Assessment and Evaluation, 2006

Focus Group Interviews

National Network of Libraries of Medicine, MidContinental Region

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Introduction

To accomplish the mission of the National Network of Libraries of Medicine (NN/LM) in the MidContinental Region for the 2001-2006 contract period, the Regional Medical Library (RML) worked toward goals established by the National Library of Medicine (NLM):

- To develop collaborations with NN/LM libraries to improve access to and sharing of biomedical information resources throughout the nation;
- To promote awareness of and access to biomedical information resources for health professionals and the public;
- To develop, promote, and improve access to electronic health information resources by network member libraries, health professionals, and organizations providing health information to the public.

Following from these goals, the Assessment and Evaluation Program, a core program of the MidContinental regional services plan, set forth the specific objective of "coordinating focus groups in the region, analyzing the data, and reporting the results"[1] to identify regional needs and opportunities for program development. This report presents the findings of RML focus group interviews conducted in spring 2006. (A previous report documented the findings of interviews conducted earlier in the contract period.[2])

Methodology

The focus group as a method of qualitative research in the library setting is described in a Medical Library Association (MLA) publication, *Focus Groups for Libraries and Librarians*,[3] and is the topic of an MLA continuing education course, *Focus Group Interviewing: A Qualitative Research Methodology for the Library.*[4]

Six different focus groups were held at locations throughout the NN/LM MidContinental Region. Four sessions were conducted in person in St. Louis, Denver, Kansas City, and Salt Lake City. Two sessions were held via teleconference, with participants from Nebraska, Wyoming, and Utah.

Participants came from libraries throughout the region, representing a mix of institutional types, including community hospitals, academic medical centers, and other health sciences education and health care delivery environments. Recruitment of focus group participants was conducted through open invitations emailed over various channels and through individual contacts by RML staff members. The RML Assessment and

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[1] Objectives for the Assessment and Evaluation Program of the MidContinental Regional Medical Library for 2002/2003

[2] Focus Groups 2003 Report. http://nnlm.gov/mcr/evaluation/memberinput.html

[3] Glitz, Beryl. *Focus Groups for Libraries and Librarians*. Chicago: Medical Library Association, 1998.

[4] Hamasu, Claire; Davis, Rebecca. *Focus Group Interviewing: A Qualitative Research Methodology for the Library*. MLA course approval for 8 contact hours. http://www.mlanet.org/education/cech/

Evaluation Liaison, Betsy Kelly, sent invitations to prospective focus group participants, and all who accepted the invitation were enrolled in a group.

Joan Stoddard, of Eccles Library, conducted the in-person sessions in St. Louis, Kansas City, Denver, and Salt Lake City, as well as the two teleconferences. The sessions were tape recorded, and an observer was present at each session to record notes as backup in case of any problems with the tapes. In order to encourage openness from the group participants, neither the facilitator nor the recorders were RML staff members.

The questions to be posed to the focus group participants were vetted by the RML staff. At the different sessions, the facilitator asked the same questions in the same sequence. The questions, in the order they were asked, are as follows:

1) Think about a recent experience with the RML and tell us about it.

2) What is the best way for the RML to communicate with you?

3) What kind of communication is useful to you?

4) The RML is emphasizing the use of technology and web to provide professional development training and resources. What impact does that have on your ability to maintain and learn new skills or discuss new ideas?

5) What other services could the RML provide you?

6) How has having a liaison assigned to your state impacted you or your library?

The facilitator posed follow-up questions as appropriate to elicit clarification or additional comments on topics raised by participants in response to the planned questions.

Participants comments are documented in transcripts of the recordings for four sessions and in the observer notes for two sessions that experienced technical problems with the recording (St. Louis and the second teleconference). Elaine Graham, a librarian consultant with previous RML experience, coded and analyzed the transcriptions and drafted this report of findings.

The transcripts were reviewed several times to identify the primary themes and related topics revealed in the comments of focus group participants (see Table 1). Then, each comment was categorized by theme and any specific topics were noted. Additionally, each comment was coded by location or teleconference where it was generated, by the question that prompted the comment, and by the page number of the transcript where the comment appeared (for later reference, verification, or quotation). Data coding was performed using Microsoft® Excel, which accommodated the storage, categorization, and analysis of qualitative data (text comments), as well the creation of pivot tables for quantitative analysis.

THEMES	TOPICS
RML Role	- Understanding - Information Access Issues - Best Practices - Advocacy - Technology Push - Other
RML Staff	- Awareness/Readiness to Contact - Visibility/Contacts - Responsiveness
RML Distributed Model	- State Liaisons - Subject Experts - Centralized Contact - Other
Communication	- E-mail - RSS Feed - Print - Web Site - Breeze Conferences (video streaming) - Other
Professional Development	- Technology-based - In-person - Content - Barriers/Solutions
Collections and Resources	- Consortium Purchasing - Reference Assistance - Resource Evaluation
Libraries and Librarians	- Collaboration - Within the Institution

Table 1. Topics and Themes Identified in Focus Group Transcripts

Findings

The results of the focus group interviews are presented according to the themes and topics reflected in the participants' comments, with additional narrative on the comments generated in response to each question. While the data generated by the group sessions is by nature qualitative, the number of comments on a topic is given to convey a measure of the scope of discussion.

The complete set of comments, extracted from the transcripts and categorized by theme and topic, appear in the Appendix. All mentions of individual library staff and institutional names have been removed to preserve confidentiality.

Focus Group Responses by Themes and Topics

Comments from the focus group participants centered on the themes and related topics identified in Table 1. The comments in thematic categories were subcategorized by topic, reflecting either the volume of comments centering on a topic within a theme, or the differentiation of an important issue within a theme.

RML Role

Understanding (13 comments). Several participants expressed a new understanding of the RML role. Others referred to experiences with successful RML efforts, including advisory meetings and computer conferences, conducted to increase understanding of the range of RML services. Asked to identify experience with the RML, two participants connected DOCLINE with the RML (one saying it, "works well" and the other saying it "doesn't fit"). One participant confused the RML web site with that of the Midcontinental Medical Library Association (MCMLA), though another participant immediately clarified the difference. Speakers encouraged ongoing communications about RML services through updates in various formats. Comments throughout the focus group discussions indicate growing awareness of the complexity of RML services and the job responsibilities of the liaisons, including direct services to libraries and outreach services to health professionals and the public. One speaker commented positively on continuation of the traditional name "RML", while realizing the official name is different and the role has expanded over time.

Information Access Issues (9 comments). Speakers encouraged the RML role in "creating library and other agency partnerships." They gave credit to a recent symposium in this area and asked for more "great information on ways to successful partnerships that medical libraries and public libraries have formed in order to get good information out to all the people…." To combat "misinformation" participants saw the need for continued help in developing consumer health information resources ("availability of health materials through the local public library") and partnerships. Health information access in rural communities, both for the public and for health professionals—overcoming the "digital divide"—was identified as an issue for the RML to address. Another issue for RML attention is the failure of some educational programs ("diploma mills") and some health care institutions to provide for library access. "People who are being asked to do things without the resources to do them" burden the existing libraries…. We could refuse

service, but the problem won't go away." In one state's legislature, the health care community is advocating evidence-based practice, but there are "not enough libraries to support that…goes back to the RML reaching out to those health care professionals in the institutions that do not have libraries…you really can't do evidence-based practice without a library and that doesn't seem to be a message that's being received…." One speaker described taking a practical approach to the lack of library services by showing class participants "what they can get for free, and then beyond that you have to contact us…" but is still frustrated because "…they don't want to spend any money for it…."

Best Practices (6 comments). Participants called for the RML to circulate information on medical library best practices ("like iPod to deliver reserves"), including knowledge of "ways of re-inventing" services that might not be substantive enough for a journal article or the like. RML communication of best practices or standards was identified as a means of quality control, for example, in searching – something that would help new librarians or librarians new to medicine to "present a standardized product." One speaker expressed a need for more information on quality control in information services to address possible liability or malpractice issues.

Advocacy (12 comments). Participants concerned about "library survival" applauded the RML's role in advocacy on behalf of libraries. Suggested advocacy targets include administrators, especially those at institutions that have closed the library or never had a library; state librarians; and accreditation organizations. In addition to advocacy, consortium purchasing programs were seen as a way to extend libraries' financial viability. Advocacy from a credible source outside the library, and at the national level, was viewed as more powerful than the individual librarian's efforts within the institution. Participants were concerned that the RML not overlook the library advocacy while pursuing community outreach—"…they're not talking about us at all…sometimes very true…as we all know hospital libraries are closing, we're losing our jobs, we're downsizing, and from my personal viewpoint I don't see much help coming from anyone at NLM or whatever level deals with those frustrations…." One participant noted that academic libraries as well as hospital libraries are feeling pressures related to library economics—"We have…issues just keeping our collection going…outlying hospitals that we support…they close the other libraries down. You have more work. No more money and no more staff, but you have more work." Even while participants supported library advocacy efforts, a deep sense of frustration surfaced in the discussions—"I've done all the marketing I can do. I've been clever, I've been creative, and it doesn't really make a whole lot of difference….We need to find new initiatives…to counter [library closures]" and "they think if you can Google you don't need the library. It's all posted, it's free, and it's all on the Internet, and you have to fight that everyday…they make decisions about downsizing your staff and your space and your dollars, without ever consulting you about what the outcome will be…."

Technology Push (8 comments). Several participants commented on their appreciation for the role of the RML in advancing technology applications within the region. "…it feels like they're pushing me and I need somebody pushing me…they're putting things out there for me to see…" and "…they have been utilizing all kinds of technologies in

some nice ways to bring the region together." Participants envision that the help with new technologies will enable greater volunteerism on professional committees, broader implementation of document delivery technologies (e.g., scanners), and enhanced communications. The general comments on perceptions of the RML's role in advancing technology transfer as reported here are augmented by the many comments reported below in Professional Development (Technology-based) and Communication (Breeze Conferences, RSS Feed, etc.). Those comments also reflect positively on the region's reception and growing participation in RML technology initiatives.

Grants (5 comments). Speakers indicated that grants are well publicized. They suggested that the RML offer grant writing help, as well as assistance to "identify things that would be appropriate for grants" and to identify appropriate grants for projects contemplated.

Other (6 comments). When asked about additional RML services, several participants responded that they have a hard time keeping up with all that is offered now, so hesitated to suggest anything new.

RML Staff

Awareness/Readiness to Contact (16 comments). Most speakers commented positively on their readiness to contact RML staff for consultation and problem resolution. They indicated a good awareness of the scope of RML services, a high comfort level with RML staff members, and confidence in the expertise of staff. Other speakers indicated they tend to call someone in their local group instead of the RML, that they don't think to call the RML for advice, they are unsure of the time availability of RML staff, or that they contact a national help desk directly (for example, for a DOCLINE question or MEDLINE citation problem). Visibility, availability, and proactive contacts from RML staff are characteristics that in turn encourage network librarians to contact the RML.

Visibility/Contacts (9 comments). Comments on visibility of the RML were mixed. One speaker indicated that the staff have "done a really good job of reaching out…very visible…work together as a staff and just a lot of cooperation…" and another speaker expressed appreciation for "dinner/lunch with liaisons". On the other hand, others suggested that the "RML needs to be more high profile" and "when the RML staff is in town, they should let people know…can have lunch" and that the "RML should be contacting us individually more…just to have somebody call and [ask] what can we help you with would be a huge help. And not only would we get more help, it would trigger a little though process on my part." In addition, local network libraries should be informed and involved when RML staff conducts direct outreach—RML staff is doing "work with the public libraries and promoting the NLM initiatives…which is wonderful. My only frustration…I was out of the loop…would like to be part of the equation…working with public librarians is something we'd really love to do…work with her…we're not being thought of in that role." Another speaker wanted more information on the selection criteria for exhibits (number of attendees?), and on the process for determining whether an exhibit is coordinated by the RML or by NLM.

Responsiveness (22 responses). For the most part, participants indicated that RML staff are very responsive to requests for assistance, including scheduling presentations, providing resources for training, and resolving technology problems, for example, RSS feeds and Breeze videoconferencing. Participants understood that staff often travel or need to be away from their desks, but still felt the need for an alternate contact or some means of faster response to phone calls and emails that need immediate attention. (See also RML Distributed Model/Centralized Contact below.) One speaker suggested a means of routing on emails not answered in a certain period of time. Three participants described complex DOCLINE assistance calls that were worked on by multiple people, but they found the lengthy process frustrating and the outcomes not satisfactory. Several participants commented on RML staff responsiveness in providing materials for end-user training and expressed appreciation for receiving "a 'heads-up' about a new book…or new training materials…." At one of the interview sessions, a participant concluded with this positive comment on effectiveness and responsiveness: "I always tell my classes, if you wonder where your tax dollars go, they are well spent at the National Library of Medicine and your regional libraries. And thanks for giving us the opportunity to vent. The focus groups are a good idea."

RML Distributed Model

State Liaisons (21 comments). Many participants commented directly on the state liaison role within the RML Distributed Model, and most were very positive about this approach: "I very much appreciate having a liaison close by that I can call up that knows my state." The state liaison has "made me feel much more connected to the RML. You have a conduit…." These speakers expressed confidence that the state liaisons are "tied into the rest of the RML" and would quickly get information as needed from other staff. Speakers also commented on the high level of visibility and local presence of the state liaison—"It is nice to have a local person to invite to your meetings or come talk to you or join a committee…." One speaker described the ability of the state liaison to listen to everyone across the state and filter the input as a way of "diagnosing our own information needs, which is what we all do for others…need that in a collective group, especially for the hospital libraries…." These participants felt supported and informed by the state liaison, and appreciated having a single point of contact. Speakers welcomed individual contact from the state liaison: "…she's gone the extra mile to reach out personally...encourages all of us to attend [the RML symposium]…when she needs something she reaches out to us and that's been a real bonus…." One speaker encouraged "more one-on-one contact between the state liaisons and those of us who are out in the states…" to make specific suggestions about what an individual library could propose when grant opportunities are offered (based on knowledge of that library, ideas for projects/services, and familiarity with grant requirements). One speaker indicated that while the current RML model is working well, it does not matter where the representative is actually located, as long as contact information is available. At one focus group discussion, concern was expressed at the amount of time required of the state liaison for paperwork (report writing).

Subject Expert (7 comments). Participants commented that they had contacted certain RML staff based on their subject expertise. Someone fairly new to the region comment, "At first [decentralization] was confusing…[now] I see that you do publicity to make

sure we all know who the contact is for a particular service." Participants noted the web site and the Breeze meetings as means of identifying the subject experts, and one speaker suggested adding pictures and biographies to the web site.

Centralized Contact (8 comments). In response to two different interview questions, one focus group contributed comments that favored a centralized RML ("the old system") or a centralized contact point. Speakers favored the concept of a receptionist or secretary who would know which staff members were available immediately and who could handle the request if the primary subject expert was away. "It makes no difference where the person is located…the idea would be to have one point that you call and then that [call] can go back to the person in whatever city they are in." No one in this interview group directly mentioned the RML 800 number, although one participant indicated being "not sure what number I'm supposed to ask for," possibly referring to the 800 number's automated menu selections. Another speaker described a frustrating incident her staff experienced in trying to figure out who could help ("this just doesn't sound like how they normally operate….she was diligent and I know she tried and I know she got the run around…tried e-mail and she tried phoning…nobody ever made [the appropriate contact] clear to her." One participant perceived a lack of cohesion among the distributed liaisons, which might hamper effective referrals between RML subject experts. Two speakers were uncertain about whether it is appropriate for individuals to directly contact the National Library of Medicine offices ("Bethesda") for assistance.

Other (9 comments). Several participants had no experience with the centralized RML model, so couldn't make comparisons, but, "they have done a nice job of keeping it coordinated between the difference liaisons…can go to the RML's web site…see what they're doing and we get e-mails from them…." Others were positive about the distributed RML model in general—"this model really works…having been a librarian under the previous model and being a librarian with this model both as a hospital librarian and as an academic librarian" and "good job!"

Communication

E-mail (30 comments). E-mail communications from the RML are extremely popular with participants, with many comments indicating e-mail is the preferred method of communication—"I pay attention to it." Participants appreciate the convenience—"…it doesn't interrupt me"—and regular distribution of e-mail updates—"…e-mails that we get once a week really make me feel like I'm keeping in touch." Both the newsletter e-mails and the e-mails from individual RML staff that focus on one topic or link are well-received. Web site links contained in e-mail messages are useful—"…there are links or some information that I haven't seen elsewhere, and I'm glad I hadn't missed out on that." Some speakers indicate they pass on information they receive—"…forwarded some of the articles to others" and "…lift information out of the RML news and put it in our newsletter." One speaker suggested making recovery of messages from the web site easier by allowing users to click on a date link. Two speakers identified problems with e-mail: one receives a small portion of the e-mails from the list (participants suggested possible causes, including perhaps a spam blocker, firewall issue, or subscription

setting/digest) and another has not been able to change an old out-of-state email address to a new e-mail address.

RSS feed (4 comments). These participants were excited about beginning to use RSS feeds, particularly for the *NLM Technical Bulletin*, as recently announced in an RML e-mail.

Print (3 comments). A few participants emphasized the importance of print communication, as a print newsletter can be taken anywhere even if there is no Internet connection ("good bus material"). One speaker indicated the e-mail system does not work "more than half the time" so mail or fax is preferred. Another speaker felt more likely to refer to print information more often than pulling up back e-mail, though acknowledged that electronic communications could be printed out for later use.

Web Site (8 comments). Overall, participants liked the web site, while two speakers suggested that navigation and searching could be improved. One participant commented that the decision to standardize web pages for all the regional medical libraries is a great idea, especially for demos in classes with "students and faculty from all over the country…nice to have the web sites looking similar and [meeting] a certain standard...." As noted above, web links provided in RML e-mail messages encourage people to visit the site.

