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Access to Electronic Health Information
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Voices of Hope
Montana Coalition Against Domestic and Sexual Violence (MCADSV)

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Narrative:

1. Summarize your accomplishments on this project:

A) Through the partnership we had on this project we were able to provide training and technical assistance to:

- 60 MCADSV membership programs that serve victims of domestic violence and sexual assault;
- to medical professionals who needed to become more adept and knowing and examining the resources appropriate for serving domestic violence and sexual assault victims;
- to law enforcement (including Judges and prosecutors) to help improve their understanding of the dynamics of domestic violence and sexual assault, and to provide a better criminal justice response to protect these victims;
- to victims and their family members to help them understand the dynamics of domestic violence and offer them tools to assist in their recovery process; to schools to do prevention work and be able to use MCADSV curriculums to establish normalcy and healthy relationships in the classrooms, and for the general public to understand more about these issues and become more educated.
- to teachers and community service providers so that they can better access quality accurate information
- to mental health providers so that they can access quality health information and provide better services.

B) We were able to provide New Articles Lists (bibliographies) and document delivery to assist the users of both resource centers stay up-to-date on current and emerging issues in this field, and aware of best practices to provide better service delivery systems for citizens in Montana.

C) Through this partnership the electronic resources and websites of both resource centers were also greatly improved.

2. Geographic region/number of counties:

Throughout the duration of this project we provided regional trainings throughout Montana and lent materials to individuals or organizations in all 56 counties in the state of Montana. Our New Articles Lists, document delivery and websites also reached users across the state of Montana.

3. Collaborations/Partnerships

The main collaboration of this project was between Voices of Hope and MCADSV. We worked together to create resource materials and provide trainings to reach the goals of the project. MCADSV also collaborated with the State of Montana Attorney General's Office, MSU, The Disability Project, and Montana Legal Services Association to garner input about resources need in our library to help address the resource needs of different disciplines and what tools they would find useful in our library. Voices of Hope collaborated with the four Regional Community Mental Health Centers to provide trainings and to create

resources. The largest frustration of this collaboration was a miscommunication on a training trip to Billings that resulted in a wasted 6 hours of driving (there and back). Voices of Hope also attempted to collaborate with two different volunteers in the development of our website. Although the website was completed and does provide information about us and our resources, we were disappointed in both the timeliness and quality of the product. For the time spent working with the volunteers, Voices of Hope staff could probably have produced a better product.

Challenges encountered during this project were lack of funds to purchase all the resources we wished to purchase and the loss of our staff at different points in the project. MCADSV's coordinator transitioned out of the organization in the last five months of the project. Losing her skills, left them struggling to manage the website, enter the library resources into the software cataloguing system they had purchased, and loss of knowledge about management of the grant. Since her departure, they hired another person to manage this grant, however the learning curve has been slow and the NNLM project would have been better served without the transition in staff. Voices of Hope also had transition in staff with the lead staff person moving to employment at a different library and attempting to help coordinate the project as a volunteer. As evidenced by the lateness of this report, this arrangement has been difficult.

4. Training:

Total number of sessions conducted as part of this project: 18

2. Total number of sessions in which half or more than half of the participants were from minority populations: 0

3. Total number of participants in the project's sessions:

4. Breakdown of these participants by:

-Health care or service provider:86

-Health sciences library staff member:0

-Public/other library staff member: 15

-Member of the general public: 264

5. Training Sites: Provide a brief description of these training sites:

MCADSV resource library

Community Mental Health Center (Missoula, Kalispell, Great Falls)

MCADSV Membership and Regional Meetings (across MT)

MT Library Association Meeting (Billings)

Crimes Against the Mind and Body Conference (Great Falls)

6. Exhibits: None.

7. Resource Materials:

- Bi-monthly New Articles Lists
- Training Handouts
- Resource Center Flyers

- MCADSV advertising brochures
- Voices of Hope Community Resource Directory
- MCADSV website (www.mcadsv.com)
- Voices of Hope website (www.voicesofhope.info)
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8. Web sites:

MCADSV: Since the inception of the program, we have been able to advertise the service of a lending library through our website, www.mcadsv.com. Through clicking on the library you can be connected to a section that lists all of our resources available, as well as an updated articles list. Although we no longer have grant funding, we intend to continue to participate as a lending library and update our resource lending list as we add new materials.

Voices of Hope: Voices of Hope previously did not have a website. We purchased a domain name www.voicesofhope.info and worked with two volunteers to create the website. As mentioned above, we were frustrated by these collaborations. We are pleased that we have a website, but hope to continue to improve it in the future.

9. Document delivery and reference services:

We sent out the New Articles List every other month via e-mail to several different lists of interested communities. Many of the citations had direct links to full-text materials and did not require library mediation for the users to access them. When users requested items not freely available online, we requested the article via docline and sent it to them via e-mail. We sent out over 20 full-text documents.

Voices of Hope also frequently sent out information packets on various mental health/domestic violence/sexual assault related topics. We sent out over 30 information packets.

