	3	1
RML Staff	Responsive- ness	we have had some email back and forth and I wonder if it was about being on a publications committee thatshe is very...responsive in email which is very nice	St. Louis	2	1
RML Staff	Responsive- ness	another thing...DOCLINE when you redo your routing table and you are waiting for it to be approved...they do it fast and I like that too. I like not logging in 3 days later and it says...awaiting approval...are they ever just going to look at this and approve it? And Eccles is quick. I don't think they are quick just because they know I am across town and I can come and yell at them...same for our people in other states.	Salt Lake City	21	5

RML Staff	Responsive-ness	I was first set up at Cephalon to be a DOCLINE library, this is when Eccles did not have the contract...I had to wait almostI knew it was going to be okay...because I just basically copied and...and I knew it was said that it was okay to be a pharmaceutical ...and I had a big interview...yes I am a I library...went through this whole thing...sent in my routing table...they did, it was for 2 months and then they lost my routing table...and erased...and I was just up and running and then my routing table went away. Then I had to reapply and they insisted that they never had it from me...it was just terrible interaction and I am hoping that was just a bad fluke for a period of 3 months. It is just been...everything now is easy! And responsive...	Salt Lake City	21	5
RML Staff	Responsive-ness	I've had contact recently with one of them on finding out on the DOCLINE if I could put a hold and then still...hold on request...from the library and having someone being able to order and I felt the service was very prompt and they kept me informed.... one of the people called me to follow-up.	Kansas City	2	1
RML Staff	Responsive-ness	I would say what the RML does for me...she is available. She is there when I have a question. She is there to make suggestions. I think those resources would be much more [difficult to] locate had she not been in the same position.	Second Telecon	10	5
RML Staff	Responsive-ness	[probe: Is the RML as responsive to the one-person place?] Goes to the first question you asked...(the 24/7)...I realize it was new for everybody...but they said to try it and I did and just got...they didn't understand...it was still brand new ...I haven't used them...I have been chicken to use them.	Salt Lake City	10	3
RML Staff	Responsive-ness	I spoke to somebody even through email about those certificates the libraries good standing member of the NLM. Well, my boss looked at that and saw that our had expired and was wondering if we were no longer a good standing member ... they said that they... will send out certificates one of these days. [Probe] I guess, more specific information would have been nice...to say "yes, we understand" and we are willing to survey people and/or send out new certificates by...April, 2003 or whatever. Didn't get that specific information. But this was some time ago and I think was just after the center had switched from Nebraska to Utah. I think I actually might have communicated with [RML staff] and it might have been early...but again I haven't heard anything more about it.	St. Louis	1, 2	1
RML Staff	Distributed staffing model	someone as a specific contact person...which I think [RML liaison] does a pretty good job with. I do get a sense of her being kind of a gatekeeper. I mean, me and the RML both in Utah...and I get a sense of...as long as I have someone I can email with specific questions...get an answer back	St. Louis	4	2

RML Staff	Distributed staffing model	But you wouldn't really call if you were calling for DOCLINE...you would call the DOCLINE person wouldn't you? [Probe: The more global question I asked was if you just wanted a resource, where would you start?] ...wouldn't we call the person who handles the specific area, even if they are not in our state?	Salt Lake City	12	3
RML Staff	Distributed staffing model	What about a tips and tricks email that could come out every once in awhile. Tips and tricks for getting value out of the RML. That would be a hint...that if you have a technology question...even though you are in Utah you would call...technology librarian.	Salt Lake City	12	3
RML Staff	Distributed staffing model	if I have any question I would just call the person at Eccles and then assume that they would be able to...I frankly would never read a list of all the people. I know there is a distributed model which I think is cool...and I think it works, but I would still rely on one person.	Salt Lake City	12	3
RML Staff	Distributed staffing model	Has anybody tried the 1-800 number? You call it and...they are supposed to route you to the right person.	Salt Lake City	13	3
RML Staff	Distributed staffing model	I am not sure whether or not the distributed model works. I think it certainly works for people in Utah, because we have such contact with Eccles and our RML people are here, but I wonder do the people in Wyoming get....that works.	Salt Lake City	13	3
RML Staff	Distributed staffing model	Well, I like having the person in Kansas City who is energetic. The resource...the Kansas resource has kind of dropped off and there was not a good relationship between the resource library and the rest of us...and it has gotten built back up in the end and I would sure hate to lose them.	Kansas City	22	5
RML Staff	Distributed staffing model	I kind of like to watch the process and it seemed like [RML director] hired...he is a very quiet person...I felt it was not as outgoing and it seems to me that when [RML staff] was part...she is a very outgoing person and was carefully picked...these liaison people and I have been very impressed and [RML staff]. I know everyone had reservations because we did really enjoy the Nebraska people ...[RML staff].... I think it working because of the personnel. And true, KU has been very helpful...a very outgoing...younger person, lively, particular and knows her stuff. ... all of them have a lot of personality and they kind of network without really realizing so I think they were chosen carefully.	Kansas City	22	5

RML Staff	Distributed staffing model	I think one of the advantages...I think the best advantage to having a state liaison, I mean somebody in each state...and we are lucky that we have two...is that these people can have more face time and more personal interaction with everybody because they come to our local consortium meetings and they belong to our consortia. So we are at a great advantage to always hear things, if anything new is coming up with NLM. And I would hope that other liaisons in other states would make an effort to attend those kind of meetings because it is a good thing to do - a little hand and face time.	First Telecon	7	2
RML Staff	Distributed staffing model	She is the consumer health brain for the region. And I have talked to some of the other specialists...but I like the idea of specialists. Because if I want to know about some technology thing I definitely would call [RML liaison] and that thing going on and I have actually talked to [RML liaison] about the survey and I plan to involve her in that when we start. So I guess the positive thing about the new way of doing the RML is that now I feel like I have experts in all these different areas. Like there is an inner city person. ...	Denver	4	1
RML Staff	Distributed staffing model	I feel like with [RML liaison] in the region the role of the consumer health libraries has much more come to the forefront and it was jelled as a unit to meet in periodic meetings to get it to know other libraries in the area because different requests will come into my library because these folks come from other areas and because of [RML liaison's] presence and the fact that the consumer health libraries have come together more as a specialized unit, other than just a medical library...	Denver	4	1
RML Staff	Distributed staffing model	I interact with [RML liaison] mostly and probably because I haven't had this position that long, only a year and a half since I have been a manager. But as I am listening to people talk about how great she is with consumer health and how much that has really come to the forefront, I work in a library that does no consumer health and so part of ...maybe one of the things that we are missing...since those other specialists are in other states, we don't have that constant contact. So I feel a lot of the times what she is saying are things that aren't relevant for me in my library. Our institution does have a consumer health library, but since I am not in charge of that...that could be...it is not a specific interaction that I have had but maybe a lack of interaction. And I almost never hear from those other specialists, like the inner city person. I look to the web site. I am not really quite sure what they really do. [Probe: what would you be looking for from them?] Right, what could they be providing? And I don't know, since Stephanie doesn't have a presence in the other states, I don't know how strongly the people in the other states would feel about this... [unclear] ...consumer health library...	Denver	5	1

RML Staff	Distributed staffing model	I think what [RML liaison] is suppose to be doing is a model for the other states in terms of the collaboration with the multi-type library collections that she has been getting going here I think. This is my ... hat now...that is kind of what the plan was I think with her role and then the same way with the other specialist. So...	Denver	5	1
RML Staff	Distributed staffing model	And she is always available to answer questions that have to do with the RML and not consumer health. And I think she very strong with that too. So I don't want to say that she is not doing what she should be...as a representative. The focus is just different.	Denver	5	1
RML Staff	Distributed staffing model	I sometimes am at a bit of a loss perhaps about...who the specialist is...in a certain subject area but I haven't had any desperate need to talk to those specialists. So, that arrangement is an interest one because I am probably still adjusting.	Denver	6	1
RML Staff	Distributed staffing model	I would have to say, having a local representative in the states...it has just made such a big difference...just having a face, knowing there is a person to talk to.	Denver	16	5
RML Staff	Distributed staffing model	I agree with that, very much [having a state rep]. I would not want to go back to a centralized RML....ever again	Denver	17	5
RML Staff	Distributed staffing model	It [centralized RML] would be like going into phone hell.....(laughter) ... [I] like having a real operator.	Denver	17	5
RML Staff	Communicate RML role	I know [about the RML 5-year plan] because I found the proposal on the internet by accident before it even got approved one day...so I knew all about it before it happened.	Salt Lake City	4	2
RML Staff	Communicate RML role	Yeah, before the RML got here I wondered what they did... (Me too) ..what were they for, is it just another waste of tax dollars...I didn't understand all these layers and in a way I still don't understand some of the NLM layers...but that's a whole different story.	Salt Lake City	21	5
RML Staff	Communicate RML role	I went to quite a few of their meetings and I still didn't have a clue, I felt like it was wasted money and time, but sometimes...	Salt Lake City	22	5
RML Staff	Communicate RML role	Something they could do that is real doable...and I may be the only dummy out here...but I really don't know what everybody does. I have these general categories...this one does public health...this one does consumer health, but like if they have...if they have MLA approved classes....I don't know that they are an [?]. Instructor for us to say...Would you come to Kansas City and do this for us. I don't know what they do at their job...what they can offer us...so I am never calling them for help. If I had a clearer idea...a vision of what they do...and that may be...now that they have their little newsletter, maybe that is something that they could do with a newsletter issue or communicate that better...and just their broad terms...more specifically what you can do for me...because they I know when to call you.	Kansas City	19	4

RML Staff	Communicate RML role	But the thing is...we don't know if they can do that [teach an end-user class] or will they do that? So we are not asking them to. So maybe they are under utilized because we don't know what they can do. Today, I found out that [RML liaison] is coming back and she is a known entity because she has been an assistant before...Okay, I know when I can call [her]...I know what [she] can do.	Kansas City	20	4
RML Staff	Communicate RML role	I don't know that I know what they have accomplished	Kansas City	21	5
RML Staff	Communicate RML role	my own association is such that I am probably not aware of all the other areas outside of what the educational liaison does....and I probably like a little bit more exposure in that light, but that is my responsibility as well I realize.	Second Telecon	3	1
RML Staff	Communicate RML role	I believe that they are doing a lot behind the scenes that we perhaps on a daily basis are not aware of. So I think they are always improving things. But I know for myself, I know I don't...I realize this is happening, but I don't...I'm not conscience of each of the steps that they take.	First Telecon	14	6
RML Staff	Communicate RML role	But maybe once every other week, or once a month...it [listserv mailing] could have something about the RML programs specifically with that in the heading.it would be about technology from [RML liaison] and she would call it that and report on technology from the RML...and then the next month it would be a report on consumer health and [RML liaison] would write it...well, maybe every 2 weeks...and there you would hear about their programs in email. Because I swear, the web site is wonderful but who has time to pursue. But I bet you many RML people don't know [RML liaison]. Many people don't know [RML liaison] exists and they could call about PDAs...and stuff so I just thought that was an interesting idea. ... A second type of email to all and that was more focused specifically on the RML but just one program at a time so that you can skip one and not combine them.	Denver	7	2
RML Staff	Communicate RML role	I agree with that also [value of in person presentations on RML services]. I guess, I used to know what the RML did when things were in Nebraska, but now that things are in Utah...Things have been changed pretty radically...like my own ____ for the regional meeting.....I probably don't have a real handle on the services that the RML today...	Denver	9	2
RML Staff	Communicate RML role	I wonder if a streaming video of the presentation they gave at MCMLA....	Denver	10	2
RML Staff	Communicate RML role	Or just a regular video. [of the RML presentation at MCMLA]	Denver	10	2

RML Staff	Communicate RML role	My idea was, that if each of those people who gave their own video at MCMLA would go and have it taped specifically for the streaming video, not at that meeting, but whatever they said they could talk about their programlike 5 or 10 minutes, then you clicked on [one RML liaison's] page or [another RML liaison's] page you would be able to see them talking about what they do on the streaming video. But, not everybody can play the streaming video, so then you merge all those videos together onto videotape, which would be available to anybody to borrow or have.	Denver	10	2
RML Staff	Support, assistance	She is a known entity like of these other people who aren't known entities	Salt Lake City	1, 2	1
RML Staff	Support, assistance	I needed an icon for LinkOut and it went so smooth...it was beautiful. Just a couple of emails and very little time, no effort.	Salt Lake City	3	1
RML Staff	Support, assistance	I had the same experience [with LinkOut], I am half way through the process and it is going really smoothly.	Salt Lake City	3	1
RML Staff	Support, assistance	We have the resources and we get help...We couldn't get along without them..	Salt Lake City	21	5
RML Staff	Support, assistance	I do think that the consortium is used to interacting with each other...and to me the RML feels like a big bonus on top of that...it is hard divorce one from the other. [wasn't always here] Right...that's why I think it feels like a bonus...because the consortium is in place and has helped I think all of us out at our jobs.	Salt Lake City	21	5
RML Staff	Support, assistance	Actually, I am thinking that a representative that we can go from RLM to help just.... Say, here is my situation and things aren't working really well...and I am not really sure what ...to do next...and I would say...Yeah, you know if you write a grant and got this computer...or got this person...I don't know what... [Comment in the context of grant discussions - but seems to be about a visit/consultation in general]	Salt Lake City	25	5
RML Staff	Support, assistance	We spent years planning MCMLA last year in Topeka and we got more RML participation than you ever dreamed of... Every time that you would ask...they would just say...oh yea, we will do it!...They were wonderful to work with, we got them to be CE presenters...it was heaven. They kept saying...whatever you want we will do. They were really helpful.	Kansas City	4	1

RML Staff	Support, assistance	In Wyoming we are challenged by distance because _____ and I are some 300 miles away from each other...(that's right)...but other than that I think the RML really helps us...overcome some of those distance things and it gives another voice to talk to....with help and ideas and things. Because sometimes you get an issue...and you go...well what should I do...how can I resolve this...has anyone else come up with this idea...what are people thinking. It is really helpful to be able to call and get a hold of some other experts and find out the latest thoughts on the simplest things...card catalogue...that wasn't the way I would have done it.	Second Telecon	3, 4	1
RML Staff	Support, assistance	couple of sites that [RML liaison] had recommended to me early on were...very helpful.... [solo librarian and MEDLIB-L lists]	Second Telecon	5	2
RML Staff	Support, assistance	[Assistance from Resource Library and State Lib in area] I have yet to call Eccles, but I usually converse with [librarian] at the UW and she is very helpful and they usually are very, very helpful in recommending web sites or if it is something I am having trouble locating...either they or the Wyoming State Library will go on OCLC for me. And the state library is because of geographics. They are 2 blocks away.	Second Telecon	6	2
RML Staff	Support, assistance	I agree with that [RML liaison is available, helpful]. Just keep up the training, keep up the networking. Maybe even a listserv for each state for...	Second Telecon	11	4
RML Staff	Support, assistance	I just wanted to say that I for applied for one of the MLA grants and was not successful with the grant..but [RML liaison] was very, very helpful right up to the very end she had a lot of input for me and she was very very helpful to me in writing it and in presenting it and coming up with more information that we could add so I really appreciate her doing that and she was very positive about it and always very enthusiastic about what she could do to help us.	Denver	2	1
RML Staff	Support, assistance	This morning ... I introduced [RML liaison] to my new library educator and she is going to teach a consumer health class to our employees rather than just the scientists and doctors about MEDLINE. We are going to teach MedlinePlus to the employees and she is going to come over here to Dennison and learn from [RML liaison] her curriculum and [RML liaison] is going to share all of her course materials and they can discuss how to develop a one hour curriculum with hands on...so that is going to be very useful to us. [Probe: ...different role?] I could have gotten help from [Dennison] in the past but this is...she is much more of an expert and she has developed all this stuff on consumer health....	Denver	4	1
RML Staff	Support, assistance	[RML staff]	Salt Lake City	20	5
RML Staff	Support, assistance	We love [RML staff].	Salt Lake City	20	5

