

**National Network of Libraries of Medicine  
Southeastern/Atlantic Region  
Quarterly Report  
May 1, 2001–July 31, 2001**

**Highlights**

This quarter the SE/A worked on many start-up procedures for the new contract. We revised and sent the new resource library agreement, sent out a call for new RAC members, worked on our recruitment materials, and sought funding for five new subcontracts. We issued our first e-copy of *SEA Currents*. Staff conducted two DOCLINE classes, 11 NLM system sessions and gave five other presentations. We exhibited at three national and two regional meetings. We continued to monitor our ongoing public health and consumer health projects and library improvement projects.

There were no major impediments to report though I have listed a few in the following report.

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**I. Network Programs**

**A. Resource Sharing: ILL and DOCLINE/SERHOLD/DOCUSER**

Provided two training sessions this quarter:

May 4 - DOCLINE/SERHOLD refresher class, West Virginia CONSULT librarians for 21 attendees

June 12 - *Using DOCLINE 1.2* class, Health Sciences and Human Services Library for 23 librarians and technicians

Ms. Wescott participated in the DOCLINE coordinators' regular Netmeeting on July 17, discussing changes for DOCLINE release 1.3 and the upcoming DOCUSER interface review.

Staff contacted many Network librarians requesting they update their DOCUSER records.

**Impediments:**

The lack of DOCUSER data definitions and the lack of a field for institutional URL are impeding the integrating of DOCUSER data into the regional web site. The lack of definitions of the various email fields with regard to format has also lead to a great deal of work for the RML staff.

**B. Membership**

We revised the resource library agreement to reflect the changes in the new contract and sent it to directors for signature. By the end of the quarter, most had been returned.

Site visits to Network members included: A visit by Mr. Vogh to Doctor Community Hospital in Lanham, MD and by Ms. Allcock to the Eastern Shore AHEC library and a nearby psychiatric hospital library in Cambridge, MD.

Ms. Allcock made a presentation to the Reference Special Interest Group of the Pinellas Public Library Cooperative about MEDLINE*plus* and network membership on June 7.

We continue to recruit new members, including the library at the U. S. Senate, in DC. Also, we continue to lose libraries to mergers and staff cuts. We added three new affiliate members this quarter.

**C. Regional Advisory Council**

Work began on recruiting a new RAC. Sent a message to the NNLM\_SEA listproc for volunteers and recommendations.

Minutes of the last RAC meeting are now available at <http://nmlm.gov/sea/aboutus/rac/2001/index.html>

We sent certificates of appreciation to outgoing RAC members.

## **D. Communications**

### **a. *SEA Currents***

Mr. Vogh worked with the NNO to apprise the editors of the *Technical Bulletin* that they breaking all links to the issues by the manner in which they are creating and updating the content. The issue was resolved and a message was sent to all RML offices to clarify how the pages should be linked to prevent immediate link breakage.

Released the first electronic only issue of *SEA Currents*. Highlights include: A New Contract Begins; Free Alerting Service Sends PubMed Search Results Via E-mail; Providing Palmtop Hardware Support in the Library; CBS Health Watch; Obtaining Copies of the Clinical Privilege White Paper; Nursing Web Sites; NLM Technical Bulletin; Histline Discontinued; and Who to Call on for What.

SE/A staff emailed the first electronic issue of *SEA Currents* and uncovered problems with many email addressed retrieved from DOCUSER. Staff is following up on the bounced emails and updating member data in DOCUSER.

### **b. Web**

New to the web page is a search form at the footer of every web page to increase the access to pages in a nonlinear manner. Links to NLM products were updated also in this footer.

### **c. Electronic Discussion Lists**

There are 369 NNLM-SEA listproc subscribers.

Mr. Vogh began the process of editing the people data, about 2,000 records from the old member database's "individuals" table, which will be included in the network profile on the web site. This project will increase the distribution of *SEA Currents* and give the SE/A a mechanism to reach individuals, like RAC members and library school deans, who are not in DOCUSER.

