

# Annual Report

---

## National Network of Libraries of Medicine - MidContinental Region

May 1, 2008 - April 30, 2009

Contract No. N01-LM-1-3514

Spencer S. Eccles Health Sciences Library  
University of Utah

Submitted March 10, 2010

# Table of Contents

## Executive Summary

Personnel	3
Advocacy	3
Assessment & Evaluation	5
Community Outreach	8
Consumer Health	10
Education	12
Network Membership	15
Technology	17

## Network Infrastructure

Table 1: Annual Infrastructure Data	19
Regional Emergency Preparedness Planning	19
Identifying Unique and Historical Collections	20
E-licensing	21
EFTS	21

## Outreach

Table 2: Site Visits	23
Web Site Use	28

## Attachments

Attachment 1: Annual OARF Summary: RML staff activities	30
Attachment 2: Annual OARF Summary: Subcontractor activities	31
Attachment 3: Region map: RML staff outreach activities	32
Attachment 4: Region map: Subcontracted outreach activities	33
Attachment 5: Region map: Outreach activities with significant number of minority participants	34
Attachment 6 State map (Colorado): Network membership	35
Attachment 7 State map (Kansas): Network membership	36
Attachment 8 State map (Missouri): Network membership	37
Attachment 9 State map (Nebraska): Network membership	38
Attachment 10 State map (Utah): Network membership	39
Attachment 11 State map (Wyoming): Network membership	40

# Executive Summary

---

## Personnel

Jean Shipman accepted the position as Director of the RML and the Spencer S. Eccles Health Sciences Library and started her new position on October 1, 2008.

Sandy Drollinger, Financial Analyst, started her new position on August 6, 2008.

The final report on the successful sharing of the Technology Coordinator position between the MidContinental and Pacific Southwest Regions was submitted to NLM. The two regions will continue to share the position through the next contract year.

---

## Advocacy

There was much activity in the region on producing and encouraging members to use resources in showing value. Classes were taught in the region and “Breezing Along with the RML” sessions on the value calculators were broadcast. The Outreach Evaluation Resource Center and other RMLs invited Betsy Kelly, Assessment and Evaluation Liaison, and Barb Jones, Missouri/Library Advocacy Liaison, to present the value calculators in their online presentations. All sessions were very well attended.

Ms. Jones coordinated teams of Network members to carry out advocacy activities. A marketing contest was held at the chapter meeting sponsored by the joint MCMLA/RML

Advocacy Task Force. The Hospital Libraries’ Power Toolkit Work Group was formed and published its first set of resources on the collection and use of statistics on the MCR web site.

The RML continued to support the J. Otto Lottes Library research project on the impact of library provided information. The research study on the value of libraries planned to include participation by three hospital libraries of different sizes from Missouri and Colorado. Two libraries in each state have committed to the project: Missouri Baptist Hospital and St. John’s Health System in Missouri; Poudre Valley Health System and Exempla St. Joseph Hospital in Colorado. Ms. Jones continues to recruit libraries to have data from different sized hospitals for the study.

A knowledge sharing workshop was offered in April 2009 to explore a new role for hospital librarians. Lorri Zipperer and Becky Steward facilitated sessions for five librarian/health professional teams registered for the workshop. Knowledge sharing projects were planned, to be completed within six months following the workshop.

The MCR took a new tack in addressing funding in the region. The MCR consolidated its offer under one broad title, “Continuity of Health Information Award,” and asked members to write a proposal with a focus on health information literacy, emergency planning, or hospital library advocacy. This allowed us to use one statement of work as a template. Instead of proposal writing classes at the urban centers in the region, a series of short technical sessions were held almost daily for a two week period. During each of these technical sessions, all who

attended received a consultation on their project idea. This resulted in increased contacts with liaisons for assistance.

**Outcome:** Increased numbers of proposals from the region are submitted to NLM, NN/LM, and other sources.

**Indicator:** All liaisons will report at least one consultation with Network members on project proposals.

*Indicator Not Met. Five of the nine liaisons provided consults on proposals.*

**Outcome:** NLM funded projects are used when designing regional projects and activities.

**Indicator:** Two extramural funded projects are promoted to the region by the funded library.

*Indicator Not Met. Two libraries in the region participated in three projects funded by NLM grants. Neither library was contacted to promote their projects.*

**Outcome:** Hospital librarians will have materials available to use in advocating for the library within their institutions.

**Indicator:** 75% of Network Member Questionnaire respondents who used advocacy materials would recommend them to others.

*Indicator Partially Met. This question was not asked on the Network Member Questionnaire, but was asked at the end of the year on a questionnaire that had a lower response rate. Eighty-eight members responded. Seventy-five (85%) would recommend at least one of the resources. The advocacy resources that would be most recommended were the Retail Value or ROI/CBA calculators (56%), Advocacy sessions on "Breezing Along with the RML" (54%), and the "Measuring Your Impact" workshop (52%).*

**Indicator:** Two talking points resources for librarians to use with their administrators are developed and shared with Network members.

*Indicator Met. The Power Toolkit Work Group developed a "Working with Library Statistics" web page. This page defines different kinds of statistics and how they can be collected.*

*Ms. Jones and Ms. Kelly wrote an information page on determining the cost of library services. This page accompanies the instructions on calculating the cost to replace library services on the retail market.*

*These are two statistical resources that can be used to develop talking points.*

**Indicator:** Four librarians from the region will publish the results of their marketing study and resulting promotional programs in the Plains to Peaks Post.

*Indicator Met. Librarians who carried out projects resulting from the "Marketing as if Your Library Depended on It" class, taught by Pat Wagner in year 2, were invited to describe their marketing efforts in the RML newsletter. The following articles were published:*

- "Benefits of Using the AAO Library" by Jackie Hittner, Library Services Manager, American Association of Orthodontists*
- "Evolution of a 'Simple' Marketing Plan" by Susan Centner, Project Director, MAHEC Digital Library*
- "Marketing to Physician Assistant Students" by Phyllis Whiteside, Medical Librarian, Irwin Army Community Hospital*
- "Orienting Nursing Students to the Medical Library" by Jill M. LaGasse, Medical Librarian, St. John's Regional Medical Center*

**Indicator:** Display of marketing materials from member libraries is presented at MCMLA.

*Indicator Met. MCR sponsored a marketing contest at the chapter meeting and awarded prizes for:*

- Marketing – Library: American Association of Orthodontists*
- Hospital promotion – Medical Library: Poudre Valley Health System*

- *Academic Library Promotion:  
McGoogan Library, University of  
Nebraska Medical Center*

**Outcome:** Members of the MCR will have documented evidence of the value of information to health science institutions in the six state region.

**Indicator:** Institutions participating in the study begin collecting data.

*Indicator Not Met. The process has taken longer than planned. Two of six institutions have begun collecting data. The other hospitals are working on designing their questions and obtaining IRB approval.*

---

## Assessment and Evaluation

Each year the MCR conducts a key assessment of the region. Last year we held focus groups on health information training for public librarians. The final report was received this year. This year we refreshed the Network Member Questionnaire and distributed it to health sciences libraries in the region. Questionnaires were distributed to 203 members; 130 responded resulting in a 64% response rate. This is between the response rate for the 2005 questionnaire (75%) and the 2002 questionnaire (56%). This year's data will be compared to data from 2002 and 2005.

In addition to the Network Member Questionnaire, more focused assessments were administered:

- Internal focused discussion to evaluate the annual planning process.
- A spring questionnaire on the MCR communication tools focusing on the resources available on the MCR web site.
- A questionnaire to identify barriers to EFTS participation.
- A questionnaire on licensing e-resources through Regional Licensing Consortia.

This was the year for the National Library of Medicine to assess the National Network of Libraries of Medicine. On November 19, 2009 the site visit team visited the region. The RML staff presented its accomplishments, challenges, and recommendations for improving the program. Dr. Loris Betz, Vice President for Health Sciences, talked about how the NN/LM program contributes to the University of Utah's mission. The Access Grid brought in Resource Library Directors and constituents in the region to contribute their comments and ideas on the RML program.

The MCR contributed much to the Outreach Connections Steering Committee's evaluation of its collaboration. Claire Hamasu, Associate Director, and Siobhan Champ-Blackwell, Community Outreach Liaison, helped develop the discussion questions. Ms. Champ-Blackwell and John Bramble, Utah/Network Membership Liaison, conducted four focused discussions with members of the steering committee as participants and Ms. Hamasu helped analyze the data.

The Regional Advisory Board (RAB) was engaged in a number of activities that assisted the RML this year. The ideas generated during the annual meeting were substantive and input on whether to keep an affiliate member designation was passionate. They participated in the Hospital Libraries' Power Toolkit Work Group and the Community Outreach Working Group, creating useful resources. Members tested questionnaires before they were distributed to the region and reviewed proposals for funding. One on one consultations also occurred between liaisons and RAB members.

The MCR collected data from staff that was used to track progress in addressing the direction set out by our logic model. Staff submitted 1,416 reports that were used by project liaisons to monitor their project areas and to compose this annual report.

**Outcome:** Network members are more proficient in project planning and evaluation.

**Indicator:** 50% of 240 Members responding, report on the Network Membership Questionnaire that information about project planning and evaluation on the Assessment & Evaluation section of the web site is very useful or indispensable.

*Indicator Not Met. This question was inadvertently not included on the Network Membership Questionnaire.*

**Outcome:** The Regional Advisory Board represents the diversity of the region and contributes to RML planning, policy, and procedures and program development, review, and evaluation.

**Indicator:** Each Advisory Board member will either make at least one suggestion or provide advice once a year to the RML or will facilitate RML contact with their constituent group as recorded in minutes or ARS.

*Indicator Met. All members, but one, participated in the Regional Advisory Board annual meeting and contributed experiences and recommendations on health information literacy, advocacy, emergency planning, funding, and engaging members in MCR programs. The Advisory Board member who had to miss the annual meeting facilitated RML participation in working with minority youth in Omaha, Nebraska.*

**Indicator:** Each liaison will have at least four contacts (email, visits, phone calls, or videoconference) concerning RML work, per year, recorded in the ARS with a board member in addition to the annual meeting.

*Indicator Not Met. Three of nine liaisons had at least four contacts with Regional Advisory Board members.*

**Outcome:** Evaluation plan for the RML gathers data on how the RML contributes to improved access to health information by health professionals and the public.

**Indicator:** Increases in proxies for access such as DOCLINE, EFTS, Loansome Doc, knowledge of/or additions to historical collections, awareness due to communications instruments, connectivity, new members, and members providing services to unaffiliated health care professionals.

*Indicator Partially Met. There was a split between proxies that decreased and those that increased.*

*The Network Membership Questionnaire showed a decrease in services to unaffiliated health professionals from 73% in 2005 to approximately 71% in 2008. We phrased the question differently in 2008 so the decrease is approximate. The downward trend is corroborated by the region's DOCLINE statistics. The 109 full members providing service to unaffiliated health care providers at the beginning of the contract dropped to 103 members.*

*We evaluated how members rated our awareness/communication tools. We assume that the more useful the awareness tool, the more likely the member will pay attention to it, and the more informed they will be to better serve their patrons. Only one MCR awareness tool increased in usefulness among the membership. Members who ranked the MCR's news feed via the listserv useful or very useful increased from 43% in 2005 to 51% 2008. And those that received the news feed via RSS increased from 13% in 2005 (service had just started) to 16% in 2008.*

*The most popular tool in 2008 was the RML newsletter, Plains to Peaks Post. However, even the newsletter decreased in its ranking from 74% in 2005 to 63% in 2008.*

*Proxies that showed an increase were the number of Network members, the number of EFTS libraries, and the number of Loansome Doc users.*

- *Increase in new members: Seventeen new members joined the Network this year.*
- *EFTS: Three libraries joined EFTS this year.*

- *Loansome Doc: 499 new unaffiliated health care professionals registered.*

**Indicator:** Reports based on data from the ARS describe activities that contribute to improved access.

*Indicator Met. The MCR designated 21 outcomes as access outcomes and 6 indicators as access indicators. Meeting access outcomes and indicators would result in changes that would directly affect the access to health information in the region. Among the access outcomes the MCR made good progress with 10, medium progress with 8, and little or no progress for 3. Among the access indicators two indicators were met, one was partially met, and three were not met.*

*These activities contributed to improved access:*

- 1. Working with organizations so that they implement information programs for their service populations.*
- 2. Increasing the number of health professionals, affiliated and unaffiliated, who have access to electronic document delivery.*
- 3. Providing hospital librarians with advocacy materials so that they can promote their services.*
- 4. Providing members with access to an electronic book collection.*
- 5. Using effective communication mechanisms, we increased collaboration and access to health information.*
- 6. Increasing the number of facilities available for training by delivering training to the desktop.*
- 7. Improving document delivery practices in the region.*
- 8. Increasing the number of partnerships among libraries and community organizations that enhance access to health information.*
- 9. Administering the Network Membership Questionnaire to gain an understanding of member needs to support their programming.*
- 10. Gathering data on how the RML contributes to improved access to health information.*

**Outcome:** NLM is aware of needs articulated within the Region and receives feedback about its products and services as collected and reported by the RML.

