

REGION 7

PACIFIC SOUTHWEST REGION  
OF THE NATIONAL NETWORK OF LIBRARIES OF MEDICINE  
(PSRML)

Quarterly Report

October - December 2000

Contract No. N01-LM-6-3527

Date Submitted:

May 16, 2001

University of California, Los Angeles

Los Angeles, CA 90095-1798

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Pacific Southwest Region

National Network of the Libraries of Medicine

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## **I. BASIC REGIONAL NETWORK PROGRAMS**

### **Regional Needs Assessment**

- Work continued on the analysis of the regional hospital library evaluation survey data.

### **Network Membership Program**

- Region 7 has a total of 620 Network Members.
- Dorothy Toliver, Director of the Maui Community College library, visited PSRML in mid-December. She received an introduction to the National Network of Libraries of Medicine and Network eligibility guidelines, NLM's web-based health information resources, and DOCLINE.

### **Resource Libraries**

- The Resource Library Directors met on October 16. The meeting featured a special presentation by Kathi Canese, Technical Information Specialist, National Library of Medicine, on the new LinkOut for Library Holdings feature of PubMed. Complete meeting minutes are attached (Appendix D).

### **Network Development**

- In October PSRML mailed the National Guideline Clearinghouse (NGC) Tutorial CD-ROM to all Network members. This ten-minute instructional presentation, "Welcome to the NGC," offers a detailed demonstration on how to successfully use and navigate the NGC web site.<sup>1</sup> The mailing included a review of the tutorial prepared by Brian Brown to inform Network members of the usefulness of this resource.
- Heidi Sandstrom attended the Library of California meeting on November 10; the Arroyo Seco Library Network was granted legal status as a "Regional Library Network" of the Library of California at this meeting.

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<sup>1</sup> <http://www.guideline.gov>

- Elaine Graham and Andrea Lynch visited Norris Medical Library, University of Southern California, on October 19. Judy Kraemer provided an overview of Access Services, including a demonstration of the library's Ariel e-mail document delivery service for Network libraries. She has been working with the Medical Library Group of Southern California and Arizona Interlibrary Loan Committee to promote the use of electronic document delivery.
- PSRML staff reviewed and offered comments on the proposed text and format for the new NLM bookmark describing the NN/LM.
- Availability of the new NN/LM web page on e-journals resources<sup>2</sup> was promoted via the regional listserv. The page was submitted to the Librarians Index to the Internet<sup>3</sup> by Barbara Bibel, librarian at Oakland Public Library, a Network member library.
- Status reports and news on NLM databases and services were regularly posted to the listserv.
- PSRML sponsored sites throughout the region for the Medical Library Association (MLA) satellite teleconference on November 15, "Myth and Reality of Electronic Publishing." Technical difficulties were encountered at several sites, and PSRML followed up with MLA and its technical support contractor to determine how to avoid such problems in the future. For sites that were unable to receive the live broadcast, a videotape of the conference was made available for subsequent viewing. Approximately 145 Network librarians participated in the conference sessions. The following libraries served as host sites:

Health Sciences Library, Kaiser Permanente Medical Center, Bellflower, CA

Grigg Medical Library, John C. Lincoln Health Network, Phoenix, AZ

Library, Tripler Army Medical Center, Tripler, AMC HI<sup>4</sup>

Arizona Health Sciences Library, University of Arizona, Tucson

Biomedical Library/PSRML, University of California, Los Angeles<sup>4</sup>

Geisel Library/Biomedical Library, University of California, San Diego, La Jolla, CA

Library and Center for Knowledge Management, University of California, San Francisco

Savitt Medical Library, University of Nevada School of Medicine, Reno<sup>4</sup>

Facility Education Library, VA Southern Nevada Healthcare System, Las Vegas

- PSRML arranged for the librarian, library committee chair, and the information technology manager from Providence-St. Joseph Hospital, Burbank, California, to visit the UCLA Biomedical Library to learn about electronic resources management in an academic health sciences library setting. Barbara Schader, Head of Collection Development, and David

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<sup>2</sup> <http://www.nlm.nih.gov/libinfo/ejournals/>

<sup>3</sup> <http://liii.org>

<sup>4</sup> Not able to receive signal

Yamamoto, Library Webmaster, joined Elaine Graham in discussing acquisitions, management, and public services issues related to electronic journals.

