



PACIFIC SOUTHWEST REGION (REGION 7)
NATIONAL NETWORK OF LIBRARIES OF MEDICINE

Pacific Southwest Regional Medical Library (PSRML)

Serving the states of Arizona, California, Hawaii, and Nevada, and the U.S.-Associated Pacific Basin.

Quarterly Progress Report
May – July 2003

University of California, Los Angeles
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QUARTERLY PROGRESS REPORT
PACIFIC SOUTHWEST REGIONAL MEDICAL LIBRARY (PSRML)
NATIONAL NETWORK OF LIBRARIES OF MEDICINE, PACIFIC SOUTHWEST REGION
MAY-JULY 2003

A. NETWORK PROGRAMS

1. Providing health professionals with a basic level of information services

- The PubMed Basics¹ brochure, a key resource for providing training and support to health professionals, was updated in June to reflect changes in PubMed's MeSH database and emailing citations.
- We publicized PubMed's free, full-text access through our electronic discussion list, our web site news, and our newsletter.
- With the addition of the new MeSH Database, we updated the PubMed Basics brochure as of June, 2003. Although we had just updated the trifold in March, we considered the Mesh change to be significant.
- Loansome Doc service is offered by 205 libraries in the Pacific Southwest Region.
- The following videotapes and audiotapes circulated to network members during the quarter via our PSRML multi-media loan page²:
 - Videotapes/CD-ROMs/DVDs:
 - NLM Branching Out- MeSH Vocabulary- (5 network members); Children's Environmental Health Resources (2); Copyright in the New Millennium (2); Effects of E-Journals on Your Library (1); Get Hip to HIPPA: Health Information Professionals and the Health Insurance Portability and Accountability Act (4) MLA Informationist Conference (1) Primary Medicine Today (2) ARL: Safeguarding our Patrons Privacy Safeguarding our Patrons Privacy: What Every Librarian Needs to Know about the USA Patriot Act & Related Anti-Terrorism Measures (8) MLA: Sync or Swim -- Managing the Flood of PDAs in Health Care (2)
 - Audiocassettes:
 - *Medical Library Association 2003 Annual Meeting and Exhibit – 27*
- PSRML filled **21** requests from network members for NLM promotional items. Over the course of the quarter, PSRML filled and mailed a total of **9993** items NLM and NN/LM promotional items including: Guides to NIH HIV/AIDS Information Services; Health Hotlines Booklets, MEDLINEplus Bookmarks, MEDLINEplus and NLM Pens, MEDLINEplus Posters and PSRML mouse pads.

¹ <http://nmlm.gov/nmlm/online/pubmed/pmtri.pdf>

² <http://nmlm.gov/psr/loans/>

2. Assessing the needs of health science libraries

- The Brandon/Hill lists are now available online³. With feedback from the Network Coordinators during the breakout session at MLA, PSRML will no longer maintain the MLA Brandon/Hill Journal Links page. All of the NN/LM web pages containing this link have been updated (excepting newsletter articles). Sites that link to this page have also been notified. Although all links have been deactivated, we have kept the page live with a very visible notice about the change. We will monitor any comments and will also monitor the number of hits to that page.
- Libraries are continuing to sign up PubMed's LinkOut for Libraries. As of the end of this quarter (July 31, 2003), **84** libraries in the Pacific Southwest Region are active participants; **31** have begun the process but are still "inactive". We have begun targeting these inactive libraries to see how we can assist them to become active in LinkOut. We continue to find that libraries have difficulties preparing icons; to respond to this problem, Andrea Lynch wrote an article for *Latitudes* about icons and how PSRML can help its network libraries to produce and store icons.
- One of our resource libraries secures full-text access, on behalf of its main university library, through SciServer, an electronic journals package managed by the Los Alamos National Laboratory. There are very few health science libraries that receive service through SciServer; consequently, SciServer does not participate in LinkOut. We have notified LinkOut staff about this issue.
- We have received a number of comments from libraries that they are updating their SERHOLD data now that they are participating in LinkOut to SERHOLD.
- We sent Oakland Public Library and Guam some books from NLM/LC shipments. One librarian told us, "They are useful titles that we do not own. We are still waiting to find out what kind of budget we have."
- In May, Kay Deeney visited and toured Michael Kronenfeld's library, the Arizona School of Health Sciences, Learning Resource Center in Mesa, Arizona.

