

**NATIONAL NETWORK OF LIBRARIES OF
MEDICINE**

MidContinental Region

**Quarterly Report
February 1, 2002 – April 30, 2002**

Contract No. N01-LM-1-3514

Spencer S. Eccles Health Sciences Library

University of Utah

Submitted September 9, 2002

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**National Network of Libraries of Medicine
Region 4 – MidContinental Region
Quarterly Report February 1, 2002 – April 30, 2002**

Administration

Deborah Sommer began as Liaison for Library Improvement and Missouri Outreach on February 1, 2002, at the J. Otto Lottes Health Sciences Library, University of Missouri-Columbia. Susan Whitson began as Wyoming Liaison on April 1, 2002, at the Coe Library University of Wyoming. The NN/LM MCR is now fully staffed.

At the end of April, Teresa Hartman, Education Liaison, and Betsy Kelly, Assessment and Evaluation Liaison, went to Wyoming to provide Ms. Whitson with additional liaison orientation and to discuss the education project area. Mary Henning, former Wyoming Liaison, went on maternity leave. Upon her return she will devote .1 FTE to RML responsibilities.

The final budget for year 02 was submitted to NLM at the end of March. Dawn Ashment, Accountant, continues to work with university accounting to accept invoices from the RML that they find unusual (i.e., consultants invoices, meeting costs, exhibit expenses).

Wayne Peay, Director and Claire Hamasu, Associate Director attended the RML Directors meeting in March at NLM. Mr. Peay facilitated the discussion on collaboration and Ms. Hamasu presented a summary of the virtual reference project in Colorado.

RML staff and liaisons attended CE and Conferences: (see Appendix A for list)

Network Programs

Fifteen proposals were received as a result of our call for outreach projects. Ms. Kelly has coordinated the process of forming review committees and moving the applications through the stages of review, approval, and funding. Liaisons have been assigned PI's based on the focus of the project. The responsibilities of the liaison will be to prepare a statement of work with the recipient that will become part of the signed agreement, assure that the activities of the agreement are successfully completed, and monitor reports.

Document Delivery Services

On March 8, an ICON meeting held at the Creighton Health Sciences Library was preceded by demonstrations of Ariel document delivery and virtual reference software by Creighton library staff—Cindy Abels and Shawn Ammon. ICON is a local consortium of health science libraries and librarians in the Omaha NE area.

Ms. Hartman visited Alegent Health Bergan Mercy Medical Center Hartigan Medical Library on March 5, 2002 and trained the library assistant on SERHOLD.

The University of Missouri-Columbia Health Sciences Library and the Veterinary Medicine Library SERHOLD accounts were merged into one since the Health Sciences Library is providing document delivery services for both.

A message was distributed to Network members via the listserv about participating in a public SERHOLD directory. A few libraries decided not to participate. There were some enthusiastic responses for any resource that helps get “holdings out to more people!”

Resource Libraries

A teleconference among Resource Library Directors was held on March 4, 2002. Ms. Hamasu covered the highlights of the Year 02 budget, the directors were apprised of the Tribal Connections 4 Corners meeting for April. The Interim Director at the University of Wyoming announced that the University had received an NIH BRIN grant which would be used to build an Access Grid node. The University of Nebraska, Lincoln had also received a BRIN grant but an Access Grid had not been included in the proposal. The Directors indicated that they found the quarterly teleconferences useful and they will be continued.

Ms. Hamasu completed visiting the resource libraries in the region. Liaisons arranged for a joint presentation to staff, an orientation to their library, and a meeting with the director of the library. All libraries have had budget cuts due to the downturn in the economy.

February 5/6, 2002 Denison Memorial Library at the University of Colorado School of Medicine
February 7/8, 2002 Cole Library at the University of Wyoming
March 5/6, 2002 J. Otto Lottes Health Sciences Library University of Missouri – Columbia
April 14/15, 2002 McGoogan Library of Medicine at the University of Nebraska Medical Center
April 23/24, 2002 Becker Medical Library at the Washington University School of Medicine
April 25/26, 2002 Archie R. Dykes Library of the Health Sciences University of Kansas Medical Center

Communications

In February, the RML began compiling news items into a weekly message that is distributed through the listserv; it is called “RML News” and was well received. An archive will be developed to facilitate locating messages that have appeared in “RML News”. Liaisons forwarded RML messages to local lists such as the public health associations and medical library consortia. As Liaisons and the Associate Director traveled the region they realized that the RML’s major means of communication, the MCMLA listserv, is reaching fewer librarians than expected. As they visit Network libraries and attend local meetings liaisons are now promoting the MCMLA listserv.

Whitney Davison-Turley, Technology Liaison, was appointed editor of the RML newsletter in early March. Work continued on finalizing the masthead and look of the newsletter.

Stephanie Weldon, Consumer Health Liaison, began work on the Colorado and the regional consumer health web site.

Beginning in March, when the 800# is dialed, the caller is routed directly to the state liaison. Callers are pleasantly surprised to be speaking with someone located locally. This method of routing unfortunately leaves out two of the special project liaisons who do not have state responsibility. Another method of directing 800# calls so that a caller can reach any liaison and RML administration will be devised.

Regional Advisory Board

Regional Advisory Board members participated as reviewers for the regional awards.

This quarter RML staff visited two Regional Advisory Board members. In February, Ms. Hamasu and Ms. Weldon visited the Bibliographic Center for Research (BCR). David Brunell, Executive Director. BCR is a non-profit organization providing training and information services to libraries and promotes resource sharing. It has a very similar mission to the NN/LM. In April, Ms. Hamasu and Ms. Davison-Turley visited Carolyn Anderson, Regional Associate Director of Central Resource/Collection Development. Ms. Anderson's library, Johnson County Library, has provided the web/informatics component to collaborative projects with county and health agencies (<http://www.jocofamily.net> <http://www.jocohealth.net>)

Evaluation and Assessment/Feedback

The Director and Associate Director responded to questions from the mapping center and discussed their expectations with David Bodenhamer and Karen Frederickson.

Ms. Kelly developed a tool to use in the review of Inpact and Mini award proposals. "Measuring the Difference: Guide to Planning and Evaluating Health Information Outreach" was used in the process. The tool prompts reviewers to consider a series of 40 questions covering target audience, library/project staff, goals and objectives, evaluation and budget. Evaluators calculate the application's score based on questions answered. The tool was used for the first time when grant applications were reviewed in April 2002.

Health Professionals Access to Information

Ms. Hartman is a member of the Nebraska Statewide AHEC Board and attended its first meeting in Grand Island, NE on March 4, 2002. The 45 health professionals, consumers, and legislative representatives, who make up the board, discussed the AHEC mission in Nebraska. The Liaison was able to interject the health professionals' and students' need for access to quality biomedical information into the meeting minutes.

Network Membership

Ms. Sommer and Ms. Davison-Turley, presented a draft of the Network membership renewal procedures to the other liaisons.

On February 26, 2002, Ms. Weldon visited Mercy Medical Center in Durango and made a presentation to an audience that also included staff representing the Durango Public Library,

Southwest Regional Library System (SRLS), and Fort Lewis College Library. She learned about the new community health library that the group would like to collaboratively develop. SRLS is interested in additional train the trainer courses and becoming an affiliate member to represent all of the small libraries in their region.

Ms. Weldon presented information on NN/LM MCR, plans for consumer health in Colorado and the NLM in general at the Colorado Council of Medical Librarians (CCML) meeting on April 24, 2002. The meeting was also available through a video feed to Grand Junction and Pueblo. As a result of the meeting, Ms. Weldon will be setting up a special interest group on consumer health for the CCML.

On April 16, 2002, at Denver University, she exhibited at the Colleague Connection, an evening program for medical, public and special librarians where she recruited an Affiliate member.

Ms. Whitson, Ms. Hartman, and Ms. Kelly met with Karen Ouzts, Distance Education Coordinator and Jamie Kearley, Outreach Librarian, at the University of Wyoming on April 29, 2002, to discuss their mini-award proposal.

Ms. Davison-Turley began making connections with Network members across the state of Kansas by attending meetings of the Health Sciences Library Network of Kansas City and the Kansas Biomedical Librarians Association (KBLA). She answered questions about the new RML structure, DOCLINE, and explored future projects.

Kathleen McCloskey, Public Health Liaison, attended a meeting of the Utah Health Sciences Library Consortia in March. She encouraged members to subscribe to the MCMLA listserv and to apply for the RML awards that had just been announced. She led a discussion about participating in the public SERHOLD directory.

The following Network and Affiliate members were visited:

February 4, 2002 Exempla St. Joseph Hospital Library-Ms. Weldon

February 18, 2002 Yampa Valley Medical Center Community Health Resource Library-Ms. Weldon

February 25, 2002 Southwest Memorial Hospital-Ms. Weldon

February 26, 2002 Mercy Medical Center, Durango-Ms. Weldon

March 4, 2002 Central Nebraska Community College-Ms. Hartman (potential member)

March 5, 2002 Hartigan Medical Library, Alegent Health Bergan Mercy Medical Center-Ms. Hartman

March 19, 2002 VA Medical Center Library Omaha-Ms. Hartman

March 22, 2002 VA Medical Center Library Denver-Ms. Weldon

March 22, 2002 National Jewish Library-Ms. Weldon

April 8, 2002 College of St. Mary's Library-Ms. Hartman

April 15, 2002 College of St. Mary's Library-Ms. Hartman and Ms. Hamasu

April 25, 2002 University of Missouri at Kansas City Medical Library-Ms. Davison-Turley and Ms. Hamasu

New Affiliate Members:
Yampa Valley Medical Center
Southwest Memorial Hospital
Grand River Hospital System
Loveland Public Library
Durango Public Library
Boulder Public Library
Cortez Public Library

Outreach Programs (See Appendix B for Outreach Report Forms)

A policy for distributing promotional materials was developed by the RML, shared with other RML's and sent out via the listserv to Network members.

