

**NATIONAL NETWORK OF LIBRARIES OF MEDICINE
PACIFIC SOUTHWEST REGION
Region 7**

Pacific Southwest Regional Medical Library

Annual Report

May 2001-April 2002

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PACIFIC SOUTHWEST REGIONAL MEDICAL LIBRARY

The report that follows covers the period May 2001 through April 2002, which corresponds to Year 1 of the PSRML contract. The new five-year contract for National Network of Libraries of Medicine (NN/LM) services began May 1, 2001, with a completion date of April 30, 2006. Claire Hamasu left the position of Health Information Services Coordinator in July 2001 to accept the position of Associate Director, Midcontinental Region, NN/LM. Two new librarians joined PSRML—Kay Deeney on May 1, 2001, in the position of Education and Exhibit Coordinator, and Alan Carr on April 1, 2002, in the position of Health Information Services Coordinator. These additions brought PSRML staffing to a full complement for the first time in several years.

The National Library of Medicine (NLM) extended the period of performance of the previous 1996–2001 contract through July 31, 2001, for completion of outreach subcontracts begun in 2000 and 2001. Therefore, PSRML staff continued subcontract management tasks during the first and second quarters, in addition to initiating services in the network and outreach program areas of the new contract.

The mission of the National Network of Libraries of Medicine is to advance the progress of medicine and improve the public health by: 1) providing all U.S. health professionals with equal access to biomedical information; and, 2) improving the public's access to information to enable them to make informed decisions about their health. The Program is coordinated by the National Library of Medicine and carried out through a nationwide network of health science libraries and information centers.

NETWORK PROGRAMS

Providing Health Professionals with a Basic Level of Information Services

- PSRML provided referrals for health professionals and members of the public inquiring about Loansome Doc, libraries that could provide additional information services, and other NLM and NN/LM resources and services. Problems with the national 800 number caused a disruption of service for several weeks in October 2001; during the rest of the year, calls for assistance came in at a steady pace.
- PSRML made a special effort during the year to improve how we help individuals, both health professionals and members of the public, find a Loansome Doc library. A priority during the membership renewal and recruitment drive launched in Fall 2001 was to obtain more detailed and accurate data on Loansome Doc services in DOCUSER so that we could discontinue the regional Loansome Doc search page on our web site and rely instead on the national NN/LM Find a Library Basic Search page. The regional listing was replaced by a new web page, "Need an Article?," which links to the Find a Library Basic Search. PSRML also explored approaches to improving the retrieval display for searches on Loansome Doc providers within California, which has the greatest number of providers of any state in the nation.

- Loansome Doc service is offered by 207 libraries in the Pacific Southwest Region (as of April 2002).
- Participant contributions to the BioSites web site declined. Over the coming year, PSRML will work with the University of California, San Francisco, Library and Center for Knowledge Management, which hosts the site, to review usage and future directions.
- PSRML assessed health information access issues in the US-Associated Pacific Basin early in the year, and pursued contacts with network members and other agencies with interests in the area. Given the rapid telecommunications changes underway, health professionals in the Pacific Basin are more likely to have the ability to access to NLM's electronic resources.
- PSRML continued to update the MLA Brandon/Hill Journal Links web page (<http://nmlm.gov/libinfo/ejournals/bhinfo.html>), which links electronic versions of the Brandon/Hill titles (Hill DR, Stickell HN. The Brandon/Hill selected list of print books and journals for the small medical library. *Bull Med Libr Assoc* 2001 Apr;89(2):131-53).

