



**THE UNITED STATES NATIONAL COMMISSION ON  
LIBRARIES AND INFORMATION SCIENCE (NCLIS)  
LIBRARIES AND HEALTH COMMUNICATION TASK FORCE  
WASHINGTON, DC**

**LIBRARIES AND HEALTH COMMUNICATION:  
MODEL PROGRAMS IN HEALTH INFORMATION  
PROVIDED BY LIBRARIES THROUGHOUT THE NATION**

**THE 2004 NCLIS BLUE RIBBON CONSUMER HEALTH INFORMATION  
RECOGNITION AWARDS FOR LIBRARIES**

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NCLIS

U.S. National Commission on  
Libraries and Information Science

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May 2, 2005

President George W. Bush  
The White House  
1600 Pennsylvania Avenue NW  
Washington, DC 20500

Dear Mr. President:

In my capacity as Chairman of the United States National Commission on Libraries and Information Science (NCLIS), I am pleased to forward to you this copy of *Libraries and Health Communication: Model Programs in Health Information—The 2004 NCLIS Blue Ribbon Consumer Health Information Awards for Libraries*.

This document records some of the programs and methodologies used by libraries that are providing accurate, useful consumer health information to the people of the United States, exemplifying the role libraries can play in increasing awareness of consumer health-related issues and encouraging healthy lifestyles. The Commission has identified these libraries through its 2004 NCLIS Blue Ribbon Consumer Health Information Recognition Awards.

As you know, NCLIS is an independent agency of the United States Government created by Public Law 91-345 (July 20, 1970). The purpose of the Commission is to advise the President and Congress in support of the law's Statement of Policy, as stated in the law:

The Congress hereby affirms that library and information services adequate to meet the needs of the people of the United States are essential to achieve national goals and to utilize most effectively the Nation's educational resources and that the Federal Government will cooperate with State and local governments and public and private agencies in assuring optimum provision of such services.

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- NCLIS *translates those needs into recommendations for national policy*.
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Thus, broadly speaking, NCLIS is responsible for addressing the library and information services needs of the American people, and in addressing those needs, to submit its advice to the President and to the Congress.

One of the goals of the Commission is to strengthen the relevance of libraries in the lives of Americans, and I can think of no better way to do this than to identify and recognize library programs that help increase awareness of healthy lifestyles. The NCLIS Blue Ribbon Consumer Health Information Recognition Award for Libraries does just that, and at the same time enables the Commission to collect information about these successful programs and disseminate that information, so that other libraries and health information organizations can study and, we trust, emulate these best practices.

This we have done, and I am now happy to provide you with this document and the Commission's recommendation, based on the information gathered in the implementation of this awards program: ***The U.S. National Commission on Libraries and Information Science recommends that the President and Congress authorize the creation of a private-public partnership to study how libraries can be positioned to serve as their communities' knowledge nexus for health information.*** The partnership, composed of leaders from government agencies concerned with healthcare, from the several healthcare professions, from the commercial sector, and from the library and information science profession, will investigate how libraries can serve as citizen health information centers for their respective communities. Then, working with the U.S. National Commission on Libraries and Information Science, the partnership will publish authoritative guidelines designed to enable library managers to further excellence in the delivery of consumer health information and the promotion of a healthy lifestyle for all American citizens.

Yours sincerely,

A handwritten signature in cursive script that reads "C. Beth Fitzsimmons".

Beth Fitzsimmons, Ph.D.

Chairman

U.S. National Commission on Libraries and Information Science (NCLIS)



Vice President Richard Cheney  
President of the Senate  
The White House  
1600 Pennsylvania Avenue  
Washington, DC 20500

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May 2, 2005

J. Dennis Hastert  
The Speaker of the House  
United States House of Representatives  
Washington, DC 20515

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Beth Fitzsimmons, Ph.D.

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U.S. National Commission on Libraries and Information Science (NCLIS)

## FOREWORD

In the legislation that created the U.S. National Commission on Libraries and Information Science (NCLIS), Congress affirmed that library and information services adequate to meet the needs of the people of the United States are essential to achieve national goals and to utilize most effectively the Nation's educational resources. It is the statutory responsibility of the Commission to advise the President and Congress with respect to library and information science and to undertake programs and activities that will provide support for such advice.

In determining its programming functions, that is, to establish which programs it would undertake in order to be able to advise the President and Congress, the Commission has established, as one of its strategic goals, strengthening the relevance of libraries and information services in the lives of the American people. It is the subject of relevance that the Commission addresses with the present initiative.

In the spring of 2004, the Commission created a Libraries and Health Communication Task Force to identify how the Commission might encourage libraries to participate in resolving the nation's health crisis, particularly with respect to the delivery of consumer health information and in promoting a healthy lifestyle. The task force generated the idea of recognizing libraries that excel in meeting the consumer health information needs of American citizens, and the 2004 NCLIS Consumer Health Information Recognition Awards for Libraries came into being. The awards were presented to 37 libraries that were identified for the excellence of their efforts in this work. Nominated by the chief officers of their state library agencies, each of these libraries was presented with a plaque announcing their achievement, and with a token gift to support a modest celebration event for the winning library.

With the awards, the Commission is trying to do several things. Obviously we want to recognize libraries that are doing good work in distributing consumer health information and promoting a healthy lifestyle. As part of the process, the Commission also wants to collect best practices and to share information about these model programs with the larger library management community, as is being done with the present document. At the same time, the Commission has its statutory responsibility to advise the President and Congress about policy with respect to library and information science. Having presented these awards and identified model programs which can be replicated, the Commission is now in a position to make recommendations to the President and Congress about future direction in this important area. We are happy to do so.

I wish to acknowledge and extend the Commission's great appreciation to the members of the Chief Officers of State Library Agencies (COSLA). These people, known in some states as state librarians, were extremely helpful to the Commission during the awards process. We are grateful to them for their nominations and for their efforts in reviewing the many library programs in their states that could have been eligible for the award.



I would also especially like to commend the members of the Commission's Libraries and Health Communications Task Force. In addition to organizing the 2004 NCLIS Blue Ribbon Consumer Health Information Recognition Awards, the task force has taken on a variety of other responsibilities with respect to the role of libraries and health information. Mary H. Perdue, who chairs the task force, and Carol Diehl and Colleen Huebner work diligently on this program, and I and all the Commissioners thank them for their effort.

Beth Fitzsimmons, Ph.D.  
Chairman  
U.S. National Commission on Libraries  
and Information Science (NCLIS)

## INTRODUCTION

Suppose Sally X is coming out of her doctor's office. She has just learned that she has a medical condition—we don't know what it is, but it is serious enough to leave her feeling worried and upset. Maybe it is diabetes, or heart disease, or breast cancer. Or it could be any of hundreds of other medical conditions.

Her doctor had been kind and attentive, and further, he had spent a good 15 minutes explaining the situation to her. The trouble is, Sally X was so taken aback by his diagnosis that, now that she is out of his office, she realizes that she did not absorb everything he was saying.

Sally is feeling a desperate need to learn everything she can about the disease, and she is even wishing she had brought a tape recorder with her for the visit. She wants to know more about the likely progress of her disease, and she would like to learn what she can do to improve her chances.

What should she do next? Should she quickly go on the Internet, do a quick search on the name of her disease, and then read everything that pops up?

She should not. In fact, most librarians and information professionals would hope that this is exactly what she would *not* do. The Internet may have some great medical information, but it also abounds in bogus information from unscrupulous people. Or, as one library leader puts it, "There are snake oil salesmen from the 19th century who must be rolling over in their graves, bawling over the opportunities they missed because they are not here for the Internet!" But if the Internet is full of "medical advice" that sounds plausible, costs a lot, doesn't do any good, and may cause harm, what is the alternative?

If library and information professionals had their way, Sally X's first stop after her doctor's office would be her local public library. Why? Because the library has something to offer that she won't find on the Internet: trained professionals. Educated and knowledgeable people whose job it is to provide authoritative, current, and dependable information.

Part of what it takes to be a librarian is intensive training in how to provide good information. Librarians do not give medical advice—that's the doctor's realm—but they can point you to sources of information that have a track record for being reliable and helpful. Librarians are trained to identify what information sources are good sources, and what the signs are of the, shall we say, "less-than-good." Typically a librarian has expertise in how to separate information you can count on from information that is out there simply because someone figured out how to make a buck off it. Sally X's librarian could direct her to reliable resources, whether on the Internet, in current books or periodicals, or perhaps in an informative video or DVD that can be borrowed from the library and viewed in the privacy of her own home. The librarian may also be able to

steer her to local support groups. By helping her avoid misinformation, a librarian could save Sally X not only time and money, but possibly a worsening of her illness as well.

This is the kind of information delivery that librarians and other information professionals dream about, and with respect to consumer health information and information about how to live a healthy lifestyle, the dream is that the medical community and librarians will come together, form alliances. Potentially the two fields could work together to take advantage of the reliable information that the library can provide to the health profession's patients and clients. Local libraries are ideally positioned to provide medical information that's current, reliable, and free.

That, in a nutshell, is what we were trying to do with the 2004 NCLIS Blue Ribbon Consumer Health Information Recognition Awards for Libraries. The U. S. National Commission on Libraries and Information Science (NCLIS) wants to encourage libraries to get involved with health communication, to become the focus point in their communities where people go to get consumer health information or to learn about how to have a healthy lifestyle. Or, if the library is already doing something, to enhance what it is doing, to take it to another level or, just simply, to do it better. Hence, the development of the awards, to recognize libraries that are already doing a good job, and to provide information and background for other libraries that want to emulate their success. Libraries have the authority, respect, and good will to become their communities' knowledge nexus for health information—the Commission wants to encourage them to do so.

We know NCLIS has taken on a “big” project, and we know that our voice is but one voice seeking to encourage Americans to be healthier, but we take to the challenge willingly. We actively seek to use the Commission's stature and statutory authority to bring quality consumer health information and healthy lifestyle information to the American people. If the Commission can be a player in developing a role for libraries in this important work, we will have done our job.

Like Chairman Fitzsimmons, I, too, wish to thank the generous members of COSLA for their time and effort. Without their support and concern, we would not have been able to have done this work, and the 2004 Blue Ribbon Consumer Health Information Recognition Awards for Libraries would have not be realized. I cannot say enough how grateful I am to the COSLA members.

And I, too, must thank my colleagues on the task force, Carol Diehl and Colleen Huebner, and my other colleagues on the Commission. This is a very important work we have undertaken, and I am most fortunate indeed to have such good commissioners to work with me as we go forward.

Commissioner Mary (Mitzi) H. Perdue  
NCLIS Libraries and Health Communication Task Force Leader

## THE AWARDS AS AN NCLIS INITIATIVE

The 2004 NCLIS Blue Ribbon Consumer Health Information Recognition Awards for Libraries, for which this report provides documentation and, hopefully, advice to library managers who wish to learn more about how their libraries can participate in health communication, is but one activity of the Commission's Libraries and Health Communication Initiative.

This NCLIS initiative—one of several undertaken by the Commission—is designed to mobilize the resources of libraries to help solve a critical national problem: unhealthy lifestyles. We know that having a healthy lifestyle can prevent or postpone chronic diseases such as heart disease, diabetes, cancer, and others, but too many of us still consume unhealthy diets, do not exercise enough, and use tobacco. We also know that many people do not know where to go to find consumer health information, particularly when they require health information in a critical or otherwise unusual situation.

The Commission has undertaken this initiative because it sees the nation's libraries as the best vehicle for matching one of the country's most critical needs with a practical means for responding to that need. Libraries can be a premier resource for health promotion. Libraries in every community are already providing citizens with a wide variety of consumer-focused information. With respect to providing consumer health information and promoting a healthy lifestyle, many libraries already do an outstanding job (as these awards testify).

The purpose of this initiative is to encourage all libraries to build on what they already do well, and to provide citizens with easily accessed, authoritative, and trusted consumer information. By identifying methodologies that libraries use for providing consumer health information and for enabling citizens to learn about healthy lifestyles, the Commission hopes other libraries will join in this critical effort. As methodologies were identified in the awards process, the Commission was able to document best practices in health communication provided by libraries throughout the country and in many different environments (e.g., in both rural and urban areas, areas with large elderly populations, communities with many non-English speakers), thus establishing a body of knowledge that is here shared with library managers who want to develop or enhance their own libraries' health communication programs. In fulfilling its statutory responsibility as stated in Public Law 91-345 (20 U.S.C. 1501 *et seq.*), signed July 20, 1970, the Commission is using this information to provide policy advice to the President and Congress about health communication and libraries.

Trudi Bellardo Hahn, Ph.D.  
Executive Director  
U.S. National Commission on Libraries  
and Information Science (NCLIS)



## BACKGROUND AND GENESIS OF THE AWARDS

**NCLIS.** The U.S. National Commission on Libraries and Information Science (NCLIS) is an independent agency of the United States Government created by Public Law 91-345 (July 20, 1970). The purpose of the Commission is to advise the President and Congress in support of the law's Statement of Policy:

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The Commission's goals are to:

- Appraise library and information services provided for the American people
- Strengthen the relevance of libraries and information science in the lives of the American people
- Promote research and development for extending and improving library and information services for the American people.

Broadly speaking, the role of the Commission is to address the library and information needs of the American people. The Commission's areas of responsibility include librarianship, information management, knowledge management, and strategic or purposeful learning, the broader discipline generally referred to as knowledge services.

**The Awards.** In the spring of 2004, the Commission introduced a program designed to recognize libraries that excel in providing library and information services to their particular communities. This first program identifies libraries that provide consumer health information or offer services that promote a healthy lifestyle. Each state library agency was invited to submit nominees for the award, with NCLIS providing overall direction for the award and a special task force of NCLIS members organizing the process and judging the entries.

