

**National Network of Libraries of Medicine  
New England Region**

**Quarterly Report**

February 1, 2003 through April 30, 2003

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## **Executive Summary –**

This quarter began quietly and ended with a great deal of activity and many changes. The obvious change was the parting of our previous Associate Director, Debbie Sibley. Debbie's last day was April 4. Javier Crespo was named the Acting Associate Director position on April 7.

Early in the quarter, much of the groundwork was laid for new subcontracts to begin. The following network member institutions began the outreach projects: Baystate Medical Center in Springfield, St. Luke's Hospital in New Bedford, MA, University of Massachusetts Medical School, University of Vermont, World Education, Inc. in Boston. Project coordinators met at the RML office for an orientation meeting.

As a Technology Awareness Award, the RML co-sponsored an all day seminar for physicians and librarians at the Massachusetts Medical Society. Presentations were given by both outreach coordinators at this event. In addition a course development project was awarded to a librarian from the University of Connecticut. The award funded a course in finding health statistics.

The Regional Medical Library held its annual Interlibrary Loan Day in April. The all-day meeting included a presentation by Mary Jackson. Over 60 librarians and interlibrary loan staff attended the event. Training presentations in LinkOut were given across the region. New training modules for LinkOut were developed.

The New England RML continues enhancing the NN/LM infrastructure through assisting in the testing and composition of two database resources that track outreach projects for the NLM and the NN/LM. The RML also assisted in the development of a data-gathering questionnaire for member libraries throughout the country.

The New England RML exhibited at one national event: The Council on Social Work Education. Local exhibit opportunities included a health prevention conference in Massachusetts and the University of Massachusetts Medical School Library's open house.

On several occasions Regional Advisory Committee and Resource Library Directors were convened. Convening these groups particularly after the RML Director's Meeting in New York, has been an effective way of passing along information, quickly gathering feedback, and maintaining communications.

## Timeline of Activities

Date	Activity	Area
3-February	Facilitated the Public Health Grand Rounds online discussion	NN/LM NER Representation
3-February	participated in The Lamar Soutter Library staff retreat, outreach coordinator gave presentation	NN/LM NER Representation
5-February	Cosponsored Massachusetts Medical Society Technology Awareness Day.	Consumer Health
5-February	Monitored the online discussion after the Public Health Grand Rounds Satellite Broadcast and Webcast: Putting the e Back in Public Health.	Technology
6-7February	Attended the RML Associate Directors/Directors mid-year meeting at the NYAM.	NN/LM NER Representation
10-February	LinkOut training at Rhode Island Hospital, Providence.	Network Services
12-February	PubMed training at UMass Amherst.	Outreach/HIP
13-February	Attended a meeting of the Boston Library Consortium Management Council	Regional
13-February	LinkOut Presentation at New Hampshire Technical Institute, Concord, NH	Network Services
14-February	Attended NAHSL '03 planning meeting in Sturbridge MA (local arrangements)	NN/LM NER Representation
21-February	Attended a NAHSL '03 planning meeting in Boston MA (full committee)	NN/LM NER Representation
25-February	Met with Acting Director Massachusetts AHEC Program,	Subcontracts and Awards
27-February	PubMed Training at Council on Social Work Education	Outreach/HIP
27-February	Attended a meeting of the Boston Library Consortium Board of Directors	NN/LM NER Representation
28-February	Site visit to Yale University, New Haven CT regarding YR03 funding opportunities	Subcontracts and Awards
1-2-March	Exhibited at the Council for Social Work Education in Atlanta	Outreach/HIP
2-March	Participated on a panel at the New England Public Health Professionals regional meeting in Boston	Outreach/HIP
4-March	Attended NLM/AMPA Archives Forum in Philadelphia.	NN/LM NER Representation
6-March	Hosted the first in a series of meetings with Resource Library Directors	Regional Communications and Publicity
7-March	PubMed Training a Massachusetts College of Pharmacy and Health Sciences	Outreach/HIP
7-March	Attended and hosted the quarterly MAHSLIN Board meeting	Regional Communications