Library Improvement

Ms. Sommer and Ms. Hartman began planning a DOCLINE class for the 2002 MCMLA annual meeting to be held in October in Topeka, KS. Ms. Sommer sent a query to the MCMLA listserv soliciting suggestions for the content of the class, and sent more focused questions to the ILL librarians in each Resource Library. Both queries yielded excellent information that will be used in developing the class.

Consumer Health Information Services

Ms. Weldon met with state library staff who will help promote NN/LM services throughout Colorado. Tommy Powell, a training contractor, agreed to promote MEDLINEplus when he is giving classes. Jim Schubert will provide mailing labels at a nominal cost and will include promotional materials in bi-monthly mailings to the public libraries in Colorado. Ms. Weldon sent an email out to school health projects in Colorado offering promotional materials; she received one response. In April Ms. Weldon gave a presentation "Finding Free Quality Full Text Information on the Web" to the members of the Arkansas Valley Regional Library System.

Ms. Weldon shared her PowerPoint slides to use when promoting Affiliate membership for public libraries.

Ms. Kelly participated in the Washington University Health Careers Opportunity Fair on February 12, 2002. One hundred and seventy five students and faculty from eleven St. Louis City and County high schools attended the fair. The Liaison introduced students to MEDLINEplus. Students were asked to answer questions based on their experiences with the various exhibitors. The Liaison noted that several students used MEDLINEplus to answer questions that could have been answered by an exhibitor. In discussions with the students they all noted that they realized they were supposed to get the answers from the exhibitors but they preferred using a resource on the computer.

Ms. Kelly is a regular instructor in the mini med program at her medical school presenting information on NLM and other health Internet resources to the public.

Ms. Hartman described the NN/LM MCR program to the Nebraska Regional Library Systems Administrators at their quarterly meeting on February 27, 2002 held in Hastings, NE.

Ms. Davison-Turley taught a class on evaluating health information resources on the Internet to senior citizens through the Kansas University Medical Center Wellness Program. Ms. Davison-Turley will assist with a presentation on consumer health resources at KPLACE, an educational program for non-MLS Kansas librarians in May.

Public Libraries and Consumer Health Resource Centers visited:

February 7, 2002 Loveland Public Library-Ms. Weldon

February 25, 2002 Ute Library-Ms. Weldon and Molly McGetrick, Educator for Tribal Health Connections

February 25, 2002 Mancos Public Library-Ms. Weldon

February 26, 2002 Cortez Public Library-Ms. Weldon

February 27, 2002 Denver Public Library-Ms. Weldon

April 26, 2002 Johnson County Library- Ms. Davison-Turley and Ms. Hamasu

Public Health

Ms. McCloskey and Nancy Lombardo, Systems Librarian for Eccles Health Sciences Library, met with Beverly Roach of the Salt Lake Valley Health Department to discuss the production of a series of videos for the Youth Without Borders (YWB) Hispanic group in Salt Lake City. The RML and Eccles Health Sciences Library agreed to produce 5 videos on a variety of topics. The first is on teen and parent relations, the second on smoking. The YWB will write the content and provide the actors. Eccles Library video production staff will videotape and edit. The RML wrote a letter of support for a grant that YWB is submitting to a private foundation to fund additional videotaping. The project was submitted to both the American Public Health Association and the Utah Public Health Association for presentation.

Ms. McCloskey attended the Partners in Information Access for Public Health Professionals Steering Committee meeting on March 25, 2002 at NLM and presented a summary of the Public Health Online Library project describing both the cataloging of electronic reports and the investigation of public health vocabulary for new MeSH.

Inner City and Special Populations

In February 2002, Ms. Davison-Turley and the incoming Kansas University Medical Center Minority Outreach librarian gave a presentation on NLM resources, focusing primarily on MEDLINEplus, to a group of Hispanic college students.

A Tribal Connections Four Corners meeting was held in Salt Lake City on Friday, April 19, 2002. Representatives from Region 4, 5, 6, and 7 RMLs and Arizona, Colorado, Nevada, and New Mexico Resource Libraries met to develop a plan to cooperatively assist Native Americans

in the Four Corners area to access health information. (See Appendix C for Tribal Connections Minutes)

Monthly teleconferences have been scheduled for the 3rd Monday of each month to keep all participants informed and to support each others' activities.

On February 15, 2002, Mr. Haack gave a presentation on MEDLINEplus to the Patient Education Committee of St. Joseph Hospital.

Mr. Haack developed a presentation, including hands-on activity, for exploring careers in the health sciences using NLM resources. This presentation was used with three groups during the quarter: the Omaha North High School MESA students (Math, Engineering and Science Achievement), comprised of minority students interested in pursuing math or science-related careers; 7th and 8th grade African American students at McMillan Junior High, a magnet center for technology, math and science; and African American 7th and 8th grade boys at the Jesuit Middle School.

April was Minority Health Month and Mr. Haack contributed programs that were part of Creighton University's official events. On April 16, 2002, Mr. Haack collaborated with dietitians of St. Joseph Hospital and the Creighton Health Sciences Office of Minority Affairs in a fun game-show format presentation, that included MEDLINEplus, on the importance of a healthy, well-balanced diet. African-American high school and undergraduate students attended the event. On April 17, 2002, he described NLM's services and outreach to minorities for an audience of university staff.

On April 4, 2002 Mr. Haack accompanied Dr. Terry Wilwerding of the Creighton Dental College to the Indian-Chicano Health Center in South Omaha. Dr. Wilwerding is on the board of the center. Mary Lee Fitzsimmons, Executive Director, gave Mr. Haack a tour of the clinic and introduced him to the clinic staff.

To prepare for the implementation of the inner city schools project in Kansas City, Mr. Haack visited the city and met with Ms. Davison-Turley and Tone Mendoza, the Special Populations Outreach librarian at the University of Kansas Archie Dykes Library. Deborah Kyle (Office of the Superintendent of Education and Public Relations) provided him with general information about the district and a list of all schools and contact numbers. Jill Cobb, the Instructional Research Analyst, supplied him with data on schools in the district detailing the percentage of students in each facility by ethnicity.

Technology Awareness and Integration

Ms. Weldon, Ms. Hartman, Ms. Sommer, and Mr. Haack have received training to use the virtual reference software at their library.

Ms. Davison-Turley collected the names of the primary technology contacts at each of the Resource Libraries, with the intent of creating a technology-related listserv. Ms. Davison-Turley

investigated the cost and feasibility of providing high-speed Internet access to Network members through DSL, satellite DSL, or cable Internet connections.

Ms. Davison-Turley agreed to do a presentation on PDAs at the MCMLA meeting in October.

Education

MLA DocKits and Bibkits were ordered and will be made available to Network members.

The Education Liaison hosted Emporia library science student Cheryl Scott on February 22, 2002. The student's assignment was to interview and shadow the Liaison while observing duties and the reference interview style of an outreach librarian. In March 2002, Ms. Hartman spoke to 45 students, potential students, and faculty associated with the University of Missouri's library classes about the NN/LM program, Region 4, and outreach/medical librarianship as a career choice.

Ms. Hartman volunteered to work with Beth Carlin (GMR) and other coordinators to create an Advanced PubMed class. She also developed a MEDLINEplus train-the-trainer course for the Nebraska Library Association Annual Conference.

Ms. Hartman attended an ICON consortium meeting to demonstrate LinkOut for the hospital librarians on March 8, 2002.

On April 23, 2002, the Liaison visited the InfoTec exhibits to seek out education and training vendors to collaborate with for delivery of online library-related training. Initial reactions of companies were mixed. The Liaison will follow up with contacts from two companies.

The Education Liaison is developing a tool to assess the forms of education that are being conducted by Network members and determine what they are using for their own education.

Exhibits and Presentations at Meetings (See Appendix D for Exhibit forms)

The RML exhibited at one national (American Society on Aging Conference) and six local meetings this quarter.

Attendees at the American Society on Aging Conference were thrilled to learn all they could about what the National Library of Medicine could offer. NLM should schedule this exhibit every year because they were such an enthusiastic crowd.

Colorado Education and Media Association, February 14/15, 2002 in Colorado Springs. This exhibit focused upon school librarians and school media personnel. Ms. Weldon made a lot of good contacts and hopes to do some demonstrations for school health educators.

Health Occupations Student Association (HOSA) conference, March 8, 2002 in Colorado Springs. Attendees consisted primarily of high school students who are interested in pursuing a career in health services. This was the first time that HOSA hosted exhibitors. Ms. Weldon

would not recommend doing this exhibit again unless the exhibitor was able to confirm a presentation time.

Healthy Nations Conference, March 26-28, 2002 in Keystone Colorado. This conference was subtitled – Building a Better Community through Best Practices – Successfully Addressing Substance Abuse in American Indian and Alaska Native Communities. Ms. Weldon found this to be an excellent exhibit, and networking opportunity.

Kansas Library Association conference, April 3-5, 2002 in Wichita, KS. This activity was a tremendous success, providing excellent access to public, academic, and school librarians from across the state. There were more than 1,100 registered attendees at the conference, and Ms. Davison-Turley estimates that she either talked to or gave information to more than 400 people. Ms. Davison-Turley was found that school librarians (media specialists) are almost as interested in NLM products as public librarians. They commented that they would recommend the site to their school nurse, because school nurses regularly ask the librarian to find health information that can be passed on to a student or parent.