Called the **2004 NCLIS Blue Ribbon Consumer Health Information Recognition Award for Libraries**, the designation was created to honor those library programs that do

the best job of identifying, obtaining or accessing, and disseminating health information to their users. The purpose of the awards is to increase awareness of healthy lifestyles and to recognize libraries which, as respected providers of trusted information, have in place programs designed to help their users access the health information they need. Thirty-seven libraries were chosen to receive the award.

For each of the 37 winning libraries, the award was made on the basis of the program's potential impact, innovativeness, and replicability. As libraries submitted their entries, they brought to the Commission a collection of best practices. This document shares those best practices with the larger library and information science community and with the general public and, as required by law, provides background information for supporting the Commission's recommendations to the President and to Congress.

The award-winning programs demonstrate clearly that libraries can play a significant role in increasing awareness of consumer health-related issues and in encouraging healthy lifestyles. Some of the programs had to do with expanding consumer health collections in both academic and public libraries throughout the library's service area. Other programs involved the development of a consumer health information Web site that enabled the local area to build and strengthen its consumer health information services for its citizens, resulting in a healthier, well-informed community of users.

Training and learning was the focus for several of the award-winning programs, and the development of presentation and training materials was a standard part of the activity. Notably, these materials were directed to a wide variety of audiences, including not just library staff, but healthcare professionals, caregivers, patient families, and other public audiences as well. These outreach and training efforts were particularly beneficial, for they enabled the library that won the award to serve as a resource and share its materials and staff expertise with a wide-ranging group of users and information providers. Thus the concept of knowledge development and knowledge sharing, one of the basic tenets of professional librarianship and knowledge services, was widely embraced and implemented in the award-winning libraries. A standard theme in all of the winning programs was the library's commitment to routinely provided easy access to materials, training, and services to the people of the library's service sphere (and, often, beyond—in one case a service population of more than 100,000 citizens, distributed over a hundred-mile radius).

Specific programs ranged from the assignment of a dedicated coordinator for working with library systems and individual libraries throughout all the libraries in the state (even though the award-winning library might not have been, strictly speaking, organized as a statewide institution), to the sponsorship of nutrition classes and demonstrations, to computer training for seniors in health information retrieval, to a "Books for Babies" program in which new parents are provided with the infant's first library card and information about the importance of reading to children. One academic health science library offers a home delivery program to the public; another library serves as a model consumer health information resource for other libraries in the state. Several libraries

emphasized the importance of providing materials and training to underserved and vulnerable citizens, especially minority and rural populations. Another library created an advisory committee to oversee the creation and deployment of a consumer health information initiative within the local public library, and to serve as the patient library that the local hospital might provide if it had the necessary resources. Yet another library organized a peer tutor project to train 11th grade students to serve as peer tutors, teaching other students, their family members, friends, and neighbors how to search the Internet for authoritative consumer health information.

From the Commission's perspective, the awards program has been a spectacular success, and Commission members are pleased to report that several of the different states' Congressional delegations, state governors, other state officials, and local politicians have enthusiastically congratulated the winning libraries on their awards. The libraries themselves, creating publicity with festive presentation ceremonies (often with a member of the Commission and/or local, state, and national political leaders in attendance), have become local news items, making them even better known in their communities. As a result of this effort, it is clear that libraries offering consumer health information and services promoting a healthy lifestyle to their users are not only bringing great benefit to their constituent user base, they are bringing well-deserved recognition to their libraries and to their communities.





## MODEL PROGRAMS

Generally speaking, the awards were presented to libraries/information centers for their provision of overall consumer health information resources to the citizens of their immediate service sphere, for the management and dissemination of the information contained in those resources, or to libraries/information centers for individual, specific programs. In some cases the awards were presented to the libraries/information centers for the work of a particular individual.

The programs of the award-winning libraries can be categorized, and a suggested categorization follows, although it should be noted that a great deal of overlap exists among the various programs. The programs (arranged alphabetically by state) are described in the following section of this document:

### *Providing Consumer Health Information*

- Direct information provision to library patrons, or resource sharing with other libraries and information centers for direct information provision to library patrons:
  - Health InfoNet, Lister Hill Medical Library, University of Alabama Birmingham AL
  - AZHealthInfo, Arizona Health Science Library, Tucson AZ
  - Health Information Center (HIC), Greenwich Library, Greenwich CT
  - Consumer Health Information Service (CHIS), Palm Beach County Library System, West Palm Beach FL
  - Health Education Network (HEN), Coalition of Regional and Academic Libraries (CORAL), Statesboro GA
  - Consumer Health Information Service (CHIS), Hawaii Medical Library, Honolulu HI
  - St. Vincent Senior Health Information Center (SHIC), St. Vincent Hospital Garceau Library, Indianapolis IN
  - University of Kansas Medical Center Archie Dykes Health Sciences Library, Kansas City KS
  - Consumer Health Service/Pediatric Library/Early Intervention Resource Center, University of Massachusetts Medical School Lamar Soutter Library, Worcester MA
  - Caregiver Resource Center and Library/Community Health Library/Community Health Education Team/Northern Michigan Consumer Health Internet Library, Munson Healthcare/Munson Medical Center Department of Library Services, Traverse City MI
  - University of Nebraska Medical Center McGoogan Library of Medicine, Omaha NE
  - Prescription for Information Program, Cumberland County Library System, Carlisle PA

- Veterans Administration Medical Center Library, Providence RI
  - Hands-on-Health Project, Medical University of South Carolina Library, Charleston SC
  - Health Information Center, Rapid City Regional Hospital, Rapid City SD
  - University of Tennessee Preston Medical School Library, Knoxville TN
  - Utah Consumer Health Information Initiative, University of Utah Health Science Center Spencer S. Eccles Health Science Library, Salt Lake City UT
  - Collier Health Information Center, Ilsley Public Library, Middlebury VT
  - Calumet County Public Libraries, Chilton WI
  - Joint Labor, Health, and Social Services Committee of the Wyoming State Legislature, Cheyenne WY
- Providing consumer health information services to an underserved community, especially minority and rural populations:
    - Consumer Health Information Service (CHIS), Palm Beach County Library System, West Palm Beach FL
    - Blessings Health Professions Library, Quincy IL
    - St. Vincent Senior Health Information Center (SHIC), St. Vincent Hospital Garceau Library, Indianapolis IN
    - Healthy Hart, Hart County Public Library, Munfordville KY
    - Rural Outreach and Delivery Service (ROADS), Beauregard Parish Library, DeRidder LA
    - Health Information Center, Montgomery County Public Libraries/Wheaton Library, Montgomery MD
    - University of Nebraska Medical Center McGoogan Library of Medicine, Omaha NE
    - Henderson District Public Libraries, Henderson NV
    - Prescription for Information Program, Cumberland County Library System, Carlisle PA
    - Veterans Administration Medical Center Library, Providence RI
    - Hands-on-Health Project, Medical University of South Carolina Library, Charleston SC
    - Health Information Center, Rapid City Regional Hospital, Rapid City SD
    - Peer Tutor Pilot Project, University of Texas Health Science Center at San Antonio Regional Academic Health Center Library, San Antonio TX
    - Utah Consumer Health Information Initiative, University of Utah Health Science Center Spencer S. Eccles Health Science Library, Salt Lake City UT
    - Collier Health Information Center, Ilsley Public Library, Middlebury VT
    - University of Washington Health Sciences Library, Seattle WA

- Purpose-built Web sites (or portals to Web sites) accessible through the library or information center's own Web page:
  - Health InfoNet, Lister Hill Medical Library, University of Alabama Birmingham AL
  - AZHealthInfo, Arizona Health Science Library, Tucson AZ
  - Access to Electronic Health Information for Denver, Denver Public Library, Denver CO
  - Consumer Health Information Service (CHIS), Palm Beach County Library System, West Palm Beach FL
  - Health Education Network (HEN), Coalition of Regional and Academic Libraries (CORAL), Statesboro GA
  - Consumer Health Information Service (CHIS), Hawaii Medical Library, Honolulu HI
  - Health Information Center, Montgomery County Public Libraries/Wheaton Library, Montgomery MD
  - Consumer Health Service/Pediatric Library/Early Intervention Resource Center, University of Massachusetts Medical School Lamar Soutter Library, Worcester MA
  - Caregiver Resource Center and Library/Community Health Library/Community Health Education Team/Northern Michigan Consumer Health Internet Library, Munson Healthcare/Munson Medical Center Department of Library Services, Traverse City MI
  - Henderson District Public Libraries, Henderson NV
  - Link to Better Health: Consumer Access to Electronic Health Information, Crandall Public Library, Glens Falls NY
  - PeaceHealth/Eugene Public Library Consumer Health Project, Eugene Public Library OR
  - Utah Consumer Health Information Initiative, University of Utah Health Science Center Spencer S. Eccles Health Science Library, Salt Lake City UT
  - Health Information Prescriptions: A Virginia Library Partnership, Charlottesville, VA
  - Calumet County Public Libraries, Chilton WI

### *Services Promoting a Healthy Lifestyle*

- Presentations to the public, with library speakers or with outside experts as speakers:
  - Health Information Center (HIC), Greenwich Library, Greenwich CT
  - Health Education Network (HEN), Coalition of Regional and Academic Libraries (CORAL), Statesboro GA
  - University of Kansas Medical Center Archie Dykes Health Sciences Library, Kansas City KS

- Caregiver Resource Center and Library/Community Health Library/Community Health Education Team/Northern Michigan Consumer Health Internet Library, Munson Healthcare/Munson Medical Center Department of Library Services, Traverse City MI
- Presentations to schools, other educational organizations, and public agencies:
  - Kent County Consumer Health Circuit Library Program, Delaware Academy of Medicine Lewis B. Flint Library, Wilmington DE
  - Consumer Health Information Service (CHIS), Hawaii Medical Library, Honolulu HI
  - University of Tennessee Preston Medical School Library, Knoxville TN
  - Calumet County Public Libraries, Chilton WI
- Services, programming, and materials specifically focused on healthy lifestyles (nutrition classes and demonstrations, health fairs, etc.):
  - Healthy Hart, Hart County Public Library, Munfordville KY
  - Henderson District Public Libraries, Henderson NV

### ***Training and Outreach Programs***

- Consumer-focused, or information training for workers in related healthcare professions:
  - Computer Health Literacy for Seniors Northern Idaho, Kootenai Medical Center, Coeur d'Alene ID
  - St. Vincent Senior Health Information Center (SHIC), St. Vincent Hospital Garceau Library, Indianapolis IN
  - Rural Outreach and Delivery Service (ROADS), Beauregard Parish Library, DeRidder LA
  - Consumer Health Service/Pediatric Library/Early Intervention Resource Center, University of Massachusetts Medical School Lamar Soutter Library, Worcester MA
  - Link to Better Health: Consumer Access to Electronic Health Information, Crandall Public Library, Glens Falls NY
  - Eastern Oklahoma District Library System, Muskogee OK
  - PeaceHealth/Eugene Public Library Consumer Health Project, Eugene Public Library OR
  - Prescription for Information Program, Cumberland County Library System, Carlisle PA Hands-on-Health Project, Medical University of South Carolina Library, Charleston SC
  - University of Tennessee Preston Medical School Library, Knoxville TN

- Peer Tutor Pilot Project, University of Texas Health Science Center at San Antonio Regional Academic Health Center Library, San Antonio TX
- Utah Consumer Health Information Initiative, University of Utah Health Science Center Spencer S. Eccles Health Science Library, Salt Lake City UT
- Health Information Prescriptions: A Virginia Library Partnership, Charlottesville, VA
  
- Library/information delivery staff-focused:
  - Kent County Consumer Health Circuit Library Program, Delaware Academy of Medicine Lewis B. Flint Library, Wilmington DE
  - Health Information Center, Montgomery County Public Libraries/Wheaton Library, Montgomery MD
  - Consumer Health Service/Pediatric Library/Early Intervention Resource Center, University of Massachusetts Medical School Lamar Soutter Library, Worcester MA
  - University of Nebraska Medical Center McGoogan Library of Medicine, Omaha NE
  - Link to Better Health: Consumer Access to Electronic Health Information, Crandall Public Library, Glens Falls NY
  - Eastern Oklahoma District Library System, Muskogee OK
  - PeaceHealth/Eugene Public Library Consumer Health Project, Eugene Public Library OR
  - Prescription for Information Program, Cumberland County Library System, Carlisle PA
  - Health Information Center, Rapid City Regional Hospital, Rapid City SD
  - Health Information Prescriptions: A Virginia Library Partnership, Charlottesville, VA
  - University of Washington Health Sciences Library, Seattle WA
  - Calumet County Public Libraries, Chilton WI

***Collaborative programs/strategic partnerships***

- With libraries and other information-focused organizations:
  - AZHealthInfo, Arizona Health Science Library, Tucson AZ
  - Health Education Network (HEN), Coalition of Regional and Academic Libraries (CORAL), Statesboro GA
  - Consumer Health Information Service (CHIS), Hawaii Medical Library, Honolulu HI
  - University of Kansas Medical Center Archie Dykes Health Sciences Library, Kansas City KS
  - University of Nebraska Medical Center McGoogan Library of Medicine, Omaha NE

- Health Information Prescriptions: A Virginia Library Partnership, Charlottesville, VA
- With non-library/information organizations
  - AZHealthInfo, Arizona Health Science Library, Tucson AZ
  - Health Information Center (HIC), Greenwich Library, Greenwich CT
  - Kent County Consumer Health Circuit Library Program, Delaware Academy of Medicine Lewis B. Flint Library, Wilmington DE
  - St. Vincent Senior Health Information Center (SHIC), St. Vincent Hospital Garceau Library, Indianapolis IN
  - Rural Outreach and Delivery Service (ROADS), Beauregard Parish Library, DeRidder LA
  - Henderson District Public Libraries, Henderson NV
  - Prescription for Information Program, Cumberland County Library System, Carlisle PA
  - Peer Tutor Pilot Project, University of Texas Health Science Center at San Antonio Regional Academic Health Center Library, San Antonio TX
  - Collier Health Information Center, Ilsley Public Library, Middlebury VT
  - Health Information Prescriptions: A Virginia Library Partnership, Charlottesville, VA
  - Joint Labor, Health, and Social Services Committee of the Wyoming State Legislature, Cheyenne WY

## **2004 AWARD-WINNING LIBRARIES AND CONTACT INFORMATION**

The best practices described in this document are based on award-winning programs organized and implemented in the libraries listed below. Specific information about each of the programs is provided, and contact information is provided for library managers seeking to learn more about these programs.