		and Publicity
7-March	Attended the quarterly NAHSL Board meeting	Regional Communication and Publicity
7-March	Hosted the second Resource Library Directors meeting.	Regional Communications and Publicity
9-March	Attended first meeting of participants in University of Vermont Consumer Health Collaborative.	Consumer Health
11-March	Coordinated and attended conference call meeting of NLM Partners group	NN/LM NER Representation
13-March	Conference call with Nancy Allee and Kris Alpi regarding MLA continuing education course proposal.	NN/LM NER Representation
13-March	PubMed Training at Metro West Regional Library System.	Outreach/HIP
14-March	MedlinePlus Training at South Shore Hospital,	Consumer Health
14-March	PubMed Training at South Shore Hospital,	Outreach/HIP
14-March	Attended meeting of the Boston Library Consortium Management Council	NN/LM NER Representation
14-March	Site visit at Rhode Island Hospital.	Subcontracts and Awards
17-March	Attended NLM Partners Steering Committee.	NN/LM NER Representation
19-March	PubMed Training at St. Raphael's Hospital.	Outreach/HIP
19-March	RML representative at the Association of Rhode Island Health Science Libraries meeting.	Technology
20-March	MedlinePlus training at Franklin Medical Center.	Consumer Health
20-March	Presented training session for Merrimack Valley Library Consortium Reference Committee.	Consumer Health
20-March	Hosted the last of the RLD lunch meetings.	Regional Communications and Publicity
21-March	Attended "Facilitating Community Change" Seminar on Community Health and the Collaborative Process.	Consumer Health
21-March	Attended a NAHSL '03 planning meeting.	NN/LM NER Representation
24-March	Attended the Spring ACRL/NEC conference.	NN/LM NER Representation
25-March	Hosted subcontractors training at the RML.	Subcontracts and Awards
26-March	Hosted a Regional Advisory Committee meeting.	Regional Communications and Publicity
27-March	Consumer Health Information Training sessions in West Warwick, RI.	Consumer Health
28-March	Attended and facilitated the annual Health Sciences Librarians - New Hampshire/Vermont.	NN/LM NER Representation

2-Apr	Hosted subcontractors training at the RML.	Subcontracts and Awards
3-Apr	Hosted LSL open house/rededication.	Outreach/HIP
3-Apr	Attended SLA seminar on "The Semantic Web" at MIT's Whitehead Institute.	Network Services
3-Apr	Staffed RML Exhibit at the Open House for the Lamar Soutter Library at UMass.	Technology
4-April	Hosted the annual NER/NAHSL Interlibrary Loan Meeting,	Network Services
7-April	Attended Boston Library Consortium Management Council.	NN/LM NER Representation
8-April	LinkOut Presentation at Connecticut Association of Health Sciences Librarians.	Network Services
9-April	NER meeting for outreach subcontractors.	Subcontracts and Awards
11-April	PubMed Training at Hartford Hospital.	Outreach/HIP
15-April	Coordinated and hosted a meeting to discuss possible collaborative public health outreach projects.	NN/LM NER Representation
15-April	Hosted kick-off meeting for the CATCH project.	Subcontracts and Awards
16-April	Guest lectured at Health Sciences Course at Simmons.	Regional Communications and Publicity
22-April	Attended BLC "Spring into Digitization" meeting at Brandeis University.	Network Services
24-April	Attended MAHSLIN Annual Meeting Gave Update.	Regional Communications and Publicity
24-April	Attended Annual Massachusetts Association of Health Science Librarians Meeting.	Technology
28-April	PubMed Training at Franklin Med Center (two sessions).	Outreach/HIP
29-April	Hosted meeting to discuss a possible 24/7 reference services proposal for the region.	NN/LM NER Representation
30-April	Exhibited at Ounce of Prevention Conference of prevention workers.	Consumer Health

## Basic Network Programs

### Resource Sharing

While Network Services responds to member calls and e-mails, providing support in resource sharing issues, there is also the need to provide member training. Although traditionally the training focus has centered on remedial training in such standard program fare as DOCLINE and Loansome Doc, in the last quarter that focus had shifted onto increasing participation for the LinkOut program.