Breeze Conferences/Videostreaming (22 comments). Participants were very enthusiastic about the RML videoconferences using Breeze, saying that the conferences "are very beneficial at keeping us all up to date" and "a really effective way for me to…learn…new things" and "…fantastic…nice to be in touch with other libraries and hear about other projects…." Several people described technical difficulties accessing the conferences through their institution's firewall, though these had been effectively resolved with RML staff working with the institutions' IT personnel ("…everyone at RML was very good about working with our IT department…"). Several frustrating instances were reported when new problems recurred after earlier problems had been resolved, which participants thought were likely due to firewall changes or IT staff routinely re-establishing security settings. To overcome these difficulties, participants suggested re-testing ahead of time and starting early. A couple participants found the Breeze broadcast times inconvenient, and wondering about the possibility of having the conferences outside the normal work day. Other speakers recognized that the Breeze conferences are archived for later access, but were less motivated to view them versus the live broadcast. Two comments indicated that the announcements of the Breeze conferences come too late to schedule participation. The typing required of remote participants was noted to be "clunky," and one participant wondered about compressed video for interaction between participants. Someone else noted that on occasion a speaker sits too far from the microphone and listeners cannot hear clearly. There were questions about compatibility of different software (Skype, Blackboard). In spite of expressed "techno stress" comments overall convey a positive sense of being in a "learning curve" and willingness to keep working on technology solutions.

Other (19 comments). Regarding the topics that should be covered in RML communications, participants would like ongoing updates on new and enhanced services from the RML and NLM, upcoming classes, grant opportunities, any changes the RML thinks important, consumer health, and "breaking news" (news on infectious diseases, drug updates, etc., that may appear in general news stories or in rumors, but that is useful to have readily from an authoritative source). One speaker noted the communications role of the RML in aggregating and filtering news and information that is especially important to health sciences libraries. Another participant emphasized "news from National Library of Medicine through the RML and…Lister Hill Center too…what's going on with the media or the digitization projects…technology tips [in the newsletter]." Another speaker suggested that an NLM web cast, similar to the RML videoconferences, would be welcome—"awfully nice to hear updates from the 'mother ship' every once in a while." Three speakers indicated the e-mail survey (Survey Monkey) was the best way for the RML to solicit feedback. Several participants commented that the RML should continue to communicate in various ways—the RML has to "open up all channels because we're all different people and we all have different preferences…." Succinct communications are preferred—"the briefer, the better."

Professional Development

Technology-based (47 comments). Successful technology-based professional development requires the capability to "block time out of your schedule, close your door, [and] turn off your phone." Participants identified numerous applications (including online classes, videoconferences, and consortium meetings) and benefits to technology-based professional development. Perceived drawbacks to technology-based professional development were also identified, along with some suggested solutions.

Identified benefits include:
- Real-time, interactive participation.
- Ability to observe (RML update, RAC meeting), even if only one-way communication—"have opportunities to see things you wouldn't [otherwise]."
- Cost-effective alternative to traveling for conferences, especially if CE credit can be earned.
- Greater support from administration for technology based activities (in particular, teleconferencing).

Perceived drawbacks to technology-based professional development include:
- Participants may be less likely to ask questions in an online class.
- Questions may be put off and not dealt with before the end of a videoconference.
- Technical problems with firewalls and video streaming, even in environments that are not "underserved technologically."
- Need to obtain approval ("everything we do has to be approved on a security level from [the] national [company]."
- Lack of private space/office for library employees (for example, computer speakers are disruptive to patrons).
- PowerPoint presentations can be boring if "they're saying the same thing that's on the screen."

- If the activity is "at your own time" it tends to be displaced by other priorities.
- If something doesn't work, it's easy to give up.
- Typing (chat) during videoconferences is cumbersome.

Some solutions were suggested to enable greater use of technology-based professional development:
- Pursue professional development after hours when the library is closed.
- Satellite downlinks ("go to a separate place…like face-to-face…get rid of distractions at work…gathering in local area…advantage of networking too in the room as well as communicating with the providers").
- Stored programs that can be done whenever there is time, although new questions can't be asked.
- Classes in a series, for instance once a week with some type of deadline for completion, might increase the priority placed on doing professional development activities ("the things that get done are those that have deadlines…").
- Programs on CD, DVD, or videocassette (not involving web access and related firewall issues).
- Individuals must just keep working on technical issues and do advance trouble-shooting.
- Teleconferences (voice, no video) allow for more spontaneity and interaction.

Some comments pointed to the need for a variety of technology-based professional development options, along with in-person opportunities, in order to meet different needs of different individuals in different circumstances.

In-person (24 comments). While informational updates work well as videoconferences, some participants prefer that instruction, such as database classes, take place face-to-face. Several speakers yearned for the in-person annual update classes of previous years (especially PubMed and DOCLINE)—"those days when the folks used to come from the RML and from the national network and sit down with the ten or twenty of use and give a presentation and we could beat them to death with our questions." "We can all read tutorials and use help screens, but there's nothing like a class. It gives you a foundation….it's easier to commit to going to a class for a day than it is to try to find time to do tutorials and really do it right...." Speakers identified the interpersonal possibilities for mental stimulation and problem-solving at in-person meetings and classes—"I'll wait until others say something and it sparks something in my head and then I offer a little something…." Solo librarians in particular "need to get out of the office" to exchange ideas. One speaker lobbied for face-to-face RML updates with all the liaisons at chapter meetings.

Content (14 comments). Suggestions for professional development included:
- A class on evaluation research to augment the consultation currently available through the RML.
- Programs and meetings directed to library para-professionals, accompanied by a certificate or credit to show management that all staff are trained and up-to-date.

- Training on important resources from the National Library of Medicine (beyond PubMed).
- Virtual libraries, including how to digitize to serve remote users, rights and permissions, and the role of people in providing services from a digital library.
- Marketing the value of library services—how to show value, how to transform the library.
- The latest changes and functions of LinkOut.
- Updating—"the latest whatever: buzzwords, equipment, technology"

Barriers/Solutions (17 comments). Several participants noted that they pursue professional development on their own time, such as a journal club meetings and online resources. This solution solves the problem of competing priorities during the work day. Speakers conveyed the sense that professional development comes in a variety of formats and from a variety of sources, including the RML, professional groups, and reading—there are a "lot of opportunities for professional development in the medical library arena…the barriers are just your resources—your time, your money, your interest level, how [much] training…I can get in and still do my fulltime job." The expense of CE courses is a barrier to participation, and participants wondered about grants for MLA attendance or the possibility of RML underwriting CE classes in a local area. Mileage reimbursement for travel to the focus group meeting was acknowledged with thanks.

Collections and Resources

Consortium Purchasing (15 comments). Participants expressed ongoing confusion and frustration about the pricing and marketing of electronic resources, including databases and electronic journals. Participants voiced approval of the RML consortia purchasing program, although a couple speakers indicated that the materials included in the program were not what their institutions needed. Speakers hoped that the bibliographic resources offered would be expanded and that other materials (for example, serials management software and point-of-care products) would be added to the program. Several people indicated they think consortium purchasing would need to include the larger libraries or would need to be done on a larger, national basis, to make the group agreements attractive to vendors.

Reference Assistance (5 comments). One interview group discussed difficulties in answering users' questions in the areas of technology, management/administration and law. Technology questions in particular are appearing more frequently on the MedLib listserv—"People are asking questions…MEDLINE is not going to answer that question and that's why they're polling everybody in the nation because it's not in the literature." Ideas for better access to information resources outside the health sciences included a shared, perhaps fee-per-use resource—"the one time I need it a year…get that technology piece of information I need for my professionals"—and a person to call or a referral page on the RML web site—"if you have an administrative question click here. If you have a statistical question, click here."

Resource Evaluation (13 comments). A degree of antagonism toward vendors and publishers was evident in comments on the large size, power and marketing tactics of

publishers and vendors versus the weak leverage and finances of libraries—"…calling the doctors…[telling them to] go to the hospitals and get institutional subscriptions…I'm fighting this battle alone." The scale of difference in individual and institutional pricing for electronic resources is much greater than the previous pricing differentials for print subscriptions, and librarians are challenged to explain this to users—"I don't know how many times a day I have to tell a physician why we can't get institutional money. It's…the little library battling the big publishing companies and it doesn't seem like we have a lot of tools or leverage." In response to the high prices and marketing pressures, participants suggested that coordinated efforts to evaluate competing products and product demonstrations by objective specialists would help. Analysis of product content for duplication and quality, as well as pricing comparisons, require more time and resources than individual librarians have. Several people were overwhelmed by attempts to analyze cost-effectiveness of products (for example, comparing the costs of institutional electronic access based on user population with the number of print items that could be purchased for an equivalent cost, or with the cost of an electronic subscription for an individual). One speaker acknowledged that online books are "constantly updated," which is attractive, but one subscription to an online version of a clinical procedures book would consume one-fourth of that library's acquisitions budget. "What we need is someone to take leadership in the analysis…which of these is actually worthwhile and fit our circumstances." "If we could get some help from the RML on that I think it would help all of us."

End-User Training (8 comments). Participants appreciated support for end-user training, citing train-the-trainer courses and the PubMed Basics brochure. They expressed interest in having a standard syllabus for teaching and hearing about any new techniques or learning materials for end-user training. The PubMed tutorials are promoted, though more people could be encouraged to go through them if they were "made a little more colorful and fun." For evidence-based practice, one participant would like some "teaching tools or PR pointers on how to collaborate better with the [health] professionals because I see people talk about literature searching…[I] cringe because I don't know that they've collaborated with their librarians." Particularly for distance students, some search training is done one-to-one over the phone.

Libraries and Librarians

Collaboration (23 comments). Participants commented on the importance of networking and collaboration and the need to increase interaction and participation among local area librarians—"everybody is talking about magnet status [award from the American Nurses' Credentialing Center, ANCC] and I think we really should be talking among ourselves to see what we're going to do and…take back ideas on what would work [in our own institution]." Possible strategies for more sharing of ideas included local meetings with time for both presentations and socializing so that people can meet each other; an open e-mail discussion forum; or a somewhat structured but still casual electronic exchange, such as a weekly Q&A, for which someone would generate a question and others would contribute their thoughts and ideas. Participants identified a number of collaborative projects in which they're involved: a union catalog, cancer information resource areas, and joint purchasing of database access. Some participants identified a need for

reinvigorating local networking between academic libraries and hospital libraries, especially to coordinate information services and training for students who go on to practice in local hospitals. Health sciences students become accustomed to certain information resources in the academic environment, and some hospital libraries cannot provide the same resources—"it's what they're being trained on and they're coming to my institution and demanding it and I'm telling them they have to live with whatever we have purchased here. I don't know if that's an RML issue, but I don't know who else is going to talk for us or create those bonds again."

Within the Institution (8 comments). In addition to collaboration among libraries, participants highlighted the benefits of collaboration within the institution for more effective information services and greater library visibility—"get out of the library, go talk to people in the hall, and get on the committees." Being on committees may offer the chance to provide library service when the committee members might not have thought to request research on a topic—"by being there you're reminding them that you're a resource…" Speakers also addressed the importance of librarians making sure they are involved in any institutional efforts to advance evidence-based practice, that they work closely with other personnel (nurses, social workers, and patient resource persons) in delivering health information to patients, and that they work with institutional marketing to take advantage of possible support from the community (e.g., from high-tech companies). One speaker reported on a grant-funded information project for nurse interns that has had a "trickle-up" effect—"these nurse interns [have been] able to share with people who've been employed here for a long time…their managers…all the way up...to the nurse administrators."

Focus Group Responses by Location

Of the six focus group sessions, four were held in person with the participants, facilitator, and recorder at the same location, while two were held via teleconference. Appendix B shows the total of comments by location for each theme and topic. Participants at each location contributed a variety of comments in response to each question.

Focus Group Responses by Question

Focus group participants contributed numerous comments in response to each question posed by the focus group facilitator. Table 2 below shows the number of comments coded for each question, and Table 3 below shows the distribution of comments by theme in response to each question.

Questions	Number of Comments (T=411)	Percentage of Total (rounded)
1) Think about a recent experience with the RML and tell us about it.	65	16%
2) What is the best way for the RML to communicate with you?	79	19%
3) What kind of communication is useful to you?	46	11%
4) The RML is emphasizing the use of technology and web to provide professional development training and resources. What impact does that have on your ability to maintain and learn new skills or discuss new ideas?	105	26%
5) What other services could the RML provide you?	69	17%
6) How has having a liaison assigned to your state impacted you or your library?	47	11%

Table 2. Focus Group Responses Coded by Question

Theme	Question Numbers						Total
	1	2	3	4	5	6	
RML Role	7	14	2	9	22	5	59
RML Staff	26	8	4		3	6	47
RML Distributed Model	3	7	2		2	31	45
Communication	23	33	15	11	3	1	86
Professional Development	2	10	3	67	17	3	102
Collections and Resources	3	7	11	6	14		41
Libraries and Librarians	1		9	12	8	1	31
Total Responses	65	79	46	105	69	47	411
Percentage of Total*	16%	19%	11%	26%	17%	11%	

*(rounded to nearest whole percentage)

Table 3. Occurrence of Themes in Responses to Questions

Question 1

Think about a recent experience with the RML and tell us about it. (65 comments)
Most of the comments in response to the first question concerned the themes "RML staff" and "Communication". Participants described many positive instances of contacts with the RML staff. They conveyed an overall sense of confidence and willingness to contact the staff and indicated that staff are quite responsive to a range of informational and service requests. A few instances were described where RML staff were not able to resolve problems quickly or where referrals should have been handled more effectively. In describing recent experiences in the area of communications, many participants recalled participation in a Breeze videoconference or receipt of an e-mail communication from the RML, and they reported these communications offered timely and useful information. They also reported feeling like they were keeping in touch with the network and with current news as a result of RML efforts.

Question 2

What is the best way for the RML to communicate with you? (79 comments)
The previous question had prompted many comments on RML communications. The second question dealt with communications methods, and it generated many comments on the effectiveness of e-mail communications. Brief e-mails that focus on one topic, those that feature a link to the web site, and those that summarize the newsletter are popular. At one session, the course of discussion on this communication question led comments on several different topics--consortium purchasing and resource evaluation, the merits of an RML centralized contact for point question intake and referral, and the need for RML advocacy on behalf of health sciences libraries. At several sessions, the focus on communications method led to comments on the value of in-person professional development. Quite a few participants observed that the RML should continue to communicate using a variety of channels to meet different needs and preferences.

Question 3

What kind of communication is useful to you? (46 comments)
Useful communications cited include reminders to check the web site, alerts to breaking news, announcements of NN/LM and NLM product enhancements, calls for grant applications, and technology tips. The third question prompted two groups to a discussion of the need for a group effort, led by the RML, to evaluate bibliographic resources and search engines. Such cooperative evaluation might be applied to items being considered for consortium purchase or to expensive or complex items that require skill and time to evaluate comprehensively.

Question 4

The RML is emphasizing the use of technology and web to provide professional development training and resources. What impact does that have on your ability to maintain and learn new skills or discuss new ideas? (105 comments)
The fourth question produced the greatest number of comments of all the questions, about one-fourth of the overall total. Many of the comments concerned technology-based professional development, and flexible, cost-effective opportunities made possible. The

possibility of participating in activities not otherwise possible is an attraction, and the momentum and support provided by the RML for technology-based programming was recognized with appreciation. Participants reflected a growing sense of awareness and excitement over the Breeze videoconferencing, though some limitations were identified (chat can be cumbersome and some hesitate to ask questions in this format). The benefits of satellite broadcasts included presentation by a (remote) expert along with networking with other attendees at the downlink site; the satellite broadcasts also require some travel and can be costly.

Question 5

What other services could the RML provide you? (69 comments)
Some participants indicated that the RML provides so many services, that it is hard to imagine more. There was also a sense that the RML thinks ahead and comes up with new programs before others realize the need, and a general confidence that the RML will respond to individual library and network needs. The RML should continue to provide information about new technology and support in how to use it. One issue calling for RML consideration is the lack of library support in some environments and the burden this places on existing libraries that struggle to fill the gap. Continued RML involvement was welcomed in enhancing collaboration and sharing among network members— promoting information on best practices and pass on knowledge of what difference libraries are doing. Speakers emphasized the continued importance of RML programs in library advocacy, consortium purchasing, and support for end-user training, as well as communications and professional development through a variety of channels to ensure updating of regional library staff. Participants suggested the RML might consider how reference assistance and referral for questions outside of health sciences (law, technology, and management) could be provided. On group expressed interest in expanding para-professional training opportunities.

Question 6

How has having a liaison assigned to your state impacted you or your library?
(47 responses)
Most of the comments in response to this question indicated that the RML distributed model, including liaisons located in each state, has had a positive impact. Having a liaison close by to attend meetings, visit libraries, and join committees has made people feel more connected. Participants indicated it is easier to call someone they know to request assistance or advice, and that the state liaison has close links to the other RML staff to obtain additional information or make a referral. Participants mentioned special efforts the liaisons have made to reach out to people in the region, including informal lunch and dinner get-togethers. A few participants commented that they would prefer a centralized contact point, and others thought that location was not as important if appropriate contact information is known. Several people noted that they have a better understanding of the RML, thanks to contacts with the state liaison. Participants identified different means the RML has used to publicize the distributed model and how it works, including the Breeze videoconferences and the web site.

Conclusions

Comments from focus group participants covered a range of themes and topics, most prompted by the interview questions and some raised spontaneously by network members. Participants shared their perceptions of the RML programs and staff initiatives, and comments reveal some issues and concerns that merit RML attention. Many comments offered provide evidence of the benefits to regional libraries from RML programs and services.