3. Managing the NN/LM Network membership program for the region

- There has been no change in public library membership during this quarter; we have 30 public libraries who are Full or Affiliate Members.
- We are continuing to build on the public library membership plan drafted during Year 02. We are now beginning to develop supporting materials; for example, we have a draft of a new membership brochure to be used when promoting membership to public libraries and others.

³ <http://www.brandon-hill.com>.

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- According to DOCLINE, Region 7 has a total of 647 network members: 237 affiliate and 410 Full members.

4. Implementing the Regional Document Delivery Plan

- By the end of this quarter, **53** libraries are EFTS participants. This is an increase of 51% over last quarter (35 libraries as of April 30, 2003).
- We promoted the results of the ILL Cost Study, presented by Julie Kwan of PSRML and Penny Glassman of the New England Region at the RML Directors meeting in May 2003, to Resource Library Directors and DOCLINE libraries in the Pacific Southwest Region. There was considerable interest in the data and its implications for the national maximum charge.
- We promoted the new DOCLINE 1.6 in our region through our electronic announcement list and our newsletter, and we responded to questions about it from network members.
- We promoted EFTS in our region through announcements of new EFTS members on our electronic announcement list, by providing an up-to-date growth curve on our web site, and by featuring articles about EFTS in each issue of *Latitudes*, the PSRML newsletter.
- We continue to receive and respond to questions from network members on a variety of document delivery issues. During this quarter these included: DOCLINE reports, DOCLINE routing, the SERHOLD to OCLC update, and copyright compliance.
- During this quarter, PSRML staff participated in two NLM DOCLINE teleconferences.
- DOCLINE statistics for the Pacific Southwest Region are:
 - There are no pending DOCLINE applications.
 - 410 DOCLINE libraries; 31 of these are Borrow-only libraries.
 - 134 DOCLINE routing table approvals were completed at PSRML during the quarter.
 - One DOCLINE orientations were performed via telephone during the quarter, which took a total of 1 hour.
 - Twenty-eight library groups, including those that are cross-regional, are recognized in the DOCLINE system.
 - Forty requests for DOCLINE holds were received and processed during the quarter.
 - Two libraries were added to the FreeShare Library Group in DOCLINE during the quarter, for a total of 93 FreeShare library group members in this Region.

- The following chart shows DOCLINE participation in the Pacific Southwest Region:

Location	SERHOLD Contributors	Borrow-Only DOCLINE	Total DOCLINE Participants
Arizona	43	7	50
California	305	22	327
Hawaii	15	1	16
Nevada	11	1	12
Pacific Basin	5	0	5
Regional Total	379	31	410

5. Meeting responsibilities of Resource Libraries and the RML

- The annual Resource Library Directors Meeting was held on June 4, 2003 at Savitt Medical Library, University of Nevada, Reno. It was attended by the directors and the RML librarians. This was the last meeting attended by Joan Zenan, Director of Savitt Medical Library, who is planning to retire this year. Dick Miller attended the meeting for Deborah Ketchell, who became Resource Library Director at Stanford on June 1, 2003. Topics discussed during the meeting include library space planning, outreach evaluation, outreach project highlights, funding opportunities, resource sharing issues, NLM program presentations, the regional medical digital reference project (MDRP) and Biosites. Meeting minutes are in **Appendix C**.
- PSRML welcomed a new Resource Library director at the University of Guam. Christine Scott-Smith is now Director, replacing Nicholas J. Goetzfridt who has begun a year-long sabbatical in Hawaii.
- Resource Library directors were asked for input regarding NLM's continued implementation of the ILL/ISO protocol in DOCLINE. There was resounding support for this effort, not only from this region but others as well.
- As a result of NLM's decision to continue work with the ILL/ISO protocol, Resource Libraries were then asked about the ILL systems they use to help NLM determine priorities for cooperative work between NLM and the ILL vendors. Three (3) use OCLC's ILLiad, five (5) will use Fretwell-Downing's VDX, one (1) uses RLG's ILL Manager, one (1) uses QuickDoc, one (1) uses an in-house system, and one (1) reports no ILL manager software.