### **Alabama**

#### ***Health InfoNet***

[www.healthinfonet.org](http://www.healthinfonet.org)

In 2000, ***Health InfoNet*** was formed as a collaborative consumer information service for the citizens of the two counties. The program is a partnership between the Lister Hill Medical Library at the University of Alabama Birmingham and the public libraries of Jefferson and Shelby Counties (the Jefferson County Library Cooperative and the Harrison Regional Library System).

The population of the two counties is 765,062. Working with the input of local voluntary health agencies, health professionals, and other health providers, the program provided consumers with efficiency of access to information at one source, instead of duplicating that information in various sources. This is done through a Web site that is both housed and managed by the Lister Hill Medical Library with input from the public libraries and health agencies.

The Web site includes an online form to request information services from the Lister Hill Library reference staff, access to the Health Source Plus database from EBSCO (via the Alabama Virtual Library), easy-to-read information sources for those with low reading skills (and the professionals working with them), a calendar of local health events, information on finding or starting support groups and evaluating health information on the Web, and information about numerous local resources on various health and disease specific issues.

Contact: Kay Hogan Smith, Professor/Librarian, University of Alabama Birmingham, Lister Hill Medical Library, 110 – 1700 University Boulevard, Birmingham AL 35294-0013, Tel: 205.934.2230  
E-mail: [khogan@uab.edu](mailto:khogan@uab.edu)

Nominated by: Rebecca S. Mitchell, Alabama Public Library Service

### **Arizona**

#### **AZHealthInfo**

[www.AZHealthInfo.org](http://www.AZHealthInfo.org)

AZHealthInfo is an Arizona-focused Web-based resource containing information and links to public health statistics and consumer health information resources in each county, as well as statewide, national, and international resources.

The initial AZHealthInfo project grew out of the National Turning Point initiative whose goal was to transform and strengthen the public health infrastructure in the United States and to make the system more effective, more community based, and more collaborative.



One of the program's outcomes was to establish public health information centers in public libraries, health departments, and tribal service centers. The significance of the program was its potential to dramatically improve access to public health and consumer health information and therefore strengthen the ability of both citizens and public health workers to improve the health of everyone in the state.

For this project, Arizona Health Sciences Library representatives visited every county in the state to train public librarians and public health officials on AZHealthInfo.org and in how to input local information, thereby making local libraries partners in the project. They also trained on other topics as required and built relationships between librarians and public health officials in order to foster open lines of communication.

Funding for AZHealthInfo was provided by the Robert Wood Johnson Foundation to "partner with communities in Arizona to strengthen their ability to participate more fully in the achievement of public health improvement in Arizona."

Contact: Gary Freiburger, Director, Arizona Health Science Library, University of Arizona, 1501 North Campbell Avenue, P.O. Box 245079, Tucson AZ 85724-5079, Tel: 520.626.6241  
E-Mail: [garyf@ahsl.arizona.edu](mailto:garyf@ahsl.arizona.edu)

Nominated by: GladysAnn Wells, Director, Arizona State Library, Archives, and Public Records

## Colorado

### **Access to Electronic Health Information for Denver**

<http://denverlibrary.org/research/health> [English]

<http://espanol.denverlibrary.org/health> [Spanish]

[www.denvergov.org/hp2010](http://www.denvergov.org/hp2010) [Denver Healthy People 2010]

In this project, the Denver Public Library (DPL) worked with Denver Healthy People 2010 of the Denver Department of Environmental Health to develop three interconnected health information Web sites. The goal of the project is to provide the community with individual and family health information in English and Spanish, as well as information having to do with the larger concerns of community health. Through this partnership and the Whittier community participation, both agencies have significantly improved community access to quality health information. These resources have been welcomed enthusiastically, and further outreach and training at individual, community, and professional levels will insure their long-term widespread use.

In the low-income, ethnically diverse Whittier neighborhood that was targeted (5,000+ population), DPL's Ford-Warren Branch is a highly popular center of the community. A Health Educator provided a community assessment and implemented other aspects of the project.

Through interviews and focus groups it was learned that none of the key informants (doctors, parish nurses in the area, leaders of community groups...) knew of the library's current online health resources, although they were all interested in learning about these resources. Other findings established that many of the population the library seeks to serve have no computer skills, and no access to the Internet apart from the library or community centers. Specific health concerns expressed in the community mirrored all the concerns of the larger community but lack of insurance, limited access to healthcare, safety, and quality of life issues were especially of great concern. The study confirmed that traditional health matters generally came after the need for food, jobs, affordable housing, and safety.

The DPL Web sites, in both English and Spanish, address the expressed needs of this community, as well as the general population of Denver (567,000+) and the surrounding area. The sites incorporate

instructional materials for new users, and compile in-depth resources for more demanding searches as well. The sites include extensive "Staying Healthy" sections with resources on exercise, diets and nutrition, immunizations, safe sex, and more.

The DHP site targets professional and community health leaders and nonprofit organizations serving and advocating for the community. The DPL site links to the DHP site and includes a "Making Healthier Communities" section to enable the lay public to get involved in community health efforts, as well.

The program makes a difference to the target community by enabling people to find high quality, easy to use resources with a minimum of searching. Many local resources are included, as well as instruction for finding search assistance. With this information, people throughout the city, and even the region, have a better opportunity to take charge of their lives and improve their health, whether they are just learning to use the Internet, or are highly skilled searchers.

Because of these new Web sites, access to locally relevant quality health information has become much easier for Internet users in the Denver area. Cooperative outreach and training efforts between DPL and DHP will help community members use this information to maintain and improve their health.

Contact: Elaine Connell, Reference Librarian, Denver Public Library, 10 West Fourteenth Avenue Parkway, Denver CO 80204-2731, Tel: 720.865.1187, E-Mail: [econnell@denvre.lib.co.us](mailto:econnell@denvre.lib.co.us)

Nominated by: Nancy Bolt, Assistant Commissioner for Libraries, Colorado State Librarian

### **Connecticut**

#### ***Greenwich Library Health Information Center (HIC)***

<http://www.greenwichlibrary.org/health.htm>

Greenwich Library, which serves a population of 60,000, opened the Health Information Center on October 8, 2003. The opening coincided with the Town of Greenwich's Health Summit held on the premises. The Center, staffed by library professionals, allows the public to have access to resources and information on a variety of health-related topics. This initiative, in collaboration with Greenwich Hospital, was undertaken in order to empower patrons to become effective health advocates in an increasingly complex and sometimes contradictory and overwhelming sea of consumer health information.

The Health Information Center is located on the main floor of the library and houses more than 100 reference books. Two designated computer terminals networked with printers enable patrons to search for health information on the Web. The library subscribes to 17 electronic health databases (13 are available from remote locations to patrons with library cards). The collection includes one Spanish-language database. Electronic subscriptions are accessible in the library's two branch libraries as well.

In addition, the library owns more than 5,000 circulating books on a wide range of health-related topics. Print subscriptions to over 40 health and wellness periodicals are available, and audio books, videos and DVDs augment the collection. Book displays are rotated on a monthly basis to highlight current health topics and increase awareness of pertinent medical issues. Community health events are advertised on the Center's bulletin board. Brochures and pamphlets from local and national illness associations are posted throughout the Center.

Health programs have generated interest in the new Health Information Center (a Stamford psychiatrist spoke on the topic of Invisible Chronic Illness in October of 2003, for example). Blood pressure screenings performed by qualified personnel from both the Town Health Department and Greenwich Hospital have

proven to be successful events in the Center since the Fall. The Health Information Center has co-sponsored several events with the Greenwich Department of Health that have been well received.

In April 2004, a representative from the CT Council on Problem Gambling spoke about the topic of Problem Gambling from a public health perspective. A successful 4-week nutrition class taught by a Certified Nutritionist was offered in April and then, due to its popularity, again in May. A Brown Bag Medication Review was held to celebrate Older Americans Month in May, in which a pharmacist from Greenwich Hospital was on hand to discuss questions and concerns that patrons might have in regard to their medications.

In addition to the liaison with the Town Health Department, a very successful partnership took place in May between the Health Information Center and Greenwich Hospital in which a renowned cardiologist spoke about the topic of women and heart disease. Over 225 attended this conference.

In April of 2004, the Greenwich Library Health Information Center was selected for inclusion in the Community Solutions to Health Disparities Database sponsored by the American Public Health Association and also in part by the United Health Foundation.

Contact: Sandra Imm, Greenwich Library, 101 West Putnam Avenue, Greenwich CT 06830-5387, Tel: 203.625.6549, E-Mail: [simm@greenwichlibrary.org](mailto:simm@greenwichlibrary.org)

Nominated by: Kendall Wiggin, State Librarian, Connecticut State Library

### **Delaware**

#### ***Kent County Consumer Health Circuit Library Program***

[www.delamed.org](http://www.delamed.org)

The Kent County Consumer Health Circuit Library Program is an effort of the Lewis B. Flinn Library of the Delaware Academy of Medicine. Since its founding in 1930 the Academy has been providing reliable health information for the people of Delaware. During this time, it has worked collaboratively with the state network of public libraries and in many instances directly with the public, to coordinate and distribute health information resources.

In FY2004, with support from the Delaware Library Association, the Delaware Academy of Medicine Library obtained \$65,000 from the state legislature to establish the Kent County Consumer Health Circuit Library Program. Located at the Dover Public Library, the program is the first of three county initiatives to provide onsite services in public libraries. The consumer health circuit librarian, based at the Dover Public Library, provides outreach and programming for all of the public and school libraries in Kent County as well as networking with physicians and other healthcare providers. The circuit library program draws on the supplemental resources of the state's Department of Health and Social Services and the Delaware Academy of Medicine, which is a designated Area Resource Library of the National Library of Medicine's network of libraries.

Librarians from the Delaware Academy of Medicine provide ongoing training on consumer health information to librarians throughout the state in partnership with the Delaware Division of Libraries and the Delaware Library Association. Delaware Academy of Medicine librarians also participate in AnswerOnline, Delaware's virtual reference service.

The Kent County Consumer Health Circuit Library Program funding provides:

- The purchase and processing of consumer health resources targeted for young adult and children's health
- Confidential consumer health reference services
- A professional librarian with experience and training in providing consumer health information
- Materials lending, literature searching and other library functions
- Consumer health database accessible from DelAWARE [www.lib.de.us](http://www.lib.de.us)

Contact: P.L. Grier, Director, The Delaware Academy of Medicine, Lewis B. Flinn Library, 1925 Lovering Avenue, 2<sup>nd</sup> Floor, Wilmington DE 19806, Tel: 302.656.6398 Ext. 243, E-Mail: [plg@delamed.org](mailto:plg@delamed.org)

Nominated by: Anne E. C. Norman, Director and State Librarian, Delaware Division of Libraries

### **Florida**

#### ***Consumer Health Information Service (CHIS)***

[www.pbclibrary.org/health.htm](http://www.pbclibrary.org/health.htm)

The Palm Beach County Library System established the Consumer Health Information Service (CHIS) in the spring of 2001. Until this time, the 731,460 residents in the library's taxing district lacked access to a quality health information program because the community did not have an academic medical library or a hospital library open to the public. The development of CHIS expanded and enhanced citizens' access to health information.

A toll-free number staffed by health specialists now provides specialized service by telephone, which is supplemented by a consumer health Web page. Staff members utilize the Main Library Research Center, which has a collection of more than 4,700 medical and health-related books, journals, and electronic databases, and is supported by professional reference staff. The CHIS Web site includes a special e-mail medical reference service, and CHIS patrons also enjoy mail service of customized packets of health information.

The CHIS Web site was launched in June 2002, and the site was significantly enhanced in January 2004. According to a recent report from the pew Internet and American Life Project, about 6 million people search for health information on the Internet every day. The CHIS Web site continues to be a valuable source for authoritative and comprehensive medical links and library resources and has received over 30,000 hits.

Training for local librarians began in August 2002 and included several introductory sessions for CHIS, general consumer health classes, and health literacy training. Over 100 librarians and other professionals from healthcare organizations in Palm Beach County attended one or more of these training sessions.

CHIS began system-wide health and medical programming in June 2002. The programming continues monthly at library branch locations and off-site. Attendance at popular CHIS programs has topped 1,300 people. Programming includes classes on finding quality health information on the Internet and health-related presentations by guest speakers from the local medical community.

In addition to meeting the health information needs of the senior community, the program has made strong progress in serving the Hispanic community. Over the past 10 years, the county's Hispanic population has grown by 111.2 per cent, and now represents 12.4 per cent of the population. There is a Spanish language section of the Web site (Información en Espanol) and CHIS also has a bi-lingual library associate on staff.

Contact: Jerry Brownlee, Palm Beach County Public Library System, 3650 Summit Boulevard, West Palm Beach FL 33406-4198, Tel: 561.233.2600, E-Mail: [brownleej@pbclibrary.org](mailto:brownleej@pbclibrary.org)

Nominated by: Judith Ring, State Librarian, Division of Library and Information

## **Georgia**

### ***Coalition of Regional and Academic Libraries (CORAL) Health Education Network (HEN)***

<http://library.georgiasouthern.edu/coralhen/about.html>

The Coalition of Regional & Academic Libraries (CORAL) is comprised of Statesboro Regional Library, the Magnolia Coastlands Area Health Education Center and Zach S. Henderson Library of Georgia Southern University.