MCADSV also loaned out materials from their resource library. If a person asked to borrow a resource from the library we would mail it to the at our expense, and they would return the material at their expense. If we did not have the desired resource, we would try to find a similar one to discuss the subject matter inquired about, and at times, purchase the requested resource asked for by the borrower if we felt that the book/journal/video was relevant and appropriate to meet the needs of many of our library users. Over the period of the grant we have lent out material including books, videos, journals, DVDs, over 700 times.

10. Approaches or interventions used:

This project focused on training and resource distribution. We provided a wide array of training across the state. We distributed information through the Bi-monthly New Articles Lists, our websites and document delivery services.

We raised awareness of the project through several venues. Because MCADSV engages in so much training statewide year round, they always tried to make sure to refer to the availability of the lending library at MCADSV to our training participants for follow-up information. They also included updates on the library in our monthly membership TTA packet. Because Voices of Hope operates the statewide crisis line, we referred to our resources and offered information packets to callers whenever appropriate.

11. Evaluation:

We distributed evaluations at the majority of the trainings that we provided. The overwhelming majority of the evaluations were positive. One interesting piece of feedback was the different perspectives of younger and older participants. For example, at the Crimes Against the Mind and Body Conference, several younger people (high school students) felt that the talk was too boring and that the presenter was acting like the audience was “dumb.” Other feedback (from older participants) was that it was a “terrific” training. Obviously, those who are extremely comfortable and see searching as “second nature” found the training too simple, but others needed the slower explanations of each step. Perhaps, in the future, projects should take care to target trainings to beginner and advanced searchers. Although, I also think that it is possible that these high school students thought that they knew more than they actually did.

12. Problems or barriers encountered:

Voices of Hope: The greatest challenges for this project involved staff transitions. We also struggled with our website and collaborating with two different volunteers. We had expected more document delivery requests for articles from our New Articles Lists. We had fewer than expected requests because we were able to provide direct links to full-text in more cases than expected and because many providers seemed to feel that reading abstracts of many of the articles was adequate.

MCADSV: The most challenging problem we encountered was the loss of the staff member responsible for managing this grant before the grant period ended. We felt a significant gap in the organizations knowledge and ability to manage the website after she left, but still were able to respond to lending request appropriately and in a timely manner. In the future we would cross train two staff for a project of this size so the project doesn't falter when a staff member leaves. We also experienced challenges with not having set policies and procedures regarding the use of library materials. Many borrowers would keep the information for months, while others were waiting to access it. In order to cure this we did two things, installed a software cataloging system that send automatic

reminders that materials are due, and also established some rules regarding timely return of materials.

13. Continuation plan:

Report on how you plan to continue the project. Will all of the projects activities continue?

Voices of Hope: We will continue to work on our Voices of Hope website and connect it to our other community information project website (www.211.org). We will continue to provide accurate information to collaborating mental health providers, to community service providers and to callers on the crisis line. We will not continue the bi-monthly New Articles List. We will provide limited training when requested.

MCADSV: Through the purchase of the software cataloging equipment, it is much easier for each staff now to respond to borrowing request and check materials out. For project sustainability wanted to work to a point where we no longer needed to designate one staff members time solely to management of the library. Because the resources are now grouped by topic, cataloged, and more organized all staff are trained in responding to library request and re-shelving materials. We will also continue to purchase more materials as we can afford it and add these resources to our software cataloging system, as well as to our resource list on the website.

14. Impact:

Having these resources available helped augment the knowledge base in the State of Montana on these important health topics. We found the resource centers were utilized by a diverse number of disciplines. Many people gained information to help provide for the safety and well-being of women, children, and men victimized by violence in the home and sexual assault. We also provided an excellent resource for mental health providers especially those associated with the Community Mental Health Centers.

15. Recommendations for improvement:

More money to purchase materials.

16. Follow Up questions.

1. Were your original project goals and objectives met? If not, why not?

MCADSV felt that their original goals were met. Voices of Hope felt that their both their website should have been created sooner and been better. We had also hoped that the New Articles Lists would be more utilized.

2. What significant lessons were learned which would be of interest or use to others conducting outreach projects? Which strategies were the most effective in implementing the project?

We learned that many things: cross train staff to manage the project in case one of them leaves, organization is key to managing a large library, set policies and

procedures for lending in advance to make sure there is accountability established for getting materials returned, volunteers are not necessarily the most effective way for getting projects completed, information overload continues to impact professionals in all fields.

By far the most effective strategy for getting people to use the services of the resource centers was the trainings. Seeing the wealth of materials in an interactive setting was much more effective than flyers or e-mails.

3. If you were to start all over again, what, if anything, would you change about your goals, project plans, etc.?

We would have multiple, committed staff trained in all aspects of the grant—especially in dealing with the website. Voices of Hope would have staff get trained in website creation rather than relying on volunteers. MCADSV would write explicit rules for library borrowers to abide by for the privilege of borrowing from the library –(e: due dates for materials, responsible for absorbing costs when damage is done to material, etc.). We would not publish the New Articles List, but would spend more time working with individuals to get the information that was pertinent to them.

4. What advice or recommendations would you give to anyone considering a similar outreach effort?

This was a great project overall and we were definitely used as a resource, plus the lending library allowed us to disseminate information that we care about to a number of different disciplines interested in learning about and acting more on the important health issues of domestic violence, sexual assault and mental illness. .