Middle Atlantic Region

Region 1

Quarterly Report

August 1 – October 31, 2008

New York University Langone Medical Center

Date submitted: January 27, 2009

TABLE OF CONTENTS

Executive summary

Staff changes
Kathel Dunn, Associate Director, submitted her resignation on July 7, 2008. Her last day of work was August 4, 2008. Ms. Dunn has taken a position as the Associate Fellows Coordinator at the National Library of Medicine. Arpita Bose, Outreach and Communications Coordinator, was appointed interim Associate Director on September 2, 2008.

The Associate Director position was posted in the second quarter. The job listing has appeared in Medical Library Association News, the MARL mailing list, and the NYU Ehrman Medical Library web site.

Major accomplishments
The Executive Committee of the Regional Advisory Committee (RAC) met with the MAR staff in October to establish evaluation priorities from the strategic plan. The Executive Committee and the MAR staff worked with Cindy Olney from the Outreach Evaluation Resource Center to set program evaluation goals for the remainder of the contract.

This quarter, MAR awarded a number of funds to promote the Electronic Fund Transfer System (EFTS). The purpose of the MAR EFTS Awards is to promote participation in EFTS among Full DOCLINE members and to improve the ease and cost-effectiveness of resource sharing throughout the region. The EFTS award creates opportunities for non-EFTS libraries to receive initial funding to join the program and for current EFTS members to receive funding to continue their resource sharing efforts. We awarded funds to nine new EFTS members and five current EFTS members.

Challenges
The RML has been operating with an understaffed office in the absence of a full-time Associate Director. The fall is a busy season with teaching commitments as well as exhibiting at regional and national conferences. At the same time, internal commitments exist, such as preparing for the NLM mid-contract site visit on December 9 and preparing next year's budget. It will be a challenge to meet all our external and internal commitments until we are again fully staffed.

NYU Langone Medical Center (NYULMC) changed e-mail servers this quarter, which forced library staff's e-mail addresses to change multiple times. Some e-mail messages may have been lost in the transition. The situation appears to have stabilized now.

Network infrastructure

TABLE 1. Quarterly infrastructure data

	Current quarter	Previous quarter[*]
Network members – full	459	463
Network members – affiliate	300	297
Libraries providing services to unaffiliated health professionals	210 (46%)[*]	211 (46%)[*]
Libraries providing services to public users	227 (49%)[*]	228 (49%)[*]
Average fill rate for resource libraries	82%	80%

[*] 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

On 10/03/08 the Executive Committee of the RAC (Michelle Volesko Brewer, Diana Cunningham, Valerie Gross, Etheldra Templeton) met with MAR staff to discuss progress of the Strategic Plan for Network Member Participation, development of the MAR Leadership Institute Award, and the upcoming NLM site visit to MAR.

Needs assessment and evaluation activities/data

A meeting was held on October 3/08 with the RML staff and the MAR Executive Committee, with the support of Cindy Olney from the OERC, to establish evaluation priorities from the strategic plan. During this day long planning session the group utilized logic models to set program evaluation goals for the remainder of the contract.

Outreach

TABLE 2. All newly funded awards and projects

Start/ end dates	Title of award/ project	PI institution	PI last name	Funding amount	Project type[*]
09/30/08 09/30/09	Improving electronic access	St. Mary Medical Center	Haydar	500.00	EFTS Award
09/30/08 09/30/09	Improving electronic access	Commonwealth Medical College	Muellenbach	200.00	EFTS Award
09/30/08 09/30/09	Improving electronic access	New York Methodist Church	Schwartz	500.00	EFTS Award
09/30/08 09/30/09	Improving electronic access	Penn State University College of Medicine	Dell	500.00	EFTS Award
09/30/08 09/30/09	Improving electronic access	Western Pennsylvania Forbes Regional Campus	Patterson	500.00	EFTS Award
09/30/08 09/30/09	Improving electronic access	Trinitas Hospital	Marrapodi	200.00	EFTS Award
09/30/08 09/30/09	Improving electronic access	Virtua Health- West Jersey Health Science	Mason	500.00	EFTS Award