Assessing the Needs of Health Science Libraries

- PSRML gathered feedback on health information needs at meetings with groups and individuals, through electronic discussions, visits to libraries, and attendance at professional meetings. PSRML staff visited Resource Libraries and Primary Access Libraries, and attended Medical Library Association chapter and local consortia meetings, in California, Arizona, Hawaii, and Nevada. Frequent contact was maintained with network members in the US-Associated Pacific Basin via phone and email. Discussion topics included copyright compliance issues, LinkOut for Libraries procedures, consumer health outreach, library web page design and content, electronic journals access and delivery, training opportunities, marketing tools, and funding resources.
- Continuing education materials were purchased and made available on loan to regional library staff:
 - Videotapes/DVDs:
 - Anthrax: What every clinician should know Part I* (3)
 - Anthrax: What every clinician should know Part II* (1)
 - Copyright in the New Millennium* (3)
 - Libraries, Copyright and the Internet* (3)
 - MLA: The Effects of E-Journals on your Library* (8)
 - MLA: Sync or Swim – Managing the Flood of PDAs in Health Care* (8)
 - NLM: Health Services Research - A Historical Perspective* (3)
 - NLM: Breath of Life: The History of Asthma (DVD)* (4)
 - Audiocassettes:
 - Medical Library Association 2001 Annual Meeting and Exhibit* (84)
- PSRML publicized continuing education opportunities available to Network library staff, including those sponsored by the NN/LM as well as by other organizations. The *Latitudes* calendar listings included links to program descriptions and registration information on the Web. PSRML sponsored group discount registrations for the Internet Librarian conference in Pasadena.

- To encourage library school students to focus on health sciences librarianship, PSRML attended the UCLA Department of Information Studies Internship Open House, and subsequently recruited two interns to participate in PSRML network and outreach projects. PSRML librarians presented guest lectures for graduate library school classes at UCLA and University of Arizona, School of Information Resources and Library Science.

Managing the NN/LM Network Membership Program

- At the end of Year 1, the Pacific Southwest Region had 632 members, including 230 affiliate members and 402 full members. This was a small net gain from the previous year-end membership of 625.
- PSRML implemented the two-tiered membership program of full and affiliate memberships during the renewal and recruitment drive launched in fall 2001. In preparation for the membership drive, PSRML staff rewrote all network membership pages on the web site. New web-based applications for both full and affiliate membership were developed, a web-based DOCLINE application and related informational materials were created, and letters and web pages for the membership renewal drive were developed. Renewing members were encouraged to review and update their DOCUSER data.
- Membership certificates were mailed March 1, 2002, to 317 libraries that were the first respondents to our membership renewal drive. This represents a 51% renewal rate for the initial part of the program; follow-up will continue into next year. PSRML conducted a number of small projects to improve DOCUSER data.
- PSRML continued to offer NN/LM and NLM promotional items for use in library public relations and health information outreach activities conducted by network member libraries. The web request form requires a brief statement of the intended use, and the scope of outreach activities described in the requests continues to justify this regional service. We were able to fill the majority of requests as submitted for 125 network members during the year. We are especially appreciative that NLM's Specialized Information Services (SIS) was able to fill several large PSRML orders for *Health Hotlines* and the *Guide to NIH HIV/AIDS Information Services*. In addition to extending the distribution of our outreach program, the promotional items program serves as a tangible benefit of NN/LM membership in the Pacific Southwest Region.
- Professional Development Awards were made to:
 - Mary White, Kaiser Permanente Medical Center, Bellflower, CA
 - Ana S. Macias, Weed Army Community Hospital, Fort Irwin, CA
 - Cheryl Warren, ValleyCare Health Library, Pleasanton, CA

Implementing the Regional Document Delivery Plan

- At the end of Year 1, the number of DOCLINE participants had increased slightly to 403 (from 400 the previous year), including twenty-eight small libraries with a collection of less than twenty-five serial titles ("borrow-only" libraries that do not contribute holdings to SERHOLD). There are 375 SERHOLD contributors.