Nebraska Minority Health Month, April 9, 2002 at St. Joseph Hospital, Omaha, NE. Mr. Haack and Ms. Hartman distributed MEDLINEplus, PubMed, and "Connecting Native Americans to Health Information brochures. The table top display included screen shots of NLM's African-American, Hispanic-American and Asian-American health pages. The 28 people visiting the booth included hospital employees, health professionals, medical students and the general public.

Utah Public Health Association meeting, April 25/26, 2002 in Park City, UT. Ms. McCloskey also co-presented at a paper on the RML's Youth Without Borders project. Twenty-two people attended the session.

APPENDIX A

CE AND CONFERENCES

CE and Conferences Attended by MCR Staff and Liaisons

TITLE	DATE	NAME
Sync or Swim: Managing the Flood of PDA's in Healthcare	February 6, 2002	Ms. Hartman, Ms. Davison-Turley, Ms. Weldon, Ms. Hamasu
Virtual Reference...What, How and Why?	February 8, 2002	Mr. Haack, Ms. Hamasu, Ms. Henning, Ms. Davison-Turley
Great Writing for Grants	February 19, 2002	Ms. Davison-Turley
Health Resources and Services Administration/Bureau of Primary Health Care Meeting	February 20, 2002	Ms. Weldon
Distance Education Forum	February 20, 2002	Ms. Hartman and Mr. Haack
Teaching and Assessing for Critical Thinking	February 22, 2002	Mr. Haack
Mastering the Role of Facilitator	February 27, 2002	Mr. Haack
PBS Adult Learning Service: Improving Multimedia and Online Courses with Instructional Design	February 28, 2002	Ms. Hartman
Barrier or Bridges: Communicating Effectively Through an Interpreter	March 15, 2002	Mr. Haack
Providing Language Access: What Works?	March 15, 2002	Mr. Haack
The Distance Learning Workshop: Proven Teaching Strategies and Course Design for the World Wide Web and Interactive Television, http://www.nmsu.edu/~ced/albwshp/wkshp.htm	March 22/23, 2002	Ms. Hartman
Focus Group Interviewing	March 25, 2002	All Liaison, except for Wyoming
Measuring the Difference	March 26, 2002	All Liaisons, except for Wyoming
Cultural Competence: An Overview for Educators	March 28, 2002	Mr. Haack and Ms. Hartman
Informationist Conference	April 4/5, 2002	Ms. Hamasu and Mr. Peay
Virtual Reference Services: What, Why, and How (Part II)	April 19, 2002	Ms. Davison-Turley
Evaluating Resources for Online Learning	April 12, 2002	Ms. Hartman
Introduction to Metadata, Digitization, and Scanning Technology	April 15/16, 2002	Ms. Davison-Turley

APPENDIX B

OUTREACH REPORT

OUTREACH REPORTING FORM (February, 2000)

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: Wednesday, February 6, 2002

2. TYPE OF ACTIVITY: NLM SYSTEM SESSION TECHNOLOGY AWARENESS
 OTHER INTERNET SESSION TRAIN THE TRAINER
 OTHER (PLEASE SPECIFY):

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: MESA (Math, Engineering and Science Achievement)

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NN/LM-MCR

5. OTHER COLLABORATING (OR COOPERATING INSTITUTION):

6. LOCATION WHERE ACTIVITY OCCURRED Omaha North High School, Computer Lab

A. CITY: Omaha

B. STATE: NE

C. ZIP CODE: 68111

D. COUNTY: Douglas County

E. CONGRESSIONAL DISTRICT: NE Congressional District 2

7. LENGTH OF ACTIVITY (HOURS): 1.25

8. HANDS ON PRACTICE: YES NO

9. CEU YES NO
 CME YES NO
 NOT APPLICABLE

10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) YES NO

11. NUMBER OF PERSONS WHO ATTENDED

CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
PHYSICIANS			
NURSES			
DENTISTS			
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS			
CONSUMERS			15
OTHERS (Please specify) Teacher/ Sponsors			2
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL			17

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Dennis Hack (402) 280-4156

OUTREACH REPORTING FORM February, 2000 (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: February 7, 2002			
2. TYPE OF ACTIVITY: X NLM SYSTEM <input type="checkbox"/> TECHNOLOGY X OTHER (PLEASE SPECIFY): <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <input type="checkbox"/> OTHER INTERNET SESSION </div> <div style="text-align: center;"> <input type="checkbox"/> TRAIN THE TRAINER AWARENESS </div> </div> <div style="text-align: right; margin-top: 10px;">Library Visit</div>			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Loveland Public Library			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NN/LM MCR			
5. OTHER COLLABORATING (OR COOPERATING INSTITUTION):			
6. LOCATION WHERE ACTIVITY OCCURRED: Loveland Public Library			
A. CITY: Loveland		B.STATE: CO	C. ZIP CODE: 80537
D. COUNTY: Larimer		E. CONGRESSIONAL DISTRICT: 4	
7. LENGTH OF ACTIVITY: 2 hours (HOURS)		8. HANDS ON PRACTICE: X YES <input type="checkbox"/> NO	
9. CEU <input type="checkbox"/> YES X NO CME <input type="checkbox"/> YES X NO		10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES X NO	
11. NUMBER OF PERSONS WHO ATTENDED:			
CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
PHYSICIANS			
NURSES			
DENTISTS			
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS	4		
CONSUMERS	6		
OTHERS (Please specify)			
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	10		

¹ Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Stephanie Weldon, 303-315-1712

OUTREACH REPORTING FORM FEBRUARY 2000

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: February 12, 2002

2. TYPE OF ACTIVITY : NLM SYSTEM SESSION TECHNOLOGY AWARENESS OTHER (PLEASE SPECIFY):
 OTHER INTERNET SESSION TRAIN THE TRAINER

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY : Washington University School of Medicine

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Washington University School of Medicine Becker Medical Library for RML4

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED: Washington University School of Medicine

A. CITY St. Louis

B. STATE MO

C. ZIP CODE 63110

D. COUNTY St. Louis

E. CONG DISTRICT First

7. LENGTH OF ACTIVITY (HOURS): 2

8. HANDS ON PRACTICE YES NO

9. CEU YES NO
 CME YES NO
 NOT APPLICABLE

10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) YES NO

11. NUMBER OF PERSONS WHO ATTENDED:

CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
PHYSICIANS			
NURSES			
DENTISTS			
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS			
CONSUMERS			175
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL			175

¹Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Betsy Kelly 314-362-2783

OUTREACH REPORTING FORM (February, 2000) (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: Friday, February 15, 2002			
2. TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM SYSTEM SESSION <input type="checkbox"/> TECHNOLOGY AWARENESS <input type="checkbox"/> OTHER INTERNET SESSION <input type="checkbox"/> TRAIN THE TRAINER <input type="checkbox"/> OTHER (PLEASE SPECIFY):			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Patient Education Committee			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NN/LM-MCR			
5. OTHER COLLABORATING (OR COOPERATING INSTITUTION):			
6. LOCATION WHERE ACTIVITY OCCURRED St. Joseph Hospital, Room 2202			
A. CITY: Omaha	B.STATE: NE	C. ZIP CODE: 68131	
D. COUNTY: Douglas County	E. CONGRESSIONAL DISTRICT: NE Congressional District 2		
7. LENGTH OF ACTIVITY (HOURS): 0.5	8. HANDS ON PRACTICE: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> NOT APPLICABLE	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED			
CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
PHYSICIANS	1		
NURSES	7		
DENTISTS			
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS	7		
LIBRARIANS			
CONSUMERS			
OTHERS (Please specify)			
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	15		
12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Dennis Haack (402) 280-4156			

¹ Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

OUTREACH REPORTING FORM (February, 2000) (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: February 23, 2002			
2. TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM SYSTEM SESSION <input type="checkbox"/> TECHNOLOGY AWARENESS <input type="checkbox"/> OTHER INTERNET SESSION <input type="checkbox"/> TRAIN THE TRAINER <input checked="" type="checkbox"/> OTHER (PLEASE SPECIFY): CONSUMER HEALTH INFORMATION PROGRAM			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: HISPANIC AMERICAN LEADERS ORGANIZATION (HALO)			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NORTHWEST MISSOURI STATE UNIVERSITY			
5. OTHER COLLABORATING (OR COOPERATING INSTITUTION: NN/LM MCR			
6. LOCATION WHERE ACTIVITY OCCURRED			
A. CITY: MARYVILLE		B. STATE: MO	C. ZIP CODE: 64468
D. COUNTY: NODAWAY		E. CONGRESSIONAL DISTRICT: MISSOURI 6TH	
7. LENGTH OF ACTIVITY (HOURS): 1.5		8. HANDS ON PRACTICE: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
9. CEU <input type="checkbox"/> YES <input type="checkbox"/> NO CME <input type="checkbox"/> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> NOT APPLICABLE		10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
11. NUMBER OF PERSONS WHO ATTENDED			
CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
PHYSICIANS			
NURSES			
DENTISTS			
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS			
CONSUMERS			7
OTHERS (Please specify)			
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL			7
12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: WHITNEY DAVISON-TURLEY 913-588-7307			

¹ Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

OUTREACH REPORTING FORM (February, 2000)

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: February 25, 2002

2. TYPE OF ACTIVITY: X NLM SYSTEM SESSION TECHNOLOGY AWARENESS
 OTHER INTERNET SESSION TRAIN THE TRAINER

XOTHER (PLEASE SPECIFY): I met with the dietician at this hospital who also does all of the searching for the health professionals and is in charge of education as well. I showed her how to search PubMed more effectively and told her about the NNLM. She is interested in becoming and affiliate member.

