



**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**  
**November – January 2005**

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Quarterly Progress Report  
Pacific Southwest Regional Medical Library (PSRML)  
National Network of Libraries of Medicine, Pacific Southwest Region  
**November 2004-January 2005**

A. NETWORK PROGRAMS

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

Loansome Doc service in the Pacific Southwest Region is offered to:

- Affiliated users by 190 libraries
- Public users by 50 libraries
- Unaffiliated health professionals by 69 libraries
- International libraries by 17 libraries
- International users by 14 libraries

2. Assessing the needs of health science libraries

- PSRML filled **14** requests from network members for NLM promotional items. Over the course of the quarter, PSRML mailed a total of **5845** 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.
- The following videotapes and DVDs were circulated to network members during the quarter via our PSRML multi-media loan page<sup>1</sup>. No audiotapes were circulated. :
  - 2004 MLA Teleconference: The Art and Practice of Electronic Journal – **5**
  - Roles and Essential Skills of the Expert Searcher – **5**
  - Changing the Face of Medicine – **1**
  - MLA Satellite Teleconference: The Effects of E-Journals on Your Library – **1**
  - Race: The Power of Illusion – **4**

We received and provided answers to questions from Network members about: new medical schools that only have virtual libraries; incorrect citations in PubMed for older volumes of journals before they were included for indexing in Medline; finding FreeShare libraries that provide electronic document delivery (for routing table updates); finding hospital library consultants; firewall problems and emailing PubMed search results; advice regarding library accreditation; the most frequently clicked on PubMed titles; PubMed PDF problems; and how to donate books to foreign countries.

We also received a request for and supplied referrals to three libraries in California that are providing innovative library services. Mary Lou Goldstein, an Arizona Network librarian, will be doing site visits for the purpose of incorporating innovative practices and new technologies in her Scottsdale Healthcare libraries.

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<sup>1</sup> <http://nmlm.gov/psr/loans/>

Professional Development Awards were awarded to two Network librarians to attend continuing education classes at the February Joint MLA Chapters meeting in Long Beach. These classes include Communicating with Physicians, Joint Commission Standards: Management of Information and Beyond, and Extreme Googling.

Libraries in Region 7, as throughout the nation, are transforming their collections and becoming more virtual. We are advising libraries to work with their electronic resources vendors to make sure that they are able to send articles on interlibrary loan.

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

Membership changes included four new Affiliate Members, two Full Member libraries closed, and one corporate Full Member transitioned to Affiliate Membership and is no longer a DOCLINE library.

We updated our membership brochure, *Make the Connection: Join the National Network of Libraries of Medicine!*

### 4. Implementing the Regional Document Delivery Plan

Of the 412 DOCLINE libraries in the Pacific Southwest:

- 114 or 27.7% participate in EFTS
- 110 or 26.7% are members of FreeShare (FreeShare includes 1,170 libraries from the US and Canada)

During this quarter, we conducted a survey of Region 7 DOCLINE libraries regarding their interest in electronic document delivery (EDD) and whether or not they had appropriate equipment to participate in electronic lending. Heidi has identified an organization that has agreed to provide funding for California hospital libraries. SurveyMonkey was used to collect 122 responses from December 6, 2004, to January 3, 2005. Survey results indicated that 57.9% of respondents used EDD and that 46.6% needed new equipment. We are working on internal procedures to make it easier to fund small awards such as these.

We sent a reminder to all DOCLINE libraries to update their institution records in January.

We received and responded to questions from Network members about ways to streamline billing and encouraged libraries to join EFTS and FreeShare. We also received questions about entering print versus electronic holdings in DOCLINE Serials Holdings, specifically closing out print holdings and adding electronic. Libraries are very concerned about this given the rapidly changing nature of their collections. Our members continue to have questions about inactivating DOCLINE temporarily.

All DOCLINE level 2 holdings have been upgraded to level 3 holdings. Region 7 was the first region to finish its work on level 2 holdings.

A new library group was created, Medical Library Consultants. This group includes libraries who are all staffed by MLC. The group may be opened to other regions in the future.

We set the University of Hawaii libraries to inactive status in DOCLINE following the devastating flood on October 30, 2004. It will take these libraries quite a bit of time to recover and resume operations.

On November 2, 2004, Julie Kwan and Andrea Lynch visited the USC Norris Medical Library to discuss the ISO/ILL Protocol and ILLiad. The Norris Medical Library and the Arizona Health Sciences Library are the two resource libraries in Region 7 expected to be first to use the new protocol with DOCLINE. The visit was very helpful in understanding how the third party software will work, and we were able to provide a great deal of background information to the staff.

#### 5. Meeting responsibilities of Resource Libraries and the RML

We are continuing to work with the Hawaii Medical Library as they are transitioning from being a resource library to a primary access library.

In December, Heidi solicited proposals from our Resource Libraries for projects that could be funded from our unexpended balance from Year 4 of the contract. Four proposals were received; one was submitted with the Year 5 budget.

The Year 5 budget was submitted in January.

Savitt Medical Library, University of Nevada, Reno notified us in January that it will be hosting the Changing Face of Medicine exhibit in 2009. We will be allocating funds in the new contract to defray connectivity costs.

In December, UC Davis agreed to participate in a health sciences collaborative virtual reference project involving resource libraries in six states. This follows the withdrawal by Hawaii Medical Library from the project. The reference group of the Carlson Health Sciences Library is joining the project on a pilot basis beginning January 2nd. They are already involved with our region's Medical Digital Reference Project and already use the 24/7 Reference interface so they are ready to "step in." This project includes the Harley E. French Library of the Health Sciences in North Dakota; the Denison Memorial Library in Denver, Colorado; the J. Otto Lottes Library, in Columbia, Missouri; the Spencer S. Eccles Health Sciences Library in Salt Lake City, Utah; the Hardin Library for the Health Sciences in Iowa City, Iowa; and the Carlson Health Sciences Library in Davis, CA. Funding sources include: NLM (1 G07 LM007739-01) under the Internet Access to Digital Libraries program, MidContinental Region NNLM (N01 LM13514), the NNLM Greater Midwest Region, and Pacific Southwest Regions.

#### 6. Establishing and maintaining effective communication

One issue of our newsletter, *Latitudes*, was published during this quarter, the November/December 2004 issue. Articles included: a report on the Resource Library Directors

meeting on September 29, 2004; an announcement of NLM's two new Regents; a description of a new NLM funded program for Papa Ola Lokahi, a non-profit community-based health organization located in Honolulu, Hawaii; a report on the Medical School Experience symposium at MLA; and a suggestion for best practices for DOCLINE book requests.

NN/LM PSR web usage summary statistics for the quarter are as follows:

<b>Month</b>	<b>Visits</b>	<b>Page Views</b>
November 2004	17,160	81,429
December 2004	15,933	76,027
January 2005	17,529	96,714

Website visits increased somewhat gradually for the months of November 2004 through January 2005. More detailed statistics can be found at: <https://staff.nlm.gov/usage/psr/>

During the quarter Michael continued to work with Julie Kwan on the NN/LM PSR website redesign. Michael also researched the possibility of using Blog software to publish our newsletter, *Latitudes*.

Kay and Alan attended Outreach monthly teleconferences. Kay attended the Consumer Health monthly teleconferences. Heidi attended Tribal Connections 4 Corners and Go Local teleconferences this quarter. Julie Kwan attended monthly DOCLINE teleconferences and quarterly LinkOut teleconferences. All attended the monthly teleconference with the other RMLs and the NNO.

#### 7. Consulting with the Regional Advisory Committee

The Regional Advisory Committee meeting has been deferred to Year 5.

#### 8. Monitoring and evaluating regional programs

- Kay trained one subcontractor to complete OARFs on the web in January.
- In November we notified NCBI about a problem with Cubby that a Network member had alerted us to.

#### 9. Obtaining feedback from users and recommending ways of improving information access

- Allowed a librarian from the University of Michigan to modify the PubMed Basics trifold brochure for her patrons.
- Questions were developed for a regional feedback session to be held at the Joint MLA Chapters meeting in February.

#### 10. Providing a computer-equipped training facility.

- The Computer Training Lab continued to be used for 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 PSR staff for teleconferences.

11. Provide feedback to the NLM from user and non-users on NLM and NN/LM products and services.

Kay Deeney was appointed to the NN/LM Distance Learning Working Group to make recommendations about the RMLs' experience with distance learning.

Kay was also invited to participate on a review team to evaluate the proposed enhanced CHOS reporting feature.

As part of the NOMC site visit team, Kay provided input into the NOMC site visit final report.

In November, comments were sent to Cindy Love about the latest modifications to ToxTown.

Heidi submitted comments to NLM in November on its draft on funding Go Local initiatives.

Heidi provided feedback to NLM on the document "Topics to Address with New Staff at NLM and NN/LM."