RML Staff	Support, assistance	Yes, [RML liaison] does have a of energy and is a positive...gives everything a good positive light and shows you that she is both promoting the products from the National Library of Medicine as well as trying to get people to be more effective in their research methods.	First Telecon	4	1
RML Staff	Support, assistance	I would just want to reiterate, in a different way, that I would hate to lose the service now that I found it...out in the outlying areas.	First Telecon	11	5
RML Staff	Support, assistance	talked to [RML liaison] about our membership renewal and the national network of libraries of medicine were at one time a resource library within our region here, and are no longer and are trying to re-establish a relationship that would allow us again to become a resource library ...she was able to explain to me the distinction of just the general membership and the membershipas a resource library within this region and ... the future in re-establishing that relationship.	St. Louis	1	1
Information Flow	Email	I would say email is the best way and I am subscribed to the listserv for this region that provides that information ...I am more responsive, I think, to email	St. Louis	3	2
Information Flow	Email	I would prefer to do everything by email. I would prefer to have this meeting by email! That is definitely the best way to get in touch with me and for me to get in touch ...with someone who is not co-located	St. Louis	3	2
Information Flow	Email	I would prefer to be able to communicate with them electronically. The main thing you have in electronic communication is to make sure that there is someone who will definitely respond, which of course is true of any web site or any organization and the second thing is to have someone as a specific contact person	St. Louis	4	2
Information Flow	Email	Email is good...email is something I always check.	Kansas City	6	2
Information Flow	Email	I do hear about them [new things that are going on], sometimes I lose track of who told me...what email I got...because I get a lot of information from the VA library network also. So...like I say, I kinda lose track of where that information comes from. But it initially, obviously comes from the RML or NLM.	First Telecon	7	2
Information Flow	Email	I have been very pleased, [RML liaison] has kept us pretty much involved for consumer health issues because that is a focus in our library by email. That is very helpful to me because she keeps us apprised as far as what is going on ...	Denver	7	2
Information Flow	Email	if somebody doesn't remind me by email, I am like everybody, we're so busy doing our job everyday that we don't seem to go out there searching for things on our own. [i.e., helpful info on RML web site]	Denver	7	2

Information Flow	Listserv	RML newsletter digest is excellent and it is timely and it is...even though I am on other NLM notification emails. I really appreciate the RML newsletter coming out...AND I do feel like the local resource of having Eccles around and having Claire and Molly and now John, being such an important part of the consortium...I feel like all information passes very easily.	Salt Lake City	3	2
Information Flow	Listserv	one thing about the table of contents...have it link to that blurb [HTML link to another part of message or to a web page] instead of having to scroll down all the way through	Salt Lake City	6	2
Information Flow	Listserv	Do you have an archive of that? I never thought to ask before...of the MRL news? [to go back and read a message you originally thought was not important to you]	Salt Lake City	6	2
Information Flow	Listserv	The weekly electronic newsletter is real helpful	Salt Lake City	21	5
Information Flow	Listserv	I wanted to comment, the Kansas liaison person, I think last....I don't know if before we had a biomedical listserv before..do you know? I thought it started and I just wanted to say that I thought it was very positive because I think that kind of keeps me...I don't like the word __ but it does keep it in the loop. It is very helpful, and particularly on the EFT recently and on the electronic _ transfer there were lost of different emails on that which is you could download and save that you know for your administration. I think the second, over the Kansas ad database [RML liaison] added the information on that and who to contact so there has been a lot, a wealth of information on that...which I think is real important.	Kansas City	3	1
Information Flow	Listserv	One of the trouble with email...some of these listservs that people are mentioning...I know that I am not on, because we have a limit in our office in-box and once I get all these listservs in there...I can't even get my in house news when my management tells me to be at a meeting at 2 this afternoon...that is the thing that bounces because the lists take up so much space in your mailbox and I don't join them...because I don't have the email space for them. So if they are depending on me to get that information by email through a listserv type of email...I'm not going to get it.	Kansas City	10	2
Information Flow	Listserv	That has to a MLC special library of medicine thing. They know all those library lists they are on and I know it is not an issue for the RML...but it is in a way...because it really should be DOCLINE, but that is really an issue for MLA...._____ loans on it. If you are not on the digest for the Medlib you can have to delete as many as 30-40 of those a day...it is incredible. ... So you are talking about Medlib ... as opposed to the MCMLA ... or the digest version of that list. [Problem of ILL requests on MEDLIB-L instead of through DOCLINE; some confusion over various medical library related listservs.]	Kansas City	10	2

Information Flow	Listserv	...for me since I work only one day a week, the only way I get these things done is to ... skip some I just browse...I pick out things.	Kansas City	10	2
Information Flow	Listserv	It will just bounce [if the email space is full]...and sometimes what bounces is what you want [to be deleted] ...except an in house message you need to respond do and it is from the [management?]...that better not be one that bounces.	Kansas City	11	2
Information Flow	Listserv	In their defense, the RML does not send out a ton of email. What they send out is usually worthwhile.	Kansas City	11	2
Information Flow	Listserv	I think that the communications that we get are distributed via email...which is fine, but I have to say it is not a very readable format and I am not sure if that is individual to what comes out in my area or if it looks different in different places. [Probe: more specific?] It doesn't make me want to go out there and read it. It is...there maybe a heading and a link...but those aren't always distinguished well from the next topic. So it would be swell if this was like in a web format, or something and you either had headlines or whatever...because I think it takes me more time than I wish it would to go through there. [Another speaker agrees]	Second Telecon	4	2
Information Flow	Listserv	and yes, email is how I have learned everything I know. I am avid reader of my RML news. We do get an email about every couple of weeks, or once a week or so in there and it has the most useful links and ideas and things. While it is harder to comb through, I am an avid reader...that is generally my main contact with the outside world. The only other medical librarian I see or consult with is my colleague at the VA here in Cheyenne. Because everybody else is a long distance call... [web cam comments]... so I think the idea of newsletter type format in the email would pop up and you go to a web site that could be updated with things, or even just the emails I get I really enjoy.	Second Telecon	4	2
Information Flow	Listserv	... wouldn't it be nice if we could have a list that we could post to...that was just medical librarians in Wyoming?	Second Telecon	11	4
Information Flow	Listserv	Just keep up the emails, those little RML things that come out are wonderful. And I would...if nothing else...if that was all you could budgetarily afford...that would be the one thing I would say keep doing. Keep sending the emails and keep the training up. [Probe: Is little the key word?] No I mean, I meant just mini emails that we get...being on listservs and I think the idea of a Wyoming listserv would be wonderful.	Second Telecon	11	4

Information Flow	Listserv	I like the email updates we get. I don't want anything in paper, I don't want anything in the mail...because I read my email like every body else mostly does and getting that RML update that [RML liaison] sends out is the only way that I keep informed because I actually pay attention to it and read it. It is just too hard to call people and try to make phone calls and everything else. The email stuff is great!	First Telecon	5, 6	2
Information Flow	Listserv	I would agree that the RML updates...they are well put out...you can easily see what you want to look at and what you don't, and I agree with nothing having paper that you have to file and try to remember where you put it.	First Telecon	6	2
Information Flow	Listserv	I know in-between times of the RML updates, [RML liaison] and [RML liaison] have both...if they have heard of something...some new MedlinePlus thing or some...the thing about the bioterrorism ...job opportunities, things like that they are real good about passing those along to us to the rest of us in the region. ... [how?]. Usually, through an email. I know [RML liaison] has sent me things on some new topics in MedlinePlus ...finding information on the web...and how to evaluate web sites, and little things that have appeared on MedlinePlus that we hadn't heard about yet.	First Telecon	6	2
Information Flow	Listserv	<i>[does that still work for people to have both ...to have the MCMLA list used as a mechanism of communication for the RML?] Yes</i>	Denver	12	3
Information Flow	Listserv	I guess as long as everybody knows that is the case [RML and MCMLA share listserv], I would think that if someone came in new they might not realize that. It might take them awhile to know that. I think it makes a lot of sense. Because. Otherwise...	Denver	12	3
Information Flow	Listserv	[Probe: important to brand listserv?] It is on the web site, the whole description of it...explaining how they don't have their own and are using this other one and anybody can join, you don't have to be a member of MCMLA...I think it is a nice use of resources...	Denver	12	3
Information Flow	Listserv	you know that you are going to get some good stuff from them...so I always read them. I might not read every section but I scan through...and it is nice to have the table of contents at the top.	Salt Lake City	5	2
Information Flow	Listserv	Well, even the RML News comes out...I don't know if it is every week or every 2 weeks...isn't it weekly updates?...I just quickly look at what the topics are and it has been very good.	Kansas City	3	1
Information Flow	Digest	very helpful to have the little bulleted headlines and then go down and see what the more detailed information is	St. Louis	3	2
Information Flow	Digest	Prefer one email [Everything brought together in one email]	St. Louis	3	2

Information Flow	Digest	Except for institution specific things that I would obviously be handled individually. I would prefer just looking at something [i.e., digest] once a month or once every 2 weeks...or something like that.	St. Louis	3	2
Information Flow	Digest	slight improvement for me over the RML Digest that comes basically as an email message ... [another entity's newsletter] comes as an HTML...as a URL and it is a nice simple kind of on-line publication that has hyperlinks in it...it is just very nice and it is nice to be able to click on something and it is formatted a little bit nicer than the digest that comes from the RML in the mail. Not withstanding its usefulness.	St. Louis	3	2
Information Flow	Digest	Email, in general, although I find myself, putting all the RML news in one message. I think I find myself glossing more than actually....let's see...at the risk of filling my mailbox...getting each news item separately....I might look at them more.	Denver	7	2
Information Flow	Digest	I like getting [messages in one transmission] , because if they are all like that and then you can go through them or not and then you are done with it. It's like a newsletter but it is a different format and I like that.	Denver	7	2
Information Flow	Digest	...frankly I don't read every week because am inundated, but I receive everyone and someday I might go back and look at it. I think that the ones that I have read they aren't always about...they are very interesting ...but they aren't always about RML programs, they are often about tips and trips and other things that are very important...and as I was thinking about it...this newsletter, this one week , sort of a once a week announcement about what all the specialists have gathered together from all their jobs...I think it is a great idea. ...	Denver	7	2
Information Flow	Digest	I think those email newsletters are...the weekly newsletter is...even if I don't read that much...I think it is a good idea because you know you can get really good information and you are using the expertise of all of these different people in the region...I think those are good.	Denver	18	5
Information Flow	Print newsletter	And I know there is also the printed newsletter and that I do read. I find it helpful.	St. Louis	3	2
Information Flow	Print newsletter	As opposed to sending something in print, I don't see a need for that. I would just as soon get something in an electronic format.	St. Louis	3	2
Information Flow	Print newsletter	There is one that comes electronically every week or so that I like, and then there is the print...and that is really good too	Kansas City	3	1
Information Flow	Print newsletter	I mean a one time thing, email or phone call is fine, but something that you are going to use over and over, refer to again...I still like the print that I can put in the file and know where it is and if I need it...I've got it and the computer hasn't blitzed and erased the email...and whatever.	Kansas City	6	2

Information Flow	Print newsletter	I can't think of anything else that they do [to communicate]. I don't know if anybody else does...but...because we don't get a printed newsletter any more.	First Telecon	6	2
Information Flow	Print newsletter	Is there still a printed newsletter? I haven't noticed it.	Denver	18	5
Information Flow	Print newsletter	Yes there is. It called Peaks and Plains...one came out about 4 weeks ago...it's tan. [answering question from another group participant] The email one comes out on the MCMLA listserv which you might not be a member of...and the MCMLA list and it is about weekly they collate all the information from all their specialists and put it in one email...rather than having each specialist emailing.	Denver	18	5
Information Flow	Print newsletter	new kid on the block ... everything has changed since I went to school years ago to what it is now and it is all electronic. So, I read those RML newsletters that come out like crazy...I love those letters because...somebody out there does a lot of work...summarizing all the cool information out there for me.	Salt Lake City	1	1
Information Flow	In person	I think is also good to have some face to face opportunity to meet and to talk and maybe the regular mode of communication could be through email and maybe I am just not aware of regular opportunities, say once a year for people within the region. I don't know, for example, if there are at the meetings like MLA, some attempt to pull people together as a region and say...if you would like to come.	St. Louis	4	2
Information Flow	In person	think my first meeting with the RML was that they had a get together in Laramie at the University which is some 40 miles away from me and there were people from St. Lake City. We got to meet [RMI staff], we got to meet a number of the other librarians in the science library at _____ and some of the other medical librarians in the area. And that gathering was very, very helpful to me since I was new, I hadn't met anybody. ...and it acquainted me with a lot of the things that the RML was doing. Because other than that, it was just sort of emails that I never had a chance to really find out what was going on.	Second Telecon	3	1
Information Flow	In person	my other source of information is.... also because I am on the staff of the _____ and [RML liaison] is also on that staff...the regional representative for the education. I hear about things that way...so, you know, there is less of a distance separation. I see her from time to time anyway and I probably gain a lot of information that way. [RML contact due to proximity]	Second Telecon	4	2
Information Flow	In person	I think more physical meetings. You know we are out here on our own little island and it is nice [to meet in person], like Speaker A, I am not sure I would know your face if I saw you. I probably would...and it is good that we are having the symposium in July...I would like to see more things like that.	Second Telecon	7	2

Information Flow	In person	For me...the most important communication [from the RML] is at the Mid-Continental Medical Library Association meeting. That is where I hear about what is going on...what is new...what I need to pay attention to.	First Telecon	6	2
Information Flow	In person	Traditionally and historically, the RML has always done an RML update every year at our chapter meeting and there are a lot of people that go to that chapter meeting that don't belong to MLA and don't get to the big MLA meeting...so that is really true, that update really informs a lot of people and I think it is nice to see the faces, especially since we are dispersed now. I don't even know a few of the other folks from other states. I can't picture them. That is really nice...that face to face update that they do in person is really nice.	First Telecon	6	2
Information Flow	In person	I think the other thing is making sure that those updates are done at the chapter meeting...because we are one of the few regions who only has one chapter, kind of...with just an extra state [SD in MCLMA, not MCR] so it is really convenient. I think that is really important.	First Telecon	11	5
Information Flow	In person	[At a 2-day workshop organized by the Wyoming liaison] we will be going over some consumer health issues and I am sure some update on DOCLINE and SERHOLD. I am expecting that for myself, perhaps most of it is not going to be real informative for me. But she did encourage we professional librarians and there are only a couple of us...professional medical librarians, to attend. I think to be of assistance to the others. ... So it is the first time that all hospital libraries in Wyoming have an opportunity to send someone to a 2 day workshop and we will get to know each other and that is real important for us in Wyoming...to get to know each other and to know who to call and who to go to for help. And I have a feeling that that will be the most important outcome - getting to know each other.	First Telecon	15	6
Information Flow	In person	... of two minds, I think the inspiration that really sticks for me is presentations that you give at MCMLA. Unfortunately, that's only once a year and I don't even get there every year. Email ...	Denver	7	2
Information Flow	In person	do they do an overview of what services are availableother than the web site...other than coming to your library but all, you know, I guess like this group getting together...but...making a couple of different places in Colorado, not just Denver, but maybe further west ... could go over some stuff that they offer...because it seems like on the one side it is pretty extensive... I haven't had any personal interactions with anybody from the RML except on the phone, which is fine, but it would be neat if it could be offered in that format maybe once a year, Like, just a meeting....can you do that? [relates to communicating RML role]	Denver	9	2