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NNLM MCR

5. OTHER COLLABORATING (OR COOPERATING INSTITUTION):

6. LOCATION WHERE ACTIVITY OCCURRED Cortez Memorial Hospital

A. CITY: Cortez B.STATE: CO C. ZIP CODE: 81321

D. COUNTY: Montezuma E. CONGRESSIONAL DISTRICT: 3

7. LENGTH OF ACTIVITY (HOURS): 1 8. HANDS ON PRACTICE: X YES X NO

9. CEU YES X NO
CME YES X NO
 NOT APPLICABLE 10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) YES X NO

11. NUMBER OF PERSONS WHO ATTENDED

CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
ADMINISTRATORS (Hospital)	1		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	1		

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Stephanie Weldon 303-315-1712

¹ Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

OUTREACH REPORTING FORM (February, 2000)
 (Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: February 25, 2002

2. TYPE OF ACTIVITY: NLM SYSTEM SESSION TECHNOLOGY AWARENESS
 OTHER INTERNET SESSION TRAIN THE TRAINER
 OTHER (PLEASE SPECIFY):

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: The Mancos Public Library

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NN/LM MCR

5. OTHER COLLABORATING (OR COOPERATING INSTITUTION):

6. LOCATION WHERE ACTIVITY OCCURRED

A. CITY: Mancos B. STATE: CO C. ZIP CODE: 81328

D. COUNTY: Montezuma E. CONGRESSIONAL DISTRICT: 3

7. LENGTH OF ACTIVITY (HOURS): 1.5 8. HANDS ON PRACTICE: YES NO

9. CEU YES NO
 CME YES NO
 NOT APPLICABLE 10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) YES NO

11. NUMBER OF PERSONS WHO ATTENDED

CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
LIBRARIANS	2		
CONSUMERS			
OTHERS (Please specify)			
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	2		

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Stephanie Weldon 303-315-1712

¹ Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

OUTREACH REPORTING FORM (February, 2000)

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: Feb. 25, 2002

2. TYPE OF ACTIVITY: NLM SYSTEM SESSION TECHNOLOGY AWARENESS
 OTHER INTERNET SESSION TRAIN THE TRAINER

X OTHER (PLEASE SPECIFY):

This meeting was primarily to meet with the librarian for the Ute tribe at Towaoc and tell her more about the NNLM. Molly McGetrick of PNR met with me there and we showed the librarian some databases as well as explained about various grant opportunities within the MR and at NLM in general. We also talked about the opportunity of ongoing training and Molly asked her if she would be willing to ask her patrons to fill out an anonymous survey.

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Ute Library –

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NN/LM MCR and NN/LM PNR

5. OTHER COLLABORATING (OR COOPERATING INSTITUTION):

6. LOCATION WHERE ACTIVITY OCCURRED Ute Indian reservation

A. CITY: Towaoc

B.STATE: CO

C. ZIP CODE: 81321

D. COUNTY: Montezuma

E. CONGRESSIONAL DISTRICT: 3

7. LENGTH OF ACTIVITY (HOURS): 1.5

8. HANDS ON PRACTICE: YES NO9. CEU YES NO
CME YES NO
 NOT APPLICABLE10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) YES NO

11. NUMBER OF PERSONS WHO ATTENDED

CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS	1		
CONSUMERS			
OTHERS (Please specify)			
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	1		

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Stephanie Weldon 303-315-1712

¹ Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

OUTREACH REPORTING FORM (February, 2000)

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: February 26, 2002

2. TYPE OF ACTIVITY: NLM SYSTEM SESSION TECHNOLOGY AWARENESS
 OTHER INTERNET SESSION TRAIN THE TRAINER
 OTHER (PLEASE SPECIFY): Talk about services NLM offers

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Mercy Medical Center

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NN/LM MCR

5. OTHER COLLABORATING (OR COOPERATING INSTITUTION): Fort Lewis College, Durango Public Library, Southwest Regional Library System

6. LOCATION WHERE ACTIVITY OCCURRED Mercy Medical Center

A. CITY: Durango

B. STATE: CO

C. ZIP CODE: 81301

D. COUNTY: La Plata

E. CONGRESSIONAL DISTRICT: 3

7. LENGTH OF ACTIVITY (HOURS): 3

8. HANDS ON PRACTICE: YES NO

9. CEU YES NO
 CME YES NO
 NOT APPLICABLE

10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) YES NO

11. NUMBER OF PERSONS WHO ATTENDED

CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
PHYSICIANS			
NURSES			
DENTISTS			
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS	4		
CONSUMERS			
OTHERS (Please specify)	1 assistant		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	5		

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Stephanie Weldon 303-315-1712

¹ Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

OUTREACH REPORTING FORM (February, 2000)

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: February 26, 2002

2. TYPE OF ACTIVITY: NLM SYSTEM SESSION TECHNOLOGY AWARENESS
 OTHER INTERNET SESSION TRAIN THE TRAINER
 OTHER (PLEASE SPECIFY): Told them about NNLM – interested in becoming an affiliate member. Showed them MEDLINEplus – offered them PowerPoint presentations that they could use to train patrons

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NN/LM MCR

5. OTHER COLLABORATING (OR COOPERATING INSTITUTION):

6. LOCATION WHERE ACTIVITY OCCURRED Cortez Public Library

A. CITY: Cortez

B. STATE: CO

C. ZIP CODE: 81321

D. COUNTY: Montezuma

E. CONGRESSIONAL DISTRICT: 3

7. LENGTH OF ACTIVITY (HOURS): 2

8. HANDS ON PRACTICE: YES NO

9. CEU YES NO
 CME YES NO
 NOT APPLICABLE

10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) YES NO

11. NUMBER OF PERSONS WHO ATTENDED

CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
LIBRARIANS	3		
CONSUMERS			
OTHERS (Please specify)			
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	3		

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Stephanie Weldon 303-315-1712

¹ Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

OUTREACH REPORTING FORM (February, 2000)

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: February 26, 2002

2. TYPE OF ACTIVITY: NLM SYSTEM SESSION TECHNOLOGY AWARENESS
 OTHER INTERNET SESSION TRAIN THE TRAINER
 OTHER (PLEASE SPECIFY): CONSUMER HEALTH INFORMATION PROGRAM

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: UNIVERSITY OF KANSAS MEDICAL CENTER

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: UNIVERSITY OF KANSAS MEDICAL CENTER

5. OTHER COLLABORATING (OR COOPERATING INSTITUTION: NN/LM MCR

6. LOCATION WHERE ACTIVITY OCCURRED

A. CITY: KANSAS CITY B.STATE: KS C. ZIP CODE: 66160

D. COUNTY: WYANDOTTE E. CONGRESSIONAL DISTRICT: KANSAS 3RD7. LENGTH OF ACTIVITY (HOURS): 2 8. HANDS ON PRACTICE: YES NO

9. CEU CME YES NO
 YES NO
 NOT APPLICABLE

10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) YES NO

11. NUMBER OF PERSONS WHO ATTENDED

CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
PHYSICIANS			
NURSES			
DENTISTS			
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS	1		
CONSUMERS			3
OTHERS (Please specify)			
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	1		3

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: WHITNEY DAVISON-TURLEY 913-588-7307

¹ Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

OUTREACH REPORTING FORM (February, 2000)

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: 3-14-2002

2. TYPE OF ACTIVITY: NLM SYSTEM SESSION TECHNOLOGY AWARENESS
 OTHER INTERNET SESSION TRAIN THE TRAINER
 OTHER (PLEASE SPECIFY):

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Creighton Health Careers Opportunities Program

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NN/LM-MCR

5. OTHER COLLABORATING (OR COOPERATING INSTITUTION):

6. LOCATION WHERE ACTIVITY OCCURRED McMillan Middle School, 3802 Redick Ave.

A. CITY: Omaha

B. STATE: NE

C. ZIP CODE: 68112

D. COUNTY: Douglas

E. CONGRESSIONAL DISTRICT: 2

7. LENGTH OF ACTIVITY (HOURS): 1

8. HANDS ON PRACTICE: YES NO

9. CEU CME YES NO
 YES NO
 NOT APPLICABLE

10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) YES NO

11. NUMBER OF PERSONS WHO ATTENDED

CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
PHYSICIANS			
NURSES			
DENTISTS			
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS	1		
CONSUMERS			15
OTHERS (Please specify)			2 (Teachers) 1 (Sponsor)
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	1		18

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Dennis Haack (402) 280-4156

¹ Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

OUTREACH REPORTING FORM (February, 2000)
 (Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: 3-19-2002

2. TYPE OF ACTIVITY: NLM SYSTEM SESSION TECHNOLOGY AWARENESS
 OTHER INTERNET SESSION TRAIN THE TRAINER
 OTHER (PLEASE SPECIFY):

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Creighton Health Careers Opportunities Program

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NN/LM MCR

5. OTHER COLLABORATING (OR COOPERATING INSTITUTION):

6. LOCATION WHERE ACTIVITY OCCURRED Jesuit Middle School, 2311 N. 22nd Street.

A. CITY: Omaha B.STATE: NE C. ZIP CODE: 68110

D. COUNTY: Douglas E. CONGRESSIONAL DISTRICT: 2

7. LENGTH OF ACTIVITY (HOURS): 1 8. HANDS ON PRACTICE: YES NO

9. CEU YES NO
 CME YES NO
 NOT APPLICABLE 10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) YES NO

11. NUMBER OF PERSONS WHO ATTENDED

CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
PHYSICIANS			
NURSES			
DENTISTS			
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS			
CONSUMERS			10
OTHERS (Please specify)			1 (Sponsor)
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL			11