Network Coordinator, Mark Goldstein, developed a full training module for LinkOut. The 2.5 hour module walks participants through the steps of establishing electronic links for both their electronic journal holdings as well as their print holdings via an interface with SERHOLD.

LinkOut training sessions were conducted in Rhode Island, Connecticut and New Hampshire. A condensed training session was also prepared for NCBI's LinkOut Support meeting at MLA in San Diego.

A region-wide Interlibrary Loan Meeting was held on April 4. Mark and Debbie, together with the RAC Resource Sharing Committee, prepared an agenda that included a presentation by Mary Jackson from the Association of Research Libraries in Washington, D.C. 66 medical librarians and resource sharing staff from attended the day-long meeting. Mary Jackson's presentation focused on new developments in electronic document delivery. The prolonged winter brought snow the morning of April 4. There was good representation from the lower states, but due to inclement weather, few librarians from the northern states were able to attend. (**Attachment 1**)

- February 13** LinkOut Presentation to New Hampshire Technical Institute, Concord, NH.  
Mark
- February 10**  
Mark LinkOut Presentation to Rhode Island Hospital, Providence.
- April 3** Attended SLA seminar on "The Semantic Web" at MIT's Whitehead Institute.  
Mark
- April 4** Hosted NN/LM-NER Annual ILL Meeting, Shrewsbury, MA.  
All RML
- April 4** Hosted and participated in the annual NER/NAHSL Interlibrary Loan Meeting, Shrewsbury, MA  
All Staff
- April 8** LinkOut Presentation at Conn. Association of Health Sciences Librarians  
Mark
- April 22** Attended Boston Library Consortium "Spring into Digitization" meeting at Brandeis University.  
Mark



<b>February – April</b> Penny	Supported health science library organizations in the region by hosting websites and discussion lists in the region. (NAHSL, ARIHSL, MAHSLIN, CAHSL, HSLNHVT, HSLIC).
<b>April</b> Penny	Worked on a survey requesting input from member libraries for NLM Site Visit.
<b>April</b> Penny	Worked on updates to the NLM Outreach Projects database by updating Subcontract information. Also sent NER Outreach award information to NLM for input into the NLM Outreach Database.
<b>April</b> Penny	Worked with Julie Kwan and Andrea Lynch from the Pacific Southwest Region on presentation for the RML Directors Meeting on the ILL Survey Results.
<b>March</b> Penny	Worked with Michael Miller from the Pacific Southwest Region to create forms and database for the ILL Survey for the National Network Office.

### **Communications and Publicity**

One hundred three (103) messages were distributed on the NAHSL-L electronic list by New England Region staff. Updates on NER activities were given at several venues including RAC meeting, Resource Library Directors, and state library associations.

Two issues of the NER Newsletter, NER'eastah, were issued for the months of January-February and March-April. **(Attachment 3)**

### **Regional Advisory Committee**

A Regional Advisory Committee meeting was held March 26. **(Attachment 4)**

Subcommittee chairs reported on the progress of subcommittees. Notable items:

- Education and Training conducted a needs assessment of librarians throughout the state health sciences and public library listservs.
- Resource Sharing advised Mark and Debbie on the Annual ILL Day held April 4.
- Statistics Committee continues to discuss the need for better statistics that can be collected and reported.
- Technology Committee considers ways of assisting RML with projects database and Technology Updates and regional forums.

## **Resource Library Directors**

Elaine Martin continues to keep Resource Library Directors informed about ongoing issues regarding Outreach Evaluation and ILL Fee Structures. From March 6 through 21, Elaine held several lunchtime meetings with directors in order to pass along information from the RML Director's meeting at NYAM. Plans have been made to convene RLD at upcoming MLA conference in San Diego.

## Outreach Program

### Subcontracts and Awards

There was much activity in the way of subcontracts and awards. RML, University of Massachusetts, and NLM personnel worked hard to approve and initiate new subcontracts were this quarter.