**Indicator:** 90% of 240 Members responding to the Network Membership Questionnaire provide feedback on NLM products and services.

*Indicator Partially Met. The health sciences libraries in the region decreased to 203 at the time when the questionnaire was distributed, so we could not attain the 216 responses (90% of 240) we had projected. Of the 130 respondents, 94% provided feedback on NLM products and services. We did meet the percentage of respondents who answered the questions on NLM products and services.*

**Indicator:** The Regional Advisory Board includes a representative from: each state in the region, each special project area, a CBO, a pool of Resource Library directors, and MCMLA.

*Indicator Met. Members of the Regional Advisory Board meet all the criteria for a representative board.*

**Outcome:** Site visit team is enthusiastic and supportive of RML programs and services.

**Indicator:** Report contains no surprises, indicating that the RML is aware of its strengths and weaknesses.

*Indicator Met. The team was enthusiastic, engaged, and asked many questions. They were complimentary of the whole RML team.*

**Outcome:** The needs of health sciences libraries are acknowledged/understood for them to support programs to improve the transfer of health care and biomedical information within their institutions.

**Indicator:** Network members participating in focus groups articulate how the Network enables them to support programs to improve the transfer of health information in their institutions.

*Indicator Met. The public library focus groups reported back on the benefit of training received from liaisons on consumer health resources in being able to respond to questions from clients.*

---

## Community Outreach

To promote the services and resources of the National Network of Libraries of Medicine, the RML liaisons have made connections with community organizations in all states. For example:

- Taking Neighborhood Health to Heart - Colorado
- Center for Health Disparities - Kansas
- Department of HHS Region VII - Kansas
- Mexican Consulate - Kansas
- Service United (bilingual group) - Kansas
- Centro Latino - Missouri
- Center for Human Diversity Board - Nebraska
- Nebraska CARES
- Nebraska Reproductive Health Title X Grantee and Delegate Information and Education Committee
- Utah AIDS Foundation
- Utah Latino Network
- Utah Spinal Cord Injury Forum
- Wyoming Office of Multicultural Health

In addition, we have imbedded ourselves in select organizations in order to gain a better understanding of their needs, establish a stronger relationship, and help improve their information access.

### Café to Go

A successful strategy in bringing librarians and staff from community organizations together has been Café to Go. This year sessions were held in Kansas and Utah. Twelve people attended the Kansas Café to Go, half coming from CBOs and half representing libraries. One partnership resulted between the Kansas City Public Library and a community organization in Kansas.

Twenty-seven people attended the Utah Café to Go, eleven from libraries and sixteen from community organizations. Ms. Champ-Blackwell established a wiki for the Utah participants to share ideas and projects.

“Bringing Health Information to the Community” (BHIC) remains a popular communication medium for sharing news of importance for community organizations, government employees, and academicians who work with community organizations. Feedback expresses how valuable it is to the immediate readership and the extended audience.

The RML was pleased that consultations were requested involving library/community organization partnerships for the Continuity of Health Information Award. The three projects that were awarded all involve partnerships between public libraries and other organizations in their community. Grillo Health Information Center is partnering with the Boulder West Senior Center; Lawrence Public Library is partnering with the Lawrence-Douglas County Health Department, Douglas County Emergency Management, the University of Kansas Research and Training Center on Independent Living, and Together Prepared; and Spanish Peaks Public Library is partnering with Las Animas-Huerfano Counties District Health Department.

The Community Outreach Working Group’s mission is to create an online resource for librarians and community organizations to assist them in connecting with each other and developing projects that work. The resources will focus on:

- Definitions
- Strategies for overcoming barriers when providing outreach to underserved communities
- Keys for building and maintaining relationships with community partners
- Funding
- Lessons learned

**Outcome:** More CBOs in the region recognize the NN/LM MCR as a network of providers of health information.

Indicator: Twenty new CBO subscribers each year to BHIC Blog.

*Indicator Met.* The number of BHIC Blog subscribers increased throughout the year resulting in fifty new subscribers. This does not account for individuals who read the blog anonymously through RSS feeds.

Indicator: Each state liaison is a member of the infrastructure of at least one CBO.

*Indicator Partially Met.* State Liaisons (except for Kansas and Colorado) and the Community Outreach Liaison have aligned themselves with at least one CBO.

The RML has representation with the following CBOs:

- Cambio de Colores - Missouri
- HELP Adult Services - Nebraska
- Nebraska AHEC Advisory Board
- Utah Minority Health Network
- Wyoming Comprehensive Cancer Control Consortium

Indicator: Feasibility of an emergency preparedness symposium is understood.

*Indicator Met.* At strategic points throughout the year, the RML discussed whether the region would benefit from an emergency preparedness symposium. Due to time constraints on the staff and travel constraints of members, the staff came up with alternate plans to promote emergency preparedness. The Wyoming Symposium will focus on emergency preparedness. Dan Wilson and the MCR will hold a continuity of service session at the chapter meeting in 2009.

**Outcome:** Increased numbers of proposals from the region are submitted to NLM, NN/LM, and other sources.

Indicator: Ten consultations happen each year regarding CBO/library partnerships.

*Indicator Met.* Liaisons conducted twenty-two consultations on library/CBO partnerships. The consultations were prompted by Café to Go sessions on partnerships and the availability of RML funding.

**Outcome:** CBOs, public libraries, public health departments, and other organizations serving minorities, senior citizens, and low income populations receive training and information about health information resources and implementing health information programs for their service populations.

Indicator: Two methods are identified for how to partner to support health information programs.

*Indicator Met.* One methodology is the Café to Go sessions bringing diverse organizations together to talk about partnering to support health information programs. Another method is the development of the Utah Partners wiki, a tool for Utah Café to Go participants to develop and share projects for health information outreach.

Indicator: Five new entries are added to the Effective Practices Collection on projects carried out by collaborations between Network libraries and CBOs.

*Indicator Not Met.* Adding effective practices is one of the deliverables for outreach subcontracts. The RML expected that funded outreach subcontracts would be completed in time to partially meet this indicator. This was not the case. Liaisons will work with principal investigators of outreach subcontracts to add effective practices to the Effective Practices Collection as projects are completed.

**Outcome:** Institutions who train minority health professionals will have promoted health information access to their community.

Indicator: Two tribal librarians contribute their expertise by submitting items to tribal publications and/or effective collections database.

*Indicator Not Met. Two display banners customized for the Little Priest Tribal College Library (last year) and the Wind River Tribal Library (this year) have not been used to promote health information services of the library at local health fairs or pow wows. The banners have been displayed in the library and were displayed and admired at a tribal librarians meeting in Oklahoma. No experiences are available for articles or the effective practices database.*

**Outcome:** Resource Libraries will develop partnerships with CBOs that increase access to health information to underserved populations in the community.

Indicator: Two tools are created from the projects.

*Indicator Met. The Community Outreach Working Group that includes Resource Library representation created two tools – a web site for their use of resources and topics the group determined were most important for librarians wanting to do outreach. The second tool is a series of five teleconferences that will be developed to help librarians interested in outreach.*

Indicator: Effective collaboration practices are developed.

*Indicator Not Met. This work group, which is a collaboration of librarians and representatives of community-based organizations, is still too young to have developed effective practices. We expect that they will contribute to the Effective Practices Collection in year 4.*

---

## Consumer Health

The subcontracts offered by the RML have been a successful inducement for Network public libraries to partner with community organizations. Over the first three years of the contract, three partnerships in Kansas, two in Colorado, and one in Nebraska have formed.

Before the end of the contract we will encourage public library/community organization partnerships on improving health information access in the three remaining states of the region.

MCR's Go Local highlight for the year was the roll out of Kansas Go Local accompanied by a gubernatorial proclamation of January 29th, 2009 as Go Local Kansas Day! Sustaining Go Local continues to be a challenge with personnel turn over and funding issues. Jim Honour, Wyoming Liaison, personally took on management of Go Local from the Wyoming Center for Rural Health Research and Education until the University of Wyoming Libraries assumed leadership. Go Local Utah also went through a leadership transition period this year and new staff learned how to administer the project. In Colorado, Ms. Abbey promoted Go Local at the Colorado state library association meeting and spoke with the Colorado State Library, the Colorado AHEC, the Resource Library, the Prevention Information Center, and a county public health department about a Go Local partnership. In Missouri, Ms. Jones and her Resource Library Director had several meetings with Missouri 211 to investigate working together on Missouri Go Local.

**Outcome:** Partnerships exist that enhance access to electronic health information.

Indicator: 75% of consumer health articles submitted will be published in state library or CBO newsletters.

*Indicator Partially Met. Six articles were submitted. Three articles were published this year in statewide newsletters — articles in the Wyoming State Library and Kansas State Library newsletters, and in the newsletter going to all Missouri nurses participating in an NLM training grant. Liaisons in Colorado, Nebraska, and Utah submitted articles, but none were accepted for publication.*

**Indicator:** Potential collaboration between a public health department and a library is identified.

*Indicator Met. The Continuity of Health Information Award generated collaborations between public libraries and their public health departments. In Colorado, the Spanish Peaks Public Library is partnering with the Huerfano Counties Health Department. In Kansas, Lawrence Public Library is partnering with the Lawrence-Douglas County Health Department. In Utah, Uintah County Library is partnering with the Utah Emergency Management Office.*

**Indicator:** Feedback and input is provided by the working group on at least one consumer health project.

*Indicator Not Met. The consumer health working group met only once this year and did not carry out its work group plan.*

**Indicator:** Six library partnerships that have been facilitated by the RML exist per contract.

*Indicator Partially Met. The MCR has almost met this activity in year 3 with the RML facilitating four partnerships.*

*Three library partnerships facilitated by the Continuity of Health Information Award:*

- Grillo Health Information Center - Boulder West Senior Center (CO)
- Spanish Peaks Public Library - Huerfano Counties Health Department (CO)
- Lawrence Public Library - Lawrence-Douglas County Health Department (KS)

*One library partnership facilitated by Café to Go session:*

- Kansas State Public Library - Bethel Neighborhood Center

**Indicator:** At least six partnerships per contract, will be formed, one in each state.

*Indicator Not Met. Six library partnerships facilitated by the RML have formed in three states:*

- Grillo Health Information Center - Boulder West Senior Center (CO)
- Spanish Peaks Public Library - Huerfano Counties Health Department (CO)
- Lawrence Public Library - Lawrence-Douglas County Health Department (KS)
- Kansas State Public Library - Bethel Neighborhood Center
- State Library of Kansas - Dykes Library at University of Kansas Medical Center
- Creighton University Health Sciences Library - Project Interfaith and the Respite Resource Center (NE)

**Outcome:** Populations in each state will be better served by local service information and by MedlinePlus.

**Indicator:** All six states will be participating in Go Local.

*Indicator Not Met. We became one state closer to having Go Local cover the region when Kansas Go Local went live in September 2008. Missouri and Colorado are still looking for organizations willing to collaborate and take on responsibility for statewide Go Locals.*

**Indicator:** The NN/LM MCR will have a presence with two national organizations.

*Indicator Met. The MCR had a presence with three national organizations. Ms. Champ-Blackwell completed her term as a REFORMA (National Association to Promote Library and Information Services to Latinos and the Spanish) representative and began her office as the organization's secretary. She also worked on the American Library Association (ALA) initiative "Wellness in the Workplace." In this capacity, she helped run the ALA Conference Health Fair attended by approximately 500 members.*

*Ms. Abbey continued as a section editor for the FPIN Evidence Based Practice Newsletter highlighting MedlinePlus resources.*

## Education

The MCR had an active training schedule this year. In addition to providing training for librarians and health care providers in the region, liaisons were invited to share their expertise in other regions. Ms. Kelly and Ms. Jones spread the use of library calculators via OERC, Middle Atlantic Region, and New England Region sponsored webinars. They taught “Measuring Your Impact” for Michigan librarians. Marty Magee, Nebraska/Education Liaison, traveled to North Carolina to present “Thinking Like an MBA” at the invitation of the Association of North Carolina Health Science Librarians. Sharon Dennis, Technology Coordinator, partnered with Max Anderson, the new Technology Coordinator for the NN/LM Greater Midwest Region at the Association of State and Territorial Health Officer Senior Deputies meeting. Their topic was public health applications for new technologies.