09/30/08 09/30/09	Improving electronic access	Jameson Health System Library	Graham	200.00	EFTS Award
09/30/08 09/30/09	Improving electronic access	St. Francis Medical Library	Figorito	200.00	EFTS Award
09/30/08 09/30/09	Improving electronic access	Holy Name Hospital	Boss	200.00	EFTS Award
09/30/08 09/30/09	Improving electronic access	Hamot Medical Center	Jeffery	200.00	EFTS Award
09/30/08 09/30/09	Improving electronic access	Saratoga Springs Public Library	McNamara	200.00	EFTS Award
09/30/08 09/30/09	Improving electronic access	Robert Morris University Library	Johnson	200.00	EFTS Award
09/30/08 09/30/09	Improving electronic access	South Jersey Healthcare	Niedzialek	200.00	EFTS Award
08/05/08 10/4/09	Aircard: Wireless Broadband Utility DelMIRA	Delaware Academy of Medicine	Grier	1000.00	Small Projects
08/05/08 10/4/09	Aircard: Wireless Broadband Utility for Delaware HealthSource	Delaware Academy of Medicine	Grier	3000.00	Small Projects (3 different counties)
08/01/08 09/30/08	Enhanced electronic document production for ILLS and info requests	Good Samaritan Hospital	Appell	994.99	Small Projects
08/08/08 06/01/09	Strut your stuff: Promotion of the Community Health Library	Hackensack University Medical Center	Magnan	1000.00	Small Projects
09/15/08 01/15/09	Online Information Presentation	Lankenau Hospital Medical Library	Panoc	1000.00	Small Projects
10/01/08 10/01/09	Health Information for Patients and Families Posters	Princeton HealthCare System	Yorke	740.00	Small Projects
09/15/08 04/30/09	My Medication List Pilot	Queens Library	O'Connor	2000.00	Small Projects
07/23/08 07/02/09	Transforming Change of Library Space & It's Impact on Librarians & Library Services	Penn State College of Medicine	Gross	20,000.00	Transformation Change of Library

[*]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)

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
8/7/08	Figueroa	DOCLINE Explained	New York, NY	2	Distance
08/12/08	Bose	Beyond an Apple a Day: Providing Consumer Health Information at Your Library	Farmingdale, NY	21	In-person
8/12/08	Headrick	Free Productivity Tools	NY, NY	15	Distance ed
08/14/08	Bose	Caring for the Mind: Providing Reference Services for Mental Health Information	Bear, DE	8	In-person
09/03/08	Bose	Beyond an Apple a Day	Amherst, NY	8	In-person
09/03/08	Bose	Beyond an Apple a Day	Buffalo, NY	19	In-person
09/04/08	Bose	Beyond an Apple a Day	Buffalo, NY	9	In-person
09/04/08	Bose	Beyond an Apple a Day	Hamburg, NY	8	In-person
9/4/08	Figueroa	DOCLINE Explained	New York, NY	3	Distance
09/11/08	Bose	Making PubMed Work for You	Binghamton, NY	12	In-person
09/11/08	Bose	PubMed for Experts	Binghamton, NY	13	In-person
9/18/08	Figueroa	DOCLINE Reports, Routing Tables, and More	New York, NY		Distance
9/18/08	Figueroa	DOCLINE Explained	New York, NY	2	Distance
09/23/08	Bose	What's New in PubMed	New York, NY	18	Distance
9/23/08	Figueroa	DOCLINE SERHOLD: Updating, Searching, and Reporting	New York, NY		Distance
09/24/08	Bose	Patient Safety Resource. Seminar: Librarians on the Front Lines	Princeton, NJ	30	In-person
09/25/08	Bose	¿No Comprende? Spanish Health Information Resources for English Speaking Librarians	Tarrytown, NY	5	In-person
9/25/08	Figueroa	Prescription for Success	New York, NY	40	In-Person
09/30/08	Bose/ Figueroa	PubMed MyNCBI	New York, NY	14	Distance
10/2/08	Figueroa	Copyright and ILL	New York, NY		Distance
10/7/08	Hunter	Introduction to RML Services	NY, NY	2	Distance
10/09/08	Bose	Beyond an Apple a Day (session 1)	Johnstown, PA	11	In-person
10/09/08	Bose	Beyond an Apple a Day (session 2)	Johnstown, PA	11	In-person
10/14/08	Figueroa	LinkOut Update	New York, NY	8	Distance
10/23/08	Brewer/ Figueroa	RML Update	Ithaca, NY	40	In-Person

10/29/08	Figueroa	LinkOut Update	New York, NY		Distance
10/30/08	Bose	PubMed MyNCBI	New York, NY	11	Distance

TABLE 4. Exhibits. Note that separate exhibit reports should not be included with the RML quarterly report.

Dates	Organization name	Meeting name	Location (city, state)
RML NATIONAL EXHIBITS			
10/27/2008-10/29/2008	American College of Chest Physicians	CHEST 2008	Philadelphia, PA
RML REGIONAL/STATE/LOCAL EXHIBITS			
09/09/08	New York State Association for Rural Health	Annual Conference	Corning, NY
10/22/08-10/24/08	MLA Upstate New York and Ontario Chapter	Annual Meeting	Ithaca, NY
10/22/08		Wellness Fair	Whitehall, PA
SUBCONTRACTED NATIONAL EXHIBITS			
SUBCONTRACTED REGIONAL/STATE/LOCAL EXHIBITS			

Actionable feedback received from exhibit visitors
N/A

MedlinePlus Go Local

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")

On August 6, 2008, Sue Hunter initiated a site visit to Elmhurst Hospital Library, Queens, NY.

On August 11, 2008, Sue Hunter initiated a site visit to New York Downtown Hospital Library, NY, NY.

On August 21, 2008 Gregg Headrick conducted a site visit to St. John's Riverside Hospital Library in Yonkers, NY.

