

**01-MAY-11 – 31-JUL-11**  
**University of Utah**  
**HHS-N-276-2011-00011-C**  
**NTC Quarterly Report**  
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## **Executive Summary**

### **STAFF CHANGES**

Sharon Dennis, formerly Technology Coordinator for the NN/LM MidContinental and Pacific Southwest Regions, was appointed as Assistant Director of the NTC and began work on May 1, 2011.

Sharon Brown was appointed Trainer / Curriculum and Content Specialist. Ms. Brown was formerly the Trainer for the National Training Center and Clearinghouse (NTCC) located at New York Academy of Medicine. Ms. Brown began work on May 8, 2011.

Lindee Radtke was hired as the NTC Project Coordinator; she began work on July 5, 2011. Ms. Radtke has a wide range of experience with project management and accounting.

Matthew Steadman was hired as the NTC Web Developer on July 22, 2011. Mr. Steadman has experience with web development, PHP programming, and graphics and video design.

Joseph Nicholson, formerly a trainer for the NTCC, was hired as a consultant back-up trainer.

Jason Varghese, formerly a programmer for the NTCC, was hired as consultant to maintain the National Training Registration Page until an NTC web developer was hired.

Sandy Drollinger, Financial Analyst for the NN/LM MidContinental Region, assisted the NTC with budgets until an NTC Project Coordinator was hired.

### **CLASS OFFERINGS AND DEVELOPMENT**

Ms. Brown and Mr. Nicholson taught two one-day PubMed® classes during the quarter.

Ms. Dennis and Ms. Brown met regularly with the MEDLARS trainers at the National Library of Medicine® (NLM®) to plan the curriculum for the new PubMed hybrid class called PubMed for Trainers. PubMed for Trainers consists of 4 sessions, three online using Adobe Connect and one all-day in-person session, for a total of 12 Medical Library Association (MLA) continuing education credits. The 7.5 hour PubMed class will be phased out at the end of 2011.

Ms. Dennis created an online evaluation form using SurveyMonkey. Class participants fill out the evaluation online and can then download or print the continuing education certificate.

Ms. Dennis, along with Kay Deeney of the NN/LM Pacific Southwest Region, began development of an online class entitled, "Effective Training Design: Teaching with Technology." The class was previously offered as in-person class by Ms. Dennis and Ms. Deeney; they began work on converting the class to an asynchronous online format using Moodle. The class covers adult learning principles, distance learning techniques and software, and other online learning tools. Class participants are eligible for 4 MLA continuing education credits.

### **FEEDBACK FROM THE RMLs**

From May 11 – July 14, 2011 Sharon Dennis held informal conversations with the Associate Directors and RML staff from 7 regions. The Associate Director at the Middle Atlantic Region asked to hold a session later in the year after their staff was in place.

The conversations were intentionally open-ended; it was up to the RML staff to offer comments, suggestions for improvement, and suggestions for the future.

The detailed individual comments are offered below. The recurring themes identified from the conversations are:

- The need for NTC to provide promotional materials, including verbiage about the classes designed for different audiences; and to promote the classes within the regions.
- Quality of instruction in the past was excellent.
- The regions had mixed opinions about the necessity for librarian training regarding NCBI databases.

## Training Events

TABLE 1. Training Sessions

Session Content	Start Date	End Date	City/State	Trainers	Activity Conducted In-person	Activity Conducted Remotely	# Participants
TOXNET® and Beyond	6/7/2011 12:00:00 AM		Bethesda, MD	NLM Trainers		N	6
PubMed®	7/28/2011 12:00:00 AM		Aurora, CO	Sharon Brown, Joey Nicholson		N	29
PubMed®	6/6/2011 12:00:00 AM		Bethesda, MD	NLM Trainers		N	13
PubMed®	7/18/2011 12:00:00 AM		Bethesda, MD	NLM Trainers		N	16
PubMed®	6/9/2011 12:00:00 AM		Johnson City, TN	Sharon Brown, Joey Nicholson		N	22

# Cancellations

No events were cancelled in this quarter.

## Self-paced e-learning Products

Ms. Dennis and Ms. Brown met with Susan Barnes and Cindy Olney of NN/LM Outreach Evaluation Research Center (OERC) to discuss plans for conducting a self-paced tutorial needs assessment in the third quarter. The needs assessment results will inform topics, length and format for tutorial development.

## Student Skills Assessment

Use of the PubMed pre- and post test formerly used by the NTCC was put on hold pending development of a skills assessment for the new PubMed for Trainers hybrid class.