Ms. Champ-Blackwell and Ms. Abbey both presented at ALA-Anaheim 2008. Ms. Abbey taught “Take Two Aspirin: Helping Librarians Meet the Public Demand for Consumer Health Information” and Ms. Champ-Blackwell was a panelist for “Partnering to Help Reduce Health Disparities in our Communities.”

Most of the staff were on the program at MLA 2008. Ms. Champ-Blackwell offered her CE course “Getting Started with Information Outreach in Minority Communities” and Ms. Dennis taught her CE course “Introduction to Blogs and Wikis.”

The following papers and posters were presented:

- “A Calculator for Measuring the Impact of Health Sciences Libraries and Librarians” - Ms. Jones and Ms. Kelly
- “Demonstrating Effectiveness from Planning to Outcomes: One Regional Medical Library's Story” - Ms. Kelly and Ms. Hamasu

- “High Tech High Touch: Sharing Staff at a Distance” - Ms. Dennis, Ms. Hamasu, and Heidi Sandstrom, Associate Director, NN/LM Pacific Southwest Region
- “Interdisciplinary Clinical Team Experience: Bridging the Education Gap” - Joan Stoddart (Co-author)

New classes developed for online training this year included DOCLINE training sessions, hands on sessions on NLM Resources, and a licensing negotiation class.

The MCR offered a monthly series of DOCLINE related sessions on Adobe Connect and promoted them on DOCLINE-I. Attendance was never large but drew participants from all over the country and Canada (October 2008-April 2009):

NN/LM Region	Participants
Greater Midwest	14
Canada	11
Middle Atlantic	8
MidContinental	9
Southeastern Atlantic	9
South Central	5
Pacific Northwest	2
Pacific Southwest	2

**Outcome:** Partnerships exist that enhance access to electronic health information.

**Indicator:** Six training sessions using the consumer health modules will be taught.

*Indicator Met. Modules for NLM's consumer health resources were developed last year by Ms. Abbey to be mixed and matched for training sessions. Ten sessions incorporated one or more of the modules.*

**Indicator:** 75% of students indicate that the class met learning objectives.

*Indicator Met. 85%-100% of the participants of the above sessions indicated that class objectives had been met.*

**Outcome:** Increased numbers of proposals from the region are submitted to NLM, NN/LM, and other sources.

Indicator: Grant training will be held at least once in the region.

*Indicator Not Met. Instead of holding a proposal writing class as planned, the MCR offered a series of technical sessions for the Continuity of Health Information Award. Ms. Hamasu walked participants through the RFP and provided time for participants to present their project ideas and receive comments and suggestions from a consultant liaison. Twenty-three members participated in seven sessions.*

Indicator: 75% of students indicate that the class met learning objectives.

*Indicator Not Met. Class was not offered.*

**Outcome:** Librarians are able to employ sound library management skills.

Indicator: One synchronous and one asynchronous class will be taught on tools for evaluation and advocacy.

*Indicator Partially Met. Four in-person valuation calculator classes were taught in Missouri and Kansas. No asynchronous class was developed.*

Indicator: 75% of students indicate that the class met learning objectives.

*Indicator Not Met. Where post-class evaluations were distributed (two of the four classes) 100% of the students indicated that learning objectives had been met.*

Indicator: One class on project planning and evaluation will be taught in Wyoming and Colorado.

*Indicator Partially Met. A CE class was proposed for the chapter meeting in Wyoming but was cancelled due to insufficient enrollment. No class was offered in Colorado. However, two Moodle classes of "Thinking Like an MBA" were taught.*

Indicator: 75% of students indicate that the class met learning objectives.

*Indicator Met for "Thinking Like an MBA" classes.*

**Outcome:** Increased collaborations and access to biomedical information via effective communication mechanisms.

Indicator: Twelve classes will be offered on the use of information technology.

*Indicator Met. Sixteen classes on the use of information technology were held.*

Indicator: 75% of students indicate that the class met learning objectives.

*Indicator Met. At least 75% of the students for the above classes indicated the class had met its objectives.*

Indicator: 75% of at least 150 members responding to a questionnaire indicate that communications are effective in increasing awareness of resources about library management skills.

*Indicator Partially Met. In Spring 2009, the MCR asked its members whether communications from the NN/LM MCR are effective in increasing awareness of resources about library management skills. Eighty-nine members responded, not the indicator of 150. However, 95% of those responding agreed or strongly agreed that the MCR communications were effective in increasing awareness of resources on this topic.*

Indicator: Offer thirty classes for Network members that increase their skills in the use of NLM Document Delivery Systems.

*Indicator Met. Thirty classes were scheduled, but in seven instances, no one showed up to take them. Twenty-three classes were held.*

**Indicator:** 75% of students indicate that the class met learning objectives.

*Indicator Not Met. For five classes, no evaluation was distributed. For seven classes, less than 75% of the students indicated that learning objectives had been met. For nine classes, 100% of the students indicated that learning objectives had been met.*

**Outcome:** Librarians, health professionals, and consumers are trained to be capable of using NLM resources and emerging technologies.

**Indicator:** 75% of at least 150 members responding to a questionnaire indicate that communications are effective in increasing awareness of resources.

*Indicator Not Met. A question to determine whether MCR's communication mechanisms are effective in increasing awareness of resources was not specifically asked. However, in our Network Member Questionnaire we did ask about the usefulness of each of our communication tools. 81% of 129 members responded that the MCR's newsletter, Plains to Peaks Post, was useful or very useful.*

**Indicator:** Five new training items will be posted to the NTCC per year.

*Indicator Partially Met. Three training items were added to the NTCC this year: on public health, outreach to minority communities, and basic information for consumer health modules.*

**Outcome:** Network members and librarians in the MCR will have access to electronic books focusing on technology and library administration.

**Indicator:** Use of NetLibrary increases 10% over prior year.

*Indicator Not Met. We had hoped to reach 520 uses this year, but our usage of NetLibrary fell this year from 475 (year 2) to 407.*

**Outcome:** Network members, health professionals, and organizations providing health information to the public have utilized electronic and face-to-face opportunities to learn how to evaluate health information resources.

**Indicator:** Materials about evaluating information are included in all health information literacy classes.

*Indicator Partially Met. Due to the limitations of the OARF reporting, we are using the number of MedlinePlus events as our proxy for health information literacy classes. During the year the MCR presented 68 sessions that included MedlinePlus and evaluation of information was a component in 34 (52%) of them.*

**Indicator:** Liaison will be on the program of the USPHS national meeting.

*Indicator Not Met.*

**Outcome:** Network members, health professionals, and others have facilities in the region where they can be trained to access health information from NLM resources.

**Indicator:** All classes scheduled by the NTCC for the MCR are held.

*Indicator Met. NTCC trainings were scheduled and held in Denver, Colorado and Cody, Wyoming.*

**Outcome:** Increased collaborations and access to biomedical information via effective communication mechanisms.

**Indicator:** Liaisons exhibit at assigned national and state conferences including a state library, public health, and minority health conferences.

*Indicator Partially Met. The MCR was assigned one national meeting this year and staff exhibited at the USPHS Commission Officers meeting. Liaisons exhibited at the state library association conference, a public health conference, and a minority health conference in all states except Wyoming.*

**Outcome:** NLM and NN/LM programs and services are presented as part of the program at national conferences and state meetings.

**Indicator:** Liaisons will submit a proposal for inclusion on the program of state library association conferences, public health conferences, and minority health conferences in each state.

*Indicator Not Met. Only the liaisons in Nebraska were successful in getting on all the required programs.*

*Proposals were submitted for state library association meetings in Colorado, Kansas, Nebraska, and Utah; all were accepted except for Colorado.*

*Proposals were submitted for minority health meetings in Colorado, Kansas, Nebraska, and Utah; all were accepted except for Colorado.*

*Proposals were submitted for public health meetings in Colorado and Nebraska; the presentation was accepted for the Nebraska meeting.*

*For three meetings there was a conflict with either MLA or the chapter meeting, so the liaison did not submit a proposal.*

**Indicator:** MCR will, time permitting, submit a proposal to be on the program of all national meetings each year where we are an exhibitor.

*Indicator Met. Ms. Abbey contacted USPHS about doing a program presentation. It was not accepted.*

members were especially involved. Resource Library staff did a lot of testing of the Access Grid so that it would work on that day, they provided space for the public sessions, helped facilitate the public sessions, and directors met with the site visit team.

To communicate with the region, the MCR published Plains to Peaks Post with a circulation of 380. The quarterly newsletter was also distributed from the MCR web site via an announcement on the listserv that goes out to 357 subscribers. There were 185 posts to the RML News blog and 800 posts to the BHIC blog. Due to conflicts with meetings attended by all MCR librarians there were only nine “Breezing Along with the RML” broadcasts this year that were attended by 30-50 members each.

**Outcome:** Unaffiliated health professionals have access to information resources and services.

**Indicator:** 97% of Network member Institutional Records in DOCLINE accurately reflect services provided for unaffiliated health professionals.

*Indicator Not Met. In order to meet the indicator set, MCR staff needed to contact 163 full members to verify accuracy of records. Since MCR staff contacted only seventy-two members, we can only state with confidence that 43% of Network member Institutional Records in DOCLINE accurately reflect services provided for unaffiliated health professionals.*

*All members who needed to be contacted in Colorado, Utah, and Wyoming were contacted. For three of the region's states, services to unaffiliated health professionals are accurately reflected in DOCLINE.*

*In a few cases, liaisons were able to convince the library to expand services to unaffiliated healthcare providers and the institutional record was updated. In most cases, MCR staff learned that records were current. Based on this feedback, we surmise that most of the DOCLINE records accurately reflect services to unaffiliated health professionals.*

---

## Network Membership

The site visit was a major activity this year involving Network members. Members provided input on the RML by responding to the questionnaire that was distributed and participated in the public session that took place at each Resource Library. Resource Library

**Outcome:** Health professionals and unaffiliated health professionals will have access to health sciences information through electronic document delivery.

Indicator: 18% annual increase in the number of unaffiliated health care professionals registering with Loansome Doc.

*Indicator Partially Met. There was a 13% increase in unaffiliated health care professionals registered with Loansome Doc. We started the year with 2,994 unaffiliated health care professional users and ended the year with 3,496 registrants, an increase of 499.*

**Outcome:** Growth in full and affiliate memberships.

Indicator: 5% increase in new members joining the Network from identified eligible institutions in the region.

*Indicator Met. Seventeen new members joined the Network this year – six full members and eleven affiliate members, surpassing the indicator we had set of fifteen new members.*

**Outcome:** Network members will be actively involved in the NN/LM infrastructure and outreach programs.

Indicator: 87% of Network members are actively involved in the NN/LM infrastructure, outreach programs, and assessment of services.

*Indicator Met. The MCR has 316 members. The MCR exceeded expectations, with 445 individuals from Network institutions actively involved in NN/LM MCR infrastructure, outreach programs, and assessment of services. Members participated on the Regional Advisory Board, in work groups, helped staff exhibits, teach classes, wrote articles for the newsletter, responded to the Network Membership Questionnaire, and presented in "Breezing Along with the RML" sessions.*

**Outcome:** Network members are aware of activities, projects, updates, news, announcements, etc. of other Network members, NN/LM, and NLM services and programs.

Indicator: NN/LM MCR will certify one Network member as an exhibit staff.

*Indicator Not Met. A certification process was not developed.*

**Outcome:** Overall document delivery practices for the region meet NN/LM MCR standards.

Indicator: Less than 10% of NN/LM MCR members appear on the NLM Bad Member Reports.

*Indicator Not Met. We used five reports for meeting this indicator: fill rate, updating of institutional records, updating of serial holdings, and members with fewer than twenty-five journal titles and Loansome Doc requests removed for non-action or non-receipt.*

*We met the indicator for two of our criteria. Only 5% of our members appeared on the report for institutions with less than twenty-five journal titles and no members appeared on the report for Loansome Doc requests removed for non-action or non-receipt. We did not meet the indicators related to fill rates and updating records in DOCLINE.*

<b>Criteria</b>	<b>Member Count</b>	<b>Percent</b>
<i>Members having a fill rate of less than 75%</i>	54	32%
<i>Members not updating their institutional record in the past year</i>	26	15%
<i>Members not updating serial holdings in the past year</i>	56	34%

**Outcome:** NLM is aware of needs articulated within the Region and receives feedback about its products and services as collected and reported by the RML.