To expand access to consumer health information for residents in the Statesboro area (approximately 124,000, plus approximately 15,000 students enrolled at Georgia Southern University), the coalition created a Health Education Network (HEN). The Health Education Network combined public and private funding to expand consumer health collections in both academic and public library collections throughout the service area. CORAL HEN members also developed presentation and training materials directed to both library staff and public audiences to help them make reliable and timely consumer health information choices.

Additionally, CORAL HEN developed a consumer health information Web site, providing a directory of links to information about consumer health issues, from aging, to nutrition, to mental health and substance abuse.

CORAL HEN is supported in part by the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act as administered by the Georgia Public Library Service.

Contact: Lois Roberts, Director, Statesboro Regional Library, Coalition of Regional and Academic Libraries, 124 South Main Street, Statesboro GA 30458, Tel: 912.764.1329  
E-Mail: [LoisR@srls.public.lib.ga](mailto:LoisR@srls.public.lib.ga)

Nominated by: Lamar Veatch, State Librarian, Georgia Public Library Service

## **Hawaii**

### ***Consumer Health Information Service (CHIS)***

<http://hawaiihealthportal.org>

The Consumer Health Information Service (CHIS) is a community service project of the Hawaii Medical Library (HML). Available throughout Hawaii, CHIS reaches all communities through a service partnership with the Hawaii State Library Public Library System. The purpose of CHIS is to assist Hawaii residents with a personal health question in locating authoritative health information, thereby assisting them in making informed decisions about healthcare or lifestyle.

CHIS is not only used by the health consumer. Hawaii's public librarians are encouraged to refer patrons with health information needs exceeding the scope of a library library. Physicians and other healthcare professionals also recommend that their patients ask CHIS for assistance with their informational needs.

The CHIS Web site is one of the service's primary vehicles for health information delivery. Currently made up of 393 pages, it links to vital health information on the Internet such as to authoritative Native Hawaiian Health Web sites.

CHIS regularly supplies the public libraries and other organizations with brochures describing the services available. Traveling displays have been posted in libraries, and pencils, pens, and bookmarks advertising the Hawaii Health Portal have also been distributed. For three years CHIS published its own quarterly newsletter and now contributes a column to the bi-monthly HML newsletter.

Workshops are another way that CHIS has promoted its services as well as helped to teach the public to search for authoritative health information. Through several National Library of Medicine grants, CHIS has even been able to offer workshops for the public at Hawaii's public libraries on four neighbor islands.

HSPLS and Hawaii's residents have benefited tremendously from this partnership with the Hawaii Medical Library over the past seven years. Through grants garnered by CHIS, HSPLS has received five PC workstations with Internet accessibility dedicated to providing medical information for patrons. CHIS also donated a set of three medical information books to each of Hawaii's 49 public libraries: *Current Medical Diagnosis & Treatment* (Tierney, Appleton, & Lange); *Complete Drug Reference* (Consumer Reports Books, U.S. Pharmacopoeia Staff); and *Patients Guide to Medical Tests: Everything You Need to Know About the Tests Your Doctor Prescribes* (Stauffer & Segen).

Contact: John Breinich, Executive Director, Hawaii Medical Library, 1221 Punchbowl Street, Honolulu HI 96813

Nominated by: Jo Schindler, State Librarian, Hawaii State Public Library System

## **Idaho**

### ***Computer Health Literacy for Seniors in Northern Idaho***

<http://www.kmc.org/Services/dearmondlibrary.htm>  
<http://www.nicon.org/DeArmond/seniors.html> (population-specific information)

The DeArmond Consumer Health Library of the Kootenai Medical Center of the William T. Wood Medical Library created its "Computer Health Literacy for Seniors in Northern Idaho" project to target the senior population of Kootenai County. There is a constant need for consumer health information and the health literacy necessary to acquire current and credible information. In Kootenai County, the primary users of healthcare are senior citizens. They are also frequent patrons of the DeArmond Consumer Health Library.

The program focuses on three important reasons why health literacy is important to seniors.

First it is essential to good health. Having skills to successfully navigate the healthcare system, find, understand, and use health information and taking an active role in managing one's health is what health literacy is all about.

Secondly, it means more than just being able to read and write or use a computer. It means knowing when information is needed, where to find it, and how to evaluate and use it in everyday life.

Lastly, people who are health smart lead more satisfying lives. This program helps seniors to become savvy consumers who know how to use information resources wisely in order to make good health decisions.

Two other significant aspects of this project involve the target audience and the partnerships that have been established. By focusing on a target audience, the project staff has been able to maximize resources. The hospital library is in partnership with four senior centers in the county. These partnerships establish important contact points for seniors plus provide a basis for continuing the access to information once the grant funds are expanded.

The program helps people to take charge of their lives by helping them develop the necessary skills to access current information so necessary for healthier lifestyles. With the ever-growing senior population, programs like "Compute Health Literacy for Seniors in Northern Idaho" through the Kootenai Medical Center's library help to increase the awareness and abilities of citizens to enjoy healthier lifestyles now and in the years to come.

The program began in February, 2003, with the award of a grant from the National Network of Libraries of Medicine. The first phase consisted of readability and comprehension testing of volunteer seniors on health and medical terms. The information gained from these tests was used to redesign and improve the hospital discharge instructions. As a result, the most commonly used home care instructions for patients going home from the hospital were made easier to understand based on the needs of the seniors.

In order to secure volunteers for all phases of the program, the Principal Investigator on the project contacted and attended every senior activity taking place in the county (meetings of the senior service organizations, local charities, and churches asking for volunteers).

Through four focus groups of senior volunteers, the second phase resulted in a senior friendly Web site. This improve Web site has links to health topics and other topics of interest to seniors.  
[www.nicon.org/DeArmond/seniors.html](http://www.nicon.org/DeArmond/seniors.html)

The third section of this program brought free, hands-on individualized basic computer skills training at each of the four senior centers in Kootenai County: Lake City in Coeur d'Alene, in Post Falls, Rathdrum, and Hayden. Through the partnerships with these four senior centers, this training will continue after the official conclusion of the grant. "Champions" have taken on the responsibility for the continuation of the individualized training in each senior center.

Contact: Ms. Marcy Horner, Library Director and Grants Administration, The Kootenai Medical Center  
William T. Wood Medical Library, 2003 Lincoln Way, Coeur d'Alene ID 83814, Tel: 208.666.2483  
E-Mail: [mhorner@kmcmail.kmc.org](mailto:mhorner@kmcmail.kmc.org)

Nominated by: Charles Bolles, State Librarian, Idaho State Library

### **Illinois**

#### ***Blessing Health Professions Library***

<http://www.brcn.edu/library/>

The Blessing Health Professions Library, Quincy IL, is the only full service health science library in a hundred-mile radius. The library serves the students and faculty of Blessing-Rieman College of Nursing, the staff of Blessing Hospital, the patients & their families, the physicians in the Tri-state (Illinois, Missouri and Iowa) area, students from area colleges and the general consumer of health information. As a purveyor of consumer health information for such a large service area and population, Blessing has expanded and enhanced their Web page and their electronic resources to make it easier for patrons to find the information they need.

Because Blessing, like other health sciences libraries, lives within a larger population, the organization must be an integral part of the community. Following an accepted rule in the health sciences that asserts that not adding value is adding costs, Blessing strives to be visible and to add value to the parent organization, providing the necessary and expected services and going beyond them in these areas: community service, collaboration and public speaking, as well a participation, innovation, patron satisfaction, grants, research projects, and publishing.

Blessing's consumer health programs include opening the library computer center to various community groups interested in learning about electronic health information, making presentations to community groups on health-related electronic resources and assisting area healthcare providers who are pursuing advanced degrees by giving them extensive library privileges. Further, Blessing has maintained ties with and continues to provide services for those institution, organizations, and libraries in their community with whom they have collaborated in the past.

An MLS librarian, Arlis Dittner, working with two assistants, leads the Blessing staff. The hospital population includes 1800 employees, with 227 physicians, 37 allied health professionals, 25 faculty and staff with 200 baccalaureate nursing students in a four-year program. Added to this is a consumer population of over 100,000. In addition to serving the contiguous consumer health population, Blessing works directly with two liberal arts colleges and serves the students of two other colleges, and also actively participates in and serves the 258 members of the regional library system, the Alliance Library System, based in East Peoria, Illinois.

In nominating Blessing Health Professions Library, the Illinois State Library recognizes "the secret to their success": the library's commitment to service, service, and service. Recent patron comments reflect that commitment to service: "doesn't give up and tries to get needed information"; "prompt turnaround time on search requests and interlibrary loan"; "accommodates special last-minute needs"; "considers everyone's needs important"; "attitude of availability"; "freely shares resources"; "participates in research".

Contact: Arlis Dittmer, Blessing Health Professions Library, Broadway at 11<sup>th</sup> Street, P.O Box 7005 Quincy IL 62305-7005, Tel: 217.228.5520, E-Mail: [adittmer@brcn.edu](mailto:adittmer@brcn.edu)

Nominated by: Jean Wilkins, Director, Illinois State Library

## **Indiana**

### ***St. Vincent Hospital Senior Health Information Center (SHIC)***

The St. Vincent Hospital Senior Health Information Center (SHIC) was created to assist with the health information needs of senior citizens in the Indianapolis Metropolitan Statistical Area (MSA). The goal of the program is to assist seniors in the use of computers to search electronic databases and Internet resources in healthcare and wellness. It is a collaborative project of the Garceau Library (St. Vincent Hospital's medical library) and the hospital's Institute on Aging Senior Partner program.

Currently the SHIC book collection and a PC with a large screen monitor are housed within the St. Vincent Garceau Library. Librarians direct patrons to the SHIC collection for answers to consumer health questions, and two medical librarians are available to assist seniors and other health consumers. The Senior Partner Coordinator also directs seniors and lay persons to the SHIC collection when health questions arise.

The book collection contains more than 650 current consumer health books of particular interest to the senior population. In addition to the book collection, the librarians have identified the best sources of health information from Internet and consumer health information from the electronic resources available in the library. The sources have been organized and made available on the Intranet web pages created specifically



for the SHIC program. With sensitivity to senior needs, the web pages and PC were configured to assist those with low vision. In addition handouts and pamphlets have been created for finding aids and evaluation of health web resources.

Contact: Ms. Denise Rumschlag, Manager/Library Services, St. Vincent Hospital, Garceau Library, 2001 West 86<sup>th</sup> Street, Indianapolis IN 46260, Tel: 317.338.2095, E-Mail: [dh drumsch@stvincent.org](mailto:dh drumsch@stvincent.org)

Nominated by: Barbara Maxwell, Director, Indiana State Library

## **Kansas**

### ***Archie Dykes Health Sciences Library***

<http://library.kumc.edu/>

The Archie Dykes Health Science Library is affiliated with the University of Kansas Medical Center in Kansas City. The library has made considerable effort to distribute consumer health-related information in Kansas by networking its services through the existing Kansas library system to provide health information that responds to the needs of Kansans at the local level.

The library has also shown considerable leadership in the extension of its role as a provider of health-related information by significantly raising the awareness of the rich resource of consumer health information that exists within its own collections and throughout the Kansas library community.

The Archie Dykes Health Science Library is also to be commended for the significant impact its leadership and good professional work has had on the overall climate for providing informational products that promote a healthy life style. Furthermore, the Archie Dykes Health Science Library moved strategically to facilitate delivery of consumer health-related information by assigning a coordinator to work with library systems and individual libraries to refine the delivery of information to the end user.

Contact: Ms. Karen Cole, Director, Archie Dykes Health Sciences Library, University of Kansas Medical Center, 2100 West 39<sup>th</sup> Street, Kansas City KS 66160, Tel: 913.588.7300, E-Mail: [kcole@kumc.edu](mailto:kcole@kumc.edu)

Nominated by: Marc Galbraith, Acting State Librarian, Kansas State Library

## **Kentucky**

### ***Healthy Hart***

The Hart County Public Library in Munfordville, KY serves approximately 17,450 citizens. The library's director is a member of the Healthy Hart Coalition and Hart County Safe Spot/Safe communities/Champions, Inc. and works with these groups on various health information projects such as exercise classes for citizens, nutrition and health classes (Project Northland), smoking cessation classes, diabetes clinic, health fair for seniors, baby safety fair, and ongoing displays (provided by the local health department). The library partners with the Family Resource Center to provide new and expectant parenting classes, and the director is a member of the Community Early Childhood Council, a group which provides safety and health educational kits stored at the library and loaned to local day care centers. The library is also conducting research and distributing surveys in an effort to bring a YMCA to Hart County.

Contact: Vicki Logsdon, Director, Hart County Public Library, 500 East Union Street, P.O. Box 337 Munfordville, KY 42765-0337, Tel: 270.524.1953, E-Mail: [hcpl@scrtc.com](mailto:hcpl@scrtc.com)

Nominated by: Jim Nelson, State Librarian and Commissioner, Kentucky Department of Libraries and Archives

## Louisiana

### ***Rural Outreach and Delivery Service (ROADS)***

[http://library.beau.org/lib/rural\\_services.html](http://library.beau.org/lib/rural_services.html)

As the primary information resource to over 32,000 residents of rural Southwest Louisiana, the Beaugard Parish Library in DeRidder LA is concerned with improving access to healthcare information and services. In addition to providing access to print and on-line healthcare resources, the library shares resources with other agencies to bring much needed health-related services and information to the area.

