

Pacific Southwest Region

Region 7

Quarterly Report

May-July 2007

National Library of Medicine

Date submitted: September 10, 2008

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Executive summary

Staff changes:

- Jonathan Wilson started at the Biomedical Library on May 9; he will be providing support to our program as it relates to computer hardware and software and will help staff with technology related needs.
- Sharon Dennis joined us as our Technology Coordinator on July 1.
- Jessica Lake, our Office Manager, submitted a letter of resignation on July 31.

Major accomplishments:

- In May, the Directors and Associate Directors of the NN/LM MidContinental and Pacific Southwest Regions agreed to conduct a year-long pilot project to share the Technology Coordinator position, staffed by Sharon Dennis, between the two regions. In June we worked with the National Network Office to develop the proposal with the goal of starting the pilot in July. Because of contractual delays we commenced the pilot on July 1 on a “handshake agreement,” confident that the details of the agreement and complications of the process would be worked out and would eventually result in terms that would support the pilot. Sharon, who will continue to work at the MCR office in Salt Lake City, visited our offices on July 10-11. We subsequently implemented Skype for all staff, received instruction on Adobe Acrobat Connect, and established and successfully tested videoconferencing to enhance our ability to work with Sharon over the distance.
- In June, Kay Deeney and Kelli Ham traveled to Tucson, Arizona, to teach a course in the School of Information Resources & Library Science (SIRLS) at the University of Arizona called, **Consumer Health in Diverse Cultures & Communities**. In 2005, the University of Arizona SIRLS received IMLS grant funding (through the Laura Bush 21st Century Librarian Program) for a Knowledge River initiative. Knowledge River is a center for the study of information resources and technology issues related to American Indians and Hispanics.
- In June we were approached by Gail McGovern, Infopeople (<http://www.infopeople.org/>) recruiter/content coach to consider doing a series of consumer health webcasts for public librarians. Our ideas were submitted and accepted during the quarter.
- We supplied promotional items for the ¡Salud se Puede! 2007 Trejo Foster Foundation Institute in July and provided Angela Ruffin with information on regional projects and funding for her presentation at the Institute.
- We continued to work with the California State Library on the second phase of the Health Promotion @ Your Library Project involving regional focus groups (project concludes in August).
- We took initial steps developing an e-licensing proposal by contacting MCR to set up a meeting for this fall.
- We solicited proposals for the AIDS Community Outreach Project funding from NLM.
- Kelli Ham submitted a program proposal for the 2007 Nevada Library Association Conference titled, “Tickling Their Funny Bone: Designing Fund Health Programs for Kids and Teens.” The hour-long workshop will address the needs of public librarians who work in youth services.
- Kelli Ham was asked to participate in an ALA 2008 taskforce for President Loreine Roy’s “Wellness in the Workplace” initiative. We will be exhibiting at this conference in Anaheim next June and see Kelli’s participation in this initiative as a way to raise the visibility of the NN/LM, and to increase awareness of how it can assist public librarians with providing access to health information.

- We continued to participate in monthly teleconferences of the NN/LM Emergency Preparedness Project Core Group.
- We received seven mailing labels from the National Network Office for NLM mailings that had been returned as undeliverable so that we could check membership status. One was in fact for another region; we forwarded this to them. One was for a library in a correctional facility that is still under development. One was a member with an address change and a total change in staff. Two hospitals had closed. One chemical company no longer exists.

Challenges:

Go Local – This quarter we continued talks with Peninsula Library System (PLS) staff in San Mateo County (SF Bay Area) about uploading data to Go Local from their Community Information Program, a program that has been in existence for over 25 years. Though this program relies on a relatively small database, it has FTE resources and quality data. They reviewed Go Local documentation and additional documentation that was provided by Janice McPeak. We suggested that they talk with Janice McPeak about the technical aspects of moving data into Go Local. PLS staff ultimately decided that they could not participate in Go Local, because they felt available funding was not adequate to sustain the service over time.

Network infrastructure

TABLE 1. Quarterly infrastructure data

	Current quarter	Previous quarter*
Network members – full	412	416
Network members – affiliate	272	273
Libraries providing services to unaffiliated health professionals	213(51.7%)*	211(50.7%)*
Libraries providing services to public users	199(48.3%)*	197(47.4%)*
Average fill rate for resource libraries	75	78

* Include in parentheses the percentage of full Network member members providing services to unaffiliated health professionals and public users. This can be computed as:
 % providing services = (count of libraries providing services)/(count of full Network members)

Regional Advisory Committee (RAC) activities

Feedback was gathered from Resource Library Directors via telephone interviews in preparation for their September meeting in Los Angeles.

