

**NATIONAL NETWORK OF LIBRARIES OF MEDICINE  
NATIONAL LIBRARY OF MEDICINE® TRAINING CENTER  
OPTION YEAR 2 (2013 – 2014) OBJECTIVES**

**Statement of Work #1:**

The contractor shall create e-learning products for users of NLM systems. The products will be a combination of live training sessions (e.g., “Webinars”), and Web-based self-paced tutorials.

**Objectives:**

1. In collaboration with NLM, provide high-quality instructional offerings to health science librarians, public librarians, and health professionals through a variety of delivery methods. Class offerings include:
  - a. PubMed® for Trainers hybrid class, taught in 4 sessions each (3 two hour Adobe Connect sessions and 1 seven hour in-person session).
  - b. PubMed for Librarians online modular Adobe Connect class, taught in five segments of 1 hour each. Each segment is independent of the others, so participants may choose the segments that interest them.
  - c. TOXNET® and Beyond class online modular class, taught in three segments using Adobe Connect and Moodle. Each segment is independent of the others, so participants may choose the segments that interest them.
  - d. NCBI online classes in collaboration with NCBI staff and NCBI database experts.
  - e. Teaching with Technology, an 8 hour asynchronous Moodle class covering adult learning principles as well as tools for online teaching.
2. Assist NLM with PubMed self-paced tutorial development as directed by NLM.
3. Publish self-paced tutorials related to TOXNET as developed for the online TOXNET class.
4. Ensure that all online instructional offerings are 508 compliant.
5. Review current assessment tools with NLM and revise as needed.

6. Administer and report results of assessments related to student satisfaction and student knowledge gained.
7. Administer a year-end follow-up assessment to determine if the training improved the efficiency and effectiveness of student's use of the databases.

**Statement of Work #2:**

The contractor shall conduct at least 20 in-person classes each contract year for trainers of NLM systems. These classes will be on PubMed (1.5 days in length, totaling 11 hours of instruction) and TOXNET and Beyond (1 day in length, totaling 7.5 hours of instruction). NLM will develop the instructional materials for these in-person classes offered by the NTC and by NLM in Bethesda.

**Objectives:**

1. In collaboration with NLM, provide high-quality instructional offerings to health science librarians, public librarians, and health professionals through a variety of delivery methods. In-person class offerings include:
  - a. PubMed® for Trainers hybrid class, taught in 4 sessions each (3 two hour Adobe Connect sessions and 1 seven hour in-person session).
  - b. TOXNET® and Beyond class, taught as a 6 hour in-person class; 3 classes will be offered in Option Year 2.
2. Review current assessment tools with NLM and revise as needed.
3. Administer and report results of assessments related to student satisfaction and student knowledge gained.
4. Administer a year-end follow-up assessment to determine if the training improved the efficiency and effectiveness of student's use of the databases.

**Statement of Work #3:**

Submit a tentative schedule for all training (both in-person and e-learning) by June 30<sup>th</sup> of each contact year in collaboration with NLM.

**Objectives:**

1. Plan in-person and e-learning schedules in collaboration with NLM by June 30<sup>th</sup> of the contract year.

**Statement of Work #4:**

Develop marketing and promotion strategies connected with all activities and products (e.g., announcements on appropriate Web sites, ListServs, social networking, etc.) with NLM approval.

**Objectives:**

1. Utilize a variety of communication mechanisms (including the NTC blog, social networking sites, and promotional materials developed in Base Year 1) to promote NTC activities.

**Statement of Work #5:**

Provide NLM with brief quarterly reports that include quantitative analyses of the results of the student knowledge and skills and satisfaction assessments during that quarter and, as appropriate, specific recommendations for improving learning outcomes and student satisfaction. These reports are due no later than 30 days after the end of each quarter.

**Objectives:**

1. Compile results and recommendations for improving learning outcomes and student satisfaction from student assessments.
2. Prepare and submit quarterly reports to NLM within 30 days after the end of the quarter.
3. Submit data to and analyze results from the Activity Reports (AR) application.

**Statement of Work #6:**

Register all students for all sessions of the one-day UMLS Basics Course. NLM staff will develop the training materials and teach the UMLS classes.

**Objectives:**

1. The UMLS Basics in-person class is no longer being held in Bethesda. We will register participants in the event it is offered again.

**Statement of Work #7:**

Collaborate with MLA, NLM, NN/LM, and the NN/LM Web Services Technology Operator Center (Web-STOC) on MLA Educational Clearinghouse activities as it pertains to NN/LM RML and member library training materials in the MLA Educational Clearinghouse database and the MLA Education Clearinghouse search interface (<http://cech.mlanet.org/>).

**Objectives:**

1. Promote the MLA Educational Clearinghouse as a resource for NN/LM training offerings to the RML and member libraries.

**Statement of Work #8:**

Continue development and maintenance of the NLM Training Center Web site.

**Objectives:**

1. Maintain and update the NTC web site, class schedule and registration system.
2. Ensure that the NTC web site is 508 compliant.

**Statement of Work #9:**

Participate and collaborate with RML staff on Web pages related to NTC training efforts (e.g., the National Training page) and apprise NLM of these activities.

**Objectives:**

1. Maintain the regional class schedule and registration system in collaboration with the regions; respond to trouble tickets within 24 business hours.
2. Maintain and update class registration system documentation on the staff wiki.
3. Add new features and make improvements to the regional class registration system based on feedback from regional representatives.
4. Ensure that the registration system is 508 compliant.

**Statement of Work #10:**

Participate in a review of the NTC by selected representatives from NLM and the RMLs.

**Objectives:**

1. Solicit feedback from the RMLs to improve NTC activities and operations.
2. Utilize a logic model for yearly planning and success measures.

- 3.** Develop and maintain a dashboard of metrics to measure success and post on the NTC web site.
- 4.** Meet with the NTC Advisory Group via Adobe Connect.
- 5.** Incorporate suggestions for improvement from the Advisory Group into the future operation of the NTC.
- 6.** Participate in the NN/LM Site Visit and incorporate suggestions for improvement from the site visit committee into the future operation of the NTC.