### **SERHOLD**

- Region 7 currently has 371 SERHOLD contributors.
- There are six new DOCLINE participants: four are full participants and two are borrow-only libraries. Three DOCLINE applications are pending as of the end of the quarter.
- Two DOCLINE libraries closed: Kaiser Permanente Medical Center Richmond (CAUKPE) and Tucson General Hospital (AZUTUB).
- The Region has 363 DOCLINE libraries; 28 of these are Borrow-Only libraries.
- A total of 118 DOCLINE routing table approvals were completed at PSRML during the quarter.
- Four DOCLINE orientations were performed via telephone during the fourth quarter.
- Region 7 currently has 155 libraries providing Loansome Doc service, and 81 of those also serve unaffiliated health professionals.

	<b>SERHOLD Contributors</b>	<b>DOCLINE</b>	<b>Percent Participants</b>	<b>Borrow-Only DOCLINE</b>
Arizona	41	40	98%	5
California	301	294	98%	19
Hawaii	14	14	100%	1
Nevada	10	10	100%	2
Pacific Basin	5	5	100%	1
<b>Total Participation</b>	<b>371</b>	<b>363</b>	<b>98%</b>	<b>28</b>

- During the quarter **209** Loansome Doc inquiries were received. Of this number **107** were from health professionals and **102** were from non-health professionals. Detailed statistics are provided below:

<b>State</b>	<b>HP</b>	<b>Not a HP</b>	<b>Total</b>
Arizona	15	11	26
California	84	87	171
Hawaii	1	1	2
Nevada	5	3	8

Pacific Basin	2	0	2
<b>Totals</b>	<b>107</b>	<b>102</b>	<b>209</b>

- PSRML developed a web-based form for a DOCLINE participant to request temporary deactivation of a DOCLINE account for vacation or other extended period when the library cannot receive DOCLINE requests (DOCLINE Hold Request).<sup>5</sup> The form and procedures have been adopted by six NN/LM regional offices and are pending review at the other two offices. On November 21, we made the web-based DOCLINE Hold Request live and sent an announcement to our regional listserv. We received 21 requests for DOCLINE holds during the quarter.

### **Microcomputer Training Facility**

- The training facility was used by the following groups this quarter: The University of Minnesota and Morehouse School of Medicine, for a *RESDAC/Health Care Financing Administration Medicaid Data Workshop*; the National Online Training Center for a *Keeping Up with PubMed* training workshop; and PSRML for a PubMed presentation by graduate student intern Brian Brown.

### **Communications**

- The September/October and November/December issues of *Latitudes* were published and distributed. The September/October issue featured a report by Terry Henner on the Web-based HIV/AIDS Information for Northern Nevada (WHINN) project and highlighted PSRML Year 2000 Outreach Awards. The November/December issue featured an article on the BioSites update and highlighted regional consumer health libraries linked to MEDLINEplus. The *Latitudes* web index page (<http://www.nlm.nih.gov/psr/lat/>) received over 948 hits in the fourth quarter. Between October and December, there were three requests to be added to the *Latitudes* e-mailing list.
- PSRML staff participated in teleconferences convened by the National Network Office. Topics included DOCLINE, consumer health information services, and NLM's new Office of Outreach to Special Populations.
- The following videotapes and audiotapes circulated to Network members during the quarter:

#### Videotapes:

*Copyright in the New Millennium: The Impact of Recent Changes to U.S. Copyright Law* (2)  
*Libraries, Copyright and the Internet* (5)

*NLM: Health Services Research - A Historical Perspective* (3)

*The NLM Joseph Leiter Lecture - Quality Communication: The Path to Ideal Health* (3)

<sup>5</sup> <http://www.nlm.nih.gov/libinfo/docline/dochold.html>

Audiocassettes:

*Medical Library Association 2000 Annual Meeting and Exhibit (21)*

### **Program Assessment/Feedback from the Region**

- Elaine Graham visited two Network member libraries in Las Vegas, Nevada, on November 8, 2000: Veterans Administration Southern Nevada Healthcare System and the West Charleston Branch of the Las Vegas Clark County Library District. The VA library is involved in the educational programs of the ambulatory care center, including media support for onsite educational programs and local coordination of national VA satellite education programs. Since the library is open to patients, an update on MEDLINE*plus* and *ClinicalTrials.gov* was especially welcomed by librarian Wil Akiyama. The West Charleston Branch Library is completing a subcontract for Access to Consumer Health Information for the Public; librarian Florence Jakus demonstrated the project's new web site, shared promotional materials, and discussed outreach and training activities.