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Dennis Haack (402) 280-4156

¹ Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

OUTREACH REPORTING FORM (February, 2000)

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: 3-19-2002

2. TYPE OF ACTIVITY: NLM SYSTEM SESSION TECHNOLOGY AWARENESS
 OTHER INTERNET SESSION TRAIN THE TRAINER
 OTHER (PLEASE SPECIFY):

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Creighton Health Careers Opportunities Program

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NN/LM-MCR

5. OTHER COLLABORATING (OR COOPERATING INSTITUTION):

6. LOCATION WHERE ACTIVITY OCCURRED Jesuit Middle School, 2311 N. 22nd Street.

A. CITY: Omaha

B. STATE: NE

C. ZIP CODE: 68110

D. COUNTY: Douglas

E. CONGRESSIONAL DISTRICT: 2

7. LENGTH OF ACTIVITY (HOURS): 1

8. HANDS ON PRACTICE: YES NO

9. CEU YES NO
 CME YES NO
 NOT APPLICABLE

10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) YES NO

11. NUMBER OF PERSONS WHO ATTENDED

CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
PHYSICIANS			
NURSES			
DENTISTS			
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS			
CONSUMERS			14
OTHERS (Please specify)			2 (Sponsors) 1 (Teacher)
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL			17

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Dennis Haack (402) 280-4156

¹ Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

OUTREACH REPORTING FORM (February, 2000)

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: 04-16-2002

2. TYPE OF ACTIVITY: NLM SYSTEM SESSION TECHNOLOGY AWARENESS
 OTHER INTERNET SESSION TRAIN THE TRAINER
 OTHER (PLEASE SPECIFY): Minority Health Month Observance

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Creighton Health Careers Opportunities Program

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NN/LM-MCR

5. OTHER COLLABORATING (OR COOPERATING INSTITUTION: St. Joseph Hospital, Food and Nutrition Services

6. LOCATION WHERE ACTIVITY OCCURRED Creighton University, Criss II Building, Room 248

A. CITY: Omaha

B. STATE: NE

C. ZIP CODE: 68178

D. COUNTY: Douglas

E. CONGRESSIONAL DISTRICT: 2

7. LENGTH OF ACTIVITY (HOURS): 1-1/2

8. HANDS ON PRACTICE: YES NO

9. CEU YES NO
 CME YES NO
 NOT APPLICABLE

10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) YES NO

11. NUMBER OF PERSONS WHO ATTENDED

CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
PHYSICIANS			
NURSES			
DENTISTS			
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS	2 (Dieticians)		
LIBRARIANS			
CONSUMERS			10
OTHERS (Please specify)			2 (Sponsors)
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	2		12

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Dennis Haack (402) 280-4156

¹ Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

OUTREACH REPORTING FORM (February, 2000)

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: 04-17-2002

2. TYPE OF ACTIVITY: NLM SYSTEM SESSION TECHNOLOGY AWARENESS
 OTHER INTERNET SESSION TRAIN THE TRAINER
 OTHER (PLEASE SPECIFY): Minority Health Month Observance

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Creighton Health Sciences Library

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NN/LM-MCR

5. OTHER COLLABORATING (OR COOPERATING INSTITUTION):

6. LOCATION WHERE ACTIVITY OCCURRED Creighton Health Sciences Library, Thune Seminar Room

A. CITY: Omaha

B. STATE: NE

C. ZIP CODE: 68178

D. COUNTY: Douglas

E. CONGRESSIONAL DISTRICT: 2

7. LENGTH OF ACTIVITY (HOURS): 1-1/2

8. HANDS ON PRACTICE: YES NO

9. CEU YES NO
 CME YES NO
 NOT APPLICABLE

10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) YES NO

11. NUMBER OF PERSONS WHO ATTENDED

CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
PHYSICIANS			
NURSES			
DENTISTS			
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS	4		
CONSUMERS			4
OTHERS (Please specify)			
UNIDENTIFIED HEALTH PROFESSIONS		3	
TOTAL	4	3	4

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Dennis Haack (402) 280-4156

¹ Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

OUTREACH REPORTING FORM April 2000

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: April 16, 2002			
2. TYPE OF ACTIVITY : <input checked="" type="checkbox"/> NLM SYSTEM SESSION <input type="checkbox"/> TECHNOLOGY AWARENESS <input type="checkbox"/> OTHER (PLEASE SPECIFY): <input type="checkbox"/> OTHER INTERNET SESSION <input type="checkbox"/> TRAIN THE TRAINER			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY		: Washington University School of Medicine	
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:		Washington University School of Medicine Becker Medical Library for RML4	
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED: Washington University School of Medicine			
A. CITY St. Louis		B. STATE MO	C. ZIP CODE 63110
D. COUNTY St. Louis		E. CONG DISTRICT First	
7. LENGTH OF ACTIVITY (HOURS): 1		8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
9. CEU CME <input type="checkbox"/> YES <input type="checkbox"/> YES <input type="checkbox"/> NOT APPLICABLE XX NO XX NO		10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
11. NUMBER OF PERSONS WHO ATTENDED:			
CATEGORY	AFFILIATED	UNAFFILIATED¹	UNKNOWN
PHYSICIANS			
NURSES			
DENTISTS			
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS			
CONSUMERS			9
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL			9

¹Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Betsy Kelly 314-362-2783

OUTREACH REPORTING FORM April 2000

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: April 23, 2002

2. TYPE OF ACTIVITY : NLM SYSTEM SESSION TECHNOLOGY AWARENESS OTHER (PLEASE SPECIFY):
 OTHER INTERNET SESSION TRAIN THE TRAINER

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY : Washington University School of Medicine

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Washington University School of Medicine Becker Medical Library for RML4

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED: Washington University School of Medicine

A. CITY St. Louis B. STATE MO C. ZIP CODE 63110

D. COUNTY St. Louis E. CONG DISTRICT First

7. LENGTH OF ACTIVITY (HOURS): 1 8. HANDS ON PRACTICE YES NO

9. CEU YES NO CME YES NO NOT APPLICABLE 10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) YES NO

11. NUMBER OF PERSONS WHO ATTENDED:

CATEGORY	AFFILIATED	UNAFFILIATED ¹	UNKNOWN
PHYSICIANS			
NURSES			
DENTISTS			
ADMINISTRATORS (Hospital)			
PHARMACISTS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS			
CONSUMERS			18
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL			18

¹Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Betsy Kelly 314-362-2783

APPENDIX C

TRIBAL CONNECTIONS MEETING

Tribal Connections Meeting in Salt Lake City

On April 19, 2002 a group of library directors and staff from the "Four Corners Area" (Utah, New Mexico, Arizona and Colorado), RML Assistant Directors and staff from the Midcontinental, Pacific Northwest, Pacific Southwest, and South Central Regions met in Salt Lake City to discuss collaboration in providing services to the Native American populations.

Roy Sahali and Neil Rambo from the PNR discussed their work in community based outreach on the Tribal Connections (TC) effort at the University of Washington. Molly McGettrick, on staff at PNR, but overseeing a project based in Gallup, New Mexico, spoke about her work there. Each of the groups represented reported on their individual projects by library and then gave an overview of what was happening in their states.

The day long meeting was the first time RML's have met to discuss collaboration on a project. The end result was a list of commitments toward expanding the project. The following notes are a best attempt at reflecting what the various individuals said and contributed to the discussions.

Roy - MEDLINEplus was the impetus for the Tribal Connections grant. He reviewed community based outreach (CBO). At the heart of the concept is simple outreach. Knowing the people and community, having respect for their culture, and basing programs on their needs. TC is an example of CBO, making good use of our tax dollars and building a demand for services of the RML.

They basically connected American Indian and Alaska Native communities to Internet Health Resources. At the core is to localize the project objectives - become known by the community, get your information out there, keep going back and know and learn about the community. What do you do with the knowledge that you acquire in the process? You identify outcomes important to the community. TC began in 1998 and by 1999 they had two Oregon sites and others in Alaska and Montana. It can't be stressed enough that you deal with issues within the community, considering their time lines, concerns, vendors, basically building relationships. It's important to use multiple strategies, involve community leaders and partners - how do you do that? Adopt strategies to stage of readiness and local customs. It's also important to help the community make project objectives sustainable. TC #2 involved Shoshone, a tribe in Arizona, Taos Pueblo and Hamus Pueblo. Developed a strategic plan and then they took over. \$25K that the grant provided was just seed money. Shoshone Paiute was another example. Taos Pueblo - planned to put in a tower - didn't happen as it planned. Did initial work and finally got tower installation - funded by Gates. The \$25K wouldn't have built the tower, but it was part of the plan. Will finally have a complete installation in six months. La Plaza Telecenter is providing a support system for them. NN/LM fellow did a period of time at the pueblo (19 pueblos in New Mexico). Further research with Gates - he found that Gates have a project with the chapter houses - this is Molly's project. She has spent six months getting acquainted. Gates staff and the University of Washington staff got acquainted and shared information - were able to hire Molly.

How do you decide which community to work with? Determine who's the easiest person to do it with, needs, mutual value gains. It's also important to focus on the fact that there has to be something in it for us. It should enhance us and build our capacity. Two way process - work through the process where they can sustain it then you have created a demand for our services.

Neil - Funding for the first project came from Health Informations - at NLM - Elliot Seigal and Fred Wood. TC was NOT an RML project or seen as an NN/LM project therefore may have seemed to have had a split focus from the beginning. There's also another project that Gale Dutcher is working on that is the same type of project.

Joan Z. - How did you get the knowledge to work with the tribes versus the cultural issues?