12. Promoting and encouraging the submission of applications for NLM-funded grants.

Following consultation and advisement from the NNO, the decision was made not to fund the health literacy proposal from Literacyworks in its current form. We will continue to work with this agency to develop a fundable proposal.

13. Following up on NLM-funded grants.

On January 22, a letter was sent to Betty Mason, Library Director of D-Q University, notifying her that we are withdrawing our offer of funding, based on the recent decision by the Western Association of Schools and Colleges to terminate accreditation of D-Q. This decision was partially due to financial irregularities found during the review process. See Appendix C for a copy of this letter.

In November, Heidi Sandstrom facilitated the invitation of Franda Liu of Pacific Resources for Education and Learning to the December Community-Based Health Information Outreach Symposium at NLM. She also worked with Gail Dutcher to ensure that Franda's expenses would be covered through NLM funding.

#### Outreach Subcontracts

An overview of project accomplishments appears here, and complete quarterly reports from subcontractors are included in Appendix B.

**Lung Express at Preuss: Peer Training Project – University of California, San Diego, Medical Center Library**

<b>Total Training/Demonstrations:</b>	<b>2</b>
<b>Total sessions of participants were 50% ≥ minorities:</b>	<b>2</b>
<b>Total Participants:</b>	<b>12</b>

**Clinical Internet Training Lab – San Mateo Medical Center Library**

Subcontractor Mark Constantz conducted two training sessions during the quarter, one involving pediatricians and the other involving nurse practitioners from a public health clinic who treat HIV/AIDS patients and Spanish-speaking Latino immigrants. Mr. Constantz plans to visit additional public health clinics and conduct further training sessions in the spring of 2005.

<b>Total Training/Demonstrations:</b>	<b>2</b>
<b>Total sessions of participants were 50% ≥ minorities:</b>	<b>2</b>
<b>Total Participants:</b>	<b>23</b>

**Internet Professional and Consumer Medical Information Access – Guam Memorial Hospital Authority**

During this quarter, subcontractor Arlene Cohen planned to present a workshop on *Consumer Health Information Access* on December 8, 2004, in conjunction with a Guam Library Association meeting, but it was cancelled due to a death in her family. She is in the process of rescheduling this workshop, and will also invite the University of Guam community and the general public. Ms. Cohen is also working with the American Cancer Society Guam Chapter and other citizen groups to schedule some consumer health training sessions.

<b>Total Training/Demonstrations:</b>	<b>N/A</b>
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**Access to Health Information for Arizona’s Tribal Nations II – Arizona Health Sciences Library**

Planning for a tribal librarians’ conference began. Dates in mid-March to early April 2005 are being considered. Other possible relationships include re-establishing contact with the Health Department of the Pascua Yaqui tribe, establishing contact with the San Carlos Apaches, and a project with Tohono Oo’dham or Pascua Yaqui middle or high schools. Collaboration opportunities with the University of Arizona College of Public Health were also investigated. The College has an Indian Advisory Committee and a Native American tribal liaison.

<b>Total Training/Demonstrations:</b>	<b>N/A</b>
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**Enhancing AZHealthInfo.org; Phase II of the Arizona Turning Point Public Health Information Centers Project—Arizona Health Sciences Library**

During this quarter, due to technical problems, the AZHealthInfo.org web site went off the Internet air waves. Visitors to the site saw a notice explaining the difficulties, along with a small number of links to vital resources. Several of the library’s databases were damaged, but AZHealthInfo.org was damaged the most severely, resulting in the total loss of its 6,000 records.

Fortunately, the subcontractor was overseeing the development of a new version of AZHealthInfo that was built from input received during the course of training sessions for public health professionals and public librarians. Thus, rather than focusing energy on recreating what was lost, efforts are going into developing the new version, which when released will provide several enhancements over the old version.

**Operation Health Outreach—Glendale (AZ) Public Library**

During this quarter, subcontractor Frieda Ling completed the planning phase of her project. She met with the library’s Hispanic Advisory Committee to get input, planned program details, and contacted over 100 health-related organizations about participating in an April, 2005, health fair. Ms. Ling also designed, produced, and distributed handouts and other publicity materials, promoted the project through interviews, and presented the project plan at a meeting of the Library Board. Ms. Ling conducted 12 training and demonstration sessions during the quarter, reaching about 188 participants, 80% of whom were from the Hispanic community of Glendale.

**Access to Electronic Health Information Projects:**

**Facilitating School Nurses Access to Electronic Data—San Diego State University Library**

During this quarter, subcontractors Marilyn Hall and Renee McLeod presented a workshop related to handheld technology at the California School Nurse Organization’s Annual Conference *Unity in Diversity: Health is the Connection* on February 5, 2005, and Ms. McLeod gave the keynote address at the Physical and Behavioral Health Coordination Conference on January 18, 2005. Ms. Hall and Ms. McLeod also provided ongoing support to school nurses in San Diego and Imperial counties, and explored additional grant opportunities to expand the project to nurse practitioners in the two counties. Ms. Hall also tested recording technology and digital editing of some training modules using Camtasia and similar software products.

**Design and Implementation of Web-based Video Library of Neuromuscular Channelopathies – Judith Tuttle Memorial Library, Periodic Paralysis Association**

During this quarter subcontractor Patrick Cochran announced and publicized his project in three venues: the annual Periodic Paralysis Association Meeting in Las Vegas, the 1<sup>st</sup> International Meeting on Periodic Paralysis at the University of Rochester School of Medicine, New York, and the Clinical Investigation of Neuromuscular Channelopathies Organization annual meeting, also held in Rochester. Attendees at these sessions included health care providers, researchers, patients, students, and residents. Administrative systems were fine-tuned and debugged to optimize camera systems and the computer interface. Database development is nearing completion.

<b>Total Training/Demonstrations:</b>	<b>N/A</b>
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- **Facilitating School Nurses' Access to Electronic Data - Library & Information Access, San Diego State University, San Diego, CA**

Total Training/Demonstrations:	<b>2</b>
Total sessions of participants were 50% ≥ minorities:	<b>0</b>
Total Participants	<b>257</b>

### **Senior Health Project – Pacific College of Oriental Medicine**

During this quarter, instruction began at the Riford Senior Center. Two one-hour classes are conducted each Wednesday to attendees who make appointments. The instructors for the group are the Project Director, Project Manager and a health professional student assistant. Meetings were held with the Director of the Third Avenue Charitable Organization Lutheran Church and instruction began at the First Lutheran Church Senior Clinic on November 8, 2004. The three instructors also conduct these classes. The numbers are smaller because there are only 3 laptop computers to use. Instruction at both sites includes an introduction to explore hand-eye coordination, scrolling with the mouse and getting accustomed to the machines. Instructors begin by exploring MedlinePlus with the attendees, followed by time spent on the NIH Senior Health and Clinical Trials sites. There is a second class in which the groups learn to use PubMed and the San Diego Public Library web site, which has health information databases. Publicity flyers were also distributed at the La Jolla Recreation Center, La Jolla Presbyterian Church, and La Jolla Public Library.

<b>Total Training/Demonstrations:</b>	<b>43</b>
<b>Total sessions of participants were 50% ≥ minorities:</b>	<b>1</b>
<b>Total Participants:</b>	<b>480</b>

### **Health & Education through the Library Access Program (HELP)—Verde Valley Medical Center**

During this quarter subcontractor Karen Fanning hired a support person, who began working twelve hours per week beginning on November 30, 2004. Ms. Fanning conducted a number of training sessions during the quarter, reaching newly hired staff at Flagstaff Medical Center and Verde Valley Medical Center, a Verde Valley Medical Center Social Worker, the Verde Valley Medical Center Nursing Administration, Verde Valley Medical Center’s CME & Library Committee, and Verde Valley Medical Center physicians and staff through a continuing medical education session. Ms. Fanning also conducted two training sessions at Cottonwood Public Library and one session at Sedona Public Library. Ms. Fanning revamped her entire HELP training packet, reducing the number of pages from 100 to 25, making it less cumbersome to use. Sedona Public Library and Northern Arizona Healthcare added the HELP packet to their web sites.

<b>Total Training/Demonstrations:</b>	<b>9</b>
<b>Total sessions of participants were 50% ≥ minorities:</b>	<b>1</b>
<b>Total Participants:</b>	<b>32</b>

### **Healthy Information Partnership in the Republic of the Marshall Islands**

<b>Total Training/Demonstrations:</b>	<b>4</b>
<b>Total sessions of participants were 50% ≥ minorities:</b>	<b>3</b>
<b>Total Participants:</b>	<b>2532</b>

## University of Guam, Robert F. Kennedy Memorial Library Outreach

<b>Total Training/Demonstrations:</b>	<b>4</b>
<b>Total sessions of participants were 50% ≥ minorities:</b>	<b>4</b>
<b>Total Participants:</b>	<b>62</b>

Subcontracts were sent for signature to the Medical Center Library, University of California, San Diego; Pacific College of Oriental Medicine; Medical Center Library, University of California, Davis; and Glendale Public Library, Glendale, AZ. Papa Ola Lokahi signed a contract for its two project in Hawaii in December.