Indicators for RML Action

Comments from the focus groups encourage the RML to continue or take action:

- To publicize the roles of state liaisons and subject area liaisons and how to contact them (including use of the 800 number).
- To create library and other agency partnerships, and to provide information on successful models for such partnerships.
- To explore issues of health information access in rural communities (the "digital divide").
- To consider how best to reach out to and deliver information services to health care professionals and students in environments without health sciences libraries.
- To circulate information on best practices in library services.
- To continue advocacy on behalf of libraries.
- To expand technology applications in communication and professional development, and to continue providing support for their use by the region's libraries.
- To promote grant opportunities and to make specific suggestions for possible project applications based on familiarity with individual libraries.
- To provide update communications and professional development via a variety of channels (for example, continuing the successful e-mail news updates, the Breeze videoconferences, and the web site enhancements).
- To offer professional development in evaluation research, virtual libraries, marketing the value of library services, NLM and NN/LM resources, and general updating; to explore training options for para-professionals.
- To maintain and expand the regional consortium purchasing program.
- To consider possible assistance or referral processes for questions outside the health sciences (law, management, technology).
- To organize cooperative resource evaluation, especially for complex or expensive products.
- To maintain support (training and materials) for end-user training by regional libraries.
- To suggest strategies for extending collaboration and sharing of ideas in local areas and throughout the region (for example, an open e-mail forum), including different types of health sciences libraries.

Evaluation of the RML

Participant comments indicate that the RML has been active in communicating the NN/LM mission and goals, and successful in bringing understanding of the regional program and service objectives. Participants recognized that the Midcontinental RML has made special efforts to communicate the functioning of the RML distributed model, including the staff roles of state liaisons and subject area liaisons. While the RML may choose to examine the feasibility of a backup plan for response when an individual staff member is unavailable, overall comments revealed a high level of confidence in the expertise and responsiveness of RML staff, and a willingness to contact staff as needed. Even when specific problems were noted, comments reflected an underlying belief that improvements would soon follow. Participants indicated that they depend on the RML to keep them informed and updated on many fronts, they pay attention to RML communications, and they welcome proactive contacts from RML staff. Many participants recognized and expressed appreciation for RML efforts to apply technology in service delivery, especially in regional communications and professional development. The willingness of RML staff to work directly with institutional IT personnel in problem resolution is evident in the successful experiences related by participants. Speakers were aware of the RML's commitment to library advocacy and expressed a continuing need for support to address the issues of "library survival." Participant comments generally portray a perception of openness and a feeling of partnership among the region's libraries and the collective RML components.

Assessment of Libraries and Librarians

Several issues of concern for regional libraries emerged during the focus group sessions. The lack of libraries at some institutions and education programs places a burden on existing libraries; these libraries do not want to refuse service, but the added workload puts additional pressure on already stretched staffs and collections. Library staffs are frustrated by the apparently decreasing value placed on libraries and librarians in some environments, due at least in part to the mistaken perception that information is free and easily available on the Internet. The high cost of resources, including electronic products licensed for institutional use, along with certain vendor marketing strategies have produced resentment among library staff and a resulting degree of antagonism toward vendors. One focus group felt that the local consortium was not as collegial as in the past, and that there was less interaction between hospital and academic libraries. A few individuals felt alone in their frustration with issues confronting libraries. Others describe efforts to be more involved within their institutions and to increase exchange with library colleagues in order to find solutions.

Comments from the various focus groups indicated their positive outlook and willingness to move forward with technology applications to improve communications and services. Notably, participants welcome the "push" they feel from the RML to incorporate technology, and they are accepting of the extra stress and hard work that may be required to make progress. Professional development opportunities in a variety of channels and formats appear to be readily available to participants, though some planning and flexibility may be required to participate. Confidence in support and updating from the

RML, and continued reliance on the quality of products from NLM and NN/LM appeared as underlying certainties throughout the focus group commentaries.

Focus Group Methodology

Focus group methodology proved once again to be a successful tool for the RML to gain a more in-depth understanding of the needs and expectations of network members and to obtain feedback on its own performance. The data gathered also will be useful in strengthening RML programs and services as a new contract period begins and in ongoing strategic planning to meet emerging needs of the region.

Appendix A

Focus Groups Coded Data

Comments by Theme/Topic

Theme	Topic	Comment	Loc	Page	Quest
RML Role	Understanding	I think it was okay for me to sit here. I sit on the RML Advisory Board so my good experience with them was when the meeting that we had after the MCML meeting in Utah last year sometime. And that was such an in-depth look at each individual person, and what they do and what they did for us. I think before then I don't think I really clearly understood what the RML was. So that was a great experience for me...	Denver	1	1
RML Role	Understanding	speaks to the energy of getting that group going so that's pretty exciting…reflects on what a great job they did at that meeting [RAC]. The meeting was a great …personally gratifying by the speaker that she got …and the broader view.	Denver	2	1
RML Role	Understanding	and I think they have kind of taken that a little bit out to _____ with MLM teleconferences or computer conferences that they've done and they've introduced. So I think they're trying to do more of that,	Denver	1	1
RML Role	Understanding	I love it that other people are still calling it the RML. I thought we were supposed to be calling it something else, but I can't give that up.	Denver	8	6
RML Role	Understanding	I agree and this is probably my fault. I'm a little fuzzy on what the RML role is. When I think of the Kansas liaison I always had the idea that she was to interact with other librarians within Kansas and cater to their needs or if they had any questions, but when we had the breezing yesterday I realized she's also doing like a jillion other things and this is something that I was not aware of.	Kansas City	5	2
RML Role	Understanding	I don't have any recent experience with the RML. Where do I get information?	St. Louis	1	1
RML Role	Understanding	We don't use DOCLINE, it doesn't fit. [in response to recent experience]	St. Louis	2	1
RML Role	Understanding	DOCLINE works well.	St. Louis	2	1
RML Role	Understanding	I don't know where to start on the MCMLA web page to see what the organization does.	St. Louis	2	2
RML Role	Understanding	the RML and NCMLA are not the organization. [response to clarify previous comment]	St. Louis	2	2
RML Role	Understanding	Too many people didn't hear about the RML and others want to know more. Maybe do an introduction to the RML. Just to bring everyone together	St. Louis	6	4
RML Role	Understanding	I'm especially interested in any updates to the services that RML provides. I know they are looking at some of the things for advocacy. I think for me new services, any changes in new services and it's always helpful to know who of the liaisons or who in the RML has some really special areas of expertise.	Tel-1	2	3
RML Role	Understanding	for first time knows what RML does. Doesn't produce products but looks like stuff is getting done	Tel-2	3	6
RML Role	Information Access Issues	They should be carrying the banner. Health is important. It should go to the rural people; it should go to people in cities. Whatever they can do to foster that alliance with the public. [following comments on RML advocacy/library survival]	Denver	6	5

Theme	Topic	Comment	Loc	Page	Quest
RML Role	Information Access Issues	One area that I think is that maybe we need to continue to emphasize possibly some kind of liaison that I don't think we have those here in Wyoming with a lot of our public libraries to do a lot of Consumer Health kinds of things. My library is not that large, I don't do a lot of Consumer Health because my local library does a lot, but I don't see that too often and as we continue on and so many more advances come about, but also there's a lot of misinformation out there. I think that would be one of the places where I would like to someone lead is in either helping us develop more Consumer Health kinds of things or some great information on ways to successful partnerships that medical libraries and public libraries have formed in order to get good information out to all the people in our state, all of our health consumers.	Tel-1	4	5
RML Role	Information Access Issues	I would like to see more on rural health because that's our focus and even though they have minority health and American Indian health and Asian-American they have a lot of information on those groups, but rural health is a little bit different and that deals more with the digital divide and health care professionals that don't have good access to information and so I would like to see more on that.	Denver	3	2
RML Role	Information Access Issues	Well the thought I had when you were talking about rural health is fostering more alliances with the local public libraries and fostering more availability of health materials through the local public library, which is more the hub of the community	Denver	3	2
RML Role	Information Access Issues	I thought the Wyoming symposium, that she helped set that up, which would ... creating library and other agency partnerships. Which I thought was a wonderful conference. It didn't have much application to what I do since I'm in a hospital library and I don't have a consumer health orientation, but I think maybe bringing some of the ideas of some of the things out at that conference and I know that some people had participated in a similar symposium in DC.	Denver	3	2
RML Role	Information Access Issues	I have no idea how the RML could address this issue but it's a problem on the local level which is getting worse which is for lack of better term 'diploma mills' turning out allied health professionals or even nurses without libraries.	Denver	6	5
RML Role	Information Access Issues	Our library is getting burdened by those people who are being asked to do things without the resources to do them and as long as we're willing to provide that then I guess they don't have to face, I don't whether I'm talking about, I guess it's almost an accreditation issue I guess. But they're proliferating in this area. The nursing students find us and come to us and we get inundated with that. We could refuse service, but the problem won't go away. There will be information needs that aren't being met. And that hence the marketing importance in the library in a health sciences educational institution, but I don't know how the RML could attack that. We're talking locally and that how we could do something.	Denver	6	5
RML Role	Information Access Issues	One of the issues we're facing in Wyoming is that there is a strong push within the health care community up there in the legislature for evidence-based practice. But there's not enough libraries to support that so I guess that kind of goes back to the RML reaching out to those health care professionals in the institutions that do not have the libraries. Tying in the evidence is the craft of …. because you really can't do evidence based practice without a library and that doesn't seem to be a message that's being received by that group.	Denver	6	5

Theme	Topic	Comment	Loc	Page	Quest
RML Role	Information Access Issues	It's something that I'm struggling with because I'm being taught to teach classes in the hospitals knowing that they don't have a library and knowing, so I have to show them what they can get for free and then beyond that you have to contact us. And they don't want to spend any money for it. It's getting to be quite an issue and I'm not sure how RML could help but maybe collectively we could come up with some kind of solution that would deal with that issue.	Denver	6	5
RML Role	Best Practices	So that's even almost like a repository if you think of the RML as holding that knowledge so if they could get the stories from people. I don't know if that's really the RML's place, but some way of re-inventing things, but it's not necessarily something you'd write a paper on and send it to a journal.	Denver	7	5
RML Role	Best Practices	We need case studies of how other librarians are doing some things successfully, like i-pod to deliver reserves.	St. Louis	4	4
RML Role	Best Practices	Also cover what is going on in medical libraries. Medical libraries used to be considered cutting edge and were always up on things. [observer note: this was sort of rambling. I didn't understand whether she thought medical libraries no longer WERE cutting edge or if she just didn't know what was going on in various medical libraries throughout the US and thought knowing would be a good thing.]	St. Louis	5	4
RML Role	Best Practices	Quality control in searching would be a good presentation. So that we put out consistent results. Standards would help new librarians or librarians new to medicine present a standardized product. Best practices, maybe.	St. Louis	5	4
RML Role	Best Practices	"D" – We do need more information on quality control in terms of lawsuits, legal issues, personal liability. Sooner or later personal liability is coming. "C" and "A" – agree, at some point malpractice may be an issue.	St. Louis	5	5
RML Role	Best Practices	About the librarian's best practices – the RML should be involved. Librarians need to demand high level of quality from each other.	St. Louis	7	6
RML Role	Advocacy	I like the advocacy I've heard so far and just continue those.	Denver	6	5
RML Role	Advocacy	I'd like to see them marketing more to the administrators that have closed libraries or never had a library facility and maybe working more with the state librarians.	Denver	6	5
RML Role	Advocacy	And another thing they could do, and of course MLA has addressed this also, but working with accreditation organizations. Is that more of an MLA role than an RML role? With JACHO or with other organizations, who ever does accreditation on residency programs?	Denver	7	5
RML Role	Advocacy	I have to tell you someone who is listening to that which is not one of the librarians said, and she didn't realize what the focus of the meeting was to be fair she didn't realize it was talking about community outreach, but she said they're not talking about us at all. And sometimes that's very true and that's a big frustration because as we all know hospital libraries are closing, we're losing our jobs, we're downsizing, and from my personal viewpoint I don't see much help coming from anyone at NLM or whatever level deals with those frustrations and they are big giant frustrations.	Kansas City	5	2
RML Role	Advocacy	I agree with the issues as far as advocacy. Some of the advocacy needs to be geared toward the administrators or articles that are going to be visible to the administrators because there's only one hospital that I've ever had administrators use me regularly.	Kansas City	5	2

Theme	Topic	Comment	Loc	Page	Quest
RML Role	Advocacy	And so some of that advocacy needs to be visible in places where the administrators will see it because when we say it they think you're only saying it for your own self-interest to keep your own job. But if somebody that's a credible person says it then it gets their attention.	Kansas City	5	2
RML Role	Advocacy	But I don't know if that credible person is the RML. I think that the issues that you're bringing up are constant issues and I think they are things which the national network needs to address.	Kansas City	6	2
RML Role	Advocacy	I think that hits upon the whole notion about libraries surviving in the medical world and whatever they can do to help us promote our cause. I don't know if it's in terms of marketing possibilities or certainly if they can buy things in a consortium cuts down the cost which means we can offer more at the library than we would have otherwise. With their eye on the idea that we all hoping to have a library ten years from now, or five years from now and have jobs.	Denver	6	5
RML Role	Advocacy	How are we going to keep our collection going with no money? We are the second largest medical library in the state. Do you want us to stay there? We have tons of issues just keeping our collection going. It's all on our shoulders and there are just tons of issues related to that that I don't feel are being addressed at all and we have outlying hospitals that we support Nobody is addressing these issues. And if we don't get any outside help to impress the administration with what's going on with us and with what's going on nationally it's just hugely frustrating and what happens is they close the other libraries down. You have more work. No more money and no more staff, but you have more money [work]. [Burden on academic libraries as smaller libraries close]	Kansas City	5	2
RML Role	Advocacy	And mostly they [administrators] don't use the library and they think if you can Google you don't need the library. It's all posted, it's free, and it's all on the Internet and you have to fight that everyday. And they can downsize you and cut your budget because Google is out there and they just don't get it and they don't give you time or the opportunity to try to counter that and they make decisions about downsizing your staff and your space and your dollars without ever consulting you about what the outcome will be after they do that.	Kansas City	5	2
RML Role	Advocacy	I think that one of the problems that I've seen over the years is that I don't know where to go anymore. I've done all the marketing I can do. I've been clever, I've been creative and it doesn't really make a whole lot of difference and unless we come up with ideas we're just going to slowly go down the tubes and I know that. But I keep saying well I've only got three and half more years before retirement so if I can just hold on that long it's okay I don't care. But that's not really very good. We need to find new initiatives. We need some creative thinking to help us to counter this.	Kansas City	6	2
RML Role	Advocacy	There is also an area where if you want to market or bring pressure or whatever then maybe what we should do is create as the Clinton's tried to do with healthcare maybe we should create one huge purchasing consortium throughout the country to beat the vendors down. Because that's one area that if we didn't to trade so much money for the stuff we need the hospitals wouldn't be so quick to eliminate the staff and maybe if we had the cheaper pricing and broader access, ...	Kansas City	6	2
RML Role	Technology Push	I appreciate the technology. I feel like they are moving us a little faster which is good. I've seen change and I've appreciated the change. To me it feels like they're pushing me and I need somebody pushing me and I feel like they're putting things out there for me to see and I appreciate that too.	Kansas City	14	6

Theme	Topic	Comment	Loc	Page	Quest
RML Role	Technology Push	With the technologies in our jobs in might help more volunteerism for those of us who can't travel to the conferences it's like the meeting for committees and the report are always given at the regional or national meeting and if you can't travel to it I've had people say that I'm no good on the committee. I've volunteered for things before and they just kind of blow me off because I can't travel and I think maybe that technology could help more people say they will help with components without having to travel.	Kansas City	14	6
RML Role	Technology Push	We're using some outdated equipment and that [grants] would certainly help us with out DocLine deliveries and those kinds of things. I know there are a lot of small hospitals in our state that don't have those kinds of resources [scanners].	Tel-1	3	4
RML Role	Technology Push	We're a very, very small library and we're just way behind in technology and we need so much help it's just incredible. I have neither money nor technical support here at the hospital so any of the technology that's brought into play I need help from outside. So when you were talking about buying scanners I was thinking boy that would be so nice because I can't get them to do it here.	Tel-1	3	4
RML Role	Technology Push	newsletters/info from other libraries. Help with tech changes	Tel-2	3	5
RML Role	Technology Push	Like tech help	Tel-2	3	5
RML Role	Technology Push	I think that the RML has done a really nice job with their technology over all…. I think that they have been utilizing all kinds of technologies in some nice ways to bring the region together.	Salt Lake City	7	4
RML Role	Technology Push	…. Helpful when RML gives info about tech and showing how to use	Tel-2	3	5
RML Role	Grants	I haven't actually applied to any, but its nice to know what's out there and some of them I've forwarded to other people to see if they want to apply. [Grant announcements by email, newsletter]	Salt Lake City	3	3
RML Role	Grants	I'm involved in the resource information on training projects which is partially funded by the NLM. We greatly appreciate it here.	Tel-1	1	1
RML Role	Grants	I think just more support if grant money could be used to maybe partially buy a copier/scanner, for example, which many of us don't have.	Tel-1	3	4
RML Role	Grants	Grant writing help?? [new services]	Tel-2	3	5
RML Role	Grants	Good at telling about grant opportunities.	Tel-2	1	4
RML Role	Other	I guess that's kind of what I think too. I think they do so many things well. Nothing has landed on my doorstep screaming to be done that the RML could do. They think of things and are doing them before I've even thought of.	Salt Lake City	10	5
RML Role	Other	There is too much information available on the web site that I haven't even looked at yet and I'm reluctant to say that there should be more services because there are plenty I haven't taken advantage of.	Tel-1	4	5
RML Role	Other	Do so much already.	Tel-2	3	5
RML Role	Other	Elves that come in the middle of the night to do the work!	Denver	5	5
RML Role	Other	Actually I can barely keep up with what you're offering now. I guess things can always be improved and made easier and more fun, but I don't have that much time to really add more to my work day with what I'm already doing and I wouldn't be able to take advantage of your services if there were more.	Tel-1	4	5
RML Role	Other	I'm thinking that too [hard to keep up] because it seems like I do try to take advantage of a lot of the things that I know about.	Tel-1	4	5