Needs assessment and evaluation activities/data

An evaluation plan was submitted as part of the proposal for the shared Technology Coordinator position pilot; the pilot will be evaluated mid-year and at the end of Year 02. Course evaluations were conducted for MedlinePlus, PubMed, and various other trainings held in the region.

Outreach

TABLE 2. All newly funded awards and projects

Start/end dates MM/DD/YY to MM/DD/YY	Title of award/project	PI institution	PI last name	Funding amount	Project type*

* Suggested project type values: outreach project, express award, exhibit award, technology improvement award, library improvement award, Internet connectivity award, information technology/policy awareness conference, other (please specify)

Update of ongoing major projects (funded at ≥ \$15,000)

Arizona Health Sciences Library, University of Arizona requested a no-cost extension on the outreach subcontract for their 2-year project, "Arizona Outreach to American Indian, Hispanic, and Border Communities and Populations."

TABLE 3. Presentations and training provided by RML staff

Date	Last name of staff responsible	Title of presentation/training	Location (city, state)	Number of participants	In-person or distance education
04/29/07	Kwan	DOCLINE training	Los Angeles	1	Distance
05/01/07	Carr	Intro to MedlinePlus & PubMed - CCALAC	Los Angeles, CA	10	In-person
05/02/07	Carr	Intro to PubMed Plus	Downey, CA	14	In-person
05/02/07	Carr	Intro to PubMed Plus-2	Downey, CA	14	In-person
05/04/07	Kwan	DOCLINE training	Los Angeles	1	Distance
06/04/07	Deeney/Ham	Consumer Health in Diverse Communities	Tucson, AZ	7	In-person
06/05/07	Deeney/Ham	Consumer Health in Diverse Communities	Tucson, AZ	7	In-person
06/06/07	Deeney/Ham	Consumer Health in Diverse Communities	Tucson, AZ	7	In-person
06/07/07	Deeney/Ham	Tucson Nurse Training	Tucson, AZ	1	In-person
06/10/07	Ham	Fit to a T Event	Pasadena, CA	48	In-person
06/12/07	Deeney/Ham	Consumer Health in Diverse Communities	Tucson, AZ	7	Distance education
06/15/07	Kwan	DOCLINE training	Los Angeles	1	Distance
06/18/07	Deeney/Ham	Consumer Health in Diverse Communities	Tucson, AZ	10	In-person
06/19/07	Deeney/Ham	Consumer Health in Diverse Communities	Tucson, AZ	9	In-person
06/20/07	Deeney/Ham	Consumer Health in Diverse Communities	Tucson, AZ	7	In-person
07/23/07	Kwan	DOCLINE training	Los Angeles	1	Distance
07/23/07	Kwan	DOCLINE training	Los Angeles	1	Distance

TABLE 4. Exhibits.

Dates	Organization name	Meeting name	Location (city, state)
RML NATIONAL EXHIBITS			
05/07/07 to 05/09/07	American College of Obstetricians & Gynecologists	Annual Clinical Meeting	San Diego, CA
RML REGIONAL/STATE/LOCAL EXHIBITS			
SUBCONTRACTED NATIONAL EXHIBITS			
SUBCONTRACTED REGIONAL/STATE/LOCAL EXHIBITS			

Actionable feedback received from exhibit visitors

The NLM home page describes MedlinePlus as “Health and drug information for patients, family, and friends.” Add a similar audience message to the MedlinePlus home page.

NLM should do an InfoRx project with ACOG.

MedlinePlus Go Local

Talks with Peninsula Library System (PLS) staff in San Mateo County (SF Bay Area) were conducted about uploading data to Go Local from their Community Information Program, a program that has been in existence for over 25 years. They reviewed Go Local documentation and additional documentation that was provided by Janice McPeak of NLM. PLS staff ultimately decided that they could not participate in Go Local, as they felt available funding was not adequate to sustain the service over time.