### **Referral Service**

- No Activity.

### **Consortia**

- In October one library group was added to the DOCLINE system: Central Valley Health Science Library Consortium (CVHSLC). Region 7 now has a total of 25 library groups that are recognized in the DOCLINE system.

### **Grant Applications**

- No activity.

### **Staff Activities**

- Brian Brown, a second-year graduate student at the UCLA Department of Information Studies, completed his internship with PSRML in December.
- Ms. Hamasu was a guest speaker along with Network librarians Alice Hadley and Arlene Cohen on the radio talk show, *Island Doctor*, which is broadcast throughout Guam. The librarians talked about National Library of Medicine resources and access to health information from the Naval Hospital library and the University of Guam library.
- Elaine Graham and Claire Hamasu viewed the videotape of MLA's satellite program, "The Effects of E-journals on your Library," at the UCLA Biomedical Library on December 12, 2000.
- Interviews continued for the position of Library Network Coordinator, and a search committee was appointed for the position of Education and Exhibit Coordinator.

- Elaine Graham served on the search committee for the Head, Access and Delivery Services, UCLA Biomedical Library.
- Michael Miller coordinated with UCLA Library staff on completion of the Ethernet cabling in the PSRML offices and Microcomputer Training Lab.
- Elaine Graham and Brian Brown attended “Keeping Up with NLM's PubMed, the NLM Gateway and ClinicalTrials.gov” presented at PSRML by the National Online Training Center on October 24.
- Elaine Graham attended the meeting of the American Medical Informatics Association, held in Los Angeles in November.
- The PSRML holiday greeting card was distributed electronically.<sup>6</sup>

## II. OUTREACH PROGRAMS

### Applied Technology/Technology Awareness

- Brian Brown completed a web site to be used as a homepage for Internet Connectivity Support Program institutions. He also worked on contacting institutions that had previously indicated interest in participating in the Internet Connectivity Support Program; in spite of repeated calls, neither of the institutions responded.
- Michael Miller and Claire Hamasu began the redesign of the Brandon/Hill Journal Links,<sup>7</sup> the PSRML web page that offers links to electronic versions of the titles on the Brandon/Hill List of Journals for Small Hospital Libraries. The data on titles and their availability is being moved to a database to facilitate searching and updating.
- During her trip to the Pacific Basin, Claire Hamasu met with representatives from the University of Guam and Pacific Resources for Education and Learning to discuss the technological and human infrastructure necessary to improve information access for health professionals in the Pacific Basin.
- Cathy Brown, a UCLA librarian, was employed on a part-time, temporary basis during the quarter to conduct a complete review and update of BioSites<sup>8</sup> listings. Staff at the University of California, San Francisco, Library and Center for Knowledge Management, which hosts the site, quickly processed the numerous changes.

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<sup>6</sup> <http://www.nlm.nih.gov/psr/hh2000.html>

<sup>7</sup> <http://www.nlm.nih.gov/libinfo/ejournals/branhill.html>

<sup>8</sup> <http://galen.library.ucsf.edu/biosites/>

## **Direct Outreach to Health Professionals**

- In November, Claire Hamasu and Arlene Cohen, from the University of Guam, met with division heads of the Guam Public Health department to talk about their access to the Internet and familiarity with NLM resources. They expressed great interest in training opportunities, and Arlene Cohen will offer workshops for them in 2001.
- Elaine Graham and Brian Brown presented a hands-on workshop, “MEDLINE and Other NLM Resources on the Web” at the AMSUS 2000 All Services Information Technology Showcase, November 9, in Las Vegas, Nevada. The ninety-minute workshop was part of a two-day session organized by the Veterans Administration during the AMSUS (The Society of the Federal Health Agencies) conference. The workshop was well received; several participants commented that they appreciated learning about a technologically based resource that they could apply immediately in their work environments.