6. Establishing and maintaining communications

- Two issues of *Latitudes*, the PSRML newsletter, were published. Maryann Zaremska's article in the May/June 2003 issue of *Latitudes*, "EFTS – How to get approval from the powers that be", has been linked from MLA's Hospital Libraries Section web site in its

articles of interest section. We are delighted that this article has an extended audience. The May/June issue also included articles on Open Access publishing, the RML Directors meeting, outreach awards, DOCLINE's 10 millionth request (filled in our region), and a DOCLINE update. The July/August issue included a lead article by Kathryn Skhal, from the UC Davis interlibrary loan department, about her experience earning a library degree in a distance education program at the University of Illinois. The issue also included articles about the Resource Library Directors meeting, the HIV/AIDS Information Summit results, EFTS, medical digital reference, and LinkOut icons.

- We received the ISSN for *Latitudes* that we applied earlier in the year; the ISSN is 1544-743X.
- PSRML staff attended NLM/RML teleconferences.
- Alan Carr contributed an update on HIV/AIDS Information Summit survey results for the July/August *Latitudes* issue.
- Alan Carr revised the NLM Gateway trifold brochure⁴, and sent the draft to the nnlm-all listserv for comments.
- During the quarter, 36 postings were sent to RMLRG7-L, PSRML's email announcement list. Updates to RMLRG7-L were as follows:
 - 26 additions to the list
 - 20 deletions from the list
- PSRML web usage summary statistics are:

Month	Views	Page
May 2003	9,422	36,994
June 2003	9,437	33,141
July 2003	9,175	42,664

The months of May 2003 – July 2003 saw an increase in visits compared to the previous quarter previous quarter. More detailed statistics can be found at the NN/LM staff intranet⁵.

- Michael Miller continues to update and maintain the Partners in Information Access for Health Professionals⁶ web site. In July, Michael Miller hired Saurabh Shekhar as a Technology Assistant. Saurabh's main duties include assisting Michael with keeping all staff and training lab computers up-to-date with the appropriate security patches and software as well as assisting with regular PSRML website maintenance.

⁴ <http://nnlm.gov/nnlm/online/gw/gwtri.pdf>

⁵ <https://staff.nnlm.gov/usage/psr/>

⁶ <http://phpartners.org/>

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7. Consulting with the Regional Advisory Committee
 - N/A
 8. Monitoring and evaluating programs
 - BioSites will be discontinued as of early August. Contributors were notified by way of the listserv in July. Those accessing the website will be directed to MEDLINEplus and HealthWeb. An article on discontinuing BioSites will appear in the September/October issue of Latitudes.
 9. Obtaining feedback from users and recommending ways of improving information access
 - This was accomplished through informal contacts with Network members and regional stakeholders.
 10. Providing a computer-equipped training facility
 - The Computer Training Lab continued to be used for online training classes by the UCLA David Geffen School of Medicine, Dean's Office; UCLA Department of Molecular and Medical Pharmacology; UCLA Biomedical Library staff for staff development programs, and PSRML staff for teleconferences.
 11. Conducting or participating in needs assessments and testing of NLM and NN/LM products and services
 - Kay Deeney and Karen Ricard worked with the NOMC staff on data cleanup of regional outreach records.
 - As part of a Network Coordinators project, Julie Kwan drafted search and display specifications for a revised Find a Library system for Loansome Doc. This is envisioned to be a separate and specific search that users would see when they place orders in PubMed and would be linked from PubMed's Loansome Doc registration page. This would provide more focus specifically to Loansome Doc than the current Find a Library link but both systems would be very similar to each other. These specifications were submitted to Michael Boer in July.
 - Alan Carr participated in testing of the new NN/LM Exhibits database.
 - Alan Carr attended NOMC training on July 2, 2003.
 12. Promoting NLM-sponsored grants
 - Alan Carr and Heidi Sandstrom wrote a draft RFP for Major Outreach Awards for Year 3.

13. Following up on NLM funded grants in the Region

- Quarterly reports were received for continuing PSRML Express Outreach Awards. Alan Carr promoted new outreach activity forms to subcontractors.
- Outreach Subcontracts: An overview of project accomplishments appears here, and complete quarterly reports from subcontractors are included in **Appendix A**. The Subcontractor outreach activity tabular reports were generated from the National Online Mapping and Reporting System⁷. Outreach data included in the summaries are: total number of activities; total number of activities that included a significant number of minorities and total number of participants.
 - **Access to Health Information for Arizona's Tribal Nations** – Activity for the third quarter of the project (January 1-March 31, 2003) brought opportunities to interact closely with representatives from six different tribes and provided opportunities to learn more about developing sustainable relationships with Native Americans. Five workshops were planned for the quarter; four were conducted. A workshop packet for the Inter-Tribal Council of Arizona was created. A modified budget has not been submitted yet.