Subcontractors were gathered at the RML for a meeting to foster communication and review procedures for reporting. Project coordinators from newer and existing subcontracts were hosted at the RML at two different times.

#### (Attachment 5)

Site visits continue to libraries that are in the planning stages of an outreach project. These site visits serve to encourage outreach and provide technical assistance before a proposal is written. (Yale, Brown, and Rhode Island Hospital)

- February 5** Attended joint MAHSLIN/Massachusetts Medical Society  
Elaine, Debbie, Technology Awareness Conference, Watlham, MA.  
Donna, Javier
- February 28** Site visit Yale University – Director (Kenny Marone) and  
Elaine, Debbie several staff regarding current and future subcontract.
- February 25** Met with Acting Director Massachusetts AHEC Program  
Elaine re subcontracts.
- March 14** Site visit at Rhode Island Hospital -- met with Mary Ann  
Debbie & Slocomb and Tovah Reis regarding a subcontract for  
Elaine Year 03.
- March 25/** Hosted subcontractors' orientation at the RML.
- April 2**  
Elaine, Debbie,  
Donna, Javier
- April 15** Hosted kick-off meeting for the CATCH subcontract  
Elaine project.

New subcontract projects were begun for the following:

#### **Baystate Medical Center**

##### ***The Greater Springfield (MA) HIV/AIDS Outreach Project***

Project will provide electronic access to HIV/AIDS information to public health professionals in the Springfield area whose clients are HIV/AIDS patients.

**Period of Performance: March 1, 2003-February 28, 2004.**

#### **St. Luke's Hospital (MA), Health Sciences Library**

##### ***Health Information Outreach to the Greater New Bedford Community***

Provide classes to professionals from targeted libraries and health agencies in the New Bedford community. **Period of Performance: April 1, 2003-May 31, 2004**

**University of Massachusetts Medical Center, Lamar Soutter Library  
Central Massachusetts Access to Child Health Information (CATCH)**

Project to improve access to electronic health information for parents and pediatric providers in Central Massachusetts. **Period of Performance: March 1, 2003-August 31, 2004**

**University of Vermont, Dana Medical Library  
Vermont Cooperative Consumer Health Information Project.**

Participating institutions will have a coordinated approach to providing consumer health information to the cities of Burlington and South Burlington, Vermont.

**Period of Performance: April 1, 2003-September 30, 2004**

**World Education, Inc.**

**Plain Language Health Information Project**

Build the capacity of the adult basic education (ABE) system in Massachusetts and throughout New England to access plain language health information that adults of limited literacy skills can understand and use.

**Period of Performance: March 1, 2003-August 31, 2004**

The RML co-sponsored a Technology Awareness Conference with MAHSLIN and the Massachusetts Medical Society. Donna presented PubMed at two well-attended break-out sessions. Javier gave an overview of MedlinePlus and ClinicalTrials.gov as part of a panel presentation. **(Attachment 6)**

Hongjie Wang of the University of Connecticut was funded for a Course Development award. Hongjie developed a class for librarians on understanding health data and the use of data retrieval tools. Hongjie presented taught the course to 21 health sciences librarians at a Connecticut Association of Health Sciences Librarians. Hongjie will be giving the course for CE credit at MLA. **(Attachment 7)**

Another Technology Day Conference was to have been held by the University of Connecticut. The conference was canceled due to lack of enrollment. Organizers Ralph Arcari and Evelyn Breck Morgen discussed canceling the conference with RML. There were only 16 registrants for the conference. There were numerous notices to listservs throughout the region in an effort to have those considering attending the conference register. This yielded very little results. Organizers thought there would be greater financial loss if the event were to take place with so few participants. The RML office was in agreement. The scheduled date was during the same week as the MAHSLIN conference. Also, for some municipalities, the week after Easter is a school vacation week. The already mentioned long winter could also be a reason why there were few registrants for the event. A report will be forthcoming from University of Connecticut

**Outreach to Health Professionals and Information Providers**

Outreach Coordinator Donna Berryman provides reports and evaluations for each training activity conducted. **(See Attachment 8)**