Other staff activities

TABLE 5. Publications and resources developed by RML staff

Date completed/published	Last name of staff responsible	Title	Medium (e.g., journal article, newsletter article, brochure, online tutorial)	Submitted to Clearinghouse (“yes” or “out of scope”)
05/30/07	Carr	2007 AIDS Community Outreach Projects: Deadline Approaching!	Newsletter article	Out of scope
05/31/07	Kwan	Welcome New EFTS Members!	Newsletter article	Out of scope
05/31/07	Kwan	What’s New with Pubmed?	Newsletter article	Out of scope
07/05/07	Kwan	Getting the most from PubMed indexing: Announcing the availability of NLM’s online indexing training module	Newsletter article	Out of scope
07/05/07	Kwan	EFTS – How To Get Approval From the Powers That Be!	Newsletter article	Out of scope
07/05/07	Kwan	Infobuttons: What are they and why should you care?	Newsletter article	Out of scope
07/06/07	Kwan	EFTS: Not just for large libraries!	Newsletter article	Out of scope
07/30/07	Deeney	Consumer Health in Diverse Cultures & Communities: a course for the University of Arizona’s Knowledge River program	Newsletter article	Out of scope

07/30/07	Carr	NLM Grants Move to Electronic Submission Process	Newsletter article	Out of scope
05/30/07	Carr	2007 AIDS Community Outreach Projects: Deadline Approaching!	Newsletter article	Out of scope

TABLE 6. Notable staff activities

Date	Narrative
05/3/07-05/4/07	Kay Deeney attended the Institute for Healthcare Advancement, Sixth Annual Health Literacy Conference, "Health Literacy and Chronic Illness Management," in Anaheim, CA.
05/19/07	Kay Deeney attended the MLA Chapter Council meeting in Philadelphia as the Representative for the Medical Library Group of Southern California and Arizona.
05/20/07-05/23/07	Judy Consales, Heidi Sandstrom, Kelli Ham, Julie Kwan, and Kay Deeney attended the RML Directors Meeting/Medical Library Association conference in Philadelphia.
05/21/07	Kay Deeney attended the MLA PH/HA Section meeting in Philadelphia as the Secretary/Treasurer.
06/4/07-06/20/07	Kay Deeney and Kelli Ham taught a course, <i>Science Consumer Health in Diverse Cultures & Communities</i> at the University of Arizona, School of Information Resources & Library in Tucson, Arizona. The course focused on health information needs of Native American and Hispanic communities and of adolescents. The 3-unit academic course was tailored specifically for the Knowledge River library school students who tend to be Native American or Hispanic. The course was part of an IMLS grant that involved the Knowledge River students working with high school students on health promotion.
06/07/07	Alan Carr attended the UCLA Healthcare Collaborative program "Independent Public Health Departments: From Concept to Reality."
06/08/07	Julie Kwan attended a workshop on electronic records sponsored by the UCLA Department of Information Studies and the US National Archives and Records Administration.
07/05/07	Heidi Sandstrom was asked to participate in a process task force for Library Work Plans in order to facilitate the integration of these into the UCLA Library's strategic plan and to inform its overall vision.
07/12/07-07/14/07	Kelli Ham & Kay Deeney attended the ¡Salud se Puede! 2007 Trejo Foster Foundation Institute sponsored by the University of Arizona School of Information Resources and Library Science in partnership with the University of Arizona Health Sciences Library in Tucson, Arizona.

Optional photographs with captions



Trejo Conference Picture

Attachment 1
Quarterly OARF summary data:
RML staff activities

Outreach Activities Report Pacific Southwest Region 2006-2011 - Project

RML Q1, 2007-2008

Generated: Thursday, September 13, 2007

13 Total Outreach Activities

The following information is based on outreach reports of training activities.

Activities Summary

Total number of estimated participants:	145 participants
Average number of participants:	11.15 per activity
Average length:	4.19 hours
Under 1 hour:	3 activities (23.08%)
Between 1 and 2 hours:	3 activities (23.08%)
Over 2 hours:	7 activities (53.85%)
Hands-on practice:	10 activities (76.92%)
Conducted remotely:	1 activity (7.69%)
Offering continuing education:	9 activities (69.23%)
Significant number of minorities:	9 activities (69.23%)