**Indicator:** NLM reports that feedback from NN/LM MCR Liaisons was helpful.

*Indicator Met. NLM sent messages to MCR on the usefulness of its feedback on a usability issue with Go Local, a summary of the impact of the RML on Wyoming, and on the possibility of the ALA president helping to promote the NIH Salud Magazine.*

---

## Technology

The MidContinental and Pacific Southwest Regions persisted in developing a national registration system. Ms. Dennis continued to work with Karen Olson, programmer for the National Training Center and Clearinghouse, to implement changes that had been requested by the Associate Directors in the year 2 meeting. In December, Ms. Olson produced a prototype that Ms. Dennis, Ms. Hamasu, and Ms. Sandstrom tested. They submitted additional programming requests. By April, the system worked well enough to be demonstrated to the Associate Directors. There was only one request from that demonstration - that a report of registrant emails be produced. Several of the RMLs volunteered to beta test the system. The registration pages were moved to the nnlm.gov training folder ready for the Pacific Southwest Region to conduct the first beta test for a class.

A complete review and edit of the MCR web site was conducted this year. Recommendations by AIR (American Institutes for Research) were implemented by the technology staff. The tabs and pages of the web site were equally divided among all staff. Working in pairs, reviewers made recommendations to the tab or page manager to improve usability, update content, and fix bad links.

### 13 Things Modules

This was a guided self-discovery series on Web 2.0 applications that lasted 10 weeks. During the year the series was offered twice to the MidContinental and Pacific Southwest Regions, although the first session had attendees from a few other regions. Of the 140 participants in both sessions, fifty-six completed the class. The evaluation of the classes indicated that a strong majority felt that the self discovery worked well for them and that the MP3 player was a strong incentive to finish within the timeframe set by the instructors. We were very pleased that the technology adoption rate among participants who completed the course for both sessions was over 50%. For those who did not complete the course, time constraints was the primary reason given.

**Outcome:** Increased collaborations and access to biomedical information via effective communication mechanisms.

**Indicator:** Each Resource Library with a PIG participates in two events.

*Indicator Met. Dan Wilson's presentation on Emergency Planning was broadcast using Access Grid technology to the Resource Libraries. The second event was the Resource Library Directors session and the public session for the MCR site visit.*

**Indicator:** 75% of at least fifty respondents to a questionnaire report that the MCR web site increases their awareness of health information resources and regional activities.

*Indicator Met. Seventy-eight (76%) respondents to an end of the year questionnaire agreed that MCR web site increases their awareness of health information resources and regional activities. This questionnaire was completed by 103 individuals.*

**Indicator:** 75% of 250 respondents to a questionnaire report that the MCMLA listserv increased their awareness of health information resources and regional activities.

*Indicator Partially Met.* The response rate of 102 was less than the expected response rate of 250. However, 87% agreed that the listserv increased their awareness of health information resources and regional activities.

**Indicator:** Ten new online communication tools are tested and evaluated.

*Indicator Met.* The following communication tools were tested and evaluated:

1. Wimba
2. Elluminate
3. Google Talk
4. Google Voice & Video
5. Debut Video Capture
6. Group Tweet
7. CamStudio
8. UtipU
9. EVO
10. Adobe ConnectNow Beta
11. DimDim

**Outcome:** In conjunction with other RMLs, Network members, health professionals, and organizations providing health information to the public are able to learn about new technology developments that will help them to increase access to biomedical information.

**Indicator:** Ten postings containing information related to hospital informatics will appear in the RML News.

*Indicator Met.* Ten postings on informatics were distributed via the RML News between January and April of 2009.

**Outcome:** Members adopt new technologies to increase access to biomedical information.

**Indicator:** 50% of the Learning 2.0 participants who complete the class adopt a new technology.

*Indicator Met.* "13 Things"- a series on web 2.0 technologies- was offered twice this year. For the first session, 22 (54%) participants of those who completed the class responded that they had adopted at least one new technology. For the second

session, 20 (77%) participants of those who completed the class responded that they had adopted at least one new technology.

**Indicator:** 50% of Network members questioned indicated that they have adopted at least one new showcased technology per year.

*Indicator Met.* Of the 103 respondents to a year end questionnaire, 57 (55%) answered that they had adopted at least one new showcased technology. RSS had been adopted by 49% of the respondents and Wikis had been adopted by 42% of the respondents.

**Outcome:** Under-connected Network members have increased access to biomedical information and to communication tools.

**Indicator:** Technology liaisons efforts will contribute to an increase in connectivity of at least one institution over the contract period.

*Indicator Not Met.* Connectivity refers to the ability to access needed resources or communication through firewalls, filters, and institutional policies. The connectivity activity was to be piloted in the Pacific Southwest Region before being tried in the MCR. The activity was unable to move forward in a timely manner in PSR due to administrative requirements for funding equipment from a cell phone company.

**Outcome:** Working groups contribute to the technology project activities.

**Indicator:** At least one new idea generated by the working group is integrated into the program each year.

*Indicator Met.* The technology working group participated in a social bookmarking project and the resulting cloud was posted on the MCR web site.

# Network Infrastructure

Table 1: Annual Infrastructure Data

	Current year	Previous year
Network members – full	166	168
Network members – affiliate	150	146
Libraries providing services to unaffiliated health professionals	106 (63%)	105 (63%)
Libraries providing services to public users	108 (65%)	115 (69%)
Average fill rate for resource libraries	77%	78%

## Regional Emergency Preparedness Planning

Emergency planning this year focused on activities with Dan Wilson, Coordinator for the National Emergency Response and Preparedness Plan, raising awareness of the topic within the region; and working on an internal continuity of service plan that included our buddy, the New England Region.

In June, Mr. Wilson and Susan Yowell, Project Assistant, visited the region to orient the RML staff to its role in supporting assistance to Network members who experience a disaster. In conjunction with this visit, the RML broadcast Mr. Wilson's presentation to Resource Libraries over the Access Grid. In September, Mr. Wilson offered an online session on planning for continuity of service for members of the NN/LM MidContinental and Pacific Southwest Regions.

We had raised the issue of emergency preparedness with the Regional Advisory Board before, but added it again to this year's agenda.

The three themes that came out of the discussion were:

- Be at the table where the institution's emergency plan is being formed; insert the library into the discussion.
- Partner with other organizations outside your institution – public library, public health departments, and other hospitals.
- Protect resources essential for continuity of service.

Additional activities to support emergency planning in the region included funding partnerships between public libraries and public health departments for the Continuity of Health Information Award and sponsoring attendance at the Hospital Librarians Summit that was held in Chicago on April 21, 2009.

The RML drafted how communication would transfer from Salt Lake City to the liaisons based in other states, how to communicate this information to the region, and when the New England Region would be asked to assume RML support for the MidContinental Region. The plan was added to the NN/LM intranet and agreed upon by the New England Region.

**Outcome:** More CBOs in the region recognize the NN/LM MCR as a network of providers of health information.

Indicator: Feasibility of an emergency preparedness symposium is understood.

*Indicator Met. At strategic points throughout the year, the RML discussed whether the region would benefit from an emergency preparedness symposium. Due to time constraints on the staff and travel constraints of members, the staff came up with alternate plans to promote emergency preparedness. The Wyoming Symposium will focus on emergency preparedness and Dan Wilson and the MCR will hold a continuity of service session at the chapter meeting in 2009.*

**Outcome:** A National and Regional Emergency Preparedness plan will be in place to provide guidance for the NN/LM MCR in case of emergency.

Indicator: MCR has a continuity of operation plan (COOP).

*Indicator Met. The MCR came up with a plan to hand off services to the NER.*

Indicator: Eight Network members have continuity of operation plans.

*Indicator Not Met. MCR staff at Dykes Library and Eccles Health Sciences Library began working to establish plans. Both libraries are still developing their continuity of operation plans.*

**Outcome:** Network members have a plan for reference services continuity.

Indicator: At least ten libraries participate in the continuity of service plan.

*Indicator Not Met. Two members, one in Wyoming and one in Colorado, have agreed to back each other up.*

---

## Identifying Unique and Historical Collections

Two activities promoted awareness of historical and unique collections. The MCR organized a panel presentation of archivists from four Resource Libraries. They described their collections and preservation of unique materials. An article summarizing the presentation was published in Plains to Peaks Post.

**Outcome:** More historical and unique materials related to the health sciences will be identified and accessible to the public.

Indicator: There will be an increase in collections from the MCR added to the NLM Directory of History of Medicine Collections.

*Indicator Not Met. All historical collections in the region are in NLM's Directory of History of Medicine Collections, except for the University of Utah's. They are still not prepared to enter their information.*

Indicator: 75% of questionnaire respondents indicate that their knowledge of NLM historical collections was increased.

*Indicator Not Met. In Spring 2009, the MCR asked its members whether their knowledge of NLM's historical collections had increased due to an article in the MCR's newsletter and a session in "Breezing Along with the RML." Eighty-four members responded with a little more than half (58%) indicating that they agreed or strongly agreed.*

---

## E-licensing

The MCR conducted interviews with members who participated in testing of products but did not continue on to license. Of the fifty-five potential participants, thirty-two participated. The top three reasons why libraries did not license through the Regional Licensing Consortium were that they were not ready to license at the time but planned to in the future, that they were already a product customer (vendors did not allow existing customers to participate), and that the cost was prohibitive.

Members licensed ACP Pier through the Regional Licensing Consortia.

On December 31, 2008, the MCR ended the Regional Licensing Consortia and the Advisory Board. For the past year, the MCR and BCR offered regional licensing of electronic resources based on an agreement signed September 1, 2007. The agreement was reviewed in August 2008. The MCR wanted more responsive service, but the cost that BCR proposed for that service was not within budget. BCR had expected greater participation to come from the Pacific Northwest and Pacific Southwest Regions. When that did not come to fruition BCR revenues were affected. Participation from the MidContinental Region also never appreciably increased. Both BCR and the MCR agreed that the pilot had run its course and decided to end the regional licensing service. The agreement terminated at the end of December 2008.

**Outcome:** Librarians are able to employ sound library management skills.

**Indicator:** Offer four classes for Network members that increase their skills in licensing electronic resources.

*Indicator Not Met. "Librarians are from Venus, Vendors are from Mars" took longer than expected to develop. Only one class composed of two sessions was offered at*

*the end of the year.*

**Indicator:** 75% of students indicate that the class met learning objectives.

*Indicator Not Met. A class evaluation was not distributed to participants.*

**Outcome:** Network members from multi-regions will have e-license agreements through a multi-regional buying consortium.

**Indicator:** 75% of participants report their institution benefited by purchasing products via the Licensing Consortium and would recommend it to other libraries.

*Indicator Not Met. Since the Regional Licensing Consortium was disbanded, the MCR decided not to follow up with participants on whether this benefit was achieved.*

**Outcome:** Network members use resources provided by the RML to negotiate e-license agreements that support equitable access to health information.

**Indicator:** Thirty members purchase through the consortium.

*Indicator Not Met. Sixteen members participated in the consortium.*

---

## EFTS

At the beginning of the year the MCR had seventy-one EFTS participants. To promote EFTS, Mr. Bramble had one of the Network members send a message to DOCLINE-1 describing the benefits of the program to her institution. Mr. Bramble sent messages encouraging participation to both the MCMLA-1 and DOCLINE-1. To understand the barriers to participation, Mr. Bramble revised the questions developed by the NN/LM Middle Atlantic Region and distributed them to the ninety-nine non-EFTS members in the MCR.

**Outcome:** Increased participation in EFTS.

Indicator: The number of libraries participating in EFTS will increase by 50% per year.

*Indicator Not Met. Three libraries joined EFTS this year. To meet this indicator, thirty-six libraries had to join EFTS.*

**Outcome:** MCR understands barriers to participation in EFTS by non-EFTS participating members.

Indicator: Decision is made on whether or not to make EFTS a mandatory requirement of full membership.

