



Consumer Health Information Programs and Services in the GMR

Lorna Springston,
 GMR Consumer Health Coordinator

Consumer health information is changing the face of health-care, the health of consumers who seek it out and the services libraries have traditionally delivered to their communities. Change is good, and for the delivery of consumer health information, change has come in a variety of forms. In this issue of *3 Sources* you'll read about health science librarians training public librarians on MEDLINE; two hospitals collaborating to provide their city

with a consumer health resource center; a traditional tertiary-care hospital offering its patients, employees and medical staff a holistic healthcare library; and the changing roles of librarians.

When talking and writing about the delivery of consumer health information, you hear and see words like network, collaboration, affiliation, partnership and community. We're familiar with these words. They describe library-to-library programs and services. But with consumer health information programs and services, the supporters and players extend to

the healthcare community, employers, colleges and universities, and state and federal government.

Many of you in the region have been involved in providing health information to your patients, employees, friends and communities for years. The GMR will benefit greatly from your experiences, and we look forward to networking, collaborating, and partnering with you to bring better health and quality of life to our community.

Hospital Library Pioneers Holistic Program

Mary Beth Davis
 Holistic Resources Library
 Deaconess Hospital
 Evansville, IN

The famous dancer Martha Graham said, "The body is a sacred garment," and at Deaconess Hospital, the Holistic Resources Library echoes that sentiment. We were the first area hospital to offer a clear program of holistic healthcare services, which complements our commitment to improving the quality of life for the people in

the Tri-State area. Our mission is to be the leader in promoting healthy life-styles, supporting health-related education, advancing health knowledge through research and offering spiritual and psychological support to patients and their families.

Complementary/Alternative Medicine (CAM) is a term often used interchangeably with integrative medicine, healing health care and holistic medicine. CAM does not have one widely used diagnostic procedure or treatment. CAM is primarily an atti-

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Tech Notes



Keeping Current — SDI Options

Chris Shaffer

NN/LM Technology Coordinator

Earlier this year, NLM announced that the Automatic SDI and Offline Prints would be discontinued (http://www.nlm.nih.gov/pubs/techbull/ma99/ma99_elhill.html). What does this mean for your library patrons? There are now many options for searching NLM databases for current materials.

The National Center for Emergency Medicine Informatics (NCEMI) now offers a current awareness service called J.A.D.E. Journal Abstracts Delivered Electronically (<http://www.ncemi.org/jade>). It searches MEDLINE using PubMed every Monday morning and sends you the citations for every new article on the topic you specify. Like everything else, it has advantages and disadvantages, including the kind of bugs that grace every new product or service. For more information about J.A.D.E., see "Have you become J.A.D.E.d?" *PNR Dragonfly* (<http://www.nnlm.nlm.nih.gov/pnr/news/199907/jade.html>).

Give PubMed a try

Try out the new PubMed system (<http://www.ncbi.nlm.nih.gov/entrez>). After you've run a search, choose "Details" and select "URL" to run the search again and create a URL with the full search strategy. You can then bookmark the search, add it to your favorites or cut and paste the URL directly from your web browser "Location" or "Address" box.

The PubMed Cubby Service (<http://www.ncbi.nlm.nih.gov/PubMed/news.html>), which will be available soon, will also include the ability to save PubMed search strategies.

The SDILINE database contains citations from the most recent complete month in MEDLINE and can be searched with Internet Grateful Med (<http://igm.nlm.nih.gov>). Using a saved search strategy (http://igm.nlm.nih.gov/splash/IGM_url.html), you can create a URL for an SDILINE search that can be run each month from a bookmark in Netscape or favorites in Internet Explorer.