Total Training/Demonstrations:	2
Total sessions of participants were 50% ≥ minorities:	2
Total Participants:	20

- **Salt River Pima-Maricopa Indian Community Health Information – Scottsdale Healthcare.** No activity was reported for the quarter, but the subcontractor had the name of a new contact individual, which she thought would prove helpful in scheduling outreach sessions in the near future.

Total Training/Demonstrations:	NA
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- **Petaluma Health Information Access – Redwood Health Library.** Work on this subcontract was still on hold due to the library's move. However, Eris Weaver presented a paper on this project at the MLA annual meeting in San Diego, and the program was well attended.

Total Training/Demonstrations:	NA
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- **Bay Area Health Information Outreach – California Pacific Medical Center.** All activities related to this subcontract were completed by the scheduled ending date of May 31, 2003. Over 200 individuals received training during the course of the project, representing a diverse range of clientele served. Subcontractor Doug Varner also established a strong working relationship with the San Francisco Public Library Health Information Liaison during the subcontract period.

Total Training/Demonstrations:	NA
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⁷ https://staff.nlm.gov/outreach/activity_reporting/

- **San Fernando Health Information Outreach – Olive View/UCLA Medical Center.** Subcontractor Marsha Kmec submitted a request for a four-month extension to September 30, 2003, to complete her project, due to a severe staffing shortage in her library. Her request for extension was approved.

Total Training/Demonstrations:	NA
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- **Outreach to Consumers in Contra Costa County – Degnan Medical Library.** During this quarter, subcontractor Sally Chu began planning for remodeling of her hospital’s Family Practice Center, in order to establish a Consumer Health Library. Five training sessions were held during the quarter; two for public library staff, two for the general public, and one for Taiwanese church members.

Total Training/Demonstrations:	2
Total sessions of participants were 50% ≥ minorities:	0
Total Participants:	14

- **Health Literacy and Information and Referral Resource Awareness – Marshall Medical Community Health Library.** Subcontractor Ellen Richards continued with hands-on demonstrations of MEDLINEplus, PubMed, and the Community Health Library’s website for interested library patrons. In addition, she offered training on these resources to staff in several departments of the El Dorado County Public Health Department, and also to several nursing divisions in Marshall Hospital.

Total Training/Demonstrations:	NA
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- **Assessing Potential of Handheld Computing Applications in Public Health – Savitt Medical Library, University of Nevada.** Subcontractor Terry Henner presented a preliminary report about the project at the MLA annual meeting in San Diego. He continued with the selection of PDA software to use for the pilot project, and conducted interviews with study participants to establish baselines of work activities involving information management.

Total Training/Demonstrations:	1
Total sessions of participants were 50% ≥ minorities:	0
Total Participants:	6

- **Model System for Integration of NLM Resources into Internet-based Information Systems for Rare Disease – Judith Tuttle Memorial Research Library, Periodic Paralysis Association.** Subcontractor Patrick Cochran completed the design parameters for the “Disease” section of the library’s online system. Development of written content began for the launch of the library’s new website, including its disease information system.

Total Training/Demonstrations:	NA
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- Basic Health Research for Adult Learners – Vision Literacy Service, Santa Clara County.** Training began to assist new readers with independent use of MEDLINEplus Health Tutorials and other easy-to-read content. This will be an ongoing objective during the entire project. Vision Literacy staff also implemented a system for tracking the number of MEDLINEplus users at its Community Learning Center. Vision Literacy also added to its collection of health literacy websites, which will be submitted to Planetree Library for approval. Once approved, the websites will be categorized into folders, and loaded onto computers at the Community Learning Center. Vision Literacy also created a draft customer satisfaction survey, which will be given to all MEDLINEplus users beginning during the early part of the next quarter of the project.