## **Outreach Subcontracts**

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

### **Partners in Public Health for Information Access - HiPHIVE**

The final report has been submitted. Sharon Berglund and Virginia Tanji, the trainers in the project, presented a paper at the Internet Librarian Conference.

### **Partners in Public Health for Information Access - PHIL**

Terry Henner was the general session speaker for the Nevada/California Rural Health/Public Health conference held on November 1-2, 2000, where he talked about PHIL. He also taught a pre-conference workshop for the meeting on public health resources. This quarter’s PHIL training sessions were conducted for the Clark County Health District.

- The following projects are funded by PSRML Year 2000 Outreach Awards (purchase order agreements). An overview of project accomplishments appears here, and complete quarterly reports are included in Appendix A.

### **Health Information Resources on the World Wide Web – California Pacific Medical Center**

Staff successfully conducted their first training sessions for consumers. The two-part training consists of an introduction and more advanced use of health resources on the web. The sessions were well attended.

### **Los Banos House Calls – Memorial Hospitals Association**

Despite heavy promotion, the organizers have had problems arranging a schedule for training. A new “drop-in” plan is being put into effect for the next quarter. A positive impact of the promotion has been the increase in requests for library service from the target group.

### **Medicine on the Net – Sutter Resource Center**

Classes continued to be offered to consumers, library volunteers, and Sutter system staff. The first Spanish language workshop did not attract any attendees. Organizers are looking at new marketing techniques to attract people. Stories are getting back to the library of how the sessions have “opened a whole new world” for participants.

### **Redwood Health Library’s Internet HealthQuest – Petaluma Health Care District**

The librarians at the local public library in Petaluma attended a workshop covering NLM and other health information resources. There was a subsequent reduction of referrals from the public library to the Health Library, testifying to the workshop’s success. A second public workstation was installed at Redwood Health Library. The principal investigator reports that patrons have found it easier to phone or fax in their article requests than to follow the links, register, and use Loansome Doc.

### **Valley Care Outreach – Olive View/UCLA Medical Center**

Marsha Kmec has publicized and taught workshops at North Hollywood ValleyCare clinic and at the Mid Valley Clinic. Both sessions were very well attended and covered Internet search engines, PubMed, and Loansome Doc.

- The following projects are funded by PSRML Internet Connectivity Awards (purchase order agreements). An overview of project accomplishments appears here, and complete quarterly reports are included in Appendix A.

### **Arizona Internet Connectivity Program**

The principal investigator is working with the Virtual Development Center to identify institutions that could participate in programs conducted by both projects, which together would provide participating institutions with the technology needed for Internet access.

### **CAMIL 3**

Selection of the hardware needed for each site is proceeding.

### **Special Populations/Subjects Outreach**

- Outreach report forms appear in Appendix B.

- In December, Claire Hamasu taught a workshop on AIDS resources entitled “Utilizing the Internet for HIV Prevention Program Excellence,” sponsored by the Council of Community Clinics, in San Diego, California. The workshop was well received, and PSRML was asked to schedule an additional session in 2001. There were people who were interested in attending but could not, because there were not enough workstations to accommodate them.
- Claire Hamasu was invited to speak at the UCLA Center for Vulnerable Populations Research Colloquium. Her talk, “Health Information for All: National Library of Medicine Initiatives,” described projects NLM sponsors to support health information for vulnerable populations. At the end of her presentation she demonstrated PubMed and MEDLINE*plus*.
- Claire Hamasu talked to Roy Sahali, project coordinator for the Tribal Connections Project of the Pacific Northwest NN/LM, regarding the status of new projects. Two projects were awarded in the Pacific Southwest Region, one to the Colorado River Indian Tribes in Arizona, and one to the Shoshone-Paiute in Nevada. PSRML has committed to assist with training, as needed and in coordination with the area Resource Libraries, for the projects to be implemented in the Pacific Southwest states.