Running an SDI in other databases

How do I run an SDI in databases other than MEDLINE? The first answer is that you can store search strategies for other databases available through Internet Grateful Med. Using the "Entrez Date" field, you can limit the results to the citations added since the last time you ran the search. The second answer is that, eventually, the PubMed search system will include all journal article citations, regardless of source. For example, PubMed search results already include AIDS and HealthSTAR citations. For information about limiting searches to PubMed subsets (including Abridged Index Medicus) see the PubMed help file ([http://www.ncbi.nlm.nih.gov/PubMed/pubmedhelp.html#Subset\[SB\]](http://www.ncbi.nlm.nih.gov/PubMed/pubmedhelp.html#Subset[SB])) and "Restricting Retrieval In PubMed Via The Use of Subsets," *Middle Atlantic Perspective* (<http://www.nnlm.nlm.nih.gov/mar/perspec/1999/9905.html#subsets>).

Medical Questions? MEDLINE has Answers

A Pilot Project on Public Outreach

Lorna Springston
 NN/LM Consumer Health Coordinator

In October 1998, 39 public library organizations participated in the pilot project "Medical Questions? MEDLINE has Answers."

Participating public librarians were trained to search MEDLINE and Loansome Doc. They were also awarded \$5,000 to spend on technology and health information products of their choice.

Around the same time, MEDLINEplus, NLM's consumer health web site, was released, introduced to the participants and used as a resource for this project.

Two interviews of public librarians who participated in the pilot project are featured below.

The libraries are located in southern Texas, and both are members of the Alamo Area Library System. This system is a multi-library type organization that supports and extends the two public libraries' consumer health information capabilities.

Castroville Public Library, Castroville, Texas

Before participating in the Public Library Pilot Project, the Castroville Public Library had few resources on medicine and health.

Carole Trisler, Castroville's librarian, was excited to be selected to participate in the project and pleased to receive a \$5,000 grant for equipment, materials and resources to facilitate Castroville's delivery of consumer health information to patrons.

Using project funds, Carole purchased a laptop computer, cell phone and medical/health reference books.

Carole began to train her patrons on finding health information, and

she pointed them to reliable resources like MEDLINEplus, HealthFinder, PubMed and others she learned about during the project.

The laptop and cell phone are used when Carole provides outreach and training at remote sites.

During Castroville's Market Trail Days, Carole and the Castroville Public Library staff brought the library's laptop and cell phone to promote the library's access to online health information resources.

Carole demonstrated to those stopping by how to find authoritative, reliable health information on the Internet.

Since the beginning of the project health-related questions from Castroville's Library patrons have increased 30%.

Patrons coming to the library are pleased to find up-to-date, quality medical/health reference books available for their use. If an online search is required, then MEDLINEplus is used first.

Carole doesn't worry about the quality and authority of information provided by MEDLINEplus. She uses it because she feels "MEDLINEplus is a good resource," and the information is reliable. Carole is also finding that she uses PubMed with greater frequency to answer medical/health questions posed by patrons.

As a result of their participation in this project, the Castroville Public Library and the University of Texas at San Antonio Health Science Center Library developed an informal agreement that the Health Science Center Library will assist the public library when there is need for interlibrary loan, training on searching medical/health information resources, or answering reference questions.

Alexander Memorial Library, Cotulla, Texas

The Alexander Memorial Library is a small, rural public library in Cotulla, Texas. Librarian Donna Van Cleve feels that Internet access to online resources and her library's participation in the pilot project "levelled the field between small libraries and larger metropolitan libraries."

Before the project, the Alexander Memorial Library was unable to offer its patrons much health information. Medical books available in the library were 20 to 25 years old.

Donna and her staff had no formal training in searching medical databases. If they couldn't help a patron find the health information needed, the patron would be referred to a local physician.

Donna used the project's funds to purchase a second workstation, Internet access, new medical textbooks and Spanish language medical/health resources.

Articles about the library's participation in the project appeared in local newspapers.

Donna and her staff delivered posters and brochures to area doctor's offices, pharmacies and clinics, and placed inserts in local church bulletins promoting the project to the community.

The promotional materials also increased the community's knowledge of the project's benefits and resources for their local library.

When civic, community and school clubs met in the library's meeting rooms, Donna would briefly join the meeting to talk about the project, the library's expanded access and resources for health information.