Information Flow	In person	I would say that it [regional presentations on RML] would be a real positive. I am not sure that I know myself just what...how many and what the breadth of the services are that we can take advantage through RML.	Denver	9	2
Information Flow	In person	They have a very good overview at the MCMLA meeting, but again, everybody can't attend. But I thought what they did there was really helpful and each of the liaisons talked about what they do and I think it was really helpful for people to see. On the other hand, you can't spoon feed people everything. I mean there are tools there, there are web sites, everybody gets the newsletter...	Denver	10	2
Information Flow	In person	And even, just this kind of focus group is allowing me more awareness to the fact that I don't need to be spoon fed, I can go and ask some of those questions...or if I'm puzzled there is a place to go. So this is one tool of awareness for me.	Denver	10	2
Information Flow	In person	I think, going back to the idea of having some sort of meeting where they could try services...and it sounds like they have changed recently...yearly in certain communication, in person, at a meeting....at least for me would help me at this point...in dealing with RML data,...how I can be a part of them and whatever else. [general agreement]	Denver	19	6
Information Flow	In person	I am not really sure. I'm glad I am here because at least through this meeting I am learning a lot about what is there that didn't really know was there. I'm kind of an oddity here because my... [library responsibility in addition to two other jobs]	Denver	19	6
Information Flow	In person	[keep up communication] Well I think having access to a focus group like this and having teleconferencing that we had last year seemed very beneficial to us because we kind of feel like we are out there tooat _____ are wonderful...and have been so helpful to me over the years but ... out there on their own. With each other, we see each other occasionally, but not really often...so having access at a meeting like this is every helpful and ___ appreciate	Denver	20	6
Information Flow	Web site (Usage, Content)	No I don't [look at the web site regularly]. I mean, you know, to be quite frank I am not really impressed with the web site. I don't really find much use personally or professional....I don't find much that helps me manage the library...the idea of organizations providing portals for useful...collocating useful resources. I don't even know how important that is to me....because it is so easy to do it yourself. I got all the resources I need...I am aware of it...I have it book marked and I know it is there...but I looked at it in preparation for this meeting...this focus group. I didn't...I don't see much...	St. Louis	5	2

Information Flow	Web site (Usage, Content)	No tools ...I have looked at it before. I looked at it when I first came to try...as part of the learning curve to just see what is out there in terms of resources...I printed this report and have read it in the past and looked at it again for this meeting. I guess it is really a strategic plan...or goals and objectives for this region as part of the National network ... Our perspective now is try to get some of our day-to-day operational needs met and then beginning to re-establish relationships in a broader network ... the web site, it seems functional. I can't say that I use it on a regular basis...it may be the experience of other...the more frontline librarians in our reference department for example...may have more of an occasion to use it.	St. Louis	5	2
Information Flow	Web site (Usage, Content)	I don't know exactly, because as far as the day-to-day stuff goes...I think things like reference, document, interlibrary loan...I already have access to what I need.	St. Louis	6	2
Information Flow	Web site (Usage, Content)	I never visit that web site. Never.	Salt Lake City	5	2
Information Flow	Web site (Usage, Content)	I found it just because I was trying...when I first come on board...I was trying to get help and learn what I could and everything else...and so it helped me get started.	Salt Lake City	5	2
Information Flow	Web site (Usage, Content)	I have never...looked at it occasionally in the past, but it is not really a need to...but I went back and looked at it because you said to...There is some useful stuff on there that I should probably pay attention to.	Salt Lake City	5	2
Information Flow	Web site (Usage, Content)	Well, if you go on their web page and then there is...off to the left...it is broken down by ...cause easy of the different liaisons have the state and they have something that they are responsible for...i.e. public health. ...that national networks of library of medicinetheir web page...and then if you click on each one of them, then it gives you the specific way to reach each of the liaisons and it gives phone numbers...that is what I use.	Kansas City	2	1
Information Flow	Web site (Usage, Content)	[Probe for info about RML staff that should be on the web site] I'm not one of these people who have time to go into a site with time to kill. I never go into the MLA site. That is one of the things that caught me...that there is something new at that sight...other than that I don't ...Unless I am looking for a piece of information I don't open it....we don't have time...all we do	Kansas City	25	5
Information Flow	Web site (Usage, Content)	[Probe on what would make them look at a site] Reminders...or they send out information...the place is right there...and I do it right then. I have to do it right then...or it doesn't happen. Well it won't happen because I don't want to keep the information to pile up, but sometimes if I take it off and do a paper copy, I circle it and then I never get back to it.	Kansas City	25	5

Information Flow	Web site (Usage, Content)	[Apparently not related to the RML site in particular, but generally useful feedback on web site usage]to the MLA...not long ago I called and asked them some questions and I had just been...I mean I had been through like 20 pages trying to find the answer, you know. And like each one you had to print out...because they didn't have a printer friendly page...you had all this garbage and ads along the top and sides...so it look like 20 pages to print out from something that you thought was something...and I finally called and said will you send this to me in the mail...and they said...well we don't have it in a paper copy any more...you just have to print it off the web site...and my thought...you know, here I have already sent an hour and a half and I don't have it all off the web site...So one thing they need to dothey need to be user friendly...they need to have a printer friendly merge that you can print off without all the garbage that is around it...	Kansas City	25	5
Information Flow	Web site (Usage, Content)	There should be enough of a prompt to let you know there has been a change at the web site.	Kansas City	26	5
Information Flow	Web site (Usage, Content)	However you get to it...it needs to be user friendly and self directed.	Kansas City	26	5
Information Flow	Web site (Usage, Content)	I have been using MedLib for a long, long time and I used it today. There was a citation I couldn't find in PubMed and someone was able to look at it for me and tell me it was a book review and that is why it hadn't of course been catalogued. So, I use it all the time. I very seldom...I'm thinking...I very seldom go to the RML's web sites or know what might be out there. I don't know why I don't use that.	Second Telecon	5	2
Information Flow	Web site (Usage, Content)	[Probe: why not used RML web site?] It could be a time factor. I think they could do maybe a little bit of advertising of what they have to offer for us there.	Second Telecon	5	2
Information Flow	Web site (Usage, Content)	I think one of the really nice features that I haven't taken much advantage of is the NetLibrary. Because the ___ gives us some exposure to some books that we might not otherwise have access to. [followed by various short comments indicating lack of awareness of this]	Second Telecon	5	2
Information Flow	Web site (Usage, Content)	...before the focus meeting that she [RML liaison] suggested that we look at the NLM web site and the NNLM web site which I did earlier today and its a good thing she reminded us, because I don't typically go out there looking for something like that unless I need it for a particular reason and I noticed out there that they have a section on preparing for JCAHO and a lot of other helpful connections that I haven't looked at in a while. ...	Denver	7	2

Information Flow	Web site (Usage, Content)	I did look at it too and I thought it was very good. And you can get a real idea of the program there. [but previous comment indicated no time to pursue]	Denver	8	2
Information Flow	Web site (Usage, Content)	[Probe: looked at web site before [RML liaison's] reminder?] I looked at it, I have used it a lot. It was really good for me because I hadn't really looked at it in quite a while, so it was good to have a reminder to go back and look at what was new there.	Denver	8	2
Information Flow	Web site (Usage, Content)	I looked at it as a result of [RML liaison's] reminder but I really hadn't used it in a long time.	Denver	8	2
Information Flow	Web site (Usage, Content)	I used it extensively when I first started at the library. I had, I was new to Colorado and I hadn't dealt with anything about our region at all so Iand I found it very helpful.	Denver	9	2
Information Flow	Web site (Usage, Content)	So it is probably one of those newsletters I didn't read, but when I went to the web site, there was the net library button...but it was actually just a NetLibrary button it didn't way anywhere on the web site why that button was there. So when you clicked on the net library, then it said you can have these books that the RML has bought for you. I imagine it was in a newsletter...but...then I went to...and I read one of those books...	Denver	10	2
Information Flow	Web site (Usage, Content)	Well, at least make sure that the web site is reflecting and so if there is a change in the program you go ...that reflects that changeso that it is clear what is available.	Denver	11	2
Information Flow	Web site (Usage, Content)	The ones that are pushed to us...the email...and even if it is just a little blurb...hey did you know you could find this out...and then a link to it....even if it already on your web page...	Salt Lake City	5	2
Information Flow	Clinical information/alerts	we are sort of isolated where we are...and we sometimes feel like we get left out of all things in general...and this helps me because they had that thing came out about SARS...they had something that came out some medication of some sort...it was real quick...and I just zapped it on to our pharmacist and our head control person and they just love it. It is something that I can't get for them...I don't have time and kudos to whoever does that because it is terrific.	Salt Lake City	4	2
Information Flow	Clinical information/alerts	I also appreciate [RML staff] sending out clinical alerts in case we haven't seen them...I appreciate that. Anything they can do to help us do our job better, I appreciate those kind of things.	Kansas City	6	2

Information Flow	Clinical information/alerts	but I really would like the RML to be the ones pushing things out there...more...that's true...the clinical alerts...SARS...somebody says that the Federal Registry...this thing came out on HIPAA yesterday and I just send the stuff on and people love it...I just can't cover it all. Maybe I just haven't figured out how to be organized. [Probe: How do you push it out to your] Email..right away. I say...this is something I just got...FYUI...forward it on...I know who would be interested and click their names and just send it out.	Kansas City	27	6
Information Flow	Directory	I use to use a lot of the printed directory and I miss it...because sometimes I need a telephone number and I ...it is difficult to find it...because in all the communications that I have with different libraries in the region I get always the fax number, maybe sometimes the fax number or the email..but not even that...and I did find...I use dt to find the directory very useful. ... I don't think is available in any way, is it? The directory of the region 4. ... It really was very useful, it was very quick and you don't have to start clicking, clicking and clicking.	Kansas City	2	1
Information Flow	Directory	Something that I would refer to over and over again, like maybe a directory I would want in print. That would be... I think I do too. I keep my directories all together and it is just easier than having to spend the time...the web site are layered...not that we can't all do it...	Kansas City	7	2
Information Flow	Directory	But sometimes it is more time consuming to find it, even if you have a bookmark...like she said, it is layered and you have to go into 6 screens or 8 screens and whatever, and I have to go through 3 passwords on my computer at work, every time I to into anything. That is an internal...but you know it will take me 10 minutes, but if he was in my drawer here and I just wanted that number...pull out the directory and I would have it in 5 seconds instead of 5 minutes.	Kansas City	7	2
Information Flow	Directory	A printed copy of the directory!	Kansas City	26	6
Information Flow	Info to RML	You know I never think about sending information to the RML...first, I don't even know what I would send them...	Kansas City	7	2
Information Flow	Info to RML	In Topeka there are probably some things they would want to know about...especially if they were doing a public health campaign...some of that...I never send them information...or share it with anybody else.	Kansas City	7	2
Information Flow	Info to RML	Who would you send it to? I guess you would just go to your resource person...just conditions and things that have come up in the settings we are in...it would be nice to send it on.	Kansas City	7	2
Information Flow	Info to RML	[Probe: ...best way for RML to ask opinions...] They usually mail them...like I think recently they sent a survey or something...and that is always really hard for me ...	Kansas City	9	2

Information Flow	Info to RML	One of the problems with the online survey sometimes they give you choices where none of the above apply and if it is a paper survey you know you can clarify the question of why none of the above is the correct answer...and you can't do that on the electronic ones and sometimes if you get to the end and you go to say I'm done...it will say...oh, no you missed this question and they make you fill that question out, even though none of the answers really applies.	Kansas City	9	2
Information Flow	Info to RML	I think I would tend to do an email survey over a print...because print I am going to put over here...and pretty soon I can't get to it...	Kansas City	9	2
Information Flow	Info to RML	I do the opposite. If it is an email and might...just let it sit there and say it is May 18 th ...you have 10 more days...because I think I will get back to it. ... Because it's paper I know it going to...I won't get to it if I put it aside, I make sure I do it within 24 hours and then it actually gets out faster than if it was on an email.	Kansas City	9	2
Information Flow	Info to RML	I think it was paper and a lot of stuff...that was the best one we got. Because I got a bad address on the envelope so I mailed it back and it was returned to me with no such address. So I called [RML staff] and said, okay ... how am I supposed return this to you...and she said...yeah, we mailed that out. No...she just gave me the address and I wrote my own envelope.	Kansas City	9, 10	2
Information Flow	Info to RML	I also use DOCLINE and PubMed on a daily basis. But as far as sharing information back with the RML I would say I probably feel too new to give a whole lot of good information the other way.	Second Telecon	7	2
Information Flow	Info to RML	The fact that the representatives are sort of spread out is helpful as well. Maybe you didn't have time to jot off an email, or you are not sure who would be the best person to give it to...but the fact that I can see [RML liaison] often, and remember to tell her something that I think she might be interested in...I have some of that. I can always email, but...it is easy to just talk to her in passing as well. [note also for RML staff, Distributed model]	First Telecon	7	2
Information Flow	Info to RML	Being a really small rural library I don't really have any information to get across to them. It is more...what they can do for me.	First Telecon	7	2
Information Flow	Info to RML	I have been in this job 20 years so I have seen a lot of changes take place...through NNLM, you know, in fact we were part of the very first grant that put basic collections in hospital libraries in the rural areas. I can not think of a negative thing. The only thing I might say is that communication can always be better. It can always be better. And this is great...that we are doing this...this phone conversation. I would like to see more these things.	Second Telecon	4	1
Information Flow	Info to RML	like today, having our networking...we are getting all these ideas from each other, so I think that is important [the RML role in coordinating the gathering]	Kansas City	23	5

Information Flow	Info to RML	I think people do want to connect to some substance stuff...you know, we are all very busy and I think there has to be purpose behind the meeting to be able to...and I think one of the realities of a day like today, we're all focused on the needs of our individual libraries and it is hard to even find the time to take a step back and just say...the resources through a network like RML that would support some things we are doing, even to give this kind of feedback is a time commitment...and perhaps some people aren't even able to provide.	St. Louis	4	2
Information Flow	Site visit	I have not had much communication with our state liaison with the exception of the last one that we had, and as I said, she unfortunately moved. But she made contact with me and it was the first time anyone paid a site visit to me. Up to that point I hadn't really thought about communicating with that person.	First Telecon	8	2
Information Flow	Site visit	and then later on in the year I mentioned that I was planning some trips out to Lincoln and Grand Island where we also have VA hospitals that are affiliated with this one and the RML representative, [RML liaison], offered to go with me. That she could make calls on those facilities as well. So that was really a win-win for both of us and was very helpful in both cases.	Kansas City	3	1
Information Flow	Site visit	the Wyoming liaison and I understand that she is gone now...but she has been very helpful. I have met with her here...she came to visit with me	Second Telecon	3	1
Information Flow	Site visit	I would love to have somebody come out to my place and look around to see...so they have an idea of what I am facing ...because they may come up with...mine is small...but it does a lot of stuff for the doctors.	Salt Lake City	16	4
Information Flow	Other	I never have any problem getting a hold of someone when I need to. [how?] Email, phone calls, I'll call Eccles Library quite often with questions.	Second Telecon	6	2
Information Flow	Other	[Probe: Any problem reaching RML?] No not at all. I either do it by email or by phone and obviously it is a local call for me so it is not a problem	Second Telecon	7	2
Information Flow	Other	[RML staff] is a good communicator. That is one thing that I think has been really get...since Eccles has the new contract...I love the way the communication is working with the RML and what they push out. And I feel like, yes I can go to the web site, but I don't need to...I am in a different situation because I am in a ... and the medical stuff isn't as important to me as it use to be...so that might be.	Salt Lake City	20	5

