

# Quarterly Report

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## National Network of Libraries of Medicine - MidContinental Region Region 4

August 1, 2010 - October 31, 2010

Contract No. N01-LM-6-3504

Spencer S. Eccles Health Sciences Library  
University of Utah

Submitted: February 28, 2011

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# Executive Summary

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## Personnel

Kathleen Amos, NLM Associate Fellow, ended her second year as a fellow at the library in October. She assisted the RML by presenting a session on the semantic web, brain storming ideas on future activities for the MCR, and participating in outreach activities.

With the major renovations of the Spencer S. Eccles Health Sciences Library completed, the Salt Lake City staff moved back into the library on August 10, 2010.

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## Advocacy

Barb Jones, Missouri/Advocacy Liaison, heard from a hospital librarian in Missouri whose hospital is being merged with another hospital. The hospital librarian was concerned about the plans to reduce personnel and departments. Ms. Jones recommended completing the valuation calculators, collecting statistics, and working with her supervisor or financial person. She also offered an intervention by the RML with hospital administration.

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## Community Outreach

Siobhan Champ-Blackwell, Community Outreach Liaison, and Marty Magee, Nebraska/Education Liaison, hosted the workshop “Get Out and REACH!” This workshop was co-sponsored by the Nebraska

Library Commission. Anyone interested in doing outreach that involved health information was invited to attend at no charge. The purpose of this workshop was for participants to:

- Learn about outreach projects in Nebraska and the region
- Network with others interested in collaborating on health information projects
- Receive health information training

Nineteen participants attended the day long event. A panel discussion was broadcast and attended by an additional nineteen distance participants. The recording is available at: <http://www.nlc.state.ne.us/scripts/training/events/how.asp?ProgID=9952>. The flyer for the workshop is attached as Attachment 4.

Ms. Jones was asked to chair the Missouri Institute for Community Health’s Practice Based Research Network. At the first meeting the following goals were established:

- Regionalization of the 114 local health departments
- Promoting the value of accreditation to local health departments
- Promoting a trained workforce to local health departments

### Community Organizations Embedded Effort

Jim Honour, Wyoming Liaison, participated in the meeting of the workplace wellness working group of the Wyoming Comprehensive Cancer Control Consortium. They decided to promote workplace wellness via webinars and Mr. Honour shared the training of the experience of the RML.

Rebecca Brown, Kansas/Technology Liaison, attended the Mother and Child Health Coalition meeting. She offered to provide training on NLM resources to the social worker at a shelter for pregnant teens and informed her of NLM resources, LactMed, and MedlinePlus. The teen shelter offers a program that includes health information. She also attended the Kansas Health Literacy Council. They are currently focused on training parents to use “What to do When Your Child Gets Sick” but have plans to address broader issues in health literacy.

Ms. Magee attended a meeting for potential volunteers for the Literacy Center to determine whether she should select this organization as her embedded community organization.

John Bramble, Utah/Network Membership Liaison, met with the Utah Multicultural Health Network Coordinator to develop the agenda for a planning retreat.

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## Consumer Health

Mr. Bramble was contacted by the State Library Division for input on a new project, Collaborative Outreach Opportunities for Libraries. The goal of this project is to make the State Library Division more visible to its constituents. The state library was interested in partnering with the RML and Eccles Health Sciences Library at exhibits and other events. Mr. Bramble scheduled events where the RML and the state library would exhibit together.

### Information Rx

New participants:

- Mathew Vukin at the Utah Medical Association House of Delegates
- Tina Rodriguez-Cullen, Metro Community Provider Network

Dana Abbey, Colorado/Consumer Health Liaison, followed up with the California Institute

of Mental Health and learned that InfoRx materials are being used by those who ordered them.

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## Network Membership

Jenny Garcia, University of Wyoming, and Ruby Nugent, University of Colorado, were certified as regional exhibitors.

The following projects were submitted to NLM to be featured on the National Medical Librarians Month web site:

- Creighton University for “Crossing the Religious Divide”
- Dykes Library for “Changing the Face of Medicine” and “Community for Rosedale Enrichment Workshop”

The RML staff attended the Midcontinental Chapter of the Medical Library Association’s held October 6-9, 2010 in Wichita, Kansas. The theme for the conference was “Breaking Barriers, Navigating Change.” The RML held an RML Playshop (instead of a workshop) to celebrate its 10<sup>th</sup> year. Teams were randomly established and were awarded points for each correct answer to a trivia question. Questions related to the personnel, services, and resources that have been part of the NN/LM MCR over the past ten years. The winning team won self-powered emergency flashlights.

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## Technology

The technology staff tested DimDim, a web conferencing service but found it was not robust enough for the RML’s needs. However it would meet the needs of small groups who only need audio. They also tested Instapaper. It reformats web content for later reading on a computer, smart phone or e-book reader.

# Network Infrastructure

**Table 1: Quarterly Infrastructure Data**

	<b>Current quarter</b>	<b>Previous quarter</b>
Network members – full	166	163
Network members – affiliate	174	171
Libraries providing services to unaffiliated health professionals	110 (66%)	108 (66%)
Libraries providing services to public users	110 (66%)	108 (66%)
Average fill rate for resource libraries	79%	79%

**New Affiliate Members:**

Sikeston Public Library (MO)  
Utah State Library Division (UT)  
Westminster Public Library,  
College Hill Branch (CO)  
Front Range Community College (CO)  
Sheridan Memorial Hospital (WY)

**New Full Members:**

Casper College (WY)  
Clinical Nursing Institute (MO)

**Closed Affiliate Members:**

Nouveau University (NE)  
Southeast AHEC (NE)

## Regional Advisory Board Activities

The make up of the board was finalized. Jean Shipman, Director, and Claire Hamasu, Associate Director, presented the orientation for new members in two sessions in September. Accounts were set up in SharePoint for all members and login instructions were distributed to enable them access the RML's collaborative space.

The annual Regional Advisory Board meeting was held at the University of Kansas Medical

Center in Kansas City, Kansas on October 1-2, 2010. All members, but one, were able to attend. Members contributed strategies and activities to address new issues in our project areas. See Attachment 5 for the board meeting minutes.

Ms. Magee met with Roxanne Bowers and Sharon Medcalf, Regional Advisory Board members assigned to the Education Project area. She reviewed the education logic model. They both agreed that the RML is presenting the right information in appropriate venues.

Ms. Champ-Blackwell contacted the new advisory board members welcoming them to her work group and informing them about the use of Facebook as their collaboration tool.

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## Needs Assessment and Evaluation Activities/Data

Betsy Kelly, Assessment and Evaluation Liaison; Sharon Dennis, Technology Coordinator; and the MCR's programming consultant worked with Web-STOC to install the MCR's activity reporting system on the India server.

Ms. Kelly and Ms. Hamasu continued to analyze the data on indicators and outcomes for Year 4 to determine where we had made an impact and how well we had accomplished our plans for the

year. The results of this analysis are presented as part of the Year 4 annual report.

### Feedback to NLM

Ms. Champ-Blackwell forwarded to NLM a message from a Network member pointing out incomplete indexing for an article and complaining about the reduced quality of indexing. NLM responded that the suggested MeSH would be added to the article.

Ms. Hamasu turned in the exercise to assist with the NLM home page redesign.

Ms. Abbey collected staff comments on the redesigned MedlinePlus bookmark.

# Outreach

Table 2: Newly Funded Awards and Projects

Start/ end dates	Title of award/ project	PI institution	PI last name	Funding amount	Project type
	No New Projects				

A CTSA proposal was submitted by Becker Library. The RML and the library could not come to an agreement on the goals of the project and the proposal was withdrawn.

## Update of Ongoing, Major Projects

No Activity

Table 3: Exhibits

Dates	Organization name	Meeting name	Location (city, state)
<b>RML NATIONAL EXHIBITS</b>			
8/1-2/2010	The Clinical Training Center for Family Planning	National Clinical Conference on Family Planning	St. Louis, MO
8/5-7/2010	National Association of Local Boards of Health	Annual Meeting	Omaha, NE
9/17-18/2010	International Parish Nurse and Resource Center	Westberg Parish Nurses Symposium	St. Louis, MO
9/30-10/2/2010	American Academy of Family Physicians	Annual Meeting	Denver, CO

Dates	Organization name	Meeting name	Location (city, state)
10/13-14/2010	National Association of Health Data Organizations	Conference	Salt Lake City, UT
10/17-20/2010	Diversity Rx	National Conference	Baltimore, MD
10/27-30/2010	American Translators Association	Conference	Denver, CO
<b>RML REGIONAL/STATE/LOCAL EXHIBITS</b>			
9/1/2010	Governor of Utah	Utah Native American Summit	Ogden, UT
9/9-10/2010	Colorado Public Health Association	Public Health in the Rockies	Denver, CO
9/10/2010	Utah Medical Association	House of Delegates	Midway, UT
9/25/2010	South Omaha Community Care Council	BiNational Health Fair	Omaha, NE
9/30-10/1/2010	Public Health Association of Nebraska	Annual Conference	Kearney, NE
9/29/2010	Kansas Public Health Association	Annual Meeting	Topeka, KS
9/29-30/2010	Wyoming Public Health Association	Annual Education Conference	Laramie, WY
10/1/2010	Wyoming Library Association	Annual Conference	Casper, WY
10/9-11/2010	Colorado Association of Libraries	Annual Conference	Loveland, CO
10/14-15/2010	Nebraska Library Association and Nebraska Educational Media Association	Annual Meeting	Grand Island, NE
10/14-15/ 2010	Kansas Academy of Physician Assistants	Annual Conference	Wichita, KS

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## Actionable Feedback received from Exhibit Visitors

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## MedlinePlus Go Local

No Activity

American Academy of Family Physicians: If PubMed is left unused for about five minutes, it times out and searchers have to refresh the screen and start their search over again. NLM provided links on how to fix the problem and they were forwarded to the physician.



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**Table 4: Presentations and Training provided by RML Staff**

<b>Date</b>	<b>Last name of staff responsible</b>	<b>Title of presentation/training</b>	<b>Location (city, state)</b>	<b>Number of participants</b>	<b>In-person or distance education</b>
7/26-9/10/2010	Brown, Dennis, Roberts	6 Things Learning 2.0: Part 1	Kansas City, KS Salt Lake City, UT	1 Asynchronous	Distance education
8/9/2010	Abbey	PubMed	Westminster, CO	1	In-person
8/11/2010	Brown, Dennis	Service Continuity Training: Steps 3 and 4	Kansas City, KS Salt Lake City, UT	13 Synchronous 25 Asynchronous	Distance education
8/11/2010	Salmond, Bramble	DOCLINE: Serial Holdings	Salt Lake City, UT	40 Synchronous	Distance education
8/13/2010	Hamasu	Hand over the Money! ... Please? Writing a Successful Proposal	Ogden, UT	28	In-person
8/18/2010	Kelly and Guest	Breezing Along with the RML: Online survey tools, Emergency preparedness	St. Louis, MO	34 Synchronous 21 Asynchronous	Distance education
8/18/2010	Salmond, Bramble	DOCLINE: Routing Tables	Salt Lake City, UT	32 Synchronous	Distance education
8/19/2010	Brown	PubMed	Kansas City, KS	3	In-person
8/19/2010	Abbey	Health Information Literacy Resources	Englewood, CO	15	In-person
8/25/2010	Salmond, Bramble	DOCLINE: Borrow and Lend	Salt Lake City, UT	24 Synchronous	Distance education
8/25/2010	Honour	Spotlight: Drug and Alcohol Abuse Resources	Laramie, WY	30 Synchronous 18 Asynchronous	Distance education
8/27/2010	Salmond	DOCLINE	Salt Lake City, UT	2	In-person
9/1/2010	Abbey	NLM Resources	Aurora, CO	1	In-person
9/1/2010	Salmond, Bramble	DOCLINE: Serial Holdings	Salt Lake City, UT	26 Synchronous	Distance education
9/1/2010	Salmond, Bramble	DOCLINE: Beginning DOCLINE	Salt Lake City, UT	24 Synchronous	Distance education
9/3/2010	Magee, co-presenter	Apple a Day	Lincoln, NE	19	In-person
9/8/2010	Jones, co-presenter	What Does Health Literacy Have to Do with ME?	St. Louis, MO	20	In-person

<b>Date</b>	<b>Last name of staff responsible</b>	<b>Title of presentation/training</b>	<b>Location (city, state)</b>	<b>Number of participants</b>	<b>In-person or distance education</b>
9/9/2010	Champ-Blackwell	NLM Consumer Health Resources	Omaha, NE	4	In-person
9/10/2010	Jones, co-presenter	What Does Health Literacy Have to Do with ME?	Sikeston, MO	3	In-person
9/14/2010	Bramble	NLM Resources	Vernal, UT	14	In-person
9/14/2010	Jones, Magee	Mental Health Resources	Columbia, MO Omaha, NE	35	Distance education
9/15/2010	Guests	Breezing Along with the RML: Mobile Health, Medical Illustration	Duluth, MN Aurora, CO	29 Synchronous 28 Asynchronous	Distance education
9/15/2010	Salmond, Bramble	DOCLINE: Routing Tables	Salt Lake City, UT	31 Synchronous	Distance education
9/16, 28/2010	Dennis	Podcasting for Advocacy	Salt Lake City, UT	12 Synchronous	Distance education
9/18/2010	Champ-Blackwell, Honour, Jones	Helping Patients Thrive with Knowledge: Health Information Literacy's Role in Patient Care	St. Louis, MO	23	In-person
9/21/2010	Magee	Project Management	Omaha, NE	35 Synchronous	Distance Education
9/22/2010	Salmond, Bramble	DOCLINE: Borrow and Lend	Salt Lake City, UT	28 Synchronous	Distance education
9/22/2010	Abbey	Spotlight: My NCBI	Aurora, CO	22 Synchronous 13 Asynchronous	Distance education
9/24/2010	Bramble, Hamasu	Library Continuity of Access	Brigham City, UT	10	In-person
9/25/2010	Jones, Magee	Behind Closed Doors: Politics in the Library	Madison, WI	15	In-person
9/27/2010	Jones, co-presenter	What Does Health Literacy Have to Do with ME?	Springfield, MO	23	In-person
9/28/2010	Jones, co-presenter	What Does Health Literacy Have to Do with ME?	Kansas City, MO	5	In-person
9/29/2010	Jones, co-presenter	What Does Health Literacy Have to Do with ME?	St. Joseph, MO	3	In-person
9/29/2010	Brown	Healthy Aging: Connecting Older Adults to Health Information	Topeka, KS	7	In-person
9/29/2010	Guest	DOCLINE: EFTS, Everything You'd Ever Want to Know About It	Farmington, CT	56 Synchronous	Distance education

<b>Date</b>	<b>Last name of staff responsible</b>	<b>Title of presentation/training</b>	<b>Location (city, state)</b>	<b>Number of participants</b>	<b>In-person or distance education</b>
10/1/2010	Honour	NN/LM Emergency Preparedness and Response Toolkit	Casper, WY	10	In-person
10/6/2010	Brown, Magee	Online Schoolhouse: Intermediate Screencasting and Instructional Design Basics	Wichita, KS	8	In-person
10/7/2010	Magee	Sources for Continued Learning	Wichita, KS	16	In-person
10/7/2010	Shipman	Health Information Literacy	Wichita, KS	16	In-person
10/8/2010	Hamasu, Bramble, Dennis	Accelerating Technology Adoption by Health Sciences Librarians (poster)	Wichita, KS	4	In-person
10/8/2010	Champ-Blackwell	Navigating Collaboration: Connecting for Outreach (poster)	Wichita, KS	20	In-person
10/8/2010	Champ-Blackwell	The National Network of Libraries of Medicine Promotes Health Information Literacy to All (poster)	Wichita, KS	20	In-person
10/8/2010	Brown, co-presenter	Innovative Education: A Series of Webinars on Statistical Literacy for Medical Librarians (poster)	Wichita, KS	8	In-person
10/8/2010	Bramble, Brown, Dennis	Early Adopters, Laggards, and Leapfroggers (poster)	Wichita, KS	30	In-person
10/9/2010	Abbey, co-presenter	An Online Community for Translational Science Research Initiatives	Wichita, KS	23	In-person
10/11/2010	Abbey, co-presenter	Public Health Resources	Aurora, CO	32	In-person
10/13/2010	Kelly, Bramble	Service Continuity Training: Steps 5 and 6	St. Louis, MO Salt Lake City, UT	7 Synchronous 25 Asynchronous	Distance education
10/13/2010	Brown, co-presenter	Finding Reliable Health Information on the Internet	Lawrence, KS	5	In-person
10/14/2010	Jones, co-presenter	What Does Health Literacy Have to do with ME?	Kansas City, KS	5	In-person
10/14/2010	Jones, co-presenter	Information Literacy Skill-Building in School Nursing Practice	Kansas City, KS	15	In-person
10/14/2010	Magee	Emergency Preparedness	Grand Island, NE	12	In-person

<b>Date</b>	<b>Last name of staff responsible</b>	<b>Title of presentation/training</b>	<b>Location (city, state)</b>	<b>Number of participants</b>	<b>In-person or distance education</b>
10/18/2010	Champ-Blackwell, Rowan, Patterson, Eberle	Health Literacy and Diversity: Strategies to Improve Access to Health Information	Baltimore, MD	41	In-person
10/20/2010	Bramble and Guest	Breezing Along with the RML: Implications of e-journals for ILL, BibApp repository	Salt Lake City, UT Kansas City, KS	23 Synchronous 19 Asynchronous	Distance education
10/25/2010	Jones	Health Sciences Libraries Influence Patient Care (poster)	Toronto, Ontario	8	In-person
10/25/2010	Jones (panelist)	Team Up and Tackle Diagnostic Error	Toronto, Ontario	100	In-person
10/25/2010	Abbey, co-presenter	Conducting a Community Needs Assessment	Denver, CO	35	In-person
10/27/2010	Champ-Blackwell	Telling the Story of Health Disparities	Omaha, NE	11	In-person
10/27/2010	Brown	Heard it Through the Grapevine: Finding Reliable and Current Health Information	Denver, CO	37	In-person
10/28/2010	Champ-Blackwell	Online Consumer Health Resources	Omaha, NE	5	In-person

## Other Staff Activities

**Table 5: Publications and Resources Developed by RML Staff**

*Note: The NTCC is in transition. Until criteria is developed for the new repository, no materials will be added.*

Date completed/ published	Last name of staff responsible	Title	Medium	Submitted to Clearinghouse ("yes" or "out of scope")
8/2010	Honour	30 Attend Health Professionals Symposium	Newsletter ( <a href="http://www-wsl.state.wy.us/slpub/outrider/2010/Aug2010Outrider.pdf">http://www-wsl.state.wy.us/slpub/outrider/2010/Aug2010Outrider.pdf</a> )	Out of scope
8/9/2010	Bramble	DOCLINE page ( <i>update</i> )	Web site	Out of scope
8/24/2010	Champ-Blackwell	Minority, Low Income and Consumer Health Information in Many Languages ( <i>update</i> )	Web site	Out of scope
9/2010	Honour	Seventh Annual Wyoming Symposium for Health Information Professionals a Success	Newsletter ( <a href="http://uwlib5.uwyo.edu/blogs/libadmin/files/2010/09/CheckitOutFall2010.pdf">http://uwlib5.uwyo.edu/blogs/libadmin/files/2010/09/CheckitOutFall2010.pdf</a> )	Out of scope
9/13/2010	Abbey	Podcasts for Consumer Health	Blog ( <a href="http://www.coloradolibraries.org/2010/09/13/">http://www.coloradolibraries.org/2010/09/13/</a> )	Out of scope
9/28/2010	Champ-Blackwell	Getting Started with Information Outreach to Minority Communities	Class materials	Yes
10/15/2010	Honour	Genetics Home Reference	Newsletter ( <a href="http://www.fightcancerwy.com/_pdf/Fall%20Newsletter%202010.pdf">http://www.fightcancerwy.com/_pdf/Fall%20Newsletter%202010.pdf</a> )	Out of Scope
10/18/2010	Abbey	LactMed brochure ( <i>update</i> )	Brochure	Yes
10/2010	Abbey, Champ-Blackwell	Podcasts for Consumer Health	Newsletter ( <a href="http://www.helpadultservices.org/news.html">http://www.helpadultservices.org/news.html</a> )	Out of scope
10/30/2010	Magee	Online Education ( <i>update</i> )	Web site	Out of scope

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## Notable Staff Activities

*August 2, 2010*

Ms. Hamasu contributed to the minutes for the TC4C Gallup meeting and helped develop the evaluation instrument that was distributed to all participants.