- PSRML continued to offer the DOCLINE “hold” service for participants to request temporary deactivation of the DOCLINE account for vacation or other extended period when the library would be unable to receive DOCLINE requests.
- PSRML continued to coordinate FreeShare, a cross-regional DOCLINE group. The group grew to 915 members in the U.S. and Canada, including 83 members in the Pacific Southwest Region.
- Assistance with DOCLINE access and use was provided to individual network members as needed. Requests for assistance were handled by telephone and email and during site visits to regional libraries. Telephone tutorials were conducted for new DOCLINE users, and PSRML began investigating use of digital reference software to support DOCLINE customer service. The PSRML web site provided updated information on document delivery issues, with links to appropriate NLM and NN/LM sites.
- PSRML participated in monthly DOCLINE teleconferences with other NN/LM offices and the DOCLINE team at NLM.
- DOCLINE statistical reports from NLM were delayed during the first part of the year; the return to a timely schedule of report distribution later in the year was appreciated by network members and PSRML staff.
- PSRML began exploration of issues related to upcoming implementation of the Electronic Funds Transfer System (EFTS) in the Pacific Southwest Region. EFTS is expected to become the national billing system for DOCLINE participants.
- Advances in electronic delivery of interlibrary loans among network member libraries were noted, including web delivery of documents by some libraries. PSRML created a web page on electronic delivery, and promoted innovative applications through contributed articles in *Latitudes*.
- Due to system changes at both the National Library of Medicine and the California Digital Library (CDL, University of California), SERHOLD data in the California Periodicals Database could not be updated. PSRML assisted several regional library groups in generating and formatting union list data from SERHOLD.

Meeting Responsibilities of Resource Libraries and the RML

- PSRML staff participated in the RML Directors’ Meeting and breakout sessions (May 25, 2001) and the NN/LM Web Meeting (May 26, 2001), both held prior to the Medical Library Association Annual Meeting in Orlando, FL. PSRML librarians attended various sessions at the MLA Annual Meeting, including NLM updates and the NLM-MLA Symposium, Powerful Connections.
- The Director and Associate Director attended the RML Directors’ Meeting at NLM (March 21-22, 2002).
- The Associate Director attended the MLA/NLM Informationist Conference, April 4-5, 2002, at NLM.
- PSRML reviewed DOCLINE statistical reports for Resource Libraries and the RML to verify regional compliance with the interlibrary loan fill rate standard.
- The Resource Library Directors met at UCLA on October 25, 2001. Agenda topics included the PubMed document delivery service link, new Resource Library

agreements, reports on technology applications to enhance delivery of health information, DOCLINE news, electronic journals and interlibrary loan, planning for the HIV/AIDS Information Summit, and outreach plans and reports.

- Resource Library agreements for the May 2001 – April 2006 contract period were signed by the twelve Resource Libraries (including the RML).

Establishing and Maintaining Communications

- Six bimonthly issues of *Latitudes* were published electronically to the web (<http://nmlm.gov/psr/lat/>).
- A new PSRML web site incorporating an updated design and enhanced content was released on October 31, 2001. The new front page features services for health professionals, services for network libraries, and consumer health information services. The front page also offers news links and quick links to BioSites, the Consumer Health Library Directory, DOCLINE Information, Loansome Doc Libraries in the Pacific Southwest Region (replaced by Need an Article?), MLA Brandon/Hill Journal Links, the NLM Technical Bulletin, NN/LM Library Directory, PSRML Staff, and NN/LM Trifold Search Guides. A new PSRML intranet, part of the NN/LM password-controlled intranet, includes an automated news web form allowing any PSRML staff member to quickly post a news item to the public web site.
- PSRML created a mouse pad to be used as a promotional item at regional health sciences library meetings and in the NN/LM membership renewal project. The mouse pad and coordinating PowerPoint template contain color and design elements from the new web site.
- PSRML contributed to ongoing and new pages on the national NN/LM site throughout the year.
- Staff presented the PSRML Update on January 31, 2002, at the Joint Meeting of Northern California and Nevada Medical Library Group (NCNMLG) and Medical Library Group of Southern California and Arizona (MLGSCA), held in Scottsdale, AZ. PSRML news was shared at the Hawaii/Pacific Chapter of the Medical Library Association meeting on April 14, 2002.
- The regional email announcement list (listserv) continues to be another successful way of reaching Network library staff. New members were added and email addresses were updated throughout the year. PSRML received very positive feedback on information resource announcements we posted on topics related to the September 11, 2001, terrorist attacks (e.g., airborne pollution hazards) and subsequent bioterrorism threats (e.g., anthrax).
- PSRML staff participated in monthly teleconferences convened by the National Network Office, NLM.
- Kay Deeney attended the NLM orientation program for new NN/LM staff from all regions in September 2001.
- The PSRML holiday greeting card was distributed electronically to Network members and colleagues.