*Indicator Not Met. Data was gathered in year 3, but analysis has not been completed. A decision will be made in year 4.*

## Outreach

- Major ( $\geq$  \$15,000) projects funded in contract year: 3
- National exhibits conducted by RML: 3
- National exhibits conducted by subcontractors: 0
- Regional/state/local exhibits conducted by RML: 34
- Regional/state/local exhibits conducted by subcontractors: 0
- Courses developed/updated by RML staff
  - Politics in the Library – Ms. Magee & Ms. Jones

**Table 2: Site Visits**

<b>Date</b>	<b>Who</b>	<b>Institution</b>	<b>City</b>	<b>Topics</b>
5/7/2008	Bramble	Morgan & Weber County School Nurses	Ogden, UT	– Several NLM databases and resources
7/2/2008	Champ-Blackwell	Nebraska Literacy Center	Omaha, NE	<ul style="list-style-type: none"> <li>– Learned of initiatives at the Literacy Center</li> <li>– Collaborate with GoLocal to ensure all the literacy organizations are included</li> <li>– Suggested a train the trainer session for basic literacy skills course instructors to support the health literacy module</li> </ul>
7/3/2008	Magee	Omaha Public Library – South Branch	Omaha, NE	<ul style="list-style-type: none"> <li>– New branch library</li> <li>– MedlinePlus, CHIRS, Go Local</li> </ul>
7/10/2008	Honour	Wyoming Institute for Disabilities	Laramie, WY	<ul style="list-style-type: none"> <li>– Library Tour</li> <li>– New Liaison Introduction</li> </ul>
7/16/2008	Brown	Southeast Kansas Library System	Iola, KS	<ul style="list-style-type: none"> <li>– Kansas Health Online web site</li> <li>– MedlinePlus, NIH Senior Health, Go Local</li> <li>– Using RSS to stay up to date on new MedlinePlus topics</li> </ul>

<b>Date</b>	<b>Who</b>	<b>Institution</b>	<b>City</b>	<b>Topics</b>
7/17/2008	Magee	Chadron Public Library	Chadron, NE	<ul style="list-style-type: none"> <li>- Toured New Teen Section</li> <li>- MedlinePlus</li> <li>- Science Resources for Teachers</li> </ul>
7/19/2008	Abbey	Larimer County Health Department	Ft. Collins, CO	<ul style="list-style-type: none"> <li>- PubMed, MedlinePlus, PHPartners, NIHSeniorHealth, ToxNet, WISER</li> </ul>
7/19/2008	Abbey	Red Feather Lakes Community Library	Red Feather Lakes, CO	<ul style="list-style-type: none"> <li>- Evaluation of consumer health web sites</li> <li>- Discussed developing a Go Local project in Colorado</li> </ul>
7/24/2008	Honour	Wyoming State Library	Cheyenne, WY	<ul style="list-style-type: none"> <li>- Tour of library</li> <li>- Discussion on partnering with outreach librarian on making access to biomedical information more efficient in Wyoming</li> </ul>
7/28/2008	Honour	Wyoming Medical Center	Casper, WY	<ul style="list-style-type: none"> <li>- New Liaison Introduction</li> </ul>
7/28/2008	Honour	Campbell County Memorial Hospital	Gillette, WY	<ul style="list-style-type: none"> <li>- New Liaison Introduction</li> </ul>
7/28/2008	Honour	VA Medical Center	Sheridan, WY	<ul style="list-style-type: none"> <li>- New Liaison Introduction</li> </ul>
7/28/2008	Honour	UW Family Medicine Residency Program	Casper, WY	<ul style="list-style-type: none"> <li>- New Liaison Introduction</li> </ul>
7/28/2008	Honour	UW Family Medicine Program	Cheyenne, WY	<ul style="list-style-type: none"> <li>- New Liaison Introduction</li> </ul>
7/29/2008	Honour	Sheridan College	Sheridan, WY	<ul style="list-style-type: none"> <li>- NN/LM Overview</li> <li>- MedlinePlus, PubMed</li> <li>- Network Membership</li> </ul>
8/6/2008	Magee	Great Plains Public Health Leadership Institute	Omaha, NE	<ul style="list-style-type: none"> <li>- Discussed possible training</li> <li>- Demonstrated Skype</li> </ul>
8/11/2008	Honour	Powell Branch Library	Powell, WY	<ul style="list-style-type: none"> <li>- New Liaison Introduction</li> <li>- Demonstrated NLM web sites</li> </ul>
8/12/2008	Honour	North Bighorn Hospital	Lovell, WY	<ul style="list-style-type: none"> <li>- New Liaison Introduction</li> </ul>
8/12/2008	Honour	Northwest College Library	Powell, WY	<ul style="list-style-type: none"> <li>- New Liaison Introduction</li> <li>- Discussed possible training</li> <li>- Network membership</li> </ul>
8/12/2008	Honour	Powell Valley Hospital	Powell, WY	<ul style="list-style-type: none"> <li>- New Liaison Introduction</li> <li>- Introduced NN/LM services and resources</li> </ul>
8/12/2008	Honour	West Park Hospital	Cody, WY	<ul style="list-style-type: none"> <li>- New Liaison Introduction</li> <li>- Library has closed – discussed health information resources available</li> <li>- Possible future training</li> </ul>

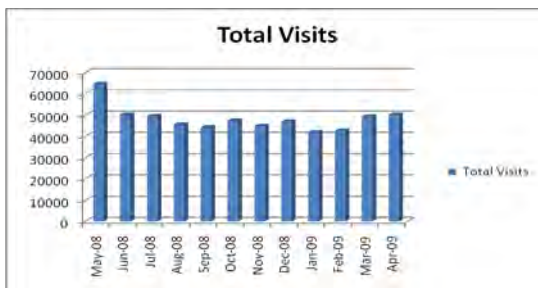
<b>Date</b>	<b>Who</b>	<b>Institution</b>	<b>City</b>	<b>Topics</b>
8/14/2008	Honour	Wind River Tribal College	Ethete, WY	<ul style="list-style-type: none"> <li>- Library Tour</li> <li>- New Liaison Introduction</li> <li>- Discussed Native American attitudes about health information - the culture and users the library</li> <li>- Took photos for the outreach poster</li> <li>- Discussed possible training</li> </ul>
8/19/2008	Champ-Blackwell	AgeWell Health Center	Omaha, NE	<ul style="list-style-type: none"> <li>- Discussed possible funding sources for upgrading the computer lab</li> <li>- NIH Senior Health Toolkit</li> </ul>
8/26/2008	Magee	Westside High School	Omaha, NE	<ul style="list-style-type: none"> <li>- MedlinePlus, Exhibitions K-12, Resources for Science Teachers</li> <li>- Health Information on the Internet</li> </ul>
9/10/2008	Honour	Laramie County Community College: Albany County Campus	Laramie, WY	<ul style="list-style-type: none"> <li>- Library Tour</li> <li>- New Liaison Introduction</li> <li>- Overview of physical holdings and electronic Web resources</li> </ul>
9/19/2008	Brown	Southwest Kansas Library System	Dodge City, KS	<ul style="list-style-type: none"> <li>- Kansas Health Online MedlinePlus, NIH Senior Health, Go Local</li> <li>- Using RSS to stay up to date on new MedlinePlus topics</li> </ul>
9/23/2008	Bramble	Vernal Public Library	Vernal, UT	<ul style="list-style-type: none"> <li>- Quickly finding and evaluating web pages offering health information</li> <li>- Introduction of several key NLM online resources</li> </ul>
10/14/2008	Brown	Allen Community College	Iola, KS	<ul style="list-style-type: none"> <li>- Staff wellness forum</li> </ul>
10/16/2008	Abbey	Platt College	Aurora, CO	<ul style="list-style-type: none"> <li>- Visit with new librarian</li> <li>- NLM Gateway, PubMed, MedlinePlus, Genetics Home Reference, Clinical Trials, NIH Senior Health</li> </ul>
10/24/2008	Honour	Ivinson Memorial Hospital	Laramie, WY	<ul style="list-style-type: none"> <li>- New Liaison Introduction</li> <li>- PubMed, MedlinePlus</li> <li>- Possible future training</li> <li>- New Network member</li> </ul>
10/30/2008	Magee	Elkhorn Logan Valley Health Dept.	Wisner, NE	<ul style="list-style-type: none"> <li>- Discussed health department projects <ul style="list-style-type: none"> <li>o Health Literacy</li> <li>o Spanish language resource library</li> </ul> </li> <li>- Provided contacts for various Nebraska resources</li> <li>- Discussed Continuity of Health Information award</li> </ul>

<b>Date</b>	<b>Who</b>	<b>Institution</b>	<b>City</b>	<b>Topics</b>
11/5/2008	Bramble	Granite School District	Salt Lake City, UT	<ul style="list-style-type: none"> <li>- PubMed, MedlinePlus, other NLM resources</li> <li>- Utahealthnet</li> </ul>
11/6/2008	Brown	South Central Library System	Clearwater, KS	<ul style="list-style-type: none"> <li>- Kansas Health Online web site</li> <li>- MedlinePlus, NIH Senior Health, Go Local</li> <li>- Using RSS to stay up to date on new MedlinePlus topics</li> </ul>
11/12/2008	Abbey	Grillo Health Information Center	Boulder, CO	<ul style="list-style-type: none"> <li>- MedlinePlus, PubMed, NLM Gateway, GHR, Senior Health, NCCAM, Clinical Trials, TOXNET</li> </ul>
11/13/2008	Magee	Great Plains Public Health Leadership Institute	Omaha, NE	<ul style="list-style-type: none"> <li>- Consultation on Continuity of Health Information Award</li> </ul>
11/25/2008	Abbey	St. Joseph Hospital	Denver, CO	<ul style="list-style-type: none"> <li>- Consultation on Continuity of Health Information Award</li> </ul>
12/3/2008	Magee	St. Mary's Hospital	Nebraska City, NE	<ul style="list-style-type: none"> <li>- MedlinePlus, Information RX, CD - So You Have a Medical Question?</li> <li>- Network membership</li> </ul>
12/10/2008	Jones	St. John's Health System	Springfield, MO	<ul style="list-style-type: none"> <li>- Recruited institution for the research study</li> </ul>
12/11/2008	Bramble, Hamasu	Logan Regional Hospital	Logan, UT	<ul style="list-style-type: none"> <li>- Discussed the librarians concerns with lack of support</li> </ul>
12/12/2008	Jones	Missouri Baptist Hospital	St. Louis, MO	<ul style="list-style-type: none"> <li>- Recruited institution for the research study</li> </ul>
12/15/2008	Champ-Blackwell, Magee	Little Priest Tribal College/Winnebago Public Library	Winnebago, NE	<ul style="list-style-type: none"> <li>- Reviewed membership services</li> <li>- Discussed using the display poster in the community</li> <li>- Ideas for networking with the tribe</li> <li>- Continuity of Information Award</li> </ul>
12/17/2008	Abbey	HHS Region 8 Office	Denver, CO	<ul style="list-style-type: none"> <li>- PubMed, MedlinePlus, PHPartners, WISER, ToxNet, ToxTown</li> </ul>
1/12/2009	Brown	Haskell Indian Nations University	Lawrence, KS	<ul style="list-style-type: none"> <li>- NLM Gateway, Go Local Kansas, MedlinePlus, Connecting Native Americans to Health Information</li> </ul>
1/13/2009	Jones, Abbey	Poudre Valley Hospital	Ft. Collins, CO	<ul style="list-style-type: none"> <li>- Recruited institution for the research study</li> </ul>
1/14/2009	Jones, Abbey	Exempla St. Joseph Hospital	Denver, CO	<ul style="list-style-type: none"> <li>- Recruited institution for the research study</li> </ul>
1/15/2009	Jones, Abbey	Longmont United Hospital	Longmont, CO	<ul style="list-style-type: none"> <li>- Discussed participation in the research study</li> </ul>
1/16/2009	Bramble	Uintah County Public Library	Vernal, UT	<ul style="list-style-type: none"> <li>- Consultation on Continuity of Health Information Award</li> </ul>
1/20/2009	Abbey	Colorado Dept. of Public Health and Environment	Denver, CO	<ul style="list-style-type: none"> <li>- PHPartners, WISER, PubMed, MedlinePlus, ToxNet, Clinical Trials, NLM Gateway</li> </ul>

<b>Date</b>	<b>Who</b>	<b>Institution</b>	<b>City</b>	<b>Topics</b>
1/21/2009	Abbey	Platt College	Aurora, CO	<ul style="list-style-type: none"> <li>- NLM Gateway, PubMed, MedlinePlus, Clinical Trials, ToxNet</li> </ul>
2/6/2009	Jones	Neosho Newton County Library	Neosho, MO	<ul style="list-style-type: none"> <li>- Savvy Senior Health</li> <li>- MedlinePlus, NIH Senior Health, Household Products Database, MLA top ten sites, evaluation of health information, health literacy</li> <li>- Promoted Network membership</li> </ul>
2/6/2009	Jones	St. John's Health System	Springfield, MO	<ul style="list-style-type: none"> <li>- Reviewed the status of the development of research questions and IRB application for the research study</li> </ul>
2/6/2009	Abbey	National Institute for Occupational Safety	Denver, CO	<ul style="list-style-type: none"> <li>- PubMed, MedlinePlus, PHPartners, WISER, ToxNet, NLM Portal</li> </ul>
2/9/2009	Jones	Missouri River Regional Library	Jefferson City, MO	<ul style="list-style-type: none"> <li>- MedlinePlus</li> <li>- Promoted Network membership</li> </ul>
3/11-12/2009	Shipman, Hamasu	Creighton University & University of Nebraska	Omaha, NE	<ul style="list-style-type: none"> <li>- Resource Library Site Visits</li> <li>- Visited with Advisory Board members</li> </ul>
3/17/2009	Brown	Leonardville Library	Leonardville, KS	<ul style="list-style-type: none"> <li>- Consultation on Continuity of Health Information Award</li> </ul>
3/20/2009	Jones	A. T. Still Library, Kirksville College of Osteopathy	Kirksville, MO	<ul style="list-style-type: none"> <li>- Savvy Senior Health</li> <li>- The library is recovering from a flood, discussed the potential of writing an article on disaster recovery in a library</li> </ul>
3/20/2009	Magee	Alegent Bergan Mercy Hospital	Omaha, NE	<ul style="list-style-type: none"> <li>- Met with librarian to see available space in Physician Lounge at the hospital for display of brochures, information sheets, etc.</li> <li>- MedlinePlus, PubMed, Household Products Database</li> </ul>
4/9/2009	Honour	Wyoming State Library	Cheyenne, WY	<ul style="list-style-type: none"> <li>- Strategies for pushing health information and NLM resources out to Wyoming health professionals</li> </ul>
4/28/2009	Jones	Bonne Terre Memorial Library	Bonne Terre, MO	<ul style="list-style-type: none"> <li>- Savvy Senior Health</li> <li>- MedlinePlus, NCCAM, Household Products Database, NIH Senior Health</li> </ul>