Mr. Vogh began editing the communications page on the intranet as promised at the RML directors meeting. The goal is to have the page reflect the various communications technologies that are available in the various RMLs and highlight what has been explored by whom and when. A draft is available at <http://dev.nnlm.gov/staff/comm/>

### **d. Teleconference**

Staff attended the consumer health coordinators teleconference on July 10.

**e. Other**

Ms. Kelly, Ms. Wescott, Mr. Vogh, Ms. Allcock and Ms. Yancey attended the RML directors meeting in Orlando on May 25.

**Impediments:**

The lack of DOCUSER data definitions and the lack of a field for institutional URL are impediments to integrating the DOCUSER data into the regional web site. This has resulted in new pages not having a link to the resource libraries and other instances of member libraries not having direct web links when listed on our web site.

Mr. Vogh received the following from a blocking program on a rejected message without giving the reason or any information on why the message was blocked:

"Network Associates WebShield SMTP V4.5 intercepted a mail from <owner-nlm-sea@list.umaryland.edu> which caused the Content Filter Matcher – 1 to be triggered."

This type of blocking, which gives no reason or information on why the message was blocked, could have significant consequences for libraries that are required to have some kind of filtering software. The filter may block access to both NLM resources and emails.

**E. Grants**

Responded to several requests for copies of funded Internet Connections grants from potential applicants.

**F. Evaluation and Feedback**

Mr. Vogh reported through custserv two problems where companies were framing NLM content from Clinicaltrials.gov and MEDLINEplus. Mr. Vogh was disappointed with the response received from NLM and worked with Ms. Hochstein in the NNO to resolve the issue.

**II. Outreach**

**A. Outreach to Health Professionals**

Mr. Vogh contacted the *Washington Post* regarding an article titled "Doctors go Digital." The article included a clinic that made computers available in the waiting room and he wanted to contact them to provide MEDLINEplus bookmarks.

Loansome DOC referrals totaled 184.

**Continuing Subcontracts:**

**Vanderbilt University: Public Health Power Information Users: A Model for Overcoming Knowledge Fade**

<http://www.mc.vanderbilt.edu/publichealth/>

Identified two Power Information Users in each of the two selected units – Limited English Proficiency and Maternal Child Health. Both are proficient within their own electronic universe but novices in the wider information universe of public health. Held several observation sessions with the PIUs and developed a process analysis using data from the observation periods. Developed a training plan based on needs identified in the observation period. Attended the Regional Mid-TN Public Health Association meeting. Received four electronic assistance requests from the project website. Developed a plan with the Community Development unit of the TN Department of Health to finalize plans for advanced training in the use of the Health Information Tennessee statistical site. A brief description of the project was submitted to the *Hypothesis* research newsletter. There have been 55 Loansome Doc requests to date. Began planning for the evaluation.

**Upper Savannah AHEC: Information Access for Public Health Professionals**

No report was received from the AHEC for this time frame.

**Mercer University–PHOENIX Project**

<http://168.17.205.219/phoenix/>

They completed three training sessions and scheduled four more. A representative from Mercer attended the Public Health Forum at the National Library of Medicine. A brochure describing the PHOENIX project and the four training modules was developed. The only problems reported was low attendance at the CDC teleconferences and the need for basic computer skills training for some of the public health employees.

**Southern Regional AHEC–Southern Regional Information Access for Public Health Professionals**

<http://publichealth.southernregionalahec.org/healthdepartment.htm>

<http://publichealth.southernregionalahec.org/InformationResources.htm>

Set up email accounts for new staff members at Cumberland County Health Department and worked with the Richmond County Health Department on their website.