## B. OUTREACH PROGRAMS

### 1. Outreach to Health Professionals

On November 5, 2004, Alan Carr was one of the key presenters at the 2<sup>nd</sup> Annual Enhancing Language Capacity Summit, sponsored by Molina Healthcare. He provided information about NN/LM services, NLM resources, and also focused on online sources of multilingual health information, in particular the Spanish-language version of MedlinePlus.

On November 19-19, 2004, Alan Carr attended the 2<sup>nd</sup> annual American Indian Conference in Los Angeles. He attended numerous sessions and made several good contacts for future outreach and training activities.

In November, 2005, Ms. Arlene Cohen, from the University of Guam RFK Library, presented four outreach training sessions during the Pacific Islands Association of Libraries and Archives (PIALA) regional conference in Majuro, Marshall Island. One session was on *Access to Consumer Health Information on the WWW* for the PIALA Conference participants, one was *Medical Information Resources on the WWW* for the doctors at the Majuro Hospital, and two sessions were on *Nursing Information Resources on the WWW* for the nurses at the same hospital.

On November 29, 2004, Alan Carr co-presented a session entitled "Public Health: Medicine at the Population Level," to students in the UCLA Department of Information Studies course 457, "It's All About Health!" Several of the students previously worked in the health care field.

Alan Carr, Kay Deeney, and Heidi Sandstrom attended the Symposium on Community-Based Health Information Outreach at NLM on December 2-3, 2004.

Alan Carr discussed training and outreach needs of Yuma (AZ) Regional Medical Center with Leone Neegan. Training sessions for PubMed were planned for the spring of 2005. Alan also discussed training possibilities with Dawn O'Bar, from the Health Resource Center at the Santa Barbara Medical Foundation Clinic. She was interested primarily in PubMed training for a small group of resource center volunteers. Dawn decided to contact Network member Sharon Lezotte at Santa Barbara Cottage Hospital, who was interested in providing training.

### 2. Consumer Health Information Services

Kay Deeney taught two sessions of the ¿No Comprendo? Spanish Health Information Resources for English Speaking Librarians class in Mesa and Glendale, Arizona in November. We are talking with other libraries in Arizona and California about presenting this class. In addition we approached a group of fire fighters who are interested in training.

Heidi Sandstrom taught an abbreviated version of the Prescription for Success class at a lunchtime session at the California Library Association Annual Conference.

At the Internet Librarian conference in Monterey, California, Kay Deeney presented a session on Partnering for Health along with Mickey McIntyre from University of Medicine and Dentistry of New Jersey and Sandra Kendall, Mount Sinai Hospital, Toronto, Canada. Kay highlighted NLM resources including the Public Libraries and Community Partners web site.

In December, a feasibility study on Go Local implementation in Los Angeles County was submitted by NexCare to NLM. We continue to work with NexCare and NLM on facilitating this implementation.

In January, a Go Local proposal/budget for Nevada was submitted to NLM and was approved for funding.

In January, Heidi Sandstrom contacted the California State Library about collaborating on health information training for public libraries in the state. We were referred to Holly Hinman and Carla Lehn of InfoPeople to discuss the feasibility of this. We subsequently submitted a proposal for a collaborative project that could be funded from our unexpended balance from Year 4 of the contract. We also received a proposal idea from Jane Kolbe following the submission of our budget. We will work with her to develop this idea if additional funds become available.

### 3. Training to Support Electronic Access to Health Information

#### Summation of Outreach Activities

<b>Totals for RML and Subcontractors, Quarter 3 2004-5</b>	
<b>Total Training/Demonstrations:</b>	<b>78</b>
<b>Total sessions of participants were 50% ≥ minorities:</b>	<b>17</b>
<b>Total Participants:</b>	<b>1392</b>

<b>Totals for RML, Quarter 3 2004-5</b>	
<b>Total Training/Demonstrations:</b>	<b>8</b>
<b>Total sessions of participants were 50% ≥ minorities:</b>	<b>0</b>
<b>Total Participants:</b>	<b>219</b>

### 4. Exhibits and Presentations at Meetings

California Library Association  
Arizona Library Association

Alan Carr entered exhibit suggestions in NLM's online exhibits database for the period of October 2005 through September 2006. He also successfully recruited Network member volunteers for upcoming exhibits in the spring of 2005.

Alan began work as a member of the NN/LM Exhibit Committee by revising sections of the Exhibit Manual.

Kay contacted the National Hispanic Medical Association to present a talk at their Ninth Annual Conference in Los Angeles in April. The proposal was not accepted.

## 5. Technology Awareness and Integration

On January 19, 2005, Julie Kwan visited the USC Information Services Division to discuss institutional repositories of electronic publications. USC has been an innovative leader in developing the ARL Scholars Portal project. Kwan recommended the following NLM resources to them: *Archiving and Interchange DTD*, *Journal Publishing DTD*, and *Information for Publishers re XML Tagged Data*.

## 6. Library Improvement

We have been working with the library at D-Q University to provide a library improvement award to upgrade computers in their library. D-Q University is the only tribal college in California. They have high numbers of Hispanic as well as Native American students. In early December they modified their request to include a wireless system. Unfortunately in late January the University's accreditation was withdrawn by the Accrediting Committee for Junior and Community Colleges. PSR withdrew the offer of library improvement assistance to the library of the D-Q University (see Appendix C).

## 7. Connections

See above.

## C. OTHER ACTIVITIES

During Fall Quarter 2004, Julie Kwan served as Adjunct Lecturer for the UCLA Department of Information Studies, with teaching responsibility for IS 457: Health Sciences Librarianship. This course featured programs and services of the National Library of Medicine, information needs and behaviors of health care professionals, health information needs of consumers and patients, and related issues. Twenty-one students completed the course. All librarians of the regional network office participated in the instruction in addition to several librarians from other areas of the Louise M. Darling Biomedical Library.

The deadline for applications for the NN/LM PSR Consumer Health Coordinator position was November 19. Heidi Sandstrom is chairing the committee; Alan Carr is serving on the committee as the Library Committee on Diversity representative. The committee met regularly in November, December and January. Phone interviews were conducted in January. Three candidates were selected for in-person interviews, which were scheduled for Feb 10, 11, and 14.

Andrea Lynch attended the Internet Librarian conference in Monterey in November.

In December, Karen Ricard was selected to participate in UCLA's Staff Enrichment Program.

Michael Miller attended a class on 1/22-23 called “Digital Video Tools & Techniques” to enhance his skills in supporting our distance learning initiatives.

Andrea Lynch left her position as Network Assistant on January 7. Karen Ricard announced on Jan 10 that she will be leaving her position at the end of February.

APPENDIX A:  
EXHIBIT REPORTS

**EXHIBIT REPORT OUTLINE**

- I. DATE OF REPORT     December 10, 2004
- II. NAME OF PERSON SUBMITTING REPORT     Kay Deeney
- III. ADDRESS     PSR
- IV. EXHIBIT:
  - A. Name of Meeting     California Library Association
  - B. Location (City, State)     San José, CA
  - C. Dates     November 13-15, 2004
  - D. Staff     Kay Deeney; Heidi Sandstrom; Barbara Bibel, Oakland Public Library, Oakland, CA; Hella Bluhm-Stieber, Santa Clara Valley Medical Center, San José, CA
  - E. Number of Registrants
  - F. Number of Exhibits
  - G. Specify by Days:

<b>Dates</b>	<b><u>Hours</u></b>	<b><u>Visitors</u></b>	<b><u>NLM Demos</u></b>	<b><u>Internet Demos</u></b>
11/13/04	12:00-6:30 pm			0
11/14/04	10:00-5:00 pm			0
11/15/04	9:00-11:45			0
<b>Total</b>	<b>16.25 hours</b>			

- 1. Exhibit Hours
  - 2. Number of People Visiting the Booth
  - 3. Number of NLM System Demonstrations
  - 4. Number of Internet Demonstrations other than NLM System Demonstrations
- H. Total Number of People Visiting the Booth
  - I. Total Number of NLM System Demonstrations
  - J. Total Number of Internet Demonstrations other than NLM System Demonstrations

V. EXHIBIT SUMMARY (Narrative)

A. Distribution of Pre-mailers, Letters or Invitations (if applicable)

B. Description of Booth Location

In a prime location, corner booth, near many library booths that received LSTA funding.

C. Description of Program Presentations

Lunchtime program of Prescription for Success. Over 38 librarians and library staff attended. In addition to teaching a brief version of the class, we promoted network membership and the other public library classes.