# Web Site Use

Month	Unique Visitors	Total Visits	Page Views
May 2008	14549	64820	273782
Jun 2008	12944	50248	273194
Jul 2008	12785	49636	284866
Aug 2008	11326	45754	294655
Sep 2008	12186	44452	286674
Oct 2008	13020	47503	259865
Nov 2008	13011	45022	270663
Dec 2008	12390	47104	272443
Jan 2009	10749	42086	265585
Feb 2009	11675	42870	251430
Mar 2009	13788	49447	300076
Apr 2009	12773	50311	205555



---

## Attachments

---

# Attachment 1

## Tabular report of OARF activity data for contract year: RML staff activities

### Outreach Activities Conducted in All Regions by RML Staff

Generated: Wednesday, July 22nd, 2009

RML Contract Year 3 (May 1, 2008 - April 30, 2009)

	R4
Total Outreach Activities	95

The following information is based on outreach reports of training activities

Activities Summary		R4
Total number of estimated:	participants	1,686
Average number of participants:	per activity	18
Average length:	hours	2
Under 1 hour:	activities	6 6 %
Between 1 and 2 hours:	activities	69 73 %
Over 2 hours:	activities	20 21 %
Hands-on practice:	activities	50 53 %
Conducted remotely:	activities	25 26 %
Offering continuing education:	activities	15 16 %
Significant number of minorities:	activities	19 20 %

Type(s) of Organization(s) Involved in Activities		R4
Health sciences library:	activities	95 # %
Public library:	activities	18 19 %
Government agency:	activities	5 5 %
Hospital:	activities	8 8 %
Clinical/Health care:	activities	2 2 %
Academic institution:	activities	95 # %
Community-based:	activities	3 3 %
Faith-based:	activities	6 6 %
Public Health Agency:	activities	9 9 %
Other:	activities	7 7 %

Session Content		R4
PubMed:	activities	40 42 %
MedlinePlus:	activities	65 68 %
ClinicalTrials.gov:	activities	16 17 %
NCBI:	activities	2 2 %
NLM Gateway:	activities	7 7 %
TOXNET:	activities	7 7 %
Other technology content:	activities	50 53 %
Other non-technology content:	activities	24 25 %

Significant Minority Population Present		R4
African American:	activities	14 15 %
Alaska Native:	activities	0 0 %
Asian and Pacific Islander:	activities	1 1 %
Hispanic:	activities	8 8 %
Native American:	activities	1 1 %
>=50% of participants		

	R4
Participants Completed Participant Information Sheets	1,427

The following information is based on Participant Information (PI) sheets collected during training activities

Participants Summary		R4
Where PI sheet collected:	activities	85 %
Health care or service providers:	participants	153 11 %
Health science library staff members:	participants	385 27 %
Public health worker:	participants	186 13 %
Public/Other library staff members:	participants	478 33 %
Members of general public:	participants	209 15 %

---

## Attachment 2

### Tabular report of OARF activity data for contract year: Subcontractor activities



#### Report: Outreach Activities Conducted by "SUB" Staff in Region "4" ("01-MAY-08 - 30-APR-09")

##### Activities Summary

- Total Outreach 11
- Total Number of Estimated Participants 353
- Average Number of Participants Per Activity 32
- Average Length in Hour(s) 2
- Under 1 Hour 6
- Between 1 and 2 Hours 2
- Over 2 Hours 3
- Hands-On Practice 5
- Conducted Remotely
- Offering Continuing Education 4
- Significant Number of Minorities 1

##### Type(s) of Organization(s) Involved in Activities

- Health Sciences Library 10
- Public Library 4
- Government Agency
- Hospital 6
- Clinical/Health Care 5
- Academic Institution 6
- Community-Based
- Faith-Based 1
- Public Health Agency
- Other 1

##### Session Content

- PubMed 4
- MedlinePlus 9
- ClinicalTrials.gov
- NCBI
- NLM Gateway
- TOXNET
- Other Technology Content 5
- Other Non-Technology Content 5

##### Significant Number of Minorities

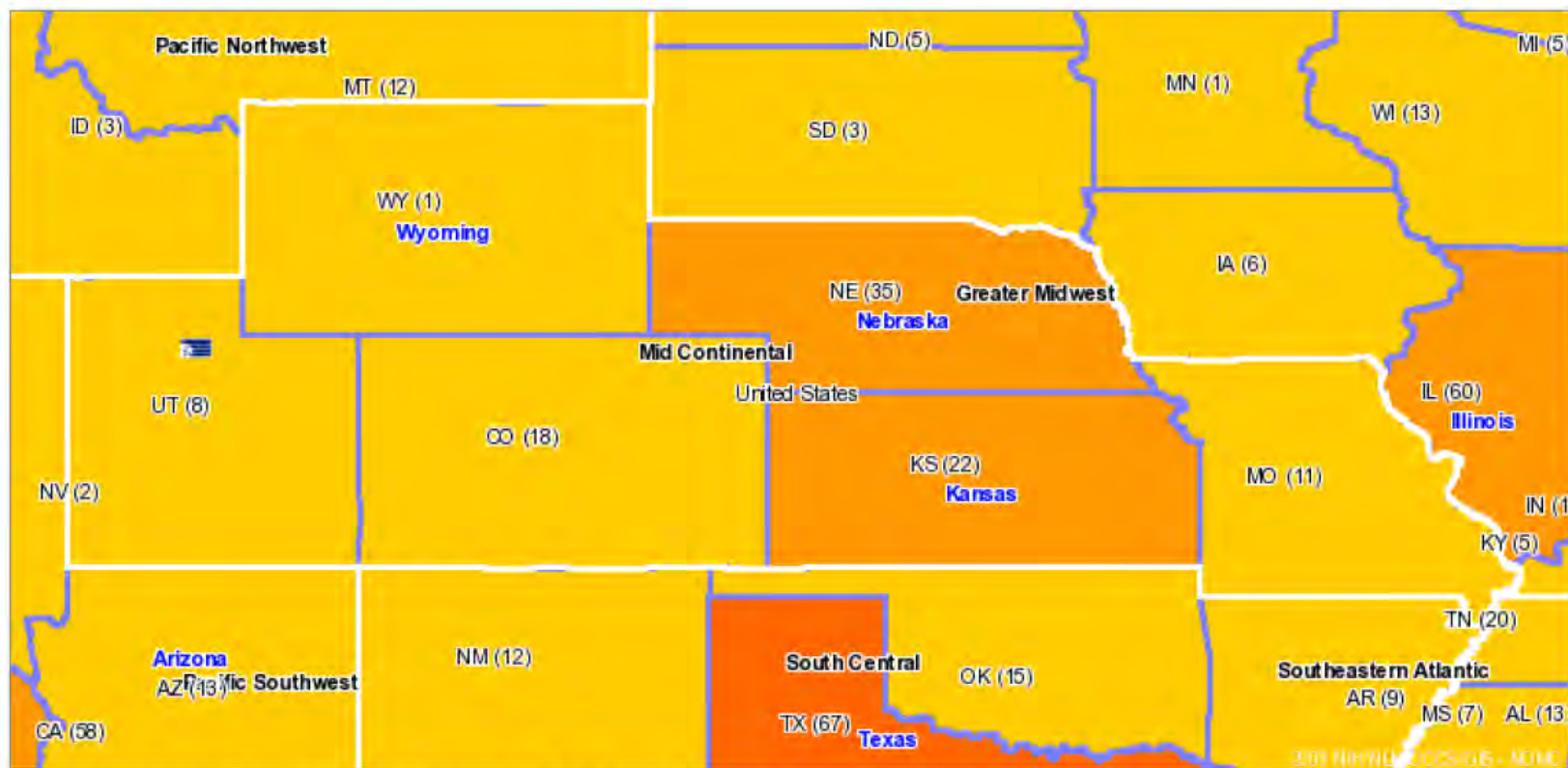
- African American 1
- Alaska Native
- Asian and Pacific Islander
- Hispanic
- Native American

##### Participants Summary

- Completed Participant Information Sheets 207
- Health Care or Service Providers 167
- Health Science Library Staff 1
- Public Health Worker 1
- Public/Other Library Staff Members
- Members of General Public 3

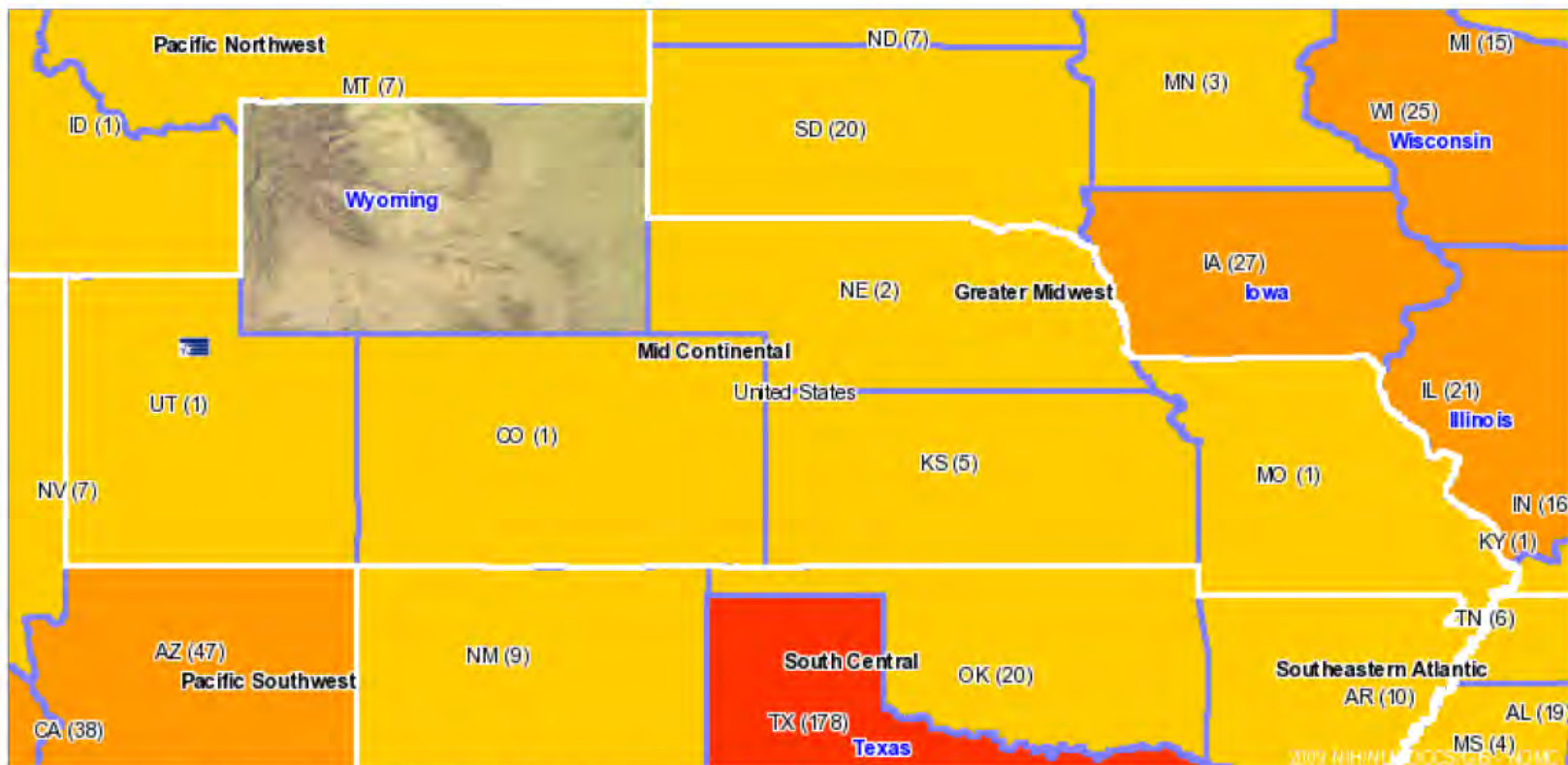
Generated: 2010-03-09  
Funded By: NLM  
Maintained By: OCCS GIS