**SOWEGA AHEC–Information Access for Public Health Professionals**

<http://www.sowega-ahec.org/phproject.html>

[Final report] During this project, sixty-nine healthcare professionals from fourteen health departments were trained on finding public health information on the Internet. Over one hundred other staffers from the health departments were trained as well. They started a monthly literature alert that has been extremely successful. They published articles in local newsletters and participated on a poster session at the annual meeting of the Southern Chapter of MLA.

**George Washington University–PARTNERS: Primary Care Access to Resources, Training, Networks, Education, and Research Services**

<http://www.gwumc.edu/partners/index.htm>

Held a grants workshop on April 20, 2001. Used the unused ILL funds to set up small reference collections at the clinics. Met to discuss the next phase of the project. Four new clinics were identified for services. Site visits were conducted to six clinics to help with information needs and train staff. The project was extended through August 31, 2001. One of the MPH students is evaluating the project for a class assignment.

### **Maryland Department of Health and Mental Hygiene**

No report was received but via telephone Mr. Carney reported that all sites have been selected and equipment purchased. Installation has been stalled at a few sites due to the need for an ISDN line before installation can occur.

### **New Subcontracts:**

#### **University of Florida–Improving Information Skills for Florida Public Health Professionals**

The Health Sciences Center Library proposes to improve the awareness, availability, accessibility and relevance of up-to-date and accurate online information to public health professionals in 14 rural northern Florida counties. Project team members will provide onsite training to county health professionals on how to use the Internet to find relevant information. They also will develop a series of public health resources training modules tailored to meet each local public health department's information needs and interests and that can be delivered in traditional computer classroom instruction and distance learning sessions. Also planned are exhibits and demonstrations at state professional association meetings and development of relationships with the Florida Department of Health. They will work with the faculty of the new Masters of Public Health program at UFL to enhance the development of informatics training. The project runs from July 1, 2001 – June 30, 2002.

## **B. Consumer Health Services**

Ms. Kelly made a site visit to the University of Mississippi in support of their consumer health project. On June 20, she attended the dedication of the new Consumer Health Education Center (CHEC) at the Jackson Medical Mall. She also visited the CHEC site in Lexington.

On July 25, Ms. Kelly made a site visit to Emory University in support of their consumer health project. While there she toured the Library and met with the Emory and Southwest Regional Library project staffs.

Ms. Allcock was an invited speaker at UMCP for Keith Cogdill's *Consumer Health Information* course. She spoke on the topic of NN/LM, NLM and the grant proposal process.

### **Prescription Pad Pilot Project**

Communication with the pilot project participants continued during the quarter. We shipped the materials, 21 boxes, weighing over 50 lbs each, within a week of its arrival to each library. Teleconferences with the participants were held on June 11 and June 12 to

formally begin the pilot project and to answer any questions that might have been lingering.

NLM approved consumer health subcontracts with East Tennessee State University, University of Maryland, Baltimore, and University of Virginia.

**Subcontracts:**

**Continuing:**

**Halifax Medical Center -Access to Health Information for the Public**

[6<sup>th</sup> quarter 4/1-6/30] An active and interested audience was found at the senior center, which coincidentally has an active computer club. Project staff worked to create a poster presentation, and present the poster at the annual meeting of the Florida Library Association.

**Western Maryland AHEC - Western Maryland InfoHealth**

<http://www.health.allconet.org>

No report was received this quarter.

**University of Alabama Birmingham–Health InfoNet of Jefferson County**

<http://www.uab.edu/infonet>

No report was received this quarter.

**George Washington University–PARTNERS for Consumer Health**

<http://www.gwumc.edu/partners/index.htm>

[6<sup>th</sup> quarter Apr-Jun 2001] One 3-hour workshop on funding and proposal development was given for 12 people from 7 clinics. There were 27 clinics visited, consuming 41 hours, while seeing 64 patients. A formal usability study of the website occurred. Additions of patient and clinic created information were made to the website. The objectives of the project were accomplished – including providing infrastructure for access to consumer health information resources, access to Internet resources, and to create new partnerships. Problems encountered included difficulty with telecommunications, and with ISP providers.

