

New England Regional Medical Library

Region 8

Annual Report

May 1, 2006-April 30, 2007

**University of Massachusetts Medical School
Lamar Soutter Library**

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Executive summary

The new contract for the 2006-2011 five-year period was begun with the University of Massachusetts Medical School's Lamar Soutter Library being awarded the NN/LM contract for the New England Region. Moving into the second five-year contract without staff changes has allowed for a seamless flow of work in program areas.

New plans for the Regional Advisory Council were implemented with an initial convening of the RAC in July. The RAC was briefed on the RAC structure and plans for the upcoming year as well as the entire contract. Resource Library Directors, the Hospital Library Subcommittee, the Outreach Review Subcommittees, and the Consumer Health Advisory Board were all active bodies of the RAC that were convened or performed their functions throughout the year.

For fiscal reasons, NER's funding under the previous contract was extended by a full quarter. NER was able to assess available funding in order to request Express Outreach proposals from members who had made solicitations and did not receive funding the previous year. Funding these projects allowed new and old outreach to continue throughout the region without interruption or long gaps in awarding worthy projects. Thirteen awards were issued for funded projects in Outreach, Library Improvement, and Connections program areas.

Four subcontracts were begun in Year One. The RAC Outreach Subcommittee assisted in reviewing four project proposals from which two were funded (One of these as an Express Outreach Award). Three targeted proposals were submitted and approved. Combined award and subcontract funding provide health information outreach to underserved rural health professionals, rural communities in Vermont and New Hampshire, educational opportunities for physician's assistants, health care educators practicing health literacy, families of a community based head start facility, consumers at a community farmers' market, and school nurses in Connecticut.

As described in the NNLM—NER contract proposal, public health outreach was initiated with Hathy Simpson being added to the staff as Public Health Outreach Coordinator. The Coordinator will develop relationships with existing public health agencies and organizations in the region to bring NLM resources and NER services to this population. NER also manages the PHPartners subcontract for which Hathy Simpson serves as the content consultant.

In Technology a new course was taught in the region. *Geeks Bearing Gifts* was taught at the NAHSL chapter conference in October. The course has also been taught at state and local health science library association meetings throughout the year. Other requested training and education sessions in technology were conducted.

Across the region and in other locations such as Montreal, Oklahoma City and Chapel Hill NC, staff conducted 99 presentations to 1,288 participants. These sessions include education on National Library of Medicine resources, and other health information topics in areas like Consumer Health, Public Health, and Technology. Distance-based education and training sessions were also conducted throughout the region.

Four editions of the NN/LM—NER newsletter, *the NER'eastah*, were issued online.

Network infrastructure

TABLE 1. Annual infrastructure data

	Current quarter	Previous quarter
Network members – full	234	249
Network members – affiliate	280	274
Libraries providing services to unaffiliated health professionals	55%	52%
Libraries providing services to public users	62%	60%
Average fill rate for resource libraries	73%	71%

Regional emergency preparedness planning

On July 20, 2006 the Regional Advisory Council was convened. The RAC discussed emergency preparedness planning. The RAC brainstormed issues that a regional task force would work on and identified individuals in the region who would be interested in serving on the task force. Among the issues discussed were partnering with public health and emergency services agencies, having libraries develop relationships with emergency responders. The RAC also identified several regional resources that have worked to help libraries develop plans for responding to threats to their collections. The Massachusetts Board of Library Commissioners and the Northeast Document Conservation Center have combined their resources to put together DPlan, an online tool developed to assist libraries in assembling contingency plans to prevent or contain possible damages to a library's collection.

Shortly after the RAC meeting, RML Associate Directors deliberated on a specific focus of a *National Collaboration* which would be developed by all RMLs and facilitated by the Outreach Evaluation Resource Center (OERC). The initiative chosen was emergency planning. The collaboration involves all RML Associate Directors, OERC, the National Network Office as well as other units from the National Library of Medicine. The national collaboration may have implications for a regional approach to emergency preparedness. During the initial planning phase of the national collaboration, the regional task force was not convened. As the national plan becomes more fully developed there will be a time to convene the regional task force to align national and regional approaches.