One of our network members, Scott Willis gave a talk on Medicine Discount Cards which is part of the Walgreen's initiative.

D. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted.

No

E. Problems

As usual with state library association conferences, there was not a lot of traffic on the exhibit floor.

F. User feedback

Lots knew about MedlinePlus and other NLM resources. Many were interested to hear about the public library training opportunities. One state librarian mentioned that some hospital librarians had suggested that NLM and the state should work together to make full text journals available for free.

G. Suggestions/comments

H. Recommendations: Should NLM exhibit at this meeting next year?

No, Best bet is to exhibit with this group every other year. And to attempt to get on the program.

VI. BUDGET SHEET

VII. APPENDICES:

Maps of exhibit hall

Pictures

Samples of promotional materials used

## Exhibit Budget SHEET

Meeting Title: California Library Association

Meeting City, State: San Jose, California

Meeting Dates: November 12-15, 2004

ITEM	COST
Booth space fee	850.00
Internet connection fee	1220.00
Other booth fees: (electrical \$ 191; carpet \$ 123.50; padding \$ 85.50; furniture \$ 377.75; cleaning \$ 28.80)	823.79
<b>Total exhibit booth fees</b>	2893.79
Shipping	284.49
Drayage and material handling	323.00
Total travel costs (including mileage, parking, airfare, accommodation, per diem)	200.00
Other costs (please specify)	
<b>TOTAL EXHIBIT COST</b>	3516.79

## EXHIBIT REPORT OUTLINE

- I. DATE OF REPORT: December 13, 2004
- II. NAME OF PERSON SUBMITTING REPORT: Julie Kwan
- III. ADDRESS: Pacific Southwest Regional Medical Library, UCLA Biomedical Library
- IV. EXHIBIT: Arizona Library Association
- K. Name of Meeting: 2004 AzLA Conference – Libraries: Your First and Last Resort
- L. Location (City, State): Tucson, Arizona
- M. Dates: November 30 - December 2, 1004
- N. Staff: Julie Kwan plus one volunteer, Alison Bunting, for 4 hours
- O. Number of Registrants **1,100**
- P. Number of Exhibits **90**
- Q. Specify by Days:
- R.

Dates	Hours	Visitors	NLM Demos	Internet Demos
12/1/2004	8 am – 4 pm	23	8	0
12/2/2004	8 am – 4 pm	21	7	0
<b>TOTAL:</b>	<b>16 hours</b>	<b>44</b>	<b>15</b>	<b>0</b>

1. Exhibit Hours
  2. Number of People Visiting the Booth
  3. Number of NLM System Demonstrations
  4. Number of Internet Demonstrations other than NLM System Demonstrations
- S. Total Number of People Visiting the Booth: 44
- T. Total Number of NLM System Demonstrations: 15
- U. Total Number of Internet Demonstrations other than NLM System Demonstrations: 0

**Note:** Visitors are counted only if there has been a meaningful interchange. Interchanges such as greetings and thanks that do not mention NLM, its resources or services are not counted as visits. In addition to clicker-counters, promotional products may be used to keep count of visitors if exhibit staff distribute them personally as a way of thanking each visitor. Someone who takes a promotional product or brochure and leaves without an interchange with an exhibit staff person is not counted as a visitor. This should be taken into account when planning the number of brochures and products to send to an exhibit in future years. System demonstrations are counted as events. A system demonstration is counted as one regardless of the number of people watching or the number of resources covered. That is, one demonstration may be for five people and may cover multiple resources.



V. EXHIBIT SUMMARY (Narrative)

G. Distribution of Pre-mailers, Letters or Invitations (if applicable):

None

H. Description of Booth Location:

We had an excellent booth location. On one day we were directly next to the door to the exhibit hall; on the other day, we were one row down.

I. Description of Program Presentations:

None

**Note:** In the description of the program presentation, include specifics on how arrangements were made, difficulties, problems encountered in the process, length of presentation, and estimated attendance. If you were not successful in getting on the program, describe what attempts were made.

J. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted.

SIS resources were included depending on visitor interests. Arizona librarians are very interested in environmental issues, and we included ToxMap and Tox Town in many of our discussions. One visitor had just learned that he was going to SIS's ENHIOP (Environmental Health Information Outreach Program) meeting in his boss's place. He knew that NLM was responsible for ENHIOP, and he came to the booth to find out more information about ENHIOP. He was from a tribal college.

We had several Native Americans attending, and, of course, others in Arizona are interested in Native American health. Consequently, we included SIS's special populations pages in our discussions.

K. Problems

Most of the booth traffic occurred during the "no conflict" times. There were 1.5 hours of "no conflict" time each day of the exhibit.

L. User feedback

One exhibitor was interested in NLM book cataloging data. They had leased and paid for the data in the past. During our conversation, I told the vendor (GIS Information Systems) that under current data licensing agreements data is available free of charge and supplied him with information from the NLM web site. He said that he would take this back to his company and that he thought they would license the data again.

We discussed health sciences library education with staff from the University of Arizona School of Information Resources and Library Science.

We had very positive feedback about MedlinePlus from two Native American librarians who attended a class the previous day taught by Pat Auflick, from the University of Arizona Health Sciences Library.

Public librarians in Arizona are becoming quite familiar with MedlinePlus, due in part to the training classes that Kay Deeney has been offering. Many visitors told me they either attended her classes or took a class by someone who had attended her class.

School librarians are not very familiar with MedlinePlus. One school nurse, who was attending the conference with her daughter who is a librarian, said she knew all about Medline whenever I tried to tell her about MedlinePlus. Finally she realized that MedlinePlus and Medline are two very different resources. She asked that I send information about MedlinePlus to the nursing supervisor of the school district.

Several corrections librarians visited the booth. They were interested in MedlinePlus information on back pain.

One visitor had just received news about two cases of severe health problems in members of her family. She was in tears in the booth as we searched MedlinePlus for information about Aicardi Syndrome, congestive heart failure, and Alzheimer's disease, and for local libraries to which she could turn for more information.

M. Suggestions/comments

N. Recommendations: Should NLM exhibit at this meeting next year? (Yes or no, give reasons for your answer)

I recommend exhibiting at this meeting every other year. Arizona librarians are very interested in environmental health and health issues in general.

VI. BUDGET SHEET

VII. APPENDICES:

Maps of exhibit hall

Pictures

Samples of promotional materials used

## Exhibit Budget SHEET

---

Meeting Title: Arizona Library Association

Meeting City, State: Tucson, Arizona

Meeting Dates: Nov 30- Dec 2, 2004

---

ITEM	COST
Booth space fee	550.00
Internet connection fee	150.00
Other booth fees: (electrical \$150; furniture \$ 77.29; carpet \$94.25; padding \$ 94.50; cleaning labor \$30)	461.32
<b>Total exhibit booth fees</b>	1161.32
Shipping	320.29
Drayage and material handling	462.50
Total travel costs (including mileage, parking, airfare, accommodation, per diem)	200.00
Other costs (please specify)	
<b>TOTAL EXHIBIT COST</b>	1923.82

APPENDIX B:  
SUBCONTRACT REPORTS

Clinical Internet Training Lab

San Mateo Medical Center  
Medical Library  
San Mateo, CA

5415 G EC413 00

Mark Constantz, MLS  
Medical Librarian  
San Mateo Medical Center  
Medical Library  
222 W 39<sup>th</sup> Avenue  
San Mateo, CA 94403  
(650) 573-2520

Third Quarterly Report  
2004 Express Outreach Award  
November 1, 2004 to January 31, 2005

**Success stories**

Using the Computer Training Lab in addition to the medical library for hands-on Clinical Internet training has been even more useful for clinicians. A training for 6 pediatricians and 4 nurse practitioners from the Fair Oaks Clinic which serves Spanish-speaking patients received good feedback. These doctors changed their weekly morning meeting so they could be trained on clinical resources. We have added the Red Book Online to our resources. It includes a Spanish version which has been very popular with staff.

**Impact of information**

Staff can now print out Spanish-language information for patients in the examining room and they find this has enhanced patient care.

**Problems**

Clinicians have been very busy due to a reorganization of the Clinics. A solution will be for the librarian to visit clinics and conduct trainings on site which is planned for this spring.

**Administrative Activities**

The library is working with ISD to negotiate to swap out two older, slower PCs with two faster PCs as all the PCs in the Clinical Training Lab are often in use. Recently ISD confirmed that the faster PCs are on the list for the next roll-out this summer.