Total Training/Demonstrations:	NA
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- 1st quarter reports were received from the Access to Electronic Health Information (AEHI) project contracts. All reports are included in **Appendix B**.

- Central Valley Access to Electronic Health Information Project - Henry Madden Library, California State University, Fresno, CA**

Total Training/Demonstrations:	2
Total sessions of participants were 50% ≥ minorities:	0
Total Participants:	3

- Facilitating School Nurses' Access to Electronic Data - Library & Information Access, San Diego State University, San Diego, CA**

Total Training/Demonstrations:	NA
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- Hawaii Health Portal - Hawaii Medical Library, Honolulu, Hawaii**

Total Training/Demonstrations:	NA
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- Partnership: Good Samaritan Regional Medical Center and the Body Positive Foundation of Phoenix - Good Samaritan Regional Medical Center, Health Sciences Library, Phoenix, Arizona**

Total Training/Demonstrations:	1
Total sessions of participants were 50% ≥ minorities:	0
Total Participants:	26

B. OUTREACH PROGRAMS

1. Outreach to Health Professionals

- The following summarizes the outreach activities completed as part of the RML contract.

Total Training/Demonstrations:	1
Total sessions of participants were 50% ≥ minorities:	1
Total Participants:	3

- Alan Carr wrote a final report summarizing the HIV/AIDS Information Summit. Graphic recordings and photographs from the event, as well as Webcasts covering most of the meeting were added to the Summit website⁸. Alan Carr promoted the finalized report and website to the National Network Office, NN/LM network members, Summit attendees, and other interested parties.

2. Consumer Health Information Services

- Heidi Sandstrom attended a NexCare meeting in Encino, CA on June 30, and participated in a teleconference at NLM on July 16 with NexCare. The NexCare Collaborative has received funding under California's First5 initiative to establish a call center in Los Angeles that targets children ages 0-5 years and their parents/caregivers. NexCare has been in discussion with Elliot Siegel and other NLM/NN/LM PSR staff about Go Local participation.
- Kay Deeney arranged three dates in September and November for public library training in Glendale and Scottsdale, Arizona.
- In June, Kay Deeney attended a meeting of the Patient Advisory Committee of the Ahmanson/UCLA Congenital Heart Disease Center. Plans are underway to hold a one day symposium for Congenital Heart Disease Awareness Day on February 14th. Patient and family attendees from three local hospitals and the general public will be invited.

3. Training to Support Electronic Access to Health Information

- Heidi Sandstrom began the collaboration on the Public Libraries and Community Partners resource with a subcommittee of the NN/LM Consumer Health Coordinators.
- Plans were made to teach 2 classes for the Metropolitan Cooperative Library System in the spring of 2004.
- The region announced plans to fund satellite teleconference sites for the September 9, 2003 MLA teleconference on health literacy.

⁸ <http://nnlm.gov/psr/pdf/hiv.pdf>

4. Exhibits and Presentations at Meetings

- Heidi Sandstrom exhibited for NLM at the American Library Association/Canadian Library Association meeting in Toronto, Canada, from July 19-25, 2003, and presented in the NLM Theater at the exhibit booth.
- PSR exhibited at two national meetings this quarter: National Conference on Health Education and Health Promotion, May 21-23, 2003, in San Diego and the American College of Nurse-Midwives Annual Meeting, May 31 – June 2, 2003, in Palm Desert, Betty Allanson of Loma Linda University volunteered for ACNM.
- In May, Kay Deeney and Alan tested the web-based exhibit database and sent comments to NNO.
- The Exhibit Manual that Kay Deeney worked on with Toni Yancey from SEA and Siobhan Blackwell from MCR was released after comments from the Outreach librarians at MLA.
- In May, Kay Deeney attended training in order to correctly use the ProCard credit card for exhibit finances.
- The Gerontological Society of America accepted our proposal for a class at their annual meeting in November. The class is Effective Internet Searching Techniques: Research Strategies for NLM Databases and other Governmental Health Research and Scientific Resource. We partnered with Heather Moulton, the chair of the GSA Task Force on Organizational Technology and Computers.
- In early May, the Nevada Library Association accepted our proposal for a talk entitled, “Health Resources for the Spanish Speaking Patron from the National Library of Medicine.”