Identifying unique and historical collections

Similarly, the Regional Advisory Council was briefed on the task of identifying historical collections existing throughout the region. Several members of the RAC expressed an interest in being part of a task force and other individuals throughout the region were identified. A task force was not convened during the first year. During the May 2007 RML Directors' meeting further details were given on the task of assisting NLM in identifying collections of historical significance. These instructions will be applied when the task force is convened.

EFTS

A total of 200 hundred libraries participate in EFTS in the New England Region. NN/LM—NER incorporates promotion of EFTS in its document delivery instruction of new librarians and/or staff at member libraries. NER hosts a DOCLINE forum at the North Atlantic Health Sciences Libraries annual meetings. NER regularly invites EFTS staff to provide an update or answer questions about EFTS at the DOCLINE forum. EFTS enjoys a high participation rate in the New England Region. EFTS is located at the University of Connecticut's Health Center's Lyman Maynard Stowe Medical Library. NER administers the funding of EFTS via a subcontract with NER.

Outreach

Funded Projects

In Year One over \$212,500 was administered to funded projects in the New England Region. Funded projects enhance the health information network by providing upgraded equipment, educational opportunities, and outreach to targeted populations.

Eight Express Outreach Awards were issued during the year; these are primarily for short-term outreach projects. Five awards were given for small equipment awards in the categories of Electronic Document Delivery, Connectivity, and Library Improvement. Two of the fourteen awards were issued to community-based organizations: one serving AIDS/HIV populations, the other serving consumers at a community farmers' market.

Funded Projects up to \$15,000

Start/end dates	Type of Award	PI institution	Funding amount	Project type*
15-May	Express Outreach	Baystate Medical Center; <i>consumer health training</i>	\$10,000	Health Information Outreach-Consumer
11-May	Express Outreach	Holyoke Consumer Health Library Inc; <i>farmer's market</i>	\$10,000	Health Information Outreach-Consumer
26-Jul	Express Outreach	Central Maine Medical Center <i>consumer health</i>	\$9,925	Health Information Outreach-Consumer
24-Jul	Express Outreach	Stamford Hospital <i>outreach to public libraries</i>	\$10,000	Health Information Outreach-Consumer
31-Jul	Express Outreach	Stamford Hospital <i>/exhibits</i>	\$5,000	Health Information Outreach-Consumer
26-Jul	Express Outreach	UMASS Med Center-A/T JR Center <i>course development/outreach hip</i>	\$10,000	Health Information Outreach
26-Jul	Library Improvement	Waterbury Hospital	\$7,484	Technology Improvement
14-Aug	Course Development	Brigham & Women's Hospital (Physician's Assistants)	\$10,500	Course Development
14-Aug	Library Improvement	The Foundation for Blood Research	\$9,810	Health Information
30-Jun	RI-EDD	Lifespan Services-Office of Research Management	\$8,943	Library Improvement
13-Oct-06	Express Outreach	University of Vermont, Dana Library <i>exhibit</i>	\$1,560.0	Health Information Outreach
1/23/07	Program Sponsorship	MAHSLIN <i>health literacy event</i>	\$4,825	Program Sponsorship
1/2/07-8/31/07	Express Outreach	Massachusetts College of Pharmacy and Health Sciences <i>Kids to College...</i>	\$9,691	Express Outreach—Community Engagement
30-Apr	Internet Connectivity Projects for Aids Action	AIDS Action Committee of Mass.	\$4,673	Internet Connectivity

30-Apr

Internet
ConnectivityPortsmouth Regional Hospital
access for new cancer resource ctr.

\$4,605

Internet
Connectivity**Outreach Subcontracts**

Four subcontracted outreach projects were begun during Year One. Three of the projects were from pre-identified Outreach Libraries who planned and submitted proposals for projects targeted towards, rural, urban, and nursing care populations. The funded project submitted for the year's Health Information Outreach RFP was from New Hampshire and targets Health Professionals at health care facilities where no health information support services currently exists.