**Activities Planned for Next Quarter**

**Spring** of 2005 will include special lunchtime lectures for the Department of Medicine physicians.

Guam Memorial Hospital Authority  
Aturidåt Espetåt Mimuriåt Guåhan  
Education Department

850 GOV. CARLOS CAMACHO ROAD  
OKA, TAMUNING, GUAM 96911  
TEL.: (671) 647-2350 FAX.: (671) 646-1114  
Email Address: [acohen@uog9.uog.edu](mailto:acohen@uog9.uog.edu)

December 27, 2004

To: Alan Carr, Outreach Coordinator  
NN/LM Pacific Southwest Region

From: Arlene Cohen, Project Partner  
Circulation and Outreach Services Librarian  
University of Guam, RFK Library

Carol Perez, Project Partner  
Director of Education  
Guam Memorial Hospital Authority

RE: Express Outreach Project 2<sup>nd</sup> Quarterly Report  
September 1, 2004 - November 30, 2004

This report is for the *Internet Professional and Consumer Medical Information Access* project, funded as a partnership project between the Guam Memorial Hospital Authority and the University of Guam RFK Library. This award is covered under Purchase Order number 5415 G FB026 00.

To date, some of the equipment for this grant has been purchased and an invoice is attached. Purchased thus far is a laptop for \$2,163.90, a printer for \$599.00 and a digital projector for \$2,088.32, bringing the total spent to \$4,851.22. The invoice for these purchases is included with this report. With the remaining funds, we plan to purchase a desktop computer for the Guam Memorial Hospital Library, to be used for public access to the Internet.

During this reporting period, Arlene Cohen presented a workshop at the 1st Micronesian Medical Symposium, held at the Guam Marriott Resort Hotel October 8-10, 2004. The session, *Internet Access to Medical Information Access* was scheduled for Sunday, October 10, 2004, from 1:00-2:00. The educational objectives covered were searching PubMed, using MeSH, signing up for Loansome Doc and identifying cost-free resources. In the program, this presentation was put into the Nursing track, presented concurrently with several other sessions. Thus, only 8 people attended the presentation, although the handouts were distributed in notebooks provided to all the participants at the Symposium. To attract a wider audience, it would have been better to have the session promoted to both the medical and nursing participants, but the program was out of our control. Also, sessions given at the same time were of a very timely nature, drawing most of the Symposium participants away from this presentation. The outreach reporting forms are included with this report.

During this quarter, Ms. Cohen also planned to present a workshop on *Consumer Health Information*

*Access* on December 8, 2004, in conjunction with a Guam Library Association meeting, but it was cancelled due to a death in her family. For the next quarter, there are plans to reschedule this workshop, and also inviting the University of Guam community and the general public.

We are also trying to work with the American Cancer Society Guam Chapter and other citizen groups to schedule some consumer health sessions, but no dates have been finalized.

# **Enhancing AZHealthInfo.org; Phase II of the Arizona Turning Point Public Health Information Centers Project**

UCLA Sub award No. 5415 G FB175

**Quarterly Progress Report  
October 1, 2004 – December 31, 2004**

**Submitted January 31, 2005**

**Arizona Health Sciences Library  
University of Arizona  
Tucson, Arizona**

By Jeanette C. McCray  
P. O. Box 245079  
Tucson, AZ 85724-5079  
Voice: 520/626-6121; Fax: 520/626-2922  
Email: [jeanette@AHSL.arizona.edu](mailto:jeanette@AHSL.arizona.edu)

## **Introduction**

Phase II objectives (beginning July 2004) as described in the proposal focus on the enhancement of AZHealthInfo.org, training and partnership building, and positioning AHSL to operationalize the project at the end of this funding cycle, so as to assume maintenance and ongoing development within its own mission and commitment to outreach in the state:

- Add GoLocal information and develop link with Medlineplus Go Local so that local directory information displays at both sites
- Develop a public relations campaign which promotes and demonstrates AzHealthInfo.org to voluntary health related organizations, community groups, and the like.
- Make an "annual" visit to each county library/health department for further training and feedback, one-on-one consulting, partnership building.
- Reach out to the medical library community as partners through their professional and collaborative organizations

## **I. Description of Progress toward the Project's Major Objectives**

### **A. Administrative/Planning Activities**

The letter we sent in early January to partners, funders and succinctly describes what we've been working on and focusing towards during the 3 months of this report:

### **B. Publicity/Marketing Activities**

No activity

### **C. Product/Resource Development Activities**

See A above.

In addition, work on the Go Local portion of the project continued. Paul Bracke's progress report to the project leaders at NLM can be found in the Appendix .

### **D. Site Visits/Training/Demonstration Sessions/Presentations (Include description of the sites and target population)**

None.

## **E. Exhibits**

None.

## **II. Loansome Doc/Document Delivery Activities**

No activity.

## **III. Evaluation Activities**

None.

## **IV. Problems/Corrective Actions. Lessons Learned / Significant Feedback**

See A above. In addition to what's noted above, the Systems department spent an enormous amount of time evaluating the extent of the damage and determining what strategy, if any, would result in at least a partial recovery. Third party vendors also were contacted to evaluate the situation.

## **V. Projected Activities for Next Quarter**

- Develop and implement work plan to develop the next version of AZHealthInfo.
- Assemble library team to oversee the project as now envisioned.
- Put up an announcement on the AZHealthInfo web site.
- Launch the new website with a core of locally relevant material and a notice that the project is ongoing
- Request a budget change to reflect the new realities of the project
- Continue Go Local input

January 10, 2005

To Users, Funders, and Friends and Supporters of AZHealthInfo,

Many of you are aware that AZHealthInfo.org, the web site developed by the Arizona Turning Point Project to assist public health professionals, public librarians, and consumers, has been off the Internet airwaves since mid October and replaced with a terse notice referring to technical problems. In addition a very small number of links to vital resources has been provided along with that notice.

Indeed, the database supporting AZHealthInfo.org has been irreparably damaged. This is the judgment of not only our internal systems and computer folks, but also that of a reputable third-party company who specializes in this kind of work and has a credible track record. This occurred despite what we thought were fail-safe back-up procedures. As is usually the case in these kinds of situations, a number of unrelated events occurred together in a short period of time and contributed to the ultimate demise. Several of the library's databases were damaged in this event. AZHealthInfo.org was among the worst since the database (in excess of 6,000 records) was a complete loss.

Luckily, we had planned into the current grant cycle the release of a new version of AZHealthInfo that built on input we received as we did training around the state with both public health professionals and public librarians. Thus, rather than focusing our energy to recreate what was lost, we are putting our efforts into new development. Among the enhancements we plan to introduce in the new version are

- better integration with national resources
- better searching capabilities
- improved navigation
- more resources for professionals
- Easier sustainability and maintenance over a long period of time.

The timetable we currently envision for launching of the new version looks like:

- Phase 1 (March 1 target): Core of locally relevant health info launched (such as valley fever, diabetes, etc.). Growing the content is ongoing.
- Phase 2 (May 15 target): Go Local debut (dependent on NLM launch calendar)
- Phase 3 (Sept 1 target): Revisions of AZHealthInfo based on feedback

In addition we will be establishing an advisory committee to assist us with future planning, new ideas, and fundraising; we are hopeful that group will be able to meet in the late spring. Stay tuned for more information on that initiative.

As we've said in the past, AHSL is committed to the ongoing development of AZHealthInfo. We see it as the future portal for all we want to do in terms of connecting both the health professionals and citizens of Arizona with reliable, up-to-date health information. Please contact either of us for more information. We look forward to working with you.

Sincerely,

Gary Freiburger, Director Arizona Health Sciences Library <a href="mailto:garyf@ahsl.arizona.edu">garyf@ahsl.arizona.edu</a> 520-626-6121	Jeanette C. McCray, Deputy Director And Project Manager <a href="mailto:jeanette@ahsl.arizona.edu">jeanette@ahsl.arizona.edu</a> 520-626-6143
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# APPENDIX

## **Go Local Progress Report: Arizona – January 2005**

*Prepared by Paul Bracke, Arizona Health Sciences Library, University of Arizona*

### Organizing and Training

A major task of the Arizona GoLocal project in the past quarter has been training staff to identify relevant sites and to use the online system. We have trained one staff member and two library science graduate students to use the hosted input system.

### Data Collection and Entry Goals

During this quarter, the Arizona project suffered a major setback in data collection. Originally, services included on the Azhealthinfo.org site were going to be migrated to the hosted GoLocal system. Unfortunately, there was a catastrophic hardware failure in October that resulted in a loss of much of this data. We have been recovering and recollecting as many of these sites as possible (through remnants of the database, emails and other electronic records, written notes, and source documents). This process has been tedious, but is going well. Additionally, many service providers in rural areas of the state do not have web presences, making location of descriptive information and the assignment of service terms challenging. We have located databases of Assisted Living Facilities, Behavioral Health Providers, Child Care Providers, Developmentally Disabled Group Homes, Juvenile Group Homes, Nursing Homes, and other facilities relevant to GoLocal that are licensed by the Arizona Department of Health Services. We will be contacting NLM staff regarding bulk loading for these facilities.