Meeting with county commission-
MEDLINE, continued on 7

Health Dimensions: Health Resource Center for the Consumer

*Karen Blakeman
Manager, Health Dimensions
Lexington, KY*

Health Dimensions is a library with medical information, but it's not located in a hospital. It's in a mall, but it's not a retail store. It offers health education programs and screenings, but it's not a clinic. So just what is it?

Health Dimensions is a nonprofit consumer health resource center in Lexington, Kentucky. It is affiliated with two nonprofit hospitals, Saint Joseph Hospital and Central Baptist Hospital. Its mission is to increase public access to health information and help people take greater responsibility for their health.

Consumer health resource centers similar to Health Dimensions have developed in about 25 locations across the country. For Health Dimensions, the commitment to increasing access is demonstrated in many ways. It is located in the largest shopping mall in the city, making it a convenient location. The colorful carpeting and brightly lit facility welcome visitors into its inviting, non-clinical setting. Its hours — Monday through Saturday, 10:00 a.m. to 9:00 p.m. and Sundays, 12:00 p.m. to 6:00 p.m. — accommodate nearly everyone. Health information is geared toward the consumer, not the health professional. Materials are available in a variety of formats, including books, pamphlets, computer databases, books on tape and video-cassettes. Many of the center's services are offered free.

Health Dimensions occupies approximately 2,000 square feet. Two computers are available to visitors to search the Health Reference Center database for pamphlets and full-text



articles. About 2,000 books, videos, books on tape and magazines are available for circulation. More than 1,000 titles of pamphlets are available for free. Health education displays, including anatomical models and other teaching aids, may be rented. The space also includes a 25-seat classroom that is host to 25 to 30 health education lectures, support groups, screenings and cooking classes each month.

The center has been met with an enthusiastic response from Lexington-area residents. In the center's first three years, utilization has increased dramatically: The center experienced a 46% increase in reference questions and a 26% increase in program attendance from year one to year three. The media, too, have paid attention: Health Dimensions has been featured on local television news more than 40 times, and in newspaper articles 15 times, not including weekly announcements of upcoming activities at the center. Health professionals have been most supportive of all. Countless physicians and other health professionals have volunteered their time and expertise to offer educational programs and screenings at the center.

Health Dimensions provides a

place for the consumer to get information on issues related to both illness and wellness. Physicians, family members, co-workers and friends refer individuals to Health Dimensions. Among the most frequent subjects

for reference questions are diet and nutrition, diabetes, fibromyalgia, prescription medications, cancer, cholesterol, body composition analysis, hypertension, arthritis, weight management and medical tests. For most questions, Health Dimensions staff is able to find information in-house. When that is not possible, the center's librarian performs an online search and/or locates information through interlibrary loans.

When the center opened more than three years ago, many consumers had never seen anything like it. They couldn't decide if the center was a bookstore, a clinic or a health food store. The Health Dimensions concept is no longer new, but its role has grown to include helping consumers become more informed about locating quality health information. With increased access to health information via the Internet and other sources, consumers need to be more selective than ever and better able to evaluate health information for currency, accuracy and source. Health resource centers like Health Dimensions can play a key role in educating consumers in this regard.

Karen Blakeman may be reached at (606) 272-6099, or by e-mail at karen@healthdimensions.org.

Teaching MEDLINE To Multitype Librarians

Peggy Richwine

Indiana University School of Medicine

In the spring of 1998, two health science librarians representing the Indiana Health Science Librarians Association arranged with INCOLSA, the Indiana State Library Services Agency, to do a series of four half-day workshops for INCOLSA members at locations throughout the state. The workshops were entitled "The Basics of Medical Reference" and total attendance was 100 librarians from public, academic and special libraries. A report on those workshops was printed in the August 1998 issue of *3 Sources*.

The evaluations from those workshops indicated these librarians wanted more training on MEDLINE and that it should be hands-on.