*August 3, 2010*

The RML assumed management of three listservs used by health educators. They were being managed by a College of Nursing faculty member who has moved on to other interests.

*August 4, 2010*

Ms. Abbey attended “Curanderismo: Partnering for Health Communities,” a conference on folk healing that is practiced in Hispanic-American communities.

*August 9, 2010*

Ms. Hamasu met with librarians from the Eccles and the university libraries to obtain their responses to NLM’s questions on the topic of preservation in negotiating licenses for electronic resources. The university libraries do not place a priority on preservation when negotiating licenses.

*August 11-12, 2010*

Ms. Abbey attended the Colorado Learning and Teaching with Technology Conference in Boulder, Colorado.

*August 12, 2010*

Ms. Champ-Blackwell and Susan Roberts, Technology Associate, set up a Facebook group page as a collaboration space for the Collaboration Work Group.

*August 13, 2010*

Ms. Brown visited Network member, Lawrence Memorial Hospital, and met with the librarian, Community Education Coordinator, and Staff Development specialist.

*August 16, 2010*

Ms. Dennis attended the bi-monthly meeting of the Utah Health Sciences Library Consortium and provided the RML update.

Ms. Abbey contributed to a meeting of the Colorado School of Public Health planning a session on evidence based resources for students in the foundations class.

*August 18, 2010*

Ms. Champ-Blackwell drafted “Libraries: Refuge in a Storm” a report on the ways that libraries can assist emergency responders. See Attachment 6 for the report.

*August 20, 2010*

Ms. Champ-Blackwell attended the Kim Foundation Mental Health Breakfast where she promoted the NN/LM MCR. This was a meeting of community organizations involved in mental and behavioral health in Omaha and Lincoln, Nebraska.

*August 27, 2010*

Mr. Bramble and Kathleen Amos, NLM Associate Fellow, met with bioinformatics department managers of a grant funded project that has an outreach component. The RML will support the effort to promote partnerships between community public libraries and local health departments. The project ends at the end of September, so we expect to have little impact.

*September 1, 2010*

Ms. Magee attended the annual needs assessment meeting for the Center for Preparedness Education.

*September 3, 2010*

Ms. Hamasu participated in the Outreach Connections Evaluation Subcommittee where discussion continued on which IRB to use when we want to survey users of the Outreach Connections wiki.

*September 10, 2010*

Ms. Magee chaired the ICON, Nebraska's health sciences library consortium, meeting. She provided an update that covered changes to MedlinePlus, professional development offerings in the region, and the draft of a white paper on library and public health collaboration for emergency preparedness.

Ms. Kelly is now the primary instructor for Measuring Your Impact. She renewed the MLA certification for this class.

*September 14, 2010*

Ms. Hamasu attended "Evidence Based Medicine and Systematic Reviews" presented by Dr. Turner from Bristol University in the U.K. Dr. Turner works with both the Campbell Collaboration and Cochrane Reviews.

*September 27, 2010*

Ms. Hamasu recorded her introduction to the NN/LM MCR for the NLM Associates. Because of a conflict with the Regional Advisory Board meeting, she was not able to do a synchronous presentation.

*October 7, 2010*

Ms. Champ-Blackwell attended the National Training Center PubMed class.

Ms. Jones attended "The Agile Librarian" taught by Michelynn McKnight.

*October 13, 2010*

Ms. Jones attended the class "Improving the Health Status of School Children" taught at the American School Health Association conference.

*October 15, 2010*

Ms. Hamasu attended an introduction to grants by the Grant Foundation. The Salt Lake City library is one of the centers where the foundation's databases can be freely accessed.

*October 18, 2010*

Ms. Hamasu provided the RML update at the Utah Health Sciences Library Consortia meeting. She reminded members of the public library/public health outstanding project award and of the upcoming Breezing Along with the RML and Spotlight on NLM Resources sessions.

*October 20, 2010*

Ms. Hamasu attended a Clinical Research and Methods seminar for researchers on what it means to be respectful of individuals registered in clinical trials.

*October 22, 2010*

Ms. Hamasu and Sandy Drollinger, Fiscal Analyst, attended the teleconference on new fiscal reports that are required by NLM.

*October 26, 2010*

Ms. Hamasu wrote a letter supporting a new library building for the Uintah County Library and for a health section with dedicated computers for those seeking health information.

Ms. Hamasu facilitated a meeting of the TC4C Consolidation Group that included Ms. Champ-Blackwell. They reviewed the ideas generated at brainstorming session in Gallup and developed goals to present to TC4C at its bi-monthly meeting.

*October 29, 2010*

Mr. Bramble facilitated the meeting of the Utah Library Association's (ULA) Health Round Table to determine what sessions the group would sponsor at ULA's fall meeting.

Ms. Jones attended the 8<sup>th</sup> Annual Health Policy Summit sponsored by the University of Missouri Center for Health Policy.

Ms. Abbey attended "Unlock Your Scholarship: a Forum on Open Access."

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## Photographs



NN/LM MidContinental Region – Regional Advisory Board 2010-2011



Jean Shipman welcoming chapter to the RML  
"Playshop."



The RML trivia game in progress.



The RML trivia game in progress.



The winning team.



## Attachments

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## Attachment 1: Quarterly OARF Summary Data - RML Staff Activities



### Report: Outreach Activities Conducted by "RML" Staff in Region "4" ("01-AUG-10 - 31-OCT-10")

#### Activity Summary

**Total Outreach**

Region 04 = 40

**Total Number of Estimated Participants**

Region 04 = 630.

**Average Number of Participants Per Activity**

Region 04 = 16.

**Average Length in Hours**

Region 04 = 1.

**Under 1 Hour**

Region 04 = 5.

**Between 1 and 2 Hours**

Region 04 = 29.

**Over 2 Hours**

Region 04 = 6.

**Hands-On Practice**

Region 04 = 15.

**Conducted Remotely**

Region 04 = 12.

**Offering Continuing Education**

Region 04 = 13.

**Significant Number of Minorities**

Region 04 = 1.

#### Type of Organization Involved

**Health Sciences Library**

Region 04 = 37.

**Public Library**

Region 04 = 6.

**Government**

Region 04 = 3.

**Hospital**

Region 04 = 2.

**Clinical/ Health Care**

Region 04 = 1.

**Academic**

Region 04 = 38.

**Community-Based**

Region 04 = 5.

**Faith-Based**

Region 04 = 6.

**Public Health**

Region 04 = 3.

**Other**

Region 04 = 2.

#### Session Content

**PubMed**

Region 04 = 6.

**MedlinePlus**

Region 04 = 19.

**ClinicalTrials**

Region 04 = 2.

**NCBI****NLM Gateway**

Region 04 = 1.

**TOXNET**

Region 04 = 2.

**Other Technology**

Region 04 = 21.

**Other Non-Technology**

Region 04 = 20.

#### Significant Number of Minorities

**African American**

Region 04 = 1.

**Alaska Native****Asian and Pacific Islander**

Region 04 = 1.

**Hispanic**

Region 04 = 1.

**Native American**

Region 04 = 1.

#### Participant Summary

**Completed Participant Information Sheet**

Region 04 = 467.

**Health Care or Service Provider**

Region 04 = 29.

**Health Science Library Staff**

Region 04 = 156.

**Public Health Worker**

Region 04 = 26.

**Public/ Other Library Staff**

Region 04 = 154.

**General Public**

Region 04 = 93.

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Maintained By: OCCS GIS

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## Attachment 2: Quarterly OARF Summary Data - Subcontractor Activities



### Report: Outreach Activities Conducted by "SUB" Staff in Region "4" ("01-AUG-10 - 31-OCT-10")

#### Activity Summary

**Total Outreach**

Region 04 = 12.

**Total Number of Estimated Participants**

Region 04 = 113.

**Average Number of Participants Per Activity**

Region 04 = 9.

**Average Length in Hours**

Region 04 = 1.

**Under 1 Hour**

Region 04 = 5.

**Between 1 and 2 Hours**

Region 04 = 7.

**Over 2 Hours****Hands-On Practice**

Region 04 = 12.

**Conducted Remotely**

Region 04 = 2.

**Offering Continuing Education**

Region 04 = 1.

**Significant Number of Minorities**

Region 04 = 4.

#### Type of Organization Involved

**Health Sciences Library**

Region 04 = 4.

**Public Library**

Region 04 = 8.

**Government**

Region 04 = 4.

**Hospital****Clinical/ Health Care****Academic**

Region 04 = 4.

**Community-Based**

Region 04 = 3.

**Faith-Based****Public Health**

Region 04 = 5.

**Other**

Region 04 = 1.

#### Session Content

**PubMed**

Region 04 = 3.

**MedlinePlus**

Region 04 = 6.

**ClinicalTrials****NCBI****NLM Gateway**

Region 04 = 1.

**TOXNET****Other Technology**

Region 04 = 7.

**Other Non-Technology**

Region 04 = 2.

#### Significant Number of Minorities

**African American**

Region 04 = 2.

**Alaska Native****Asian and Pacific Islander**

Region 04 = 1.

**Hispanic**

Region 04 = 4.

**Native American**

#### Participant Summary

**Completed Participant Information Sheet**

Region 04 = 54.

**Health Care or Service Provider**

Region 04 = 18.

**Health Science Library Staff****Public Health Worker**

Region 04 = 1.

**Public/ Other Library Staff**

Region 04 = 7.

**General Public**

Region 04 = 28.

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## Attachment 3: Promotional Materials Provided

Date	Who	Items Provided	Purpose
8/30/2010	Utah State Library Division <i>Utah</i>	<ul style="list-style-type: none"> <li>– 200 - MedlinePlus Bookmark</li> <li>– 100 - MedlinePlus Bookmark (Spanish)</li> <li>– 2 - MedlinePlus poster</li> <li>– 50 - NLM Pocket Card</li> <li>– 100 - Health Information for Senior Citizens</li> <li>– 100 - Connecting Native Americans To Health Information Card</li> <li>– 100 - American Indian Health Brochure</li> </ul>	Distribute at conventions, conferences, fairs, and community events
8/30/2010	St. Louis Public Library - Baden Branch <i>Missouri</i>	<ul style="list-style-type: none"> <li>– 150 - MedlinePlus Bookmark</li> <li>– 150 - NLM Pocket Card</li> <li>– 50 - Consumer Health Card</li> <li>– 50 - Health Information for Senior Citizens</li> <li>– 25 - Tox Town Brochure</li> <li>– 25 - Household Products Database Card</li> <li>– 25 - Good Health Information on the WWW</li> <li>– 25 - Public Health Resources</li> </ul>	Distribute at annual health expo
9/10/2010	Utah Valley Regional Medical Center <i>Utah</i>	<ul style="list-style-type: none"> <li>– 150 - PubMed Card</li> <li>– 150 - MedlinePlus Bookmark</li> </ul>	New employee orientation packets
9/27/2010	Ft. Leonard Wood Medical Center <i>Missouri</i>	<ul style="list-style-type: none"> <li>– 30 - MedlinePlus Bookmark</li> <li>– 3 - Good Health Information on the WWW</li> <li>– 30 - PubMed Card</li> <li>– 30 - Public Health Resources</li> <li>– 15 - Profiles in Science Card</li> </ul>	National Medical Library Month promotion
10/1/2010	Utah Valley Regional Medical Center <i>Utah</i>	<ul style="list-style-type: none"> <li>– 200 - MedlinePlus Bookmark</li> <li>– 100 - Consumer Health Card</li> <li>– 200 - PubMed Card</li> </ul>	Educating clinical and other staff, plus Library month
10/30/2010	Marilyn Schwartz, Retired Medical Librarian <i>Utah</i>	<ul style="list-style-type: none"> <li>– 100 - MedlinePlus Bookmark</li> <li>– 50 - Consumer Health Card</li> <li>– 25 - ClinicalTrials.gov Card</li> <li>– 100 - Health Information for Senior Citizens</li> <li>– 25 - NN/LM Card</li> <li>– 50 - PubMed Card</li> <li>– 50 - The Visible Humans Card</li> </ul>	Distribute at talks to community groups

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## Attachment 4: Get out and Reach Flyer

	<p><b>September 8, 2010</b></p> <p><b>Get out and REACH!</b></p> <p>Outreach Projects and Health Information</p>
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**At:** Nebraska Library Commission  
1200 N Street, Suite 120, Lincoln, NE

**Presented by:** Marty Magee & Siobhan Champ-  
Blackwell—National Network of Libraries of  
Medicine, MidContinental Region.

**Class: Beyond an Apple a Day: Pro-**  
**viding free Consumer Health Infor-**  
**mation** - 10:45am—12:15pm

Lunch Provided - 12:15pm—1:30pm

**Outreach Panel Discussion:** 9:00 am -10:30 am

Nick Butler—Health Literacy Missouri

Josie Rodriguez—Consumer Outreach Coordinator for  
Nebraska Attorney General's Office

Gary A. Wasdin—Director—Omaha Public Library

**Class: No Comprendo? Spanish and**  
**other Multiple Language Resources**  
**for Health Information**  
1:30pm CT –3:00 pm CT

Hear from a people who have successfully run out-  
reach projects. Build alliances, target future projects—  
a networking opportunity for people from public librar-  
ies, school libraries, public health departments, commu-  
nity and faith based organizations . Ideas for discussion/  
funding/potential projects can be shared at:

<http://outreachcamp.pbworks.com/>

**All events are free!**

**Registration available until**  
**Sept. 1, 2010 at:**  
[www.tinyurl.com/mcrclasses](http://www.tinyurl.com/mcrclasses)



**Questions can be directed to:**

**Marty Magee**  
**National Network/Libraries of Medicine**  
**Education and Nebraska Liaison**  
**402-559-7076**  
**1-800-338-7657**

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**Attachment 5:**  
**Regional Advisory Board Meeting Minutes**

**NN/LM MidContinental Region  
Regional Advisory Board Meeting  
October 4-5, 2010  
Kansas City, Kansas**

**Minutes**

*Attendees List is attached as Appendix A.*

**Monday, October 4, 2010**

The meeting started at 5:30 pm and adjourned at 7:30 pm.

Exercise on Communication

Dinner

**Tuesday, October 5, 2010** – *University of Kansas Medical Center, Hemenway Life Sciences  
Innovation Center – Room 1009*

The meeting started at 8:30 am.

**Welcome and Introductions** – *Jean Shipman, Director and Karen Cole, Director, Dykes  
Library*

**Regional Advisory Board Activities** – *Claire Hamasu, Associate Director*

Ms. Hamasu reported on an analysis she had begun of board minutes to determine the impact of the board. She recounted actions taken as a result of the board's observations, recommendations, and comments over the past 4 years.

RAB → MCR Staff → Region

The RAB has influenced the MCR staff in its programming for the region.

Ms. Hamasu then reviewed how past members had contributed to the RML.

1. Articles for newsletter on use of NLM resources.
2. Gathering info from health sciences library consortia and sharing with RML.
3. Participating in work groups.
4. Presenting on an online session.
5. Developing and maintaining collaborations with community organizations.
6. Review proposals for funding or awards.
7. Alerting us of expertise or resources within your own organizations that we can consult, incorporate for our own programming, that help us do our work better.

## **Goals, Objectives, and Outcomes for 2011-2016 – Claire Hamasu, Associate Director**

Ms. Hamasu reviewed each of the four goals of the MCR's 2011-2016 logic model and identified the unique outcomes and objectives that applied to each of the goals. Her presentation is attached as Appendix B. She then identified the new activities that the RML had written into the proposal for NLM.

### **Board Discussion**

The board discussed topics from Ms. Hamasu's presentations.

#### Funding:

- How can we address library projects that are NLM fundable in view of NLM's emphasis on informatics. How do we state that the library equals informatics so that library projects get funded by NLM?
- Does the RML have sufficient funding to support library focused projects?
- The new minority grant out of NLM and NIH grants from other institutes were mentioned.

#### E-science:

- Libraries can play a role in curating the data.
- Politics and institutional differences will affect what role the library takes.
- Can we use public health data as a model for curation?
- How would we provide universal access to data?

#### Library contributions to an institution:

- Provide examples of successful practices in the transfer of health information.
- Become a presence on committees within the institution.
- Help organize an evaluation framework for the institution. (organizational data; articulate reasonable, measurable outcomes; literature based)
- Participate in a professional development committee.
- Library measurement of outcomes – student, grant compliance.
- Data managers: e.g., ROI data.
- Negotiation of publisher/vendor licenses to ensure access.
- Membership in organizations that require minimum standards of library service to benefit from cost savings in consortial licensing of resources. (e.g., Health Sciences Library Network of Kansas City)

#### Expose and make visible the library's role:

- The collection is not us: distinguish what is the librarian versus the collection, tools versus roles.
- Be proactive.
- Know what users need.



**NLM Wheel of Fortune** – *Barb Jones, Library Advocacy and Missouri Liaison*

The advisory board members asked for letters and guessed the NLM resource as the letters were revealed. They then described the information provided by the resource.

**NLM Update** – *Loren Frant, Head NLM Health Information Products Unit*

Loren Frant provided an overview of upcoming events at NLM, described resources available on mobile devices, and changes to existing resources that would be of interest to health professionals and consumers. Her presentation is attached as Appendix C.

- Staff Announcements
- 175th Anniversary
- New Areas in the NN/LM RFP
- Health Disparities Grant
- ClinicalTrials.gov
- PubMed Health
- Emergency Access Initiative (EAI)
- Digital Collections
- Mobile Products
- Social Media
- MedlinePlus Connect

She responded to questions on PubMed Health and ClinicalTrials.gov.

**Project Planning Café to Go** – *Siobhan Champ-Blackwell, Community Outreach Liaison*

Ms. Blackwell instructed members on the café to go process. Members were asked to participate in topics of interest to them. Two rounds of discussions were held.

**Round 1**

Funding Resources: Using your imagination: What, in an RFP, would enthruse you so much that you'd sit down to write a proposal?

1. A short RFP and streamlined reporting requirements.
2. The RFP doesn't contain prescribed methodologies for writing the proposal.
3. Those writing a proposal don't have to subscribe to a specific outcome.
4. Evidence that the work required to submit a proposal and reporting required post-award, is reduced and would be in proportion to the amount of award.
5. The RFP is a good fit for the library's needs. The award suits libraries of all kinds.
6. Encourages partnering to develop a project and collaborate on a proposal.

Network Membership: If all health sciences libraries are moving to 100% electronic subscriptions to biomedical journal titles that have contract terms preventing ILL services, how will anyone, who relies on these services, gain access to the articles they seek?

Participants discussed the issue from the perspective of a publisher, researcher, health sciences librarian, the public. They reacted to this story. "The year is 2017 and health sciences libraries

have been solely licensing electronic access to (proprietary) biomedical journal titles since 2011. Libraries have been unsuccessful in negotiating acceptable contract terms with vendors and publishers to allow ILLs. A busy clinician goes to her library to request an article to help her treat a patient that she is meeting with the next day. The article was published in 2014 and the library does not subscribe the title nor is the article available electronically due to lending libraries no longer carrying the journal in print. The librarian informs the clinician of the contract term situation and that the library can't get the article for her. The librarian suggests that the clinician access the article directly from the vendor/publisher."

For the publisher, selling of ads is decreasing and this results in decreasing revenues. Hence the increase in the license cost for libraries. The publisher is happy to sell articles that the library can no longer provide. Libraries may start dealing at the article level instead of journal title level. Some librarians are negotiating licenses to ensure resource sharing; others are not. The group was divided on which practice is most prevalent. The end-user, whether a researcher or the public, expects the library to make the article available. They're not concerned about license agreements. They just want to get what they need from their library--health sciences or public library. As articles move away from text platform to multimedia, it may not be possible to do interlibrary loans.