In 1989, the Library's Rural Outreach and Delivery Service (ROADS) invited the Parish Health Unit to open outreach clinics in each of the six library branches located in rural communities throughout the parish. The Health Unit provides professional personnel and supplies for the clinics. The Library provides space for the clinics, support personnel to promote the program and greet participants, and access to print and on-line health related resources. This service is especially appreciated by the many senior citizens who are able to get their flu shots without leaving their community. In 2003, 3,660 people came to the rural library branches for immunizations, consultation with a health unit nurse, or other health unit co-sponsored activity.

Other ROADS partners make use of the Library branches to provide health-related services to the public (transportation for elderly rural residents, personnel to help with nutrition program sign-up, etc.). Rural residents also feel safer and more secure because the sheriffs department has an office in each rural branch.

Contact: Lilly Smith, Beaugard Parish Library, 205 South Washington Avenue, DeRidder LA 70634  
Tel: 337.463.6217 , E-Mail: [ifs@beau.lib.la.us](mailto:ifs@beau.lib.la.us)

Nominated by: Thomas F. Jaques, State Library of Louisiana

## Maryland

### ***Health Information Center (HIC)***

[www.montgomerycountymd.gov/library](http://www.montgomerycountymd.gov/library)

The Montgomery County Public Libraries' Health Information Center (HIC), located at the Wheaton Library, opened on April 10, 1989. The center has over 8,000 consumer health related books, videos, reference texts and journals. The HIC is one of the first public library-based consumer health information centers in the nation and is used as a model for other public libraries.

Montgomery County, Maryland is an urban/suburban county located in the Washington, D.C. metropolitan area. With a population close to one million residents, Montgomery County has the highest population of foreign-born residents in the state, with 25% of residents born in a country outside the United States. Data from the 2000 census shows that 16.3% of Montgomery County residents are Black or African American, 11.5% are Hispanic or Latino, and 12.3% are Asian.

The Center's outreach activities address the comparatively low level of health information available to and/or accessed by the socio-economically disadvantaged. Health-related programs are periodically

presented at the library, marketed to the community through flyers, brochures, health fairs, churches, health centers and local libraries, as well as through the library system's Web site and general media distributions. The library system's Web site also provides extensive health-related information under its Collections and Services web page.

Health Information Center staff provide training to all Library Associates in Maryland's public libraries, and to other librarians in the state and surrounding metropolitan area.

Contact: Cynthia Hicks, Library Manager, Wheaton Library, 11701 Georgia Avenue, Wheaton MD 20902  
Tel: 240.777.0686

Nominated by: Irene Padilla, Assistant State Superintendent for Library Development and Services

### **Massachusetts**

#### ***Lamar Soutter Library Consumer Health Service***

<http://library.umassmed.edu/>

<http://library.umassmed.edu/pedlib/> (The Pediatric Library)

<http://library.umassmed.edu/catch> (The CATCH Project)

<http://library.umassmed.edu/ecrc/> (The Early Intervention Resource Center)

The Lamar Soutter Library, University of Massachusetts Medical School, Worcester, MA, is dedicated to advancing the progress of medicine and improving the public's health by providing the Commonwealth's citizens with access to the best, quality health information so they can make informed healthcare choices.

In support of the medical school's commitment to public service, the library directs many of its consumer health outreach efforts towards remedying the inequality in health opportunities experienced by important segments of the Commonwealth's population including but not limited to children, HIV/AIDS patients, the mentally ill, and others in Worcester County, a population of about 750,000. These efforts are based on a strong belief that improving access to affordable and easy-to-use health-related information can help solve health disparities among the most vulnerable and create healthy lifestyles.

The Lamar Soutter Library, with more than 200,000 volumes, 3000 electronic full-text books and journals, and 40 staff, is seen as the principal source of consumer health information within Central and Western Massachusetts. The library is freely open to the public seven days a week and provides several thousand documents to individuals and libraries throughout New England each year. More than half of all reference questions taken at the library's reference desk are from the general public. Questions are answered in-person, by e-mail, fax, or phone. In recognition of its resources and services, the library was awarded Regional Medical Library status from the National Institutes of Health, the National Library of Medicine, one of only eight in the country for the period 2001-2006.

The purpose of the Lamar Soutter Library's Consumer Health Service is to design a variety of ways for the library to partner with local hospitals, community groups, health agencies, public libraries, and other state agencies to design programs that improve access to health information for patients and their caregivers. The Library recognized early on the critical need to establish relationships with health providers and other community organizations that help promote information access and foster communication. Emphasis is on finding a meaningful way to work with these various groups in order to offer the following consumer-health information related activities:

- information retrieval including access to quality print and online resources geared towards the lay person
- skills development: training on how to use the information and evaluate the information for quality and accuracy once it is found
- state of the art resources: providing a collection of resources for the public to use
- document delivery: providing a service that sends articles to those who may not be able to physically come into the library for information.

Activities within these areas serve as the framework for implementing consumer health information at the Lamar Soutter Library.

The Library has used a number of strategies to establish collaborative partnerships in order to most effectively deliver its consumer health service activities. Specific strategies include the following:

- **The Pediatric Library**—The Pediatric Library is a physical facility, located in the Children’s Medical Center, within the outpatient ambulatory clinic building of the UMass Memorial Health Care, University Campus. The Library is staffed Monday-Thursday with UMass librarians and parent workers. The library answers questions from parents of chronically ill children and all other patients of the pediatric clinics. Parents are referred by pediatricians within the hospital. Since the library’s opening approximately two years ago, there have been more than 2,000 encounters. Parents are issued library cards for use at the Pediatric Library and Lamar Soutter Library. 400 cards have been issued to date. A bookmark, brochure, and poster display about the library have been developed.
- **The CATCH Project**—Eleven pediatric agencies in Central Massachusetts are targeted to receive training for their workers and clients on how to use quality health information on the Internet. More than 160 staff and clients have been trained in the last year. More than 100 people stopped by and exhibit displayed at two local health fairs.
- **The Early Intervention Resource Center**—In June 2003 the Lamar Soutter Library was awarded a four-year contract from the Commonwealth of Massachusetts Department of Education, Early Learning Services to serve as the Regional Resource Center for Early Education programs. The service provides free access to early learning resources—books, videos, kits, etc. to parents, teachers, and health providers needing these kinds of materials.
- **Skills Development Training**—The Regional Medical Library offers training to public librarians as intermediaries to health information resources on the National Library of Medicine’s consumer health resources, especially MedlinePlus. During the past year, 19 training sessions for 370 public librarians, support groups, health educators, and the general public have been offered.

Contact: Elaine R. Martin, Director of Library Services and National Network of Libraries of Medicine, New England Region, The Lamar Soutter Library, University of Massachusetts Medical School, 55 Lake Avenue North, Worcester MA 01655, Tel: 508.856.2399, E-Mail: [elaine.martin@umassmed.edu](mailto:elaine.martin@umassmed.edu)

Nominated by: Robert Maier, Director, Massachusetts Board of Library Commissioners

## Michigan

### ***Munson Healthcare Department of Library Services Community Health Education Team (CHET)***

[http://www.munsonhealthcare.org/locations/pomc/health\\_info/pomc\\_library.php](http://www.munsonhealthcare.org/locations/pomc/health_info/pomc_library.php) (Caregiver Resource Center & Library)

[http://www.munsonhealthcare.org/munson/health\\_info/community\\_library.php](http://www.munsonhealthcare.org/munson/health_info/community_library.php) (Community Health Library)

The Department of Library Services of Munson Healthcare, Munson Medical Center, is located in Traverse City, Michigan. Munson Healthcare, a non-profit healthcare system, is a collaborative arrangement among five hospitals and rural healthcare clinics. These hospitals and clinics provide a coordinated system of health services to residents in northwest lower Michigan. The population in this ten-county region (Antrim, Benzie, Crawford, Grand Traverse, Kalkaska, Leelanau, Manistee, Missaukee, Roscommon, and Wexford) consists of many people who are considered "at risk." This includes populations that are uninsured, underserved, retired/aging, transient migrant workers, or of Native American descent.

Over the last three years, using the health system's strategic priorities, the Department of Library Services at Munson Medical Center has initiated and developed a broad network of services to provide information access through community outreach and education in the local service area. Three of these initiatives are:

- Caregiver Resource Center & Library. A lending library that provides access to numerous family caregiving resources, the collection includes approximately 400 resources available for community members, including teens and children. Resources include books, videos, CD-ROMs, audio programs, journals, pamphlets, newsletters, a networked automated online Library system, Internet access, and support group information. The Library provides brochures and pamphlets, which promote local community agencies and resources that are located in the greater Benzie County area. Support groups meet monthly in the Library as well.
- Community Health Library. A lending library that provides up-to-date information on a broad range of medical and wellness topics. The Community Health Library provides enhanced health reference services and a networked automated online library system, books, videos, CD-ROM's, audio programs, anatomic models, Internet access, adaptive technology, instructional kits, teaching tools, and journals. The resource collection consists of over 2700 items.
- Community Health Education Team (CHET). The Department of Library Services is an active member of CHET, and provides free monthly programming through the Community Health Library. In fiscal year 2002/2003, the Department of Library Services provided approximately \$80,000 in community benefit outreach and education through Community Health Library-sponsored CHET programs. During this time, the Community Health Library staff facilitated 33 programs with over 810 attendees. Over 3500 people visited the Community Health Library in 2003.
- Northern Michigan Consumer Health Internet Library. An online digital library supported by the Department of Library Services at Munson Medical Center, the Internet library provides access to a variety of national, state, and local consumer health and wellness information links. Kiosk workstations at 12 locations throughout the Munson Healthcare service area average 63 hits per day and feature online reference services.

Contact: Ms. Barbara Platts, Director, Department of Library Services, Munson Healthcare/Munson Medical Center, 1105 Sixth Street, Traverse City MI 49684, Tel: 231.935.6544

E-Mail: [BPLATTS@mhc.net](mailto:BPLATTS@mhc.net)

Nominated by: Ms. Christie Brandau, State Librarian, Library of Michigan

## Nebraska

### **Consumer Health Information Resource Service (CHIRS)**

<http://www.unmc.edu/library/consumer/about.html>

The Nebraska Library Commission and ICONS, a consortium of eastern Nebraska health sciences libraries, have been proud to partner with McGoogan Library of Medicine at the University of Nebraska Medical Center (UNMC), which has provided continuous consumer health information service since 1985.

CHIRS (Consumer Health Information Resource Service) of the McGoogan Library has three objectives:

- To work within the structure of the Nebraska Library System to improve delivery of consumer health information to Nebraskans;
- To provide training and consultation that allow Nebraska public librarians to deliver first-line services in the community; and
- To provide expert backup for questions that cannot be answered at the local level.

In 1985, to introduce public library colleagues to available print resources, McGoogan librarians offered the first of many training sessions across the state. In 1996 trustworthy and reliable electronic resources were emphasized. In 1999, McGoogan librarians provided workshops across the state, reaching approximately 120 trainees. In 2000, with funding from the National Library of Medicine, the ICON consortium produced a scenario-based training video titled “The Librarian is in: Facing Modern Consumer Health Issues in the Public Library.” In 1997, the McGoogan Library developed a consumer health Web site. Consumer information service in Nebraska took another step forward in 1999 with the development of *healthHQ*, a Web-based directory of health-related support groups in seven Nebraska counties. In July 2003, the McGoogan Library accepted sole financial and operational responsibility for the site and licensed *wiredMD*, a companion product that allows it to “push” short, health-related videos to consumers.

Despite the Web, reliance on print information continues to be strong among health consumers. Since 1985, McGoogan librarians have performed more than 9,000 literature searches (at no charge to the user) for Nebraska residents and delivered nearly 50,000 documents to assist them in communicating with their healthcare providers and in making informed healthcare decisions for themselves and their families. The library also maintains a book collection for health consumers, comprised of 700 to 800 carefully selected materials written to assist nonscientists in understanding the etiology and biological basis of disease as well as available therapies. The most recent collaboration began in 2002, when the library began work with the UNMC Olson Center for Women’s Health and the Nebraska Department of Women’s Health to develop and distribute a series of educational bookmarks featuring warning signs, symptoms, and risk factors for health problems specific to women. All are mailed to 270 Nebraska public libraries at no cost, are available in bulk, and are designed to promote prevention and healthy lifestyles among a major population segment.

This consumer information service got off the ground with the support of the Nebraska Library Commission (Nebraska’s state library agency) that allocated LSCA funds for this purpose. Almost twenty years later, consumer health information continues to flourish in the state, a success that is due to the contributions of many partners and to the leadership of McGoogan Library of Medicine.

Contact: Nancy N. Woelfl, Ph.D., Professor and Library Director, McGoogan Library of Medicine, University of Nebraska Medical Center, Omaha NE 68198-6705, Tel: Tel: 402.559.7079  
E-Mail: [nwoelfl@unmc.edu](mailto:nwoelfl@unmc.edu)

Nominated by: Rod Wagner, Director, Nebraska Library Commission

## **Nevada**

### ***Consumer Health Information Service Collaborative***

<http://www.hdpl.org/>

The Consumer Health Information Services Collaborative is a joint effort of the Henderson District Public Libraries and St. Rose Dominican Hospital. The two organizations share a long history of serving the community of Henderson since the early 1940s. In 2002, when the Henderson District Public Libraries opened a new library in the neighborhood of St. Rose's Barbara Greenspun Women's Care Center of Excellence, the hospital's patient education staff approached the library with the idea of contributing funds to purchase a collection of circulating materials pertaining to women's healthcare issues. St. Rose continues to make periodic donations for the upkeep of this collection, which has grown to several hundred items. The St. Rose Health Collection is complemented by a Web page of Medical and Health Information links that is part of HDPL's Web site. In addition, HDPL has purchased an online database of consumer medical information that can be accessed over the Internet by Henderson residents using their HDPL library card number. These online resources are the basis of a workshop taught by library staff, "Finding Health Information on the Internet."