Based on these recommendations, Peggy Richwine, Outreach Librarian at the Indiana University School of Medicine Ruth Lilly Medical Library, made arrangements through INCOLSA for hands-on MEDLINE training workshops in the spring of 1999. Meanwhile, the Southwest Michigan Library Cooperative read the *3 Sources* article and requested that Peggy present a full-day workshop in April 1999. The MEDLINE portion of this workshop was a half-day. The INCOLSA and the Southwest Michigan workshops each had 20 attendees. The composition of the group was primarily public librarians but included academic and special librarians as well.

The Indiana State Library and INCOLSA sponsor Inspire, a collection of web-accessible databases for Indiana residents. The Inspire collection has two interfaces: SiteSearch and EbscoHost. Both of these interfaces have a version of MEDLINE, and librarians throughout the state are

familiar with these databases. However, most of them are not familiar with the National Library of Medicine's Internet Grateful Med or PubMed.

The workshops began with a description of the contents and history of MEDLINE. The widespread availability of different versions of MEDLINE was also discussed. The discussion was followed by an overview of the nature of biomedical literature that included the biomedical emphasis on journals and definition of terms such as clinical research versus basic research. These librarians know the value of a controlled vocabulary. Accordingly, MESH's hierarchy of terms and indexing to the most specific terms were described.

To establish that there is a significant difference in the various versions of MEDLINE, the same search was conducted on the Inspire versions of MEDLINE, Internet Grateful Med and PubMed. The search question was to find articles showing the relationship of second hand smoke to lung cancer. The value of medical subject headings became clear with this search.

The workshop continued with searches on each of the MEDLINE versions that demonstrated the strong points of each interface version. It became apparent that mapping to MESH and exploding terms were important features for consistently good retrieval. The special features



The Inspire web site, shown here, has two interfaces: SiteSearch and EbscoHost. Both feature a version of MEDLINE.

of PubMed such as the citation matcher, journal abbreviations and related articles were a big hit. Many preferred the input screen and limit options of Grateful Med. The consumer journals feature of PubMed was not available at the time, and this has been added to the fall 1999 presentations.

MEDLINEplus was introduced with a look at the canned PubMed searches under each of the health topics. This feature was also a hit.

The Loansome Doc features of PubMed and Internet Grateful Med were examined. However, many of these librarians were dismayed by the ten dollar fee for photocopies and will not use this feature except under extreme circumstances.

What these librarians lacked in familiarity with medical terms was more than compensated by their enthusiasm and knowledge of searching, database structure and controlled vocabulary. Teaching MEDLINE to experienced information professionals is a joy. Additional training began in the fall of 1999.

HOLISTIC PROGRAM, from front page

tude about health and healing and views health as a positive state rather than merely the absence of disease. CAM shares Socrates belief, "You cannot heal the body without the soul." Holistic medicine includes integrating care for the whole person, the body, the mind and the spirit (soul). It also addresses the person's physical, social and work environments. This approach solicits self-responsibility and mobilizes the individual's self-healing capacity. Surgical or medical intervention (allopathic medicine) is not disputed in holistic medical practice. Holistic practice works to integrate allopathic and CAM, while emphasizing the idea that psychosocial stresses, such as unemployment, family discord or death of a loved one, may contribute to illness.

At Deaconess Hospital, our approach to offering holistic healthcare has been cautious and conservative. In 1994, we began a Healing Healthcare Task Force, which included representatives of a large segment of the community. The task force was underwritten by three leading area employers: Civitas National Bank, ALCOA and SIGECO. Their motivations were to increase community wellness and decrease healthcare costs.