Theme	Topic	Comment	Loc	Page	Quest
RML Staff	Awareness/ Readiness to Contact	...but that was just a great experience for me [RAC meeting] to get to know people. Now I can call individuals and I didn't feel like that before.	Denver	1	1
RML Staff	Awareness/ Readiness to Contact	My experience with the RML is pretty much daily because the liaison's office is next door to mine. So we speak every day; sometimes less, sometimes more.	Denver	1	1
RML Staff	Awareness/ Readiness to Contact	I'll piggyback on that. I agree with that. Now I do call other librarians, but frankly it does not pop into my head to contact the RML particularly. It could be because in Wichita there is more than one medical librarian so we're fortunate in that so there are several people even outside that you can talk to, but it just doesn't occur to me and I think that's a faux pas on our part because if somebody says what would you call the RML about I'd think I don't know. I don't know what I'd call them about to be honest.	Kansas City	1	1
RML Staff	Awareness/ Readiness to Contact	I don't utilize the RML very much. I don't think to call. I'm an only librarian and I think I've kind of sunk into a little comfort pool where I operate in isolation.	Kansas City	1	1
RML Staff	Awareness/ Readiness to Contact	I do call them for a lot. I wanted to set up a Consumer Health thing and I just called, I haven't gotten a response yet, but I did call to say what do you know about this, what's going on, what do you hear, what's happening nationwide? I guess I'm looking to them to be my authorities to get me moving in different directions. I find the RML much more helpful in those kinds of things than I do even in our organization MLA. I go to the MLA site as well, but…	Kansas City	2	1
RML Staff	Awareness/ Readiness to Contact	I've had several recent experiences. Just today I talked to ___ on the phone and I brought in the information today that in MedLine there was an article that said free article, but when you linked to it it actually gave you a wrong article. It was not the article for which you had the citation and of course those things can't be corrected unless somebody brings it to their attention so we talked on the phone the other day and I gave it to her today so it's not a resolved issue, but that was something I knew I couldn't correct it had to go to the RML.	Kansas City	2	1
RML Staff	Awareness/ Readiness to Contact	And ___ has recently, within the last few days, sent me materials that I had spoke to her about having bookmarks or handouts for National Library Week coming up in April and she also sent me handouts and things for National Medical Library's month in the fall. So I saw them as a source of those materials.	Kansas City	2	1
RML Staff	Awareness/ Readiness to Contact	As we talk I realize that I no longer have a sense about what to go to RML for and I blame myself because I just don't think I don't pay attention any more. But if I had a MedLine citation problem I'd e-mail MedLine, which I have done and they send back a nice little note saying we'll attend to that problem. It wouldn't occur to me to go to RML for that; similarly for DocLine though I rarely have DocLine problems, but I would go straight to the source. So I think I no longer think of the regional services for a lot of these journals.	Kansas City	4	2
RML Staff	Awareness/ Readiness to Contact	I guess my thought was that I was getting frustrating because, and I didn't call RML because it didn't occur to me, who can I discuss this with? [problems in acquisition procedures and costs of online resources] The publishers? Our vendor? I called a couple of our librarians and they really didn't have a good suggestion. I could have called the RML, but I didn't because it didn't occur to me because I guess my bottom line is that I don't feel they would have done anything anyway.	Kansas City	7	3

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RML Staff	Awareness/ Readiness to Contact	I was just thinking and I don't know what our liaison's time is like. I don't know what she has to do every day. I know there are many hats that she wears, but even if it was a phone call out of the blue, "Hey, what's going on down in Wichita? Is there anything you guys have any questions about?" Instead more of a proactive communication form instead of a reactive; I've got to think of you and call you and I'm not thinking of her and I'm not calling her and that's partly my fault, but I need to be reminded that she's there and she is someone I can talk to.	Kansas City	7	3
RML Staff	Awareness/ Readiness to Contact	But I feel so comfortable with the RML I pick up the phone whenever I'm really curious or want to know something	Salt Lake City	3	2
RML Staff	Awareness/ Readiness to Contact	I think it's just all sort of a matter of they need to be visible enough that a person can feel comfortable enough to ask them a question. I can think of times in the past where we have had some big issues going on in our building or in our bigger agency that maybe we could have used another professional advice on the issue and yet I don't know anybody was sitting there hashing out the issue thought they should call the RML to see what their input is. I think they just need to keep working on their relationships with the various constituents that are in Utah or in the region to have a strong enough connection with them so that they would think of the RML as a resource to call to get some decent advice on an issue. We have such a tendency to stick to our own little workgroup to get all the answers to our questions and yet sometimes we don't have all the answers within our workgroup. So that's a main thing is just being out there enough to relate to people and being available and credible enough with their answers to where you think you'll call them.	Salt Lake City	11	6
RML Staff	Awareness/ Readiness to Contact	I second that. [importance of RML state liaisons being visible, available, credible] It's always so with our patrons, but its also so within our region. You are much more inclined to go ask if you know somebody. If its just this vague organization you are less likely to go try to get help. But I can just call if you have a person you'll be more likely to call.	Salt Lake City	11	6
RML Staff	Awareness/ Readiness to Contact	That one point of call should have a live person answering it and not be a recording because that's the person who can say who is in and pushing a button on the phone doesn't do [consider referrals too]	Kansas City	14	6
RML Staff	Awareness/ Readiness to Contact	The RML is there, we can call if needed.	St. Louis	6	5
RML Staff	Awareness/ Readiness to Contact	the RML still has experts – just call	St. Louis	7	5
RML Staff	Visibility/ Contacts	I've been here 3 years. Before that I was in the South Central region. It seems like the RML there was a lot more high-profile. Staying in your face. Here don't see anyone.	St. Louis	2	1
RML Staff	Visibility/ Contacts	The contract changed. Before was in Omaha. This is a different model- distributed. RML does give CE at regional conference.	St. Louis	2	1
RML Staff	Visibility/ Contacts	when the RML staff is in town, they should let people know, so maybe can have lunch.	St. Louis	3	3
RML Staff	Visibility/ Contacts	I don't know who that person is. RML needs to be more high profile.	St. Louis	3	3
RML Staff	Visibility/ Contacts	I just think they've done a really good job of reaching out and the people in Salt Lake City are very visible and I think that's been excellent. I feel like they work together as a staff and just a lot of cooperation there.	Tel-1	5	6

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RML Staff	Visibility/ Contacts	Appreciates dinner/lunch with liaisons.	Tel-2	3	6
RML Staff	Visibility/ Contacts	She's doing all this work with the public libraries and promoting the NLM initiatives with that, which is wonderful. My only frustration was I felt like I was out of the loop. I'm a hospital librarian. I'm way out of the loop on this whole process that she's gone through and I would at least like to be contacted and be part of the equation. We have our own initiatives in which we would be doing outreach and working with public librarians is something we'd really love to do. So we would love to work with her and I just feel like we're not being thought of in that role.	Kansas City	5	2
RML Staff	Visibility/ Contacts	And part of that is that RML should be contacting us individually more. Not only would that help us, but we're like everybody else, we're very busy and until someone says to you what's the problem, how can we help you, you get so busy just trying to keep up that you don't think about it. Just to have somebody call and I personally say call and not e-mail to ask how is it going and what can we help you with would be a huge help. And not only would we get more help it would trigger a little thought process on my part.	Kansas City	12	5
RML Staff	Visibility/ Contacts	They can't make it to all the professional meetings to do a booth and I recently went to a physical therapy meeting in San Diego and they weren't going to do a booth so I had to be there for my organization and I was able to take some bookmarks and materials, but I think it might be nice to let us know what the criteria is, how they choose what meetings we're going to have and what NLM exhibits. I've helped with several in San Diego and I'm going to try to help with the one here with the Utah Library Association. And it's no big deal; it's just a curiosity of mine. How do they choose what meetings they exhibit at, is the number of attendees or what?	Salt Lake City	2	1
RML Staff	Responsive- ness	And ___ has been a god-send and ___ before her. They are both wonderful	Denver	1	1
RML Staff	Responsive- ness	My last interaction with the RML staff was with ___ when she spoke to our local network over a year ago last July and gave a little update to the group, but it wasn't anything specific that I had asked her. She did a good job, told us what we needed to know by the way of updates. I have nothing more personal than that.	Kansas City	1	1
RML Staff	Responsive- ness	There's one that I'm uncomfortable talking about it and I filled out an evaluation very honestly for a class I took so maybe that's enough. We had a DOCLINE class here in January and I feel like several of us know DOCLINE intimately and felt like the person that taught it didn't. I think she was great for a broad overview of the region and of the system and how its supposed to work and the role of the national network and things like that. I think we shouldn't have asked to do hands-on because I don't think she was prepared for that. So that's, is that fair? (Others agree) I think she was put in a tight spot.	Denver	2	1
RML Staff	Responsive- ness	A month ago I needed to call someone and just get some information about searching MEDLINE. I was doing a presentation for physician's CME for the first time in our institution and just called our state representative to find out what she had, what resources, and I also asked her some evidence based medicine information and it was very good. She's still fairly new to the area so sometimes I'm not sure she knows quite as much as ___ did at that point, but she's still new and so she's learning, but she responded very quickly, I got the information I needed, and it went well.	Kansas City	1	1

Theme	Topic	Comment	Loc	Page	Quest
RML Staff	Responsive-ness	On the down side I will say that when I moved to Olathe, which was is May and had to reconfigure stuff so that I knew the passwords and so forth and I gave a call, no an e-mail, and I said I'd like to change my login ID because it's set up specifically to the name of the previous librarian and I think this thing should be changed and aimed at the library. And so I never got a response so my response to that is that it did not encourage me to contact the RML for anything.	Kansas City	2	1
RML Staff	Responsive-ness	And we have had a very similar problem. We were trying to merge two separate DOCLINE records. I mean they had been separate before we merged, then we merged them into one list and we were trying to separate out the list again. And she called four, five, or six times and e-mailed as many times and it probably took her six months. It was an on-going; it was like we couldn't get a hold of anyone. And it took several tries with several different people. And it was very, very upsetting and frustrating. The person that does our interlibrary loans swore she'd never contact them again and I don't blame her. Whoever she called sent her to someplace else and nobody would get an answer.	Kansas City	2	1
RML Staff	Responsive-ness	And the only contact that I've had recently that has not gotten resolved in the way I had hoped it would be is ... another hospital that is owned by my same company is going to become part of our campus, ...And because of the changes the library that is there will not be there anymore and those materials will come to me first and then we'll disburse them out from there because there will be duplicates. But when our company went that a previous time we had been able to get a union list of the local hospitals owned by the same company so we could compare and contrast easily side by side where the duplication was or who might want which off the list. When we tried to do that this time I started with Laura and Barbara Jones got involved and it didn't seem like anybody could do it and Whitney had done it for us the previous time around and at that time it was my recall her telling me that they had made us a temporary group so we could run a union list off that group even though the group was too small to be a permanent group. And then after the union list was off they went in and wiped it out. I suggested that but nobody seemed to be able to do that so we never got the list we wanted. I don't know if that's a change in software or do to some upgrade in the system but we had done it previously and we couldn't do it this time around and it would have been a lot easier to have one list side-by-side instead of having several lists and having to compare them all separately.	Kansas City	3	1
RML Staff	Responsive-ness	So I think that, I just heard this the other day. I'm so computer slow sometimes, but our new software and one of the things it will do is if you need to e-mail and nothing has been done in a week then you're sent a notice. The RML could do that. If somebody sends you an e-mail and within a day or two, whatever you choose, then if it's not been answered then it should go to somebody instead of just lingering there.	Kansas City	4	2
RML Staff	Responsive-ness	I like when they send me e-mails. I have to say in my practice I like to pick up the phone because I want to deal with this issue because I have a fifteen minute block and I need to deal with it now. And that's probably the biggest flaw I see. I call and I don't know, I always think maybe it's because they're doing the other half of their job. They are not at their desk because I seldom ever get anybody on the phone and it's usually the next day before I get a call back.	Kansas City	4	2

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RML Staff	Responsive-ness	[RSS - RML worked with IT at institution]... but I think what was so good about it was those two women that were so responsive and so willing to work on this because that wouldn't have happened without them.	Salt Lake City	2	1
RML Staff	Responsive-ness	I had a similar experience. Ours got fixed pretty fast. [Connection to Breeze]	Salt Lake City	2	1
RML Staff	Responsive-ness	and of course they're very responsive. [to phone calls]	Salt Lake City	3	2
RML Staff	Responsive-ness	I feel the same about the RML. I'll call them and they are very responsive. It works well, I get what I need.	Salt Lake City	3	2
RML Staff	Responsive-ness	Talked to M. Magee about new limits in PubMed – total surprise to S4. Magee said she would set up new classes. Positive experience	Tel-2	1	1
RML Staff	Responsive-ness	DOCLINE requests not going back to email. Talked to B. Jones. Going to assistant. B Jones talked to Bethesda and got it cleaned up	Tel-2	1	1
RML Staff	Responsive-ness	Talked to ___ about teleconf/meeting schedule. Always willing to work in schedule. Very willing to talk about technology. Good relationship.	Tel-2	1	1
RML Staff	Responsive-ness	Doesn't interest that much. [technology?] Talk with Marty about ejournal collection in VA and LinkOut. Very helpful!	Tel-2	1	1
RML Staff	Responsive-ness	One of the virtues of the RML is that it sits quietly in the background and it runs the programs without a lot of 'woopdedo' and a lot of stuff that we have to pay attention to because we have other things to do.	Kansas City	2	1
RML Staff	Responsive-ness	My most recent contact with the RML is that they are always very good at providing materials for teaching. I teach PubMed, I talk about MEDLINEplus, and because of a project I'm doing in Africa on AIDS they are packaging materials for me to go. It's very handy.	Salt Lake City	1	1
RML Staff	Responsive-ness	Regarding training materials – I appreciate their training materials and their information on collection development kinds of things. They'll give you a 'heads-up' about a new book that's just been out or new training materials and I think that's helpful.	Salt Lake City	2	1
RML Staff	Responsive-ness	I always tell my classes if you wonder where your tax dollars go they are well spent at the National Library of Medicine and your regional libraries. And thanks for giving us the opportunity to vent. The focus groups are a good idea.	Salt Lake City	11	6
RML Staff	Responsive-ness	[need all communication channels open] ... But it's interesting because on the previous question suggested that they don't communicate anyway and maybe the answer in terms of communication the best way to communicate with us is to pick up the phone and respond to the e-mails that have been sent so that we can have the responses to the issues that we're concerned about. I don't mean to beat anyone over the head with that, but you asked the question and I think that's the answer.	Kansas City	3	2
RML Distributed Model	State Liaisons	I very much appreciate having a liaison close by that I can call up that knows my state. Not necessarily my state of mind, but the state. So my experience with RML is very positive.	Denver	1	1
RML Distributed Model	State Liaisons	…I think it's really nice having a representative in …because I'm just getting to know the RML …I probably wouldn't do that	Denver	2	2

Theme	Topic	Comment	Loc	Page	Quest
RML Distributed Model	State Liaisons	We're lucky we live in a big metropolitan area where that's most likely to happen. [liaison close by]	Denver	2	2
RML Distributed Model	State Liaisons	It's made me feel much more connected to the RML. You have a conduit for one thing, no matter your question is you know where to start and especially if it's in our area of expertise. Both ___ and ___ are always so willing to get the information from whoever has it so you don't have to worry about who to call at Eccles.	Denver	7	6
RML Distributed Model	State Liaisons	Going back to what she said about the visibility on the committees, the visibility of that person in this state. I've seen her four times in the last three days. It's very important.	Denver	7	6
RML Distributed Model	State Liaisons	I like the exhibits at the library too. One of the places I serve is at the Colleague Connection and it's so nice to have the NLM/RML visiting.	Denver	8	6
RML Distributed Model	State Liaisons	The only thing I heard from my administration was that she would really like to see the paperwork cut down for our liaison because it takes up so much of her time. I don't know if there is anything they can do about that, but she could probably do paperwork and then other duties as assigned. The report writing.	Denver	8	6
RML Distributed Model	State Liaisons	The great thing about having a liaison is having a person who can hear every ones voice and can tell that this is a big problem going across the state. It may be the same problem, but we wouldn't know and we don't have as much opportunity to have one person to filter these things through. It's kind of like diagnosing our own information needs which is what we all do for others, but we need that in a collective group especially for the hospital libraries because we have special needs.	Kansas City	12	5
RML Distributed Model	State Liaisons	It is nice to have a local person to invite to your meetings or come talk to you or join a committee or something. We only meet locally in the network four times a year, but we'd probably be able to schedule ours for one of those sessions to train.	Kansas City	14	6
RML Distributed Model	State Liaisons	Part of the nice thing of having this type of model instead of a centralized model because then every state has somebody there that they can know and can go ask and that may not be that person's specific focus, but they're tied into the rest of the RML and they can go get the answer.	Salt Lake City	11	6
RML Distributed Model	State Liaisons	We do have an in-state person. ___ at University ___.	St. Louis	3	3
RML Distributed Model	State Liaisons	Its impacted me greatly. I work closely with her. I wouldn't have had this support in another model. Its very important - win-win when we go out together. Involment with the RML is important, but learned about it through the local liaison.	St. Louis	7	6
RML Distributed Model	State Liaisons	Its good to have a local rep, but we MUST know the liaison's name and where located. … as long as I have an 800 number, don't need [state liaison] … Either works as long as we know where the representative is, both ways work.	St. Louis	7	6
RML Distributed Model	State Liaisons	I see very differently. Its VERY important to have a state representative. ...Omaha didn't send people out. The current way is better. Its good to have one person that is consistently here.	St. Louis	7	6