Information Flow	Other	or I have to arrange and technology has kind of gotten in the way of it...we did have a project where we had I see you...you see me software installed on our computers and we were able to do face to face with people who had good connections, but again there were challenges with...just because Wyoming doesn't have fiber optics everywhere...so we have old phone lines and if you are not on a T1 line or something...there is such a lag on the picture that is difficult and the voice is difficult on the computer...but we have attempted to do that and I understand we are attempting another project with another system which may prove helpful... [followed comments on listserv - high value]	Second Telecon	4, 5	2
Information Flow	Other	My relationship is so new, but already I would feel very comfortable if I had a thought or an idea, to jot off an email to [RML liaison] and ask her what did she think, or would she have ideas to help me out with this. I would be very comfortable doing that.	First Telecon	8	2
Information Flow	Other	[Continue] Regular communication from them [RML].	Denver	17	5
Information Flow	Other	I didn't know there was one [800 number]	Salt Lake City	13	3
Information Flow	Other	Sometimes the phone call is just what you need...phone calls are good. ... You may get the voicemail but they will call back...very quick.	Kansas City	6	2
Professional Dev	Interest Area	looking for things that have direct relevance to what we are doing day to day and meeting the needs of our users ... Either very timely...need to know...or more long term kind of planning things.	St. Louis	6	3
Professional Dev	Interest Area	certain kinds of areas, like copyright might be over-saturated already enough...actually I feel the same way about document delivery in a way, because I can't really imagine what our section of the RML could do to enhance what DOCLINE already does.	St. Louis	8	4
Professional Dev	Interest Area	A class, if there were something that say the majority of the consortium wanted to have taught...and it was something the RML had...that would be an excellent thing and I think a lot of consortium members would say... yes, let's do that...let's add it on to our meeting because it will add value...and then more people will come from... the trip...it is not worth it to come and have lunch and chat. You want to learn something. But sometimes it is hard for us to put it together.	Salt Lake City	9	3
Professional Dev	Interest Area	Sometimes we don't even know what we want	Salt Lake City	10	3

Professional Dev	Interest Area	[Probe for hot topics] How to market yourself to your administration, PDAs, electronic journals, consumer is a top issue, and copyright are hot issues.and how to sustain yourself to survive.	Kansas City	15	3
Professional Dev	Interest Area	Theme of the week...quarter...that would be wonderful. ...Hot topic to go with marketing is proving your value to market yourself and we have been...looking at that for presenters for the next MCMLA 2004 and we have got some ideas of who to bring in...that is a big national person...to discuss...and this is someone in the front line library...by proving his worth enough...and a fiscal formula was able to keep cuts out of his library. He is not talking about theory...he has done it. Come back and tell us how to do it! The marketing...and your value and return of investment that the institution puts in you, they are tied in. You can't do one without the other...you kind of have to have them go together...and since at the previous meeting ...a lot of the comments were about people's cuts and down sizing...that is real important..	Kansas City	15	3
Professional Dev	Interest Area	and thinking of things that can be offered...there needs to be more of a business management approach tofor the leaders of the library..... to make your dollars and...how do you make this look. ... How can I make this affordable and why is this such a good thing...how can I justify it? ...	Kansas City	19	4
Professional Dev	Interest Area	I attended a class...4 or 5 years ago...this time they had a business guy.....look you need to talk ...brass tacks...bottom line...to justify this. _____ I never see that kind of a class...that defines the economics of the situation...with.....everyone assumes you are going spend \$150,000 ...you have to maintain...you have to [Probe: ...would include writing a business plan?] Thank you...all that good stuff. You have to start...just so people know...maybe you could drop...but I think it is a needed thing in the library.	Kansas City	20, 21	4
Professional Dev	Interest Area	am working for person who has never worked in a hospital before...and it is an eye opening experience on both our parts. And I'm expected to come up with all these things...business plans...and I'm like...I didn't learn this in library school...I don't have a clue. ... Well, she keeps saying she will send a template...and then I muddle through and then she will say...you need to do this...you need to do that...and it takes 10 revisions and I eventually get what she wants but I waste more time.	Kansas City	21	4

Professional Dev	Interest Area	I think a spin off of that is not only knowing the bottom line in terms of the budget and how to create your budget...but you have to understand collection development and you have got to understand about doing a 5 year collection development plan and collection weeding plan...and all those things that feed into that budget...and a lot of that stuff, unless you have taken a class or find a class that deals with that...you are just flying by the seat of your pants half the time. ... I have been pretty fortunatein grad school I took a collection development class and I learned how to do a 5 year plan and then I took another class to teach me how to do weeding...and then I have used that to develop a budget...but I would have been lost without even that...because that gave me a starting point. That is all finance and that's all business...it has nothing to do with books. It had to do with how to take the books...how to find the books you need and how to build a plan for developing your collection.	Kansas City	21	4
Professional Dev	Interest Area	I have a lot of accounting background, but I know our hospital...they send...every month we get a breakdown on your ...it says what you are actually budget variance so you know exactly where you stand in your budget...but if you don't know how to read it...that type of thing.....there are a lot of things that a lot of us don't have. And trying...because...you are not supposed to have to cram for your budget...	Kansas City	22	4
Professional Dev	Interest Area	...if Emporia [graduate library school] could do it a nice business class or if the RML could do a nice business class...because that is a professional development.	Kansas City	27	6
Professional Dev	Interest Area	I guess if you are going to add something....it seems that those of us who have been around for awhile aren't finding the classes that they are offering....career development classes for those who have been in a while. Maybe having to do with librarians even retiring and how to make your career more meaningful so you don't get into a rut, or whatever - that type of a class or service...or more in the promoting of new librarians in the health sciences. They try to do that a little bit with some of the...I know they tried to do some of that with some of their outreach to students going into health sciences and things like that.	First Telecon	12	6
Professional Dev	Barriers	Not everybody gets to go to MLA. They have some great continuing education courses...but they are expensive and say you want to do AHIP....how are you supposed to manage AHIP you don't get a lot of support from where you work for it and you can't get to MLA...you need classes.	Salt Lake City	7	3
Professional Dev	Barriers	Just as we know that there are so many web sites out there...if we read and read and did what they said...we would all be better people! And better librarians...but when do you have the time?	Salt Lake City	5	2

Professional Dev	Barriers	It just seems like there is such a push within the profession...they are always wanting you to do all these extra things...but it is not easy to do them. And...especially in our region...where so many people are out in the boondocks...out really in the boondocks...[also complicated by] the variety of classes that I think people would want. Everybody has different focuses and different things they want to look at....	Salt Lake City	9	2
Professional Dev	Barriers	I feel like NLM is more focused in some ways with their classes on academic library models where there is a big staff, (X interjects: and a big budget to pay for it) so people can take off for 2 days...and I think they forget the 1 library people, the 2 library people who can't just...they don't have all the support to go in when they need to go do continuing education.	Salt Lake City	10	2
Professional Dev	Barriers	I didn't know what it took to get the video streaming...I thought that was a great idea, they were making those video conferences available every week...but I am just like...how do I do this? It was more time than I wanted to invest to figure out how to get on there. Video streaming I didn't know...I saw those buttons [Probe: What could the RML do?] ...tell me how...give me some instructions on how it works.	Kansas City	11	3
Professional Dev	Barriers	Resources...I would probably have to pay for it out of my own pocket. As long as it was [not] horribly expensive I could swing it and that is why I am think if it was a partnership...	Kansas City	14	3
Professional Dev	Barriers	Our one local group, when we have classes, all it is expected to cover is the actual cost. Like, if there is an honorarium to the person...it is an all day program and there is lunch...pay for the meals and breaks, any photocopying. Some of them may actually make a little money off of it...but that is not the purpose...it is to break even and usually you can go to a half day program for 20 or 25 dollars and a full day for 35 dollars if you are a member and 50 if you are not. You can afford it...because work doesn't pay for that...and I can actually afford to go.	Kansas City	14	3
Professional Dev	Barriers	If you go to a 2 hour MLA certified...there are always great ideas and stuff...and then I stick it in an envelope and don't do it. If there is a constant...	Kansas City	20	4
Professional Dev	Barriers	I just really need somebody behind me motivating...because I always come out of the meetings...like today...I will come out charged!...Carry that all the way home and then...back to life again and trying to keep your head above water.	Kansas City	28	6

Professional Dev	Barriers	it is not the most important priority, but you said we could go to any...I don't know if there would ever be monies available...and I guess it would have to be available competitively somehow...but even after meeting...people are talking about how we don't go to meetings. I have never been to the National MLA ever...because I have never worked any place that would send me and I personally don't have the budge to go..and I only get to MCMLA only very infrequently, because if it is not someplace I can get in my car and drive to...easily...if there are hotels...you don't go. I won't go to South Dakota...I'll go next year because we are hosting it...I got to go last year because it was in Topeka.	Kansas City	28	6
Professional Dev	Barriers	it is just that Wyoming is so vast and you are more likely to meet your neighbors in Alaska than you are. We are the least densely populated, so I did work in the Sweet Water County Library System so I am a little aware of Speaker B's difficulties [getting training, information], because you are kind of out there by yourself.	Second Telecon	7	2
Professional Dev	Barriers	I'll go to Topeka...and I go, but I'll probably end up paying for it.	Kansas City	28	6
Professional Dev	Barriers	If there was some travel monies for people to go...that is a way to network and to charge people up too....when you find out who is doing what...sometimes you find out that meetings...Hey, did you know that so and so does this sort of programming during the year...they are an expert...no, I never go to the meetings...how am I supposed to know	Kansas City	28	6
Professional Dev	Barriers	Any workshop or class that they would offer is usually too far away for me to be able to attend, but I do look forI guess at the chapter meetings...anything they might offer. I don't know if this would be a career development, but I just look for anything that comes my way. And emails and the Internet have been wonderful for that communication. But as far as career development is concerned, there is just nothing offered locally here for me to attend.	First Telecon	9	3
Professional Dev	Barriers	I use PubMed and DOCLINE probably on a daily basis and I have been to the training. I am only about 190 miles from Salt Lake, so I am on the other end of the state [Wyoming], so they are probably geographically more accessible to me.	Second Telecon	7	2
Professional Dev	Barriers	...but I think we are just so busy that sometimes...until you really need something...it's just like adult learning...until you really need something...it is just out there kind of [newsletter, web site, etc.] and you don't necessarily have an awareness of what might be available.	Denver	10	3

Professional Dev	Barriers	...for a little more in-put ...you said a place like Grand Junction...there are 3 libraries in this town and there are like satellite programs that come along on whatever topic you know, you have to figure out somewhere to round up the \$400 dollars to sit in Denver...you have to pay....all the librarians there I assume are by one facility...we probably face a different set of issues that even an MLA satellite program...the one in January as a matter of fact due to funding issues. I don't know whether that is necessarily ___ a thing to look at or not, but just an observation. [Cost, whether travel or technology, broadcast or video purchase]	Denver	13	3
Professional Dev	Barriers	We all try to work cooperatively__ - but as you all know, everybody resources are limited ----- we tried to make an effort to make one library contract a year....MLA and out of state....it might be 3 years before you can go to a library conference because you are travel budget is gone. Then you have to find the funding to do a satellite broadcast...is impossible for 3 people.	Denver	13	3
Professional Dev	Barriers	I even have trouble keeping up with all the communiqués like you are suppose to with regard to my job at the university _____ the library is a 3 rd responsibility kind of...I already have two other departments that I manage so it gets to be a bit overwhelming sometimes. ... coming to meetings like this for me is definitely a learning experience I try to stay connected...with what's going on in the Denver area. A lot of time I feel like _____ ...There is kind of a mind set with a lot of people there that it is _____, for me personally, I don't want to be isolated. ... a lot of people in Pueblo just sit there...and driving to Denver is just too much. ...almost unthinkable...it's like going to the moon...even Fort Collins.	Denver	19	6
Professional Dev	Barriers	there is going to be no PubMed training in Denver for the next year. ... that comes out of New York or some place else. I don't know why. It is always full, so I don't know why they can't come back to Denver. ... New York is the national training center so they're the ones that decide. It is not really an RML program... ... my new staff member has already looked it up and she has already signed up for one in Utah. So I guess we will buy her an airplane ticket. ... Well, just consistency of the PubMed training I think should be in every state of the union. Why is it in Utah and not in Colorado?	Denver	20	6
Professional Dev	Barriers	Those of us in outlying areas just rely on the Denver area to bring that education in... [PubMed training] so we knew that it would come time during the year and we would make a point to either get it in the budget...or travel for staff members, of course, to get there...we don't see that [coming to Denver after all]. And it would be really helpful.	Denver	21	6

Professional Dev	Barriers	I think the other local groups in the region have CE courses, such as we just had. We just had the evidence based librarianship...Jonathan Eldridge from New Mexico and it was very successful...30 people signed up in Denver, but I doubt if anyone from Omaha or Utah knew about it...and it would cost a lot less for them to come here for the day then to go to the MLA to take the course there...plus it was \$50 instead of \$250. So, I think the other large cities in our region, bring in at least one MLA C course a year and if those could be centrally listed either at MCMLA perhaps or RML, or both...that would help people's professional education. [barriers of cost, distance, and communication of opportunities] ... there are programs in every state that are like that...that might be useful for other ...the librarian might be able to travel to Omaha, when they can't to San Diego or San Antonio.	Denver	21	6
Professional Dev	Barriers	[Probe: RML should offer or reinstate communication on opportunities] There is an education liaison... [Question from participant - what does she do?] She is sort of a clearinghouse of what is going on and that comes out of the thing you don't read sometimes!	Denver	22	6
Professional Dev	Resources	There could be...say you have people in a group...I mean Eccles is right there so the DOCLINE person is right there...say if you are in Wyoming and you have your Wyoming Health Services Library consortium and one person in that is trained...it is considered...well you can go when someone new comes...you can be the representative and teach them DOCLINE [Probe] Yes, like a mentoring program.... a mentoring program would be good, because having come from some place that was large and I had lots of mentors at my last job, people I still call...then I come here...	Salt Lake City	16	4
Professional Dev	Resources	I would also support ...a more focused mentoring program instead of an informal one.	Salt Lake City	24	5
Professional Dev	Resources	I would like to add to that [suggestion of experts list]. Maybe assigning a mentor or something as one comes into the system...when they take over a library position. I know that was a lack that I felt...not knowing anyone and kind of jumping in with cold feet...where to turn for that information. Now obviously I do have the VA network to deal from...but again they are all a long way away, and establishing some contacts locally...I know has been helpful for me.	Second Telecon	10	3
Professional Dev	Resources	I have not up until this point [attended MCMLA meetings]	St. Louis	5	2
Professional Dev	Resources	[Few options for CE] Unless you go to the MCMLA meeting or the MLA.	Kansas City	13	3
Professional Dev	Resources	Yes for me, and I am a member of MLA...was in Dallas last year and will be in San Diego in a week or so.	St. Louis	4	2