Our first proposal, presented in August 1994, focused on offering these services with an emphasis on education. It was decided that a holistic library, programs and services would be established to serve the community, employees and medical staff. This new program was strategically placed under the Deaconess Resource Center for Healthy Living, which had already been serving the community with health screenings, senior services and educational programs. It was a perfect fit. The focus of the Resource Center was changed

from "healthy aging" to "healthy living." A holistic specialist with a nursing background was hired in June 1996. In July 1997, LifeQuest was formed. The LifeQuest program has served as an umbrella for the hospital's wellness offerings, including corporate and employee wellness programs, The Resource Center for Healthy Living and creating healthy baby classes. Our quarterly LifeQuest publication includes a pullout calendar listing all our programs and classes. We offer a wide variety of classes with topics ranging from Fitness, Fun & Flexibility, Tai Chi, yoga and Feldenkrais to the use of soy, aromatherapy, music therapy and humor.

The Holistic Library opened in January 1997. We now have more than 3,000 books and tapes, 50 newsletters and 40 journals focusing on Complementary/Alternative Medicine.

Available health topics include: humor, laughter, art and play, motivation, spirituality, religion, mind/body/stress, life-style/wellness, music/imagery, modalities, women's health, energetic healing, nutrition/herbs and complementary medicine.

The library has a computerized massage chair, headphones, a TV/VCR and Internet access for patrons. Since October 1, 1999, library membership has been free. We are adopting many of the local public library system criteria. We plan to form a Friends of the Holistic Library group to assist in fundraising to expand our services. We will conduct yearly donation appeals through our hospital foundation, as well as an annual used-book sale.

We are in the process of developing an Integrative Health & Medicine Clinic for this area. We are also investigating the possibility of satellite libraries for inpatients and for our off-campus outpatient facilities. Our

present location is in the Resource Center on the main floor of the hospital.

We have had many challenges in developing an electronic means of controlling and running our library. We are working to link the Holistic Library with the Health Sciences Library, Lighter Side Library, Family Practice Resident and the hospital archives. This combined system will be placed on the hospital Intranet to provide Internet access for other facilities and the public.

Holistic Resources also facilitates the programs and offerings for physician education. We have had speakers on such topics as acupuncture, ETPS (electrical point stimulation), and the importance of humor in your medical practice. We have a physician's integrated medicine study group holding monthly meetings in the Resource Center. Our physicians, residents and the chaplains' residency program participants use the library frequently.

We have collaborated with the University of Southern Indiana (USI) School of Nursing and Health Professions in offering holistic healing and health care as for-credit courses in their programs. We also jointly sponsor a community healing touch training program and a research initiatives group to investigate and implement CAM research by students and faculty. CAM principles are being integrated into the core curriculums of the programs. Students and faculty from USI, University of Evansville, Vincennes University, Indiana Vocational Technical College and local high school students use the library for research regularly.

We network with other hospitals across the country and are frequently interviewed and filmed by local, state and national media. The initial development of a holistic library as a tool to integrate holistic philosophy

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MEDLINE, continued from page 3

ers encouraged them to see the library as more than a place to check out books, and they voted to fully fund the library for the coming fiscal year.

When searching for health information, Donna says she and the library's patrons go to MEDLINEplus first. Then they search Health A to Z, HealthFinder, the browser's "related sites" links and other resources.

She says Loansome Doc is not used often because of the extended time necessary to obtain a requested article.

Following participation in the project and the publicity Donna generated for it, the number of requests the library receives for health information and requests for instruction on searching the Internet for this information have steadily increased.

Currently, Internet training for patrons is done on demand. After the installation of a LAN and additional computers in the library is completed, basic Internet training classes will be offered to the public.

A component of that training is an introduction to medical resources on the Internet, and how to find health information for personal use.

The Alexander Memorial Library maintains an informal relationship with the University of Texas Health Science Center Library. This partnership was developed during the project.

The library can go to the Health Science Center Library for help in obtaining interlibrary loans, training and answers to reference questions, as well as rely on the Alamo Area Library System to extend their health information resources capabilities.

Technical Bulletin

The list below summarizes the articles published by the National Library of Medicine in the *Technical Bulletin* (www.nlm.nih.gov/pubs/techbull/tb.html). To request print copies of individual articles, please contact the GMR office.