Ideas for increasing availability of articles:

- Health care providers can help libraries to pay publishers for the article.
- Government funded so that everyone has access to all information.

Advocacy: The MCR will be responsible to explore new roles for librarians and health information professionals. What emerging roles do you see, and how can the MCR explore and promote these roles?

1. Collaborate with faculty in academic institutions to design classes with the librarian woven into the curriculum so that the students are learning library and information evaluation skills throughout the semester. The librarian will be utilized while students are working on assignments.
2. Identify and provide services for individuals with information needs unrelated to employee responsibilities, i.e., students who are also employees.
3. Use of librarian in accreditation process – Joint Commission, Magnet Status, American Osteopathic Association.
4. Involvement in community organizations that address health problems that may impact the practice of medicine in the hospital. Examples may be a public health group looking at obesity in the schools, a local chapter of the American Diabetes Association, a coalition addressing youth violence, etc.
5. Participation in local networks that support librarians:
  - a. Purchasing power of consortia and requirement for librarian to participate in consortia,
  - b. Recognition of standards of local network,
  - c. Enforcement of staffing levels as requirement of consortia participation.
6. Use of library in treatment protocols, IRB approvals, and systematic reviews.

Education: What topics and/or venues in addition to those currently offered should the RML cover? i.e., Should online offerings be expanded? What other audiences need/want our information and how can we best reach them?

1. Participants suggested that the RML should offer education sessions on:
  - a. E-science
  - b. Best practices: benchmarking, using statistics, providing tool kits and other resources on best practices
  - c. Changing roles of librarians
2. Other audiences to reach are school nurses and school librarians.
3. The group also recommended continuing online offerings.

## ***Round 2***

Health Information Literacy: Understanding that health information literacy includes the acquisition, assessment, and utilization of health information leading to informed decisions, how do you see the MCR developing this project area in the next five years?

1. MCR, in its direct outreach (exhibits, training) to health care providers, should push the idea that patients don't always understand what they are told. There may be cognitive, language, or cultural barriers.
2. MCR should identify and/or develop tools to help librarians assess the appropriateness of the patient health information. Did the patient understand what the resource meant to convey? An example is assessing the reading level of the resource.
3. Librarians can help tie health professionals to the appropriate information for the patient.
4. The health information literacy resources that librarians provide should include examples of talking points for conveying medication instruction, course of treatment, and diagnosis.
5. MCR and librarians should make information available to the consumers on a variety of platforms: Twitter, DVD, print, in-person teaching, audio, visual, large print, widgets.
  - a. There may be issues with firewalls for members who want to use these platforms.
  - b. MCR should help librarians to use these platforms while maintaining hospital security.
6. MCR should provide a forum for members to share with each other how they promote and support health information literacy.
7. Don't forget health information literacy for seniors.
8. Examples of what's already happening to help confirm health literacy:
  - a. First four times a patient is given a medication, they must be provided with patient education.
  - b. When providing instructions to patients who have experienced heart failure one institution color-codes its patient handouts from red to green. Red (must do), green (should do) to convey how immediate or urgent the content is.
  - c. Teach-back method to confirm that the patient understands what was conveyed.

Assessment & Evaluation: Improved access to health information is an overarching goal of the NN/LM program. What changes indicate "improved access" and how should the NN/LM MCR gather and measure data that reflects change?

The break out session started by trying to define "access," "availability," and "usability" in order to show that Access=Availability and/or Access=Usability. For example, increased access may mean that resources are available both on and off site. A definition for level of use must also be agreed upon, so there is common measurement. "Improved" may be defined as "more" or "better."

1. A new approach for showing increased access as a result of our education activities:
  - a. The RML trains the "trainer."
  - b. The "trainers" teach their constituents.
  - c. The "trainers" gather data about the usefulness of their teaching.
  - d. The RML helps the "trainers" evaluate their data.
  - e. The RML use the "trainer's" data to infer the RML's effectiveness.
2. Suggestions for assessment:
  - a. Query members on:
    - i. Purchasing power of licensing consortia,
    - ii. Changes in staffing levels,
    - iii. Local recognition of standards,
    - iv. Librarian roles and resources on institutional committees or groups,
    - v. Librarian roles and resources tied institutional responses to regulatory bodies such as Joint Commission, Centers for Medicare & Medicaid Services CMS, Magnet status, AOA (Osteopaths),
    - vi. Work with quality improvement office to develop measurement tools.
  - b. Assess resources – i.e., was the Bosnian version of patient information useful, effective?
  - c. Query about references included in evidence based management protocols, treatment protocols, participation in journal clubs, systematic review committees, IRBs.

Technology: What type of roles can librarians play in the implementation of electronic health records?

Not all librarians are welcome to participate in the implementation of electronic health records. One librarian was told that he didn't need to know about the electronic health record. At another institution a committee is prioritizing tasks that need to be accomplished to implement the EHR. However the physicians are in control and they need to buy into what the EHR will look like before it will be implemented.

What can librarians do?

1. There is a role for the consumer health librarian to help patients access their records. Depending on the specialty, the vocabulary may be unintelligible to the patient.
2. One of the items under meaningful use is that the EHR is linked to patient health information. The library can help with this.
3. Physicians are challenged to get order entry up and use facilitators to assist them. Nurses and IT are used as facilitators, why not librarians?
4. Library can be a training center. The RML could assist hospital librarians to figure out contexts.
5. Improve access to consumer resources by including information in the patient discharge information.

A summary of each of the discussions was shared with the group. Headlines were brainstormed that came from the discussions:

- A MedlinePlus info button is available from every electronic health record in the region.
- Patient safety rates and quality of health improve due to the services and resources of the health sciences librarian.
- Yahoo lists librarians as one of the hot new jobs.
- Hedge funders scramble to become librarians.
- Every hospital has a library and a librarian.
- Medical marijuana funds libraries.
- Medical librarians, the link between electronic health records and patient care.
- Administrators finally recognize the impact of medical librarians.

**Thank you and adjournment** – *Jean Shipman, Director, and Claire Hamasu, Associate Director*

The following advisory board members were recognized because this would be the last face-to-face meeting they would attend. By the end of April 2011 they will have completed their term.

Roxanne Bowers, Staff Development Educator  
University Medical Center

Ellen Graves, Reference Librarian  
Exempla - St. Joseph Hospital

Richard E Kammer, Health Information Access Specialist  
Olathe Medical Center

Erica Lake, Medical Librarian  
Intermountain Medical Center

Sharon Medcalf, Associate Director  
Center for Biopreparedness Education  
University of Nebraska Medical Center

Louise C. Miller, Associate Teaching Professor  
University of Missouri Sinclair School of Nursing

Elizabeth Mueth, Incoming MCMLA Chair  
Missouri Baptist Medical Center

The meeting adjourned at 3:00 pm

Rebecca Brown, provided a tour of the Dykes Library for board members.

## Appendix A – Attendees

### NN/LM MidContinental Region Regional Advisory Board Meeting October 4-5, 2010 Kansas City, KS

#### ATTENDEES

#### Regional Advisory Board Members

Roxanne Bowers, Staff Development Educator  
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Absent: Paul Cesare, Coalition Coordinator  
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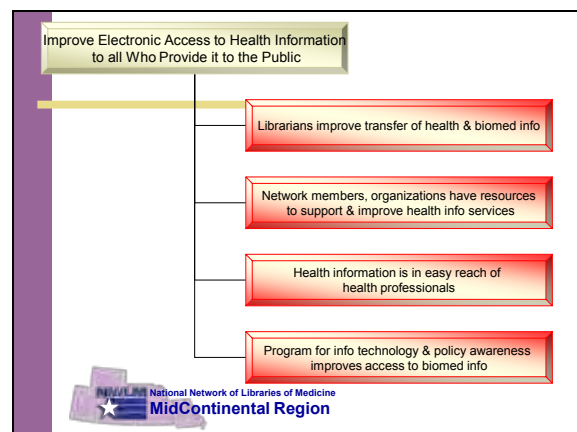
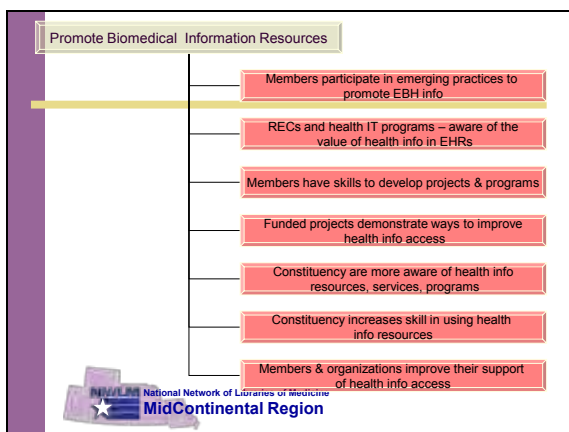
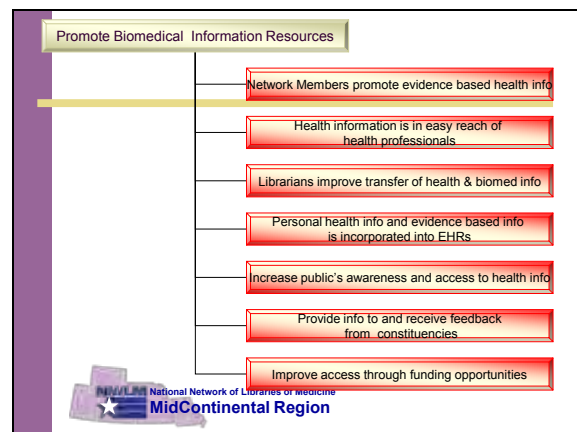
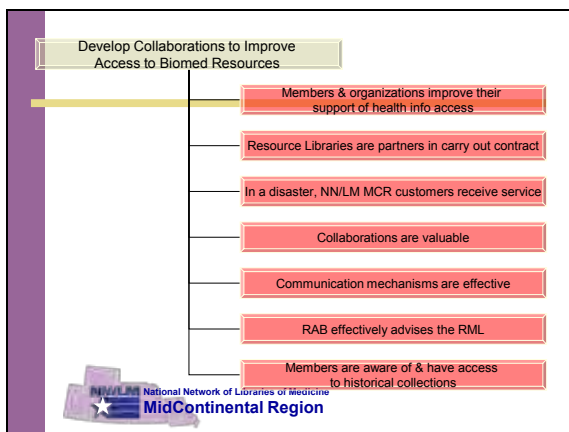
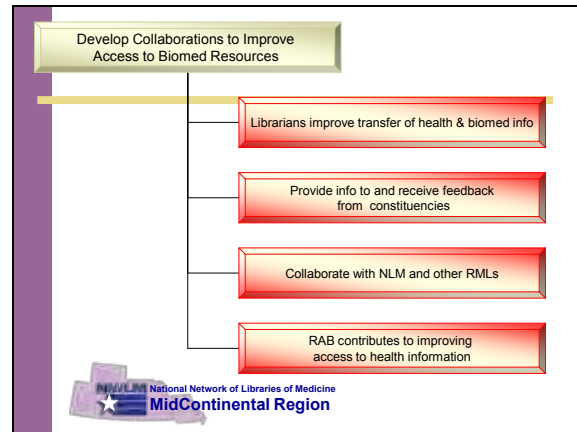
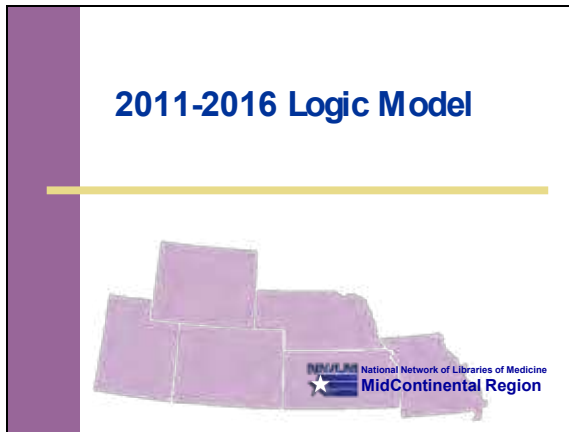
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Laramie, WY 82071  
Phone: 307-766-6537  
Fax: 307-766-2510  
Email: jhonour@uwyo.edu

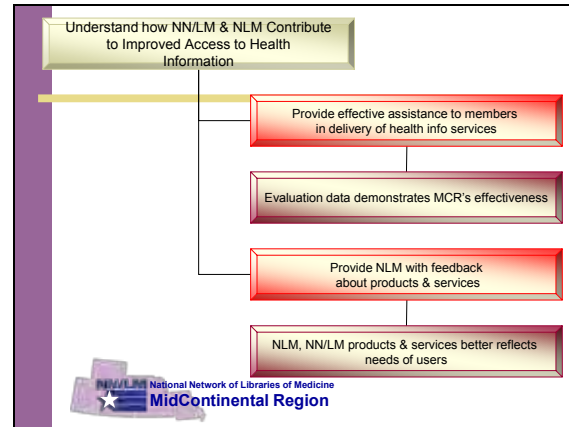
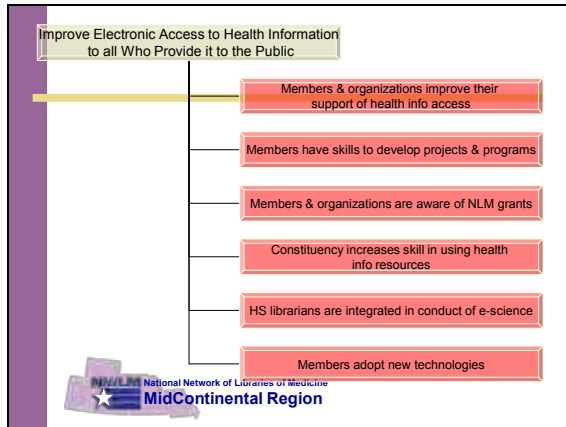
Barbara Jones  
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Columbia, MO 65212  
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McGoogan Library of Medicine  
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## Appendix B – 2011-2016 Logic Model Presentation





## Appendix C – NLM Update Presentation

### NLM Update

NN/LM MidContinental Regional Advisory Board

October 5, 2010

Loren Frant

Head, Health Information Products Unit

Reference & Web Services Section

Public Services Division



### What's Happening at NLM

- n Staff Announcements
- n 175<sup>th</sup> Anniversary
- n New Areas in the NN/LM RFP
- n Health Disparities Grant
- n ClinicalTrials.gov
- n PubMed Health
- n Emergency Access Initiative (EAI)
- n Digital Collections
- n Mobile Products
- n Social Media
- n MedlinePlus Connect



### Staff Announcements

#### n New Staff

- q Deborah Ozga, Head, Index Section, Bibliographic Services Division

#### n Retirements

- q Dianne McCutcheon, Chief, Technical Services Division
- q Elliot Siegel, Associate Director for Health Information Programs Development



### 2010-2011 NLM Associate Fellows



S Caitlin Sticco, Univ. of Wisconsin, Madison

Kristen Greenland, University of Washington

Sa Kristen Burgess, University of North Texas



### NLM's 175<sup>th</sup> Anniversary

- n Planning underway
- n Events scheduled throughout 2011
- n Focusing on developments from the past 25 years & NLM's plans for the future



### New Areas in the NN/LM RFP

- n Address the changing roles of librarians
- n Expand outreach partners
- n Promote e-science in libraries
- n Develop programs with HHS Regional Extension Centers (RECs)
- n Promote the role of libraries in Clinical Translational Science Awards (CTSAs)



## NLM Information Resources Grant to Reduce Health Disparities (G08)

### n Purpose

- q Bring useful, usable health-related information to health disparity populations and their providers
- q Harness capabilities of computer and information technology and health sciences libraries
- q Enhance health decision-making

### n Funding

- q Approximately \$700,000 for 5-7 projects
- q 1-3 year projects



## NLM Information Resources Grant to Reduce Health Disparities (G08)

### n 60 applications received

### n Scientific Review October 28-29, 2010

### n Applications under consideration presented to the NLM Board of Regents in February 2011

### n Final funding decisions spring 2011

### n Preferences

- q Show strong involvement of health science libraries
- q Submitted by or involve minority serving institutions



## NLM Information Resources Grant to Reduce Health Disparities (G08)

### n <http://www.nlm.nih.gov/ep/GrantInfoSys.html>

### n Program Officer – Dr. Hua-Chuan Sim simh@mail.nih.gov



## ClinicalTrials.gov

### n 1997: FDAMA 113 Mandates Registry

### n 2000: ClinicalTrials.gov Launched

### n ClinicalTrials.gov Accommodates Other Policies

#### q Registration

- n Int'l Committee of Medical Journal Editors (ICMJE)
- n World Health Organization (WHO)

#### q Registration and Results Reporting

- n Maine State Law; State Attorneys General
- n European Medicines Agency (EMA)

### n 2007: FDAAA 801 Expands Registry and Adds Results Database



## FDAAA Sec.801 Expanded Clinical Trial Registry Enacted September 27, 2007

### n Requires Trial Registration (Dec 2007)

### n Requires Results Reporting (Sept 2008)

- q Trials of FDA-approved or cleared drugs and devices
- q "Basic" Results: Baseline Characteristics, Primary & Secondary Outcomes, Statistical Analyses
- q Adverse Events (Sept 2009)
- q "Expansion" of results by rulemaking (Sept 2010)

### n Adds enforcement provisions



## Basic Results Reporting Requirements

### n Results of FDA-approved/cleared products

### n Generally, submission within 12 months of the *earlier* of the estimated or the actual primary completion date

### n Some exceptions that allow for delayed submission of results



## Potential Enforcement Provisions

- n Notices of non-compliance
- n Civil monetary penalties
  - q up to \$10,000/day
- n Withholding of NIH grant funds



## PubMed Health

- n Focus on consumer-level health information
- n Initial content provided by the American Society of Health-System Pharmacists, released to search engines like Google
- n Independent search and links to other NLM online products, such as MedlinePlus, PubMed, etc.
- n *MedlinePlus – NLM's primary source for consumer health information*



## Emergency Access Initiative (EAI)

Collaborative partnership between NLM, NN/LM and participating publishers to provide **free access to full-text articles** from 240+ biomedical serial titles and select reference books to **healthcare professionals and libraries affected by disasters** in the United States

<http://eai.nlm.nih.gov>



## EAI Participating Publishers

- |   |                                     |
|---|-------------------------------------|
| n American Academy of Pediatrics                      | n F.A. Davis                        |
| n American Association for the Advancement of Science | n Mary Ann Liebert                  |
| n American College of Physicians                      | n Massachusetts Medical Society     |
| n American Medical Association                        | n McGraw-Hill                       |
| n American Society of Health-Systems Pharmacists      | n Merck Publishing                  |
| n ASM Press   | n Oxford University Press           |
| n B.C. Decker   | n People's Medical Publishing House |
| n BMJ   | n Springer                          |
| n EBSCO   | n University of Chicago Press       |
| n Elsevier  | n Wiley                             |
|   | n Wolters Kluwer                    |



## Activation for Haiti

- n Activation period: January 25 – March 19
- n 220 journals
- n 69 monographs
- n Visitors: 2,835
  - q Returned more than once: 554
- n Visits: 4,743
- n Page views: 88,473
- n Hits: 217,105



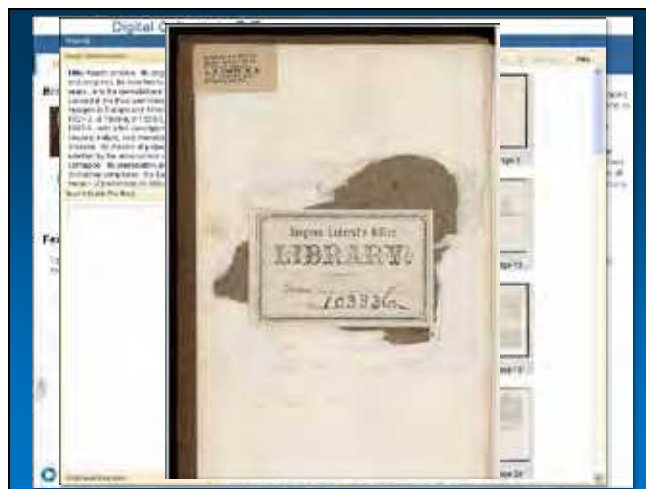
## Activation for Pakistan

- n Activation period: September 9 – October 9
- n 240 journals
  - q Addition of AMA titles
- n 69 monographs
- n 3 “online databases”
  - q Addition of DynaMed, UpToDate
- n Login page modified – less US language



## NLM Digital Collections

- n <http://collections.nlm.nih.gov/>
- n Public launch – Sept 27, 2010
- n Four Pilot Projects
  - q 600 Cholera Pamphlets – available
  - q 10 Historical Audiovisual materials - available
  - q 500 Anatomical Images – in process
  - q NIH Institute Annual Reports – in process



## NLM's Mobile Products

<http://www.nlm.nih.gov/mobile/>

Mobile-Optimized Sites – any device

- n AIDSinfo
  - q [m.aidsinfo.nih.gov](http://m.aidsinfo.nih.gov)
- n MedlinePlus Mobile
  - q [m.medlineplus.gov](http://m.medlineplus.gov) & [m.medlineplus.gov/spanish](http://m.medlineplus.gov/spanish)
- n PubMed for Handhelds
  - q [pubmedhh.nlm.nih.gov](http://pubmedhh.nlm.nih.gov)



## NLM's Mobile Products

Apps – specific devices

- n NCBI Bookshelf
  - q Palm, Pocket PC & Symbian
- n Wireless System for Emergency Responders (WISER)
  - q [wiser.nlm.nih.gov](http://wiser.nlm.nih.gov)
  - q Palm & Pocket PC
- n Radiation Emergency Medical Management (REMM)
  - q <http://www.remm.nlm.gov/downloadmremm.htm>
  - q BlackBerry, iPhone, Palm & Windows Mobile



## NLM's Social Media Efforts

[www.nlm.nih.gov/socialmedia](http://www.nlm.nih.gov/socialmedia)

- n Facebook
  - q NLM – [facebook.com/nationallibraryofmedicine](http://facebook.com/nationallibraryofmedicine)
  - q NLM Exhibition Program – [facebook.com/NLMExhibitions](http://facebook.com/NLMExhibitions)
  - q NCBI – [facebook.com/ncbi.nlm](http://facebook.com/ncbi.nlm)
- n Twitter
  - q @AIDSinfo, @medlineplus4you, @ncbi, @ncbi\_pubmed, @NLMGlobalHealth, @NLM\_LHC, @nlm\_newsroom, @NLM\_SIS



## MedlinePlus Connect

Problem code  
or other  
information

Code to topic  
mapping  
or focused





Thank you!