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RML Distributed Model	State Liaisons	I like that and the other thing I would like to see is maybe more one-on-one contact between the state liaisons and those of us who are out in the states. There are things that once a while call for opportunities and you take a look at and think I'm not really sure where that would fit in with me. And I think it would be especially helpful if the liaisons would maybe pick that up and run with it so to speak. Say some ideas that might be of interest to you or you could use those grants to do A, B, and C. I think sometimes we don't know enough about them to even be informed.	Tel-1	2	2
RML Distributed Model	State Liaisons	The impact is almost a given because the headquarters are here and at least we know a lot of the people that are on there and so it's a real presence. I don't know how it works in states that have a single liaison.	Tel-1	4	6
RML Distributed Model	State Liaisons	I think our impact has been very good. It's good about keeping us informed and because there are so few of us in this state, so few libraries of our kind, I think she's gone the extra mile to reach out personally and also to organize the summer symposium that she encourages, that's very, very inexpensive, and encourages all of us to attend and kind of marshals the forces when she needs something she reaches out to us and that's been a real bonus to us. And she's also a really good source of information if I need assistance in an area where she doesn't feel quite as confident she knows who else to refer me on to who might be a liaison in one of the other states.	Tel-1	4	6
RML Distributed Model	State Liaisons	State person, ___, will find answers. As single librarian they provide great help	Tel-2	3	5
RML Distributed Model	State Liaisons	RML in Maine/Ark work differently. But doesn't matter where she is RML is always helpful. Likes that she can call one person to get questions answered	Tel-2	3	6
RML Distributed Model	State Liaisons	Like current model. Worked really well. Able to have one contact person, get bback quickly, refer. Like all the help	Tel-2	3	6
RML Distributed Model	State Liaisons	Much better to have single person contact	Tel-2	3	6
RML Distributed Model	Subject Experts	I think it's always good just to have contacts and names and people you know you can call.	Tel-1	4	6
RML Distributed Model	Subject Experts	I know I've called ___ because I know she has some expertise in delivery technology that I was interested in. So I think those are always a help to me.	Tel-1	2	3
RML Distributed Model	Subject Experts	I do like the split where some people have taken on some expertise. I really like that and maybe we could add some others. It's good that somebody is running these causes for us and maybe I'll learn and get on with them.	Kansas City	14	6
RML Distributed Model	Subject Experts	I don't think it's bad that they are tagged with expertise and I like knowing they have an expertise. What I'm saying is that they may have other expertise that we don't know about because that's not the position they were hired for.	Kansas City	14	6
RML Distributed Model	Subject Experts	I used to be on the Advisory Committee for many years and I kind of miss it. I love the new model, it's not so new anymore, but what do you call it? Distributed Associate? The distributed model and I think it's really helped to have a subject expert in various states.	Denver	1	1

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RML Distributed Model	Subject Experts	I'm very impressed with how the region did this decentralization. At first it was confusing, but then as I spend time here I see that you do publicity to make sure we all know who the contact is for a particular service. Coming from the region in CA, I guess its California/Nevada/Hawaii that area I think you region is so spread out. I mean the states are so large I think that it makes it much more manageable to have delegated duties. I think it makes sense to do that. It might be kind of, I know that we all know who does what, but it might be nice to do a bio and I think maybe you've done that though. You know a picture of the person who's responsible for a certain thing and you might want to run that routinely or have that on the web site. You know a little picture and their bio and this is why they are doing that.	Salt Lake City	10	6
RML Distributed Model	Subject Experts	I can't remember on the web site, but if you consistently go to the Breeze meetings they have the different people telling different things and you can see who they are and hear what they're up to and I think that those monthly meetings are a nice way to just kind of keep up with who are the different liaisons and what are they doing right now.	Salt Lake City	10	6
RML Distributed Model	Centralized Contact	I kind of like a combination, but in all honesty it makes no difference where the person is located. It doesn't make any difference to me personally if they're not located in my city because it's a travel either way. So maybe the idea would be to have one point that you call and then that can go back to the person in whatever city they are in.	Kansas City	14	6
RML Distributed Model	Centralized Contact	I haven't seen that as a virtue. I would much rather go back to the old system.	Kansas City	14	6
RML Distributed Model	Centralized Contact	There are pros and cons of each, but I did like calling one place and again even though you identify someone as a specialist and just because I know we have people here in town, but if you want the consumer health person the consumer health person isn't in town. So having them in one place and knowing you can call there and if you call them all over and they're on the road or doing something you get no response. But again if you go to the secretary and this person is out then they can tell you that that is their primary responsibility and they're gone, but this other person is available and I know they also know how to do that and can take care of that for you and you get an immediate response instead of waiting for your person to come back because they're gone for a week.	Kansas City	14	6
RML Distributed Model	Centralized Contact	[referrals] And I agree and I think part of our issue was if the first person you call is not the person to call let's be clear on who that is; not, she probably three to five people, I mean that was a long drawn out process and part of her frustration was that nobody could seem to tell her who. Because I thought this just doesn't sound like how they normally operate, but I know Sherri and I know she was diligent and I know she tried and I know she got the run around. And she tried e-mail and she tried phoning and if anybody would call me at work and I don't know I'd find out who it should be and I think she was completely unclear on that and I think nobody ever made it clear to her was part of the issue..... I think she ended up talking directly with DOCLINE, which I guess she could have done the first day, but we started with RML.	Kansas City	4	2

Theme	Topic	Comment	Loc	Page	Quest
RML Distributed Model	Centralized Contact	[referrals] I had another thought about this and when I started back in the mid '90's and I didn't know anything about anything there was the most wonderful receptionist that answered the phones and you could say what was going on and whoever you needed to go to she could probably say well so-and-so is at her desk, let me give you to that person. But with the disbursed construction that they have now they have different people at different universities and there's not that cohesion. I think that really made things work a little tighter. I loved dealing with those people back in those days, but I don't much care to do it anymore. I'm not sure what number I'm supposed to ask for. It was really nice when you could tell the receptionist what your problem was and she would tell you who you're supposed to talk to.	Kansas City	4	2
RML Distributed Model	Centralized Contact	So yes it would be nice to have them tagged [subject expertise identified] to know at least I can call here, but it's also nice to have that receptionist who knows the behind the scenes expertise you may not realize because they are not tagged with that expertise.	Kansas City	14	6
RML Distributed Model	Centralized Contact	[referrals] I agree with that 100%. There needs to be one point that we are all aware of that's keeping track and that knows who to forward your request to.	Kansas City	4	2
RML Distributed Model	Centralized Contact	referrals] I think in the past when it was up in Omaha it was kind of like they were the gatekeepers and you were supposed to go through them and not direct to Bethesda. And it was like going over their head like they hadn't done their job and so it was a slap on them and you had to go direct and that Bethesda didn't want every individual calling them so I'm still in that mindset that I start here, but if the problem wasn't resolved I would go over someone's head. But I started out at the bottom and worked my way up. Sometimes you don't know who to call so there should be one place to call to ask who to talk to.	Kansas City	4	2
RML Distributed Model	Other	Good job! Go!	Salt Lake City	11	6
RML Distributed Model	Other	Giving us a better understanding about what the RML does and that the many ways that they can help us.	Denver	8	6
RML Distributed Model	Other	I don't really have the long term relationship with them to know. I've never seen them operate in another format.	Salt Lake City	10	6
RML Distributed Model	Other	I have no experience with the centralized model because I wasn't around and didn't ever see it work so I can't speak to the comparison. But in observing what happens, it seems to me that they have done a nice job of keeping it coordinated between the different liaisons. They put good information; I can go to the RML's web site and see what the different things are. I'm trying to think of some of the areas are doing. You can click on the different links and see what they're doing and we get e-mails from them so we know what things they are doing so I don't feel terribly disconnected from the people in other states so like I said I can't do a comparison with how it was before, but it seems to be working nicely to me.	Salt Lake City	10	6
RML Distributed Model	Other	But I agree that this model really works. Having been a librarian under the previous model and being a librarian with this model both as a hospital librarian and as an academic librarian	Denver	1	1
RML Distributed Model	Other	No. I like the new model.	Denver	8	6

Theme	Topic	Comment	Loc	Page	Quest
RML Distributed Model	Other	I think every region should adapt to this model.	Denver	8	6
RML Distributed Model	Other	I've heard from other librarians in other regions that they don't have the connection that we do.	Denver	8	6
RML Distributed Model	Other	I don't remember what it was like before because I didn't know really what the RML was. I think it takes awhile to get adapted to your job and then to your local, and then your regional.	Denver	8	6
Communication	E-mail	I think all of the ways are important. Sometimes something will really meet one person's needs and it won't really meet others so I think multiple formats tend to reach wide varieties of audiences.	Salt Lake City	3	2
Communication	E-mail	I do not have any personal experience, but I do look forward to the weekly e-mail that comes around and I'm always checking that to see if there are things that I can use in my setting.	Denver	2	1
Communication	E-mail	e-mail [best way]	Denver	2	2
Communication	E-mail	e-mail [best way] (different speaker, same comment)	Denver	2	2
Communication	E-mail	I have my "in" with the liaison being right next to me, but yes, e-mail would be my preferred means of receiving information.	Denver	2	2
Communication	E-mail	I'm focused on Consumer Health in my library so I look at those e-mails for anything that has some connection with Consumer Health. And I hope that it continues to be there.	Denver	3	2
Communication	E-mail	I haven't done the breezing along, but I do like getting the RML news that they send out because sometimes there are links or some information that I haven't seen elsewhere and I'm glad I hadn't missed out on that. So that's been useful.	Kansas City	2	1
Communication	E-mail	I do enjoy the RML news	Kansas City	3	1
Communication	E-mail	E-mail. It's less invasive because it doesn't interrupt me. It's not like a call. It's not like another piece of paper in the mail that might not get noticed.	Kansas City	3	2
Communication	E-mail	I really appreciate e-mail. I pay attention to it.	Kansas City	3	2
Communication	E-mail	I don't know if this is exactly what you're looking for, but as a matter of fact this morning on my e-mail I got the RML News. It was talking about RSS feeds for the Technical Services Bulletin. So I thought that was pretty interesting and it was helpful.	Salt Lake City	1	1
Communication	E-mail	I also received the newsletter this morning and there were a couple of articles that were of interest for my group and what we do so I forwarded some of the articles to others in our department. And of course I'm blanking on one of them but the others was the Native American health web site. We have a huge Native America cancer program so it helps to keep aware of the resources that are out there.	Salt Lake City	1	1
Communication	E-mail	and the newsletter, which also comes in the mail and the news that's on there I actually take information out and put it in our university newsletter. I have the library column and I just, it's so nice to be able to lift information out of the RML news and put it in our newsletter.	Salt Lake City	1	1
Communication	E-mail	and the newsletter is nice. And just e-mails that come out regarding one specific thing. E-mails are probably one of the best ways for me personally.	Salt Lake City	2	2

Theme	Topic	Comment	Loc	Page	Quest
Communication	E-mail	No recent experiences. Seems that I get only a small portion of the e-mails from the list. Get some but not all. [Note: comments from all maybe a spam blocker or firewall issue or a subscription setting (digest?).	St. Louis	1	1
Communication	E-mail	e-mail works for me. That's how to reach me	St. Louis	2	2
Communication	E-mail	e-mail.	St. Louis	2	2
Communication	E-mail	e-mail.	St. Louis	2	2
Communication	E-mail	Links to web page [in email communication]	St. Louis	2	2
Communication	E-mail	Reminders to check the web site	St. Louis	3	3
Communication	E-mail	[Breeze] and the e-mails that we get once a week really make me feel like I'm keeping in touch.	Tel-1	1	1
Communication	E-mail	E-mail is the way to go. It links directly to the web site. I probably wouldn't browse the web site often enough to pick up the new things, but because it's sent by e-mail I link to it that way.	Tel-1	1	1
Communication	E-mail	I've had trouble with the e-mail because they are going to old out-of-state e-mail address and I haven't been able to get it changed over to my new e-mail.	Tel-1	2	2
Communication	E-mail	Appreciates RML news updates. PubMed not ??	Tel-2	1	1
Communication	E-mail	by email! Don't' want to GO to anything. No snail mail. It in inbox will look at it.	Tel-2	1	2
Communication	E-mail	Likes the RML newsletter summary	Tel-2	1	2
Communication	E-mail	agree about email. Likes extra messages from Mary/Siobhan. Likes MCMLA list serve.	Tel-2	1	2
Communication	E-mail	likes message repetition. [reminders from different staff?] Makes a difference	Tel-2	1	2
Communication	E-mail	not easy to go back and look at messages. Make recovery easier from website. Click on link by date from website	Tel-2	1	3
Communication	E-mail	Good at telling about grant opportunities.	Tel-2	1	3
Communication	RSS Feed	And maybe eventually RSS if I'm dabbling in it.	Denver	2	2
Communication	RSS Feed	[received email about RSS] ...There are a lot of good things in the Technical Services Bulletin and the Tech Services librarians might pay more attention to that, but it has stuff about PubMed and changes that happen. I have had a difficult time in the past tracking them down. So I'm interested and excited to try this RSS feed and it will come up and tell me if there is something new or something's changed. I don't have to go look for it and dig it up. It's going to be there when I check my RSS feed. So I think that's a nice idea. I don't know how it works yet because I just signed up this morning, but I think it's a good idea and will be helpful.	Salt Lake City	1	1
Communication	RSS Feed	The RSS feed seems like a nice thing	Salt Lake City	2	2
Communication	RSS Feed	I agree. [all channels important] I think the e-mail RS feeds are important	Salt Lake City	3	2

Theme	Topic	Comment	Loc	Page	Quest
Communication	Print	I disagree with that because more than half the time our e-mail isn't working. I've had e-mail problems on and off for the last three weeks so that's not the best way for me to get information or try to send information. And it's our in-house fault, not their's. I prefer mail or fax then I can take it home with me I don't even have to read it at work. I can take it home and decide what needs to be done with it and follow through with it.	Kansas City	3	2
Communication	Print	Although I do still like print newsletters because I spend a lot of times on the bus and if I have a print newsletter I can take it with me and read it on the bus on the way. Whereas if its an electronic newsletter I have to be somewhere that I have Internet connection. So electronic is nice and it's nice to know that it's there, but I would vote to not get rid of print entirely because that's good bus material.	Salt Lake City	3	2
Communication	Print	and also having the print is handy because I have it around and I refer to it more often than I might pull up an e-mail again. So I know everybody wants to get rid of print, but at least we could print it out ourselves if it's on a feed.	Salt Lake City	3	2
Communication	Web Site	And then the web site. [info on RML; viewed at RAC mtg]	Denver	2	1
Communication	Web Site	And a case in point we just got news that they are going to standardize the look of all the web pages for all the regional medical libraries. And I think that's a great idea so that if we, especially for me because I have students and faculty from all over the country and part of my education of them is that we have this regional library program and so if I tell them to go to the regional medical library web page in your area it would be nice if I were doing a demo it is going to be nice to have the web sites looking similar and a certain standard. So that idea, why didn't I think of telling them to do that? So that's going to be a nice improvement, I think.	Salt Lake City	10	5
Communication	Web Site	Well we already said we love the web page	Denver	2	2
Communication	Web Site	I agree [electronic instruction don't work as well]. I like the web site, but it's getting large enough now that I'm having trouble finding things I know are there. So I'd like to have them look at the web site. Make it easier to search.	Denver	3	2
Communication	Web Site	then the other recent contact is not really a contact, but I use the RML web site all the time	Salt Lake City	1	1
Communication	Web Site	The website is hard to navigate; confusing in terms of identifying info location	Tel-2	1	2
Communication	Web Site	Collection point for library meetings?? Or CE?	Tel-2	1	3
Communication	Web Site	lots of procedures, cataloging questions from NLM/RML site.	Tel-2	2	5
Communication	Breeze Conferences (video streaming)	and I love the web conferences. Unfortunately I haven't had time to do, I think I only did two, but I really look forward to more of them.	Denver	1	1
Communication	Breeze Conferences (video streaming)	One of the positive things that I really like is the breezing along with the RML. I think that's fantastic. It's been a joy to take part in that every month. We get informed about things that we're not aware of because we're down in Wichita and we feel separated from everyone. It's been very nice to be in touch with other libraries and hear about other projects going on.	Kansas City	2	1
Communication	Breeze Conferences (video streaming)	... and it took awhile for us to be able to look at the breezing with RML because with the hospital and all the HIPAA constrictions with that they had to tunnel us through some firewall thing so that we would be able to do it. Now they did do that for us whereas they could have said no.	Kansas City	10	4