### **Underserved Health Professionals**

- At the end of October the training portion of the Underserved County Project was conducted in Yavapai County, AZ. The format for this program is to partner with a Network member in order to reach health professional groups in the target county. The Network member provides the “insider” connections to facilities and agencies in the county, and the RML provides the training experience and technology that may be needed for workshops. Karen Fanning, Library Associate/CME Coordinator at Valley Verde Medical Center, Cottonwood, Arizona, proved to be the ideal Network partner. She handled the promotion and scheduling of sessions, and her institution opened its computer lab as the primary training site. Participants for the sessions included health professionals from Verde Valley Medical Center, Sedona Medical Center, the public health department, and the Yavapai Apache Nation. Library staff from Yavapai Community College and local public libraries also attended. Ms. Hamasu and Ms. Fanning co-taught the sessions, with Ms. Hamasu covering NLM resources and Ms. Fanning covering licensed electronic resources available from her library. Included in the packet of handouts was a list of clinical web sites developed for the Internet Connectivity Support Program. During the hands-on section of the workshop, participants were invited to explore sites on this list. The workshops were very well received as evidenced by course evaluations and e-mail notes of thanks following the sessions.
- Claire Hamasu visited Prescott, where there is another large population of health professionals in the county, to determine their interest in training. She met with representatives of the health department, the community college, the VA hospital, the Southwest Education Center, and the Yavapai Apache Nation. The training sessions for these groups were scheduled for January 2001.

### **Inner City Project**

- No Activity.

### **Internet Grateful Med and PubMed**

- Brian Brown taught a PubMed update covering Cubby, History, and Preview/Index for staff of the Biomedical Library.
- At the end of December, Claire Hamasu met with Christina Hennessey and Barbara Schader from the UCLA Biomedical Library's Collection Development Division to discuss adding the library's electronic journal holdings data to PubMed LinkOut.
- During the quarter PSRML staff provided feedback on several versions of the NLM Gateway.

### **Minority Institutions**

- No activity.

### **Exhibits**

- New exhibit graphics were created for the state library association meetings.
- PSRML exhibited at the Association of Rehabilitation Nurses Annual Conference in Reno, Nevada, in October; and at the Hawaii Library Association (HLA), the California Library Association (CLA), and the California School Library Association (CSLA) annual conferences in November. Complete exhibit reports are included in Appendix C. At the HLA conference, Heidi Sandstrom collaborated with Christine Sato, librarian of the Consumer Health Information Service (CHIS), Hawaii Medical Library, on the presentation *HI/Hi: Health Information for Hawaii*. Ms. Sandstrom also gave presentations at the CLA and CSLA conferences.

### **Consumer Health Information Services Program**

- The Consumer Health Information Services page on the NN/LM Pacific Southwest Region web site was redesigned for easier use and accessibility to the information resources on the site.
- The "Be Well. Be Informed." promotional flyer was translated into Spanish. Both the English and Spanish versions are available in PDF format for downloading from the PSRML web site.<sup>9</sup>
- Ms. Hamasu attended the Pacific Island Association of Libraries and Archives in November and presented a session for academic and public librarians briefly describing NLM's and the

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<sup>9</sup> <http://www.nlm.nih.gov/psr/promo.html>

RML's consumer health program. She demonstrated consumer health sites, with an emphasis on childrens' sites to show the variety of health information available.

- Earlier this year PSRML exhibited at the Francisco Bravo Medical Magnet High School Health Fair (Los Angeles, March 1, 2000) and subsequently offered the students a series of workshops on accessing and evaluating online health information resources. The workshops were developed with the input and assistance of the librarian at Bravo, Lynne Barker. Six 50-minute workshops were conducted by Heidi Sandstrom and PSRML graduate student intern Frederic Rauber; 144 students attended sessions (March 23 and March 28). Brian Brown, PSRML graduate student intern for fall quarter 2000, worked with Heidi Sandstrom to complete the evaluation of the pre- and post-tests given at the workshops. Results of this evaluation and related materials appear in Appendix E.
- Elaine Graham, Heidi Sandstrom, and Claire Hamasu met with Howard Batchelor, UCLA Digital Library Coordinator, to discuss the PSRML project on digitization of consumer health information materials in non-English languages and the tools available for digital projects at UCLA.
- PSRML reviewed and approved a proposal from Zoe Stavri, Ph.D., to conduct an evaluation study of MEDLINE*plus*. Documentation was prepared for her to conduct the study under an independent consultant agreement with UCLA. Dr. Stavri will assess the usefulness of MEDLINE*plus* for participants in regional *Access to Electronic Health Information for the Public* projects.
- Quarterly project reports were received from six Network libraries awarded funding for *Access to Electronic Health Information for the Public* projects. An overview of project accomplishments appears here, and the full reports appear in Appendix A.