Type(s) of Organization(s) Involved in Activities

Health sciences library:	12 activities (92.31%)
Public library:	3 activities (23.08%)
Government agency:	0 activities
Hospital:	1 activity (7.69%)
Clinical/Health care:	4 activities (30.77%)
Academic Institution:	12 activities (92.31%)
Community-Based:	3 activities (23.08%)
Faith-Based:	0 activities
Public Health Agency:	1 activity (7.69%)
Other:	7 activities (53.85%)

Session Content

PubMed:	4 activities (30.77%)
MedlinePlus:	13 activities (100.00%)
ClinicalTrials.gov:	2 activities (15.38%)
NCBI:	3 activities (23.08%)
NLM Gateway:	0 activities (0.00%)
TOXNET:	0 activities (0.00%)
Other technology content:	9 activities (69.23%)
Other, non-technology content:	8 activities (61.54%)

Significant Minority Population Present

(>=50% of participants)

African American:	1 activity (7.69%)
Alaska Native:	0 activities (0.00%)
Asian and Pacific Islander:	2 activities (15.38%)
Hispanic:	7 activities (53.85%)
Native American:	7 activities (53.85%)

97 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary

Activities at which PI sheet collected:	92.3%
Health care or service providers:	37 participants (38.14%)
Health science library staff members:	18 participants (18.56%)
Public Health worker:	10 participants (10.31%)
Public/Other library staff members:	47 participants (48.45%)
Members of general public:	2 participants (2.06%)



Attachment 2
Quarterly OARF summary data:
Subcontractor activities
Outreach Activities Conducted by PSR Subcontractors

RML Q1, 2007-2008

Generated: Thursday, September 13, 2007

2 Total Outreach Activities

The following information is based on outreach reports of training activities.

Activities Summary

Total number of estimated participants:	27 participants
Average number of participants:	13.50 per activity
Average length:	1.75 hours
Under 1 hour:	0 activities
Between 1 and 2 hours:	2 activities (100.00%)
Over 2 hours:	0 activities
Hands-on practice:	2 activities (100.00%)
Conducted remotely:	0 activities
Offering continuing education:	0 activities
Significant number of minorities:	0 activities

Type(s) of Organization(s) Involved in Activities

Health sciences library:	2 activities (100.00%)
Public library:	1 activity (50.00%)
Government agency:	0 activities
Hospital:	0 activities
Clinical/Health care:	0 activities
Academic Institution:	1 activity (50.00%)
Community-Based:	2 activities (100.00%)
Faith-Based:	0 activities
Public Health Agency:	0 activities
Other:	0 activities

Session Content

PubMed:	2 activities (100.00%)
MedlinePlus:	2 activities (100.00%)
ClinicalTrials.gov:	2 activities (100.00%)
NCBI:	2 activities (100.00%)
NLM Gateway:	0 activities (0.00%)
TOXNET:	0 activities (0.00%)
Other technology content:	2 activities (100.00%)
Other, non-technology content:	0 activities (0.00%)

Significant Minority Population Present

(>=50% of participants)

African American:	0 activities (0.00%)
Alaska Native:	0 activities (0.00%)
Asian and Pacific Islander:	0 activities (0.00%)
Hispanic:	0 activities (0.00%)
Native American:	0 activities (0.00%)

27 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary

Activities at which PI sheet collected:	100.0%
Health care or service providers:	2 participants (7.41%)
Health science library staff members:	0 participants
Public Health worker:	0 participants
Public/Other library staff members:	1 participant (3.70%)
Members of general public:	24 participants (88.89%)



Attachment 3
Subcontractor quarterly report

University of Utah and Shared Technology Coordinator Position
National Network of Libraries of Medicine (NN/LM)
MidContinental Region (MCR) and Pacific Southwest Region (PSR)

Monthly Activity Report By Responsible Party-CY 07-08 - Text View

July 2007

Title of Activity: Investigated Garageband

Responsible Party:

Date: 7-9-2007

Length of Time:

Audience:

Quantity:

Contact Type:

Other Desc:

Comments:

Installed Garageband on the Macintosh and experimented with the software to see how it would work to produce a podcast. The tool is similar to the tools I have used on the PC but automates some of the podcast functions.

Special Project:

Activity Relates To:

Activity Focus:

Membership: No member.