Loren Frant  
Loren.Frant@nih.gov





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**Attachment 6:**  
**Libraries: Refuge in a Storm**

**Libraries: Refuge in a Storm**  
Siobhan Champ-Blackwell, MSLIS  
Community Outreach Liaison  
National Network of Libraries of Medicine MidContinental Region  
August 18, 2010

*“Public access computing and Internet access in public libraries function as a first choice, first refuge, and last resort in a range of emergency and e-government circumstances.”<sup>1</sup>*

- Part One: Emergency Response System in Nebraska
- Part Two: Model of Risk Response Communication

**I. Nebraska Response Systems**

In the state of Nebraska, public health departments are at the forefront of emergency preparedness efforts. Nebraska's counties are covered by an individual or multi-county health department. A list of those departments can be found on the Nebraska Department of Health and Human Services (NDHHS) website <http://www.hhs.state.ne.us/puh/oph/lhd.htm>. Two statewide entities work together under the NDHHS to ensure that collaborative response occurs during a disaster: the Medical Response System and the Medical Reserve Corps. In addition to the health department response, the Center for Preparedness Education <http://www.preped.org/> provides training, assistance and resources in the areas of medical preparedness, first responder preparedness, public health preparedness and business/industry preparedness.

***Medical Response System***

The US Department of Health & Human Services offered funding to develop the statewide Medical Response Systems (MRS) (this is now part of the Federal Emergency Management Agency (FEMA)) <http://www.mmrs.fema.gov/> ) to integrate services that normally respond to emergencies such as terrorist activities, natural disasters, and public health crises such as H1N1. These services include:

- First Responders
- Law Enforcement
- Public Health
- Medical and Mental Health
- Emergency Management

(<http://www.bt.cdc.gov/planning/CoopAgreementAward/presentations/mmrs-oep10minbriefing-jim11.pdf> )

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<sup>1</sup> Bertot, John Carlo et al. “Public access computing and Internet access in public libraries: The role of public libraries in e-government and emergency situations” *First Monday* Volume 11, Number 9 - 4 September 2006 <http://firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/issue/view/203> [accessed online August 16, 2010]

In Nebraska, the Medical Response System includes two Metropolitan Systems for Lincoln and Omaha, along with five Medical Response Systems that serve the remaining rural areas.

<http://www.hhs.state.ne.us/gis/maps/MMRS.pdf>

- Lincoln Metropolitan Medical Response System (LMMRS)  
<http://www.lincoln.ne.gov/city/health/nurse/mmrs/>
- South East Medical Response System (SEMRS)  
<http://www.nomedicalresponse.com/Web%20Pages/AboutSEMRS.aspx>
- Omaha Metropolitan Medical Response System (OMMRS) <http://ommrs.org/>
- Panhandle Region Medical Response System (PRMRS) <http://www.pphd.org/prmrs.html>
- Rural Region One Medical Response System (RROMRS)  
<http://www.nomedicalresponse.com/Web%20Pages/AboutRROMRS.aspx>
- Tri-Cities Medical Response System (TRIMRS)  
<http://www.nomedicalresponse.com/Web%20Pages/AboutTRIMRS.aspx>
- West Central Region Medical Response System (WCMRS)  
<http://www.nomedicalresponse.com/Web%20Pages/AboutWCMRS.aspx>

### ***Medical Reserve Corps***

The Medical Reserve Corps (MRC) was established in 2002. “The MRC is comprised of organized medical and public health professionals who serve as volunteers to respond to natural disasters and emergencies. These volunteers assist communities nationwide during emergencies and for ongoing efforts in public health.” <http://www.medicalreservecorps.gov/QuestionsAnswers/Overview> Nebraska is divided into six area reserve corps, which match the Medical Response System geographic boundaries, combining Lincoln and South East into one Medical Reserve Corp area.

<http://hptc.unmc.edu/nevolunteers/partners.htm#MRC>

Nebraska Medical Response <http://www.nomedicalresponse.com/Default.aspx> is a collaborative website for sever of the rural Medical Response Systems and the Nebraska Medical Reserve Corps.

These two systems work together to coordinate equipment purchases, drills, response to events, and more; having a coordinated effort in place reduces duplication of services and ensures adequate response occurs across the state.

## **II. Model for Library Participation**

*“In general, the management of natural disasters and public health emergencies has always included a significant communication component in the form of warnings, risk messages, evacuation notifications, messages regarding self-efficacy, information regarding symptoms and medical treatment, among many others.”*<sup>2</sup> The CDC has outlined a model that outlines five stages of communication during a crisis<sup>3</sup>: (Crisis and Emergency Risk Communication: CERC)

1. Precrisis (Warnings and Preparations)
2. Initial Event
3. Maintenance

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<sup>2</sup> Reynolds, Barbara and Seeger, Matthew. “Crisis and Emergency Risk Communication as an Integrative Model” *Journal of Health Communication* 10: 43-55, 2005.

<sup>3</sup> Reynolds

4. Resolution
5. Evaluation

The stages are presented as discrete and separate steps for the purposes of explanation, but they are fluid with overlap from one stage to the next.

### **Precrisis**

In the Precrisis stage, communication and education campaigns are targeted to the general public and to the response community. The H1N1 campaign designed by the CDC and other governmental agencies designed to educate the public, and reduce the risk of harm is an example of Precrisis response. Many government agencies joined forces to create the Flu.gov website (<http://www.flu.gov/>); many libraries, including the National Library of Medicine, included a “widget” on their homepages to steer their readers to this source of health information.



<http://sis.nlm.nih.gov/enviro/swineflu.html> April 28, 2010

Libraries can play a critical role in assisting in communicating public health and emergency preparedness campaigns during “precrisis” periods.

There are other activities that libraries can participate in during the “precrisis” stage:

- Provide training to Emergency Responders on tools such as the National Library of Medicine’s emergency response tools WISER <http://wiser.nlm.nih.gov/> an REMM <http://www.remm.nlm.gov/>
- Host speakers at their library for the general public on preparation topics
- Sit on committees to ensure that the library is involved in the community’s emergency response
- Develop partnerships and relationships with the local Medical Response System and Medical Reserve Corps, as well as the public health department

This list is just the beginning of actions librarians can take to prepare for and respond to critical events in their community.

### ***Initial Event***

During the “Initial Event” stage, it is important to provide the public with information in order to reassure them and reduce uncertainty. Medical libraries and public libraries working together can be a powerful team. Public libraries have the ability to reach the public, especially underserved communities, who rely on libraries for community information already. Medical libraries have health information resources at their disposal, and can assist public libraries in locating reliable and accurate information that will result in a more informed and secure public. Libraries also assist responders who are searching for information on how to treat, fix, and identify unknown and/or unfamiliar outcomes of a crisis.

The National Library of Medicine’s “Disaster Information Management Research Center” <http://sis.nlm.nih.gov/dimrc.html> has put together numerous tools for libraries to use when disaster strikes their community:

- The Emergency Access Initiative <http://eai.nlm.nih.gov/> provides open access to full text articles for health care providers and emergency responders in an effected area;
- Links to resources and websites around specific disaster topics provide librarians with quick access to relevant information  
<http://disaster.nlm.nih.gov/dimrc/subjectguides.html>
- Disaster Information Outreach Email Discussion List  
<http://sis.nlm.nih.gov/dimrc/dimrclistserv.html> allows subscribers to stay informed about resources, current crisis events and responses, training opportunities, and provides an opportunity to network with others.

As community centers, libraries and staff can be used for the following activities:

- “Staffing emergency operations centers by working phone lines, answering email questions, manning interactive chat lines, and operations centers;
- Handling communications in and out of the city;
- Assisting with FEMA, insurance, and other paperwork;
- Running volunteer coordination programs;
- Providing FEMA, Red Cross, National Guard, and Army Corps of Engineers personnel with a place to meet with residents;
- Handling inquiries from other parts of the country and from around the world about the conditions in the area or about particular residents;
- Housing city command centers for disasters”<sup>4</sup>

### ***Maintenance***

During the “Maintenance” phase, information still needs to be delivered to the public; the same activities are occurring but at a more in-depth and slower pace. There is time to provide more background information at this juncture; there is less panic and more time for reflection. For example, while informing the public of the H1N1 vaccine, libraries might provide access to information on

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<sup>4</sup> Bertot.

vaccines in general, so that the public understands the bigger picture of vaccines as a public health outcome. An excellent summary of what public libraries have done in the initial event and maintenance stages, *"Public Librarians' Response to Hurricanes: Lessons, Issues and Strategies"* can be found online at <http://uscm.med.sc.edu/Hamilton%20Hurricanes%20brochure.pdf>. In this report, Rebecca Hamilton provides a summary of the response of the State Library of Louisiana to Hurricanes Katrina and Gustav, as well as examples of activities individual libraries carried out after the hurricanes.

### ***Resolution***

During the Resolution stage, information is provided on follow up activities such as clean up and rebuilding. This past summer, the state of Nebraska experienced storms that led to flooding in many parts of the state. On June 11, 2010, Governor Dave Heinemann declared a state of Emergency within the impacted areas of the state, which allowed him to request assistance in making repairs to public areas and critical facilities, as well as to assist individuals with home and business repairs. Libraries in Nebraska can provide information to residents and businesses on how to apply for this funding. They can provide links to information on updates such as the July 26<sup>th</sup> release: *"Nebraska Flood Survivors Warned: Mold Poses A Potential Health Threat"*

<http://www.fema.gov/news/newsrelease.fema?id=52216> and this handout from the Nebraska Department of Health and Human Services: *"Recommended Procedures for Planning and Recovering from a Disaster"* <http://www.hhs.state.ne.us/SevereStorms/>

### ***Evaluation***

As with all projects libraries undertake, evaluation and assessment are necessary steps to improving services. The library will want to evaluate both the process they followed during the event, and the actual content they were able to provide. All groups impacted by the event should be assessed: librarians, emergency responders, town officials, public health departments, the general public and anyone else who worked on the response or benefitted from activities carried out.

### **Conclusion**

Communities face crises that range from small geographically specific events, such as a gas leak in a building, to higher impact events like floods and tornados. Libraries, as community centers staffed with information sharing/seeking experts, are natural members of community response teams. Understanding the way a community responds to emergency events can assist in developing tools and processes for the library to follow when called upon in an emergency. As the "first choice, first refuge" location, libraries are engaged in improving the lives of those they serve.

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**Attachment 7:**  
**Subcontractor Quarterly Report**

**Denver Public Library**  
**A Bridge to Health Literacy for Denver**

# Quarterly Report

## **Name and address of reporting institution:**

Denver Public Library  
10 West 14<sup>th</sup> Avenue Parkway  
Denver, CO 80204

## **Project Title: A Bridge to Health Literacy for Denver**

## **Name of person submitting report: Elaine Connell, Reference Librarian**

**Email address:** [econnell@denverlibrary.org](mailto:econnell@denverlibrary.org)

**Telephone number:** Phone: 720-865-1187 or 720-865-1363

**Reporting Period start date: June 1, 2010**

**Reporting Period end date: August 31, 2010**

## **Publicity:**

We provided two training classes in July, 2010, in the Small Computer Training Room which seats 12. They were listed in the SCTR monthly calendar along with various other classes. The SCTR is part of the very popular Computer Technology Center, described at <http://denverlibrary.org/ctc> There are no classes scheduled during September and possibly October due to construction, but we look forward to a new, expanded CTC to open in the next few weeks.

Elaine spoke to our DPL Senior Librarians' meeting on 9/2/2010 about our project and the Staff Training class, 10/14/2010, "*Choose Your Own Adventure: Helping Your Customers Choose Health in 21<sup>st</sup> Century USA.*" She encouraged their awareness of all that the library does to contribute to the health of our community, and asked these leaders to encourage their staff to participate in the class, which will get everyone on the same page re: health resources, especially MedlinePlus.

## **Outreach:**

Two classes have been held, and ORF's were submitted for each.

## **Other accomplishments:**

- Purchased computers, all peripherals, and storage and travel cases.
- Tested 2 basic classes for the public, and refined curriculum for public in English. Curriculum is in the process of translation to Spanish.
- Continued development of staff class, submitting proposal for 'core curriculum' designation. Staff class is arranged for Oct. 14th to be held online via Adobe Connect.



- Began developing skills with Adobe Connect, Cassi at the presentation end, and Elaine by being a participant in two webinars using Adobe Connect and working on developing the content and software needs for the presentation.
- DPL Reference Dept monitored all customer information requests with a product known as DART Reference Tracker on two separate occasions. See Evaluation.
- Cassi worked with a man in his 70's with minimal computer skills, taking him to MedlinePlus and helping him learn how to find out about one of his medications.
- Planned for December programming at the Language & Learning Branches. This will involve interviews with Santa, particularly focusing on how he manages the stress of the holiday season.

#### **Target audience:**

- Nothing to report.

#### **Goals, Outcomes, Objectives:**

- Laurie Spurling has been promoted to Senior Librarian, and moved from Schlessman to the Montbello Branch. She won't be able to participate in the senior outreach and training as extensively as we had planned. Montbello is one of the Language & Learning Branches, so we'll collaborate with her in a different way.
- Schlessman will be closed from September 21 until early November, so we won't be able to hold classes on-site there during that time.
- The disruption of the Reference Department move from 1<sup>st</sup> to 3<sup>rd</sup> floor and the construction of the CTC is having greater impact on staff than we anticipated. Additional construction throughout the building and shifting the collection puts extra demands on staff, as well as realigning the flow of customer traffic. Because of this, we don't anticipate that gathering further data on health information questions will be meaningful prior to November, and we may not be able to schedule classes in the CTC until then either.
- We don't anticipate marked changes in our plans and outcomes, but there will be more work done in November-February than we expected.

#### **Evaluation:**

- Baseline data (prior to a department move from 1<sup>st</sup> to 3<sup>rd</sup> floor in November, 2010) were collected on a Tuesday, Thursday and Saturday during 1 week in June (908 questions) for basic trial, and Sunday July 25, Monday July 26, Wednesday July 28, and Friday July 30. Staff logged interactions by day of the week, hour of the day, avenue (desk, phone, chat, e-mail...), type of question (procedural, reference, directional, technology, circulation...), and category of reference question (business, federal documents, jobs, health, other reference). We probably missed recording some interactions, but overall felt the process was easy. Reference questions accounted for just over 50% of the requests, and health accounted for 3.1% of the requests. Comparatively, business concerns were 7.7% of the questions, and the

department has a major investment in assistance to small business start-ups in the area. Summary data are attached.

- Pre- and post- class surveys were developed for both of our classes. In both classes participants responded with marked improvement in the skills presented, and were universally interested in using MedlinePlus in the future.

### **Impacts and Observations:**

- Participants in our classes have been delighted with the sense of empowerment they feel, so we are confident that we are meeting the target population effectively with the content and delivery style of our classes.
- Our email basics curriculum is linked on the DPL website as the library tutorial for creating an email account.

### **Planned Activities:**

- Finalize and present staff curriculum.
- Explore and develop measurements of training success for staff.
- Follow-up on 'core health curriculum' with DPL's Training Manager for approval.
- Begin development of the cadre of staff who will take on this service in a deeper way.
- Begin outreach and training classes in the community.
- Hold our November Health Advisory Group meeting as an Adobe Connect meeting.

**ALL CLASSES  
ARE FREE!!!**

# July 2010

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<u>Jobseekers, Computer Basics, QuickBooks, Access &amp; Tech Assistance</u> <u>Appointments are Available Different Days of the Week.</u> call or e-mail to schedule.  If you've been having trouble finding a job, or you don't know where to start, our experts can give you a few suggestions to get you going! We have volunteers who will critique your resume, assist in online job searches, work on a cover letter, help complete online applications.				1 KeyTrain Assessment 1p – 4p	2 Easy Web Design for Beginners 3p – 5p	3 Audio eBooks 2p – 4p
	5 LIBRARY CLOSED SUNDAY AND MONDAY FOR JULY 4 HOLIDAY	6 KeyTrain Assessment 1p – 4p	7 Mouse & Internet Basics 2p - 3p	8 KeyTrain Assessment 1p – 4p	9 Intro to HTML and CSS 3p – 5p	10 Publisher 2007 Part I 10a – 12p  Excel 2007 Part I 2p – 4p
	12 Interview Tips 1p – 3p  KeyTrain Assessment 5:30 – 7:30p	13 KeyTrain Assessment 1p – 4p  Changing Jobs At Any Age 5:30p – 7:30p	14 Social Media for Small Business 2p - 4p	15 KeyTrain Assessment 1p – 4p	16 Intermediate HTML 3p – 5p	17 Publisher 2007 Part II 10a – 12p  Excel 2007 Part II 2p – 4p
	19 KeyTrain Assessment 5:30 – 7:30p	20 KeyTrain Assessment 1p – 4p	21	22 KeyTrain Assessment 1p – 4p	23 Intermediate CSS 3p – 5p	24 Publisher 2007 Part III 10a – 12p  Excel 2007 Part III 2p – 4p
25 Basic Resume Writing 2p – 4p	26 KeyTrain Assessment 5:30 – 7:30p	27 Email Basics 10:30a -11:30a KeyTrain Assess 1p – 4p Taking Control of Your Finances - Money Management 5:30p – 7:30p	28 Video Blogging 2p - 4p	29 KeyTrain Assessment 1p – 4p	30 Marketing Your Job Search 12p – 2p  Free Practice Exams - GED, GRE & More 3p – 5p	31 These are the Droids You Are Looking For – An Intro to Android Phones 2p – 4p

For appointments, e-mail [ctc@denverlibrary.org](mailto:ctc@denverlibrary.org) or call 720-865-1706. For classes, no registration required, first come, first serve basis.  
**Seating is limited, please arrive early.** All classes meet in the 4<sup>th</sup> Floor Computer Training Classroom.