Theme	Topic	Comment	Loc	Page	Quest
Communication	Breeze Conferences (video streaming)	Maybe we should experiment more with times because I'm caught also on Wednesday morning and I would love to do those breezing things, but its leadership meeting at the same time and I don't go back in. I know it's there, they archive a lot, but I just don't. Maybe we should look at some evening sessions. I would love for the library to close and then come back in and just listen or even a Saturday morning. I'm willing to give up some time because I do want to take the time for my own personal growth and it's a whole lot easier when I don't see somebody standing at my door looking in wanting help. So could we look at some times off the clock? That would be a benefit it me.	Kansas City	9	4
Communication	Breeze Conferences (video streaming)	I think alternative times would help. And even if they ran it on Wednesday morning and then we would just know that it would be rebroadcast again at six or something and I would make a point to stay and do it. But for me to go back in and take the initiative and I know its just laziness on my part.	Kansas City	9	4
Communication	Breeze Conferences (video streaming)	The most recent experience I had with the RML was that I tried to get into a Breeze presentation which was in March, which was on RML updates and they had a couple of people presenting. I tried to from my work and couldn't get in because of our firewall issues and so I tried our IT support guys and they could never get me in during the course of the session. So then I thought I would try to get into it once its posted on the web, which I couldn't get into that either because of our firewall. I could get into at home, but I couldn't get into it at work. So I e-mailed someone from the RML about it and I talked to someone and I finally got it. Now, I think it was Monday or Tuesday before they finally got it going because they had gotten with my IT guys and they got it figured out what to do to only allow our firewall to accept the Breeze specifically so now we can do it for all of IHC,	Salt Lake City	1	1
Communication	Breeze Conferences (video streaming)	Our IT folks talked to the IT folks here and now we can get Breeze and they helped me test doing a session on Breeze so its just a matter of opening up the port. But it might be helpful, I don't know if they published that in a newsletter or what or maybe their little news thing could say that if you're having trouble getting Breeze you might want to contact your IT people and our IT people before a session. Because it was disappointing to get into Breeze and then we couldn't fix it fast enough and I had already lined up a faculty member and an admin member to sit in on the session and we couldn't get in right away.	Salt Lake City	2	1
Communication	Breeze Conferences (video streaming)	And something for me was that I had tried it one month and it had worked, but the IT guys will go through everybody's computer on a fairly regular basis and lock you back down. And so I had it up and I thought it was fine, but then you go thinking you've got it fixed and they've done something again and now it's not fixed again. So I'm hoping it won't be an ongoing problem, but I think the next time the key is to start early.	Salt Lake City	2	1
Communication	Breeze Conferences (video streaming)	Sometimes Breeze, from a participator's point of view, is a little clunky or something. Like for example, you'll loose transmission or somebody will be speaking and you can't tell what they're saying because they are far enough away from their microphone that it's hard to tell what they are saying. And if something goes down, it's dead in the water. So here and there I think that, I don't know what the answer to that is really, but it just seems a little clunky.	Salt Lake City	6	4
Communication	Breeze Conferences (video streaming)	... I think that Breeze is a really nice idea where you've got people in the room and people that can listen in from wherever they're at. It's a super great format.	Salt Lake City	7	4

Theme	Topic	Comment	Loc	Page	Quest
Communication	Breeze Conferences (video streaming)	I just had another thought about that. Some institutions have things like Breeze or Blackboard, or I don't know, there is all these things, I've learned there are lots of these products and maybe the RML can help connect us that way. They could say, "Okay, if you have Breeze you can do this and this. If you have Blackboard you can do this and this." So maybe they could also help us network or bring us together by showing us how we might interface or use these. People have different products to connect each other because I am woefully ignorant about these. So if we could have somebody give us information on it would be helpful. I don't know if it's doable to interface or to figure out how to communicate or connect each other from different products, but it would be helpful to know that.	Salt Lake City	7	4
Communication	Breeze Conferences (video streaming)	I tried to start with Breezing with the RML. Haven't heard when it is coming in time and couldn't figure it out.	St. Louis	1	1
Communication	Breeze Conferences (video streaming)	Its like a teleconference, but announcements do come too late. Too often have already planned to be away.	St. Louis	1	1
Communication	Breeze Conferences (video streaming)	It would be nice if there was a transcript that you can read.	St. Louis	6	4
Communication	Breeze Conferences (video streaming)	I really appreciate the Breeze meetings. I had some technical difficulties, but I think I have them straightened out now. And being hundreds of miles away that's really my only direct contact but the once a month meetings [feel like I'm keeping in touch]	Tel-1	1	1
Communication	Breeze Conferences (video streaming)	I will second that. I especially enjoy the monthly conferences. I think those are very beneficial at keeping us all up to date.	Tel-1	1	1
Communication	Breeze Conferences (video streaming)	I love breezing once I got all the firewall issues resolved, which I might say that everyone at RML was very good about working with our IT department in getting that. I think that's a really effective way for me to kind of learn about some of those new things.	Tel-1	3	4
Communication	Breeze Conferences (video streaming)	With all the new technology there might be changes in the firewalls. Sometimes it's from this end, but it might be from your end too. If certain changes were made, if we could know about them before hand so that we don't miss out on a meeting or something. The type of stress sort of issues when you want to connect and you can't and it's just a learning curve for everybody, but techno stress is something I have to deal with a lot.	Tel-1	3	4
Communication	Breeze Conferences (video streaming)	Oh yes, it's just a learning curve. And it never stops. [new technology] One month it's there and the next month it's that and they may change the firewall settings and something that worked before doesn't work anymore and it goes on and on.	Tel-1	3	4

Theme	Topic	Comment	Loc	Page	Quest
Communication	Breeze Conferences (video streaming)	I know that we talked about using Skype at one time and I know they're using Breezing. I would really be interested in maybe a way to use some compressed video where there could be interaction between the participants. And I don't know how that happens or even if that's possible, but I'm thinking there could certainly be some good learning opportunities there where you could both listen and ask questions and we can type in on Breezing that's not quite as, I don't know, it's a little more difficult I think to put your thoughts down. It's easier just to have a brief conversation.	Tel-1	3	4
Communication	Breeze Conferences (video streaming)	likes meeting streaming without going out of office. Likes Breeze	Tel-2	1	2
Communication	Breeze Conferences (video streaming)	Likes observing (??) on web, sitting in on meetings. [not online class]	Tel-2	2	5
Communication	Other	I like to hear about things that are going on that are new like the new DOCLINE enhancement. I thought that was really helpful yesterday to use the training things at our UHSLC which was on what's coming up with DocLine changes because everybody is going to be doing that that works with ILL and of course you need to know what you need to do and everything.	Salt Lake City	3	3
Communication	Other	They also, in the newsletters and e-mails, announce grant opportunities that is useful	Salt Lake City	3	3
Communication	Other	And then the new resources whether they're from the National Library of Medicine or another government entity. So I like having the very brief description of what it is as well as the link.	Salt Lake City	3	3
Communication	Other	I would like to echo what she just said. I really like to get the news from National Library of Medicine through the RML and don't forget the Lister Hill Center too. I really like to know what's going on with the media or the digitization projects. I like to know that because it would help with training for us. And then I really like the newsletter. The small clips too, like you're always putting in technology tips. Those kinds of things the newsletter is good at keeping us up.	Salt Lake City	4	3
Communication	Other	but also breaking news items from the NLM like infectious disease breaking news or drug updates and things like that that I can pass on to interested parties here. And of course a lot of times I'll pick them up from other sources, but I really appreciate it getting it from the NLM rather than having to dig through the news stories or rumors.	Tel-1	2	3
Communication	Other	I think any news from NLM at all and any changes, any anything, even more than what we're even getting now. And certainly upcoming classes or teleconferences or announcements of anything like that.	Denver	3	2
Communication	Other	It just occurred to me that not with just the RML, but it would be really nice to see the NLM itself do more web cast and things like that because a lot of us going to MLA for the first time and more and more people can't go and its awfully nice to hear updates from the 'mother ship' every once in a while.	Denver	8	6
Communication	Other	I can just echo what's been said. It's been very valuable [communications from RML] with any new services they're offering and for any changes in dates and place and of course any grant money that might be out there.	Tel-1	2	3
Communication	Other	Oh yes, they do Survey Monkey [to get feedback] and that's short and painless	Denver	2	2
Communication	Other	Short and sweet (email survey/feedback)	Denver	2	2

Theme	Topic	Comment	Loc	Page	Quest
Communication	Other	In terms of giving feedback to the RML I think the best way to solicit it is from e-mail	Salt Lake City	3	2
Communication	Other	I don't think there's any one answer to that. I think that the real answer is that they have all the channels open and they have to be able to do the e-mail and the faxes, and the mail, and so on….	Kansas City	3	2
Communication	Other	Communication wise I don't think there's any answer except that they have to open up all channels because we're all different people and we all have different preferences and that's just the way we are. As librarians we know we're required to present information in whatever way clients can receive it. If they want it in paper we try to get in paper. If they want it e-mailed to them we try that too. That's our lot in trade. The national network needs to do the same with us. They need to open up all channels of communication fluently, conveniently, timely, and keep them open. And that is how to communicate. It's communicating all the time in all ways.	Kansas City	7	3
Communication	Other	I like electronic format.	St. Louis	3	3
Communication	Other	Reads RML newsletter. PubMed not listed? Not Many problems. Always know what's going on. A lot of communication. Very helpful	Tel-2	1	1
Communication	Other	Agrees with last comment. Hard to get away to meetings, conf calls are easy to get to it! Snail mail: maybe will read.	Tel-2	1	2
Communication	Other	Briefer, better [kinds of communication]	Tel-2	1	3
Communication	Other	Provide info on regional libraries	Tel-2	2	3
Communication	Other	ALA online news; Google librarian. RML serve as collection point to don't have to go looking.	Tel-2	2	3
Professional Development	Technology-based	[Online classes?] Well, they're kind of marginal. It's the same problem if you do it at work.	Denver	4	2
Professional Development	Technology-based	I like the real-time on-line. You know when you're conferencing with people because you have presumably been able to set that block of time out of your schedule, close your door, turn off your phone. And so I like that because you feel present. But I find you can focus in that situation	Denver	4	2
Professional Development	Technology-based	I'm less likely to ask questions in an on-line class than I am in person.	Denver	4	2
Professional Development	Technology-based	I think they probably need to have both. We have very few librarians in Wyoming. I think we have six staff medical librarians in Wyoming and most of those librarians to not have an opportunity for CE's so the on-line would be their only option. Whereas in my position I have the option of attending face-to-face classes so my situation is different from theirs. But I would like to see them offering both on-line and in person.	Denver	4	4
Professional Development	Technology-based	We even have trouble with the briefing …. and we're not exactly under-served technologically.	Denver	4	4
Professional Development	Technology-based	The firewall problem is big for us. And video streaming and everything is not…we're up to speed in a lot of ways, but not that one.	Denver	4	4
Professional Development	Technology-based	I am a part-time employee and I do not have an office. I sit at the front desk as you walk into the library so if we are to have anything like that then we have to arrange ahead of time and go to one of the offices. So I'm thinking about other people in libraries that don't have offices.	Denver	4	4
Professional Development	Technology-based	I've had two positions like yours where the Reference Desk was my office. So if it was something that was an audio on my computer speaker that disrupted my patrons. I couldn't do that.	Denver	4	4

Theme	Topic	Comment	Loc	Page	Quest
Professional Development	Technology-based	Unless you wait until the library closes and do it after hours if you could.	Denver	5	4
Professional Development	Technology-based	I kind of like some satellite down links because you go to a separate place and it's like face-to-face and you get rid of all the distractions at work and it's a big screen. And gathering a group in a local area to watch a down link gives you the advantage of networking too in the room as well as communicating with the providers.	Denver	5	4
Professional Development	Technology-based	[Topics suitable for online?] The updates though it's not exactly a class but the RML updates and finding out what they're doing when it's really a one-way communication and you really don't have to learn anything. That opens up areas. You'd never be able to go to a RAC meeting. You'd have opportunities to see things you wouldn't see even if you were there.	Denver	5	4
Professional Development	Technology-based	NLM updates in general that they do at meetings then people don't go to meetings, but it would be a great…	Denver	5	4
Professional Development	Technology-based	[Prefer in-person or high-tech?] It would really depend on the topic.	Denver	5	4
Professional Development	Technology-based	Technology sometimes is a barrier. We're part of a national company and everything we do has to be approved on a security level from national. And even the tiniest thing can take more than six months to get an answer. And we do not move forward at a quick pace technology-wise so that could be a barrier and it's not because you don't care, but you just can't do it.	Kansas City	8	4
Professional Development	Technology-based	I'd like it so that when you have a teleconference at a certain time sometimes being a 'one-person place' which many of us are and I'm actually a 2-person place, but a lot of times I just can't walk away and watch it at the time its being shown. So something like web-course like Instant Education that you can do on your time whether it's during work or whenever you have time and you can go home and to it that would be of more value when I can dictate the time.	Kansas City	8	4
Professional Development	Technology-based	And that also has an appeal because my hospital does not pay for me to go to conferences. I've never been to the National Medical Library Association Conference or any national conference or national special library association or anything. They don't pay for it and I can't afford to pay for it so if I'm depending on these meetings to get my CE credits, it's not going to happen. So being able to get it an alternative way works very well for me and I would want CE credits attached to those. And a CE credit that MLA recognizes.	Kansas City	9	4
Professional Development	Technology-based	I mostly agree with that however having said that and this is my personal bug, but if I see another PowerPoint presentation I am going to rip my hair out. I kind of like them but I don't, to me personally that is not a good way to learn. It just makes me crazy. I doze off, I'm bored, and they're saying the same thing that's on the screen so why should I pay attention to what they're saying. Electronic is good because our institution pays for zero, but it would be better if the times were more flexible because I'm in a two-person library and if it's at 11:00 a.m. on Wednesday maybe I can, maybe I can't. The sad thing about that is that if you can look at it later then there's not the interaction so it's really kind of a toss up.	Kansas City	9	4
Professional Development	Technology-based	Canned meetings are still there however they're broadcast.[new questions can't be dealt with]…	Kansas City	9	4
Professional Development	Technology-based	So our only other option [because travel cost to in-person meeting too high] would be the electronic and of course you've got all the issues [of technical problems] …	Kansas City	10	4

Theme	Topic	Comment	Loc	Page	Quest
Professional Development	Technology-based	I agree. That's a big issue with us – firewall issues. The first time I did an online chat it took me forever to get someone from IT to get permission so somebody could come down so I could use that on my machine. At most hospitals that's true. Our IT department is very picky about what gets through the firewall and that is a huge issue for us. I don't know what the answer is. I'd rather meet in person, but we have no budget, zero, zip.	Kansas City	10	4
Professional Development	Technology-based	So we have pretty good support ..., but there are probably a lot of places that from a financial standpoint that finances is probably really a barrier for some people getting to these meetings and being able to talk with colleagues and take some of the classes. ... really good and really helpful. ... maybe there could be more distant learning type classes similar to what you might find at a professional meeting that people could do on line or at their own time and convenience. The trouble is that if its too much at your own time that can gets kicked down the road because there is always something else that has to happen first. So maybe if they had a class or during a certain number of weeks and they'd send out a lesson once a week for maybe March and April, or something that having a deadline might up the priority a little because those are the things that get done are those that have deadlines, unfortunately. ...might be one way to get to people who find it more difficult to get to some of the other meetings.	Salt Lake City	5	4
Professional Development	Technology-based	I think that is so true and the other thing about being a hospital librarian is I don't have an hour in my day anywhere. When I'm sitting there at my desk and I've got physicians coming in, nurses coming in, family people coming in, all of this bombarding me there is no way I can sit at my desk and do a one hour training meeting. So it's nice for things to come to you, but yet it's a pretty busy little spot that I've got and so that's not, you could offer more things and I might not be any more available to it. I'd be more available to go somewhere and get off the desk and go to the meeting. I just think those are some of the practical barriers.	Salt Lake City	5	4
Professional Development	Technology-based	So when there are opportunities on line you can study when you're able to.	Salt Lake City	5	4
Professional Development	Technology-based	In terms of high-tech solutions I think with Breeze and some of those products they're doing on-line I think those are our high-tech solutions.	Salt Lake City	6	4
Professional Development	Technology-based	One of the issues that came up in our consortia meeting is that some of us would like to participate by telephone, teleconferencing. And if there's funding to help support, I mean it doesn't involve a lot of money, but if funding could support the teleconferencing for library meetings it would help maybe	Salt Lake City	7	4
Professional Development	Technology-based	My institution is tight with money and don't tell them I said that, but they will support teleconferencing to a certain extent.	Salt Lake City	7	4
Professional Development	Technology-based	the limitation is having equipment. In a hospital setting often don't have the equipment needed.	St. Louis	4	4
Professional Development	Technology-based	I don't have the right format for equipment	St. Louis	4	4
Professional Development	Technology-based	What about having the option of ordering programs, etc. on CD, DVD, Videocassette?	St. Louis	4	4
Professional Development	Technology-based	the MLA web cast that was just at Becker. It was free. I liked it. Maybe if there is a conference, it could be taped and shown here. Would be nice if it was free or low cost or partnered.	St. Louis	4	4
Professional Development	Technology-based	At work I can't sit and listen. Always interrupted.	St. Louis	4	4