Consulting with the Regional Advisory Committee

- New appointments were made to the Regional Advisory Committee, and the committee met at UCLA on April 23, 2002. At the meeting members shared developments in their diverse environments; contributed to planning for outreach to public libraries and health professionals, especially in public health; and participated in a discussion on program evaluation coordinated by Cathy Burroughs of the NN/LM Outreach Evaluation Resource Center.
- PSRML quarterly reports, regional listserv messages, and newsletter publication announcements were distributed to Regional Advisory Committee (RAC) members. RAC members were asked to preview and comment on the redesigned PSRML web site.

Monitoring and Evaluating Regional Programs

- PSRML staff visited Primary Access Libraries and Resource Libraries and attended meetings of MLA chapters and consortia in the region. These activities offered the opportunity to monitor the response to regional programs and to solicit input on their effectiveness.
- In the final quarter of Year 1, PSRML began developing web site content for geographic resources, assisted by a second year student enrolled in UCLA's Department of Information Studies. The intent of this project is to improve PSRML staff understanding of the areas we serve as well as to provide tools to assist network members in developing outreach programs for their communities.
- PSRML sponsored the workshop, "Measuring the Difference: Strategies for Planning and Evaluating Health Information Outreach Programs," on April 24, 2002. This was scheduled for the day following the Regional Advisory Committee meeting; all RAC members were invited, and several were able to stay an extra day to attend the workshop.

Obtaining Feedback from Users and Recommending Ways of Improving Information Access

- Prior to the PSRML web site design and content review, a message was sent to the regional email list asking subscribers to let us know what page or link was used often, and, on the other hand, what information or link they might have looked for and didn't find. Responses were incorporated in the web site redesign process.
- Feedback on health professional and consumer health information needs, wants, and uses was solicited during visits and meetings during the year.
- Suggestions from network members, exhibit visitors, and PSRML staff were forwarded to NLM, including several comments regarding printing and emailing from PubMed, enhanced display of PubMed full-text links, and preferences for calendar year cycles for DOCLINE reports on serial titles.
- Via listserv messages, PSRML encouraged network libraries to participate in the Medical Library Association benchmarking survey.

Providing a Computer-Equipped Training Facility

- The Computer Training Lab continued to be used for online training classes offered by the NN/LM National Online Training Center, for PSRML presentations, and for classes sponsored by other groups.
- Student and instructor workstations were replaced in the Lab, and the operating system was upgraded to Windows 2000, which offers continued security and stability for training room operations. An upgrade of NetOp School training support software was also installed.

Participating in Needs Assessments and Testing of NLM and NN/LM Products and Services

- In addition to Resource Library participants, the Pacific Southwest Region had several Primary Access Libraries that were early adopters in the LinkOut for Libraries program. The first participants included: Bayer Library (Berkeley, California), the Burnham Institute Library (La Jolla, California), John C. Lincoln Health Network Library (Phoenix, Arizona), and the US Naval Hospital, Guam. These adopters demonstrated that LinkOut for Libraries is an effective tool even for libraries with small collections. PSRML publicized LinkOut for Libraries in *Latitudes* articles, on the regional email announcements list, and on the web site. To assist potential LinkOut for Libraries participants, PSRML created “The Hospital Librarian’s Guide to LinkOut,” and set up a demonstration LinkOut library that simulates electronic access to Brandon-Hill journal titles. The PSRML pages were linked from the national NN/LM site to share with other NN/LM regions. PSRML provided individual consultation to regional network members and to corporate libraries that found LinkOut an attractive option. LinkOut icons were created and some icons were housed in our web space for network members that experienced difficulties and would otherwise have been unable to participate in LinkOut for Libraries.
- UCLA participated in initial testing of the new LinkOut to SERHOLD data feature. Regional libraries participating in the expanded beta test were very excited about being able to link seamlessly to journal holdings information from article level results in PubMed.
- PSRML coordinated development of a proposal for reconfiguring consumer health fields in DOCUSER, in response to a request from the DOCLINE Interface Review Team.
- PSRML contributed to development of a curriculum for teaching about ClinicalTrials.gov; this effort was led by an NLM Fellow. PSRML tested the draft curriculum with staff at the UCLA Louise M. Darling Biomedical Library and with students in a consumer health informatics course at the University of Arizona. Over half the students in the Arizona class were nurses, most working in advanced practice settings.
- Zoë Stavri, Ph.D., completed an assessment of the usefulness of MEDLINEplus to health information consumers; this project was conducted as a subcontract to PSRML. The final report indicated that while the researchers did not believe they had achieved theoretical data saturation (themes start to repeat themselves and no