Professional Dev	Resources	[listservs recommended by [RML liaison]] I can't remember the name of the listserv, I think they are for the solo librarian and a MedLib listserv and those also have been helpful about bringing pertinent topics to the forefront. Some of those topics are kind of inane, but overall I think they are more positive then negative being on those listservs. [in context of information flow]	Second Telecon	5	2
Professional Dev	Resources	It is to my advantage that we have on our local health science group...a lot of education programs, particularly lately with new people...so [RML liaison] will present something.	Kansas City	11	3
Professional Dev	Resources	We have 2 groups ...we have one that is just health science librarians and one that is any library that wants to join and they both run CE programs, we still have things like a difficult patron, or classes that are for your paraprofessional staff if you should be so lucky to have some.... The only thing...we have talked about on the Education Committee locally, it would be nice to somehow streamline the MLA process to get ...to get MLA credit for some of the things we do. We are not saying they don't have something in place....but it can be expensive, it can be very time consuming...and there has to be an easier, better way to get CE credit that they recognize.	Kansas City	11	3
Professional Dev	Resources	I prefer tools [as opposed to courses or info about a topic] ...actually thing that are not only content relevant, but things that actually facilitate the work process and to make things more efficient, easier and , help you do your work...not so much necessarily just things that apply to your work.	St. Louis	6	3
Professional Dev	Resources	and also information also to actually do some in-house development of things, that would be very useful. It might be unrealistic and I think it might be Panglossian but if there is a way...there are resources for that...that would be truly useful...uniquely useful thing that an organization like this could provide its members.	St. Louis	7	3
Professional Dev	Resources	And like there is a section on evaluation [on the NN/LM web site]. I think that is actually out of Becker...but whoever's library has...I mean like even providing for libraries to want to conduct their own surveys ...want to assess their own services, maybe could provide templates, tools, something more than just "we need to evaluate" and there are some free on-line services that I know of...I mean, collecting those kinds of resources...	St. Louis	5,6	2
Professional Dev	Resources	I don't see why we can't tap each other...spread it around...why we have to wait for something to come from... [Individuals sharing their expertise - possibly developing a training]	Salt Lake City	32,33	6

Professional Dev	Resources	I'm towards the end of my degree at SLIM and of course that is the school of library and information management in Kansas, and then you have Columbia in Missouri. One of the criticisms that I have given to the SLIM program with regard to individuals who are interested in the medical library tract is that they don't have anything in their curriculum to support this sort of specialty. They have a one 2 hour class in a 42 hour curriculum base and so what I have suggested to them is that I can go online and for example, the University of North Carolina at Chapel Hill has a library school, as does Columbia and many of these programs have online health science courses that are very pertinent to what we do. ...if there is anyway that you could partner with SLIM to get some of that stuff in our area here...to support us...I think that would be so dynamic. You [RML] could capture all those students at SLIM that are interested in it...and then you could also capture all of the librarians in this area who need those sorts of things to develop themselves professionally.	Kansas City	11, 12	3
Professional Dev	Resources	[Probe: Suggesting a partnership between the RML and SLIM] Right, that would be a way to help with costs, you would gather a larger audience and you would meet the need that you just talked about and then you could do the classes locally. And then transmit them out...oh yea, SLIM has all the video capabilities to do it...to do distance learning. That's their whole program. They have a Utah program, they have a South Dakota and they have all the technology to make that happen so you could serve all of us in this area. ... They could also work with Missouri because [RML liaison] she is teaching a class for Columbia this fall on consumer health and so am I. I am doing it in Kansas City and she is doing it up in Omaha, and then it also being taught in Columbia and St. Louis. I mean, that is just coincidence...but you could have more firm partnerships to do that....	Kansas City	12	3
Professional Dev	Resources	this is the second time they (library school at Columbia) are having this class and the first time they decided that there wasn't enough enrollment for multiple places and they decided to just have it in Columbia, but I think the first time ...they didn't do enough PR to get the enrollment.... But, that is the only thing they have for health librarians too. ... The Endst they have is special libraries which I taught last fall on the campus.	Kansas City	12	3
Professional Dev	Resources	the only people who are hearing about the classes are the SLIM students that are on campus. If you did a partnership...I mean they are always interested in providing professional experiences for their students because they want them to know about...to continue their professional development after graduation...so I know SLIM would be interested. I just know they would.	Kansas City	13	3

Professional Dev	Resources	I am wondering too...outside the pockets of Denver and Kansas City/St. Louis...is anybody even getting options for continuing education...there should be some options there. I just think that the rest of the states... .. What's happening in Wyoming?	Kansas City	13	3
Professional Dev	Resources	that could be a collection development thing, even if there was some way of identifying who has what...a lot of time people don't even put them in _____ so if you knew you wanted to borrow a library journal, some of those things sits in the director's office...so you don't know who to borrow it from. I mean, even if you could identify from a collection development standpoint, who owns certain library journals...and library literature that you could borrow...because that you can do on your own time. Since I don't have money to go to this conference, I can't go to Salt Lake City...	Kansas City	16	3
Professional Dev	Resources	Again, I would say [RML liaison] has been an excellent resource. I am currently about 2/3s of the way through my masters of library science program with the University of Missouri. [RML liaison] was also a graduate of that program and on occasion, when I have needed some direction, support on scholarship recommendations, whatever, [RML liaison] has really been there for me...and that has just been incredibly helpful.	Second Telecon	8	3
Professional Dev	Resources	I think that the RML tells us about things and we just have to kind react and follow through with them. I just finished an interesting class on evidence based librarianships that was online through the United Kingdom and that was...I encountered [RML liaison] taking that class too online. [heard about class from RML] ... and I would say that [RML] is my main source [for professional development]. I am an avid reader of any and all emails that come.	Second Telecon	8	3
Professional Dev	Resources	I think that through the years....and the updates, the PubMed, the MEDLINE training, I have taken as many of those as I possibly can and it has been...I can now teach my students, because I do a class with our nursing students and because of that I have been able to help them a great deal and pass that on.	Second Telecon	8	3
Professional Dev	Resources	More, you can always have more! More of the same [from the RML] ...more ...the updates, just keep it coming. Don't stop it [prof dev, training].	Second Telecon	8	3
Professional Dev	Resources	One of the fears that I have after I graduate is how do I stay as current as I am right now? And, obviously that is an area in which I will look more to the RML to help me do that.	Second Telecon	10	3

Professional Dev	Resources	...and I have thought of this at other different times and this is the perfect opportunity to mention it. At my hospital here, we have what we call our expert list and some of us are better at Internet, browsers and some of us are better with Word, or whatever software program...and it might be nice to have a list of people in the region who are so called experts in certain areas that would be a quick call list. If you are having a particular issue with something...for instance, DOCLINE. I know you can always call the DOCLINE desk and all of that...but an expert list of peers more...more than the RML would be nice to see.	Second Telecon	10	3
Professional Dev	Resources	we each bring to our...knowledge that are different...like my exposure to the public libraries, Speaker B's to the hospitals...there maybe another...our colleague down the street or at the VA exposure...you may have different sources of information, or a different idea or a different experience. That might be helpful to the person who is trying to decide about what to do about this situation, or where to look for the best information on this topic. ...	Second Telecon	11	4
Professional Dev	Resources	If we could share what resources and knowledge we have better then...this will improve the whole experience for all of us.	Second Telecon	11	4
Professional Dev	Resources	I don't think so. I don't see any classes that they [RML] would offer that I would take. It is not like the old days whensince I have been around for a few years...when they used to offer skills kinds of classes in the region I was in before. But...I look to other organizations for professional development.	First Telecon	8	3
Professional Dev	Resources	I really don't really even look to MLA...I look for stuff from ALA or College and Research Libraries Section, or maybe the ARL or maybe more business management...not library related+C225.[what kinds, classes?] Down links, classes, seminars, workshops. I know the RML has sponsored some down links...but usually it has been MLA that has sponsored them and we get them in our local consortium. I could see where it would be very helpful if they did things to help train in smaller communities where there isn't a professional librarian or somebody new or something like that...but I just never thought of the RML as a place where I am going to get continuing ed. ... for new librarians there are probably more things that they offer in consumer health and a few things like that a new librarian would find more options for CMEs or CE, than some of us who have been in the profession a little longer...and know how to search PubMed...updates on PubMed...things like that that they offer...that may not really be of very much help to somebody who has already taken those classes.	First Telecon	8, 9	3

Professional Dev	Resources	And being the new person, that is exactly what is sort of exciting to me about the possibility of here in northeast Nebraska, in a rural area...where we don't have medical librarians...if at all...that I can think of. We have a small resource center at our local hospital here but they don't have any one that is a professional librarian on their staff. So when I see that there are certifications that I could perhaps earn and then have that background to go with what I am trying to provide for my community college library students and the alumni of our college...I thought that might be something I might do just to add the fact...that the extra certification might give me the clout that might help serving those people as they move into their professional world.	First Telecon	9	3
Professional Dev	Resources	... a couple of nice things they have done was...of course...the MCMLA registration, essentially subsidizing a CE course of MCMLA last year on PDAs	Denver	11	3
Professional Dev	Resources	I think the Net Library and then they also buy the MLA transcripts...the MLA meeting that people usually who've been around know that that was done by Nebraska before...so I think that is something...borrow those transcripts from them.	Denver	11	3
Professional Dev	Resources	But again, not always knowing what they did...it was kind of like...well can you do it...if we have you come. But what is it you can do for us? [i.e., what is the particular expertise of various RML staff to present CE courses] ... So where can I find their...what can you find on the RML web page?more in depth on the staff members and liaisons would be nice.	Kansas City	24	5
Professional Dev	Resources	I get confused about what is the role that the RML...and what is the role of MCMLA...especially since they collaborate so much...in the regional meeting. So I am not really sure what part each of those groups play in creating that meeting...making it happen.	Denver	11	3
Professional Dev	Resources	This confusion has been in existence...for quite a while. My first MCMLA meeting, before it was MCMLA...and I think it is wonderful in this region that they do cooperate. Other regions have more than one MLA chapter and there isn't so much coordination...and it was decided not to have a separate RML email list, but to use the MCMLA list and almost everybody...	Denver	11	3
Professional Dev	Resources	Not much! [response to probe on what do you do]	Kansas City	11	3
Professional Dev	Resources	Is that [CE] the RML function or is that the MLA's?	Kansas City	14	3

Professional Dev	Resources	I'm thinking again...whose role is this. Where we fit in our hospitals, in our institutions. We are all crying for ways to prove our worth or ways to just get ahead...out on the cutting edge. Those ___ are wonderful...that kind of stuff (CE), and I don't know if the MLA or the RML's...I don't know exactly what the RML's mission is I guess.	Kansas City	14	3
Education	Delivery mechanisms	I think it was the ALA, put out something about privacy and I think every week or two they would send out a message and there have been like 20 some so far...so it is something that you can read in probably 5 to 10 minutes, but it is not overwhelming at any one time...and it is on a specific topic. You know, you would sign up for it. I have found that format to be something that can fit into my day easier than setting aside a block of time or you know, having an hour to watch a video or things like that. ... [short messages that fit into life and schedule]	Second Telecon	11	4
Education	Delivery mechanisms	I'm not sure what [tools] the RML could put up there ... maybe not just information about educational materials or like web-based CD kind of courses, but actually to sponsor some, via the web site. Now that is just saying if you go this other thing you can sign up [link to registration page on web]...it should actually be more active to provide that kind of service for continuing education credits per the academy.	St. Louis	5	2
Education	Delivery mechanisms	ALA ... course they offered via a series of emails, now they are pricey. It certainly applies to everything we do in medical librarianship, but I am just saying that is the kind of thing that useful, really content oriented, instructional kind of thing that...if it came out of RML or even mid-continental section of the RML that would be the kind of thing that would be pretty useful.	St. Louis	6	3
Education	Delivery mechanisms	I agree if there are topics of shared relevance to medical health sciences libraries, for example with this HIPAA legislation, if there had been something that was even a one page...what is the impact on libraries? Or not...what is the relevance for libraries. This kind of a resource. Because there was such a flood of stuff and at St. Louis University we required anyone who worked with patient information to attend sessions and I am sure that is true in other institutions.	St. Louis	6	3
Education	Delivery mechanisms	training online that I could do ...Or If I wanted to train some of my doctors it would be possible...	St. Louis	10	5
Education	Delivery mechanisms	they need to do more [classes]...you can go out to Bethesda and you can take all these great classes and that's all fine and dandy if you have the support sitting out there. I don't understand why these classes [can't be sent by] satellite and be held a few times and say you go to Eccles and you sit in a room and there is a class.	Salt Lake City	7	3

Education	Delivery mechanisms	The teleconferences...the DuPage ones [MLA], I don't know why they are there...I don't know the connection... The one I went to was on web site development and I went to another one on HIPAA and others...and they have been very useful... go to Eccles ...and for me that is real convenient.	Salt Lake City	8	3
Education	Delivery mechanisms	Can that be copied? Can it be taped? [MLA satellite videoconference]	Salt Lake City	8	3
Education	Delivery mechanisms	My library degree was done as distance education... whole lectures via video...and you sat down and watched them...there would be interactive stuff you had to do. I don't see why the NLM can't do this for those of us who want to do more with continuing education ,, , bank of classes	Salt Lake City	8, 9	3
Education	Delivery mechanisms	we're gettinggrand rounds streaming over the Internet ... go back to the site and click on it and watch them.	Salt Lake City	8	3
Education	Delivery mechanisms	distance education program ... Polycom cameras where you can have up to like 9 sites go into one area and it is face to face...live interaction. I always thought it would be cool to kind of getting away from our program...to have a Polycom sitting on the desk and if a patron comes in they stand in front of the camera and anyone who has dialed in at that time could see someone come up and they could see you ...so you could actually share resources back and forth and see each other.	Salt Lake City	19	4
Education	Delivery mechanisms	we have these multi-million dollar library resources basically throughout the world...and people have changed how they want to be trained. Like nobody will come to a training class anymore that the library puts on...they are too busy. So the librarians try to figure out...alright...how are we going to get people to do these things...and that is what they are doing...they just tried for the last year...they just tried streaming web where they were just...one of their services...so they had this librarian videotaped...very popular because everybody is into it because it is new...but they were just trying it as a new training model	Salt Lake City	31	6
Education	Delivery mechanisms	The videoconferencing is fine except that when you are in a hospital where CE for the CMEs is way more important than the one librarian needs a class. I think a web model is really needed...	Salt Lake City	30	6
Education	Delivery mechanisms	[institution] is doing it with compliance...it is so cool you go on...you watch the little video [via streaming web]...you are test comes up...you take your test and you are on your way.	Salt Lake City	31	6
Education	Delivery mechanisms	[compliance course via streaming web] seemed rather dry. The stuff where you had to go in and take the courses. That was interactive...that was read-click, read-click....no that's boring. It was boring.	Salt Lake City	31	6

