List of Activities by Project - Contract Year: 2014-2015

Project: Member Services

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RML Goal: Develop collaborations among Network members and other organizations to improve access to and sharing of biomedical information resources throughout the nation	
Outcome: Network members and other organizations are better able to support access to health information resources	
LM_Activity: INVOLVE NETWORK MEMBERS: Involve Network members in RML infrastructure and outreach	
Background: Promote opportunities for individuals from Network member institutions to become involved in Region infrastructure, outreach programs, and assessment of MCR and NLM services. (include quarterly announcements inviting Network member involvement in MCR infrastructure and outreach programs); Solicit feedback from involved Network members about the benefit of their involvement other than responding to questionnaires. -These areas include but are not limited to: 1)work groups, advisory groups, or task forces 2) Participation in the assessment or provision of feedback on NN/LM or NLM services such as focus groups, and other formal data gathering tools. Does NOT include members responding to questions in MCR questionnaires, focus groups or any other assessment or feedback tools. 3) Teaching, co-teaching, or exhibiting on behalf of the NN/LM 4) Publishing in any of the NN/LM communication conduits regarding their participation with the NN/LM or NLM. 5) Recipients of MCR funding may be included among those involved in RML activities e.g., Members participating in NNLM infrastructure, outreach programs, working groups, and assessment of NN/LM and/or NLM services should be reported; -EXHIBITING: Network members will be enlisted to assist with exhibits. EDUCATION: Individuals are chosen based on qualifications and coordinator's confidence in person's ability to present content and represent the RML; -BENEFIT: Example meanings of beneficial: Were they able to gain AHIP points or use their involvement to further their professional portfolio, did they feel their experience utilized their time respectfully and efficiently, etc. Each MCRML staff is responsible for gathering information for indicator.	
Indicator: At least 60 individuals from member institutions are involved in NN/LM activities	
Outcome: NN/LM MCR customers are satisfactorily served in time of a disaster	
LM_Activity: CONTINUITY OF SERVICE: Conduct drills or exercises to test the continuity of service plans on a regular basis.	
Background: MCR Internal Drills: Staff will annually organize and conduct a drill to determine our preparedness for an emergency. Preparedness may include an annual review and update of the MCR Emergency Plan on the Staff Wiki; Our drill would entail creation of a disaster scenario and following prescribed MCR emergency procedures to provide a continuity of services during a disaster; Offer online continuity of service (emergency preparedness) training to Network members; Verify NERs preparedness to initiate services for the MCR; Serve as back up for NLM customer services inquiries as needed.Gather feedback from staff about effectiveness of exercise.	
Indicator: 100% of MCR staff indicate continuity of service drill is successful	
RML Goal: Develop, promote, and improve electronic access to health information by Network	

members, health professionals, and organizations providing health information to the public

Outcome: Network members and other organizations are better able to support access to health information resources

LM_Activity: RESOURCE SHARING PLAN: Manage portions of the NN/LM Resource Sharing Plan

Background: REPORT : on membership and resource sharing trends (EFTS membership, LINKOUT); RFP Appdx 2: 75% fill rate is, per NLM, for RL. We want this region wide to keep system running smoothly. Currently all Resource Libraries do not meet the requirement; Quarterly monitoring of changes in Network membership numbers; Annual monitoring and reporting of Network member performance data (Serial Holdings, Routing Table, Fill Rates, Institutional Record, and not using electronic method for document delivery; Annual review of ILL and document delivery service management and negotiating e-journal subscriptions on the MCR web page;Attend monthly DOCLINE Coordinators meeting; PROMOTE: NLM services including DOCLINE and Loansome Doc to unaffiliated health professionals, etc.); Promote use of electronic document delivery resources posted on the MCR web page; Promote NLM services including DOCLINE, Loansome Doc and free full text resources;Quarterly (or as needed) promotion of how to get DOCLINE assistance;Announcements of changes to DOCLINE as needed; Provide DOCLINE Team with feedback when requested; Annual review of available resource sharing technologies and publishing findings in MCR communication venues; Quarterly promotion of consultation services on negotiating electronic licenses; Conduct annual review of NN/LM MCR web resources on licensing electronic resources; Promote NLM initiatives; Conduct annual drill and review of the NN/LM MCR access to collections emergency plan;SERVICES: The RML will provide basic services at cost recovery should there be an area not covered by Network members or Resource Libraries; Develop and offer online LINKOUT and EFTS classes; Provide Standardized Policies and Procedures; Assist libraries in finding other libraries or sub-coordinators who are willing to maintain holdings for a library that is unable to update its own holdings; Support EFTS; Create recruitment strategy and target potential members; Support negotiating e-journal subscriptions; Work with members not meeting membership standards (25 current lendable journal collection and 75%+ Fill Rate; Evaluate appropriate level of participation in DOCLINE among Network members (e.g. borrow only);Encourage full Network members to provide recommended DOCLINE services and remain compliant with goals of the Resource Sharing Plan.

Indicator: 1 new Full Network member will be enrolled

Indicator: 2 additional Network members will provide Loansome Doc services to unaffiliated health professionals each year

Indicator: 4 community college libraries will become new or reactivated Network members

Indicator: 4 K-12 school libraries will become Network members

Indicator: 75% of full Network members meet the minimum requirement of 75% fill rate

Indicator: 90% of Network members, who have consults with MCR about e-licensing consortia willing to accept their participation, will make at least one membership inquiry with a consortium

Indicator: Five new EFTS users will be enrolled in the region

Indicator: MCR DOCLINE reports produced by NLM influence at least one RML decision or affect at least one RML activity