July/August 1999

Technical Notes (e1)

Notice of NLM Z39.50 MEDLINE Server Ceasing
New Fact Sheet, Print and Electronic Journals in MEDLINE®, Available

NTIS Billing Plans for ELHILL Demise
PubMed Enhancements

Correction to the September-October 1998 NLM Technical Bulletin

Article Titled MeSH Coming Attractions

TRI97 Available on TOXNET

HealthSTAR Files Reconfigured

Remembering ELHILL (e2)

NLM Home Page Redesigned (e3)

September/October 1999

Technical Notes (e1)

MeSH® Tools 2000 - Available

New Web Site for Licensees of NLM Data

New NCBI Web Site Highlighting Scientific Research

What's New With MEDLINEplus

DOCLINE® Update

ELHILL and TOXNET Direct Access End September 30, 1999

MeSH® Files Available for Downloading

List of Serials Indexed for Online Users 2000 to be Available

Electronically, Printed Publication Discontinued

New SPACELINE Brochure

Farewell to Our Colleague

Searching POPLINE on Internet Grateful Med (e2)

Highlights of the New Beta Version of PubMed (e3)

MEDLINE Logs 10 Millionth Journal Citation (e4)

NLM Online Training Program – 2000 (e5)

Images from the History of Medicine (e6)

Farewell to ELHILL (e7)

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into our organization is a unique approach. As Neitschze said: "This is my way. What is your way? THE WAY does not exist."

Anyone involved in similar projects needs to be a creative, out-of-the-box thinker and be willing to network with others sharing this path.

There is no one right way to begin. The culture of your organization provides clues for finding those who are starting this process. A survey of consumers in our 21 county area found in June 1997 that 54 percent of the 600 surveyed were already using

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Important Dates

National Online Training Center Class Dates

For additional NOTC classes, class descriptions, and online registration, check: www.nlm.nih.gov/mar/online.

Introduction to Web-Based Searching for the Librarian and Information Specialist: Using PubMed and Internet Grateful Med to Search NLM's Databases

February 29 - March 1, 2000 Chicago, IL
April 4-5, 2000 Ann Arbor, MI
Aug. 15-16, 2000 Chicago, IL

Keeping Up With NLM's PubMed and the Next Generation Gateway

February 28, 2000 Chicago, IL
April 3, 2000 Ann Arbor, MI
August 14, 2000 Chicago, IL
September 25, 2000 ... Minneapolis, MN
September 26, 2000 .. Minneapolis, MN

Iowa Library Association Health Sciences Roundtable

Iowa City
April 20-21, 2000
Contact: Cathy Perly
cperley@willinet.net
Phone: (712) 252-0137

Indiana Health Sciences Librarians Association Spring Meeting

April 12-14, 2000
French Lick Resort
French Lick, Ind. 47432
Contact: Marina Will
Phone: (812) 426-3385

Ohio Health Sciences Library Association Spring Meeting

April 13, 2000
Department of Transportation
Columbus, Ohio 43223
Contact: Barbara Van Brimmer
Phone: (614) 292-4891

Medical Library Association Annual Meeting

May 5-11, 2000
Vancouver, British Columbia
Contact: mlasa@mlahq.org
Phone: (312) 419-9094

American Library Association Annual Meeting

July 6-13
Chicago, IL
Contact: ALA Headquarters
Phone: (312) 440-9374
(800) 545-2433

To suggest items for the calendar, please e-mail (gmr@uic.edu) or call 800-338-7657.

HOLISTIC PROGRAM, from page 7

CAM, and 82 percent were interested. This is a consumer-driven movement. It is our responsibility to provide reliable information that assists patients and health care profession-

als to make responsible choices in using any of these modalities. We would be happy to share and receive information from readers. These are exciting times. As we begin to inte-

grate conventional and complementary medicine, I am reminded of Big Bird's philosophy from Sesame Street, who said, "To have a happy neighborhood, all we have to do is learn to cooperate."

Let the cooperation begin.

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