## Student Satisfaction Analysis

### NTC PUBMED CLASSES

NTC taught two PubMed classes with a total of 51 participants; all participants filled out the evaluation questionnaire. The evaluation results for the first quarter are as follows:

Instructor knowledge, preparation, presentation skills and responsiveness to questions: High (96%); Good (4%)

Participants rating of whether they acquired knowledge and skills they can use: Agreed (96%); Somewhat Agreed (4%)

Most helpful parts of the course:

- \*Hands-on instructions/examples
- \*Learning how to set up filters in My NCBI
- \*Reviewing or learning the MeSH database

Least helpful parts of the course:

- \*Rapid pace through a great deal of information
- \*Outdated MeSH video
- \*Outdated PubMed training manual

Additional comments:

- \*"A valuable service to the library community – thanks!"
- \*"Very powerful and useful, impressive database with lots of good and helpful search tools."

Overall Rating: "A" (80%); "B" (20%)

### NLM PUBMED CLASSES

NLM trainers taught two PubMed classes with 29 participants at NLM in Bethesda, MD. Online evaluations began for the second class in the quarter. Fifteen participants in the second class filled out the online evaluation questionnaire. The evaluation results for that class are as follows:

Instructor knowledge, preparation, presentation skills and responsiveness to questions: High (83%); Good (17%)

Participants rating of whether they acquired knowledge and skills they can use: Agreed (87%); Somewhat Agreed (13%)

Most helpful parts of the course:

- \*Hands-on instructions/examples
- \*Learning My NCBI
- \*Workbook with step-by-step instructions

Least helpful parts of the course:

- \*Review was redundant,
- \*Overlapping information between sections
- \*In class exercises

Additional comments:

- \*"Course was too basic (should have basic and advanced courses)"
- \*"Would like to have student based searches (student input)"

Overall Rating: "A" (80%); "B" (13%); "C" (7%)

NTC TOXNET CLASSES

For the first quarter, there were no NTC TOXNET classes.

NLM TOXNET CLASSES

NLM trainers taught one TOXNET and Beyond class with 6 participants at NLM in Bethesda, MD. For the first quarter, there were no electronic evaluations for the NLM TOXNET classes.

## **NTC Web site**

The NTC web site was updated to reflect the name change and the move to University of Utah. Sharon Dennis worked with Web-STOC to plan a new home page for the web site based on a WordPress blog. The web site was also updated to point users to the MLA Educational Clearinghouse.

## **MLA Educational Clearinghouse Activities**

The NTCC Clearinghouse records were moved to the MLA Educational Clearinghouse in early May. A Technical Bulletin article ([http://www.nlm.nih.gov/pubs/techbull/mj11/mj11\\_ntcc\\_merger.html](http://www.nlm.nih.gov/pubs/techbull/mj11/mj11_ntcc_merger.html)) published on May 5, 2011, described the changes. The NTC web site was also updated to point users to the MLA Educational Clearinghouse.

## **Collaboration with NN/LM staff**

Jason Varghese, formerly a consultant programmer to the NTCC, agreed to fill in during the interim period while the NTC was hiring a Web Developer. Mr. Varghese handled bug fixes and problems for the regional registration system as well as bringing up the Pacific Northwest Region on the system. As of July 31, 2011, four regions were using the system: MidContinental Region, Pacific Southwest Region, South Central Region, and Pacific Northwest Region.

## **Marketing and Promotional Activities**

Ms. Dennis drafted an NTC social media plan for approval by NLM.

## Other

May 13, 2011: Sharon Dennis and Sharon Brown attended the NN/LM Director's Meeting in Seattle, WA.

May 14, 2011: Sharon Dennis attended the NN/LM Web-DEV meeting in Seattle, WA.

May 15-18, 2011: Sharon Dennis and Sharon Brown attended the annual meeting of the Medical Library Association (MLA) held in Seattle, WA.

June 6-8, 2011: Sharon Dennis visited NLM in Bethesda, MD. She met with Janet Zipser and Kate Majewski to plan the new PubMed for Trainers class. Ms. Dennis and Ms. Zipser met with Shannon Jordan and Laura Bartlett, TOXNET trainers from Specialized Information Services (SIS), to discuss future plans for TOXNET training. Ms. Dennis also attended the PubMed and TOXNET and Beyond classes taught at NLM.

June 15, 2011: Sharon Dennis presented an introduction to the NTC's plans at the NN/LM MidContinental region's monthly update, "Breezing Along with the RML."

June 21, 2011: Jean Shipman, Claire Hamasu and Sharon Dennis presented an introduction to NLM, NN/LM, NTC and TC4C at the Four Corners Telehealth Consortium/Northwest Regional Telehealth Resource Center Board of Director's Meeting. Attendees represented from the states of HI, AK, CA, AZ, and NM. We talked about our joint missions in offering training and promoted MedlinePlus Connect. Ideas were generated where they could promote the Network in the exhibit hall at meetings they attend. That evening we attended the dinner for the Utah Promontory HIE/Technology Conference. The presenter was Anthony Rodgers, Deputy Director, CMS and we learned all about putting together the criteria for implementing EMRs.