### ***Keyboard/ mouse/ Internet skills required for all classes (except Mouse & Internet Basics)***

- **Audio eBooks** – Download popular audio eBooks FREE from the Denver Public Library! Learn how to find, check out, download and transfer to your MP3 player. DPL eMedia can't be overdue and there are never late fees!
- **Basic Resume Writing** – The first hour of this class will allow participants the chance to learn basic skills in resume writing, reviewing and revising for today's job search regardless of industry and professional level. The second hour of this course will be an open forum used to address various questions regarding today's job market, come prepared with your most important question; this can relate to: resume writing, interview skills, applications, personal marketing, job hunting resources, networking, etc. In this hour we will also take some time to review resumes.
- **Changing Jobs at Any Age** – Are you finding that changing jobs just isn't enough? Join us and use [CollegeInColorado.org](http://CollegeInColorado.org) to explore the possibility of career change or a scholarship to college.
- **Easy Web Design for Beginners** – Take a look at a few websites that have basic elements for web design, including Google Sites and Wix.
- **Email Basics** – Create an email account, send email and articles, attach photos and documents, and more!
- **Excel 2007 Part I** – Learn how to use cells, formulas and worksheets to automatically calculate and update your data.
- **Excel 2007 Part II** – Learn how to organize, sort and find data and use data analysis and financial calculations.
- **Excel 2007 Part III** – Learn how to password protect workbooks and cells, arrange windows, hide data, and more! It is strongly recommended that you take Excel Parts I and II, or have a fair amount of experience with it, before you take this class.
- **Free Practice Exams – GED, GRE & More** – Explore the Learning Express Library database free to all Denver Public Library card holders. Check information and help on finding a new job or career, skill building or educational opportunities.
- **Intermediate CSS** – Learn how integrate the basic components of CSS with HTML programming to improve the design and flow of your website. Prereqs: Either attend the previous 3 classes on web design and development OR have some basic experience using CSS.
- **Intermediate HTML** – Go a bit beyond the basics of HTML and discover a few more uses for this web development tool. PREREQS: Either attend the previous 2 classes on web design and development, OR have some basic experience using HTML.
- **Interview Tips** - This class is intended to familiarize students with several techniques, tactics and strategies associated with contemporary job interviewing. In addition, each topic discussed should raise each individual's awareness, plus the importance of being thoroughly prepared to deliver at a high level using appropriate responses.
- **Intro to HTML and CSS** – Are you interested in learning how to customize your web site a bit more? Take a look at how HTML and CSS can help you expand upon your website development skills. Must have an email account to attend this class.
- **KeyTrain Assessment** - An online interactive learning tool used as a pretest and remedial tool to pass the WorkKeys® CRC in Applied Mathematics, Reading for Information and Locating Information. KeyTrain also offers the Career Skills curriculum that includes two hundred online soft skills lessons in five areas: Work Habits, Communication Skills, Workplace Effectiveness, Business Etiquette and the Job Search.  
**These are practice lessons, to take the test, please contact the Denver Office of Economic Development at 720-865-5580.**
- **Marketing Your Job Search** – You should look at job searching as a marketing campaign, with you, the job seeker, as the product. Learn techniques to identify the types of employers who would be looking for an employee with your qualifications.
- **Mouse & Internet Basics** - Learn how to use a computer mouse and screen, use the scroll bar, get to the Internet, click on links, search for web pages you can trust, and print. Have you been thinking of giving it a try? Bring your questions and come have some fun.
- **Publisher 2007 Part I** – Learn how to navigate in Publisher and the types of publications you can create.
- **Publisher 2007 Part II** – Learn how to use Publisher's layout, design and formatting functions. Then you will discover how to group, replace and format text and pictures, and then how to work with brochures, resumes, business cards, and many other types of publications.
- **Publisher 2007 Part III** – Learn to create data merges, edit pictures, use Business Information Sets and package publications for distribution.
- **Social Media for Small Business** – Learn to build an online community and manage your reputation in Facebook, Twitter, YouTube, and blogs.
- **Taking Control of Your Finances – Money Management** – The basic concepts of money management may not be rocket science, but lots of us have trouble managing our finances to reach our financial goals. This presentation will cover applying a decision making process to personal financial choices, emotional influences on money management, and will help you begin a plan for earning, spending, saving, and investing.
- **These Are the Droids You are Looking For – An Intro to Android Phones** – Have you heard about the new smart phones with Google's Android operating system? Come get a hands-on, interactive intro to this new wave in technology. We'll cover basics, fun and useful apps, security, and performance. Bring your own Android Phone or play with one of the instructors' phones!
- **Video Blogging** – Have you been dedicated to Livejournal in the past, but it's getting a little bit old now? Try video blogging instead! Learn how to record yourself on your computer then upload the video for an online blog!

# T.R.C.K.S.

Training Resources and Continuing Knowledge for Staff

DENVER PUBLIC  
LIBRARY

SEP-DEC  
2010

## A Note From Sandra....

### YOUR Learning and Development One-Stop Spot

**Have you checked out the  
NEW Learning and Development pages on the StaffWeb?**

***Want to take an online class for your ELG requirement on a topic you find interesting?*** Use the Learning Resource Connection link to enter a key-word(s) and see what's available.

***Want to go to an outside Training Event—local or national?*** Find out how in easy-to-use Instructions and How-to's.

***Want to go to a DPL or City Training Class?*** All the deets are here for you to easily click on.

There's lots more, such as:

- ***How do I get my education paid for?***
- ***Want to use the Staff Library for an ELG project? Or for problem-solving resources?***
- ***PADs and ELG info for staff and supervisors***

These pages are **YOUR TOOL** to participate in growing your skills in your job for both today and tomorrow...AND you are contributing to DPL's goal of being a **Learning Organization** which fosters and supports learning for the benefit of our staff and customers.

So **LEARN**, **SHARE** and **GROW** as you work here at DPL. Our Denver community needs skilled, passionate staff - **that's YOU!** - to create the opportunities and services to *"...connect people with information, ideas and experiences to provide enjoyment, enrich lives and strengthen our community."* (DPL Mission Statement)



Learning: <http://staffweb/departments/hr/training/index.html>

#### Inside this issue:

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~ Sandra



## Database Resources

### BusinessDecision

Come learn more about BusinessDecision, a library database used to research consumer market data, demographic data, and market segmentation data associated with geographies you customize such as addresses, ZIP Codes, cities, and much more. It's used by small business owners and entrepreneurs to find and define their customer base. This is a webinar taught by a BusinessDecision trainer, with DPL staff experts to discuss local examples.

*Class offered in October*

### Value Line

Come learn more about Value Line Investment Survey, an online database chock full of investment information, year-ahead and three- to five-year probable relative price performance, projections of key financial measures, and concise, objective commentary on current operations and future prospects. We'll also cover the new Small & Mid cap module. This is a webinar taught by a Value Line trainer. *Class offered in December*

You can also  
view other  
opportunities  
on the link  
called  
*Learning  
Opportunities*  
on the  
Learning and  
Development  
Pages of the  
StaffWeb!

## CSA City Classes Info

The **City of Denver (CSA)** offers training classes available to DPL employees. We have limited funds available for Library staff to attend these training classes. Please visit the Learning Pages on the StaffWeb, click on Offsite Workshops and Programs, then click on a link to class information.

### Supervisor Training

The CSA Supervisory Development Series offers a set of courses that thoroughly explore the issues of supervision and management and the skills required to be successful. The courses are designed to build on each other and on common themes utilizing effective management principles. We suggest that supervisors take the entire series to maximize professional growth and continue building life-long skills.

### Supervisory Series Training Courses

- SS1 Leadership and the Role of the Supervisor
- SS2 CSA Rules, Sexual Harassment & Employment Law
- SS3 Selecting and Retaining the Right People
- SS4 Delegation, Documentation and Duty
- SS6 Effective Counseling & Discipline
- SS7 Managing Inclusion/Diversity
- SS8 Problem Solving and Decision Making
- SS9 Coaching, Training and Developing Employees

(formerly named Performance Equation: You + Them + Training = Success)

- SS10 Motivation for Difficult Change



## DPL's Key Software—Changes!

**Office 2007-A New Look for the Same old Product!** Join us for a quick overview of the differences between Office 1997-2003 And Office 2007. There will be some time for hands-on practice as well. *Class offered in September.*

**GroupWise: Basics** This is an introduction to the GroupWise email system. Learn how to change your password, how to send and retrieve messages, how to send and open attachments, and how to understand and use the address book and the file cabinet. **PREREQUISITE:** Class is limited to DPL Employees. *Class offered in November*

### **GroupWise: Calendar & Other Useful Stuff!**

Expand your use and knowledge of GroupWise capabilities! Topics include scheduling an Appointment, Task, or Reminder; scheduling Recurring Events; setting up Rules for Vacation; finding a Mail Message or Appointment; Busy Search; and other neat tricks. *Class offered in December*

## More Great Classes For Your Computer Needs!

**Get to Know DPL's CTC** Do you want to know what the CTC offers our customers so you can make accurate referrals for computer use? Just curious about what the **NEW** CTC looks like? Come on down to Central and see where you're referring the people of Denver!!! *Class offered in September*

### **The NEW denverlibrary.org**

Come experience the exciting new features of [www.denverlibrary.org](http://www.denverlibrary.org), DPL's official website. The site uses current Web 2.0 technologies including blogs, RSS feeds, sharing tools and more. Learn to navigate the site, do research and find recommendations and reviews. *Class offered in October*

**All About the Staff Forum: DPL's Online Communication Tool** Learn how to use this great tool for communicating with other staff members about a wide range of topics, and after this class you'll be using it like a pro! We'll learn how to set up an account, contribute to an existing discussion, create a new topic for discussion, and much more. *Class offered in November*

**Learn All About the StaffWeb** Want to learn how to navigate the StaffWeb, including a few tricks for quicker use? We will show you what kind of information is on the StaffWeb as well as **upcoming changes**. Learn the tips and tricks of how to get your information posted on StaffWeb. *Class offered in November*



**WHAT'S NEW,  
NIFTY OR  
NOTEWORTHY?**

*Click on the  
**LEARN,**  
**SHARE, GROW**  
logo on the  
Learning Pages  
to see what  
opportunities we  
are highlighting  
for you!*



## Polaris Training Begins!

Polaris is the name of the new ILS system that DPL will be moving to in early 2011. CARL is our current system, and soon Polaris will be used for our circulation, cataloging, acquisitions and data reporting functions. This means that we need to learn how to use Polaris, and training for this is getting started.

In September there will be an introductory session, **Polaris: Basics**, for most Public Services staff to learn the whys, hows and whats of Polaris. This session is a prerequisite for the other Polaris Training Classes that will be offered this fall.

A number of DPL staff are going to conduct the Polaris Training - they are our SuperTrainers so give a big shout-out to these awesome folks who will be taking additional training and then teaching YOU.

SuperTrainers are:

Tara Bannon  
Kellie Cannon  
Kerry Collins  
Lisa Faliano  
Jackie Jones  
Michelle McGowan  
Barbara Pierson  
Victor Romero  
Lisa Wood

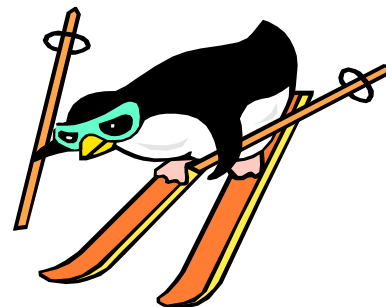
Michelle Barton  
Magdalena Chavez  
Susan Donaven  
Jennifer Frick  
Elaine Langeberg  
Hien Nguyen  
Cassi Pretlow  
Cecilia Tena

**"We feel that Polaris listens to their customers. We know that the Polaris staff is meeting the needs of many customers, but we feel that they see each customer as unique and important."**

- Sylvia Lee,  
System Administrator,  
WA

Besides the introductory class, there will be six skill-based sessions:

Polaris: Check In  
Polaris: Check Out  
Polaris: Patron Registration/Status  
Polaris: Fines and Fees  
Polaris: Placing Holds/Item Status  
Polaris PAC (Public Access Catalog)



Stay tuned for further information in your email, and if you have questions contact your supervisor, Jennifer Hoffman, Jeff Babcock or Sandra Smith.

**"We're simply in the business of helping libraries serve their communities."**

- Bill Schickling, President and CEO, Polaris



## Classes Offered Online

### Choose Your Own Adventure & Helping Your Customers

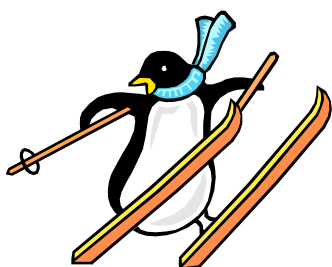
#### Choose Health in 21st Century USA

In this webinar class (Module One) we'll discuss the fundamentals of health information service from interviewing a customer who won't tell you what they need, to using DPL's databases, to referring to hospital libraries and applications assistance sites. You will attend from a computer at your work location (class facilitator will contact you prior to class for set-up), or you can attend at your convenience later on via the online archived session. This class will give you a solid foundation for health services whether your work is story times, programming or reference. Module Two (optional) will provide additional resources and skills for those who take a deeper interest in health and community outreach or training. Attendees will need a PC, and speakers or a headset—check with your supervisor or call us. *Class offered in October—individual session*

### Using Google to Share Your Learning & Earn Your ELG Credits: Part 1 & Part 2

Learn how to use Google applications to share information with coworkers, which can be used to meet PAD requirements for the ELG category. This class will be offered online (class facilitator will contact you prior to class for set-up) so that staff or a group can attend from their own computers. Attendees will need a PC, and speakers or a headset—check with your supervisor or call us. *Classes offered in December—individual session*

## Overdrive Web Training: Overdrive's September Training Blitz



### Browse, Check Out & Download eBooks & Audio eBooks

Learn how to browse, check out and download titles from the Library's site. At the end of this course, staff should feel comfortable answering basic questions about our downloadable eMedia service. This is a webinar for any staff wanting to learn the basics. *Class offered in September—group session*

### Customer Assistance for eBooks and audio eBooks

Take your understanding of our Overdrive service to the next level so you can assist with support and training. We'll review frequently asked questions, support tips and online help resources. This is a webinar especially useful for Public Service Staff, Technical Support, Community Outreach and Training staff. *Class offered in September—group session*



### *What is a Webinar?*

*Online training is a NEW way to learn.*

*A webinar is conducted by a speaker at a location different from where you are, and you participate from your computer (at work or home). Sometimes a group session is held with a computer and projector.*

*We are working to make this kind of learning available more often, and testing equipment and connection options throughout DPL.*

*Your participation in these classes will help us "test drive" the in's and out's of making online learning a success!*



### Practice Your Interviewing Skills in a Mock Interview!

Are you looking to be promoted? Interested in feedback? Want to practice your skills in a mock interview?

A panel will present you with questions specific to positions you are seeking and then offer suggestions and ideas for improvement. Get your interview practice in NOW, before that great job opportunity comes along. Be prepared to get the job you want...practice! Designed for library-specific interview practice only!

Contact Emily Klopstein to set up an interview time. Locations are flexible.

## Especially for Supervisors

**PADs for Supervisors** Would you like some help in either writing PADs or dealing with employee performance issues? Are you participating in the Lead Boot Camp process? Come share, learn from others, get constructive help and find out how others manage employee difficulties, learn how to write Development Plans or start the Discipline Process. Contact Sandra with any questions ahead of time. *Classes offered in December*



## Kronos Training for Supervisors

### Reconcile Timecard Training

Citywide Payroll is offering an advanced Kronos training to help you make timecard approval Mondays quicker and less stressful.

Please join us to learn how to:

- Use the sort feature in Reconcile Timecard
- Quickly scroll through all your timecards, without having to go back and forth between the timecard and reconcile timecard page
- Swiftly print timecard detail reports for employees without computer access to audit before wrong paychecks are issued
- Use HyperFinds to quickly find anomalies on approval Mondays
- Troubleshoot punch errors



### Report Running Training

Citywide Payroll & Administration is offering an advanced Kronos training to help you run reports out of Kronos.

Learn how to run reports that

- Are useful for Kronos 4500 Terminal and TTE users who cannot print their timecards each pay period
- Show past and future accrual detail information
- Review all the comments that you posted on punches and all comments that you posted on time amounts
- Illustrate total usage of a particular pay code or leave type for an individual or a group over your specified amount of time.

*Offered in October in separate sessions or together in a two-hour combined block!*

# September 2010

Mon	Tue	Wed	Thu	Fri
		<b>1</b>	<b>2</b>	<b>3 FURLOUGH</b>
<b>6 HOLIDAY</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
<b>13</b> <i>Polaris: Basics</i> 8:30—9:30am Ford-Warren	<b>14</b>	<b>15</b> <i>Who We Are &amp; What'cha Get!</i> 9:00am-11:30am Central, 5th floor Gates room  <i>Patron Assistance</i> 1:00pm-2:30pm Central, 5th floor Gates conference room  <i>Polaris: Basics</i> 9:00-10:00am Central, 7th floor training room OR 8:30—9:30am University Hills	<b>16</b>	<b>17</b> <i>Polaris: Basics</i> 8:30—9:30am Athmar
<b>20</b> <i>How to Get Your Stuff</i> 8:30am-10:00am Central, 5th floor Gates conf. room	<b>21</b>	<b>22</b> <i>Patron Assistance</i> 9:00am-10:30am Central, 5th floor Gates conference rm	<b>23</b> <i>How to Make A Parent Presentation on six Pre-Reading Skills</i> 8:00am-11:00am Ford Warren	<b>24</b> <i>Polaris: Basics</i> 9:00am-10:00am Central, 7th floor training room
<b>27</b> <i>Polaris: Basics</i> 8:30—9:30am Ford Warren  <i>How to Make a Parent Presentation on Six Pre-Reading Skills</i> 2:00pm-5:00pm Eugene Field	<b>28</b> <i>Get to Know DPL's CTC</i> 8:30am-10:00am Central, 4th Floor Main Computer Lab  <i>Polaris: Basics</i> 8:30—9:30am University Hills	<b>29</b> <i>Office 2007</i> 8:30am-9:30am Central, 4th Floor Main Computer Lab  <i>Who We Are &amp; What'cha Get!</i> 9:00am-11:30am Central, 7th floor training room.  <i>How to Make A Parent Presentation on Six Pre-Reading Skills</i> 8:00am-11:00am Hadley Library	<b>30</b> <i>Browse, Check Out, &amp; Download</i> 9:00am-10:30am Central, 5th floor Gates meeting room  <i>Who We Are &amp; How We Do It!</i> 8:30am-12:30pm Central, 7th floor Training room  <i>Polaris: Basics</i> 8:30—9:30am Athmar	

## Annual Enrollment is Just Around the Corner!

Annual Enrollment will begin October 1st. Please keep an eye on your email for upcoming changes and classes focused on all the great benefits you have here as a Library employee.

We will be offering two *Benefits Round-Up* Classes in October if you need a refresher on your options before completing your form.



### FALL 2010 FLU SHOT CLINIC

Flu shots will be \$25.00 again this year, Flumist is \$35.00 and the Pneumonia shot will be \$50.00

Stop by the B2 Conference Center on **October 5th** to protect yourself this winter.

More info will be coming via email!



Look for the approved program logo on eligible programs, challenges, and activities.

## DenverWellness

### Take a Few More Steps Each Day for Better Health!

- Join your co-workers in a walking and physical activity challenge starting Monday, September 20, 2010 as DenverWellness sponsors America on the Move.
- America on the Move is a city-wide wellness program designed to promote physical activity and healthy eating. Employees are encouraged to increase their physical activity while making healthful eating an easy and enjoyable part of their life.
- Program starts Monday, **September 20, 2010 and runs 7 weeks**. During the challenge, employees strive to increase their physical activity. Pedometers can be used to record steps while walking. Activity charts are available to convert a variety of physical activities into steps for logging daily totals.
- Employees can join with co-workers to form teams and challenge other agencies. Completion of the 7 week challenge insures entry into drawing for prizes.