Institution/Project	Amount	Audience
Littleton Regional Hospital <i>Northern New Hampshire Information Outreach</i>	\$25,368	Health Professionals in NH rural north
MGH Treadwell Library <i>Establishing a Health Information Resource Center at a Head Start Program in Revere, Massachusetts</i>	\$39,965	Families, staff, children of community-based Head Start center
University of Vermont <i>Connecting Patients, Providers, and the Community with Quality Health Information</i>	\$40,000	Patients and Providers, Public Libraries
Yale University <i>Information Needs of Connecticut School Nurses</i>	\$40,000	School Nurses in CT

Exhibits

NER exhibits at national, regional, and local conferences and health fairs to promote NLM resources and uncover opportunities for training and collaborations. Eight national conferences were attended in Year One: seven were located in Boston; one assigned conference was located in New Orleans. NER exhibited at 23 conferences and local meetings throughout the region. National and regional exhibits are listed below and may represent conferences lasting several days. Just under 1,500 total encounters were recorded for regional exhibits.

National exhibits conducted by RML

Dates	Organization name
13 May	American Association of Immunologists Annual Meeting
21 Jul	American Society of Transplantation World Transplant Congress
9 Aug	American Psychological Association Annual Meeting
8 Sept	Lamaze International Annual Conference
4 Nov	American Public Health Association Annual Meeting
15 Feb	American Physical Therapy Association Combined Sections Meeting
23 Feb	Emergency Nurses Association Leadership Conference

Regional Exhibits

Dates	Organization name	Location
5 May	New England School Nurses	Stowe, VT
5 May	MA Association of Public Health Nurses	Westborough, MA
8 May	CT Library Association	Wallingford, CT
9 May	Partners in Perinatal Health	Marlborough, MA
16 May	VT Library Association	Burlington, VT
21 Jul	MA Osteopathic Society	Cambridge, MA
7 Aug	MA Teachers Association	Williamstown, MA
10 Aug	Hispanic Health Council Health Fair	Hartford, CT
14 Sept	Case Managers Society of New England	Falmouth, MA
5 Oct	MA Public Health Association	Marlboro, MA
11 Oct	MA Councils on Aging	Falmouth, MA
15 Oct	North Atlantic Health Sciences Libraries	Hartford, CT
22 Oct	New England Library Association	Burlington, VT
27 Oct	CT Public Health Association	Rock Hill, CT
27 Oct	Pri-Med East	Boston
29 Oct	MA School Library Media Association	Sturbridge, MA
8 Nov	Nurse Practitioner Association for Continuing Education	Boston, MA
27 Jan	Mass Medical Society: Beyond the EMR	Waltham, MA
25 Jan	Yankee Dental Congress	Boston, MA
Mar 20	Mount Wachusett Community College	Gardner, M
Mar 30	Mud Season Nursing Symposium North Country Health Consortium Inc.	Bartlett, NH
Mar 31	Sacred Heart University College of Education & Health Professions	Fairfield, CT
April 27	Rhode Island Educational Media Association (RIEMA)	Warwick, RI

Instruction

Number of instructional sessions for PubMed, MedlinePlus, TOXNET, LinkOut, DOCLINE, Technology, Public Health and Consumer Health topics: 99

Number of participants at instructional sessions: 1,288

Courses developed/updated by staff

Across the region as well as the National Network NER conducted 99 instructional sessions with 1,288 recorded attendees. Courses developed may be repeated with slight modifications according to length of session. Major revisions of previously developed instructional sessions are made according to format, audience type, and pre-reported level of audience expertise. The following courses either represent new content developed by staff or a pre-existing class undergoing major revision.

Technology

Introduction to Link Resolvers, Geeks Bearing Gifts, RSS Feeds, Blogs & Google Scholar

Consumer Health

No Comprende, Caring for the Mind Online, Resources for Science Teachers, Complementary and Alternative Medicine; Low Vision Uses of NIH Senior Health

PubMed

Getting the most out of PubMed, PubMed for public libraries. PubMed for Pharmacists, The Changing Face of PubMed, Using MyNCBI, Nursing on the Net

Resource Sharing

DOCLINE

One Time Presentations

Study of Health Information Needs in a State Health Department; Conducting Focus Groups

The table below indicates the number of education and training sessions and the number of participants attending the session for the entire year.