[Final Report] The Non-Profit Clinic Consortium (NPCC) – 13 neighborhood health centers – were identified as the target audience for this project. These clinics serve as areas that meet primary health care and social services needs. The PARTNERS subcontract provided the funding to buy equipment, conduct workshops, and spend time visiting the clinics. The clinics provided spaces for the computers, time for the staff to attend training, and opportunities to participate for their clients.

Of 13 clinics, Partners provided equipment for 12 and training for 11. Clinic staff was trained, weekly and bi-weekly visits with clinics to meet with patients occurred. Five workshops trained 62 workers. At 8 staff meetings, 146 staff members were trained, and in 115 clinic visits, 515 people were assisted.

The NPCCs were chosen because of the mission to serve the underserved. Over 95% of those trained were African American or Latino. A project website was developed and

provides access to both English and Spanish resources. The resources were chosen after a needs assessment was conducted with the clinic staff. More content will be added this fall.

### **Three Rivers AHEC–Access to Electronic Health Information for the Public**

[Final report] Fifty-eight professionals, and paraprofessionals were trained on PubMed, MEDLINEplus, and web-based consumer health. Seventy-seven library users attended training. Of the surveys conducted at each public program, no one had heard of MEDLINEplus.

Posters advertising programs were distributed to the hospital cafeteria, health departments, drug stores, and physician offices and clinics.

Reaching a target audience of professional and paraprofessional staff and library users at six county library systems was achieved. Three Rivers exhibited at five events and at the libraries. Teaching to groups with different levels of computer competencies was a challenge. Programs for staff and users will continue after the project deadline to reach additional counties, as other opportunities have come about as a result of this project.

### **University of North Carolina–North Carolina Health Information Online**

Joanne Marshall met with Ms. Lacroix at NLM to describe progress on the project and discuss mechanisms for its continuation. A draft three-year proposal was submitted for review. Ms. Hull was interviewed about consumer health for a statewide journal aimed at health care executives. The project was presented to the UNC Health Sciences Library Advisory Committee and to the Retired Faculty Association. The project team continued to work on the four key issues to the success of the project: collection policy and rationale, record structure, vocabulary exploration, and user interface.

### **Medical University of South Carolina–Healthy South Carolina Gateway**

<http://gateway.library.musc.edu>

Provided two sessions this quarter at the South Carolina State Library, administered pre-tests and post-tests for evaluation purposes, continued development of the website and made plans to continue the project website after the funding period. Made plans to visit the 15 library systems that had not participated previously to provide one-hour demonstrations.

### **Emory University - Access to Health Information for the Public**

<http://home.mindspring.com/~accesshealth/>

No report was received this quarter.

### **Mountain AHEC - Access to Electronic Health Information for the Public**

No report was received this quarter.

### **Eastern Shore Regional Library–SHIP Project**

[3<sup>rd</sup> quarter report – Jan-Mar] Websites were collected to add to the project web site. State, regional, county, and local resources are being selected. Much work was done in collaboration with the web designer on database development and design.

#### **University of Mississippi–Consumer Health Education Project**

Completed the refurbishing of the Consumer Health Education Center and officially opened for consumers on April 16. Trained 110 health professionals on the referral process for the Center and advertised the Center in the university and library newsletters and the local newspaper. Trained the staff of the Jackson Hinds Public Library System.

#### **University of West Virginia–Expanding Information Access in Rural West Virginia Project**

<http://consult.hsc.wvu.edu/mtl>

The project advisory committee met on June 8, 2001. Updated the website and placed a second article in the WV Consult newsletter regarding the mobile training lab. Conducted three training sessions in Scarboro and went to Weinton Medical Center to demonstrate the lab and to conduct training.