Goal: Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region

Title of Activity: PSR Visit

Responsible Party:

Date: 7-10-2007

Length of Time:

Audience:

Quantity:

Contact Type: In person

Other Desc:

Comments:

Visited UCLA from July 10-11, 2007, to meet the Coordinators and learn about their needs. I also met with the UCLA library IT staff to talk about setting up access to UCLA e-mail and look at the library videoconferencing system.

Special Project:

Activity Relates To:

Activity Focus:

Membership: No member.

Goal: Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region

Title of Activity: Set up software

Responsible Party:

Date: 7-12-2007

Length of Time:

Audience:

Quantity:

Contact Type:

Other Desc:**Comments:**

Received my UCLA library e-mail account and log-ins needed for SharePoint. Installed and set up software required for PSR work: the Outlook e-mail client; the Outlook 2003 client; SharePoint; the PSR web site and blog.

Special Project:**Activity Relates To:****Activity Focus:**

Membership: No member.

Goal: Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region

Title of Activity: PSR Visit Follow-up

Responsible Party:

Date: 7-12-2007

Length of Time:

Audience:

Quantity:

Contact Type: In person

Other Desc:

Comments:

Following the UCLA visit on July 10-11, 2007, followed up with the Coordinators on the following issues: *Checked with Jonathan Wilson about setting up the Macintosh for Kelli and any possible security issues. He said he would follow up. *Researched how to stop Skype from importing Outlook contacts for Marco. *Researched new Polycom videoconferencing options, and reported this to Heidi and the IT staff. Also sent instructions for installing the Polycom ViaVideos. *Drafted an e-mail to NTCC regarding the shared class registration system. Claire and Heidi are still discussing the issues. *Sent the link for the Skype document written for IT people to Julie so she could add it to the "Resources for IT" section of the web site. *Set up a time to conduct Adobe Connect training.

Special Project:

Activity Relates To:

Activity Focus:

Membership: No member.

Goal: Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region

Title of Activity: Researched method for blog to PDF conversion

Responsible Party:

Date: 7-12-2007

Length of Time:

Audience:

Quantity:

Contact Type:

Other Desc:

Comments:

Researched methods for converting the blog articles into PDF. Discovered that the current news feed used the "excerpt" rather than the text of the whole article. I made a copy of the news feed program and edited it so that it would create a news feed with the entire article. I then used Adobe Acrobat Professional RSS feed feature to generate a PDF. I researched how to create a PDF for just one month by changing the URL. I generated several months worth of examples to send to Heidi, Julie and Marco for consideration. I also experimented with a free PDF generation program called DrawLoop. It allows you to create PDFs from multiple web pages. It was possible to create a PDF by navigating to each article on the blog and then combine them into one file. This seemed a little cumbersome compared to the Adobe Acrobat method, and also did not format the PDF file as nicely as Acrobat.

Special Project:

Activity Relates To:

Activity Focus:

Membership: No member.

Goal: Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region

Title of Activity: Wrote newsletter article on Skype

Responsible Party:

Date: 7-16-2007

Length of Time:

Audience:

Quantity:

Contact Type:

Other Desc:

Comments:

Edited and updated a previous MCR article on Skype for the PSR newsletter, and sent to Julie for review.

Special Project:

Activity Relates To:

Activity Focus:

Membership: No member.

Goal: Develop an information technology and policy program to improve access to biomedical information

Title of Activity: Tested videoconferencing

Responsible Party:

Date: 7-18-2007

Length of Time:

Audience:

Quantity:**Contact Type:** In person**Other Desc:****Comments:**

Tested Utah's ViewStation videoconferencing system point-to-point with UCLA's Sony videoconferencing system. The system generally worked well with little audio latency and occasional video fuzziness.

Special Project:**Activity Relates To:****Activity Focus:****Membership:** No member.

Goal: Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region

Title of Activity: Adobe Connect training session**Responsible Party:****Date:** 7-18-2007**Length of Time:****Audience:****Quantity:****Contact Type:****Other Desc:****Comments:**

Conducted Adobe Connect training session for Heidi, Kelli, Kay, and Julie with assistance from Susan Roberts, distance education expert at Eccles Library. The session was conducted using Connect, with hands-on practice from the UCLA participants. We went over the basic features of Connect and discussed issues related to setting up and managing a class.

Special Project:

Activity Relates To:

Activity Focus:

Membership: No member.

Goal: Establish and maintain channels for effective communication with current and potential NN/LM participants, other RMLs, NLM, and other state and multi-type library networks within the region