Collection of new services is proceeding simultaneously, with a focus on service providers in the northeastern part of Arizona. Records for these resources will also be part of the Four Corners GoLocal project.

# **Access to Health Information for Arizona's**

## **Tribal Nations I**

UCLA Sub award No. 5415-G-DB163

**And**

## **Tribal Nations II**

UCLA Sub award No. 5415-G-FB174

**Quarterly Progress Report  
October 1, 2004 – December 31, 2004**

**Submitted January 31, 2005**

**Arizona Health Sciences Library  
University of Arizona  
Tucson, Arizona**

By Jeanette C. McCray  
P. O. Box 245079  
Tucson, AZ 85724-5079  
Voice: 520/626-6121; Fax: 520/626-2922  
Email: [jeanette@AHSL.arizona.edu](mailto:jeanette@AHSL.arizona.edu)

## Introduction

The goals of this project are to improve access to health information resources for Native Americans in Arizona, and to develop sustainable, working partnerships between the Arizona Health Sciences Library (AHSL) and tribal representatives.

Assuming that a no-cost extension will be approved, AHSL is focusing on developing a strategy for the coming months.

## I. Description of Progress toward the Project's Major Objectives

### A. Administrative/Planning Activities

#### TRANSITIONS

Our long-time administrative associate, Susan Keiser, retired in early November, taking with her a wealth of information on the administrative process related to our grants, which has been difficult to recover. But we're making progress with Karen Griggs, our new business manager, and Cindy Steber, our newly promoted administrative associate.

#### PLANNING

Planning for a tribal librarian's conference began. Dates in mid March to early April are being considered. Hope to send a letter to tribal librarians in January. Will want to include State Library, Becky Swift (librarian at Phoenix Indian Medical Center and San Carlos Apache), and our Knowledge River interns. Also PSRML. Want to cover costs of housing and travel.

Other possible initiatives:

- Re-establish contact with Health department of the Pascua Yaqui tribe
- Work with Becky Swift to help us establish contact with San Carlos Apaches, and explore what might work at Gila Community College (her new place of employment after January 1).
- School project with Tohono Oo'dham or Pascua Yaqui middle or high school kids

#### DEVELOPING RELATIONSHIPS

Letter to tribal chairs is being drafted. Our intent is to introduce ourselves and what we have to offer, and attempt to schedule a time when we can learn about them and they about us. We're planning to have it out in mid January.

In late November, Pat Auflick attended a tribal librarians conference organized by the State Library and held just before the Arizona Library Association annual conference in Tucson. At the conference, she discussed library services and what we could offer. She also gauged their interest in having a day-long health information conference for tribal librarians in the spring. They were very enthusiastic about the opportunity.

#### BEING PRESENT, VISIBLE, AND INTERESTED IN THEIR WORK (AND THUS BETTER INFORMED ABOUT THEIR NEEDS)

Pat Auflick attended Dr. Donald Warne's talk, "Toward Wisdom: Medicine & Indigenous People" for National American Indian Heritage Month

On Dec. 10, Pat Auflick took Mr. Uchino, a visiting librarian from Japan to the Venito

Garcia Public Library in Sells on the Tohono Oo'dham Nation. The tribal librarian's conference we're planning in the spring was discussed. They were given handouts on topics such as Diabetes, Obesity and Diets, Alcoholism & Substance Abuse, etc., and 2 sacks of items to be given to tribal members like calculators, electronic address books, etc.

#### IMPROVING ACCESS TO HEALTH INFORMATION

Pat Auflick and Pat Bradley of the Tribal Connections Four Corners (TC4C) project took a road trip from Albuquerque to the Tuba City Regional Health Center, the Hopi Health Department in Polacca, and the Tuba City public library. The purpose was to discuss the TC4C project and obtain permission to conduct a needs assessment. Results were mixed. We were expected in Tuba City, but not in Polacca. No contact had been made with Sage Memorial Hospital. We are continuing to talk, through the TC4C project, with Tuba City, Polacca, Winslow, and Ganado about how to get the needs assessment done.

Searches on a wide variety of Native American health issues have been conducted for faculty from the National Center for Women's Health. This topic will attain some visibility on their Women's health web page.

Plans were made to attend and exhibit at the Native Diabetes National conference in Phoenix in January for TC4C, along with Pat Bradley from New Mexico. A lot of work goes into determining the focus, working out staffing for the conference, finding travel and accommodations, updating and compiling handouts, etc.

#### LEARNING ABOUT OTHER EXPERTISE WE COULD AVAIL OURSELVES OF

Gary Freiburger attended the Community Based Outreach Symposium at NLM, December 2-3, 2004. Many good ideas were gleaned.

Gary Freiburger met with the College of Public Health dean to discuss partnerships. Good opportunities there to collaborate. They have an Indian Advisory Committee and a Native American tribal liaison.

Training was received on the Contacts database offered by the Tribal Connections Four Corners project. This should be useful in determining what our own requirements are for establishing a similar resource

### **B. Publicity/Marketing Activities**

Pat Auflick attended the Apache Women's Conference in Hon Dah, AZ and conducted computer training along with Kay Deeny from NNLM PSR, and distributed materials about AHSL, copies of her bibliographies, and NLM products.

### **C. Product/Resource Development Activities**

None.

### **D. Site Visits/Training/Demonstration Sessions/Presentations (Include description of the sites and target population)**

None.

## **E. Exhibits**

None.

## **II. Loansome Doc/Document Delivery Activities**

No activity.

## **III. Evaluation Activities**

None.

## **IV. Problems/Corrective Actions. Lessons Learned/Significant Feedback**

Nothing to report.

## **V. Projected Activities for Next Quarter**

Letters to tribal chairpersons and tribal librarians will go out in January. We plan to follow up with phone calls in February.

Planning for the Tribal Librarians conference will begin in earnest.

Follow-up with other possible initiatives will occur.

Pat Auflick has been invited to speak at Preserving Our Language, Memories, and Lifeways, Second National Conference on Tribal Archives, Libraries, and Museums, May 24-27, 2005.

## **Facilitating School Nurses Access to Electronic Data**

**San Diego State University, San Diego**

**Quarterly Report, September 1- November 30, 2004**

Report Submitted By:

Marilyn Hall and Renee McLeod  
Library & Information Access  
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Phone: 619-594-5864

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## Summary/Introduction

### 1) Progress Towards the Project's Major Objectives

#### a) *Administrative and Planning Activities*

- ❖ The PI's participated in several training sessions or speaking opportunities:
  - "Palm Pilot Workshop." All day pre-conference workshop for nurse practitioners. 18<sup>th</sup> Annual Conference for NAPNAP, November 5, 2004, Palm Desert, CA (McLeod)
  - "Clinical Practice in the Palm of Your Hand: Palm 101 and 102." Invited speaker for the all day workshop for Nurse Practitioners. 27<sup>th</sup> Annual Education Conference of the Oregon Nurses Association – Nurse Practitioners of Oregon, September 30, 2004. Portland, OR. (McLeod)
- ❖ School Nurses began to complete the post-test online form.
- ❖ McLeod and Hall provided ongoing support to school nurses in San Diego and Imperial County.

#### b) *Collaborations/Partnerships*

- ❖ N/A

#### c) *Publicity/Marketing Activities*

- ❖ N/A

#### d) *Product/Resource Development Activities*

- ❖ N/A

#### e) *Site Visits*

- ❖ *Imperial County* – An informal session (site visit) to provide support to a few of the 8 regional school nurses in this county. It was scaled back from a planned 2-3 day series of orientations in the region to one day due to time constraints and varying levels of knowledge due to the trainings in San Diego which several nurses attended:
  - October 16, 2004, Calexico, CA

#### f) *Outreach Activities*

- Total no. of training or demonstrations during this quarter = 2 + 1 site visit
- Total no. of sessions with half or more of the participants from minority populations = 0
- Total no. of participants = 107 + 4 at the site visit

#### g) *Website Development Activities*

- ❖ N/A

#### h) *Exhibits*

- ❖ N/A

### 2) Lonesome Doc/Document Delivery Activities

- ❖ Reminded participants of Document Delivery options they could easily arrange.

- 3) Evaluation Activities
  - ❖ We continued to receive post-test data and began to analyze it.
  
- 4) Problems/Corrective Actions
  - ❖ N/A
  
- 5) Lessons Learned/Significant Feedback
  - ❖ The project is moving along. This was not an extremely busy quarter.
  
- 6) Project Activities for Next Quarter
  - ❖ Continue data analysis.
  - ❖ Author and submit Final Report for this project.
  - ❖ Continue to support the school nurses effectively adopting this technology.
  