#### **New Subcontracts:**

##### **East Tennessee State University–Consumer Health Information Service**

Quillen College of Medicine Library proposes to create a Consumer Health Information Service (CHIS) for the effective dissemination of health information to the public and to the health professionals who treat them. This project, modeled after the successful CHIS program managed by the University of Tennessee’s Preston Medical Library (UMTC), works closely with the public libraries to provide document delivery, reference services, consumer health web page development and training to the public librarians and the general public. ETSU proposes also to provide electronic document delivery of consumer and patient information to physicians and to train health professionals in the use and availability of Internet based consumer health resources. The project would serve 250,000 people in urban counties through the Northeast Tennessee Area Health Education Center, a 17 county area of which 11 are designated health professional shortage areas. The project runs from July 1, 2001 – December 31, 2002.

##### **George Washington University- PARTNERS for Consumer Health II**

Himmelfarb Library received funding in the 1996-2001 NN/LM contract period for the PARTNERS for Consumer Health project. This effort provided health information resources to the staff, clients and patrons of the District of Columbia Non-Profit Clinic Consortium (NPCC.) GWU has received funding for a Phase II of this project to pilot health promotion activities in four of the new AHEC sites in D.C. while enhancing services at the original NPCC sites. GWU proposes to: develop locally relevant, linguistically and culturally appropriate health promotion materials and activities with clinic staff and clients using an empowerment model of health education; provide software to support people with lower literacy levels; and offer interpreter and translation services to non-English speakers to assist them in using web resources. The proposal runs from August 1, 2001 through July 31, 2002.

### **University of Maryland, Baltimore–Health Outreach to Faith Communities through a Parish Nurse Program**

The Health Sciences and Human Services Library (HS/HSL) will test the impact of working with faith-based communities through a parish nurse program. Parish nurses focus on the link between spiritual and physical well being with an emphasis on education and advocacy. The American Nurses Association (ANA) has recognized parish nursing as a specialty. The Maryland project team will focus on identifying parish nurses in Baltimore City and the five surrounding counties to assess computer literacy, Internet access and knowledge and skills specific to health information. The project will remedy identified needs by providing training, a web site for parish nurses, and ongoing health information support from the information professionals at HS/HSL. Congregants at participating churches may receive support from the HS/HSL directly or through a parish nurse. The project runs from June 1, 2001 – May 31, 2002.

[Quarter 1 report] The project web research and project advisor were hired. Planning was developed for contacting parish nurse coordinators via phone. Website development has begun with a target completion date of mid-August. They are developing a needs assessment.

### **University of Virginia–Partnership for Cancer Information**

Ann Duesing, outreach librarian at the University of Virginia's College at Wise, lives, works and is actively involved in many local health promotion and education activities in Southwest Virginia. To address the second leading cause of death in Southwest Virginia, UVA and its partners, CHALIC (The Central Highlands Appalachian Leadership Initiative on Cancer) and LENOWISCO Chapter (counties of Lee, Wise, Scott and the City of Norton,) seek to expand health promotion efforts locally by creating a cancer resource center to assist cancer patients and their families. Project team members will provide PubMed, MEDLINEplus and reference interview training to a bank of volunteers who will work directly with cancer patients and their families many of whom are not computer literate. In addition, they will develop brochures, provide presentations and attend community health events to advertise the center. A Cancer Resource Center web site is planned. The contract runs from July 1 2001 – December 31, 2002.

The project teams from ETSU, University of Maryland, and GWU, have agreed to work with NCBI to provide training on and promote the use of ClinicalTrials.gov during the course of their project and to provide NCBI with user feedback.

### **C. Training/ Demonstrations**

#### **NLM Systems Classes:**

May 6 - Walt Reed Army Medical Center for 45 attendees

June 27 - VA Hospital, Washington, DC for 44 attendees

July 11 - Association for Healthcare Research Quality (AHRQ), Rockville, MD for 14 attendees

July 24 - AHRQ, Rockville, MD for 16 attendees

July 26 - Health Sciences and Human Services Library, Baltimore, MD for 3 attendees

August 9 - AHRQ, Rockville, MD for 15 attendees

**MEDLINEplus sessions:**

May 9 - Eastern Shore AHEC, Salisbury, MD for 5 attendees.