Paseo Verde Library has devoted a special reading alcove to this collection, furnished with custom shelving and comfortable seating near a window looking out on an exterior courtyard. St. Rose promotes their Women's Care Center with artwork from their monthly Women's Health publication, and with bookmarks placed near the collection. HDPL also provides a brochure about the resources made available through this partnership.

Another important part of this partnership is the Books for Babies program, which provides new parents with information about the importance of reading to their children. At St. Rose Hospital, new parents receive an HDPL Books for Babies book bag containing baby's first library card, books, and informational brochures to help parents start infants toward a bright future of reading and learning.

Contact: Mr. Tom Fay, Director, Henderson District Public Libraries, 280 South Green Valley Parkway Henderson NV 89012, Tel: 702.492.6595, E-Mail: [tffay@hdpl.org](mailto:tffay@hdpl.org)

Nominated by: Ms. Sara Jones, Administrator for the State Library and Archives, Nevada State Library and Archives

## **New Hampshire**

### ***Gale Medical Library***

[http://www.littletonhospital.org/lt.nsf/View/Gale\\_Main](http://www.littletonhospital.org/lt.nsf/View/Gale_Main)

The success of the Gale Medical Library at Littleton Regional Hospital, Littleton NH is primarily due to the efforts of Linda Ford, the library's director.

Ms. Ford has been at the Gale Library since 1981 and has worked tirelessly to improve consumer health information services in the North Country of New Hampshire. She was a founder of LOON (Libraries Online Outreach North), a grant-funded initiative that brought together medical libraries with public libraries in New Hampshire and Vermont for the purpose of increasing accessibility to health-related information. A highly respected medical librarian, Ms. Ford is recognized for her unwavering commitment to accessible, reliable consumer health information.

Contact: Linda Ford, Gale Medical Library, Littleton Regional Hospital, 600 St. Johnsbury Road  
Littleton NH 03561, Tel: 603.444.9000

Nominated by: Michael York, State Librarian, New Hampshire State Library

### **New Jersey**

#### ***Booker Health Sciences Library***

<http://www.meridianhealth.com/index.cfm/HealthContent/BookerLibrary/index.cfm>

The Booker Health Science Library of the Jersey Shore University Medical Center, Neptune NJ offers a unique home delivery program to the public. Anyone can call, fax, or email the library with a consumer health query, and the library staff puts together a packet of credible, reliable information and mails the materials to the patron's home.

Booker Library is open to the public and offers in-house use of an extensive consumer health collection, including journals, access to key medical databases on 13 public computers, audio and videotapes, and books. The public can use any resource in the library, but does not have borrowing privileges, except through interlibrary loan. There is a no-cost photocopier available for the public to make copies, in accordance with copyright laws. This has been popular with the general public and meets most needs.

The potential user audience for consumer health information comprises over 2,600 JSUMC employees and approximately 133,000 local residents. Projected growth of ethnic populations by 2005 is led by American Indians (17.3%), Asians, (12.6%) and Hispanics (12.2%). Jersey Shore's Family Health Center currently provides primary healthcare to 2000 low-income families and served nearly 200,000 visitors in 2003. Library staff are acutely aware of the needs of the surrounding community, and they have responded well to this challenging environment, using outreach, convenient hours and services, and removing barriers to information access.

Catherine Boss, Coordinator of Library Services at Booker Library, promotes the library and the home delivery program. She has held open houses, spoken at community events, and developed and distributed handouts and a colorful, professionally designed library brochure. Extensive consumer health information, in English and Spanish, is provided on the Health Library Web page. Such information offerings as Men's Health Topics and Women's Health Topics present lifestyle choices that can help readers prevent health problems and improve their general health.

Contact: Catherine Boss, Coordinator, Library Services, Jersey Shore University Medical Center,  
1945 Route 33, Neptune NJ 07754, Tel: 732.776.4266, E-Mail: [cboss@meridianhealth.com](mailto:cboss@meridianhealth.com)

Nominated by: Norma Blake, New Jersey State Librarian, New Jersey State Library

### **New Mexico**

#### ***LINC: Library and Information Network for the Community***

<http://cdd.unm.edu/linc>

The Center for Development and Disability (CDD), established in 1990, is New Mexico's University Center for Excellence in Developmental Disabilities Education, Research, and Service. LINC, the library for CDD, currently offers the most comprehensive collection of disability resources in all of New Mexico.



One can search the online collection of books, journals, videocassettes, and information kits using the online catalog. Other services include reference librarian assistance, literature searches, interlibrary loan, access to full text articles and Internet information, all of which can be accessed using LINC's "Ask a Librarian" service. In addition to "Ask a Librarian," LINC offers a variety of other services, including circulation of materials, literature searches, and interlibrary loan. A list of materials available in Spanish is provided on the network's Web site, and bibliographies on a variety of related topics, a core journal subscription list, a thesaurus, and acronym list (called Alphabet Soup), and online catalog searches are provided via the Web site.

Projects of particular note include:

- Information Center for Persons with Disabilities/Babynet. Provides information on medical services, support groups, diagnosis and evaluation, educational services, transportation, advocacy programs....
- Web page linking to resources for those with disability, and Web-accessible bibliographies on more than 20 topics related to disabilities such as Angelman Syndrome, Cleft Palate, Prader-Willi Syndrome, etc.
- Books, videos, instruction kitt, and Spanish-language materials, and subscriptions to 50 journals targeted to those with disabilities or their family members
- A new publication ("Psst. Did you know? A Grassroots Guide to Support the Unique Needs and Gifts of People with Disabilities and Those Who Love Them"), a free, 40-page pamphlet listing state agencies and sources of support ranging from seamstresses to wheelchair customization, compiled by a partnership of parents and members of the UNM School of Medicine CDD to aid families locally and across the state in finding help
- Direct information delivery to 500 individuals, parents, providers, and others in 2002
- The NO Walls community technology center collaborates with the Albuquerque Public Library to increase the capacity of persons with disabilities, their families, and others to use computer technology to access information

Contact: Catherine McClain, MD, Director, Center for Development and Disability, 2300 Menaul Boulevard NE, Albuquerque NM 87107, Tel: 505.272.2763, E-Mail: [cmclain@salud.unm.edu](mailto:cmclain@salud.unm.edu)

Nominated by: Richard Akeroyd, State Librarian, New Mexico State Library

## **New York**

### ***Crandall Public Library***

[www.crandalllibrary.org](http://www.crandalllibrary.org)

The Crandall Public Library, with over 45,000 registered borrowers, is located in Glens Falls NY and serves as the Central Reference Library of the Southern Adirondack Library System serving Hamilton, Saratoga, Warren and Washington Counties.

In recent years, the Crandall Public Library and its dedicated staff have worked diligently to provide accurate, useful consumer health information to their patrons, exemplifying the role libraries can play in increasing awareness of consumer health-related issues and encouraging healthy lifestyles. Since the establishment of the Langeloth Convalescent Education and Information Center in partnership with Glens

Falls Hospital in 1999 and the hiring of a full-time medical librarian, the library's health information services have grown dramatically. The library has built a comprehensive collection of medical books, videos, periodicals and databases, and continues to provide valuable programming to meet the health information needs of the community. In 2003, the library was awarded over \$130,000 in grant funding to specifically strengthen and build its consumer health information services as well as train librarians in New York State. Receiving the grant positions the Crandall Public Library to serve as a model in providing outstanding consumer health information services to their community and sharing their expertise with other libraries in New York State.

In 2003, the Crandall Public Library established the program, "Link to Better Health: Consumer Access to Electronic Health Information." Made possible by federal funding through the Library Services and Technology Act (LSTA) Program, the program aims to empower patrons to make informed healthcare decisions by using Internet resources. By holding the sessions at the South Glens Falls High School and at the library itself, this program has reached over 200 teens and adults in the community, helping them to effectively navigate the Internet for reliable health information.

The Crandall Public Library's Web site contains a section dedicated to "Health Information," connecting patrons to a wide variety of topics from information on drugs and diseases to finding a doctor, hospital or organization. The library's Web site is the central part of the "Link to Better Health: Consumer Access to Electronic Health Information" program, as patrons are taught how to find this information using the website's many linked resources, including MedlinePlus, familydoctor.org, and more. A special link is also dedicated to "Teen Health," and addresses the health information needs of today's young adults.

In addition, through other grant funding from the Langeloth Foundation in New York City and the National Library of Medicine, the Crandall Public Library has made great strides in sharing their expertise with reference librarians statewide to benefit thousands of residents of New York State. In 2003, the medical librarian trained 225 librarians from 30 different libraries, and is presently consulting with the Albany Public Library, Brooklyn Public Library and Utica Public Library to help implement consumer health information programs in their respective libraries.

Contact: Christine McDonald, Director, Crandall Public Library, 251 Glen Street, Glens Falls NY 12801, Tel: 518.792.6508, E-Mail: [mcdonald@crandalllibrary.org](mailto:mcdonald@crandalllibrary.org)

Nominated by: Janet Welch, State Librarian and Assistant Commissioner for Libraries

## **Oklahoma**

### ***Eastern Oklahoma District Library System***

<http://www.eodls.lib.ok.us/>

The University of Oklahoma Health Sciences Center Robert M. Bird Health Sciences (BHS) Library encouraged the nomination of the Eastern Oklahoma District Library System (EODLS) for its work on a project to improve the ability of library staff to utilize consumer health information on the Internet. The 15 branches in EODLS serve a population of over 232,000 in six counties.

The project was accomplished through a cooperative program where training was provided by the BHS Library to the EODLS staff, followed by additional sessions coordinated and promoted by EODLS for health providers and consumers in their communities. With back-up training and support from the BHS Library, the EODLS staff was able to provide better information to consumers in regard to health-related inquiries. In an endeavor to continue to provide the best health information to the community, EODLS invited the BHS Library to come back for additional staff training.

As a result of this training EODLS established new partnerships with healthcare providers and consumers, thereby improving access to health information in the community. The EODLS library staff gained additional skills by utilizing Web-based training modules provided by the BHS Library staff. Topics in these modules include senior health, substance abuse, pregnancy and childbirth, and heart disease, for which participants earned continuing education credit through the ODL Public Library Certification Program. To facilitate access to authoritative health information resources, links are now featured on the EODLS home page.

With EODLS' enthusiastic and proactive approach to providing consumer health information to their communities, the system is recognized as a model for other public libraries that have an interest in better serving their community's health-related questions.

Contact: Ms. Marilyn Hinshaw, System Director, Eastern Oklahoma District Library System, 814 West Okmulgee, Muskogee OK 74401-6839, Tel: 918-683-2846 Ext. 234, E-Mail: [mhinshaw@eodls.lib.ok.us](mailto:mhinshaw@eodls.lib.ok.us)

Nominated by: Ms. Susan McVey, Oklahoma Department of Libraries

### **Oregon**

#### ***Oregon Health Information Access: A Joint Community Internet Project of PeaceHealth and The Eugene Public Library***

<http://www.peacehealth.org/epl/>

In preparation for transition into a new library building, PeaceHealth contacted the Eugene Public Library about a donation to the building project. Recognizing their mutual goals to provide quality health information to the public, the offer evolved into a donation of furniture and computers for the downtown library. Specialized and informative links put together by PeaceHealth's health information librarian was also offered, and the two organizations worked together on the construction of a joint consumer health Web page by PeaceHealth and Eugene Public Library staff.

PeaceHealth's contribution includes access to the Healthwise® Knowledgebase, an easy-to-use full text database for people researching health topics. Another link allows people to explore the PeaceHealth Health Information Library, a small special collection of circulating health materials located near the Eugene Public Library. Also included are Health Links, lists of recommended sites maintained by PeaceHealth librarians, and links to Health Portals in English and Spanish. Training for staff members new to health resources was provided by a PeaceHealth librarian.

Eugene Public Library offers access to its subscription databases on consumer health and pharmaceuticals, as well as full text access to scholarly and consumer journals. These may be accessed within the library and remotely from the library's Web page, using registered borrower's bar codes. The target population is broad, as anyone may access the page on the Internet as well as use it within the library. The many computers at the Eugene Public Library allow citizens without home computers to share in electronic health information services, using the excellent facilities of EPL and the expertise of its staff.

PeaceHealth is committed to providing high quality health information to the community through its Web site. Through partnering with a community organization such as Eugene Public Library it has been able to make health information available to a broader segment of the population, including those without personal computers or developed search skills. Similarly, Eugene Public Library has broadened its health resources and made them more available, as well as receiving computer work stations and equipment as part of the project.

Contact: Connie Bennett, Director, Eugene Public Library, 100 West 10th Avenue, Eugene OR 97401, Tel: 541.682.5450, and Marilyn Klug, Regional Vice President for Business Development, PeaceHealth Oregon Region, Support Services Building, 770 East 11th Avenue, Eugene OR 97440

Nominated by: Mr. Jim Scheppke, State Librarian, Oregon State Library

## **Pennsylvania**

### ***Prescription for Information Program***

<http://www.ccpa.net/cumberland/cwp/view.asp?a=1294&q=491501>

*Prescription for Information* is an enhanced consumer health collection and collaboration between the Cumberland County Library System, Carlisle PA and the local medical community. Its purpose is to encourage Central Pennsylvanians (a population of about 71,000 residents in central and western Cumberland County and western Perry County) to visit libraries to seek up-to-date resources on consumer health issues. The goal of the program is to improve consumer health education through reliable library resources and to develop cooperative relationships with medical practitioners. In addition to an enhanced consumer health collection, the Cumberland County Library System is training system staff to better address medically related queries. On-site signage in libraries and in medical facilities directs patrons to library resources, and an improved Web site will help online patrons.

Specifically, the *Prescription for Information* project is accomplishing the following:

- Improving consumer health library materials and services in Cumberland and Perry County public libraries;
- Providing consumer health information and referral services;
- Developing cooperative relationships with area agencies and organizations to promote the library's services and to target at-risk populations, such as the low income/underinsured elderly and children; and
- Promoting the public library's role in providing timely consumer health education and prevention materials to the public.