- February 5** PubMed Training at Massachusetts Medical Society Technology Awareness Seminar.  
Donna
- February 12** PubMed at UMass Amherst.  
Donna
- February 27** PubMed Training at Council on Social Work Education.  
Donna
- February 27—March 2** Exhibited at Council on Social Work Education.  
Donna, Penny
- March 2** Participated on a panel at the New England Public Health Professionals regional meeting in Boston. **(Attachment 9)**  
Debbie
- March 7** PubMed Training at Massachusetts College of Pharmacy and Health Sciences, Worcester.  
Donna
- March 13** PubMed Training at Metro West Regional Library System, Danvers, MA.  
Donna
- March 14** PubMed Training at South Shore Hospital in New Bedford, MA  
Donna
- March 19** PubMed Training at St. Raphael's Hospital in New Haven.  
Donna
- April 11** PubMed Training at Hartford Hospital.  
Donna
- April 3** PubMed Training at Franklin Med Center. (two sessions)  
Donna
- April 28** PubMed Training at Franklin Med Center. (two sessions)  
Donna
- April 11** PubMed Training at Hartford Hospital.  
Donna
- April 3** Hosted LSL open house/rededication.  
All RML attended

### **Outreach to Consumer Health Information Providers**

Despite an attempt to solicit state and regional library systems offices for training sessions in consumer health information, requests for classes has declined throughout the course of the quarter. Two factors may be the extended winter our region has endured and the initial wave of budget worries and eventual cuts that result in layoffs at libraries. A few training sessions scheduled for March and April were canceled due to lack of enrollment.

- February 5** MedlinePlus and ClinicalTrials.gov at Massachusetts Medical Society Technology Awareness Day.  
Javier
- March 9** Attended first meeting of participants in University Vermont Consumer Health Collaborative.  
Javier
- March 14** MedlinePlus Training at South Shore Hospital.  
Donna
- March 20** MedlinePlus training at Franklin Medical Center.  
Donna
- March 20** MedlinePlus training for Merrimack Valley Library Consortium Reference Committee. **(Attachment 10)**  
Javier
- March 21** Facilitating Community Change Seminar on Community Health and the Collaborative Process, Worcester.  
Javier
- March 27** MedlinePlus Training at Library of Rhode Island sponsored sites, West Warwick, Rhode Island.  
Javier
- April 16** Presented Consumer Health Issues to Simmons Library Science Health Sciences Class.  
Javier
- April 25** Exhibited at Ounce of Prevention Day for Massachusetts Public Health Care Workers, Boxborough, MA.  
Javier
- April** Worked on sample searches for NLM Exhibit at MLA/CLA Toronto with R. Allard (MAR, Region 1).  
Javier
- February – March** Worked on Evaluation Component of Consumer Health Class Re-write, with Rhonda Allard (MAR, Region 1).  
Javier

## Exhibits

The RML exhibited at one national conference and several smaller events throughout the region (see Outreach timeline above).

The Council on Social Work Education held a national conference from February 27 through March 2 in Atlanta. Donna and Penny attended the conference. Donna presented a PubMed training session. At the exhibit booth 148 contacts were made, 68 of these involved a live demonstration of an NLM resource. From the report:

Yet again, we heard at least one account of someone who has a loved one who was misdiagnosed or mistreated and used either MedlinePlus or PubMed to do research ... This is fast becoming one of the recurrent themes heard any time we exhibit.

There were many people that we spoke to that were unaware of such a thing as NLM. When we were able to do demonstrations of MedlinePlus, many were very excited and often commented, "I have a web resources section in my class and I'm going to add this resource to my list! Students should know about this."

Many attendees were not interested in the name "National Library of Medicine" but were interested in "National Institutes of Health." Once they saw the NIH name on the

booth, they'd stop to say, "I love the NIH website. I use it and teach it to my students." That's when we'd have an opportunity to talk a bit about NLM and their databases.

We did speak to one participant who was very interested in what NLM, she said that in the future, social workers would be using online resources much more often and NLM resources would be prominent.