June 7 - Reference Special Interest Group of the Pinellas Public Library Cooperative, Seminole, FL for 15 attendees

June 27 - VA Hospital, Washington, DC for 40 attendees

July 23 - SHIP (School Health Initiative Program), Timonium, MD for 4 attendees

*Using Cubby, Gateway and Clinicaltrials.gov sessions:*

July 19 – Richmond Health Information Group, Williamsburg, VA for 18 attendees

**Internet/Web sessions:**

Super Searcher class:

May 4 - West Virginia CONSULT meeting, Morgantown, WV for 20 attendees

**Other sessions:**

May 11 - *Electronic Document Delivery and Ariel*, Tennessee Health Sciences Libraries Association (THESLA) Meeting, Knoxville, TN for 17 attendees. Assisted by Ms. Nancy Wasson of West Virginia University.

May 5 - Consumer health information, West Virginia CONSULT meeting, Morgantown, WV for 5 attendees

May 5 – Easy to read health and wellness information, West Virginia CONSULT, Morgantown, WV for 21 attendees

May 18 - How to find health information for your library users, Maryland Library Association Annual Meeting, Solomons Island, MD for 25 attendees

**D. Exhibits**

May 17-18, Maryland Library Association Meeting, Solomons Island, MD

June 16-18, Ms. Allcock assisted NLM at the American Library Association Annual Meeting in San Francisco

June 23-26, National Parent-Teacher Association, Baltimore, MD

July 3-7, International College of Surgeons, Orlando, FL

July 23, School Health Initiative Program (SHIP), Timonium, MD

Ms. Kelly and Ms. Yancey, along with Angela Ruffin and Karen Hajarian of NLM, visited Skyline Displays to look at examples of a future NLM exhibit display.

**E. Technology Awareness**

Mr. Vogh began working on organizing a PDA users group on campus(???) and has had informal meetings with staff at the HS/HSL about their uses of PDAs.

Ms. Yancey has talked to several network members about setting up Linkout for their libraries.

#### **F. Library Improvement**

On June 14-15, Ms. Kelly and Ms. Yancey made two sites in Alabama in support of library improvement projects. We visited Karen Jessee at the Washington County Infirmary in Chatom and Tom Williams at the Woman's and Children's Hospital in Mobile.

#### **G. Connections**

No activity to report.

### **III. Staffing**

Advertised the outreach coordinator opening. One candidate was interviewed preliminarily in Orlando and came to Baltimore for an interview in June. She did not take the position and it will be re-advertised in August.

Ms. Evelyn Peyton, SE/A secretary, was recognized for 20 years of service to the University at a recognition banquet on May 8. She has worked at the RML since August, 1989.

Ms. Kelly, Ms. Wescott, Mr. Vogh, Ms. Allcock and Ms. Yancey attended the MLA annual meeting in Orlando May 26-30. Activities included:

- Janice – Nominating committee meeting, Awards Committee meeting, and Chapter roundtable for incoming chairs
- Toni - Grants and Scholarship Committee meeting
- Jana - 2 CEs, "Evaluating Student MEDLINE Searches: How Well Do They Search?" and "Teaching Internet Consumer Health to Health Care Professionals," Oral History Committee meeting as chair-elect, Research Section meeting as Chair of the Research Resources Committee. Was a colleague connector for a first-time attendee.
- Beth – NN/LM Web Team meeting, CE course, "Library Partnerships – Powerful Connections" symposium.

SE/A received a Staff Recognition Award from the Health Sciences and Human Services Library on July 17 for being awarded a five-year NN/LM contract.

Mr. Vogh participated in the review of the Internet connection grants at NLM on July 23 and 24.