Theme	Topic	Comment	Loc	Page	Quest
Professional Development	Technology-based	Desktop delivery [of programs] has definitely improved. We take the capability for granted.	St. Louis	4	4
Professional Development	Technology-based	We need technical support that our IT people can call on. A contact. We have technical support, but sometimes they need to talk to RML technical support.	St. Louis	5	4
Professional Development	Technology-based	At times, we may need to do some pre-trouble shooting to make sure everything works.	St. Louis	5	4
Professional Development	Technology-based	We need to know things like can we use Mozilla, etc. Need more technical specifications.	St. Louis	5	4
Professional Development	Technology-based	If it isn't easy, I just give up and try again next time	St. Louis	5	4
Professional Development	Technology-based	I'd like to do some of the videos or broadcasts in a group for the discussion after.	St. Louis	6	4
Professional Development	Technology-based	"B" – Sometimes could travel. Maybe if some kind of program monthly or so and always the same place. "D" – convenient for everyone. "C" – you can broadcast everywhere. "A" – Many places in town can now download satellite links. It's a matter of convenience.	St. Louis	6	4
Professional Development	Technology-based	I prefer to the desktop, but I need to know FAR in advance ["in front of you" vs. social]	St. Louis	6	4
Professional Development	Technology-based	Doesn't like online course, won't take web based class [but liked Breeze]	Tel-2	2	4
Professional Development	Technology-based	online tech good for younger librarians. Liles accessing when she wants. Wouldn't take online course. Perhaps pull info from course, just not enroll.	Tel-2	2	5
Professional Development	Technology-based	Has taken course online. Didn't like stu/teach interaction. Needs physical class interaction	Tel-2	2	4
Professional Development	Technology-based	Conf call perfect example [able bounce ideas] …doesn't like to type. Rather talk	Tel-2	3	5
Professional Development	Technology-based	Spontaneity, computer typing/?? [Breeze] Is distracting. Conf calls can be more rewarding.	Tel-2	3	5
Professional Development	Technology-based	easier to talk than typing technology can get in the way	Tel-2	3	5
Professional Development	Technology-based	Tech gets in way. Lots of tech ?? knowing more not tech is frustrating….	Tel-2	3	5
Professional Development	Technology-based	Generational thing. More in tune with techy, but prefers talking. Time isn't valuable. Wants the process to be faster. Balance tech and face to face	Tel-2	3	5
Professional Development	In-person	But I think there are more informational [online RML updates], I think there's plenty of topics [instruction] that work great at a conference…(voice fades)	Denver	5	2
Professional Development	In-person	I still think there's a big role for face-to-face classes though. I find when it comes to actual instruction a lot of the electronic events don't work as well	Denver	3	2
Professional Development	In-person	I might be a lone voice, but I kind of miss, we used to have very frequent face-to-face classes on databases and I don't think we've had a PubMed class here in ages. And all the enhancements and overview and the updating on mesh headings and the changes; and DOCLINE too. DOCLINE classes would be good especially with all the changes there.	Denver	3	2

Theme	Topic	Comment	Loc	Page	Quest
Professional Development	In-person	They're people in the field that have never had a DOCLINE class. It used to be mandatory in the old days and even other NLM databases that we've never really had any training on. We can all read tutorials and use help screens, but there's nothing like a class. It gives you a foundation especially if there are rules involved like DOCLINE. But I think it's easier to commit to going to a class for a day then it is to try to find to do tutorials and really do it right and go through every screen and do it yourself. And that's not just discipline, it's time. It's easier to do the task at hand if you're there. And if you're in a class you're not going to get interrupted, you're not going to get a phone call, you're not going to be distracted by that thing that you've realized you missed the deadline on that's sitting right here on your desk. But the class type situation is like the dinosaur.	Denver	4	2
Professional Development	In-person	And I really like conferences where others are there to bounce things around with me and I react a lot. A lot of times I don't bring a whole lot to the table, but I'll wait until others say something and it sparks something in my head and then I offer a little something. And I've really have come to like when human beings come in and address this and there's a group around to say why are you saying that and so on?	Kansas City	9	4
Professional Development	In-person	So I like those days when the folks used to come from the RML and from the national network and sit down with the ten or twenty of us and give a presentation and we could beat them to death with our questions.	Kansas City	9	4
Professional Development	In-person	I've seen more than one situation where they had a question they didn't like and they say we'll deal with that later and they never do. Whereas when they are in front of you they just can't get away from you...	Kansas City	9	4
Professional Development	In-person	I don't know how funding is for this but maybe, it seems like in the old days the RML had more people to go out for outreach and do training. Even for health professionals because I may not be an expert in doing a certain thing with evidence-based medicine databases, but maybe there's an expert in the region or at the RML who could go out and do the training. So if they had funding to identify the so-called experts in certain areas if they could send them out or consult with the librarians remotely.	Salt Lake City	9	5
Professional Development	In-person	I agree. I like meeting in a group like this and getting that one-on-one interaction, but our travel budget is gone and if it wasn't for the fact that we were going to be reimbursed for mileage today I'm not sure we would be here unless we want to pay ourselves and that is a real hindrance to being able to attend things like this.	Kansas City	9	4
Professional Development	In-person	One of the neatest things in the world is probably back some years when ___ came around and talked to me for about an hour and showed me stuff personally. And rather than spend the money for you to come up here they can spend the money for them to go down there and go into your library and show you how it works in your library which would be much more reasonable to me. I understand that in some of the Midwestern states that some of the rural areas are rural and that's life and one of the reasons you ask for the government to help is because of those constraints and you have some common needs to be met at that level...	Kansas City	10	4
Professional Development	In-person	Of course with technology that seems like that's what they're trying to capture, but sometimes that personal encounter of sending somebody would be helpful. I'm thinking back to the region I came from in CA where they came to San Diego to do a whole day workshop on patient education resources in the region.	Salt Lake City	9	5

Theme	Topic	Comment	Loc	Page	Quest
Professional Development	In-person	That's a hard one because they really do a great job. They think of doing things that I wouldn't think of. [RML training health professionals]	Salt Lake City	9	5
Professional Development	In-person	...I think that the personal, I'm not arguing that it should be the only way, there is a place for the electronics, but you've all made that argument and I think there is a real place for routine interaction because I can't see where you get the mental stimulation on the computer even if there's a group of you around. I've been around plenty of those and I think you get the mental stimulation more in a situation like this.	Kansas City	10	4
Professional Development	In-person	It's worked out nicely. We have dinner and a little social time and then get down to our business and its really amazing how many things come across different people's desks where they saw it and I didn't or I saw something that they didn't and by putting all the brains together in the room you're coming up with more ideas and more resources than you knew about when you walked in the door. And you are getting the CE credit and personal one-on-one at the same time.	Kansas City	10	4
Professional Development	In-person	I was thinking just the other day that I have missed the old MLN updates at the end of the year. But the interface, the PubMed sure changes a lot and I think at one of our network meetings this year we're hoping to have someone come and run us through things like the RSS feed and all those other things. It would be nice if we could have more of a formal group training. I think the group training is the way to go because it gives you a chance to ask questions and they can demo it and show you the cute tricks you do with what's available. ...	Kansas City	12	5
Professional Development	In-person	e-mail is OK if I can know I'm going to get all the e-mail. Really prefer in-person get together. When was the last [time the local group] SLML met? … [response]SLML is planning for MCMLA in October, so we are having fewer meetings this year.	St. Louis	2	2
Professional Development	In-person	It depends on the program. If hands-on is needed, it usually works better face to face.	St. Louis	4	4
Professional Development	In-person	I always want in-person. I'm a solo librarian. ... I need to get out of the office. I can make arrangements to be out of the library if I know ahead of time.	St. Louis	4	4
Professional Development	In-person	I like the discussion that come from an in-person meeting	St. Louis	4	4
Professional Development	In-person	My preferred way of professional development is through CUE meetings, but that's often not possible because there's not the money or the time to attend.	Tel-1	3	4
Professional Development	In-person	Prof. needs can't be taught online. Needs to bounce ideas.	Tel-2	2	5
Professional Development	In-person	I really like personnel to get together.	St. Louis	2	2
Professional Development	In-person	I think the best way we can communicate is through our consortium meeting although they are only held approximately every two months. But the value of that is that you are able to discuss it right then and there. You can pose your question to whoever is giving the update. [Trouble with email going to old address]	Tel-1	2	2
Professional Development	In-person	Go back to face to face update at chapter meetings. Wants to see all liaisons (…on program for St. Louis)	Tel-2	3	6

Theme	Topic	Comment	Loc	Page	Quest
Professional Development	Content	I would also like to see more come out [from RML] about research evaluations. I don't know if it's just offering a class at MCMLA, but that's a personal interest of mine right now and I know that we have support if we want to go to ___ and get information, but maybe some a little more formal would be helpful at this point in my career.	Denver	5	5
Professional Development	Content	I'd like to see some of those programs and meetings directed to para-professionals. I'm only a two person place, but I find that most times the programs are directed at me and there is little or anything that I can send my co-worker to and yet you want your co-workers also to be trained and up to date. I think that's a group, or even a volunteer, that you want them to learn how to do, but there is nothing to send them to and I'm going to have a new volunteer shortly and I'm going to have to start training them and its not like I can say here's a training session to learn about… The burden is on us to do the training instead of having something else available.	Kansas City	11	5
Professional Development	Content	I have used MLS and that Core Education thing and if that can be done electronically then that could always be there. A web cast or video that we could have distributed around the region that shows how to do DOCLINE, this is how to do...whatever the task is. [paraprofessional training]	Kansas City	12	5
Professional Development	Content	I'd also like to see it include some kind of certificate or credit because when you do your annual evaluation of someone I want my para-professional to have something in her folder too and not just all the certificates I got from the meetings I went to and the things I did. I want to show that I've kept her up to date not only so she'll shine, but so that management knows that our staff is up to date and our staff is trained. And I realize most of us are one person sites and I'm lucky to have a second person because I've always been a one person staff and so I know what a luxury it is, but we do have the universities and other groups within the region that would have multiple staffs like that with more para-professionals. And I don't know how they're meeting the needs of their staff, but I haven't seen that coming from the RML.	Kansas City	12	5
Professional Development	Content	I guess I would like to get training on the main things that are really important about interacting about the National Library of Medicine. I'm sure that there are things that they would say are important that I might not have any idea about because I just haven't encountered the training or something. I don't know how 'hit 'n miss' I am as far as knowing what I might hope to know about NLM and its services. I know PubMed pretty well, but I don't any of their other databases at all. And I don't know whether that is important to me or not.	Salt Lake City	3	3
Professional Development	Content	"E" – Barnes College is building a new building and the only library it will have is a virtual one. There seems to be several libraries doing this. I would like to know more about virtual libraries. Barnes is not getting rid of the staff, said librarians would still be needed. "C" – My library is all digital, let's talk. "B" - My library serves people out of state. I need information on how to digitize. "C" – rights and permissions might be a problem. [Several speakers] "D" – still need people to provide service.	St. Louis	4	4
Professional Development	Content	Do need to know how to market the value of library services, how to show value, how to transform library.	St. Louis	4	4
Professional Development	Content	[updating] I don't see that annually and I need it annually. [PubMed, NLM updating]	Kansas City	12	5

Theme	Topic	Comment	Loc	Page	Quest
Professional Development	Content	[updating] I agree. I handle the link-out for libraries and that is always changing and updating and new things are going on. I am lost and I need help. It is hard for me to keep track of all of the changes and I know a lot of these things are things I want to do with our link-out, but I just don't have the time or the know-how to even tap into it and it would be nice to have a group type thing come to show us all the latest things and where you can use it in your library or whatnot. And I know when the link-out first started that was a push for that and we did get visited, but we need to keep updated.	Kansas City	12	5
Professional Development	Content	[updating] the latest whatever: buzzwords, equipment, technology). Hard to keep up, by the time you hear of something new, there is already something else.	St. Louis	4	4
Professional Development	Content	[updating] yes, plus the latest…	St. Louis	5	4
Professional Development	Content	[updating] My recent experience with the RML has just been at our consortium meetings where we generally have an update so we know what's going on and it's been very helpful.	Tel-1	1	1
Professional Development	Content	[updating] Also [in addition to Breeze conferences], just all the information that they impart, like if you go to the Mid-Continent meeting that a lot of times just a lot of training on some of this new technology and also the Wyoming consortium they try to incorporate a lot of that technology.	Tel-1	3	4
Professional Development	Content	[updating] Talked to Marty about doing PubMed update. Would like training cause changes keep Coming up. Can't schedule because ?? in charge to stop??? RML encourage NLM about PubMed changes.	Tel-2	1	1
Professional Development	Barriers/ Solutions	[own time/work time] I agree with that point about the human interaction on that level. And I agree that I do think on my own time which right now our local group is having a journal club and we're meeting every other Friday night after work. I'm willing to do that on my time, I'm even willing to do it on a Friday night on the weekend to do the CE credit and have the human interaction.	Kansas City	10	4
Professional Development	Barriers/ Solutions	[own time/work time] I'm willing to do it on my own time because at work I have students because I have a large student base and I can plan to go to a meeting and have one person on the floor and then when I want to leave I suddenly have twenty students on the floor because there's a break in their class schedule and you can't walk out and say I'm not going to help you. You have to stay and you have to miss the meeting. So I can't count on making plans to go to a meeting, but when it ultimately comes down to it you have to stay and do your job first – the primary part of your job, not that CE and keeping up to date isn't part of your job because you're not effective if you don't keep up to date, but if there's someone standing in front of you can't say "sorry, too bad, too sad, I'm leaving" and walk out the door.	Kansas City	10	4
Professional Development	Barriers/ Solutions	[own time/work time] I think a lot of people take advantage of that [online professional development] and probably on their own time because they can't separate themselves from their work day as easily.	Salt Lake City	6	4
Professional Development	Barriers/ Solutions	Having our gas paid for was a definite plus. [to attend focus group]	Kansas City	15	6

Theme	Topic	Comment	Loc	Page	Quest
Professional Development	Barriers/ Solutions	I think that we probably are fortunate in that we have a whole lot of opportunities for professional development in the medical library arena, I think. That's a super good way to increase your professional development and all the training things at MLA and MCMLA and there is a lot of training available out there. You can find the training to go to any subject that you want to really. I don't think there is any lack of opportunity as far as being a medical librarian. I think the barriers are just your resources – your time, your money, your interest level, how many training things can I get in and still do my full-time job.	Salt Lake City	5	4
Professional Development	Barriers/ Solutions	Speaking for myself I feel like I've got really good support and I can get to the meetings, but I have a number of friends who are hospital librarians and it's a one-man show and they really, truly can't both for finances and time they really can't leave and get to the meetings they would like to get some of the training. So I was just thinking if there was some way to bring it to them.	Salt Lake City	5	4
Professional Development	Barriers/ Solutions	I agree with both of you. I'm able to attend MLA, but to be honest MLA is so expensive that there's also continuing education classes that I'd like to take, but I can't because there is the extra expense of the course and the extra day of being there, but in talking to other folks who are a one-person library and they're often paying their own way and that is one of the difficulties.	Salt Lake City	5	4
Professional Development	Barriers/ Solutions	What she just said about MLA and the expense of getting CE credits could the RML look at, or maybe they already do in this region, I'm not sure, funding a CE class at our regional library meetings. So instead of some of the hospital librarians having to pay $250 for a class could the RML fund it? If it's a MLA course maybe they could come up with some funding.	Salt Lake City	6	4
Professional Development	Barriers/ Solutions	And I don't know what, as far as funding to help people to get to conferences that may be something, you know I don't know how possible that is, but there are always people asking about a grant to get to MLA.	Salt Lake City	6	4
Professional Development	Barriers/ Solutions	I think in reality the hospitals don't have a particular problem with their budgets. Their budgets are adequate to take the classes that they need. I mean, like for me for example, I'm not going to go to ULA or MLA because someone else is going to ULA. ULA is right before MLA and she'll probably take off and drive during that time and so of course I'm going to stay and do the work of the whole building while she's gone and that's just the way it's going to be.	Salt Lake City	6	4
Professional Development	Barriers/ Solutions	I miss some things from the old days that had absolutely nothing to do with the model and it had nothing to do with the more recent centralized RML it just had to do with some of the mandatory DOCLINE training and the mandatory this and that, but that was in the old, old, old days. It had nothing to do with the model.	Denver	8	6
Professional Development	Barriers/ Solutions	As you can tell by my just being here I really don't care if my customer is standing in line. I'm here because this is professional and I think that's part of my job.	Kansas City	9	4
Professional Development	Barriers/ Solutions	I don't know if I'm barking up the right tree because maybe I don't know exactly how you define professional development for sure. In terms of just being aware professionally and that kind of thing, the stuff I read, my bus time is pretty much my time for that. And so print copies of things to read. I think a lot of my professional development also happens at ULA and MLA, some of the professional meetings where you can take classes and things.	Salt Lake City	5	4
Professional Development	Barriers/ Solutions	We want an expert of the topic. Someone who has done it	St. Louis	5	4
Professional Development	Barriers/ Solutions	Programs, CE's [what should RML communicate?]	St. Louis	3	3

Theme	Topic	Comment	Loc	Page	Quest
Professional Development	Barriers/ Solutions	we need a variety of formats	St. Louis	4	4
Professional Development	Barriers/ Solutions	I'm interested in the training opportunities that are offered [by RML]	Tel-1	2	3
Collections and Resources	Consortium Purchasing	This is a whole, databases and electronic journals are being handled at least to a degree that this is a whole new area that I can't really find anything or anybody to ask. We need a huge consortium to buy these things. No hospital library can afford seven thousand dollars for one lousy electronic book, period.	Kansas City	6	2
Collections and Resources	Consortium Purchasing	So maybe what we need instead of the local network beating down all the technologies maybe the NLM of should bring us all together nationally and beat down the vendors all at once.	Kansas City	6	2
Collections and Resources	Consortium Purchasing	I know there's been work on consortia purchases which is nice. I would like to see different kinds of resources being looked at too just because our institution hasn't been particularly interested in the things that have been offered but I'd like to see that continue because I think that would be a good advancement and it would be helpful for us.	Denver	5	5
Collections and Resources	Consortium Purchasing	I agree completely. [good RML work on consortia purchases] And they [RML] could survey the kinds of things that people would like to consider.	Denver	5	5
Collections and Resources	Consortium Purchasing	Like serials management software other than bibliographic type resources.	Denver	5	5
Collections and Resources	Consortium Purchasing	Last year there were a few things that came out of the RML that they were looking at contracts with companies, but what universities need and what the small hospital needs are different sort of things and some of the things that were being offered just weren't what we needed and it seemed like it just kind of died like it was. I haven't seem 'point-of-care' products offered at all and buying it at a consortium price would make a difference whether we bought it or couldn't buy it because of budget...	Kansas City	8	3
Collections and Resources	Consortium Purchasing	... and I think several people have mentioned budget and money as issues and we have more power to buy cheaper, more products at a cheaper rate if we did it on a regional basis. So I would like to continue to have the region look at those sorts of contracts and what's available and just because we pass it up this year if there aren't a lot of takers doesn't mean that next year for some reason I won't need it. Next year I might want to pick it up so I don't want it to drop because x number of people didn't buy it this year.	Kansas City	8	3
Collections and Resources	Consortium Purchasing	Along those lines from an acquisitions standpoint, collection development standpoint, it has been nice when they have tried to do consortia arrangements to make it easier for people within the region to get better deals on some of the databases or some of the products. So I think that that is an important function that the RML does	Salt Lake City	3	3
Collections and Resources	Consortium Purchasing	And I really like the collaborations going on with the Utah Consortium of Health Sciences Libraries because when we have a vendor we're looking at and people are thinking of buying through this group purchase deal. In fact I just talked to someone who came to our place yesterday, he's from MD Consult, and we're very much interested in Nursing Consult and when he saw the word consortia and he realized that he said maybe we could do some deals. So I really like that collaboration with the vendors.	Salt Lake City	8	4