Education	Delivery mechanisms	When you say videostreaming...there are teleconferences some times but if you are in a small pocket and there is not a lot of people, you can't off set the cost, because when we pay to teleconference...we have satellite, but I can't afford the _____...we have offset it on...like they had it on patriot act and some of the legal questions and we have had the local librarian group and the special library association all have chapters and roots here...so I mean if everybody puts in part of the cost...between us we can afford to do...you know, 40 or 50 people there. But...I know Topeka...you don't have ...	Kansas City	13	3
Education	Delivery mechanisms	We use to...the VA had a huge stack...you know...now we are down to 3 medical libraries...they just don't have it any more.	Kansas City	13	3
Education	Delivery mechanisms	[Probe: what are options if don't have satellite link or can't afford fee?] Video, an interactive web course.....CDs...some in with these things on CDs...they just load then and send in a little post-test that shows they watched.	Kansas City	13, 14	3
Education	Delivery mechanisms	[SLIM] could easily sponsor an online class and then offer it at a reduced rate and then for members of the RML...if there was a partnership...that would be quite....	Kansas City	14	3
Education	Delivery mechanisms	And at your own pace would be great.	Kansas City	14	3
Education	Delivery mechanisms	Just automatic...just push information to us a little bit...just pick a theme like copyright for the next 6 weeks, or maybe.....I can digest 3 or 4 paragraphs real well...and building on that, basic education, small amounts and then save it, correct, go back and read it again.	Kansas City	15	3
Education	Delivery mechanisms	So I think that is important that is at least kept...the actual instructors coming, some way we could do it at a reasonable cost. [important for networking, in-person sharing - instructor and attendees]	Kansas City	23	5
Education	Delivery mechanisms	I think the symposium is going to be wonderful because I have had many phone conversations and people go...oh I vaguely remember you...because when you were on this committee or that committee with the Wyoming state library, but this is a new circle for me...so it is not children's libraries and it is not the public library. So, it is interesting to meet the new people and to share ideas because we are so spread out and you do...even though I am in Cheyenne, my radius goes out across the whole state because, as residents finish their residency training, and become board certified in Family Medicine...many of them practice throughout the state of Wyoming.	Second Telecon	7	2

Education	Delivery mechanisms	I know that Eccles Library puts out a noon conference with a streaming video every Tuesday I think it is. I haven't looked in a while. Streaming videoconference and I was wondering if...I realize that these are more topics related more generally to the field of medicine, but if maybe the RML could do one that was aimed directly at the medical librarians and I'll every once in a while insert one of those and spread it widely that they would be on. It would be stored so that if you had to miss that one, you could catch it later or if you are able to work at your desk and watch the conference or participate in the conference on your computer at noon or something...that would be wonderful.	Second Telecon	10	3
Education	Delivery mechanisms	I would like to see some online classes. If they could develop some. [tell us more] ... Perhaps things that have to do with interlibrary loans and DOCLINE and SERHOLD...and I know that a lot of the programs have tutorials and so that is kind of a...that's very helpful, but they maybe could go a little bit beyond those tutorials...into what I would call an online class, or an e-learning opportunity. [a live session?] No. It would probably be a web site that you would access.	First Telecon	10	3
Education	Delivery mechanisms	being in (remote) I would sayand I have no idea how much you can or you can't. I know that Utah is very technologically savvy, however, but looking at some distance learning concepts some systems ...CCML for a couple of years made us a part of their annual meeting by putting video-conferencing and I thought that was a very good thing that they did and I think it was supported in some part, if I'm not mistaken by some RML funds. ... So I think people are sitting out in the boonies, 5 hours away from over a mountain pass that is a way you can support us, although it is an expensive way I realize- I think it is getting increasingly less expensive.	Denver	12	3
Education	Delivery mechanisms	I know that Utah provides all of those informatics things on streaming video and as someone was saying maybe there would be programs that could be done that way and it would benefit professional kinds of program. I guess I am not clear as to how much the national library of medicine funding would support professional development. So, I am not clear at this point.	Denver	12	3

Education	Other	what I would do is in some form poll the membership and say...give us some ideas in kind of a brainstorming mode of topics that would be of interest to you...that you would really find engaging in terms of your own professional development or in terms of the operational needs in your library. Take that as kind of a list of laundry list and say...okay, now we want to really get specific about the kinds of programs that you would actually make a commitment to attend. Let's go from there and then work on maybe 2 or 3 of those that could be planned, developed and provided through RML. And I think people would need to make that kind of commitment to vote with their feet and say, I would come, I would commit my professional development, my staff time of our institution to come. That is one idea. I think there are various ways to approach it.	St. Louis	6	3
Education	Other	so the kinds of common mutual concerns of certain types of libraries might be a good place to begin some programming and say, we are really more at the nuts and bolts level...there are just different kinds of needs...the programming that we would plan would reflect...and maybe tier is the model or just categories of libraries that would find mutual topics of interest and do some program planning around those.	St. Louis	9	4
Education	Other	Even, not just for us...I am thinking along the avenue...why do each one of us, from 360 institutions, have to come up with a way to teach PubMed...if they are not on a circuit...and maybe they do come to Wichita, Topeka and teach...to be willing to come visit and teach 4 times a year...and teach PubMed and they I don't have to write out the program...their experts already know what...to answer those question, so I don't have to do it...you don't have to do it...you don't have to prepare it. Maybe that is a way to get in with our physicians, but if you moderate it or facilitate it...it is just as good.	Kansas City	19, 20	4
Education	Other	I will need to investigate whether they actually have this at this point, but I have been contracted by the local hospital to provide and to help them with their information center and they have 2 dietitians who are running that information center...so I don't know if the RML has any readily available resources for me to use to train them. I would love for there to be a web site that I could click on and there would be training materials for those who are responsible for libraries but are not a professional librarian.	First Telecon	12	6

Education	Other	That is something that RMLs use to do and then they stopped doing it over the last, I don't know how many years. They moved their focus away. Because when I was in graduate school up East, it was the old New England Region at the time and they offered classes all the time for non-librarians on how to manage the library or the information at their hospital or clinic, and I found it invaluable and I don't know why they stopped doing that. Especially in a lot of places where budgets just start getting slashed and they can't afford to hire anybody who has any kind of library experience or degree. I always thought that was so useful...and they just quit doing this a number of years ago.	First Telecon	12	6
Education	Other	Well, I think it would be helpful especially in rural states where you have hospitals, clinics and sometimes it is the secretary for a department or, like you said a dietitian or...medical records that has to manage this library and it freaks them out.	First Telecon	12	6
Education	Other	I think we are going to see more and more of that...where they slash the professional librarian and the expectation is that someone else can just do it. So I think that training is going to be...if it continues...I think it might even be more important. I know that is happening in our area.	First Telecon	12	6
Education	Other	I'd up the training...improve the training...renew people.	Salt Lake City	26	6
Education	Other	Offering more CME courses, I know Topeka excellent, I mean they had a lot of consumer, you know paying attention....they have things that I am interested in. ... [at a state library association conference] There are quite a few RML people doing CEs	Kansas City	23	5
Education	Other	I just think the education report [part]...and being a new librarian...that is important to me.	Kansas City	26	6
Education	Other	I would say continuing education also. I like the partnering idea with Emporia [graduate library school] or putting classes up on the web and you could do them at your own pace. Some top professionals with elements...	Kansas City	27	6
Education	Other	I would like to see just a slight increase in the number of training opportunities for us...we used to have an annual kind of MEDLINE update that we did for ourselves. We quit doing that, but I think that we need continuous refreshment on MEDLINE, PubMed all the things that are available to us, because sometimes we just get stuck in a track and we forget to look...and	Denver	20	6

Education	Other	When you have a class...sometime in the last 20 years...you learned...we had a class, it was held at the VA I think and we went through all the basic stuff, the collection development, interlibrary loan, but you can only do that so often...because you have a lot of new people. But it would be wonderful if they would put that curriculum together...these are the concepts that need to be covered and maybe even a videotape lecture.	Salt Lake City	16	4
Education	Other	It's informal...I mean informal. I know when I started at ____ I was new to librarianship and I would have been lost without consortia...I think actually, some kind of written manual, almost, might be...I know it sounds kind of archaic...maybe on the web... They have a book, MLA has a book...and there is also...when I did my homework and I went to the web site...I found a link on there to some new medical ...library...	Salt Lake City	17, 18	4
Shared Purchase, Access	Rationale	we struggle more and more to provide the resources that our users require, particularly in an electronic format. If we could look at...and I don't know what the framework for doing this would be, there are some commercial or quasi-commercial enterprises like Biomed Central that would be a way for us to share resources, but also enhance what we are providing to our local users and really, I think that is the most important part of the network relationship that we have right now.	St. Louis	8	4
Shared Purchase, Access	Rationale	It [RML/consortial agreements for electronic access] would give us leverage.	Kansas City	17	4
Shared Purchase, Access	Rationale	And the group that you could probably talk to in terms of been there and done that...is the state of Missouri. All of those universities in the state of Missouri got together and undid bundled consortial agreements and have access to incredible numbers of...online journal[s]. ... through that...the numbers and everybody contributing that they have gotten what they have.	Kansas City	18	4
Shared Purchase, Access	Rationale	And it is only through that...you know...the numbers and everybody contributing that they have gotten what they have.	Kansas City	18	4
Shared Purchase, Access	Rationale	And those agreements that have to be with multiple publishers because Elsevier has such a big piece of the market and then the other one is Lippincott Williams & Wilkins. I mean, they are both very fine publishers, but the thing is...when you buy these packages so many of them are bundled and since they are in competition of each other, you can only have these...or only have those. And we all know that our collections are not built on journals from only one publisher...we have to have some from both of these and they seem to always come bundled.	Kansas City	17	4

Shared Purchase, Access	Rationale	Yea, so you are getting all sorts of stuff you don't need for the few that you really do need....we don't have now, because we can't afford them...we can't even afford one bundle package...but even a single bundle package isn't going to come ... to taking care of our needs because this whole other group, you know, whatever the bigger group...there are two big ones and then you have all your independent and small ones out there...which would be your third group and you need to have those consortium agreements cover all those basis...not just the same old, same old cookie cutter we have seen.	Kansas City	17, 18	4
Shared Purchase, Access	Rationale	A worldwide library agreement...one library that had everything...and then we would just plug into it and get a fee based...you pay for what you use in a way...	Kansas City	19	4
Shared Purchase, Access	Rationale	Is there any other sort of ____ [shared purchasing] that exist in our area, region at all...	Denver	14	4
Shared Purchase, Access	Rationale	[Question from participant on other shared purchase agreements] You mean besides the state contracts for FirstSearch.	Denver	14	4
Shared Purchase, Access	Rationale	I don't know anybody that doesn't say that there hospital administrators or their doctors...they all want it 24/7 and the reason we don't have it 24/7 is cost. If we make our administrators and doctors[satisfied] ...we are doing our job very well. I don't see it eliminating our job because they still don't know how to use electronic products...they still need us to negotiate [licenses] for that...it makes us look good when we can turn around and offer them the services that they are really telling us that they want...I think we are all hearing that...my own institution...the dollar commitment has not been there...but they will keep turning around saying they well what aren't you providing this.... because you aren't willing to pay for it.	Kansas City	18	4
Shared Purchase, Access	Rationale	Well, I think the electronic journals...and the only way I can afford it is through consortiums...whether it is the local consortiums, state or our region, which is a possibility....and then that can make the smaller libraries available too ...[too soft] it could be a percentage of the collections...based on the budget.	Kansas City	27	6
Shared Purchase, Access	Rationale	But it still has to be a reasonable cost...some of these places are telling you to look at an article...we will give it to you for 24 hours..well how many times do you have to look at it in 24 hours...and they want to charge you \$30-40 to have it for 24 hours. I have gone in, downloaded it and it is done deal...in 5-10 minutes and the charges are outrageous. If you are not an academic library...they their own challenges but I mean the smaller library has a challenge as well.	Kansas City	19	4

Shared Purchase, Access	Rationale	...Journals and consortium agreements...that would be great...there was a lot of good ideas that people threw out...but I mean as far, you know...what the most number of my patrons want...that would be it. ... Electronic journals...at a cost effective price for us...that what it instantly, they want it free, they want it all!	Kansas City	26	6
Shared Purchase, Access	Rationale	to look at some consortial purchasing of things like StatRef or books on Ovid, which have Lippincott's Clinical Choice just as an example..of standard medical, biomedical reference works ... probably end up helping the [small institutions] even more than it would the [larger] institutions....and work with the vendors ...on kind of a sliding scale basis...the large institutions are going to pay a little bit more, but we are going to use our collective purchasing power to be able to have these kinds of resources available again not just in the local library, but in the places where clinicians are using them and could have access through their office. Vendors are probably not going to be too excited about that kind of conversation, but if they can figure out a pricing model that would work.	St. Louis	11	5
Shared Purchase, Access	Rationale	Well, actually the smaller people are the ones who gain the most as you can imagine, because they are getting access to numerous, numerous journals online that they could never, ever have accesses to at all. But they are still paying a piece of the price that cuts back onsaves some of the budget in the larger institutions...so they can buy other monographs or something else.	Kansas City	18	4
Shared Purchase, Access	Rationale	There are no consortial purchases of anything that is directly medical that I am aware of...that is available to individual libraries, individual hospitals except our OVID consortium... .. And one of the reasons I think is that the big players in the state are the universities and they are consortially buying through a group that is not available to the rest of us. The Alliance. So what you have to have to have a consortium that works, especially for somebody like you , is somebody who is going to buy 6 user licenses and there purchase kind of helps bring your costs down. Until we have some big players that are willing to work with a group like ours...it just doesn't happen.	Denver	15	4
Shared Purchase, Access	Rationale	The academics here are involved in this other group...so I don't know...we would have to have a different kind of make-up.	Denver	15	4

Shared Purchase, Access	Rationale	broader library automation consortium. Now it does not include all the medical health sciences libraries called Mobius which is 60 academic institutions throughout the state of Missouri...all are on a common library platform using Innovative Interfaces...one piece of that is resource sharing of electronic resources that are consortially purchased ... significant cost savings. And those are private, publicly supported institutions of all sizes and shapes ... a model in place for it and you know, I think there is a little more sensitivity to some issues of autonomy for academic health sciences libraries as a general proposition. But I think we could work in our own neighborhood to develop those kinds of relationships.	St. Louis	11, 12	5
Shared Purchase, Access	Rationale	that would be really helpful to us as far as resource sharing...join on-line catalogues like Impulse. We don't have the resources to do that either individually or collectively and we don't know what each other holds even here in ... without getting on the phone and calling each other up and finding out. With our state legislature cutting funding for our regional library...that is another loss for us because we utilize their resources a great deal even though we are not considered public libraries, we are open to the public but we're not publicly tax funded so we are going to be losing some of their resource as well so it would be real helpful if the RML would step in there and take some of that role	Denver	16	4
Shared Purchase, Access	Rationale	Given the experience here in Colorado with Prospector, which is of course the Carl program, at the same time includes public libraries...if there were a prospector type catalogue somewhere in the world in the region then you could combine your book holdings that way. At the same time, it is not necessarily the best use of funds because all these holders are available on OCLC...so although medical libraries use DOCLINE ad infinitum, those smaller libraries could be encouraged by the RML to join OCLC as a "gack" (sp) some kind of user who doesn't catalogue there...like Jerry, so you pay less, but then when you have OCLC you have access to all of the books in everybody's library. But, of course, if the library doesn't catalogue on OCLC, then that isn't a good thing either. This all comes down to these cataloguing issues...the cost of cataloguing.	Denver	16	4
Shared Purchase, Access	Rationale	If you have WorldCat or FirstSearch you can go... [there for cataloging copy]	Denver	16	4
Shared Purchase, Access	Rationale	...if the 3 grand junction libraries are not on OCLC in the first place they are not going to be in WorldCat so it gets complicated. [i.e., can't find their holdings to borrow from]	Denver	16	4