RML also exhibited at a statewide meeting of prevention workers in Massachusetts. The event was the 10<sup>th</sup> Annual Ounce of Prevention Conference held April 30 in Boxborough. The event was a free opportunity to exhibit to health workers that are often overlooked. Many are in public health offices. Many are in smaller organizations and health care centers that provide direct care and prevention services to patients. 44 contacts were made during a half-day exhibiting time.

The RML also exhibited at the Lamar Soutter Library's Open House. The Open House celebrated the renovation of the library. All RML staff attended the event at our "home library". The ribbon cutting ceremony included brief comments by the chancellor and dean of the medical school, Aaron Lazare. Dr. Lazare noted the library served as the Regional Medical Library for the New England Region and is a highly regarded library throughout the region and within the University of Massachusetts. **(Attachment 11)**

### **State, Regional, and Intra-regional meetings and events**

RML staffs continue to serve on various committees of regional professional associations. In addition this was the second year RML staff presented a lecture on the National Network of Libraries of Medicine to the Health Sciences class at Simmons College Graduate School of Library and Information Sciences. The content of the lecture is geared to provide an overview of the Network as well as feature NLM resources (PubMed and MedlinePlus). Another objective for the class is to foster interest of entry level librarians in health sciences librarianship.

A meeting was held to explore the possibility of a virtual reference service for health science libraries. Librarians from Resource Libraries and Primary Access Libraries were represented as well as a NAHSL board member. The group has continued to meet to continue exploring the service. **(Attachment 12)**

RML staff play key roles in existing and developing initiatives throughout the library profession. Director Elaine Martin serves on various consortia at executive committee levels. Staff also represents the RML at regional library meetings for health sciences organizations in addition to state level associations. Outgoing Associate Director Debbie Sibley facilitated a retreat for the health sciences group in Vermont and New Hampshire. Individuals in the group have re-committed themselves to continuing and strengthening the organization.

<b>February 3</b> Elaine	Facilitated the Public Health Grand Rounds online discussion.
<b>February 13</b> Elaine	Attended a meeting of the Boston Library Consortium Management Council.
<b>February 14</b> Deb/ Javier	Attended NAHSL '03 local arrangement meeting.
<b>February 27</b> Elaine	Attended a meeting of the Boston Library Consortium Board of Directors at the Lenox Hotel, Boston, MA.
<b>March 7</b> Debbie	Attended the NAHSL Board meeting.
<b>March 7</b> Debbie	Attended & hosted the MAHSLIN Board meeting.
<b>March 14</b> Elaine	Attended meeting of the Boston Library Consortium Management Council held at Northeastern University.
<b>March 19</b> Penny	Attended the Association of Rhode Island Health Science Libraries meeting.
<b>March 21</b> Debbie	Attended & hosted NAHSL '03 planning meeting.
<b>March 24</b> Elaine	Attended the Spring ACRL/NEC conference.
<b>March 26</b> All	Attended RAC meeting at the RML office.
<b>March 28</b> Debbie	Attended the annual Health Sciences Librarians – New Hampshire/Vermont. Facilitated meeting re reorganization of group.
<b>April 7</b> Elaine	Attended Boston Library Consortium Management Council.
<b>April 16</b> Elaine, Donna, Javier	Guest lecturers for the Health Sciences Course at Simmons.
<b>April 24</b>	Attended MAHSLIN Annual Meeting, gave RML Update. (all attended, Elaine gave update)



## **Attachments:**

- Attachment 1: Annual ILL Meeting**
- Attachment 2: Quarter 4 Network Statistics**
- Attachment 3: NER Newsletter, NER'eastah**
- Attachment 4: RAC Committee Meeting**
- Attachment 5: Subcontract Quarterly Reports**
- Attachment 6: MAHSLIN-Technology Awareness Conference**
- Attachment 7: "Finding the Jewels of Health Data"-Hongie Wang**
- Attachment 8: PubMed Training Reports**
- Attachment 9: New England Public Health Meeting-Boston**
- Attachment 10: MedlinePlus Training Report-Merrimack Valley**
- Attachment 11: Lamar Soutter Rededication**
- Attachment 12: Virtual Reference Meeting**