Neil - Roy has a history of working with different communities - also it's always a new situation with each group. Respect with what they say - evaluate and assess what the situations are and get to know them, make friends. Project began August 2001 for two years.

What further contracts and training will Molly pursue? She hasn't established an agenda - except for the Navajo Nation. Hopefully the resource libraries will pursue future projects.

How does NLM want us to proceed in providing services to the Native American population? Angela and others can give us answers for long term. It's an area NLM is interested in pursuing and there's positive feed back about going ahead. We're in a good position to influence what happens.

What kind of services can University of Washington pass on? Anything you want we'll try to do.

Will there be a specific plan to transfer this information to the RML's? Possible in a 2nd phase of funding. Over the next year - we'll make those decisions here today. Molly's work both benefits RML's and resource libraries. We want to put in place a bridge today. She's only representing one project, we need to develop our own projects.

What are the common issues for working together and developing strategies for keeping each other informed. Also, now with the National Evaluation Center and Mapping center it becomes an issue as to how to use resources inter-regionally.

Rick - Indian Health Service is also establishing a telecom network - how can we work with them?

Roy - Dr Michael Trujillo - Director of IHS - is from this area - Navajo. Call on him and meet with him - how can we work with them? Nancy Press is working on a project. We can be the catalyst to encourage tribes to look into different grant resources - beyond IHS.

Stephanie - "But they have animosity toward the IHS"

Roy - wants them to look to NLM in addition to IHS and Robert Wood Johnson. Role of libraries for requiring resources for projects like this.

Wayne - questions - terminology

Ehealth - Electronic Health Networks-information services kind of things rather than digital patient record. But in Alaska they saw this as a first step to telemedicine and store and forward.

Outcomes - what have you identified?

Roy - we sit down with the group and jointly decide what they will be - keeping sustainability as key.

Neil - more in the sense of community awareness of how information will be integrated into the "concepts" of people. We can't just say that so many people will use M+/day. We need to work with them and decide on what the outcomes will be – Decide what do you want to accomplish.

Elizabeth Eaton - reiterates the same ideas. How do you determine that?

Neil/Roy - still working on it – still in the early stages and are effectively installing equipment and building relationships and creating a demand for the products.

Elizabeth - share your goals and objectives with us.

Neil - four years developing questions and it's essentially the community connections part. TC3 is just now starting. Haven't come up with evaluationss - next phase is to concentrate on three sites that have an in place health promotion presence within the community and a willingness to work with us again. Find out what their concerns are - integrate what we have to offer with what their needs are. Planning is essential. Can't just drop in and become involved, it takes time.

Roy - we have incentive money and resources to offer.

Wayne - outcomes piece is big - we should discuss it today. Sustainability is an outcome measure and we can come back to this. One other thing is relating to the mapping center - has interesting opportunities. Should be able to come up with some others.

Holly - if we do this well we will create a demand for the information - that's also an outcomes measure. It's completing the outcomes assessment.

Wayne - in the four corners health sciences libraries we have lots of commitment and history in providing outreach. We have RML resources that can be contributed and set aside for this. We can tap Roy and his TC knowledge and also what Molly is learning.

Molly McGettrick - She's full time, but not based in a health sciences library - lone cowgirl. It's an advantage. Been here for four years. Public library history and was at New Mexico State University in a consortium position.

She began with a Blessing and in the Native American tradition begins all talks with a blessing.

“May you walk in beauty and may the light surround each step you take”

Body, mind, spirit, emotions – are the four directions Navajo's talk about. Her project is health information and education and is based in four corners area. Health people find the best health information on the web. Showed a Map of Navajo Nation. It's the largest tribe in country, 110

chapter houses, local government centers. She works with: chapter houses, health care agencies, schools, libraries, and community groups.

The KEY health issues: cardiovascular diseases + through survey and discussions with IHS providers. Plan is to cast a wide net. Her approach: On Labor Day - went to Window Rock fair - set up in a big building - table and chair - handed out brochures. Elder - said - we don't have electricity or water. She told him about chapter house Internet - he said the teenagers and young people know about this. Clue early on was to TALK TO THE YOUNG PEOPLE. VP person said that she should begin with even younger kids pre-junior high and high school. She got information from all types of people. Complaints from one person about the Native Americans being used - you come in, do studies, and go away. She assured them they weren't doing a study. Being from Shiprock makes a big difference. She has an office at Dine College

Outreach target populations: consumers, students, health care providers, health information providers.

Problems - dispersed population, lack of transport, lack of telecommunications, low literacy levels, language barriers, lack of computer skills, and mistrust of outsiders.

Wayne - all chapter houses have Internet?

Roy/Molly - all 110 chapter houses have computers, but are not all wired to Internet yet - satellite and wireless. May be getting a satellite connection - Gates will pay for one year. University of Arizona graduate students are hired to do technical support for Gates. Pat Auflick has been to a couple of meetings. Pat did health sciences information training with University of Arizona interns and is a resource for interns. The University of Arizona library school got money to do this through another grant. Only for one year. Some chapter house people are upset - some didn't get set up and have not gotten the technical support yet. Don't know if it will happen a second year. Some Chapter Houses have Internet - case by case basis. New Mexico is better than Arizona. New Mexico is dealing with individuals. Enthusiasm and interest in health information is key. Original idea was Gates. Put in computers and Molly follows with health information. Interns install computers and it's not really well coordinated.

Wayne - you can id and contact chapter coordinators.

Molly - met with everyone she could and asked how she could help. Feline Herrera - coordinator for health educator programs for Navajo Nation. Mary M. went to Navajo Times and asked to write weekly column about health resources. Before Fair - she asked if she could help. They decided to coordinate this through the tribes. She wrote a radio blurb and the children are the main focus of interest. Wanting to recruit them to the health occupations.

Partnerships: public and health nurses, school health administration and health promotion, librarians, educational institutions, tribal people - is/it, media.

Promote, promote, promote, establish a base of operations and the community, contact with people, set up an advisory board, be creative about publicity and promotion, be very patient and trust in cosmic timing. When they're ready to tune you in they will. Think outside of the box and work with everyone you can, be flexible.

Web site. Submit links if you'd like. Health promotion tool - not just a link.....online reference, etc. Online newsletter - got good feedback on that. tribehealth.org. it will be moved to the tec no pas server.

States and what they're doing

Utah - Wayne - small piece of Navajo Nation - Utes are largest entity. Interesting history - in North - among groups that were disbanded and then reconstituted - have had a major tribal issue with government over water. Now new, substantial new money - have invested their own money as opposed to having government do it. Currently - telemedicine people have gotten money to take lines in. Monument Valley - being used as a clinic. Montezuma Creek - physicians on site at clinic. Ordered lines through an old company "Citizens" that is notoriously bad. Now through Rochester, NY. Lack of responsiveness. Will go through reservation to Phoenix to Salt Lake City \$4500 down to T1 lines ordered, but not in yet. First application to clinics will be to expand telepharmacy project. Telemed people have been working with local county hospitals. Utah recognized for infrastructure - all schools. Southern Ute reservation adjoins Navajo Nation. 50-60% of the population is impoverished.

Colorado - Rick - dedicated outreach position for five years. Focusing on rural health providers, but ignorant of what is happening in SE. One hospital library, but not dealt with them. They have a strong Indian health educators program in Denver, but not connected with them. He mentioned to Donald Lindberg that this funding will give all of us impetus to increase programming to them. Ben Nighthorse Center in Colorado - focuses on mental health needs of tribal members. **Stephanie** - she and Mary M. met with the tribe there. She went to the Healthy Nation conference - had a booth - made some good contacts. Did a presentation and powerpoint will be available. The RWJ grant was for substance abuse. Sustainability was insisted upon. Self empowerment type grant. All who applied got a grant.

Arizona - Pat - has a big outreach movement and history. Library since 1960's continually funded since then. Focused mainly on rural health professions. **Jeannette McCray** - Recently the AZHIN organization of 30 - 35 hospitals work together to provide electronic resources. Nine of the members are on the reservation. 27% of land mass is tribal land. 41% of Tucson county is tribal land. Raises a lot of unique issues. Arizona's turning point project -funded by RWJ. To address health disparities among populations. Making information available to public libraries. Tribal leaders are part of this. Gates Native American Access to Information Project. A Museum and Information grant to library school to increase information access to Native American populations.

New Mexico - Holly - Database development, research project, training and general outreach - **Sharon**. Background - can't claim to have as much a history as Arizona, but is at least 10 years. Programs - 1) New Mexico health historical archives - support document and maintaining health history of New Mexico. Tricultural, Hispanic, western and native american - 18 years. 2) 10 years old - outreach to the state - health practitioner based to individuals. Want to add to this support - and develop relations with our organizations and expand to other members. Commitment to Native American health care needs.

When Holly first came to New Mexico the materials that the library distributed said that the University of New Mexico's library is the NLM of the Navajo Nation!!! The library was the only one that knew this though – they no longer talk about this.

She handed out a brochure on their history database that was developed by an NLM grant and covers the time period in New Mexico from 1652 - 1966. A second part of that is from 1970 - present. Help people organize their research. They have an archivist. (works on both databases)

Research project - collaborative project with high performance computer center in New Mexico and Hawaii. Office of Telehealth. University of New Mexico is PI on this. About one million dollars. Northern Navajo Medical Center is northern most site, PBL and virtual reality technology. First library in galaxie on the Access Grid.

Sharon - Overview of New Mexico's population: 40% hispanic, 20% native american - and rest is white. She's done (or is doing a) mailing to all 30 tribes and will be contacting all tribes this fall. Will get out feelers for training needs.

Rick - chair of psychiatry at University of Colorado medical school is one who did lot of development of mental health focus on Native Americans.