Shared Purchase, Access	Rationale	Well, I have to agree with the consortial....the problem of not having access to the consortium. I mean, we are also an oddity at our university in that we are not a member...I think we are the only state university that never got into the Alliance and went onto Prospector which is something that we librarians have just cried over meeting after meeting because we can't get into the III system because we have a different online catalogue arrangement...we share an online catalogue with a local high schools and then we also have a _____ collection of catalogues, so that is another oddity.	Denver	19, 20	6
Shared Purchase, Access	RML coordinating role	of a great idea....there would be more collaboration with the RML about electronic access and consortial agreements. If we could some how masterfully bring together our resources and find a way to get access to electronic resources, whereby, 4 or 5 universities are funding the hugely expensive consortial agreements and everybody else is just taking advantage of them, but we all have a little piece of it and thereby have access to it...then is about sharing resources and information access...so what better person to head up something like that than the RML.	Kansas City	17	4
Shared Purchase, Access	RML coordinating role	They have several...they know what we own....so now looking at that and seeing how much duplication there is ... licenses somehow.	Kansas City	17	4
Shared Purchase, Access	RML coordinating role	And electronic somehow? Just putting together an electronic package...that you can add the bandwidth system of CanEd [cancer education network...Something they are trying to get off the ground. The state is working on...] ...or if it is another means of getting it out to people whether it is through DOCLINE or whatever, but you know, making the information accessible to everyone who is on DOCLINE.	Kansas City	17	4
Shared Purchase, Access	RML coordinating role	But certainly just doing it through DOCLINE...you have already got your network established.	Kansas City	17	4
Shared Purchase, Access	RML coordinating role	If we could do some sort of consortium buying through the RML to get some mediated by them...that would be awesome and other things too. But my experience with Science Direct except for the fact that it was Elsevier are fabulous. The content was great and I have been talking to the people that I talked to at Elsevier when I was in California about some way to work it out so that we could afford it...but the only way they can figure....____. I'm new to this state so I am...this is a question I guess.	Denver	15	4

Shared Purchase, Access	RML coordinating role	And there are roles besides just being the ones who negotiate the contracts. The RML could ask as a fiscal agent for us instead of my checkbook running through those \$300,000 we could be sending our money to the RML and have them administer the contract. That sort of thing...it wouldn't require even up front money from them to do something like that. And publishers listen to big groups.	Denver	15	4
Shared Purchase, Access	RML coordinating role	Other than they [RML] would be paying for the accountants.	Denver	16	4
Shared Purchase, Access	RML coordinating role	Regional licensing of electronic resources... [very vocal agreement – “aah” and laughter] ... Well, like Science Direct or something. I mean it is just...not that I would do it...I mean Elsevier, but I mean for an example...I think that we had a wonderful example, Sue Coldren worked out a deal with OVID to license the Lippincott Williams & Wilkins full text journals plus a number of databases. We got so much for our money through the effort...but it was a tremendous amount of work on Sue's part and it was a very scary deal because she took on the contract...\$300,000. And we have other opportunities for that renewal. We have a Colorado Resource Library sharing board that has done some licensing too, but it just seems like there could be other ways maybe that we could tap into some of these resources. [Another speaker:] We do have people out of Colorado...we have Wyoming and South Dakota and Oklahoma.	Denver	14	4
Shared Purchase, Access	RML coordinating role	Of all things that we have talked about, I would have saying pursuing consortial buying would be at the top of my list. [3 others agreed]	Denver	19	6
Shared Purchase, Access	RML coordinating role	Stuff like...we are dealing with all of these other issues, but I would definitely say that the consortial purchasing because I know...it seemed like about a year ago...along with the Centura health, Centura Health Hospital System...and the Centura Health corporate office in Denver was looking into buying MDConsult but I think that the latest decision was that they couldn't afford it or they couldn't somehow work out _____ that would work for all the libraries so we didn't get that. I know that was a hope, but even...it's even kind of a struggle to try to maintain communication with...the Centura Health office in Denver. So it's like communicating with everybody out there is takes a lot of my time and effort.	Denver	20	6

Tech Awareness, Applications		anything that the region can do to enhance document sharing through DOCLINE in particular would be nice. I don't know what it could do necessarily. ...maybe something to do with monographs available in the region... one of the things that DOCLINE is not intended to be...but it would be nice ... some sort of non-periodical resource...supplement ... regional in this case... a gap...for really clinical biomedical monographs, audiovisuals, that kind of thing...that are difficult to locate regionally, if they are not in World Cat.	St. Louis	10, 11	5
Tech Awareness, Applications		Don't you think, for instance, with ...I remember...it comes back to [RML staff] again...when she would come to the consortium meetings you remember the last 3 meetings...she was like...who is not on EFTS and why?	Salt Lake City	14	4
Tech Awareness, Applications		I think sometimes we don't avail ourselves of things like LinkOut...we know we should do it but we don't have time and that little hump of I don't know what to do next...it would be kind of neat if they would promote that more and say...you know...you can't go wrong with this little service ...it is really simple and some how encourage people to participate in that.	Salt Lake City	13	4
Tech Awareness, Applications		Or like using Marcive which is really so simple once you know how...but when you don't know how...it's like this black hole out there.	Salt Lake City	13	4
Tech Awareness, Applications		I was a part of the grant that put the envision or the see you see me system in Wyoming and mine was one that never did work properly once I put in a wireless Internet system, so technology. We have got to keep pace with technology in our medical libraries or we have lost it all.	Second Telecon	13	6
Tech Awareness, Applications		Yes, I agree with you. We really need to keep apace with technology so that we are not left behind and need to be able to ...you know...have good scanning equipment so we can email articles quickly to each other. We need to be able to use things like the ICU UCMeand to encourage pharmacists and physicians and allied health professionals to use that technology to consult with one and other.	Second Telecon	13	6
Tech Awareness, Applications		[Are librarians using PDAs?] I didn't at my library, but I was approached in my hospital by the education department...did I have resources or did I know about an expert in the field...or who could provide that sort of education for the people in my hospital.	Denver	11	3
Tech Awareness, Applications		There might be a way to add something on, which is the end point of that, in the actual delivery of it and where our library is using ILIAD to do that...so it is providing a PDF format. Again the distributed network of information, so the users don't actually have to come into the library.	St. Louis	9	4

Sustainability	RML advocacy role	and ____ is having some hassles with his...and there is pressure to say ...it's all on the web free...so why do I even need you. And then you look at ____ ...which is pathetic. Wouldn't it be nice if there were some way that the RML could help us...	Salt Lake City	22	5
Sustainability	RML advocacy role	I think we are always going to have to justify what we do...but everyone does.... It would be nice to have something big...behind you.	Salt Lake City	22	5
Sustainability	RML advocacy role	Don't you think the National Library of Medicine, a government thing...would have a lot more [clout]?...the Association for Medical Librarians...who like ____ ...everyone wants to...we like our jobs...we want to keep our jobs...we think they are important. That is one thing, but having an organization that is not ...	Salt Lake City	23	5
Sustainability	RML advocacy role	<i>[Probe: ...for that advocacy role to have a letter written to the administration on behalf of the library...saying the RML is here...your library is doing a really great job...]</i> Yes, I think that would be good.	Salt Lake City	23	5
Sustainability	RML advocacy role	but I think the advocacy is not a letter, I think advocacy is a program...for every librarian and the RML and the NLM have to commit to...and so writing a letter is a good supportive piece, but on both ends, I think librarians and those big organizations have to commit to that advocacy program. It is constant. It is all the time.	Salt Lake City	24	5
Sustainability	RML advocacy role	I think I would like to see a more formal advocacy....program also. ...in particular the hospital librarians... I get back stuff from SLA and SLA is awfully good at that sort of thing ... you either have a lot or you have nothing...so they are good about those programs	Salt Lake City	24	5
Sustainability	RML advocacy role	So really, the NLM and the RML...you would end up spinning your wheels a lot I think eventually...well maybe they have been ...because hospital libraries are closing all the time. You always get the message....this is about the time of year that all the little ... "I'm leaving" messages start coming in.... That my library has been ended...see you all...I'm retiring 10 years early.	Salt Lake City	27	6
Sustainability	RML advocacy role	You know what would be a great project...a very good project might be to dolooking at which hospitals...I should say this on the air...because I just came up with a good project...don't write this down. We should look at how hospital rank and what their libraries are like and see what the correlation is. That could be a project for the RML. ... Which hospitals have been in trouble with the joint commission, what are their libraries like? There are kinds of stuff that could be done I think...pushing the...	Salt Lake City	27	6

Sustainability	RML advocacy role	[Probe: RML action when new administrator on board] ...that would be a key thing...the presence...to be on top of what are the changes going on in the state? Who is buying what?...What administrators changing and who should we just get to know? ... I mean, if one place is getting downsized...someone is going to hear about it and think well...they saved a lot of money there...it is not a good thing.	Salt Lake City	25	6
Sustainability	RML advocacy role	Well, look at HIPAA...and how everybody is running around creepy about HIPAA and it is this government thing...from this agency thing....you must do this...why can't the NLM and RML throw their weight around and say...we...	Salt Lake City	28	6
Sustainability	RML advocacy role	Because if you look at IRBs and all the stuff they go through...making sure people...all of the right process and when do they bring the library into these things. I don't understand why their weight can't be thrown behind...	Salt Lake City	28	6
Sustainability	RML advocacy role	[Government requirements would] give them less of a choice to mess with...what is so important. I think hospital libraries are extremely important...any time somebody comes in and gets this information from me....they come back and say thank you...it went well with the patient and you helped...that is important. And if I'm not there...who is doing that search for them.	Salt Lake City	28	6
Sustainability	RML advocacy role	You are right, you do get out there and there is just so much hohum and passiveness...you come to library school and they get you all excited and ready to get out there and conquer the world...and then you hear librarians just complaining about the stuff. ... Well you hear it all... we don't make enough money and it is the same stuff...nothing ever happens. [Another speaker:] They get beaten down...yes, this is another place where the RML can help us.	Salt Lake City	29,30	6
Sustainability	RML advocacy role	[Probe for comment on role of RML] ...and I think one of these conduits, obviously they won't always remember to mention that a librarian....all the stuff that is coming out...if you get this...you could maybe....they are not exactly our...marketers... [Probe: And when you say they?] The ... RML...National Library of Medicine...	Kansas City	14	3
Sustainability	RML advocacy role	You see what is coming out of NLM is not sending good healthcare professional to the medical library...but more [consumers?] to the medical library.	Kansas City	15	3
Sustainability	RML advocacy role	I think that the message is that what they do to the consumers if you go to your public library...even though a lot of times public libraries don't have staffs that are reference members...that have a real familiarity with the health literature. They may be the business librarians and they may be a very good business reference librarian...but that doesn't know the medical resources.	Kansas City	15	3

Sustainability	RML advocacy role	Maybe some more awareness to the educational community that we can offer these services. I am not sure how much others know of what we offer. [Probe: Explain] Ok, for instance, my nursing students...the nursing students...I am connected with Western Wyoming Community College through a lot of their programs and they come down to this library and they are just totally amazed that I can offer these things and that they knew nothing about it. The MEDLINE, PubMed, DOCLINE, Lonesome Doc...they know nothing about it. Maybe the community colleges awareness of the health sciences. They just seem to know nothing about it when they come.	Second Telecon	9	3
Sustainability	RML advocacy role	I know that recently they have been discussing something about recent hospital library closings and trying to maybe get something together about how to promote hospital libraries and try to convince hospitals that they still need them...how to go to the joint commission and try to convince them that their regulations may need to be stronger in the area of libraries. I know the RML has been active in that, which in the long run is sort of career development. Trying to keep those career opportunities open. ... It goes along with the other things that they can offer, just the proactive promoting of libraries and librarians and fostering some of those same connections between those hospitals and other health organizations.	First Telecon	10	4
Sustainability	RML advocacy role	Really the topic that has been talked about [recognition of the complexity of info management] is an issue in all types of libraries that I can see in particular, just one are ...this is one area that we could focus on as a profession. We just need to get the word out in general. But if this RML area could help us with promotional materials to the administration in these hospitals and clinics to help us explain what it is that we do that is necessary and that would be marvelous.	First Telecon	13	6
Sustainability	RML advocacy role	MLA..yes, they have a whole campaign on doing that...the MLA does [promoting the profession]. [not helpful, different role for RML?] Well, because what the MLA does...it is for professional librarians...and what I think we are talking about and what I have had experience with...is those people who aren't librarians. They aren't going to join the MLA, they aren't going to join the chapter unless they are discovered and encouraged	First Telecon	13	6
Sustainability	RML advocacy role	The MLA is so much more expensive than like the MCMLA...so especially if they are not professional librarians..they are not interested in joining, in spending over \$100 to join an organization. [and so wouldn't get promotional materials from MLA]	First Telecon	13	6

Sustainability	RML advocacy role	<i>[And the materials that they [MLA] develop then, wouldn't be things that you could then take and use with rural hospitals in your area that would just promote the whole idea of medical librarianship? You would want something somewhat different from that?]</i> Oh, I think so. Because a lot of the people in these rural areas...they are medical record professionals or they are dietitians or they are nurse educators and I don't think we should be performing a profession that they are not going to change to. What I think the RML could do is promote the idea of a library...not you don't necessarily have to be a librarian...and it would almost seem like...if we used MLA's model we are promoting a profession on them...and that is not what is important...it is having the information resource...that's what is important.	First Telecon	13, 14	6
Sustainability	Recognition of hospital library, librarian role	I mean, right now it is all because of JCAHO ... if it wasn't for JCAHO our library would have went away.	Salt Lake City	22	5
Sustainability	Recognition of hospital library, librarian role	Well, thank goodness for JCAHO.	Salt Lake City	22	5
Sustainability	Recognition of hospital library, librarian role	And we do now have MLA's...or the hospital library section just put out their new minimum standards for hospital libraries...but it is still...if you don't go and read it...it doesn't do any good...you need someone with more clout saying...this is the minimum.	Salt Lake City	23	5
Sustainability	Recognition of hospital library, librarian role	[Probe: Biggest issue for medical librarian?] Getting a job...keeping our jobs...because even the joint commission...I think they have changed all that...didn't they come out and say that the medical libraries were not necessary...well, it has been drafted that ...the draft essentially reads...you do need to give information through Medical Library or you can out-source.	Kansas City	29	6
Sustainability	Recognition of hospital library, librarian role	You know one thing that did come up for me...I was thinking that sometimes there is erosion of support for hospital libraries and their facilities. Like with __, he is only half time now...	Salt Lake City	22	5
Sustainability	Recognition of hospital library, librarian role	I think that [library cuts] is the number one important thing...and I am so glad you brought it up. In fact it irritates me to no end having to justify what we do.	Salt Lake City	22	5