Attachment 3  
 Region Map:  
 RML Staff Outreach Activities



[US Conterminous US](#) | [Region 1](#) [Region 2](#) [Region 2 - PR/VI](#) [Region 3](#) [Region 4](#) [Region 5](#) [Region 6](#) [Region 6 - AK](#) [Region 7](#) [Region 7 - HI](#) [Region 7 - PB1](#)  
[Region 7 - PB2](#) [Region 8](#) | [NLM RML 1](#) [RML 2](#) [RML 3](#) [RML 4](#) [RML 5](#) [RML 6](#) [RML 7](#) [RML 8](#) | [MD](#) [Map](#)  
 ■ 1 - 20 | ■ 21 - 60 | ■ 61 - 140 | ■ 141 or More |

Attachment 4  
 Region Map:  
 Subcontracted Outreach Activities



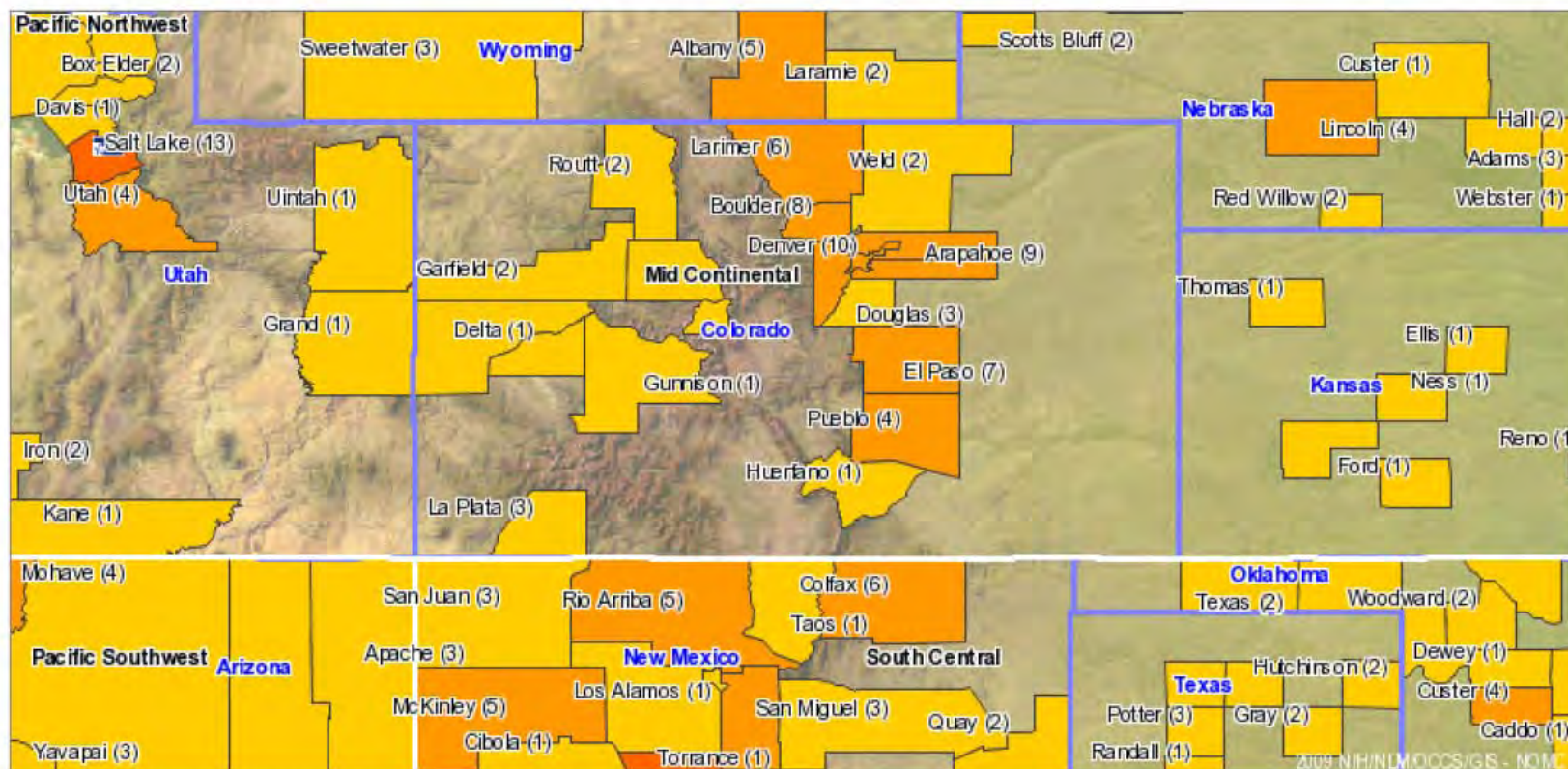
[US Conterminous US](#) | 
 [Region 1](#) | 
 [Region 2](#) | 
 [Region 2 - PR/VI](#) | 
 [Region 3](#) | 
 [Region 4](#) | 
 [Region 5](#) | 
 [Region 6](#) | 
 [Region 6 - AK](#) | 
 [Region 7](#) | 
 [Region 7 - HI](#) | 
 [Region 7 - PB1](#) | 
 [Region 7 - PB2](#) | 
 [Region 8](#) | 
 [NLM RML 1](#) | 
 [RML 2](#) | 
 [RML 3](#) | 
 [RML 4](#) | 
 [RML 5](#) | 
 [RML 6](#) | 
 [RML 7](#) | 
 [RML 8](#) | 
  | 
 [Map](#)  
 ■ 1 - 20 | ■ 21 - 60 | ■ 61 - 140 | ■ 141 or More |



# Attachment 6

## State Map Colorado:

### Network Membership

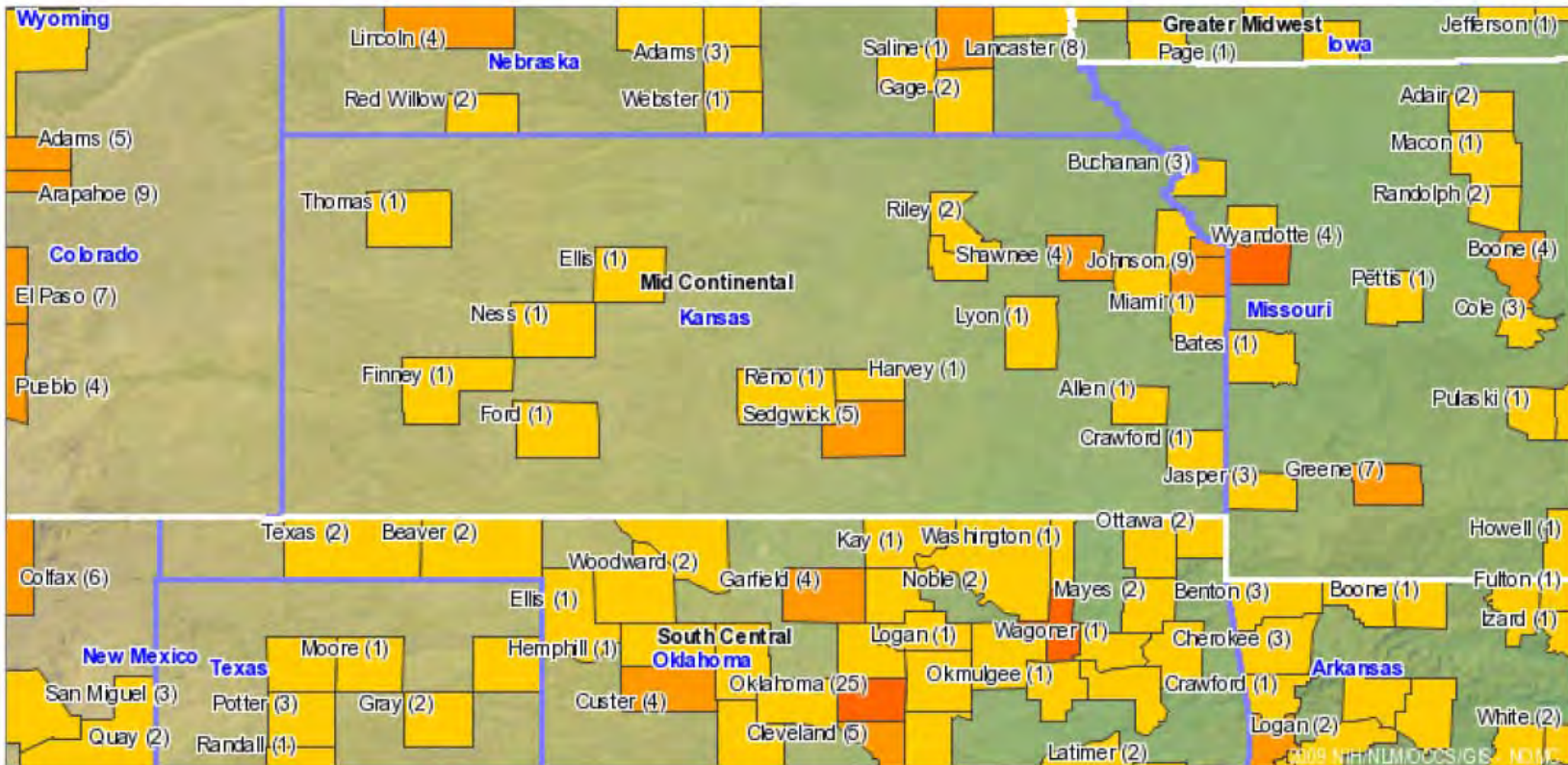


[US Conterminous US](#) | [Region 1](#) [Region 2](#) [Region 2 - PR/VI](#) [Region 3](#) [Region 4](#) [Region 5](#) [Region 6](#) [Region 6 - AK](#) [Region 7](#) [Region 7 - HI](#) [Region 7 - PB1](#)  
[Region 7 - PB2](#) [Region 8](#) | [NLM](#) [RML 1](#) [RML 2](#) [RML 3](#) [RML 4](#) [RML 5](#) [RML 6](#) [RML 7](#) [RML 8](#) | [MD](#) [Map](#)  
 [ 1 - 3 | 4 - 10 | 11 - 25 | 26 or More ]