Wayne - what are various RML's including for funding focus for next year. RML4 - reference four corners area as possible projects.

Molly Youngkin - made some contacts. Tribe, resources on the edge and the institutions. Good conversation with Christie - expanded nation project. **Ruthanne** - Education Libraries in San Juan County has book mobile - Hospitals are eager for - Dennis Hammond - Meeting last week of Outreach people on campus.

Neil - in PNR contract - recurring theme, TCP + tie ins with the TCP. Phase three – three librarians will be assigned to each of one the tribes. In planning for - lot of ideas of things to do, but may need to hold back and focus on what's on target.

This meeting is RML history - first collaborative effort. Western RML's have a lot going.

Sherrilynne - she's thrilled that we've organized this. We can't do everything. But all the libraries are also looking at cuts, the RML's can only do so much + resource libraries bugets are being cut, so it's a real problem that we need to do planning for.

Joan Z - her library is pathetically funded and she's working with the NV AHEC .

Renee - same in Texas + some funding opportunities have to have funding for staff.

Elizabeth - staffing issue too.

Rick - public library gets funding for reference from state library, but not to health sciences library.

Wayne - outreach has been single most strategy with legislature.

Heidi - PSRML - look to Gary, Joan, Jeannette for needs - also have a Pacific Islander agenda too.

Gary - has a planning grant proposal. Black hole is California - with the largest urban Native American population. Layers and layers of groups. Just need basic health resources.

Claire - PSR addresses this through RML grant awards to libraries - for community based outreach. Pilot in Arizona addressed a Native American population. Included in general outreach.

Stephanie - GMR also addressed Native American through grants.

Renee - Diffused throughout funding and grants - One thing they did do, for minorities/special populations- is recruit a special minorities outreach coordinator. Native American – Oklahoma and New Mexico are strong. Baseline assessment - state of the region report, Will look toward the resource libraries for this. Nice award to focus specifically on special populations. Also something special for Oklahoma - but was not funded. Pat Bradley will be working in this area. Look at spin offs.

Claire - circulating transportation sheets. travel forms - +

Sherrilynne - offline until about 12:30 - call her back at 1:30.

Recollections after palm battery got very low:

Pat Bradley - felt we were on the right track.

Afternoon - Planning session.

NATIVE AMERICAN OUTREACH

Action Plan
April 19, 2002

Communications - Partners

Tribal Listserv – UofU
Bulletin Board(?)
Teleconference – First Monday - UofU

Communications – Tribal Connections, Project

Newsletter – Partners Contribute – Published via website – Molly M
Public relations & marketing
Media Contacts, PSAs
Virtual Advisory Board – Community Based & Partners – Molly M
Relationships with Native American Healers, Health Care Providers

Communications – National Model

Outreach Special Interest Group – MLA – Kay
NNLM-Division of Outreach Services-OHIP – Angela, RML Directors

Information Resources & Services

Website – Molly M
Local Happenings
State contributions
Consumer Health Information - Stephanie
MedlinePlus
Easy to Read Materials – Pat A
Paper-based Collections
Pamphlets
Core List of Health Texts
Superseded Clinical Texts – RefX – Pat
Electronic Databases
Partners Contribute to NHRD - Peggy McBride
Pamphlets

Education & Training - Partners

Training Materials – Roy
Cathy's Guide
International Development – UN Materials, World Bank, CDC, CDCynergy (CD ROM)
– RMLs & Jocelyn, WHO
Background, Health Care Bibliography – Pat B
Public Health/Health Education/Social Marketing – Sharon
Training & Education Schedule – Molly M
Symposium for Partners and other interested parties

Education & Training – Communities

Training UA Library Students – Gary
Lesson Plans for High Schools, AskERIC.org – Dennis Haack
Health Occupations Student Associations - Partners
Public Health Training, Indian Health Service – Molly M, Neil, Roy
Tribal Health Organizations
Community Health Representatives, Advisory Board Memberships – Molly M
Audio Tapes, Video Tapes

Infrastructure Inventory – Partners

Technology Resource List – Roy
EvansCraig.com
Research Activities

Outcomes

Baseline Data – Partners, Cathy Burroughs
Mapping Center – U Wash, Indiana
Website References
National Centers
Monitor Equipment/Network Support
Increased Demand for Services
Relationships with Native American Healers, Health Care Providers
Publications

Potential Projects

Indian Health Service Regional Office Reports -

Funding Strategies

Gates –

1 Yr Report and Request 2 Yr Funding Extension – Continues 4 Corners Efforts
Meeting with Gates for Follow-up Projects – South Central RML, Greater Midwest

NLM –

Internet connectivity proposals
RML Special Projects

IMLS –

LSTA Grants

University of Colorado

National Science Teachers Association

Department of Commerce –

Rural Telecommunications

Library School Partnerships –

Arizona, Oklahoma, Texas, Native American Library Association

Foundation Proposals –

National Institute of Science of Technology -

NATIVE AMERICAN OUTREACH MEETING
APRIL 19, 2002
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APPENDIX D

EXHIBIT REPORTS

NLM National EXHIBIT REPORT OUTLINE

- I. DATE OF REPORT: April 15, 2002
- II NAME OF PERSON SUBMITTING REPORT: Stephanie Weldon
- III ADDRESS 4200 E 9th Ave, A003
Denver, CO 80262
- IV. EXHIBIT:

Name of Meeting 2002 Joint Conference on the Aging and the American Society on Aging

Location: Adams Mark Hotel, Denver CO

Dates: April 4,5,6

Staff: Stephanie Weldon and on the 5th a volunteer, Nancy Peterson

Number of Registrants:

Number of Exhibits: 537

Specify by Days:

1. Exhibit Hours

April 4th 5:30 – 7:30
April 5th 9:00 – 2:30
April 6th 9:00 – 2:30

2. Number of People Visiting the Booth

April 4th 100
April 5th 350
April 6th 150

3. Number of NLM System Demonstrations

April 4th
MEDLINEplus 50 NIH Senior Health 20

April 5th
PubMed 30 MEDLINEplus 100
NIH Senior Health 20 Clinical Trials 5

April 6th

PubMed 10
NIH Senior Health 15

MEDLINEplus 60
Clinical Trials 1

4. Number of Internet Demonstrations other than NLM System Demonstrations -- NA

EXHIBIT SUMMARY (Narrative)

The Internet connection was almost prohibitively slow. The attendees were extremely interested. I talked for 5 hours straight on Friday. I have never been to an exhibit where there was such an overwhelming interest and desire to find out more information. The attendees truly wanted to know what we had to offer and were excited by the results.

- A. Pre-Exhibit Meetings NA
- B. Distribution of Pre-mailers, Letters or Invitations NA
- C. Booth Locations 418 – thought this might be a bad location but we received plenty of business.
- D. Description of System Program Presentations (See Note below)
I did not attempt to get on the program
- E. Problems
- F. User Feedback
- G. Suggestions/Comments
- H. Recommendations: Should NLM exhibit at this meeting next year? (Yes or no, give reasons for your answer) Definitely yes. This was one meeting where we could have had 3 booth attendants. It was extremely busy.
- I. Other MEDLINE Information Providers NO

III. BUDGET SHEET

BUDGET FORM

Meeting:	American Society on Aging	Dates: 4/4-7/02	
City:	Denver, CO	Amount:	
Space Rental		\$	700.00
Freight			724.33
Drayage			384.00
Labor			
Electricity			90.00
Phones			330.00
Tables			77.00
Chairs			98.00
Carpets			226.00
Trash Cans			17.00
Computer Rentals			385.92
Design & Printing			
Mailing Costs			
Advertising			
Miscellaneous			37.00
TOTAL			\$3,069.25
Air Travel			
Ground Transport.			
Accommodations			
Meals			
Other			44.00
TOTAL		\$	44.00
GRAND TOTAL			\$3,113.25

- VII. APPENDICES:
- Maps of Exhibit Hall
 - Pictures
 - Samples of Promotional Materials Used

APPENDIX E

VIRTUAL REFERENCE REPORT

COOPERATIVE VIRTUAL REFERENCE PROJECT

Prepared on June 18, 2002 by:

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**RML OUTREACH SUBCONTRACT
QUARTERLY REPORT
December 2001 – May 2002**

INTRODUCTION

The intention of the Cooperative Virtual Reference Project is to utilize virtual reference software (24/7 Reference) to develop a cooperative region-wide network to respond quickly to requests for reference support services from network members throughout the midcontinental RMLregion.

The project was funded for 1 year to be implemented initially by the Library at the University of Colorado Health Sciences Center and joined by at least 2 additional resource libraries during the pilot year.

I. Description of Progress Toward The Project's Major Objectives

A. Administrative/Planning Activities

- Plans for a virtual reference project began in April 2001 at Denison Library.
- A task force of interested individuals identified goals and assessed the feasibility of the project (attached)
- Developed a list of desirable software characteristics.
- Identified potential vendors and software.
- Evaluated and compared software choices, including 5 virtual product demos.
- Decided to focus on a cooperative project with RML resource libraries
- Selected 24/7 Reference, Inc., and requested price quote.
- Completed funding request
- Implemented service in January 2002 within Colorado.

B. Publicity/Marketing Activities

- Presented the project at a special session at the MCMLA meeting in New Orleans, 2001. Susan McGlamery, President of 247 Reference attended and conducted a demonstration. Session attendees raised questions and offered recommendations.
- Prior to the introduction of the service on the UCHSC Denison Library web site, a Denison librarian promoted the service through verbal reporting at a meeting of the Colorado Council of Medical Librarians (August 2001).
- After the service went live, a CCML listserv message was sent to the members urging and encouraging their participation in early evaluation of the service.