Sustainability	Recognition of hospital library, librarian role	at the previous meeting [of the local health sciences library group] ...a lot of the comments were about people's cuts and down sizing...that is real important dup comment - related to professional development and CE topics]	Kansas City	15	3
Sustainability	Recognition of hospital library, librarian role	If you have a full profit come in, I don't care who is in there...if you are not a money making ...you are gone.	Salt Lake City	27	6
Sustainability	Recognition of hospital library, librarian role	And I guess that is where the electronic journals...we feel like that is almost a way of keeping our jobs...because that is the most critical resource that we need to meet our patrons needs. If you are meeting their needs...they are more than likely going to be...they are going to see you as important to them because they don't know how to get that resource.	Kansas City	29	6
Sustainability	Recognition of hospital library, librarian role	We need to educate them...but how do you do that? ...and then it goes back to marketing yourself. How do you prove how worth while you really are.	Kansas City	29	6
Sustainability	Recognition of hospital library, librarian role	An organization [NLM or MLA?] that is training one to be a consumer library [as opposed to supporting hp services role?].	Salt Lake City	23	5
Sustainability	Recognition of hospital library, librarian role	I am speaking for myself...but I think other people would agree that frequently when things come out of the NLM and it is like a bolt of lightening ...they have totally forgotten the hospital library again .	Salt Lake City	23	5
Sustainability	Recognition of hospital library, librarian role	And you wonder if that isn't part of the reason that they don't support us that much and they don't have thisit isn't overwhelming that you must have ...certain services.	Salt Lake City	23	5
Sustainability	Recognition of hospital library, librarian role	And when PubMed went public, that really was like another....well they did it...PubMed went public and they are like out...	Salt Lake City	23	5
Sustainability	Recognition of hospital library, librarian role	well...now everybody can do it [PubMed].	Salt Lake City	23	5

Sustainability	Recognition of hospital library, librarian role	Come on Lonesome Doc and they completely forgot...	Salt Lake City	23	5
Sustainability	Recognition of hospital library, librarian role	they [NLM] sent a letter to the hospital administrators...telling them about PubMed but forgetting to mention that they ought to have a librarian. Frequently, this is just not once or twice...	Salt Lake City	23	5
Sustainability	Recognition of hospital library, librarian role	and there are some smaller incidents where they talk about their new developments, but all of the people involved but don't mention librarians.	Salt Lake City	23	5
Sustainability	Recognition of hospital library, librarian role	It is pretty offensive say if a letter goes to the administrator when you are supposed to be the expert. I mean, how do you get to make high level decisions if the National Library of Medicine doesn't even treat you with the respect you deserve.	Salt Lake City	23	5
Sustainability	Recognition of hospital library, librarian role	What is the use of doing all these programs if you don't have librarians...we have lucked out where we are somehow, but the tide has changed and now they think we are really valuable.... they added money to our budget instead of decreasing it...well journals increased 11%, well we are going to increase your budget every year 11%.... I am still shocked, I still don't even know what to think about it. But, it wasn't like that before and it was scary...and think of a place like that without librarians...I think the advocacy should be the number one thing. It can change overnight.	Salt Lake City	27	6
Sustainability	Recognition of hospital library, librarian role	He was like, oh look 11% rise...where are you going to get that...it's all on the web...and we don't need librarians....I mean it is excellent that the librarians do a good job...that is essential too...but if you don't have someone in administration who understands and is supportive...	Salt Lake City	25	6
Sustainability	Recognition of hospital library, librarian role	I do them [statistics]...I am on top of that...we all do them...that is one of my highest priorities and when I first started...and I don't know what they were thinking...I had all the numbers.if they [library patrons] are really enthused about it [info provided by library], I ask them to send a letter to someone because I don't keep a little...this person told me...	Salt Lake City	28,29	6
Sustainability	Recognition of hospital library, librarian role	In the long run, that type of training [basic library skills] may make them realize that it takes more than just a dietitian that knows how to shelve books to manage the library if they know...they need to be taking the classes and know the complexities of managing health information. Then may be... they will be more likely to keep their professional librarian in place.	First Telecon	13	6

Sustainability	Recognition of hospital library, librarian role	...how can a librarian be a librarian in any field right now...in any...and survive without realizing that though [need to toot own horn, promote]....I think that many library schools have taken that and changed the way they teach students to promote library services. I think that everybody is working, whether you are working for non-profit or profit...or whatever the situation, everybody is pushed to be their own advocate. I think that is important and I think the more structure we have for that...the better.	Salt Lake City	29	6
Sustainability	One-person libraries	I got the job and then I found out that I could come to the consortial meetings and I came down and started meeting people and stuff like that...started asking questions. The lady that I replaced got ill so she wasn't able to train me...she trained me a little bit on the day to day operational thing...but it is the deep down stuff that I need to know about in order to make it function up there...using stuff...so I did come down for PubMed training that they had here, but I could sure use DOCLINE...I could sure use some of the other ones ...and I picked up on my own or asked questions. It is a crash program and okay do it...There has not been any official kind of thing...to let me know what is going on...	Salt Lake City	14	4
Sustainability	One-person libraries	I came into this position with no overlap from the prior librarian, so I was kind of learning everything from scratch and that was very helpful [visit from RML liaison to teach DOCLINE]	Second Telecon	3	1
Sustainability	One-person libraries	There are some satellites, but they aren't...there are no librarians. We have satellite facilities but if they need things they call me and ask me for it.... What you are saying...if I need training, maybe there are some other people [in the area who could serve as mentors - no]...my co-workers fill in for me when I am gone...and they just do the basics. They don't need to do all the stuff, but they need to be able to function when I am out of the office for any great length of time. So, it like our cross training thing and that is what we do within our little work area, because I have two other departments that house their desks in the library.	Salt Lake City	17	3
Sustainability	One-person libraries	Maybe we need to bring back the model of one person libraries when you are gone...another person covers for you. For instance, if you are gone...you could put our number out and your people could call us and we could...they call you. ... That happens sometimes. The people at IHC another one of our libraries...they now know they can call me...if their person isn't there and I just do what they need to do and I send it out to them...or...if I order an ILL for them make sure...where it is from. I don't go in use their id and password....I know it is an older concept that use to be done more...maybe it is something that could be done. [Probe for discussion of while the librarian is out sign; positive response prior to tape being turned over.]	Salt Lake City	18	3

Awards (Grants)		we have somebody in house who actually helped us write grants...actually came to [us] and said...I think that you can get this grant and I am going to write it for you. And we gave her all the information and it...it was wonderful because we gave her the information and we got the grant. It was a grant from the Utah Medical Association and we got all the computers.	Salt Lake City	24	5
Awards (Grants)		That is something that the old RML...they would send something out and say...this grant deadline is in 3 weeks. Let me...choke...	Salt Lake City	25	5
Awards (Grants)		You know in our region...with such a low population of libraries...we should be...it should be easier...to get this kind of stuff done. It should be way easier than out in the northeast...New York or the bay area.	Salt Lake City	25	5
Awards (Grants)		The time was just ridiculous before, but we would need someone on the lookout...here is money ... I heard a presentation at MLA...the Kaiser Permanente libraries....all over California...there are a lot of them...they also have a lot of money in the corporation....but they weren't really tapping into it and they put together a grant...they put together this grant and got a ton of money that they were absolutely shocked...wow...now...okay...I mean, even in these bigger places they are not that well versed in the process...	Salt Lake City	25	5
Awards (Grants)		That would be a great class [money sources and someone who can steer you in the direction] ...a great continuing education class...for librarians.	Salt Lake City	25	5
Awards (Grants)		And that [web resource for funding sources, deadlines] might be wonderful for other people but I would also need someone to say...you know here is a way you might think about it	Salt Lake City	25	5
Awards (Grants)		I have had more interaction recently than I usually have...because we applied for a grant that I was the PI for...so you know...I had interaction with Claire on procedural things...so that is probably my interaction with the RML. [specifics?] Well, you know, just emails back and forth...when are deadlines; what is going on; updates; that sort of thing. Keeping me up-to-date on things. When I need to have stuff done. [helpful?] Yes, because we needed to get this in and even though we didn't get the grant...it was helpful because...they were very prompt in answering my emails. So, that helps, because as you know, the NLM has such tight deadlines for things...for applications. So there is always somebody there that could answer my question.	First Telecon	5	1

Awards (Grants)		...talking about the grant. I also applied, I actually got the grant and I have to agree that [RML liaison] was very helpful, Claire was very helpful...and kind of focused on the grant....she thought that one thing we had planned to do would let...we weren't asking for enough to really do a good job with it...so she says "take that out" and encouraged us to apply for a new grant next year. Of course, since then the legislature has cut out our intended partner...but.... [was helpful]	Denver	3	1
Outreach		I would say consumer information and you touched on that when we were talking about MedlinePlus. I think lots of the public libraries aren't aware of it. I know lots of consumers aren't aware of it. And I think making good information available to the public is becoming more and more important as patients take on more of their research.	Second Telecon	12	6
Outreach		I think a good place to start with that [making good information available to the public] is our colleges, our community colleges, those that are linked to hospitals for clinicals. You know, using my setting as an example...the awareness and to know who they can go to and who to ask.	Second Telecon	12	6
Outreach		many patients are going on the Internet. They are going to various web sites and they are looking at information and I find it important to track all of these different places, so I am making my resident physicians aware of where the patients are going. Whether patients are reading...so they have an idea of where the patient is coming from when they are treating them. There is a real need for them to know the good quality web sites, like MedlinePlus...because there are a lot of them out there...that make your eyes pop when you read them!	Second Telecon	12	6
Outreach		...we're coming more to the forefront and the hospital pamphlet that she showed today that she put together with the listings is a very handy tool. Because, we had been nine health news fair. We were able to hand those out to the community and it was already done and taken care of. It is healthy for my hospital budget that I didn't have to print those up and provide them...that I could provide them...so it was very helpful. [follows comments on distributed staffing/specialist - pulling together CH librarians]	Denver	4	1
Outreach		...reiterate what _____ said about the brochures [RML liaison did] ...those have really been a nice picture of what consumer libraries are capable of doing and they are there and they are ready to go.	Denver	5	1
Outreach		one nice thing is that I have been able to go work information booths at conventions because of the RML being here and that is great.	Salt Lake City	3	1

Outreach		you are going to be doing outreach...that whole thing...maybe we should get these hospitals that are out there...like _____ or _____ where the people don't really have a librarian...they have a ILL...they have Lonesome Doc...it is not the same. It would be so great if there were places...well this is the person you call [i.e., Polycom videoconference].	Salt Lake City	19	4
Outreach		if you were in a rural library situation if someone may not feel comfortable sharing some information with the librarian...but if they could communicate privately with someone that would have the information...off site...away from the community they would be more likely to share question...	Salt Lake City	19	4
Outreach		And they still call home occasionally [hp students who go on to practice in the state] for help with information needs which is what we like them to do and we are happy to help them.	Second Telecon	8	2
Outreach		I am looking forward to the training at the symposium because I want to know more about Lonesome Doc, because I have some Lonesome Docs. I have some Lonesome epidemiologists at the state...and I want to be sure I am doing this all the right way to help them.	Second Telecon	8	3
Outreach		I too have Lonesome Docs and they love it and so do I. ... Mine do too and also I do a lot of tutoring for nursing students and allied health students from the University who also live in Cheyenne and commute to Laramie and sometimes it is easier to go to me than to ...	Second Telecon	9	3
Outreach		one other thing too that the RML has started to do, at least in Cheyenne, is that before she left [RML liaison] was able to come over and do a training for the reference desk at the Laramie County Library on using MedlinePlus.gov. Which really helps out. Because I get all these people that are just distraught and I really don't have any books to support them. My collection is small, it is for family physicians and it's really nice for me to be able to take them online to MedlinePlus, but I wish...I really wanted the public library reference people to do that too. To help people out and help young people out with all their papers. Needing the latest statistics on drug and alcohol and that kind of thing tool ... they either don't know we exist or...the reference people are not really aware, but they have made MedlinePlus a button on the Wyoming library database system so I am hoping that will help. [RML training for other types of libraries; also making them aware of med libs]	Second Telecon	9	3
Outreach		You know, you just touched on something I think our pharmacists for some reason aren't aware of the services.	Second Telecon	13	6

Outreach		I work a little bit with that because of many pharmacy students from UW do one of their ambulatory clinic locations here at Family Practice and they also do rotations at various pharmacies here in town and the VA so I see at least a couple dozen of them a year, which is probably more pharmacists than most people do.	Second Telecon	13	6
Outreach		We always have at least one come through here for the clinicals that are hospital pharmacists and they are also just amazed when I show them what is available. So I am wondering why the pharmacy schools that they are going to aren't relaying this to them? I think it is just a case of...they do some...but like all students they maybe don't really pay attention until they are out on rotation and there it is and they really need it	Second Telecon	13, 14	6
Outreach		Do you think this is something [outreach to pharmacy] that the RML might target a little more then? Because I know they have had programs in the past where they have targeted different groups...like Public Health was one big project that I recall.	Second Telecon	13, 14	6
Outreach		the pharmacists in Wyoming are reasonably well organized and I think that would be a wonderful group to target because they are source of information for many people. If they can't get in to see their doctor...they go see the pharmacist. ... They are not only providing the education to the pharmacist, but providing education that the pharmacist can provide to the patients. ... and I would think if more pharmacists were acquainted with MedlinePlus they would be happy to tell their people...you know, people who say...why don't you go and look at this and then go see your doctor with your concerns. There is even information, and my pharmacy students tells me...their drug content is package inserts, but it has the same caveats and if it is fine print and you can't read that...this is big and on your computer and you can read it...it is large print.	Second Telecon	14	6

Appendix B

Occurrence of Comments by Theme/Topic and Location

		Number of Comments by Location						
Theme	Topic	Denver	First Telecon	Kansas City	Salt Lake City	Second Telecon	St. Louis	Grand Total
Awards (Grants) Total		1	1		6			8
DOCLINE Total		2	2	4		5	5	18
Education	Delivery mechanisms	2	1	7	10	3	4	27
	Other	1	4	4	3		2	14
Education Total		3	5	11	13	3	6	41
Information Flow	Clinical information/ alerts			2	1			3
	Digest	4					4	8
	Directory			4				4
	Email	2	1	1			3	7
	In person	8	4			3	1	16

		Number of Comments by Location						
Theme	Topic	Denver	First Telecon	Kansas City	Salt Lake City	Second Telecon	St. Louis	Grand Total
	Info to RML		2	9		2	1	14
	Listserv	3	3	7	5	4		22
	Other	1	1	1	2	3		8
	Print newsletter	2	1	2	1		2	8
	Site visit		1	1	1	1		4
	Web site (Usage, Content)	7		6	4	3	3	23
Information Flow Total		27	13	33	14	16	14	117
Outreach Total		2			3	12		17
Professional Development	Barriers	8	1	8	4	2		23
	Interest Area		1	8	2		2	13
	Resources	4	3	13	3	10	5	38
Professional Development Total		12	5	29	9	12	7	74
RML Staff	Appropriate referrals	2		1	1	1	1	6
	Communicate RML role	5	1	3	3	1		13
	Contacts/ visible/ proactive	4	12		6			22
	Distributed staffing model	9	1	2	5		1	18
	Problem resolution/ Follow-up	1		3				4

		Number of Comments by Location						
Theme	Topic	Denver	First Telecon	Kansas City	Salt Lake City	Second Telecon	St. Louis	Grand Total
	Responsiveness			1	3	1	2	7
	Support, assistance	2	2	1	8	4	1	18
RML Staff Total		23	16	11	26	7	5	88
Shared Purchase, Access	Rationale	9		11			3	23
	RML coordinating role	6		4				10
Shared Purchase, Access Total		15		15			3	33
Sustainability	One-person libraries				3	1		4
	Recognition of hospital library, librarian role		1	4	19			24
	RML advocacy role		5	3	13	1		22
Sustainability Total			6	7	35	2		50
Tech Awareness, Applications Total		1			3	2	2	8
Grand Total		86	48	110	109	59	42	454