- 7) Reports of Training/Demonstration Sessions and/or Exhibit Reports
  - ❖ Unfortunately the Outreach Activity Participant Information Sheets were not presented at the two workshops this quarter. (Reports appended)

Appendix

- Outreach Activity Data Collection Forms

NN/LM Pacific Southwest Region  
Access to Electronic Health Information 2004-2006

Project Titled:

**Design and implementation of Web-based Video Library of  
Neuromuscular Channelopathies**

Quarterly Report  
Submitted: December 12, 2004

Sub-contractor: Patrick E. Cochran, Ph.D., C.S.D.

Purchase Order Number: 5415 G FB330 00

**Progress:**

The initial phase of system design is completed. The following sets out the key design parameters of the Judy Tuttle Memorial Research Library (JTMRL) Web-based Video Library:

1. Video Library will be custom designed using ASP scripting integrated with .net and SQL Server housed in PPA Information Management System.
2. Video Library (VL) will be viewable on the Internet.
3. VL will consist of a collection of MPEG-type or QuickTime video clips.
4. Video Clips will be imbedded in the On-line Judy Tuttle Memorial Research Library using plug-in software allowing continuous play on the web page.
5. The clips will be selectable from a list sorted into disease categories, i.e.
  - Hypokalemic
  - Hyperkalemic
  - Adersen-Tawil Syndrome
  - Paramyotonia Congenita
  - Mytonia (and sub-variants)
6. Administrative functionality will allow auto, or semi-auto uploading from the video collection devices (Sony Clie or Sony DVD Handy Cam).
7. Computer and Camera has been ordered, see attached document with order details. These should be available by the end of this week, to begin set-up and training.
8. Prototype web-based system is being finalized to test design functionality. This will be accomplished as soon as the computer and camera is set up. We expect to have this well underway by the next quarterly report.

**Problems/Corrective Actions:**

We are substituting Sony hardware in place of the originally proposed Dell hardware configuration. The Sony hardware comes with integrated video management tools for cross-system compatibility and will reduce the on-going cost and complexity of the project.

# ***HELP***

## ***Health & Education through the Library access Program***

**Verde Valley Medical Center  
269 S. Candy Lane  
Cottonwood, AZ 86326**

**Karen Fanning  
269 S. Candy Lane  
Cottonwood, AZ 86326  
[fannink@nahealth.com](mailto:fannink@nahealth.com)  
928-639-6444 – voice  
928-639-6190 – fax**

**First Quarter  
September 1 through November 30, 2004**

**Respectfully Submitted  
January 18, 2005**

## **NARRATIVE DESCRIPTION**

### **Summary/Introduction**

#### **1. Description of Progress toward the Project's Major Objectives**

##### ***a. Administrative/Planning Activities:***

1. A 12-hour/week support person was hired and began work on November 30, 2004.
2. Phone calls were placed and appointments were in the process of being set.
3. **HELP** packets were made for distribution at training events.

##### ***b. Collaborations/Partnerships—Training Sites***

1. *District Librarian for Yavapai County - Oct. 20, 2004.*
2. *VVMC Social Worker—Oct. 20, 2004.*
3. *VVMC Nursing Administration Partnership Council – Oct. 26, 2004.*
4. *Verde Valley Guidance Center – Nov. 17, 2004.*
5. *Verde Valley Medical Centers' (VVMC) Healthy Families/First Steps Program – Nov. 29, 2004.*

##### ***c. Publicity/Marketing Activities***

1. There were three news releases. They are as follows:
  - a) Publication: Verde Independent/Bugle  
City: Cottonwood and Camp Verde, AZ  
Date: September 8, 2004  
Section: 2A  
Column Inches: 8.25
  - b) Publication: VVMC's *The Connection*  
Date: September 10, 2004  
It was the top story of the hospital newsletter.
  - c) Publication: Cottonwood Chamber of Commerce Newsletter  
City: Sedona, Cottonwood, and Camp Verde, AZ  
Date: October 4, 2004  
Section: N/A  
Column Inches: 4

##### ***d. Product/Resource Development Activities***

1. 100 packets containing websites, home page information, a bookmark, an evaluation form, and a PubMed: the Basics: were made for distribution at training sessions to be held.

- e. Site Visits (Include number and description of the sites and target population)*
1. There was only one site visit with one (1) person in attendance. She was my target audience as she is the Yavapai County Librarian. All other sessions were scheduled to be held at Verde Valley Medical Center.
- f. Outreach Activities. Include total number of training or demonstration sessions in the quarter, total number of sessions in which half or more than half of participants were from minority populations, total number of participants for the quarter, and a breakdown of the count of participants by:*
1. There were four (4) official training sessions during the quarter and one (1) informal session. Only one (1) session had half or more from a minority population. There were a total of twenty (20) participants.
    - i. Health care or service provider:* 2
    - ii. Health sciences library staff member:* 0
    - iii. Public/other library staff member:* 18
    - iv. Member of the general public:* 0
- g. Web site development activities*
1. None
- h. Exhibits*
1. None
- 2. Loansome Doc/Document Delivery Activities**
1. 318 articles were delivered during the last quarter.
- 3. Evaluation Activities**
1. Evaluations were handed out at each of the training sessions.
- 4. Problems/Corrective Actions (including significant changes made in implementation of the project)**
1. I revamped the entire *HELP* packet during the last week of October and the first part of November. Now instead of having the home web page printed for each of the websites and placed in the booklet there is an Index that contains the name of the product, the web address and a short description of the product. It was after my first training session with the County Librarian that I made this decision to change. The change has reduced the number of pages from over 100 pages to less than 25 pages. The booklet was just too cumbersome. I have also included my business card, a bookmark regarding MedlinePlus, the MedlinePlus Basics brochure, a Disclaimer from providing medical advice and an evaluation form.
  2. I made a small correction to the evaluation form.

## 5. **Lessons Learned/Significant Feedback**

1. The process of hiring a person to work just 12 hours per week was much more difficult than I expected. Also, it was a longer process than expected due to the low number of qualified applicants that applied since Cottonwood is a very rural area. Without having a support person in place for the first quarter it definitely did delay some of my projected timelines.
2. Another stumbling block was the time of year that I had picked to begin training some of the social service agencies in our area. They were extremely busy with the holiday season and the services that they provide. I have rescheduled the timeline for training with several of these agencies for the second quarter. These agencies include: The Old Town Mission and Catholic Social Services. In part, this was out of my hands due to not getting a support person hired prior to the end of the first quarter.

## 6. **Projected Activities for Next Quarter**

1. Cottonwood Public Library training is scheduled for January 20 and 25, 2005.
2. Sedona Public Library training is scheduled for January 27, 2005.
3. Catholic Social Services training is scheduled in February, 2005.
4. I am scheduled to meet with the Medical Director, the Nursing Coordinator, the Director, and the Coordinator of the Old Town Mission to discuss the award on January 20. The former Coordinator that agreed to participate as a partner is no longer with the Mission and apparently did not discuss the award with the other people. After speaking with the Nursing Coordinator they were very excited about the training possibilities, and I do not foresee any problems.
5. I have been invited to teach/speak at the Research and Ethics Committee as part of the Nursing Magnet Program at VVMC. This committee will guide all nursing research. They will be using the model of IMPACT CARE for all research done in this facility. As soon as the committee is up and running, I will be invited to visit Central Council, the Steering Committee, and all of the Partnership Councils. The council should be formed sometime in February.
6. Several physicians have also expressed interest but no training is scheduled yet.

## 7. **Reports of Training/Demonstration Sessions and/or Exhibit Reports.**

1. Five training and demonstration sessions were held.

Outreach Activity Data Collection Forms and Participant Information Sheets **must be completed** for each activity involving training sessions, presentations, or demonstration sessions conducted during the quarter.

Included in this packet are copies of these forms and they are also available online:

**<http://nnlm.gov/evaluation/datacollection/>**

*Please contact our office if you would like individual training on submitting the outreach data electronically to the **NN/LM Outreach Activity Database**.*

Complete and include in the quarterly report an exhibit report and budget sheet following the attached outlines.

## **APPENDIX**

Include copies of: communications, materials produced, press releases, advertisements, articles for newsletters, etc.