**Registration is September 7th – September 19<sup>th</sup>**

### Premium Discount Program Eligibility:

Upon completion of the challenge, employees will have met the Physical Activity requirement of the 2012 Premium Discount Program.

**For more information or to register,  
contact your Wellness Champion, Toni Waltman  
at [twaltman@denverlibrary.org](mailto:twaltman@denverlibrary.org) or 5-1108  
or visit [www.denvergov.org/denverwellness](http://www.denvergov.org/denverwellness)**

# October 2010

Mon	Tue	Wed	Thu	Fri
				1
4	5 <i>Fall 2010 Flu Shot Clinic</i> 12:00pm-2:00pm Central, B2 Conference Center	6	7	8
11 <i>How to Get Your Stuff</i> 8:30am-10:00am Central, 7th floor training room	12 <i>You &amp; Your PAD!</i> 8:30am-10:00am Central, 7th floor training room  <i>Benefits Round-Up</i> 1:00pm-3:00pm Central, 7th floor training room	13 <i>Who We Are &amp; What'cha Get!</i> 9:00am-11:30am Central, 7th floor training room  <i>The NEW</i> denverlibrary.org 8:30am-10:00am Central, 4th Floor Main Computer Lab  <i>Tour Central with Sandra</i> 1:30pm-3:30pm Central, 7th floor Meet in HR	14 <i>Living the Library Brand</i> 8:30am-10:00am Central, 7th floor training room  <i>Choose Your Own Adventure-Helping Your Customers</i> 8:30am-10:00am Offered online  <i>Get to Know DPL's CTC</i> 8:30am-10:00am Central, 4th Floor Main Computer Lab	15 <b>FURLOUGH DAY</b>
18	19	20 <i>Kronos— Supervisor training</i> 8:00am-10:00am Central, 4th Floor Main Computer lab	21 <i>Who We Are &amp; How We Do It!</i> 8:30am-12:30pm Central, 7th floor training room	22 <i>Benefits Round-Up</i> 9:00am-11:00am Central, 7th floor training room
25	26 <i>Get to know DPL's CTC</i> 8:30am-10:00am Central, 4th Floor Main Computer lab  <i>Kronos—Timecard training</i> 9:00am-10:00am Central, 4th Floor Main Computer lab	27 <i>Who We Are &amp; What'cha Get!</i> 9:00am-11:30am Central, 7th floor training room	28 <i>Business Decision Web Training</i> 9:00am-10:30am Central, 5th floor Gates conference room  <i>The New Early Literacy Department &amp; Storytime</i> 8:00am-10:00am Central, 7th floor training room	29 <i>Kronos— Reports training</i> 9:00am-10:00am Central, 4th Floor Main Computer lab  <b>ANNUAL ENROLLMENT FORMS DUE by 5PM!</b>



## DPL—What's New?

### What's the Scoop on Green Valley Ranch and Stapleton?

What's been happening with the new branches? Well, lots! Come hear and Cori and Kit discuss the philosophy behind GVR's design, you can see the floor plans and get all your questions answered. But wait, there's more! At this session, Gwen and Cori will also tell you the philosophy behind Stapleton Library's design, you can see the floor plans and get all your questions answered!

*Classes offered in November & December*

### Living the Library Brand

Come learn what DPL's new brand strategy is, how this initiative supports system-wide goals, and how it communicates library value to the community. Also discover how you can share your passion for the library and "live" the brand.

*Class offered in October*



### Change: Fireballs, Curveballs.... and Hairballs?!

Join Sandra to learn and discuss how change affects us as employees. What does it look like? How does it impact our mind and body? How can we cope? Come discuss the ins, outs, ups and downs of this challenging fact of life. Tips and treats will be useful tools we'll use!

*Class offered in November*

*"Blessed are the flexible,  
for they shall not be bent out of  
shape."*

Michael McGriffy, M.D.



## Know Your Library!

### Tour Central With Sandra


Join Sandra on a guided tour of the Central Library. Learn about its architecture, see behind-the-scenes places, and meet some new faces. Have you ever wondered where the drum is located? Join the tour and find out. Note: This orientation is highly recommended for all new employees and may be attended at any time. Not-so-new employees are welcome too!

*Class offered in October & December*



# November 2010

Mon	Tue	Wed	Thu	Fri
<b>1</b>	<b>2</b> <i>Change: Fireballs, Curveballs...and Hairballs?! 8:30-10:30am CEN, 7th floor Training room  Tour Central with Sandra 1:30pm- 3:30pm Central, 7th floor meet in HR</i>	<b>3</b> <i>The New Early Lit- eracy Department &amp; Storytime 8:00am-10:00am Schlessman</i>	<b>4</b> <i>Everything you Need to Know about ECRR 9:00am-10:00am Montbello</i>	<b>5</b>
<b>8</b>	<b>9</b> <i>E2: Effective E-mails 9:00am-10:30am Ford-Warren  Learn All About the StaffWeb 8:30am-10:00am Central, 4th Floor Main Computer lab</i>	<b>10</b> <i>Groupwise: Basics 8:30am-10:00am Central, 4th Floor Main Computer lab</i>	<b>11</b> <b>HOLIDAY</b>	<b>12</b>
<b>15</b> <i>How to Get Your Stuff 8:30am-10:00am Central, 7th floor training room</i>	<b>16</b>	<b>17</b> <i>Who We Are &amp; What'cha Get! 9:00am-11:30am Central, 7th floor training room  Learn All About the Staff Forum 8:30am-10:00am Central, 4th Floor Main Computer lab</i>	<b>18</b> <i>Who We Are &amp; How We Do It! 8:30am-12:30pm Central, 5th floor Gates room  Get to know DPL's CTC 8:30am-10:00am Central, 4th Floor Main Computer lab</i>	<b>19</b>
<b>22</b>	<b>23</b> <i>What's the Scoop on Green Val- ley Ranch &amp; Staple- ton? 8:45am-9:45am Central, 7th floor training room</i>	<b>24</b>	<b>25</b> <b>HOLIDAY</b>	<b>26</b> <b>FURLOUGH DAY</b>
<b>29</b>	<b>30</b>			



## Children's Books

### Best and Brightest Children's & Teen Books of 2010

Celebrate the best and brightest children's and teen books published in 2010! Mingle and connect with colleagues from across the system as you improve your reader's advisory skills in a fun and festive collaborative environment.

*Class offered in December*

### Everything you Need to know about ECRR: *Every Child Ready to Read*

This class is for all staff who interact with parents either one-on-one in the stacks, at the circ desk or in a large group for a story time. Parent tips for developing early literacy skills in their child(ren) can be shared in any of those settings. Come learn how critical your work is to our kids! *Class offered in November*

### DPL's Annual Mock Caldecott Discussion:

The Caldecott Medal is awarded each year for the best artwork in a children's book. Join us for a rousing discussion on the artistic merit of the best this year has to offer. If your favorite is not on the list, feel free to bring it along for discussion. At the end of the discussion, we'll vote. Can we pick the winner this year?

*Class offered in  
January 2011*

### How to Make a Parent Presentation on *Six Pre-Reading Skills*

So, you have asked to present to parents on the topic of early literacy. What now? Come to this informative session to see our version of "Six Pre-Reading Skills and Children's Literature That Supports Them" that we present to parents. We will address planning and preparation, materials in English and Spanish, content and presentation tips. *Class offered in September*

### The New Early Literacy Department & Story Time

Come to find out what the Early Literacy Department has planned for DPL story time development. What is the role of story time in relation to children, families, the public library, ECRR, dialogic reading and brain development? How do all the pieces fit together? What are the indicators of a high quality ECRR experience? Time to share your successes and walk away with ideas you can put into practice. *Class offered in October and November*

### DPL's Annual Mock Newbery

The Newbery Medal is awarded each year to the author of the most distinguished book in children's literature. Join us for a rousing discussion on the merits of the best this year has to offer. If your favorite is not on the list, feel free to bring it along for discussion. At the end of the discussion, we'll vote. Can we pick the winner this year? *Class offered in December*





# December 2010

Mon	Tue	Wed	Thu	Fri
		<p><b>1</b> <i>Who We Are &amp; What'cha Get!</i> 9:00am-11:30am Central, 7th floor training room</p> <p><i>Best &amp; Brightest Children's &amp; Teen Books of 2010</i> 8:30am-10:00am Central, B2 Conference Center</p>	<p><b>2</b> <i>Using Google to Share Your Learning &amp; Earn Your ELG Credits: Part 1</i> 9:00am-10:00am Offered Online</p> <p><i>Tour Central with Sandra</i> 1:30pm-3:30pm Central, 7th floor Meet in HR</p>	<b>3</b>
<b>6</b>	<p><b>7</b> <i>The Child Safety Policy Training</i> 8:30am-9:45am Central, 7th floor training room</p> <p><i>PADs for Supervisors</i> 9:00-11:00 am Central, 7th floor Training room</p>	<p><b>8</b> <i>What's the Scoop on Green Valley Ranch &amp; Stapleton?</i> 8:45am-9:45am Central, 7th floor training room</p> <p><i>Value Line</i> 9:00-10:30am Central, 5th floor Gates conference room</p>	<p><b>9</b> <i>Using Google to Share Your Learning &amp; Earn Your ELG Credits: Part 2.</i> 9:00am-10:00am Offered Online</p> <p><i>Groupwise: Calendar &amp; Other Useful Stuff!</i> 1:30pm-3:30pm Central, 4th floor Main Computer Lab</p>	<b>10</b>
<p><b>13</b> <i>How To Get Your Stuff</i> 8:30am-10:00am Central, 7th floor training room</p>	<p><b>14</b> <i>You &amp; Your PAD!</i> 8:30am-10:30am Central, 7th floor training room</p>	<p><b>15</b> <i>Who We Are &amp; What'cha Get!</i> 9:00am-11:30am Central, 7th floor training room</p> <p><i>DPL's Annual Mock Newbery</i> 8:30am-9:45am Central, 1st floor CHL Craft Room</p>	<p><b>16</b> <i>Who We Are &amp; How We Do It!</i> 8:30am-12:30pm Central, 7th floor training room</p> <p><i>Get to Know DPL's CTC</i> 8:30am-10:00am Central, 4th Floor Main Computer lab</p>	<b>17</b>
<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b> <b>HOLIDAY</b>
<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b> <b>HOLIDAY</b>



## Grow Your Skills and Library Knowledge

**You & Your PAD** Come and learn more about the PAD process, including ELG, and how you can benefit from both. What are your responsibilities and how do you do them? What does your supervisor do and when? Join us for tips and techniques in making your PAD the best it can be. *Classes offered in October and December*

**E-2: Effective E-mails** Do you every feel like email is hindering, not helping your communication? This session will teach you to write clear, effective e-mails in a concise, professional manner to help you get results. *Class offered in November*

### Cultural Connections

Good communication is the key to providing quality services. Communication always presents challenges, but communicating with patrons who are from other cultures and who have limited English proficiency can be even more challenging. Staff from the Spring Institute for Intercultural Learning will share how to help overcome intercultural communication barriers by focusing on challenges and solutions related to cultural diversity and intercultural communication. *Class date coming soon in your email*



**Child Safety Policy Training** Same as in the past: a chance to learn more about DPL's new child safety Policy including help in using informed judgment to make decisions and a chance to ask questions and get clarifications. This class is intended to make sure all staff understand and are comfortable using the policy when needed. Especially recommended for Public Service staff! Know what to do in those sticky situations! *Class offered in December*

## Purchasing Classes

Whether you are a beginner or have been around a while these classes will give you all the tools you need to make the purchasing process easier and a heck of a lot less painful!

**How To Get Your Stuff** class will teach you how to expedite your order. Be sure to join the Purchasing staff as they walk you through the process, beginning to end, and make you an expert too! *Class offered September, October, November, December*

We are temporarily putting our **Online Requisitions: Beginning and Intermediate** classes on hold. If you need help purchasing supplies online or entering requisitions in HTE please contact Purchasing for a one-on-one class.



# Registration Form

Please fax to 720-865-2085

The Registration Form will be returned to you via fax with HR's Response information. Feel free to call Toni, Sandra, or Jennifer at any time if you have questions, or if you do not receive your form back. If you would like to sign up for a class at the last minute, just call or email us.

Many classes fill up early and have waiting lists. Be courteous and CANCEL prior to the start of a class if you are unable to attend a session. Let us know with a telephone or email message:  
Toni 720-865-1108, Sandra 720-865-2071 or Jennifer 720-865-2074.

Please check all that apply:

- ☐ Part Time—\_\_\_\_\_ hours
- ☐ Full Time
- ☐ Volunteer/Docent
- ☐ On-Call
- ☐ Check here for a sign language interpreter

Name: \_\_\_\_\_

Dept/Branch: \_\_\_\_\_

Phone: \_\_\_\_\_

Position: \_\_\_\_\_

Supervisor's Signature  
(required)

## HR Response

C = Confirmed  
W = Wait List

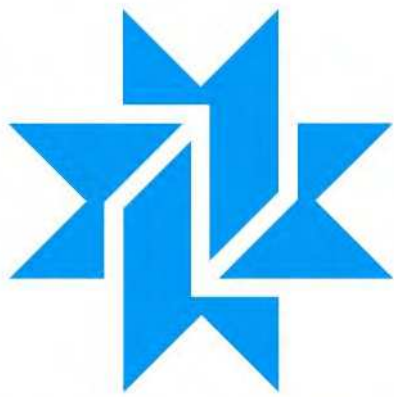
If you are notified that you have been placed on a waiting list you will be contacted when space becomes available.



Any change in time or location will be communicated to those registered.

Classes I would like to attend:

Class Title	Location	Date	Time	HR Response*
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				



**DENVER  
PUBLIC  
LIBRARY**

**10 West 14th Avenue Parkway  
Denver, Colorado 80204**

***How to Contact us :***

**Sandra** 720-865-2071  
ssmith@denverlibrary.org  
**Jennifer** 720-865-2074  
jlay@denverlibrary.org

## Especially for New Employees

New to the Library? If so, make sure you put these great classes on your list of ones to attend. They are packed full of info to make your career here at DPL the best it can possibly be!

- You & Your PAD (This is a must!)
- GroupWise Classes
- Office 2007 class
- StaffWeb and Staff Forum classes
- denverlibrary.org class
- Living the Library Brand
- Customer Service Classes
- e-Media Class
- Tour Central with Sandra
- Who We Are & What'cha Get
- Who We Are & How We Do It



## Where Can I View the Full Details?

For the full training calendar details don't forget you can view classes on the Staff Calendar located on the StaffWeb. It will give you all the basic details you see here along with all the extras such as the facilitator, location, and full class description.

You can also use the "Search" function to look for a class. Just type in a keyword such as "Polaris" or "PAD" and it will find only classes that have that word in the text **during the selected month**—change the month to view all available. Then, complete the registration form at the top for classes, and send it off to Human Resources. We will fax back your confirmation as soon as possible.

<http://staffweb.denverlibrary.org>

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**Attachment 8:**  
**Subcontractor Quarterly Report**

**Gallup Indian Medical Center**  
**Gallup Indian Medical Center Grand Rounds**

# Quarterly Report

## **Name and address of reporting institution:**

**Gary J. Vaughn MD**  
**516 East Nizhoni Blvd**  
**Gallup, NM 87301**

## **Project Title: Gallup Indian Medical Center Grand Rounds.**

**Name of person submitting report:** Gary J. Vaughn MD

**Email address:** gary.vaughn@ihs.gov

**Telephone number:** 505-722-1775

**Reporting Period start date:** 4/1/10

**Reporting Period end date:** 8/31/10

## **Publicity:**

Poster placed for Grand Rounds on “Death and Dying a Navajo Perspective.” Given on June 23<sup>rd</sup>, 2010 by Ida Bradley

## **Outreach:**

Attempted to download outreach form but it was password protected. The grand rounds talk “Death and Dying, a Navajo Perspective” was a chance to provide outreach to our medical staff to teach about Navajo culture surrounding death and dying. It was very interactive, and had at least 30 members of our staff. Many staff members expressed significant improvement in their ability to help our patients at the end of life after this talk.

## **Other accomplishments:**

We have formed a closer relationship with our Office of Native Medicine here at GIMC. We are meeting on 9/1/10 to discuss the direction of this project. Preliminary discussions have lead to the idea of creating enduring CME material available on the web for learning more about Navajo culture and barriers to health care. We will know more after the meeting 9/1/10.

## **Target audience:**

Our target audience has expanded to include health professionals outside of nursing and MDs.

## **Goals, Outcomes, Objectives:**

In the last year I have lost almost everyone on the original committee. Only Nate Yale and myself remain. I have become deputy chief of staff for the medical center which has tremendously increased my responsibilities. We have found it quite hard to coordinate our time and pull in the speakers we would like. Mostly this is due to limited times we can provide live grand rounds talks. Thus we have switched our strategy to creating online video CME which gives more flexibility to ourselves as well as to potential speakers.

**Evaluation:**

Only CME evaluations for the talk given by Ida Bradley—which were quite favorable.

**Impacts and Observations:**

I can tell you that just by bringing up the possibility for collaboration between traditional MD's and the Office of Native Medicine at GIMC has sparked some significant energy. If the only thing that comes from this process is greater communication from our traditional and “western” providers, then this project has been a success.

**Planned Activities:**

A combination of live and online talks given by a variety of speakers regarding cultural aspects of care of the Navajo.

After the meeting on 9/1/10 we should have a more specific outline available. Anticipated speakers will be:

- 1) Mitze Begay—Navajo and Diabetes management.
- 2) Kathy Morse—perspective of a native provider trained in western medicine
- 3) Stephen Begay-Office of Native Medicine GIMC
- 4) Eric Willie-Office of Native Medicine GIMC
- 5) Joe Stone PhD—Cultural Post Traumatic Stress Disorder.

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**Attachment 9:  
Subcontractor Quarterly Report**

**University of Colorado  
Development and Marketing of an Online Community-Building  
Resource for Information Professionals Interested in Library-  
based CTSA Initiatives**



# Quarterly Report

**Name and address of reporting institution:**

UC Anschutz Medical Campus – Health Sciences Library  
12950 E. Montview Blvd.  
Aurora, CO 80045

**Project Title:**

Development and Marketing of an Online Community-Building Resource for  
Information Professionals Interested in Library-based CTSA Initiatives

**Name of person submitting report:** Adelaide Fletcher

**Email address:** Adelaide.Fletcher@ucdenver.edu

**Telephone number:** 307-710-8080

**Reporting Period start date:** June 15, 2010

**Reporting Period end date:** August 15, 2010

**Publicity:**

None to report.

**Outreach:**

- Discussed project, seeking advice and ideas from two well known CTSA Librarians: Kristi Holmes, Bioinformatics Specialist, Washington University, St. Louis, Bernard Becker Memorial Library (June 3, 2010); and Michele Tennant, Bioinformatics Librarian, University of Florida Health Sciences Center Libraries (July 13, 2010).
- Submitted a paper proposal to MCMLA 2010: “Bringing the Power to the People: An Online Community for Library Based Translational Science Initiatives” (June 25, 2010). Accepted August 11, 2010.

**Other accomplishments:**

- Submitted a Logic Model for the project (June 15, 2010), **attached**.
- Completed an Environmental Scan (June 28, 2010. Changes were made beyond that date, however), **attached** (version January 2011).
- Compiled a list of known CTSA librarians (from the list of CTSA awards at [www.ctsaweb.org](http://www.ctsaweb.org), I searched the library websites of each institution for liaison appointments to each CTSA) (July 1, 2010). There are very few known CTSA librarians. It is hoped the survey will bring more out of the woodwork, **attached** (version July 2010).
- Created Survey with list of known platforms and questions about criteria for an ideal platform (July 7, 2010), **attached**.
- Began COMIRB application for approval of the survey protocol (July 14, 2010)
- Received initial approval from NLM on the project, per email from Claire to Jerry (August 3, 2010).

**Target audience:**

No changes in regards to the target audience.