Location	Staff Activities	Attending	Funded Project Activities	Attending	Staff and Project Activities	Attending
Connecticut	7	134	4	97	11	231
Massachusetts	38	493	15	1244	53	1737
Maine	5	95			5	95
New Hampshire	4	34	1	3	5	37
Rhode Island	9	101			9	101
Vermont	4	82			4	82
Other Locations	2	41			2	41
Sub-total	69	980	20	1344	89	2324
Other Activities	30	308				
Total	99	1288	25	1344	124	2632

TABLE 2. Site visits

Date	Last name of RML staff responsible	Institution	Location (city, state)	Topics addressed
1 May	Martin	Boston Library Consortium	Marlboro	NER/BLC networking

10 May	Martin, Crespo	Countway Library, Harvard Medical School	Boston	Introductory meeting with Isaac Kohane and Alexa McCray, Resource Library Directors
12 May	Crespo	ARIHSL	Warwick, RI	NER Update at year-end meeting
31 May	Martin	Massachusetts Board of Library Commissioners	Palmer, MA	Consumer Health Overview at Public Library Institute
2 Jun	Glassman, Goldstein, Crespo	NAHSL	Shrewsbury	NER Update at Board Meeting
7-8 Jun	Martin	Boston Library Consortium	Ashland, MA	BLC Retreat
9 Jun	Eberle	HSLIC	Bangor, ME	NER Update
13 Jun	Simpson, Martin	Health Care for All	Shrewsbury	Attended Health Disparities Conference
22 Jun	Berryman	CAHSL	Middletown, CT	Spring meeting of CAHSL
22 Jun	Eberle	MAHSLIN	Waltham	NER Update at MAHSLIN board meeting
30 Jun	Martin	Forsythe Dental Institute	Boston	Invited to assess library services and collections
25 Jul	Glassman	MAHSLIN/Massachusetts Medical Society	Waltham	Planning CE program on Electronic Medical Records
18 Aug	Martin	NER/Boston University	Southborough	Visit with Resource Library Directors
24 Aug	Martin, Crespo	Brown University, Rhode Island Hospital	Providence, RI	Visit with Resource Library Directors, state developments
30 Aug	Martin	Assumption College	Worcester	Networking with ARC area colleges consortium
8 Sep	Glassman, Goldstein, Crespo	NAHSL	Shrewsbury	NER Update at Board Meeting
15 Sep	Crespo	HSL-NH/VT	Woodstock, VT	NER update and HSL association for NH and VT
20 Sep	Goldstein	ARIHSL	Providence	ARIHSL Meeting
27 Sep	Glassman	CAHSL	Wallingford, CT	NER Update
29 Sep	Crespo	HSLIC	Bangor, ME	NER Update and HSLIC meeting
14-17 Oct	NER Staff	NAHSL	Hartford, CT	Annual Meeting: RLD meeting, DOCLINE Update, NER Update, Technology Instruction
23 Oct	Martin	YWCA	Worcester	Represent NER at YWCA nonviolence event
3 Nov	Goldstein	Vermont Regional Hospital	Bennington, VT	Library advocacy meeting with hospital administration
4 Nov	Martin	University of Rhode Island	Kingston Rhode Island	Prepare for URI medical librarianship class taught at LSL
7 Nov	Eberle	NER/Lamar Soutter Library	Worcester	Planning Early Childhood Conference (planning committee)
13 Nov	Martin	UMMS/Tri-River Primary	Worcester	Overview of NLM resources to primary