The *Prescription for Information* campaign also includes monthly newspaper columns that featuring the top six health-related issues affecting Central Pennsylvanians. Columns focus on health concerns such as diabetes, allergies and asthma, weight control concerns, mental health issues, and provide information on Central Pennsylvania's incidence rates, suggests relevant book titles, and offers reliable Web sites to visit for more information.

Contact: Ms. Linda Rice, Bosler Free Library, Cumberland County Library System, 158 West High Street, Carlisle PA 17013-2988, Tel: 717.243.4642, E-Mail: [lrice@ccpa.net](mailto:lrice@ccpa.net)

Nominated by: Mary-Clare Zales, Acting Deputy Secretary of Education/Commissioner for Libraries, State Library of Pennsylvania

## **Rhode Island**

### ***Providence Veterans Affairs Medical Center Library, Providence***

Library staff at the Providence Veterans Administration Health Science Library, has served Rhode Island veterans for decades and until recently the library was the only library in a hospital setting open to the patients for their use. Based on recent statistics, over 28,000 veterans are enrolled for medical care with the Medical Center. All can have access to current health information from the library, whether onsite or by calling from a community-based outpatient clinic in Hyannis MA, New Bedford MA, Middletown RI.

Information is readily provided to veterans and family members. The library is available to assist patrons in finding health information, or in using the Internet. A survey in 2001 showed that for the month of April, at least 516 veterans visited the library. Patrons rarely wait long for information they need.

Examples of the library's consumer health information services include:

- Providing health information needed by a veteran for his disability claim
- Providing both a veteran and his spouse with information about his post traumatic stress disorder, together with materials on the subject to be used offsite
- Providing a veteran with diabetes with a comprehensive printout on his condition, together with a diabetic recipe book to help with meal planning
- Providing public personal computers for veterans to use to access the Veterans Administration's national Web site to obtain information on benefits, or specific health topics such as information on Agent Orange.

When required, library staff will remain behind after closing to aid a veteran or family member, to ensure that they get just what they need. The library's plan of service is based on a "whole health" attitude encompassing services provided to those "who have served." As professionals affiliated with NN/NLM, the librarians at the Providence Veterans Administration Health Science Library know the value of providing timely and relevant consumer health information to help the healing begin. The medical staff personnel encourage patient use of the library, and while the library primarily serves medical staff and the veterans and their families, limited consumer health services are given to the public.

Contact: Ms. Cheryl R. Banick, Library – 142D, Veterans Administration Medical Center, 830 Chalkstone Avenue, Providence RI 02908, Tel: 401.457.3001, E-Mail: [Cheryl.Banick@med.va.gov](mailto:Cheryl.Banick@med.va.gov)

Nominated by: Anne T. Parent, Chief of Library Services, Rhode Island Office of Library and Information Services

## **South Carolina**

### ***Hands-on-Health-SC Project***

<http://www.handsonhealth-sc.org/>

<http://www.state.sc.us/scsl/discus/> (South Carolina State Library site)

<http://health-e-ame.musc.edu/index.php> (South Carolina AME Church Health site)

The Medical University of South Carolina Library's Hands-on-Health-SC Project was created to give the people of South Carolina a place to go to learn about health and wellness. South Carolina has important

health problems, and this resource pays special attention to health issues of particular concern to South Carolina citizens and communities. Diabetes, hypertension, heart disease, stroke, disabilities, mother and child care, nutrition, and specific cancers are featured in the Hands-on-Health-SC Project, and special sections include such items as "Personal Stories" and the "South Carolina Dental Directory for Individuals with Special Healthcare Needs".

The data provided is to support the health and wellness of all four million citizens of the State of South Carolina, but targets South Carolina's underserved and vulnerable citizens, especially minority and rural populations. It is aimed not at the health professional but at the common individual from youth to old age. The information within is specifically designed to inform people of all age groups, reading abilities, and education levels. It is organized for the layman's inquiry, not the way the science of medicine is organized.

The main conveyance is a Web site, without a password, open to all inside South Carolina, and also nationwide. The site is available within each public and school library through the Web site of the South Carolina State Library's DISCUS project, South Carolina's Virtual Library. The site has been demonstrated to public librarians at statewide meetings and in their own workplace, and school librarians and school nurses have also been targeted. The site has been exhibited at professional meetings along with MEDLINEPlus from the National Library of Medicine (NIH), and special teaching sessions for citizens are also common. The site also serves as the "basic health and wellness support" for other sites such as the South Carolina AME church health site.

Contact: Thomas Basler, Chair, Department of Library Science and Informatics, Medical University of South Carolina Library, 171 Ashley Avenue, Suite 300, Charleston SC 29425, Tel: 842.792.9211  
E-Mail: [basler@musc.edu](mailto:basler@musc.edu)

Nominated by: James Johnson, Director, South Carolina State Library

### **South Dakota**

#### ***Health Information Center (HIC)***

<http://www.rcrh.org/services/library/default.asp>

The Rapid City Regional Hospital's Health Information Center was established in 1999 as a result of growing demand from health consumers for easy-to-understand health and medical information. The RCRH Medical Library, the only library within a 350-mile radius, has long supported the information needs of health professionals. The medical Library staff recognized that patients, their family members, and the public need health information they could understand and feel comfortable sharing with their physicians or loved ones.

Approximately three years ago the Health Information Center applied for and received financial support from the Bush Foundation and the National Library of Medicine to purchase health-related books for 12 area public libraries and to provide training and support to the staffs of 22 area public libraries. This training helped public library staffs locate and evaluate quality health information on the Internet. The fruits of those resources and the training are still resident throughout Western South Dakota.

The Health Information Center has publicized its services via radio and TV interviews, brochures distributed throughout the community, presentations to support groups and high school students, and through participation at the Black Hills Stock Show, healthcare fairs, and human services fairs. Links to reliable health Web sites are maintained on the library's Web page and a health encyclopedia is accessible from the hospital's home page. Because of their many outreach activities, use of the Health Information Center has increased 639% since it opened.

The Health Information Center is also a major partner in the provision of health information via the statewide interlibrary loan network. The resources of the library, both print and video, are readily loaned to citizens across the state. All who can visit in person are welcomed to an inviting library with comfortable furniture that encourages customers to stay and browse. Helpful staff assist patients who have been diagnosed with serious illnesses and new parents who want to educate themselves about caring for their newborns. Interested consumers who are curious about medical practices and want to increase awareness of healthy lifestyles research the consumer collection.

The HIC is an outstanding resource for members of the public who need quality health and medical information. The HIC provides wonderful books, videos, and newsletters to everyone who walks through its doors. In addition to the HIC's print and online collection, the library has knowledgeable librarians with a superb support staff that is known for its willingness and friendliness to help patrons with their health information questions.

Contact: Pat Hamilton, Director, Rapid City Regional Hospital, Medical Library, Health Information Center, 353 Fairmont Boulevard, PO Box 60000, Rapid City SC 57709, Tel: 605.719.7101  
E-Mail: [library@rcrh.org](mailto:library@rcrh.org)

Nominated by: Dorothy M. Leigl, Acting State Librarian, South Dakota State Library

## *Tennessee*

### *Consumer and Patient Information Service*

<http://gsm.utmck.edu/library/caphis.htm>

The Preston Medical Library, University of Tennessee Graduate School of Medicine, Knoxville, actively promotes consumer health information through the Consumer and Patient Health Information Service. Any consumer may call or email the library with a request for information on a diagnosis or preventive health topic. Librarians will do the search, using MedlinePlus and the Tennessee Electronic Library foremost, to find quality health information and mail or email the information to the consumer directly to protect privacy. There is no charge to the consumer. Librarians fund the service with grants from local, state, and national agencies.

Preston receives on the average 40-50 requests per month. The requestor does not have to be a patient of the UT Medical Center. The staff typically sends out 5-20 pages with the type of material based on the literacy level of the client. Consumers are also welcome to come to the library.

Knoxville, the third largest city in Tennessee, is part of Knox County, with a population of 382,032 (659,074 in the MSA). The Knox County Public Library has 17 branches. There are 1,372 physicians and 7 hospitals. Preston is the only library-based consumer health information service, having worked with the KCPL and other public libraries for more than ten years.

Preston markets the service through a variety of means. They place brochures in physicians' offices and in the hospital lobby, distribute flyers to nurse educators for direct distribution to patients, and the Preston service is listed in the hospital's services for patients, with Web pages explaining the service and suggesting the best consumer Web sites.

Outside the medical center, Preston Medical Library markets to the community. A UT nurse, who does a weekly television series on women's health, refers viewers with questions to the library service. Flyers are placed in local public libraries in Knox and surrounding counties. Preston librarians sent an article to *EL*

*Mundo*, the local Spanish speaking community newsletter. Preston is also a member of the local 2-1-1 Social Services Agencies Network, which exhibits at health fairs, including a recent cancer survivors' day and outreach to minority churches, an initiative supported by the National Library of Medicine. As part of this program, Preston participated in the train-the-trainer workshop for parish nurses and offered their services to support their health education efforts.

Preston also does classes for consumer groups. In the last two years Preston librarians have taught classes for the Wellness Community cancer support organization and the Knox County Office on Aging. They have presented at the Hepatitis C support group and the Wellness Retreat for cancer patients. Plans are underway to speak to the HIV support group.

Preston's staff of medical librarians have taught train-the-trainer classes for librarians at the Knox County Public Library, Oak Ridge Public Library, Fisher Public Library in Athens, and presented at the Tennessee Library Association annual meetings. A special trainer from the National Network of Libraries of Medicine (NNLM) trained 25 regional librarians and TLA participants on their behalf. Preston also assists public and school librarians with collection development and reference questions, and has developed a small consumer health materials collection available for public library patrons through interlibrary loan. Via another NNLM grant, Preston assisted the ETSU Medical Library in Johnson City in building a consumer health information service. Preston also supported the UTK libraries in public lectures involving health topics as part of the ALA Research Revolutions.

Recently, Preston staff published an article describing some of their consumer health outreach efforts in the *Health Information and Libraries Journal*, vol. 21, issue supp. 1, pp. 20-26, June 2004. The article, entitled "Community Partnerships for Health Information Training: Medical Librarians Working with Health-Care Professionals and Consumers in Tennessee" was written by Priscilla Stephenson, Brenda Green, Richard Wallace, Martha Earl, Jan Orick, and Mary Virginia Taylor.

Contact: Sandy Oelschlegel, Library Director, Preston Medical Library, University of Tennessee Graduate School of Medicine, University of Tennessee Medical Center, 1924 Alcoa Highway, Drawer U-111, Knoxville TN 37920-6999, Tel: 865.544.6615, E-Mail: [SOelschl@mc.utmck.edu](mailto:SOelschl@mc.utmck.edu)

Nominated by: Edwin Gleaves, State Librarian and Archivist, Tennessee State Library and Archives

## **Texas**

### ***Med High Peer Tutor Pilot Project***

[http://bla.stisd.net/Peer%20Tutor\\_Project.htm](http://bla.stisd.net/Peer%20Tutor_Project.htm)

The Peer Tutor Pilot Project was a cooperative project of the South Texas High School for Health Professions in Mercedes, TX ("Med High") and the University of Texas Health Science Center at San Antonio (UTHSCSA) Regional Academic Health Center (RAHC) Library. Debi Warner, Project Director of the Health Information Hispanic Outreach project, was responsible for the management of this pilot.

Med High is a school in the unique South Texas Independent School District. South Texas ISD operates public, tuition-free magnet schools for students in three counties along the Texas-Mexico border. Med High serves approximately 660 students and offers intensive clinical courses and practicum rotations in clinical settings in addition to the standard high school curriculum.

According to the 2000 Census, approximately 86% of residents in the three-county area are Hispanic or Latino. Of the students at Med High, 76% are Hispanic and more than 90% of the students attend college after graduation.



The Peer Tutor Pilot Project trained 11<sup>th</sup> grade students to serve as peer tutors teaching other students to use MedlinePlus. The goal of the Med High Peer Tutor Pilot Program was to work with faculty, librarians, and students to increase the use of MedlinePlus and other high-quality consumer health information resources. As Med High students became trained, they, in turn, trained others and conducted health information resource sessions for parents and the community. Through these actions, the quality of health information available to residents of the Lower Rio Grande Valley was improved.

Demonstration/training sessions by peer tutors on MedlinePlus were held for groups varying in size from one to 300 attendees, reaching an estimated total of more than 2000 persons. Participants included Med High students, students attending a regional health occupations workshop, and family members and friends.

Project outcomes cited by Lucy Hanson, Chief Librarian at Med High, included the following:

- Teachers began to develop innovative lesson plans evolving from the use of MedlinePlus
- Teachers became more committed to the importance of research and more aware of the many resources that the library can offer
- Peer tutors developed personal presentation skills through teaching MedlinePlus to students, teachers, and members of the community
- Students learned how to use MedlinePlus for research and have increased their use of library services
- Librarians became more active change agents in the Med High instructional setting.

The most important lesson learned from this project is its use of the “diffusion of innovation theory.” The peer tutors project was successful at demonstrating this theory because each person who learned about MedlinePlus taught others. These students reached out to family, friends, and other contacts at a rate far beyond anything that could have been predicted.

The MedlinePlus Peer Tutor project is now an ongoing program at Med High.

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Nominated by: Peggy Rudd, Director and Librarian, Texas State Library and Archives Commission

## **Utah**

### ***Utah Consumer Health Information Initiative***

<http://medstat.med.utah.edu/or/oteam/uchii/>

In Utah, the primary public resource for authoritative health information is the Spencer S. Eccles Health Sciences Library, University of Utah Health Science Center in Salt Lake City. The mission of the library is to advance education, research, clinical, and healthcare needs through information access, service and innovation. Eccles Library is a Regional Medical Library (RML) for the Mid-Continental Region of the National Network of Libraries of Medicine (NN/LM). The library serves the University of Utah community, the citizens of the State of Utah and of the Internet.