new themes emerge), several themes could be identified from the interviews completed:

- Participants wanted and expected to find local information
- Some were satisfied with passive health information seeking (such as from drug inserts or broadcast media).
- Participants felt they lacked knowledge to evaluate health information.
- Some were confused as to what MEDLINEplus is.
- Participants had difficulty remembering names of sites and how they were found.
- People like coming to the web with known URLs suggested to them by others (such as librarians or media sources).

These findings underscored the need to communicate clearly and simply the trustworthiness of the MEDLINEplus site.

Promoting and Following Up on NLM Funded Grants in the Region

- PSRML publicized grants offered by NLM Extramural Programs and NLM Office of Outreach to Special Populations, and grants awarded were publicized in *Latitudes*. PSRML staff consulted with prospective applicants on interpretation of application guidelines, project eligibility, and project planning and evaluation. In addition to publicizing ongoing grants programs, two Requests for Applications (RFAs) were promoted during the year: NLM Internet Access to Digital Libraries, which generated great interest among network libraries, and Scalable and Wireless Information Infrastructure applications in Healthcare.

OUTREACH PROGRAMS

- PSRML announced the regional Express Outreach Awards, with an initial two rounds of funding (application deadlines of March 29, 2002, and June 28, 2002); we anticipate making up to eight awards for up to \$6,000 per award. The web-based application form included a short questionnaire on the project objectives and activities, target audience, and applicant data; a qualifications checklist; and a budget form.
- PSRML participated in the April 19, 2002, meeting on Native American outreach held in Salt Lake City. Convened by the Midcontinental Region RML, the meeting brought together RML staff from four regions, staff from resource libraries in the Four Corners, and Tribal Connections project personnel for the purpose of networking and planning collaborative outreach.
- PSRML responded to a request from the new NN/LM Mapping Center at the University of Indiana for input on regional needs and comments the initial mapping requirements document. Over the next year, each RML will obtain mapping software and a workstation to participate in the national effort to map health information outreach activity data.

Outreach to Health Professionals

- Two network libraries completed outreach projects awarded funding through the PSRML Year 2000 Outreach Award program:
 - Memorial Hospitals Association – Los Banos House Calls.

- Olive View-UCLA Medical Center – Valley Care Outreach.
- Planning began for the HIV/AIDS Information Summit to be held in Year 2.
- PSRML conducted training on electronic health information resources for health professionals, including physical therapists, group practice physicians, and public health students.
- PSRML responded to health professionals calling the 800 number, providing assistance in use of NLM online databases and resources and referrals to Loansome Doc provider libraries.