**Goals, Outcomes, Objectives:**

According to the project logic model, Q1 should have been spent: Performing an environmental scan of CTSA and related communications channels for librarians and information professionals (IPs); compiling a list of known CTSA IPs and places to look for others, contacting a few of them informally to gather ideas about what kind of questions should be on a survey. These goals were met.

The process of seeking COMIRB approval has been delayed. COMIRB required first a contract #, which took several weeks to obtain (rec'd August 3), and a copy of the NLM subcontract, which has not been received at this point. We continued to push forward, expecting to issue the survey and report results at the MCMLA 2010 meeting.

**Evaluation:**

Initial design of a survey of CTSA librarians is complete, but awaits COMIRB approval.

**Impacts and Observations:**

Conversations with Kristi Holmes and Michelle Tennant as well as brief email exchanges with other librarians in the field indicate a positive reception to the project goal, even though it is still somewhat roughly defined at this point.

**Planned Activities:**

Compile a list of known platforms and their features, create and conduct web based survey to focus selection of an online platform; Rate different platforms based on to be determined criteria, conduct an online web meeting with a handful of selected IP's to discuss further goals;

<b>Project:</b>	<b>Development and Marketing of an Online Community-Building Resource for Information Professionals Interested in Library-based CTSA Initiatives</b>
<b>Goal:</b> Develop and market an online community-building resource for Information Professionals interested in Library-based CTSA Initiatives.	
<b>Related CTSA Goals:</b> Improve the conduct of biomedical research; engage communities in clinical research; train the next generation of clinical and translational investigators.	
<b>Related HSL and RML Goal:</b> Further the role of librarians in CTSA-related initiatives.	
<b>Outcomes:</b> 1) Information professionals involved in CTSA's improve communication with one another, sharing information about projects, best practices, and lessons learned.	
<b>LM_Activity:</b> Research, plan, create/implement & market a freely available online community where CTSA information professionals can interact.	
<b>Background:</b> <b>By July 31st:</b> Perform environmental scan of CTSA and related communications channels for librarians and information professionals (IPs); compile a list of known CTSA IPs and places to look for others, contact a few of them informally to gather ideas about what kind of questions should be on a survey; <b>By October 31st:</b> Compile a list of known platforms and their features, create and conduct web based survey to focus selection of an online platform; Rate different platforms based on to be determined criteria, conduct an online web meeting with a handful of selected IP's to discuss further goals; <b>By December 31st:</b> Create platform and invite known participants to contribute, promote to others; <b>By April 31st:</b> Continue to promote platform; Evaluate use, document project for presentation at various forums.	
<b>Indicator:</b> Information professionals from at least nine of the established CTSA's (38 institutions from 2006-2008), and one of the 2009 institutions will participate in the online community.	

# Environmental scan of CTSA and related communications channels for Librarians and Information Professionals

June 28, 2010  
Adelaide Fletcher

## What methods are being used for CTSA librarian communication?

### A. Blogs:

- a. “[Libraries in CTSA](#)” was created in September 2008, but it only has a few posts and was last updated in October of 2008. It would be a good idea not to try to duplicate this blog, but to link to it and try to integrate it somehow.
- b. Downsides: Blogs tend to be one-way, although they do feature discussions; In community blogs, it can be difficult to reach widespread participation; Many blogs are abandoned, but left up for years; Not the best place for storing documents, lists and other types of information.
- c. Upsides: Blogs are easy to use and search; Easily disseminated; Archiving is easy; Discussions can be lively and relevant.

### B. Email Discussion Lists:

- a. The Molecular Biology and Genomics SIG at MLA has a list where a lot of CTSA related discussion takes place: [molbio@molbiosig.mlanet.org](mailto:molbio@molbiosig.mlanet.org)
- b. MLA’s MEDLIB-L is another possible list, but probably not as active in CTSA’s as the above.
- c. Downsides: Email has been declared dead as a form of communication. Not sure if this is really true, because email discussion lists do persist, but they are difficult to search, organize, and archive; plus they need a host and free versions have problems with spam, ads, privacy, etc.
- d. Upsides: Already widely used, especially like librarians; A good form of “push” communication.

### C. Published Literature:

- a. There are already many scholarly articles on Translational Science in library related (especially health science) journals.
- b. Downsides: Out of date by the time they are published; One way communication; Not optimal for collaboration or discussion unless some secondary tool is employed.
- c. Upsides: Easily archived and searched; A high-quality, though incomplete record of scholarly work in CTSA’s and libraries.

### D. Face to Face Meetings & Presentations:

- a. MLA and MLA Chapters: Recently there have been many presentations and discussions on CTSA’s and Translational Science, especially at MLA 2010.
- b. Other Organizations (the extent of communication about CTSA’s among them is unknown at this point):
  - i. ASIS&T – A search of “ASIS&T CTSA” yields results indicating there is interest in CTSA’s among ASIS&T Members and may even be posters or presentations at their meetings.
  - ii. AMIA – There is a strong association with AMIA and the CTSA program.

- iii. SLA's "DBIO" or Biomedical and Life Sciences Division appears to be much like MLA's MBG Sig and may hold similar promise for networking.
- c. Downsides: Permanent record of discussions and information exchanged at face to face meetings is difficult and poorly organized. Not everyone can afford to travel to face to face meetings.
- d. Upsides: Face to face group meetings are an important component in successful collaboration. Some substitution with web-based meetings is possible.

### **What methods could be used for CTSA Librarian communication but are not?**

#### **A. Wikis:**

- a. A web search using the term "wiki" and any combination of terms such as "library", "librarian", "information professional" and "ctsa" did not yield any wiki spaces although it is possible that one exists and doesn't use the term "wiki".
- b. Downsides: Abandoned wikis abound. Keeping people coming back to a wiki is difficult unless a "push" method is used to keep people informed of changes. People may resist another login, especially if the wiki platform is not the same as one they commonly use.
- c. Upsides: Wikis are well-known and easy to use, especially in the library world; easy to keep private, monitor, customize; many established wiki platforms.

#### **B. Online Collaborative Group Spaces**

- a. There are hundreds of online collaboration spaces available free on the web. Many emphasize group project work and are likely to be used for a finite period, ending when a project is finished.
- b. Downsides: Long term information storage may not be easy; using a less established tool is risky because so many of them fold or are acquired by larger companies after a short time.
- c. Upsides: Emphasis on communication and information sharing between disparate members; on the cutting edge of 2.0 and collaborative tools.

#### **C. Social Networks**

- a. A search of Facebook yielded no pages devoted to CTSA's and Librarians or Information Professionals, although many pages exist for librarians.
- b. There may be other, smaller social networks with pages devoted to this subject, but because of their size and competition with the social network giant, Facebook, their reach is questionable.
- c. There are dozens of science related social networks. Some of them could be appropriate to house a group of CTSA librarians, but none of them are directed at librarians and information professionals specifically.
- d. Ning is a "do it yourself" social network that appears to be well established. It can have many of the same features as Facebook, but without the worklife/personal life conflict that many Facebook users experience.
- e. Downsides: social networks are not optimized for serious work, though Ning may be an exception; some continue to resist social networking for personal reasons.
- f. Upsides: because they are very widespread, getting people to join may be easier than using a new, unknown platform.

**What are some key functions that a CTSA Librarian communications platform could (but not necessarily should) contain?**

- A. Asynchronous discussion
- B. Synchronous discussion
- C. Space for individual Libraries/Librarians to share what they are doing/ Directory of CTSA/Library connections
- D. Space for articles or sections explaining different facets of CTSA/Library work
- E. Bibliography of articles, posters and paper presentations
- F. Document sharing (including video linking)
- G. Best Practices
- H. Information about bioinformatics tools for librarians to learn
- I. Informal polls and results
- J. A blog or news feed
- K. Some way to notify members of updates (either by email or RSS)

**How will/should access be controlled?**

- A. A survey will help determine if the platform should be by membership only for all content or just to post content, or whether some content can remain private and other content can be open.

**For future reference, a list of possible links and backlinks (note: this is a work in progress and will be added to as needed):**

Links:

- A. A poster by Marisa Conte:  
<http://www.abstractsonline.com/Plan/ViewAbstract.aspx?mID=2528&sKey=03d5b62b-cfbd-436a-86e7-675a4e1e0e87&cKey=cd50bcea-97ba-4f5d-ae14-38693da5d133&mKey=%7b0A0E9F4F-5158-44DF-956C-9C6D8513137B%7d>
- B. The Blog “Libraries in CTSA” <http://ctsa-lib.blogspot.com/>
- C. This article lists Librarian involvement in CTSA’s as a possible future research direction:  
[http://library.umassmed.edu/escience\\_watson\\_slides.ppt](http://library.umassmed.edu/escience_watson_slides.ppt)
- D. Here is an example of a library resource page on a CTSA website:  
[http://www.ccts.uab.edu/pages/lhl\\_litsearch.aspx](http://www.ccts.uab.edu/pages/lhl_litsearch.aspx)
- E. Blog entry from T. Scott Plutchak on his institutions’ new CTSA:  
<http://tscott.typepad.com/tsp/2008/08/libraries-or-li.html>
- F.

Backlinks:

- A. The LIS Wiki [http://liswiki.org/wiki/Main\\_Page](http://liswiki.org/wiki/Main_Page) is a sort of encyclopedia of all things library related. It looks like a good place to make an entry on CTSA’s and link to

whatever project we come up with, but most entries are brief definitions with links, so it wouldn't make a good collaboration space.

- B. The Library Success Wiki has a page which contains a section on Services to Specific Groups: [http://www.libsuccess.org/index.php?title=Main\\_Page#Community](http://www.libsuccess.org/index.php?title=Main_Page#Community). It would be a good idea to create a page about services for Translational Researchers or CTSA's here, and link to our content, although again I don't think it is the future home for our project because of it's more encyclopedic scope.
- C. WebJunction: [www.webjunction.org](http://www.webjunction.org) is a semi-free community where librarians can go for training and other resources. There is room for posting one's own content, but it doesn't seem to be truly free or open enough to control our own community of CTSA librarians. Again, it might be beneficial to post a link here after the project is up and running.

CTSA Name	Primary Library liason	Librarian Contact Info	Are there others?	AAHSL Liaison	AAHSL Contact info
<a href="#">Arkansas Center for Clinical and Translational Research (CCTR)</a>		Unknown	dmiller@uams.edu; steelmansusanc@uams.edu; hartjanicek@uams.edu; slthomas2@uams.edu;	Mary Ryan - Director	ryanmaryl@uams.edu
<a href="#">Mount Sinai Institutes for Clinical and Translational Sciences</a>		Unknown	Pauline.Beam@mssm.edu; Christina.O'Grady@mssm.edu; ra.Schimming@mssm.edu;	Lynn Kasner Morgan - Director	<a href="#">Lynn.Morgan@mssm.edu</a>
<a href="#">NYU-HHC Clinical and Translational Science Institute</a>		Unknown		Colleen Cuddy - Interim Director	
<a href="#">South Carolina Clinical &amp; Translational Research Institute</a>		Unknown		Tom Basler - Director	<a href="#">basler@musc.edu</a>
<a href="#">UTMB Institute for Translational Sciences</a>					
<a href="#">University of Cincinnati Center for Clinical and Translational Science and Training</a>					
<a href="#">University of Florida Clinical and Translational Science Institute</a>	Tennant, Michele	<a href="#">tennantm@ufl.edu</a>	possibly	Cecelia Botero - Director	<a href="#">cecbote@ufl.edu</a>
<a href="#">University of Illinois at Chicago Center for Clinical and Translational Science</a>					
<a href="#">Albert Einstein-Montefiore Institute for Clinical and Translational Research</a>					
<a href="#">Atlanta Clinical and Translational Science Institute (Atlanta-CTSI)</a>					
<a href="#">Boston University Clinical and Translational Science (BU-BRIDGE) Institute</a>					
<a href="#">CTSA at Case Western University</a>					
<a href="#">CTSA at Weill Cornell Medical College</a>					
<a href="#">Colorado Clinical and Translational Sciences Institute</a>	Fletcher, Adelaide	<a href="#">adelaide.fletcher@ucdenver.edu</a>	yes	Jerry Perry - Director	<a href="#">Jerry.Perry@ucdenver.edu</a>
<a href="#">Duke Translational Medicine Institute</a>					
<a href="#">Harvard Catalyst: The Harvard Clinical and Translational Science Center</a>					
<a href="#">Indiana Clinical and Translational Science Institute</a>					
<a href="#">Irving Institute for Clinical and Translational Research</a>					
<a href="#">Johns Hopkins Institute for Clinical and Translational Research</a>					
<a href="#">Mayo Center for Translational Science Activities</a>					
<a href="#">Michigan Institute for Clinical and Health Research</a>	Conte, Marisa		likely	Jane Blumenthal	<a href="#">janeblum@umich.edu</a>
<a href="#">North Carolina Translational and Clinical Sciences (TraCS) Institute</a>					
<a href="#">North and Central Texas Clinical and Translational Science Initiative</a>					
<a href="#">Northwestern University Clinical and Translational Sciences Institute</a>	Shaw, Pamela	<a href="#">pshaw2@northwestern.edu</a>		James Shedlock - Director	
<a href="#">Oregon Clinical and Translational Research Institute</a>					
<a href="#">Rockefeller University Center for Clinical and Translational Science</a>					



<a href="#">The Institute of Translational Health Sciences at the University of Washington</a>					
<a href="#">The Ohio State University Center for Clinical and Translational Science</a>					
<a href="#">The Scripps Translational Science Institute</a>					
<a href="#">The Stanford Center for Clinical and Translational Education and Research</a>					
<a href="#">The UCSF Clinical and Translational Science Institute</a>					
<a href="#">The University of Chicago Institute for Translational Medicine</a>					
<a href="#">The University of Texas Health Science Center at San Antonio Institute for Integration of Medicine and Science (IIMS)</a>					
<a href="#">Tufts Clinical and Translational Science Institute</a>					
<a href="#">UAB Center for Clinical and Translational Science</a>					
<a href="#">UC Davis Clinical and Translational Science Center</a>					
<a href="#">University Of Wisconsin - Madison Institute for Clinical and Translational Research</a>					
<a href="#">University of Iowa's Institute for Clinical and Translational Science</a>					
<a href="#">University of Pennsylvania Institute for Translational Medicine and Therapeutics</a>					
<a href="#">University of Pittsburgh Clinical and Translational Science Institute</a>	Iwema, Carrie	<a href="mailto:iwema@pitt.edu">iwema@pitt.edu</a>	Head of Mol Bio (Ansuman Chattopadhyay) and two Informatics Trainees	Barbara A. Epstein - Director	<a href="mailto:bepstein@pitt.edu">bepstein@pitt.edu</a>
<a href="#">University of Rochester Clinical and Translational Sciences Institute</a>					
<a href="#">University of Texas Houston Center for Clinical and Translational Sciences</a>					
<a href="#">University of Utah Center for Clinical and Translational Science</a>					
<a href="#">Vanderbilt Institute for Clinical and Translational Research</a>					
<a href="#">Washington University Institute of Clinical and Translational Sciences</a>	Holmes, Kristi	<a href="mailto:holmeskr@wustl.edu">holmeskr@wustl.edu</a>	Cathy Sarli, sarlic@wustl.edu	Schoening, Paul - Director	<a href="mailto:paul.schoening@wustl.edu">paul.schoening@wustl.edu</a>
<a href="#">Yale Center for Clinical Investigation</a>				Regina Kenny Marone - Director	<a href="mailto:regina.marone@yale.edu">regina.marone@yale.edu</a>
U Mass	Piorun, Mary	508/856-2206			

## Attachment E - Survey Text

Dear Librarian / Information Professional,

You are receiving this survey because you may have an interest in libraries and Clinical and Translational Science Awards (CTSAs). The University of Colorado - Anschutz Medical Campus and the Mid-Continental Regional Medical Library want to explore setting up an online community for librarians and information professionals who are working with or interested in working with a CTSA institution near them. Please fill out this short (7 question) survey and share any thoughts you have so we can tailor this project to suit your needs. No personal information will be requested and steps will be taken to avoid linking responses with identifiable data such as IP addresses. Your answers may be used in aggregate in a written report or article, but will not be used in a way that can identify individual responders. If you know others who would benefit from this survey, please forward it to them. If this has been forwarded to you already, we apologize. Please do not take this survey more than once. Thank you for your time.

Questions:

- ☐ Yes, officially (ex: we are named in the grant)
- ☐ Yes, unofficially (ex: we volunteered our services)
- ☐ No
- ☐ I am not affiliated with a library (ex: I work freelance as an information professional) but I have an affiliation with a CTSA
- ☐ I am not affiliated with a library or a CTSA
- ☐ Other (please specify): \_\_\_\_\_

\*This question is required

- ☐ Yes
- ☐ No
- ☐ Someone else I work with might want to
- ☐ I don't know right now
- ☐ I am already networking informally with CTSA Information Professionals
- ☐ I am already networking formally with other CTSA Information Professionals (please elaborate): \_\_\_\_\_











































### 3. If you were to join a network of librarians/information professionals who are

- ☐ A. A wiki
- ☐ B. A blog
- ☐ C. A Facebook page or group
- ☐ D. An email discussion list
- ☐ E. It doesn't matter to me
- ☐ F. Another social network
- ☐ G. An online journal club
- ☐ H. A file sharing or other type of group (example: Google Groups)
- ☐ I. Something else

If you checked F, G, H, or I, please elaborate:

- ☐ Wiki
- ☐ Blog
- ☐ Facebook
- ☐ Email discussion list
- ☐ Other social network
- ☐ File sharing group
- ☐ Something else (see what I wrote above)

	Very Likely	Likely	Unsure	Unlikely	Very Unlikely	N/A
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						

		Very Likely	Likely	Unsure	Unlikely	Very Unlikely	N/A
<b>Discuss CTSA issues with and post questions for other Info Pros (asynchronously)</b>	 Discuss CTSA issues with and post questions for other Info Pros (asynchronously) Very Likely		 Likely	 Unsure	 Unlikely	 Very Unlikely	 N/A
<b>Post information about what your CTSA is doing (with or without you)</b>	 Post information about what your CTSA is doing (with or without you) Very Likely		 Likely	 Unsure	 Unlikely	 Very Unlikely	 N/A
<b>Post information about what you are doing with your CTSA</b>	 Post information about what you are doing with your CTSA Very Likely		 Likely	 Unsure	 Unlikely	 Very Unlikely	 N/A
<b>Post links to articles you think others would like</b>	 Post links to articles you think others would like Very Likely		 Likely	 Unsure	 Unlikely	 Very Unlikely	 N/A
<b>Post articles or other documents you and your colleagues have created</b>	 Post articles or other documents you and your colleagues have created Very Likely		 Likely	 Unsure	 Unlikely	 Very Unlikely	 N/A
<b>Help maintain an encyclopedia-type page about CTSA for newbies</b>	 Help maintain an encyclopedia-type page about CTSA for newbies Very Likely		 Likely	 Unsure	 Unlikely	 Very Unlikely	 N/A

		Very Likely	Likely	Unsure	Unlikely	Very Unlikely	N/A
<b>Show stakeholders at your institution how other libraries are collaborating with their CTSA's</b>	<input checked="" type="checkbox"/> Show stakeholders at your institution how other libraries are collaborating with their CTSA's Very Likely		<input checked="" type="checkbox"/> Likely	<input checked="" type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Unlikely	<input checked="" type="checkbox"/> Very Unlikely	<input checked="" type="checkbox"/> N/A
<b>Find out who's who at a particular CTSA or library</b>	<input checked="" type="checkbox"/> Find out who's who at a particular CTSA or library Very Likely		<input checked="" type="checkbox"/> Likely	<input checked="" type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Unlikely	<input checked="" type="checkbox"/> Very Unlikely	<input checked="" type="checkbox"/> N/A
<b>Just lurk and learn about CSA's and libraries</b>	<input checked="" type="checkbox"/> Just lurk and learn about CSA's and libraries Very Likely		<input checked="" type="checkbox"/> Likely	<input checked="" type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Unlikely	<input checked="" type="checkbox"/> Very Unlikely	<input checked="" type="checkbox"/> N/A
<b>Look for learning tools you can share with scientists at your institution</b>	<input checked="" type="checkbox"/> Look for learning tools you can share with scientists at your institution Very Likely		<input checked="" type="checkbox"/> Likely	<input checked="" type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Unlikely	<input checked="" type="checkbox"/> Very Unlikely	<input checked="" type="checkbox"/> N/A

#### 6. I would prefer such a community to be (check all that apply):

- ☐ Visible to members only (Google can't crawl pages)
  - ☐ Open to all (anyone can see and participate in discussions, etc.)
  - ☐ Semi-private (anyone can view most content, but only members can access certain info like discussions and files)
  - ☐ Affiliated with relevant organizations as members see fit, but controlled only by members of the group
- Officially aligned with and/or controlled by an organization such as MLA, SLA or AMIA (please specify): \_\_\_\_\_

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<<SUBMIT>>

If you would like to contact us directly, please email [Adelaide.Fletcher@ucdenver.edu](mailto:Adelaide.Fletcher@ucdenver.edu). If you want to be informed about the outcome of this project but are not on one of the listservs this was distributed on (Molbio, Medlib, ...), please email Adelaide directly so that your responses to the survey and your identity can be kept separate. Thank you for your time,

- Principal Investigator: Jerry Perry, Director, Health Sciences Library at the University of Colorado - Anschutz Medical Campus
- Supporting Investigator: Dana Abbey, ...
- Project Coordinator: Adelaide Fletcher, MLIS, Online Educational Services Librarian, University of Colorado - Anschutz Medical Campus, and the Colorado Clinical & Translational Sciences Institute

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**Attachment 10:**  
**Subcontractor Quarterly Report**

**University of Kansas Medical Center - Dykes Library**  
**Información de Salud para Promotoras**

# Quarterly Report

## **Name and address of reporting institution:**

University of Kansas Medical Center  
Research Institute, Inc.  
3901 Rainbow Boulevard, Mailstop 1039  
Kansas City, KS 66160

## **Project Title: Información de Salud para Promotoras**

**Name of person submitting report: Amy Ritterskamp**

**Email address:** aritterskamp@kumc.edu

**Telephone number:** (913) 588-7168

**Reporting Period start date: February 15, 2010**

**Reporting Period end date: August 15, 2010**

## **Publicity:**

The training sessions that were held were for a specific audience – the Promotoras – so no publicity was done during this quarter.