- A promotional item was published in the CCML newsletter, Council Quotes. In addition, campus email lists and campus, library and hospital newsletters carried brief promotional items.
- Finally, the librarians at Denison library made specific personal appointments with CCML librarians to demonstrate the service using a virtual reference interaction.

C. Product/Resource Development Activities

- Upgraded to new version of 247 Reference in May 2002
- Added 2nd Resource library – University of Missouri @ Columbia, in March 2002
- Established listserv for virtual reference staff from participating libraries
- Virtual reference staff established accounts on yahoo.com for quick communication
- Developing group scripts
- Requested access to each others transcripts

D. Site Visits/Training/Demonstration Sessions

Librarian training on 24/7 Reference

- Web-based tutorial – Each member of the VR Task Force completed the 3-part tutorial prior to the hands on training in December.
- One-day hands-on training at UCHSC by Susan McGlamery, President of 24/7 Inc. – December 2001
- Virtual reference staff at University of Missouri and University of Colorado attended a virtual training session on the updated software in March 2002
- Practice session during May 2002 with invited CCML librarians in one-on-one virtual sessions (see attached)

E. Exhibits/Presentations

- Project presentation by Sandi Parker at Tri-Chapter meeting in New Orleans on October 2001, hosted by Region 4. Included an introduction and presentation of product by 247 Reference President, Susan McGlamery.
- Presentation and demonstration by Sandi Parker at CCML Annual Meeting -- April 24, 2002. The meeting was conducted in Denver at UCHSC. Librarians attended via teleconference from Grand Junction and Pueblo, CO
- Presentation and demonstration by Lynne Fox for librarians at the Colorado Library Association Spring Symposium in Denver, Colorado, March 2002

- Presentation and demonstration by Lynne Fox and Liz D'Antonio-Gan at a CU Teaching with Technology Symposium in Boulder, Colorado, May 2002

II. Loansome Doc/Document Delivery Activities

N/A

III. Evaluation Activities

- Librarians at Denison Library, UCHSC, were advised that the patron web survey must be approved or exempted by the institutional IRB (COMIRB). Three virtual reference staff members have completed requirements in order to qualify to submit a request for exemption. We are still in the process of developing a customized pop-up acceptable to both institutions.
- In the meantime, we have conducted a telephone survey of the CCML librarians who cooperated in beta testing the virtual reference service. Results of that survey are attached. Web page revisions have been implemented based on the feedback.

IV. Problems/Corrective Actions Lessons Learned/Significant Feedback

Since this is a new technology and an experimental project, we expected many issues and problems to present. The task force leaders at both institutions agreed that flexibility and a willingness to learn were the key attitudes that we would bring to the project. Because the cooperative nature of the service began in March, we don't feel we can address lessons learned at this early stage. There have been technology problems and these have been addressed as needed by the 247, Inc. support staff.

Even at this early stage, we would recommend starting a cooperative service with two seats. That would provide the ability to transfer clients to each other when needed. It also allows one institution to organize an online meeting while another is providing reference service. One seat is "doable" but two would allow more flexibility in serving the patron.

On the recommendation of the 247 Reference, Inc. staff, we set up a friends list on Yahoo to facilitate communication. This enables us to advise each other when we begin and end monitoring the service. We also established a listserv for easy communication with all interested parties. 247 Reference staff is also on the listserv so they can comment on any technical questions or problems.

In terms of client service, we have learned to be flexible about following up with clients via email or telephone when to do so serves the need more effectively, and to ask clients how much time they can spend during a virtual reference session.

V. Projected Activities for Next Quarter

- Recruit and add third library
- Expand coverage to six hours

- Implement pop-up questionnaire for evaluation
- Develop joint policy manual

VI. Reporting Forms for Training/Demonstration Sessions and/or Exhibit Reports
(There should be a completed Reporting Form for each training/demonstration session,
and an Exhibit Report for each Exhibit.)

N/A

VII. Appendices

Appendix A
Appendix B

Service Goals of Virtual Reference Project
Summary of CCML evaluative comments

Denison Memorial Library
University of Colorado Health Science Center

Virtual Reference Task Force

Service Goals

1. To provide timely, location-independent information assistance at the time of need.
2. To provide “point of need” (teachable moment) instruction for library and information resources.
3. To provide timely, location-independent technical support for access to library resources.
4. To collect and analyze virtual reference transactions to identify and accommodate unmet user needs.
5. To evaluate user feedback to further develop and improve the virtual reference service.
6. To test and pilot a cooperative network for digital reference service in Region 4 of the National Network of Libraries of Medicine.
7. To create a visible digital point of entry to reference on the Denison web site.

Rev 12/04/01

Live Reference Evaluations from CCML

April-May, 2002

The following evaluation responses were submitted by librarian participants from the Association of Operating Room Nurses Library, Denver, the Community Hospital Library, Grand Junction, the Denver Public Library, the Exempla St. Joseph Hospital Library, the Veteran's Medical Center Library, Denver, the Webb Memorial Hospital [Library@Penrose/St. Francis Health Services](mailto:Library@Penrose/St.FrancisHealthServices.com), Colorado Springs, Gambro Healthcare Library, Denver, and Westwood Technical College Library, Denver.

1. Were the instructions on the opening page of Live Reference helpful? Would you suggest that we add or delete anything?

- a. I didn't really look carefully at them.
- b. It was a lot to absorb. I have a tendency to ignore instructions and click in, as with most online agreements. I did read them, but was concerned that I wouldn't remember later.
- c. Librarians follow each other's instructions well because we talk like each other.
- d. I didn't pay too much attention, but I did note that I wasn't supposed to use my Back button.
- e. The first time I used it, I think I typed everything in like it was an email request, instead of the live reference, then connect – just me being unobservant, I think.
- f. See separate email from DPL for a list of suggestions.

2. Did the speed of our response and subsequent interaction meet your expectations?

- a. Yes
- b. The response seemed delayed, but I got used to it.
- c. I didn't know what to expect, and was sometimes surprised to get 2 responses at a time.
- d. It was slower than I had hoped—our messages kept bumping into each other.
- e. It seemed fairly slow.
- f. A little slow. The librarian sent me a message when I first came in, saying that she was tied up with another user. The subsequent back and forth seemed slow.
- g. Faster than I expected.

3. Did you encounter any technical problems? Please describe.

- a. When I tried to click on the Google links that UCHSC had pulled up I was bumped off.
- b. It went really well. I was pleased that I could scroll down and look at what the UCHSC librarian looked at.
- c. I was kicked off when someone else logged in. I couldn't really get into CINAHL.
- d. No problems. I was using a T1 line, and I think that helped.
- e. At the beginning I got a response from U. of Missouri, which surprised me because I had set up an appointment with UCHSC.

4. Was anything about the interface confusing?

- a. Pretty clear.
- b. It took me a while to get used to where responses show up on the screen.
- c. The amount of time between responses varied quite a bit. It took me a while to realize that the librarian was going back and forth between searching and chatting.
- d. I thought I would be able to control the PubMed screen more than I was able to.
- e. I wasn't sure if I should click on <Connect> before or after typing in my question.

5. How might this cooperative reference service enhance the reference services you already provide?

- a. I have already recommended it to many UCHSC faculty and residents who are here at VAMC.
- b. Using Live Reference would let me ask you to search for answers in databases that we don't license.
- c. We could answer a patron's question sooner. We could forward URLs to a patron.
- d. If we had a difficult statistical question, we could use it to tap into your resources.
- e. We have a very small collection, so it will be great to access this service, especially for chemical questions.
- f. We would use this resource when we need to consult with colleagues for difficult reference questions and exchange ideas.
- g. I had been hunting for the answer to a question and hadn't found anything. The UCHSC librarian found a web resource and general consumer differences that I wouldn't have found.
- h. It was very useful to get a printout of URLs after our session ended, so that I could share these with my patron.
- i. Public library reference staff with less health-related expertise would find this a very useful resource. It would help supplement our collections, and our skills with online databases. Health questions are very common at public libraries. We all get stumped.

[Below is an email appendix to the questions above from the librarian at the Denver Public Library:](#)

I've looked over your Live Reference some now, and did have a couple thoughts.

From the home page, selecting "Ask a Librarian" seems like a good beginning, and opens to the several ways that one might do this. "LiveReference" is right there, top of the list, with engaging language to entice potential customers. All quite clear and / or intuitive.

As you open the "Live Reference" link, the next page is somewhat confusing. I would probably re-write most of that page. What is the value of the UCHSC and UCH buttons (top of page) there? Or the yellow "Live Reference" bar? Might leave them out.

The Welcome and Hours and information re: use the email or phone during other hours is clear, good. (Glad you've extended from 2 hours to 4 hours. 2:00-4:00 just didn't seem like a viable window for most people.)

I'd like to see you re-phrase the "Don'ts" section, and put this at the end of the page, or in the scripted responses that the librarian sends to the customer. It's new to us as librarians, but it's new to customers, too. And, I think, a bit intimidating. All those "Don'ts" look pretty scary to start out with, and confusing for the first-time user, too. How about a scripted paragraph in the dialog after the person has just logged-on, warning the person that they will become disconnected if they use Back, Forward... or whatever, and letting them know they will get a complete email transcript, with web page links, at the end of their session. ([These suggestions have been implemented.](#))

One other thought. At the list of "Ask the Librarian" options, it isn't clear just which things are available for the public and which are just for faculty and staff of affiliated organizations. I really liked the idea of a "Research Consultation Session," - could be a great service - but looks like this is just for affiliated folks.

Well, hope this helps! Let me know if there are other things I can help with.