Consumer Health Information Services

- PSRML presented six sessions of consumer health information training to public library staff in the rural thirteen-county Cascade Pacific Library Network, part of the Library of California regional system. Contacts were made with rural public health agencies in the area, and several public health professionals joined the public librarian attendees. In addition, local network member librarians came to some of the sessions. Training sessions were held in Chico and Redding; upcoming sessions will be offered in Eureka. The PSRML portable LAN was used to deliver the demonstrations and hands-on portions of the training.
- PSRML released the web-based Consumer Health Library Directory (<http://nmlm.gov/hip/chdir/>), which began as a cooperative effort with the California State Library. The directory includes listings for regional NN/LM network members that offer specialized consumer health information services. It is anticipated that the directory content and structure may provide a model for modifying the DOCUSER profile of consumer health information services, and for a national web-based directory derived from DOCUSER.
- PSRML participated on the Public Health Information Subcommittee of the Arizona Turning Point project. (Turning Point is an initiative of the Kellogg Foundation and Robert Wood Johnson Foundation to make the public health system “more effective, more community-based, and more collaborative.”) PSRML staff collaborated with the Arizona Libraries for the Future representative on developing a needs assessment survey of Arizona public libraries.
- PSRML enlisted the participation of network members to promote NLM electronic resources to public libraries. They enthusiastically responded to our call to visit their community public libraries during National Library Week, April 14-20, 2002. Over the course of one month, 53 Network members requested NLM and NN/LM health information materials and promotional items to distribute to diverse groups of community partners.
- The project to digitize foreign language print health information materials, initiated during the previous contract, was continued. PSRML established an account and received training on use of the UCLA Library’s digital projects database. A draft metadata schema was developed, based on an analysis of the sample documents collected from the California AIDS Clearinghouse and other regional sources, and sample documents were scanned to create PDF files. Metadata records were created for the scanned documents to test the draft schema, and specifications for a web-based user interface were drafted. Regional libraries that previously reported owning materials in non-English languages were interviewed regarding the size and

scope of their collections and the source of their materials; the amount of material identified has been less than was expected. During Year 2, PSRML will be sharing project findings with other NN/LM regions and determining how best to advance this effort.

- PSRML consulted with the Lili Claire-UCLA Family Resource Center on establishment of information services at the center, which is dedicated to serving families of persons with neurogenetic disabilities.
- PSRML coordinated several of the monthly teleconferences between the regional consumer health coordinators and NLM.
- PSRML received an outreach project proposal from the Arizona Health Sciences Library, University of Arizona: “Health Information for Arizona’s Tribal Nations.” (This project was subsequently funded, with the planning phase of the project to start July 1, 2002.)
- Three network libraries completed consumer-oriented outreach projects awarded funding through the PSRML Year 2000 Outreach Award program:
 - California Pacific Medical Center – Health Information Resources on the World Wide Web.
 - Sutter Resource Center – Medicine on the Net.
 - Redwood Health Library – Internet HealthQuest.
- Six network libraries completed outreach projects awarded funding through the NN/LM Access to Electronic Health Information for the Public program:
 - Arizona Health Sciences Library – Improving Access to Health Information for Consumers of Pima County (CHILÉ).
 - Hawaii Medical Library – Hawaii Partnership for MEDLINE Training.
 - Las Vegas-Clark County Library District/West Charleston Library – Health Information Resources for Southern Nevadans.
 - PlaneTree Health Library – PlaneTree Health Resource Center.
 - University of California, San Diego Biomedical Libraries/The Preuss School UCSD – Health Information @ Preuss.
 - ValleyCare Health Library – LINCS (Linking Information for Children with Special Needs) Clearinghouse.

Training to Support Electronic Access to Health Information

- Training and presentations on PubMed, TOXNET, MEDLINEplus, ClinicalTrials.gov, and other NLM resources were provided to health sciences and public librarians and to health professionals at various institutions and conferences.
- PSRML collaborated with The Health Library at Stanford to present an all-day consumer health symposium, held on August 17, 2001.
- PSRML staff prepared documentation for a new course, “Introduction to Consumer Health Resources at the National Library of Medicine: MEDLINEplus, ClinicalTrials.gov and the NLM Gateway.” NLM submitted this course (1.0 and 1.5 hour versions) to NIH for CME approval for 2002.
- PSRML coordinated updates to the three NN/LM trifold search guides (PubMed, the NLM Gateway, and MEDLINEplus); the updates incorporated comments and feedback from NLM and regional NN/LM staffs. These color PDF files are linked

on the PSRML and NN/LM web sites so they can be used freely by anyone for distribution or instructional support.