## **Outreach:**

## **Other accomplishments:**

I met with the directors of the KCKPL branches in late April 2010 to put together a plan for the delivery of the trainings. The group determined dates for the trainings and which librarians would deliver what content. I then scheduled meetings with the individual librarians as needed to discuss each of the trainings in further detail.

Through a colleague, I have identified a group of interns funded through another grant who are tasked with preparing health information for an upcoming Latino-focused health fair. We are planning to connect these students with the Promotoras to insure reliable consumer health information will be made available. While the roles of each group are somewhat different, it is our hope to reduce redundancy and make sure the health information needs of attendees are properly met.

## **Target audience:**

The Promotoras program run by El Centro is a new program that is still growing and changing. Some of the members are more invested and dedicated than others which made it hard to get an overall feeling of buy in regarding this project. The group has varying levels of computer skills as well as literacy skills, making it difficult to present content that was relevant and interesting to the group as a whole. Not being a fluent Spanish speaker made connecting and communicating with the group very difficult for me. I attended all the trainings but without the ability to talk



directly with the Promotoras, I often felt that I had no active role in the delivery of the content and couldn't understand their questions, comments or comfort level with the material.

**Goals, Outcomes, Objectives:**

Five training sessions were held for the Promotoras during the months of May through August. The Spanish-speaking public librarians delivered the content of the sessions. In addition to sharing our planned lessons, this was a great opportunity for the librarians to plug computer training sessions and other Spanish-language programming going on at each library branch. The first two sessions covered basic computer skills, the next two were about browsing the Internet and general online searching, and then the last session shared information about finding and evaluating health information.

I have not yet compiled and printed health information for the Promotoras to distribute because I felt this would have been premature. In meetings with Cielo, the program director, we altered this objective slightly and will have the Promotoras compile information themselves. Not only will this ensure the information is at the right level for the user, it will give us some insight into the ability of the Promotoras to find and evaluate health information; the collection of materials will serve as an evaluation piece of their skills.

**Evaluation:**

During the introduction of health information web sites in Spanish, the librarian had each person take notes on what they liked and did not like about each site. I have not compiled this information yet, but it will serve as preliminary focus group data to understand what features and content the Promotoras prefer.

**Impacts and Observations:**

It is difficult for me to observe indicators of success due to the language barrier, but each of the public librarians that has worked with the group feel they get a generally positive response. Not only are the Promotoras interested in the content of the session but often ask questions about the other programs going on at the public libraries. A positive connection with public libraries is definitely being built.

I anticipate more anecdotal evidence of success once the Promotoras begin working with their peers to search for and provide health information in the next quarter.

**Planned Activities:**

The laptops have been purchased and are in the process of being imaged for use by the Promotoras. We will have one more training session with the actual laptops to insure the group understands the nuances – where the power button is, how Windows 7 functions, using a track pad versus a mouse. Cielo and I have outlined terms of use and requirements for reporting interactions with peers. The Promotoras will be acting as guides at an upcoming health fair, assisting as attendees get screenings, learn their results, and think about next steps. They will have prepared information on hand as well as two of the laptops with broadband capability to do searches on site with anyone requiring more information.

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**Attachment 11:**  
**Subcontractor Quarterly Report**

**Washington University**  
**Integrating the Medical Library into Hospital Emergency**  
**Planning**

## Quarterly Report 2

St. Louis Children's Hospital in partnership with Becker Medical Library  
One Children's Place  
St. Louis, MO 63110

### Continuity of health Information: Integrating the Medical Library into Hospital Emergency Planning

Betsy Kelly and Lauren Yaeger

[kellyb@wusm.wustl.edu](mailto:kellyb@wusm.wustl.edu) 314-362-2783

[yaegerl@wusm.wustl.edu](mailto:yaegerl@wusm.wustl.edu) 314-454-2768

Reporting period start date: June 1, 2010

Reporting period end date: August 31, 2010

#### Publicity:

Lauren got to meet and explain her involvement at a severe weather drill on June 30<sup>th</sup>. Doctors, nurses and other float staff wandered in and out of the command center and saw her face. Her job was to call the disaster as it happened, watch and observe command central in action, and keep the drill moving along in a timely manner. There will be another drill toward the end of the year that hopefully the library will be used as a place of gathering or at least signs will be up to direct staff to a place (the library) where power/internet/peace can be found.

#### Outreach:

Lauren went to an all day CEEP (Critical Employee Emergency Plan) seminar given by GSRCPU (Gulf State Regional Center for Public Safety Innovations) and supported by the U.S. Department of Homeland Security and FEMA.

The program was geared toward Public Safety professionals and Lauren was a little out of place in a room mostly of police officers, fire men/ women and their assistants. When introducing herself and why she was there a lot of people smiled and nodded their interest and approval.

#### Target Audience:

CEEP, which was the result of a lack of communication during Katrina where a wife of a small town police officer had evacuated to Dallas and not a single person could help her find any information about her husband. She had no money, needed medicine for the kids and was about to be kicked out of the one small hotel room they were in, but most importantly didn't know if her husband was dead or alive. Later it was found this was by far not the only situation of similar circumstance. CEEP is pronounced KEEP as in 'keep' your families safe first. Where does the medical library and librarian fit into this

concept? As a safe place of first responders and hospital personnel to go and email, call or social network their status, get in touch with families or just take a break from being around patients.

Who are the first responders at Saint Louis Children's Hospital? In most cases, whoever is at the hospital at the time the emergency strikes. St. Louis isn't prone to many disasters that can be forewarned in a timely manner. The occasional snow or ice storm, but even as played out in our drill a pre-warned thunderstorm can do much more damage than expected, or strike at inconvenient times such as shift change or the early hours of the morning or in the middle of rush hour. Although Lauren will advertise and educate as many hospital employees as possible, it is near impossible to reach every hospital employee, volunteer and part time assistant regarding the library's new role in the emergency plan. Therefore it's important to focus on a small group of individuals who will be directing and informing responders during an emergency. The emergency preparedness team knows the library is working to become involved and provide space and information in the event of an emergency, would the volunteer office (on the same floor) and guest services (front desk workers?) benefit from the same knowledge?

This is a question to be discussed at the next emergency preparedness meeting as well as proposed to guest services. Their input on who else might be key people to hold this knowledge will also be solicited.

#### **Goals, Outcomes, Objectives:**

While the toolkit is still being worked on I (Lauren) became more immersed in the world of emergency planning. Meeting with St. Louis Children's Hospital's preparedness group, participating first hand in a drill and attending CEEP training all made me rethink the value and resource our hospital library lends to those responding and involved with a disaster.

Next up is creating a toolkit specifically for SLCH and the SLCH medical Library and outlining a poster.

#### **Evaluation:**

Thirty three people involved in emergency preparedness or emergency planning in the general area of St. Louis, MO responded to our survey through Survey Monkey. Summary results:

Where do you go in an emergency for medical information:

Internet	19
Websites	3
Health Dept.	2
Medical Lib.	9
Staff	8
Com. Centr.	3
Em. Manual	1

Is your library included in the emergency plan?

No/don't know/not sure 28

Yes 5

Comments: no library available (3), yes, library integral part of the process, librarian is HIM director and oversees physician library services, library provides the literature that supports the emergency plan, to a minor extent

How is the librarian included?

- Assists in the configuration of HCC standup
- documentation and lit search
- Our system is a little different than others....since I have done Emergency Mgmt for over 20 years in the community I help with ICS and overall planning, direct the HIM department and am involved in community emergency planning...
- literature search
- physician buy-in
- variety of resources on-line to identify agents, course of treatment, diseases etc...
- Reference material
- Information resource on line access
- information gathering

What benefits might come from integrating the medical library into the emergency plan?

- I would think it highly advantageous to have a collection of books and materials readily available and in one location for expedient research. Additionally, a complete Subject, Title, and Author card catalog would aid in detailed and extensive research
- Having someone with research skills who is able to use appropriate literature and information, particularly in radiation events
- More in depth resources
- It could help to have reference guidelines especially if computers were down
- I do not see the benefit
- info available immediately as needed during a crisis

- It is always nice to have additional resources during an emergency. I am open to any changes in resources
- generally has abundance of equipment that is always ready--computers, fax, copier, telephones, etc.
- assistance with pulling relevant information in real time. Would be most appropriate during exposures or outbreaks
- would give the general public a resource that would not tie up emergency resources for information
- this is already done in our facility....have not formally placed in the plan but we will
- possibly to look up specifics on antidotes, other meds, hazmat treatment, but we utilize our Medical Officer in the Incident Command Center to do that
- They would know key resources to go to in order to find the information in a quick efficient manner
- This would be helpful in having a central place where information could be obtained and someone who was aware of what is available and where to locate would be very helpful
- Unknown at this point. It would depend on the expert advice available as well as the convenience of the library
- Have easy access to all types of information
- Library needs to provide research capability during the planning phase and recovery phase. Will not be used in the response phase
- Capitalize on the existing library of useful medical information
- None
- I see downside
- It would be beneficial because it would be a quick, easy, and efficient way to obtain information in a hurry
- Unsure. Could be time saver for those who must seek resources
- would assist Medical specialist with specific information
- Additional resource to assist with information Access for employees

- Ease and assist to quickly access needed information
- would help to identify anything outside of the manual. Also having a person to do the research would really help when we are into the disaster.

There are mixed feeling about whether or not the library and librarian has a helpful place in the emergency plan of its hospital. The majority of people responding to this survey hadn't previously considered the library as a resource in an emergency event, but few seemed against the idea and even implementation. They could see the value of having a place with computers and internet and textbooks if need be. While information, non-clinical space and an information specialist working as part of the emergency response team might be new to the hospital employees and first responders, it doesn't from Lauren's experience and survey, seem to be one that is going to be immediately dismissed.

#### **Impacts and Observations:**

Lauren is finding that in the event of an emergency not every plan will go as planned. The original thought about using the library as part of the emergency plan would be to get information to the point of care and to the care giver. It seems the care giver has a better idea how to get what they need but might need access to that information, be it a computer with internet, a social network on an unblocked computer or even hardcopy reference materials. Also, the physical space of the library may prove to be its greatest asset if the emergency is long, drawn out, or over crowds the patient and family areas. The first responders are some of the most important people to the hospital in the event of an emergency and if they are over stressed, overly concerned with their own family and not properly cared for, they will become useless if they even choose to stay and work. A place where the hospital staff first responders or even community people delivering patients to the hospital can take a moment, get their thoughts in order, contact their loved ones and regroup before continuing on with their duties can prove to be invaluable- from training and drills Lauren is observing this is a capacity the library might fill perfectly.

#### **Planned activities:**

We now have the laptops and are in the process of getting stands and security measures to keep them safe in the medical library. Lauren will be crafting a SLCH specific toolkit and a rough draft of a poster. She will also present some of the CEEP concepts to both the emergency preparedness workgroup and guest services with the idea that in the event of an emergency key people will direct first responders and other staff to the library for assistance.

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**Attachment 12:**  
**Subcontractor Final Report**

**Grillo Health Information Center**  
**Grillo Senior Center Outreach Project**



# Final Report

## **Name and address of reporting institution:**

**Grillo Health Information Center**  
**4715 Arapahoe Avenue, Boulder, CO 80303**

## **Project Title: Grillo Senior Center Outreach Project**

**Name of person submitting report: Johnny Daurio**

**Email address: JohnnyDaurio@GrilloCenter.org**

**Telephone number: 303 956-4152**

**Prime Contract NO1 LM-1-3514**

**Prime Grant NO1 LM 63504**

## **Publicity:**

The Grillo Health Information Center has made numerous presentations throughout the community, particularly targeted to senior populations regarding expansion of this Senior Center Project. Examples include presentations to the Har Hashem congregation, to a Parkinson's Support Group, and to staff of CareConnect of Boulder and other non-profit organizations. Our volunteer researchers have responded to on-going requests for evidence-based health information from these groups, often comprised of elderly individuals.

The Grillo Health Information Center has worked collaboratively with other community organizations to reach more senior citizens, including publishing health education activities in the local Daily Camera. Each month the Grillo Center writes an article on a current and relevant health topic discussing the latest health information and resources regarding the topic. This is published as an on-going column. The Grillo Center has also coordinated public health presentations with local Channel 22 television at a Senior Retirement community. We also have broadcast public service announcements through Audio Information Network of Colorado. The Grillo Center held a community forum at one of our senior outreach locations on the H1N1 virus. This event was publicized at multiple senior center locations and retirement communities (both independent living residences and assisted living facilities). A letter to the editor of the local newspaper was submitted but not published. We also subscribed to MyTown News with listings of some activities. The Grillo Health Information Center submitted photos and materials to Boulder Magazine for publication this Fall.

## **Other accomplishments:**

The Grillo Health Information Center Senior Outreach Project has enabled expansion beyond the initial senior center location to other senior locations throughout the community. The new locations are an outgrowth of the efforts and success of the initial NLM funded project.

By our expanded presence in the Golden West and Frasier Meadows Retirement Communities we were able to serve the health information access needs of these senior populations.

Additional partners, and interest, have emerged. For example, a physician and a physical therapist in one facility wish to explore creative ways to market to and attract resident seniors to increased health information and health care access. Another facility is targeting outreach regarding Grillo Health Information Center services to family members of senior residents. Working relationships have been enhanced and have opened doors to new opportunities regarding collaboration and outreach ideas.

The Grillo Health Information Center has established a formal Memorandum of Understanding between our organization and the well-established CareConnect organization that provides medical transportation for vulnerable and low-income seniors. Grillo Center services are made available prior to or after medical appointments.

We have also enhanced our web-site functionality to allow easy input of health questions from the public. We have trained our volunteers to the new application tools and are refining our procedures to ensure consistency in how we serve seniors and others needing assistance.

**Target audience:**

The needs of our target population have not changed during the course of this project. We have found similar target populations in three different senior communities all of whom have needs identified in the initial needs assessment survey we conducted prior to the start of this project. We have found that the Grillo Health Information Center volunteer, in one-on-one confidential interaction, is able to provide caring support to help the senior citizen frame the health question, and understand exactly what information they need. We find we are able to establish trust and personal connections that are meaningful for both the patron and the volunteer. In the initial stages of this project at the West Senior Center, we have found that some seniors were reluctant to admit they need our services, perhaps because the visibility of other seniors was notable. By connecting to our target population in retirement communities, we are learning that to engage the resident population as much as or even more than the administration itself, is extremely important. We believe that the services we provide at these retirement communities, basically the home environment, are more effective. The more introductory activities in which we engaged, to help seniors understand and trust our intentions, the more effective we have been in establishing a welcoming presence and providing individual services.

The Senior Center Outreach Project has allowed us to learn these lessons as we grow and serve more and more vulnerable populations. It has also helped us focus on health literacy as a primary goal. The University of Colorado has engaged with us on a project to demonstrate how health literacy impacts individuals and costs. We are excited by the outgrowth of initial efforts to serve seniors who demonstrated the need for more reliable health information, to others who also struggle with similar needs and who are generally under-served.

**Goals, Outcomes, Objectives:**

During the duration of the Grillo Senior Center Outreach Project, we have asked patrons to evaluate the effectiveness of our services and to provide some voluntary demographic information. We have analyzed the feedback from these formal evaluations. Ninety-seven percent of those who responded rated the quality of our services as excellent or good. Seventy-

five percent of those we serve in the entire community are considered senior citizens. Eighty percent rate themselves as low-income. These are significant indicators of the value of Grillo Health Information Center to the more vulnerable populations in our community. It has helped us plan for, and implement, targeted outreach projects in particular neighborhoods. By taking our services to where populations reside or to their familiar environments, we are better able to meet their needs. Trust is a critical factor in making our resource available. We learned this early in the Senior Center Outreach Project. We also learned that our pace for progress does not necessarily reflect that of the population we are trying to serve, and that time is an important factor in building relationships and credibility.

The overall objectives of the project have remained consistent. We are still making evidence-based health information available to senior populations and increasing the number of underserved seniors who are educated about health care, nutrition, medications, and alternative treatment options.

We have found that our efforts to reach the more vulnerable, under-served senior population has expanded as a result of this project. This project has certainly introduced health information services to more seniors. Although we do not have hard outcome data on improvements to health literacy, we believe we are making a difference. The collaboration with the University of Colorado is intended to establish data that shows a direct relationship to Grillo Health Information Center and health literacy. The project is intended to develop metrics and outcome data in order to demonstrate the effects of our services on health and on health literacy, and on reduction of health care costs.

**Evaluation:**

The Grillo Health Information Center has been planning how best to obtain specific outcome data on the impact of our services. The current collaboration with the University of Colorado, among staff, and with our Board of Directors will lead to the collection of data regarding the type, number, methodology and frequency of questions to ask of those we have served. As we begin to finalize these efforts, we believe we will be able to capture important health literacy data regarding outcomes that have eluded us to this point.

We also provide the opportunity to every patron to give us formal, anonymous feedback through our Patron Evaluation Survey. It is an easy, straightforward way for seniors to inform the Grillo Health Information Center of the experiences, benefits, and concerns they have. Our analysis of the evaluations has provided valuable information to help us better understand this population and to refine our services.

The Grillo Center has implemented a quality review process for all research conducted by our volunteers. Four of our experienced researchers have been trained to provide this review oversight. This has helped assure that the health information we provide to patrons is thorough, accurate, and responsive.

The Boulder Community Hospital Medical Librarian provides on-the-job training as well as materials and resources to assist our volunteers in providing the highest quality health information research services.

**Impacts and Observations:**

Many seniors have verbally expressed their gratefulness for our services. As new individuals learn about and access the Grillo Health Information Center for health questions, we continue to receive positive feedback. We worked closely with the Boulder County Aging Services Division on a Caregiving Symposium to help identify and offer resources to those needing attendant care and those caregivers who seek to better understand the needs of their clientele and family members.

Our connection to retirement communities has helped solidify the Grillo Health Information Center as a valued and respected resource for trustworthy health information and has opened doors to greater prominence and outreach among under-served and vulnerable populations.