### **Arizona Health Sciences Library**

The CHILÉ Project is on target with its activities and schedule. One steering committee meeting was held during the quarter. Four workshops were held; 37 Tucson-Pima Public Library (TPPL) librarians attended, and workshop evaluations indicated that the training was effective in increasing the knowledge, skill and comfort level of these librarians in providing health reference services. Planning is taking place for a second series of workshops, which will be held in February 2001. A January launch of the CHILÉ web site is anticipated. Interim bookmarks have been created for TPPL librarians and for a November Arizona Library Association Conference. Of note, AHSL is providing a free ILL option to TPPL.

### **Hawaii Medical Library**

Librarians from the Consumer Health Information Service of Hawaii Medical Library (HML) conducted the first 12 of 26 planned workshops on how to use MEDLINE*plus* and PubMed to answer health questions. These 90-minute sessions were done at six sites on Hawaii's outer islands; the 91 participants were members of the public, health providers, librarians and library staff, and students. The training was well received; it was designed around posing

health questions and showing participants how to find the answers, and included a hands-on segment. Search guides for the workshop were well designed and previewed for reading level. It should be noted that document delivery was a topic of much interest to the participants—they wanted to know how to obtain articles and expressed concern about the costs being a barrier to access.

### **Las Vegas-Clark County Library District/West Charleston Library**

Activities of the Health Information Resources for Southern Nevadans project during the quarter focused on planning, developing, modifying and coordinating the training offered through the project. Several project team meetings were held, and staff and public workshops were conducted. Four staff training workshops had 17 participants; these were two hours in length with a presentation given during the first half and a hands-on session offered during the second half. Two public workshops were conducted for six participants. The low attendance figure was attributed to the times these workshops were offered; the schedule will be adjusted next quarter in hopes that attendance will increase. The training has been well received by the participants. Various public relations activities took place during the quarter, including a presentation at the Nevada Library Association meeting entitled “Demystifying Medical Reference Questions,” with 20 attendees. Project staff also exhibited at a health fair in Las Vegas; 74 people stopped by the booth for information. Because of the demand for Spanish language information at this health fair, a Spanish language bookmark will be developed next quarter. The project web site<sup>10</sup> can be accessed via the “Special Collections” link on the Las Vegas-Clark County Library District home page.

### **PlaneTree Health Library**

Four workshops were held at the Grail Community Center during the quarter for seven volunteers who will work two hours per week at the Grail branch of the PlaneTree Health Library. This training included an exploration of Spanish-language health information web sites, and a session on helping women to become more confident in using the Internet. These workshops were conducted in both English and Spanish. Two meetings with directors of other health-related agencies in the community were held to explore additional health education/information services that Grail might offer through collaborative partnerships. There were 64 documented uses of the library; this figure probably does not reflect actual use because the library is open even when staff is not physically present. The project continues to face staffing challenges, but a promising candidate for the part-time library assistant has been identified.

### **University of California, San Diego Biomedical Libraries/The Preuss School UCSD**

Project directors continued to meet weekly; activities this quarter were focused on training and web site development. Student and faculty training curricula were developed, student training materials were produced, and a pilot training session for students was conducted. Evaluation of this training indicated that it was effective in meeting its goals. The student

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<sup>10</sup> [http://www.lvccld.org/special\\_collections/medical/consumer\\_health.htm](http://www.lvccld.org/special_collections/medical/consumer_health.htm)

curriculum will be modified next quarter so that hand-on activities more closely follow each content area of instruction. The project web site debuted and promotional materials for the site are being developed; the URL is <http://health.ucsd.edu/hipfps/>.

### **ValleyCare Health Library**

The LINC'S CLEARINGHOUSE project committee approved a definition of Special Needs Children and finalized policies and procedures for the Clearinghouse. Local resource data has been input into the database, and a preliminary web layout completed. Materials purchased for the project have been cataloged. Computers have been installed and NORD, a database of rare diseases and conditions, has been added as a resource. Policies and procedures for delivering documents to the public are being developed. The committee is still debating selection criteria for links on the web site and for entries in the resource directory.