On August 22, 2008 Arpita Bose attended a training by Dr. Stuart Nelson, Head, Medical Subject Headings Section, National Library of Medicine, on NLM's My Medications List pilot project at Queens Public Library. Queens Public Library received a $2000 grant, administered by MAR, to implement My Medications List.

On August 25, 2008 Gregg Headrick conducted a site visit to Staten Island University Hospital Library and Richmond University Hospital Library in Staten Island, NY

On August 27, 2008, Sue Hunter initiated a site visit to Mary Immaculate Hospital Library, Caritas Care, Queens, NY.

On August 28, 2008, Sue Hunter initiated a site visit to St. Vincent's Hospital Library, NY, NY.

On September 10, 2008 Arpita Bose performed site visits to two network member libraries: Arnot Ogden Medical Center, Elmira, NY and Lourdes Hospital, Binghamton, NY.

On September 11, 2008, Sue Hunter initiated a site visit to Flushing Hospital & Medical Center Library, Queens, NY.

On October 15, 2008 Miguel Figueroa did a site visit to New York Downtown Hospital to help with LinkOut training.

On September 16, 2008 Gregg Headrick conducted a site visit to the New York Botanical Garden Library in New York, NY.

On September 17, 2008 Karen Brewer, Arpita Bose, and Miguel Figueroa attended the annual meeting of the Metropolitan New York Library Council's Hospital Library Services Program. Brewer, Bose, and Figueroa co-presented an update on MAR activities.

On September 29, 2008, Sue Hunter attended the Central Pennsylvania Health Sciences Library Association Fall meeting to provide an RML update.

On October 7, 2008 Gregg Headrick conducted a site visit to Coney Island Hospital Library for their grand unveiling of NNLM funded computers that have been added to their library.

On October 29, 2008, Sue Hunter attended a Special Libraries Association, Philadelphia Chapter professional development program, "Defining the Value of Information: Beyond ROI".

Optional photographs with captions

Central Pennsylvania Health Sciences Library Association visits the Pennsylvania State Capitol. John Payne, House Representative, provided a tour of the House floor.

September 26, 2008
I hope you enjoyed your visit to the Pennsylvania Capitol.
John D. Payne

Attachment 1
Quarterly OARF summary data:
RML staff activities

Attachment 2
Quarterly OARF summary data:
Subcontractor activities

Attachment 3
Subcontractor quarterly report

[Insert PI institution and project title]

Attachment 4
Subcontractor quarterly report

[Insert PI institution and project title]

Appendix A -- MAR Responding to Emergency Closing of SCR

As Hurricane Ike and other storms strengthened in the Gulf Coast in late August and early September, the Middle Atlantic Region prepared to reach out to the South Central Region to provide back-up support in the event of an emergency or temporary closure.

In advance of both storms, the Middle Atlantic Region contacted the staff of the SCR to inquire as to what, if any, back-up services might be required. While Hurricane Gustav came and went without incident, Hurricane Ike forced the closing of the SCR offices and required MAR to provide back-up services.

The SCR had already deactivated many of the to-be-affected libraries in Ike's path. While they did not require MAR's support for deactivating libraries, it was decided that the SCR would provide MAR's contact information to their members in the event members needed assistance during SCR's closing. To accomplish this, MAR provided SCR with direct phone numbers to the MAR office and staff e-mail addresses. SCR sent this contact information out to their members with instructions to use the contact information should the need arise. Additionally, SCR provided MAR with administrative log-ins and passwords for DOCLINE. As SCR would be closed during Hurricane Ike and as electricity in the Houston area could prevent SCR staff from accessing DOCLINE remotely, MAR seemed the best choice to monitor administrative DOCLINE functions during the closure.

In preparation for the service to MAR, Miguel Figueroa, MAR Network Services Coordinator, populated the MAR Regional Wiki with a new page, "MAR Buddy RML Responsibilities and Procedures," including explanations of how staff should handle deactivation of SCR libraries, etc. The wiki page is intended to be used by MAR staff who may be less familiar with DOCLINE, but whose help may still be needed in an emergency.

Through SCR's closure, MAR performed minimal tasks (checking DOCLINE, confirming deactivations, approving routing tables, etc.). MAR did not receive any phone calls or e-mails from SCR members. Thankfully, SCR staff were able to return to their offices within a few days.

While the support provided to SCR was minimal, this experience provided both regions with a better sense of how to perform buddy operations in an emergency. Among the most significant take-aways:

1. Both buddies should look ahead to what services might be necessary. While only one hurricane required response, it was in both RMLs' best interests to be prepared for both.
2. Communication was key—both buddy RMLs made clear the services that needed to be performed, the contact information which would be shared, and provided prompt follow-up after the emergency.
3. Utilizing the wiki is important—especially as the ideal staff (Associate Directors, Network Services Coordinators, etc.) may not always be in place at the time of the emergency. Providing a way for any RML staff member to provide emergency support is critical.

Miguel Figueroa
Network Services Coordinator