With this important mission in mind, the Eccles Library has expanded its outreach scope and team of traveling librarians to cover Utah, border to border. In 2003, the library received a Library Services and Technology Act (LSTA) grant to support the Utah Consumer Health Information Initiative (UCHII).

The purpose of the initiative is to create a collaborative environment in which Utah's local public libraries and their staff members can provide high quality consumer health information and training to all of Utah's citizens. During the multi-phased project, the consumer health information needs of librarians and patrons are being assessed, collaborations created, and programs and services developed to ultimately empower citizens to be informed partners in their own critical healthcare decisions.

The framework for the project is as follows:

Phase I: Assessment, Partnerships and Program Planning (the focus of the current year)

Phase II: Programs and Services

Phase III: Evaluation and Ongoing Program Development are planned for future years.

What does border to border mean in providing consumer health information? Utah measures approximately 300 miles from east-to-west and 400 miles from north-to-south. Rugged topography and long distances between communities create geographic and economic barriers to healthcare access. Eccles Library staff members believe that one of the key ways to provide access to vital health information for all Utah citizens is through their local public libraries. Utah's 2.2 million citizens are served by 71 public library jurisdictions with 132 outlets of bricks and mortar and bookmobile service covering the entire state. The breakdown of public library service shows that the greatest portion of these libraries serves communities under 25,000 residents.

Despite the rural nature of most of Utah's public libraries, patrons enjoy high-speed Internet access statewide. Even the smallest one-person library houses multiple computers served by a DSL line, cable modem or T1 connectivity. All libraries provide Internet access to their resources at the library or remotely. Over 60% of Utah residents are connected to the Internet at home or work. However, initial UCHII need assessment data show that most Utah public librarians are not yet conversant with consumer health information and do not see many patrons coming to their community libraries for these life saving resources. Alarming, while patrons do not ask for help at their library, nationally we know from the Pew Internet & American Life Project that over 80% of Internet users are indeed accessing health information, many via unreliable searches.

These are some of the challenges that guide outreach for the entire Eccles Library staff. To reach Utah health information seekers, the focus is on making effective human and electronic connections in each Utah community. This effort has been greatly expanded by the Utah Consumer Health Information Initiative. The project is essential in order to equip Utah's public libraries with the knowledge, tools and contacts needed to guide Utah residents to high quality health information. Since the project began in the fall of 2003, outreach staff members have driven from Newton to Kanab and from Montezuma Creek to Trout Creek, logging over 5,000 miles and visiting 42 of the total 71 public library districts. Librarians at each site are receiving detailed training on health information resources including numerous authoritative governmental sites such as MedlinePlus, the National Library of Medicine's consumer health site and Utah Consumer Health Information Network, with resources on *Public Pioneer: Utah's Online Library*. Eccles Health Sciences Library resources and services are highlighted as well as the new in-state toll free number to the Eccles Library Reference Desk: 1-866-581-5534. In every case, public librarians are encouraged to think of the entire Eccles Library staff as their partners in providing high quality consumer health information to each of Utah's local communities.

Contact: Utah Consumer Health Information Initiative, University of Utah Health Science Center  
10 N. 1900 E., Salt Lake City, UT 84112-5890. Sally Patrick, Project Director, Tel: 801.581.6979

E-Mail: [spatrick@lib.med.utah.edu](mailto:spatrick@lib.med.utah.edu) and John Bramble, Outreach Librarian, Tel: 801-587-3493  
E-Mail: [jbramble@lib.med.utah.edu](mailto:jbramble@lib.med.utah.edu)

Nominated by: Donna Morris, Director, Utah State Library

## **Vermont**

### ***Collier Health Information Center***

<http://www.ilsleypubliclibrary.org/library%20resources/collier.htm>

The Collier Health Information Center is the consumer health services facility of the Ilsley Public Library, Middlebury. Beginning in 2000, Ilsley Public Library in Middlebury VT received donations from two sources for the development of a consumer health information collection. Porter Hospital, recognizing its own space and staff limitations, contributed \$5,000 to help the library develop a public resource center. Around the same time, the Champlain Valley Area Health Education Commission, a federally funded program whose mission includes the provision and dissemination of health and medical information, donated \$2,300 to purchase health and medical information resources.

The library invited professionals and employees from local health related agencies and organizations to form an advisory committee to oversee the creation and deployment of this project. This committee continues to meet annually.

With input from the advisory committee, the library purchased a computer, periodicals and pamphlets, and a substantial number of core reference and circulating books. It promoted the collection with flyers and bookmarks. The library designed a website with links to over 150 health-related Web sites. Beginning in 2002, this included a portal to the Gale Health and Wellness Resource Center, part of the suite of databases of the Vermont Online Library (a resource provided in part by the Vermont Department of Libraries). Staff delivered introductory talks to local community health boards and placed publicity in doctors' offices.

The Collier Health Information Center is in many ways the patient library that Porter Hospital would provide had it the necessary resources. Ilsley Public Library is able to provide full-time reference staffing, searchable electronic cataloging, and expanded hours of availability, including nights and weekends. While the library acknowledges that its collection is not meant to substitute for the professional evaluation and advice of doctors, it is pleased to offer its evaluated resources as reliable sources of health information.

Contact: David Clark, Director, Ilsley public Library, 75 Main Street, Middlebury VT 05753  
Tel: 802.388.4095, E-Mail: [dclark@myriad.middlebury.edu](mailto:dclark@myriad.middlebury.edu)

Nominated by: Sybil McShane, State Librarian, Vermont Department of Libraries

## **Virginia**

### ***Health Information RX Project***

<http://www.cbil.vcu.edu/mac/vacohsl/informationprescription.htm>

Health Information Prescriptions: A Virginia Library Partnership, is a collaboration of the National Library of Medicine, the American College of Physicians Foundation, the Virginia Health Information Outreach Planning Group, the Library of Virginia, and the Virginia Council of Health Sciences.

From January-May 2004, librarians from academic health centers, hospitals, and public libraries across Virginia partnered with the National Library of Medicine to bring quality health information to consumers through participation in the American College of Physicians Foundation/National Library of Medicine/Information Rx Project pilot. The project will be continued by the Virginia Health Information Outreach Planning Group and will include partnership with the Library of Virginia and the Virginia Council of Health Sciences Librarians.

This collaborative is presented as a model because it has the potential to have more far-reaching impact than any single library could achieve alone. It strengthens ties between public and health sciences libraries, and encourages community partnerships among health professionals who *prescribe* information, librarians who *dispense* information, and patients and their families who *use* information to increase their knowledge of how to stay healthy as well as cope with health problems.

The participating libraries engaged in a number of activities appropriate to their communities, and contributed to national efforts to promote the concept:

- Introduced the National Library of Medicine's MedlinePlus Web site ([www.medlineplus.gov](http://www.medlineplus.gov)) to health professionals as a trusted site for their patients. More than 250 members of the American College of Physicians in Virginia have participated
- Health sciences librarians trained more than 120 of their colleagues in public libraries around the Commonwealth in how to use MedlinePlus, and will exhibit at the annual meeting of the Virginia Library Association
- Set up an e-mail discussion list to keep all interested librarians in Virginia informed of the project
- Distributed promotional materials (posters, bookmarks, information prescription pads) throughout their communities
- Provided Internet access in their libraries and in a Consumer Health Education Center for those patients without such connections at home
- Worked with a local free clinic to provide Internet access to MedlinePlus
- Worked with clinicians at a Student Health Center and at a Women's Health Clinic to provide more than 200 information prescriptions
- Presented a poster about the project at the May meeting of the Group on Information Resources of the Association of American Medical Colleges
- Exhibited at the annual meeting of the Virginia Council of Nurse Practitioners
- Participated in the national launch in April of the ACP/NLM project at the national meeting of the American College of Physicians
- Provided input to a Web site developed by the National Library of Medicine to assist other librarians around the country in conducting similar projects (<http://nmlm.gov/hip/infoRx/>)

Contact: Linda Watson, Associate Dean and Director, Claude Moore Health Science Library, University of Virginia, PO Box 800722, Charlottesville VA 22908, Tel: 434.924.0187, E-Mail: [law6z@virginia.edu](mailto:law6z@virginia.edu)

Nominated by: Nolan Yelich, Librarian of Virginia, The Library of Virginia

## Washington

*University of Washington Health Sciences Library (HSL), including the Harborview Medical Center (HMC) and the University of Washington Medical Center (UWMC)*

<http://healthlinks.washington.edu/hsl/>

<http://depts.washington.edu/pfes/cultureclues.html> (Department of Culture Clues)

<http://ethnomed.org/>

The University of Washington Health Sciences Library's (HSL) consumer health program consists of a complex offering of information and services, some now considered traditional and others innovative. It results from HSL staff partnering and collaborating with other librarians, health science professionals, and communities so that consumers can have access to health information wherever they are.

The Health Sciences Library system supports the consumer/patient education programs at the University of Washington, in Seattle and King County (with special focus on refugees/immigrants and other non-English speaking populations), Washington state, and the Northwest Region (with special focus on American Indians/Alaskan Natives).

Examples of ways in which the Health Sciences Library system has provided consumer health information:

- HSL Patient Education Page, reliable open access materials for non-University of Washington users
- Participation in a virtual reference project led by the Seattle Public Library. Health questions the public library could not handle were forwarded to HSL
- Development of Culture Clues (<http://depts.washington.edu/pfes/cultureclues.html>), language cards for communicating with patients who do not speak English well, used when working with refugee/immigrant groups
- EthnoMed (<http://ethnomed.org/>), a Web based project for communicating culturally relevant health related information to providers who serve refugee and immigrant groups. For example, a multicultural diabetes education page also reflects some of the HMC team work which involved the HMC librarian ([http://ethnomed.org/ethnomed/patient\\_ed/diabetes/diabetes\\_index.html](http://ethnomed.org/ethnomed/patient_ed/diabetes/diabetes_index.html))
- Outreach grant projects to culturally diverse groups in Seattle, several of which were funded by the National Network of Libraries of Medicine Pacific Northwest Region (NN/LM PNR)
  - "Train the Trainer" workshops, e.g., conducted by the Harborview Medical Center Librarian for Associates in Cultural Exchange (ACE), a King County agency that supports families of children with developmental disabilities from ethnically and linguistically diverse communities
  - "Building Communication Linkages Between Public Health and the King County Somali Community," is another current project.

Program outcomes have included the following:

- Routinely provided easy access to materials, training and services to a broad range of users in many locations
- Created nationally recognized outreach programs for underserved communities and continued to expand interaction with these groups

- Created original materials for the Web and kept them in the public domain so that they can readily be shared locally, nationally, internationally
- Innovative creation and distribution of consumer health information, using new technologies that are appropriate to the task at hand as they emerge
- Supported and collaborated with a broad spectrum of other health educators and community members who wanted to provide consumer health information.

Contact: Mr. Neil Rambo, Acting Associate Director, Libraries, University of Washington Health Sciences Library System, 1959 NE Pacific St , T227 Health Sciences Building, Seattle, WA 98195-7155  
Tel: 206 543-3402, E-Mail: [nrambo@u.washington.edu](mailto:nrambo@u.washington.edu)

Nominated by: Ms. Jan Walsh, State Librarian, Washington State Library Division

### **Wisconsin**

#### ***Calumet County Public Libraries Consumer Health Information Program***

<http://www.mc.lib.wi.us/healthresources/index.htm>

The Calumet County Public Libraries Consumer Health Information Program (a collaborative project of the public libraries of Chilton, New Holstein, Kiel, and Brillion) has developed coordinated projects that have built library health information resources and promoted public awareness of these resources. Calumet County has a total population of 42,497 in an area of small communities (the largest community has a population of under 4,000) and rural areas.

Over the past four years, the projects have:

- Added substantial health information resources in print and non-print formats to the collections of the four public libraries of Calumet County, with health information resources selected in cooperation with local health care professionals
- Selected health information resources especially for children and their parents (as well as for other age groups)
- Developed a Web page for the project to help Calumet County residents find appropriate healthcare services and accurate healthcare information
- Held children's health and fitness programs at the libraries that were attended by 500 people
- Publicized the resources and services through news articles, library newsletters, posters, book bags, and a booth at the county fair

Contact: Kathy Garton, Director, Chilton Public Library, 221 Park Street, Chilton WI 53014  
Tel: 920.849.4414, E-Mail: [kgarton@esls.lib.wi.us](mailto:kgarton@esls.lib.wi.us)

Nominated by: Richard Grobschmidt, Assistant State Superintendent, Department of Public Instruction, Wisconsin Division for Libraries, Technology, and Community Learning.

**Wyoming**

***The Cochrane Library of the Joint Labor, Health and Social Services Committee of the Wyoming State Legislature***

The committee, chaired by Sen. Charles Scott (Casper) and Rep. Doug Osborn (Buffalo), enabled the purchase of the Cochrane Library, an online collection of eight evidence-based medicine databases. The Cochrane Library provides current information to health providers, consumers, researchers, teachers, funders and administrators. It was developed to help people make well-informed decisions about healthcare by providing systematic reviews of healthcare interventions.

Wyoming is the first state to purchase the Cochrane Library for its residents. It is accessible at the state's WYLD (Wyoming Libraries Database) libraries, which include public, community college, and medical libraries. In addition to the collections and electronic resources, the library community maintains a portal [<http://gowyld.net>] that collates and organizes information about health resources in Wyoming.

Contact: Gerald Laska, Legislative Service Office, Joint Labor, Health and Social Services Committee of the Wyoming State Legislature, State Capitol, Cheyenne, WY 08202, Tel: 307.777.7881

Nominated by: Lesley Boughton, State Librarian, Wyoming State Library

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