		Care		care physicians
14 Nov	Eberle	Central Massachusetts Regional Library System	Shrewsbury	Annual Meeting
15 Nov	Eberle	ARIHSL	Newport, RI	ARIHSL Fall Meeting
16 Nov	Eberle	Faulkner Hospital	Boston	Site visit and attend health fair
17 Nov	Martin	MCCLEPHI	Marlboro	Consortium of library directors in state institutions
27 Nov	Martin	Massachusetts AHEC Advisory Board	Shrewsbury	Proposed collaborative project involving Go Local
28 Nov	Martin	Simmons College	Worcester	Welcome incoming Simmons College President Susan Scrimshaw
30 Nov	Eberle	Baystate Medical Center	Springfield, MA	Visit consumer health library, discuss outreach services
1 Dec	Glassman, Goldstein, Crespo	NAHSL	Shrewsbury	NER Update at Board Meeting
11 Dec	Eberle	NER/Stamford Hospital	Shrewsbury	Advise on funded outreach project
18 Dec	Eberle	MA Go Local	Shrewsbury	Attended Go Local Advisory Board Meeting
10 Jan	Goldstein	Westerly Hospital	Westerly, RI	Library advocacy meeting with hospital administration
19 Jan	Eberle	NER/Lamar Soutter Library	Worcester	Planning Early Childhood Conference (planning committee)
20 Jan	Martin	Boston Library Consortium	Boston	NER/BLC leadership meeting
23 Jan	Eberle, Glassman	MAHSLIN	Boston	Attended Health Literacy even sponsored by NER
29 Jan	Martin, Crespo	NER/Resource Library Directors	Worcester	NER/RLD networking lunch meeting
30 Jan	Simpson	Massachusetts Department of Public Health	Shrewsbury/Boston	Mediating library and information services from a local Resource Library
5 Feb	Martin, Crespo	NER/Resource Library Directors	Worcester	NER/RLD networking lunch meeting
8 Feb	Martin, Crespo	NER/Resource Library Directors	Worcester	NER/RLD networking lunch meeting
8 Feb	Glassman	UMMS	Worcester	Technology options available to NER for web casting
9 Feb	Martin	MLA/MAHSLIN	Worcester/Boston	Discussed role of MAHSLIN in MLA health literacy
21 Feb	Martin	Brown University	Providence	Resource Library/Rhode Island library issues
23 Mar	Martin	Boston Library Consortium	Boston	Networking, NER/BLC interactions
26 Feb	NER Staff	Lamar Soutter Library	Worcester	Full overview of NER programs to LSL Staff

2 Mar	Martin	MLA	Worcester/Chicago	MAHSLIN involvement in MLA health literacy
9 Mar	Glassman, Goldstein, Crespo	NAHSL	Shrewsbury	NER Update
29 Mar	Glassman	MAHSLIN Board	Waltham	Discuss listserv issues
10 Apr	Simpson	New England College of Optometry	Boston	Judge for Public Health Poster Day
19 Apr	Goldstein	Massachusetts Medical Society	Waltham, MA	MMS Hospital Library Committee on Accreditation
24 Apr	Crespo, Eberle	Libraries for the Future Foundation	Worcester	Overview of Consumer Health Outreach and NER interaction with Public Libraries
25 Apr	Simpson	Mass Dept of Public Health	Shrewsbury/Boston	Mediating Information Services to MDPH unit
25 Apr	Simpson	NH Institute for Health Policy/UNH	Shrewsbury	EBPPH Website
26 Apr	Goldstein	Retreat Healthcare	Brattleboro, VT	Hospital Library Advocacy
27 Apr	NER Staff	MAHSLIN	Waltham	NER Update; HLS Committee
27 Apr	Goldstein	Massachusetts Medical Society	Waltham, MA	MMS Hospital Library Committee on Accreditation

Web site use

Use of NER Website

	Unique Visits	Page Views
May-2006	12,666	43,486
Jun-2006	11,689	38,562
Jul-2006	9,966	35,833
Aug-2006	7,265	37,323
Sep-2006	8,558	84,952
Oct-2006	7,866	74,899
Nov-2006	7,465	24,369
Dec-2006	9,392	26,034
Jan-2007	8,624	26,135
Feb-2007	8,189	22,194
Mar-2007	10,595	28,524
Apr-2007	9,681	24,465