# Attachment 7

## State Map Kansas:

### Network Membership



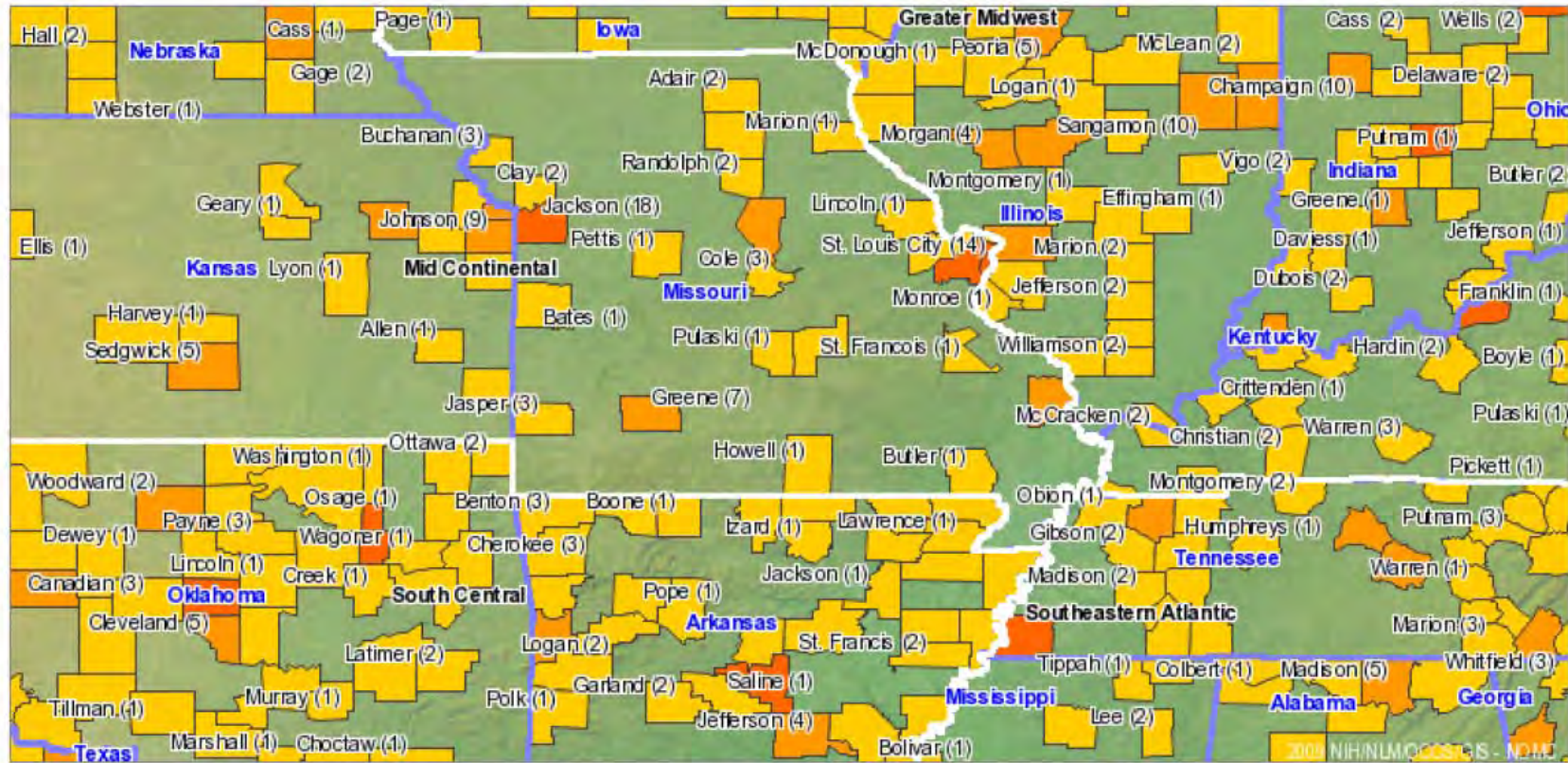
[US Conterminous US](#) | 
 [Region 1](#) | 
 [Region 2](#) | 
 [Region 2 - PR/VI](#) | 
 [Region 3](#) | 
 [Region 4](#) | 
 [Region 5](#) | 
 [Region 6](#) | 
 [Region 6 - AK](#) | 
 [Region 7](#) | 
 [Region 7 - HI](#) | 
 [Region 7 - PB1](#) | 
 [Region 7 - PB2](#) | 
 [Region 8](#) | 
 [NLM RML 1](#) | 
 [RML 2](#) | 
 [RML 3](#) | 
 [RML 4](#) | 
 [RML 5](#) | 
 [RML 6](#) | 
 [RML 7](#) | 
 [RML 8](#) | 
 [MD](#) | 
 [Map](#)

1 - 3 | 
  4 - 10 | 
  11 - 25 | 
  26 or More |

# Attachment 8

## State Map Missouri:

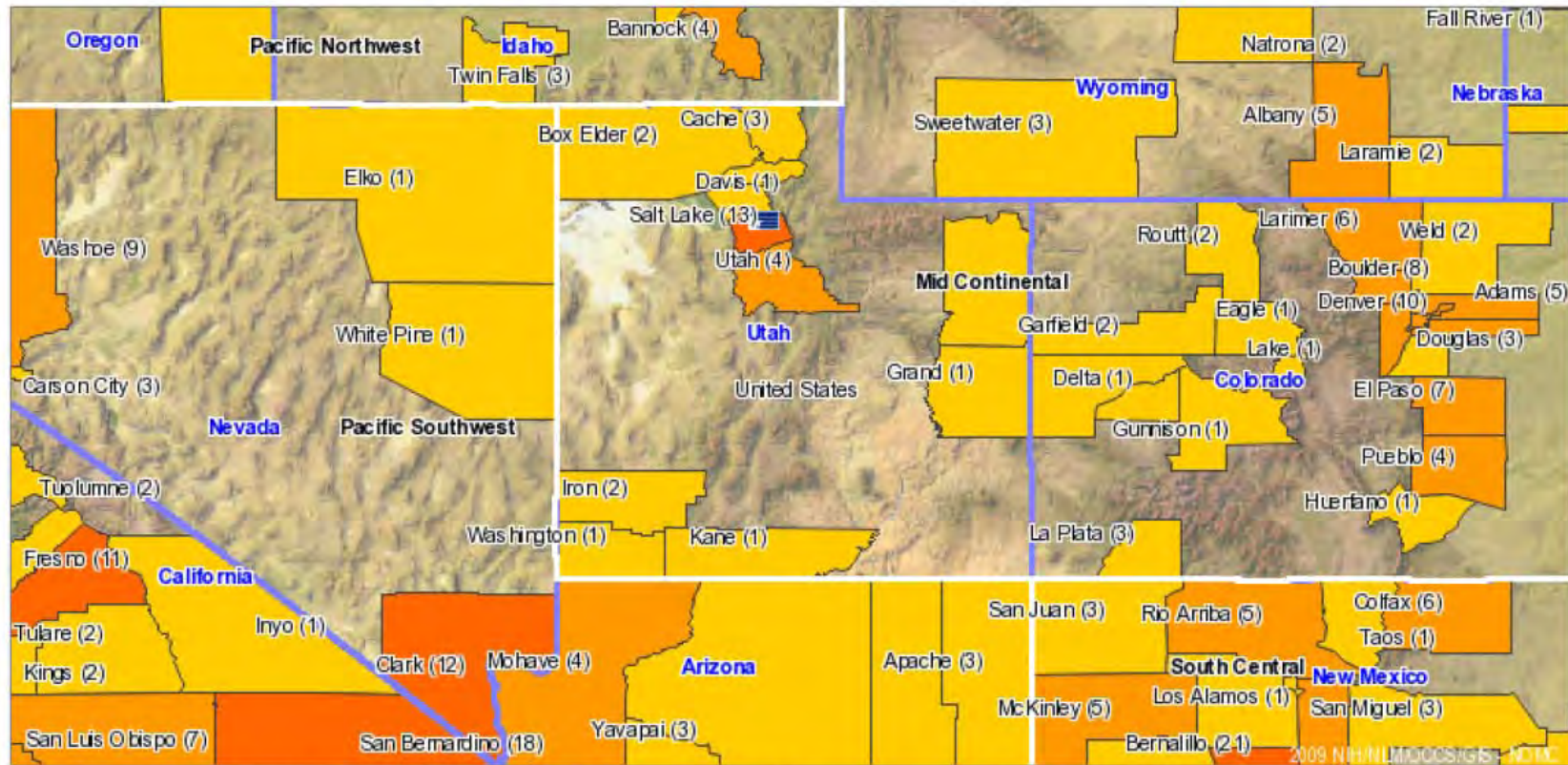
### Network Membership



[US Conterminous US](#) | 
 [Region 1](#) [Region 2](#) [Region 2 - PR/VI](#) [Region 3](#) [Region 4](#) [Region 5](#) [Region 6](#) [Region 6 - AK](#) [Region 7](#) [Region 7 - HI](#) [Region 7 - PB1](#)  
[Region 7 - PB2](#) [Region 8](#) | 
 [NLM RML 1](#) [RML 2](#) [RML 3](#) [RML 4](#) [RML 5](#) [RML 6](#) [RML 7](#) [RML 8](#) | 
 [MD](#) [Map](#)  
 ■ 1 - 3 | ■ 4 - 10 | ■ 11 - 25 | ■ 26 or More |



# Attachment 10 State Map Utah: Network Membership

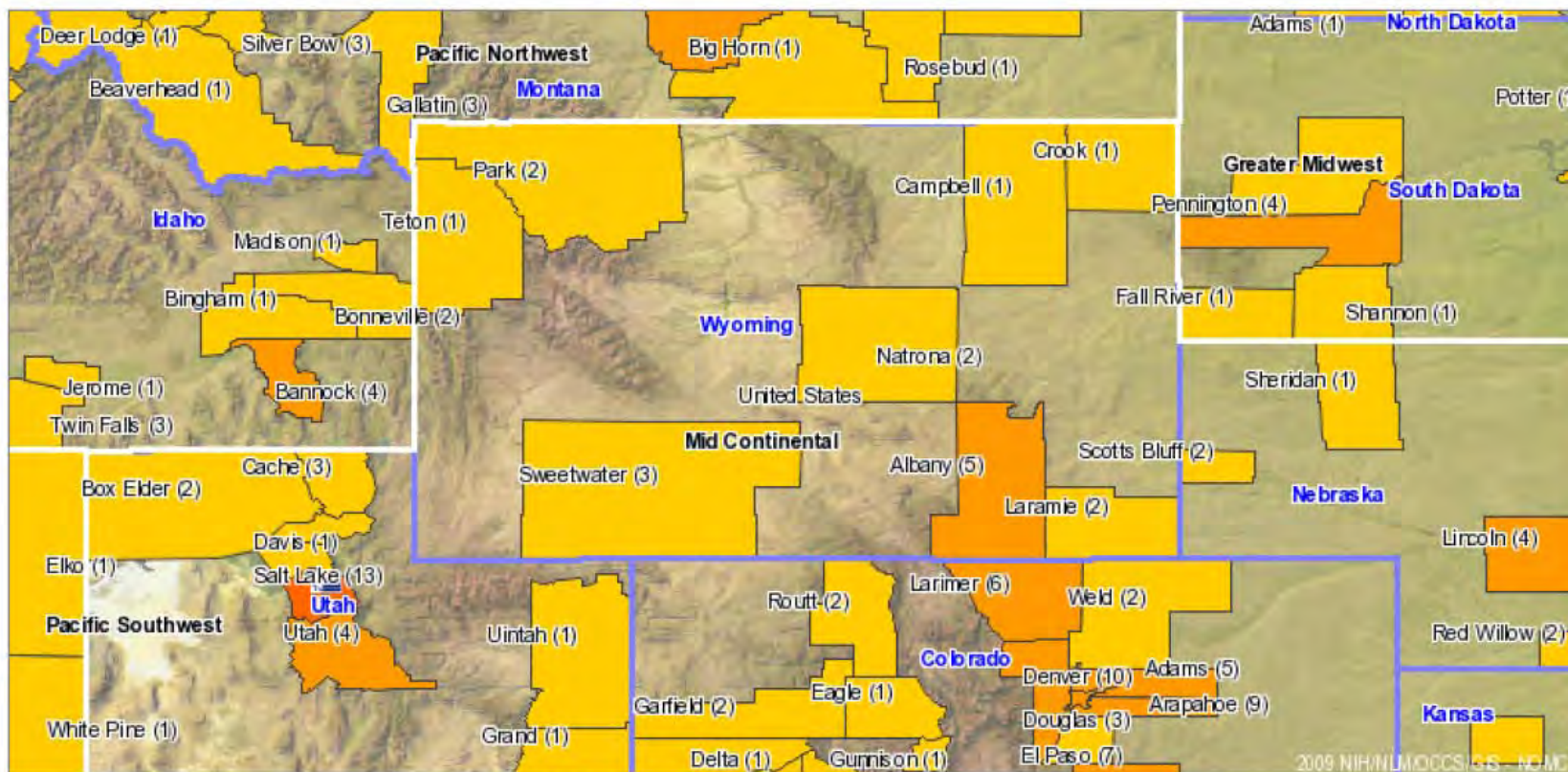


[US Conterminous US](#) | 
 [Region 1](#) [Region 2](#) [Region 2 - PR/VI](#) [Region 3](#) [Region 4](#) [Region 5](#) [Region 6](#) [Region 6 - AK](#) [Region 7](#) [Region 7 - HI](#) [Region 7 - PB1](#)  
[Region 7 - PB2](#) [Region 8](#) | 
 [NLM](#) [RML 1](#) [RML 2](#) [RML 3](#) [RML 4](#) [RML 5](#) [RML 6](#) [RML 7](#) [RML 8](#) | 
 [MD](#) [Map](#)  
 ■ 1 - 3 | ■ 4 - 10 | ■ 11 - 25 | ■ 26 or More |

# Attachment 11

## State Map Wyoming:

### Network Membership



[US Conterminous US](#) | [Region 1](#) [Region 2](#) [Region 2 - PR/VI](#) [Region 3](#) [Region 4](#) [Region 5](#) [Region 6](#) [Region 6 - AK](#) [Region 7](#) [Region 7 - HI](#) [Region 7 - PB1](#)  
[Region 7 - PB2](#) [Region 8](#) | [NLM RML 1](#) [RML 2](#) [RML 3](#) [RML 4](#) [RML 5](#) [RML 6](#) [RML 7](#) [RML 8](#) | [MD](#) | [Map](#)  
 1 - 3 |  4 - 10 |  11 - 25 |  26 or More |