5. Technology Awareness and Integration

- PSRML Medical Digital Reference Project Report:
 - Kay Deeney, Andrea Lynch and Heidi Sandstrom wrote and Heidi presented the paper at MLA on the MDRP project, entitled, “Shooting the Curl: Enhancing Real Time Reference with Health Information Experts.”⁹
 - Several librarians who were covering digital reference hours dropped out due to other work demands. The University of Arizona Health Sciences Library is going with a different virtual reference product. They appreciated the opportunity to test the 24/7 Reference digital reference software.
 - Getting the digital reference librarians to answer the QRC questions remains a problem. While ten people were trained, only three people have been answering questions.

⁹ <http://nmlm.gov/psr/ppt/MDRP.ppt>

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- In July, Kay Deeney demonstrated the QRC system to the UCLA librarians at one of their monthly Digital Reference meetings. This was to demonstrate to UCLA librarians how they can forward health related calls to QRC.
 - In July, Kay Deeney set up digital reference training for three librarians to review the procedures for accessing and answering live questions.
 - Kay Deeney attended a workshop called, Active Learning and Teaching: Need a Tip, Share a Tip in June, organized by UCLA Information Literacy Initiative. Many of the instructional tips shared are useful for training of adult learners.
 - Kay Deeney attended Arizona Turning Point Symposium, Paving the Way to a new Future: Public Health/Library Information Collaboration, in Mesa, Arizona in May. Funded by Robert Wood Johnson, the project attempts to strengthen the public health system by improving public health information dissemination to the general public and the public health workforce.
 - Kay Deeney attended the Assessment Workshop in Tucson, AZ. The meeting was with four resource libraries covering the Four Corners (Arizona, Utah, New Mexico and Colorado) and four RMLs, plus two Gates-funded librarians from the Tribal Health Connection, library staff from the Tribal Connections (I-III) from PNR, and representatives from NLM. Jeanette McCrae coordinated the meeting.
 - Kay Deeney continued to serve on the NOMC Technical Advisory Committee.
 - Kay Deeney and Karen Ricard attended the NOMC Mapping and Reporting Application training in July. NOMC is working on the beta of OARF II.

6. Connections

- N/A

7. Library Improvement

- We continued to assess whether or not there are civilian hospitals in the underserved Pacific Basin that qualify for Library Improvement grant by meeting the basic conditions as outlined in the Statement of Work. We make this readiness assessment through our conversations and messaging with personnel in the region.

C. OTHER ACTIVITIES

- Julie Kwan attended the MLA CE class 186: Joint Commission Standards: Management of Information and Beyond on May 3, 2003.
- Julie Kwan presented the data analysis for the ILL Cost Study at the RML Directors meeting on May 2, 2003.
- Julie Kwan attended the grand opening of the Sherman Oaks branch of the Los Angeles Public Library on May 8, 2003. This library is part of a building program that includes 30 newly constructed and 3 renovated libraries in the LAPL.
- Andrea Lynch presented a paper that she co-authored with Elaine Graham and Julie Kwan at the MLA meeting on May 5, 2003. The paper was titled: "FreeShare to the Rescue"¹⁰.
- Alan Carr attended the MLA Annual Meeting in San Diego May 2-7, 2003.
- Alan Carr attended the Internship Open House at GSEIS on May 29, 2003.
- Alan Carr submitted a potential brief communication article to JMLA about the HIV/AIDS Information Summit.
- Heidi Sandstrom attended the Institute for Healthcare Advancement's Second Annual Health Literacy Conference on May 15 and 16, 2003 in Anaheim.
- Heidi Sandstrom attended the Refugee Health Meeting on July 15-16, 2003 at the National Library of Medicine.
- Heidi Sandstrom, along with Judy Consales, interviewed Natalie Kamper, NLM Associate, for the Second Year Associate program being offered at the UCLA Louise M. Darling Biomedical Library. Natalie would be spending the fall quarter of the program working with RML staff.
- April Cunningham, a graduate student at UCLA's Department of Information Studies, concluded her internship at the RML on June 6, 2003. April conducted a training project in conjunction with the Santa Monica Public Library.
- Elaine Graham left PSRML at the end of May 2003 to move with her family to Whidbey Island, Washington. Heidi Sandstrom was appointed Interim Associate Director effective June 2, 2003.

¹⁰ http://nnlm.gov/psr/pres/freeshare_rescue.ppt.