**NN/LM NO. 5415 GFB342**

**Title: Senior Health Project: Access to Electronic Health Information**

**Institution: Pacific College of Oriental Medicine  
7445 Mission Valley Road, Ste 105  
San Diego, CA 92108**

**Principal Investigator: Naomi C. Broering, MLS, MA, FACMI, AHIP  
Dean of Libraries, Pacific College of Oriental Medicine Library  
7445 Mission Valley Road, Ste 105  
San Diego, CA 92108  
[nbroering@pacificcollege.edu](mailto:nbroering@pacificcollege.edu)  
Phone 619-574-6909 X134, Fax 619-574-6641**

**Quarterly Report No 1: September 1, 2004 to November 30, 2004**

**Date: November 30, 2004**

## NARRATIVE DESCRIPTION

### Summary/Introduction.

1. Description of progress towards the Project's Major Objectives.
  - a. Administrative/Planning Activities. Phase 1. Implementation plans
    - 1.) Conducted a recruitment search and selection of a Project Manager. The Project Manager will have day to day responsibilities for the execution of the project's tasks. The tasking includes development of announcements, workshop materials, training of assistants, set up of computers, loading necessary links and icons. Position Description included in original proposal
    - 2.) Selected Library technicians to assist in the conduction of the Senior Workshops.
    - 3.) Conducted Site Visits to both the Third Avenue First Lutheran Church and the Florence Riford Senior Center to assess user needs and the computer and network requirements to conduct the classes. Tested the Wireless (WI-FI) capabilities of recommended spaces. Established ideal locations for the general introduction presentations, and also spaces for the actual computer class workshops.
    - 4.) Developed announcement flyers for both the Introduction presentations and the computer classes.
    - 5.) Conducted reviews with other medical libraries that have had experience with seniors, and were advised to obtain earphones, separate mice, and keyboards for laptops since older people have some problems. We decided to purchase 15 inch laptops, to alleviate some of these concerns, which increased the costs slightly above the initial budget.
  - b. Collaboration/Partnerships.- Phase 2. Instruction Program and Schedules
    - 1.) Conducted round table discussions with users and meetings with Florence Riford Senior Center management for establishment of optimum times, dates and location for the initial presentation, and also for the computer classes. Recommendations were to include a light lunch at the first presentation, as an incentive to attend. The lunch costs were borne out of pocket, and with donations from local establishments. The Riford Senior center staff also assisted in recommendations of local senior residences, which had transportation capabilities. The Riford center had an adequate computer center, with ten desk top computers. We added the NLM MedlinePlus and PCOM Library icons to the desktop displays. Earphones were also required, in order to avoid mutual interference of the participants.
    - 2.) Conducted meetings with the Third Avenue Charitable Organization (TACO) Director, who coordinates all outside church activities at the First Lutheran Church. He assisted in finding ideal locations for the large presentation, and for conducting the actual computer class workshops. Met with staff and users to determine interest and needs.

The classes were scheduled to coincide with the Pacific College of Oriental Medicine's Senior Clinic, in order to maximize the exposure to the local senior population. He also provided assistance for contacting the local senior residences. He will also include the classes in his mailings to the local residences.

c. Publicity/Marketing Activities. Phase 1 & 2

- 1.) Flyers were developed to advertise the kick off presentations and the computer class workshops. Donations were obtained from the local merchants for light lunches and also give-away prizes. The local San Diego newspaper, the Union Tribune, publishes an Eldercare Directory that was used to locate all senior residences, senior centers, and other establishments for distribution and publishing information about the senior health computer workshops. The Activity Directors were also contacted, to acquaint them with the projects and the benefits for their residents and participants.
- 2.) PCOM Press release was sent to over 100 Media and TV contacts
- 3.) Articles were submitted to the local newspapers, and flyers were given to clubs and other meeting localities which were frequented by seniors. We visited the YMCA, YWCA, neighborhood meal locations, and San Diego Police community centers.

d. Product/Resource Development Activities. Phase 3 Initiate & Conduct Instruction

- 1.) The NLM Website MedlinePlus was utilized in development of initial overviews of the website. Comparisons were shown, using other open searches that resulted in over 46 million links to "health," which were not appropriate, or contained advertisements or other influences. This first lesson took the participant to the NLM MedlinePlus website. Educational assistance reminders were provided, including the MedlinePlus bookmarks, and the MedlinePlus pens. They were then walked through each major topic area, using sample terms that were appropriate to seniors. They played one of the Interactive Tutorials, learning how to utilize them.
- 2.) A training workbook was developed, to be used on the MedlinePlus website at their own speed, with assistance from the PCOM staff. This included "fill-in" blanks to ensure they could navigate the web site correctly.
- 3.) Links to the PCOM library website are also taught, where attendees can get additional information of books or articles both on line and in the library. The PCOM library web site also provides links to other local libraries, specifically the city public library and the county libraries. Participants are also provided addresses, hours, and phone numbers of the local libraries. This is especially important, so they can use the skills learned at the workshops at the libraries.

e. Site Visits- Publicity and presentations

- 1.) We visited over twenty different sites which either had senior residents, senior activities centers, or other community centers, which had seniors utilizing their facilities.

- 2.) The target population was seniors, and anyplace within reasonable distance of the two primary teaching centers. Traffic patterns were a problem for the Riford center, so classes had to be scheduled early, before three o'clock, in order to use the senior shuttles.
- f. Instructional Program Implemented at both sites Phase 3 & 4
  - 1.) Instruction began at the Riford Center on October 27, 2004. Two 1 hour classes are conducted each Wednesday to attendees which make appointments. The instructors for the group are the Project Director, Project Manager and a health professional student assistant.
  - 2.) Instruction began at the First Lutheran Church Senior Clinic on November 8, 2004. The three instructors also conduct these classes. The numbers are smaller because there are only 3 laptop computers to use.
  - 3.) Instruction at both sites includes the following: Introduction with time to explore hand eye coordination, scrolling with the mouse and getting accustomed to the machines. Review of the materials to be covered. Begin exploring MedlinePlus with the attendees, and give examples for exercise. Items covered include Health Topics, Drug Information, Dictionary, Encyclopedia, News, Directories, etc. This is followed by a selected Tutorial with quiz. Then time is spent on the Senior Health and Clinical Trials sites. Time is allowed for questions and answers. They are taught to access the PCOM Webpage for additional links.
  - 4.) There is a second class in which the groups explore more advanced materials with a workbook and exercises. In this session they learn to use PubMed. Other items covered are using the San Diego Public Library and the SD County Library web sites because they have health information databases.
2. Loansome Doc/Document Delivery Activities
  - a. This activity has not yet been initiated because it is too early in the program. Plans are to cover it in 2005. We have discussed mechanisms for interlibrary loans through PCOM and the public libraries, but the attendees are not yet interested in this aspect.
3. Evaluation Activities- Survey and Questionnaires
  - 1.) At the end of each session, attendees are asked to complete a brief questionnaire, which is helpful for making modifications to the lesson plans.
  - 2.) Attendees have also given ideas and comments which are very useful.
  - 3.) The questions and surveys will also be used for the final evaluation.
  - 4.) Attached are documents including presentations, attendee lists and sample questions used.
4. Problems and Changes
  - a. There have been no major problems with the project to date.
  - b. A few changes involved selection and pricing of equipment needed to conduct the project. Costs were higher than anticipated because we needed machines with larger screens, larger keyboards and also headphones, etc.

- c. We adjusted the costs by deleting the need for other items such as the carry cases and we have delayed acquiring some software which we may change to Publisher and other systems. We are using the PCOM Word license, but it is not the sophisticated version we need.
  - d. Set up at the Senior Clinic is involved each time we conduct training because we had to move to the Church's nursery, as it was too noisy in the entry area we had planned to use.
5. Lesson Learned
- a. Some seniors find it difficult using the mouse and typing. If they have arthritis, their hands are very stiff.
  - b. Seniors perform best when they have individual assistance and they require great patience from the instructors.
  - c. Some people are taught on one on one segment.
  - d. Adjustments need to be made for the varying interests of the group.
6. Projected Activities for next quarter
- a. We will continue to work on all phases of the project.
  - b. Plans are to begin adding Alt Health Watch to the databases with instructions for that component.
  - c. We will begin to explore interlibrary loans and Loansome Doc with the participants
  - d. We will make more presentations to local groups because we have received invitations from them.
  - e. We have been asked to extend the project and will explore that with the NN/LM in 2005
7. Report of training and Demonstrations
- a. There have been approximately 15 presentations to various groups.
  - b. Two kick off presentations one at each site
  - c. Classes have been steady at each site: Four classes each week at the Senior Clinic and two classes each week at the Riford center.
  - d. See attachments for details

APPENDIX C:  
CORRESPONDENCE

January 31, 2005

Betty Mason, MLS  
Library Director  
Sequoyah Library  
D-Q University  
33250 County Road 31  
Davis, CA 95616

Dear Betty,

We truly appreciate your partnering with us in anticipation of providing better access to health information for the Native and Hispanic American students of your University.

It is with regret that we must now withdraw our offer of funding, based on the recent decision by the Western Association of Schools and Colleges to terminate accreditation of D-Q.

Thank you for your time and effort in working with Kay Deeney to develop a proposal to upgrade equipment, enhance your collection, and provide training for faculty, staff and students. I'm sorry our collaboration did not result in a better outcome.

We wish you all the best in your future endeavors, and would welcome working with you again.

Sincerely,

Heidi Thiessen Sandstrom  
Associate Director  
NN/LM Pacific Southwest Region