Exhibits and Presentations at Meetings

- Staff from Network member libraries frequently assisted us in exhibit booth staffing and meeting presentations. PSRML exhibited at the following meetings:
 - American Association of Critical Care Nursing, National Teaching Institute & Critical Care Exposition, May 22-24, 2001.
 - American Library Association Annual Conference, June 14-20, 2001 (with NLM).
 - American Physical Therapy Association Meeting, June 20-22, 2001.
 - National Association of School Nurses Annual Conference, June 27-28, 2001.
 - Los Angeles Times Festival of Health & Fitness: A Weekend of Wellness, October 6-7, 2001.
 - Latino Book and Family Festival, October 13-14, 2001.
 - American Osteopathic Association 106th Convention and Scientific Seminar, October 21-24, 2001.
 - California School Library Association, October 31-November 3, 2001 Annual State Conference.
 - Arizona Library Association/Mountain Plains Library Association Conference, December 5-7, 2001.
 - Joint Meeting of the Medical Library Group of Southern California and Arizona/Northern California and Nevada Medical Library Group, January 30-February 1, 2002.
 - Public Library Association, Ninth National Conference, March 13-15, 2002 (with NLM).
 - National AIDS Update Conference, March 20-22, 2002.
 - National Science Teachers Association Convention, March 27-31, 2002.
- Following the California School Library Association Annual State Conference PSRML mailed fact sheets and MEDLINEplus bookmarks to the association membership. Although the number of inquiries in response to the mailing was low, the feedback we did receive was excellent.
- Attendance was less than anticipated at conferences subsequent to the September 11, 2001, terrorist attacks in New York. This affected attendance at our exhibits, although all of the conferences and events where we had scheduled exhibits were held as planned.

Technology Awareness and Integration

- PSRML experimented briefly with wireless Internet service (wireless modem card with a laptop computer) using the Ricochet network operated by Metricom, Inc., a high-speed wireless data services company. We were very impressed with the quality and responsiveness of the high-speed service available in Los Angeles and with the growing coverage in other areas of the region and nationally. However, the wireless network ceased working in July 2001 and thereafter it was announced that Metricom would cease operations. We will continue to monitor the emergence of more standardized wireless devices and wireless Internet service, as this

communications technology is growing in popularity among our constituents as service becomes more available.

- PSRML began a cooperative project with the Metropolitan Cooperative Library System (MCLS) to involve NN/LM librarians in providing backup health reference service as part of the MCLS 24/7 reference project. PSRML demonstrated the 24/7 software to attendees at the MLGSCA/NCNMLG Joint Meeting and began recruitment of volunteers from the region. PSRML also explored the use of 24/7 software in providing customer service to our 800 number callers who need technical assistance with DOCLINE and referrals to Loansome Doc libraries.
- PSRML co-sponsored two courses on developing database driven web sites, one co-sponsored with MLGSCA in December 2001 (Fullerton, CA, with 41 participants) and a second co-sponsored by NCNMLG in March 2002 (Fremont, CA, with 32 participants).
- PSRML began to investigate videoconferencing technologies with the goal of installing videoconferencing equipment in the Computer Training Lab.

Library Improvement

- No library improvement projects were conducted this year.

Connections

- Two subcontracted projects were completed June 30, 2001: the Arizona Internet Connectivity subcontract with the Rural Health Office, University of Arizona, and the CAMIL 3 Internet Connectivity subcontract with the Savitt Medical Library, University of Nevada School of Medicine.

STATISTICAL SUMMARY

TRAINING			
Type of Activity	Number of Sessions	Participants	
		Health Professionals	Librarians
NLM System	10	96	64
Technology Awareness	2		73
Other:			
Library School Lecture	1		12
Outreach Evaluation	1		14
Consumer Health Information	6		76
Total	20	96	239
EXHIBITS (13)			
Local	State	Regional	National
2	1	3	7
NETWORK MEMBERSHIP			
	Full Members	Affiliate Members	Total Members
	402	230	632

OBJECTIVES

The objectives of the National Network of Libraries of Medicine are:

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

Regional priorities for Year 2 are: 1) to assist Network Members to implement technologies that enable enhanced information access, either directly or through improved operational capabilities; 2) to convene the HIV/AIDS Information Summit for health care and information providers; and 3) to communicate with public libraries to encourage participation in the National Network of Libraries of Medicine, through affiliate memberships and partnerships with health sciences libraries.

Note: Final reports for all subcontracted projects were included with the 2000-2001 (Year 5) PSRML Annual Report.

Elaine Graham

Associate Director, PSRML