Theme	Topic	Comment	Loc	Page	Quest
Collections and Resources	Consortium Purchasing	So the RML has this really nice regional buying consortium committee right now of where they've been. They only have a small amount of offerings right now, but the RML is collaborating to buy various medical databases. So there are some things out there that the RML is doing right now and I think that they hope to be doing more of that in the future. They need to identify the products that the people are most interested in ...	Salt Lake City	9	4
Collections and Resources	Consortium Purchasing	and to be honest with you they need to get some of the big people in to the pot so that it will be more attractive to the vendors because the vendors don't particularly want to deal with something like five sight licenses. It's not enough of a contract for them to get interested, but if the RML could get Eccles on line and Dennison on Line and you know like a bunch of the big universities that are in our region on line then that's what will make that work. I'm not sure that the regional buying consortium can work successfully until we can get some of the universities to go into it.	Salt Lake City	9	4
Collections and Resources	Consortium Purchasing	I just got in from Denver. I attended a meeting of the buying consortium that the RML has put together. It was a wonderful experience. People were from all states [in region] to jell everything together. Great meeting, great experience.	St. Louis	1	1
Collections and Resources	Consortium Purchasing	"E" – Do you have any buying consortia? "C" – Yes. There is a committee that is working on this. "A" – There are a number of local groups MLNC, SLRN, MRANET, MOBIUS that have some type of cooperative buying program.	St. Louis	7	5
Collections and Resources	Consortium Purchasing	The only thing that I can think of right now is that the activities that the RML's group is involved with trying to bring in the electronic resources at reduced rates for hospitals and we're currently in the midst of some trials to see whether that's going to be beneficial _____ that we have on staff and all of our staff are ancillary. We are currently using StatRef which came to us at a greatly reduced price so I think that's been a benefit to our small office.	Tel-1	1	1
Collections and Resources	Consortium Purchasing	I would be interested though in purchasing arrangements if anything could be done. We're usually left out of everything because we're so small and so if there is anything that could be done especially for the small library. I'm worried about them existing without the technology that everyone is getting used to.	Tel-1	4	5
Collections and Resources	Reference Assistance	And another idea I had was this juke box or someway like 'help devices'. I don't know if it could be housed or located somewhere in the region and that we all know we pay a fee and make it per use, I don't know, but the one time I need it a year I can go in and get that technology piece of information I need for my professionals. Or those technology questions are more and more, I see it on the MedLib list serve. People are asking questions and I'm thinking MEDLINE I not going to answer that question and that's why they're polling everybody in the nation because its not in the literature. [Technology questions]	Kansas City	13	5
Collections and Resources	Reference Assistance	That's the nice thing about e-mail. It allows you to ask the questions. A lot of the questions are administrative which is not in the literature. The administrative stuff is really critical. If people want hospital libraries to stay open we have got to supply them. I see that as critical to us right now because we can do the other stuff, and well. But convincing the administration that we can supply them with information quickly is another thing. (Administration/Management questions)	Kansas City	13	5
Collections and Resources	Reference Assistance	Local resources to go to for legal questions that sometimes come out of management or business questions that come out of management and I know locally who I can call, but if it comes to that I know I can call Marty so maybe we need to market her more of what she can do.[Legal questions]	Kansas City	13	5

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Collections and Resources	Reference Assistance	That's something that could be on the RML web page. If you have an administrative question click here. If you have a statistical question click here.	Kansas City	13	5
Collections and Resources	Reference Assistance	Or if you could call the receptionist and be directed. [to someone who could assist with answering non-health questions (law, administration, technology)	Kansas City	13	5
Collections and Resources	Resource Evaluation	I don't know how many times a day I have to tell a physician why we can't get institutional money. It's just across the line of the usual story of the little library battling the big publishing companies and it doesn't seem like we have a lot of tools or leverage.	Kansas City	7	2
Collections and Resources	Resource Evaluation	There are currently four products that are really pushing us. One is Up-To-Date, one is MD Consult, one is Clinical Research out of OVID, and one is Dyna-Med out of EBSCO. And they are all pushing us to buy their product. What we need is someone to take leadership in the analysis to figure which of these is actually worthwhile and fit our circumstances. Otherwise, each one of us is going to be doing it and I don't think we have the time to do that and	Kansas City	7	3
Collections and Resources	Resource Evaluation	basically we're going to get run over because what Up-To-Date is doing is calling the doctors who own Up-To-Date and telling them to go to the hospitals and get institutional subscriptions. I've had four doctors come into my office to ask why we can't do this. And there are very solid reasons like money. It's very expensive. In any case, I'm fighting that battle alone. And if we could have somebody to help coordinate and to do honest research and help us analyze and look at products and give us reliable and good consumer report for us in terms of products to help us see what it is that we actually don't have to go through stacks of papers and don't have to make these comparisons so we can go back to our committees and say look, here's the options, here they are clearly in front of you, what do you want to buy? And actually help us make suggestions.	Kansas City	7	3
Collections and Resources	Resource Evaluation	Now they can do that or they can also organize educational events where they do demos of these things and show differences so that we can go back and try to argue our case and actually they have specialists who could come and do all four demos instead of four different people. And then you can take and extend that concept out to protect us. Because really what we need is somebody to help us get into the future real fast.	Kansas City	8	3
Collections and Resources	Resource Evaluation	I think this talk makes a very important point and that leads on because when they talk about $7000 for a book, what we need is somebody who is able to analyze and say how many of those books, hard-bound, fiscal books would people in her system be likely to buy in any given year? I don't think it would be that many personally. I think that kind of analysis is really difficult to do and very hard for us to do at our level and would require some real focused efforts. That would be a real big help.	Kansas City	8	3

Theme	Topic	Comment	Loc	Page	Quest
Collections and Resources	Resource Evaluation	The other thing I would like to see for training and you said kind of information, of course the training everybody wants, but the thing that would help me is comparing some of the electronic resource product such as MD Consults, StatRef, and OVID. I would like to see a comparison of all of those and what's duplicated. Because I do that little by little but it's very intensive analysis and when you're trying to decide one or the other if they could help us. It's sort of like a substitute for library technology reports. Are those still published? I used to rely on those to find out what's the latest fax machine and the best copiers. So it would be nice if we could have some way of keeping up with the latest products and how they compete with each other. That's a big project, but if we could get some help from the RML on that I think it would help all of us. Especially those of us in small places and it takes so much time to do those analyses.	Salt Lake City	4	3
Collections and Resources	Resource Evaluation	I've commented on that too to the RML people because I'm on this regional buying consortia committee. And that committee is working towards getting things like that out. They are working toward a format and things to make that work and I know that that's the main thing that would bring my organization on board with some of their consortium things is just really having a professional analysis of what some of the products are. Because honestly the hospital librarians don't have the time and they don't feel they have the expertise to really evaluate the products professionally. They are not looking for somebody's little opinion of what the product is. They are looking for a professional evaluation done by someone who has been around the block and knows their stuff. So I think that that is something they could work on that could be a super great tool.	Salt Lake City	4	3
Collections and Resources	Resource Evaluation	And related to that are the different search engines too. I've noticed articles in different journals on comparing search engines and so forth. I have some very biased opinions about search engines but I think the only way we can get them improved is to say to the vendor that their search engine leaves a lot to be desired.	Salt Lake City	4	3
Collections and Resources	Resource Evaluation	I agree with that. One of my tiny questions, but it was very frustrating is that we are getting more and more requests for electronic books...reason the physicians want them is very logical, they have constant updates. Do you know what those things cost? ...one electronic book that all the nursing staff uses for clinical procedures Perry and Potter, seven thousand dollars a year. That's a fourth of my book budget. ...physicians ask ... other titles ... says constantly updated on line. We can't even come close to buying one let alone what they want with our current budget.	Kansas City	6	2
Collections and Resources	Resource Evaluation	And one of the titles Metabolic Basis of Disease, I called them thinking a new print one would be coming out we'll save if we get that now. They don't know if they're putting a print one out. They have no idea if they'll put a print one out and if it's electronic the license has to be based on the number of FTE's or however they determine it, the wicked, wicked, wicked Elsevier then we are out of luck.	Kansas City	6	2
Collections and Resources	Resource Evaluation	And my viewpoint as the patron's viewpoint and to them they want it and they don't understand what the problem is because when they look at the price for Perry and Potter online, it's $70. When we buy it for the whole institution its $7000 and they don't understand that and it's a huge frustration and this is where the national consortium comes in.	Kansas City	6	2

Theme	Topic	Comment	Loc	Page	Quest
Collections and Resources	Resource Evaluation	They are raking us over the coals and they don't care and they would rather be selling, I even said to the guy do you know how many Perry and Potter we could buy for seven thousand dollars? Well that's the point. Well we would never resell them. I could buy one for each unit way cheaper than that. This is one of the things that they could be doing and they aren't and when I tried to find out the most recent thing they wanted was Grant's Anatomy. I called our vendor and asked what the deal with it is, what's the contract? They said they don't know. Then you call Elsevier and they say you have to contact so-and-so, blah, blah, blah. So I e-mail them knowing we can't possible afford it and I never hear back from them.	Kansas City	6	2
Collections and Resources	Resource Evaluation	I [don't] think enough librarians have told that to the vendors that they are really working to improve that. Maybe an article saying don't be a timid librarian, tell these vendors what you want because if you don't we're not going to have improvements.	Salt Lake City	4	3
Collections and Resources	End-user Training	If some of the PubMed tutorials could be video-streamed somehow with the talking heads or if they could just be taken to the next level and made a little more colorful and fun I think I could get more people to go through them than I do now. Content wise they're fabulous	Tel-1	3	4
Collections and Resources	End-user Training	I was just thinking along the lines of other classes, not just classes on how to do it, but Train the Trainer classes. I know we used to do a lot of those in the past too. We're more and more in the teaching role and teach us how to teach or give us a syllabus or something. I know there are individual efforts all over the place, but it's always nice to have centralized classes.	Denver	7	5
Collections and Resources	End-user Training	Specific professional development that I can always use and I've done a lot of this myself is Training the Trainer. Helping us teach other people and are there any new techniques, new learning materials because we had already talked about how RML has a lot of handouts and things we can already use, but those, any thing like that that can help us get the word out to other people is always helpful.	Salt Lake City	6	4
Collections and Resources	End-user Training	I'm not sure how RML can help us in those collaborations other than get out information on how people are doing it. And then maybe they can, I mean for evidence-based practice, I mean I'm going to take a course at MLA on that and maybe give us some teaching tools or PR pointers on how to collaborate better with the professionals because I see people talk about literature searching and I just cringe. And then when I look at some of the databases and they put the strategies they've used in searching I kind of cringe because I don't know that they've collaborated with their librarians.	Salt Lake City	9	4
Collections and Resources	End-user Training	Well it's been a catalyst [RML support for information training]. And of course all of the things available to use PubMed.	Tel-1	1	1
Collections and Resources	End-user Training	PubMed Tutorial. Encourages usage. But patrons like face to face class. Employ tech where appropriate.	Tel-2	2	5
Collections and Resources	End-user Training	Patrons don't come to desk. Dist PubMed basics. Members call up and walk through searching	Tel-2	2	5
Collections and Resources	End-user Training	agree. Pharm distance program (250 students) Bonus is the cell phone. People still call for immediate response. Online tutorials don't give that.	Tel-2	2	5
Libraries and Librarians	Collaboration	The Eccles Library has a library catalog that supports all of the hospital libraries in Utah. I think that's a really good collaboration. They do all of the technical back-end things on the catalog and the nice thing about is that you can look for a title to find who in	Salt Lake City	7	4

Theme	Topic	Comment	Loc	Page	Quest
		Utah has it that you know is within that catalog.			
Libraries and Librarians	Collaboration	I think everybody is talking about magnet status and I think we really should be talking among ourselves to see what we're going to do and then within our institutions take back ideas on what would work here or what wouldn't work here. That magnet status is a real big deal and I can't imagine that we're the only ones that knew that stuff already, but we're the only ones that are looking at addressing that. It's hot out there for the nursing staff or for whole institutions, but again I think that's a way the libraries are going to get some recognition.	Kansas City	13	5
Libraries and Librarians	Collaboration	How about something like a weekly or bi-weekly Q&A that somebody could generate and she could say Question 1 and the library in such and such town are working on magnet status and here's what they're doing and does anybody have any suggestions and then Question 2 could be something else that she's heard. They could be short and full of typos, just something quick and dirty kind of stuff. Then I could say, 'Oh that reminds me…Question 3" And it could kind of feed on itself and it would be that casual e-mail that I like so well which gives me time to think and respond.	Kansas City	13	5
Libraries and Librarians	Collaboration	My perspective is as a silent partner in the Utah Health Sciences Library Consortium so I hear about things that are going on, but I don't necessarily participate myself. I don't have a lot to share, but I do learn a lot. But from our perspective because we are a consumer health resource center we are specific to cancer and end-of-life bereavement resources it is tough to get people to realize we are there even in the cancer institute. The majority of the people that calls or comes in are not our own patients. But we are working with UCAN (Utah Cancer Action Network). ___ now has an alliance with the ___ and so we are working on developing and helping them to develop resource areas in their facilities and then on a national level we work with the cancer patient education network, which is a national organization for cancer patient educators. So that's kind of how we collaborate. It's tough because we are so specific in our focus and we don't have a lot of medical text and resources so we can't contribute much to other people. [response to question on collaboration]	Salt Lake city	7	4
Libraries and Librarians	Collaboration	And maybe we just need to open up the e-mail [RML listserv or MLA chapter listserv?] to ask questions. I don't believe we use that list-serve to that at all. I had asked in question format that I'm more comfortable with. I would be comfortable sending that out in the region, but not the whole country and maybe the RML could be the experts if none of the rest of us had answers then they could come in from their experience.	Kansas City	13	5
Libraries and Librarians	Collaboration	We have really good collaboration in ___. We have all of our digital journals collaborated to where we are buying all of those together. We've got all of our electronic databases to where we are buying all of those together. And we work on projects on an every day basis where if I don't have something I'll call whoever might have something or who could give me some good solid advice about whatever topic. I think that we collaborate to the point of where we are sort of our own workgroup. The librarians in ___ are my real workgroup at this point. [collaboration within system]	Salt Lake City	8	4
Libraries and Librarians	Collaboration	We did have collaboration with ___ too and we have collaboration with other libraries around that we'll do things with. We'll send one of our doctors over to another library to look at a real technical pharmacy book that they might have or just depending on who the person or what the need is at the time.	Salt Lake City	8	4

Theme	Topic	Comment	Loc	Page	Quest
Libraries and Librarians	Collaboration	Need more interaction between members of the group so we know what projects are underway, so that we feel more involved.	St. Louis	3	3
Libraries and Librarians	Collaboration	Maybe when there is a program in one state, ask the other states to send some one. I don't know people, we are too spread out.	St. Louis	3	3
Libraries and Librarians	Collaboration	You need to go to meetings. Librarians have to participate	St. Louis	3	3
Libraries and Librarians	Collaboration	Librarians are standoffish. They only want to talk to people they already know. Its hard to get to know others	St. Louis	3	3
Libraries and Librarians	Collaboration	It is the nature of the profession.	St. Louis	3	3
Libraries and Librarians	Collaboration	Its human nature to talk with people you already know. You have to make an effort.	St. Louis	3	3
Libraries and Librarians	Collaboration	Maybe we need a mentoring program.	St. Louis	3	3
Libraries and Librarians	Collaboration	It's hard to meet people. There is no network. Hard to go to meetings when you are in a small library.	St. Louis	3	3
Libraries and Librarians	Collaboration	SLML and MCMLA are inexpensive. Join local and regional groups.	St. Louis	3	3
Libraries and Librarians	Collaboration	E: I prefer social, almost always. [program "in front of you" or with social aspects] "B" – Social, the interaction is needed "D" – Social so not assessable in office. But need parking. [Observer note: There was general agreement that monthly or bimonthly presentations where they could meet other librarians. Everyone was speaking at the same time, but all were nodding, agreeing.]	St. Louis	6	4
Libraries and Librarians	Collaboration	ALL – if you aren't in some consortia, forget it. You will have too many problems. [Observer note: everyone talking at once about various consortia here locally, all agree that libraries have to belong to one or more.]	St. Louis	7	5
Libraries and Librarians	Collaboration	[academic/hospital] Speaking of technology because I've always counted on the academic cities and did they have their own meeting why they're not here? We have UMKC and KU Med, why are they not around the table? I kind of count on them for the technology and I was thinking maybe that could be something in our region that they have a lot of sharing. I always feel like they do the investigation and find out what works and I kind of ride on their coattails which is okay with me because I feel like I'm just one person and they have time to talk about this and get it worked out and then they kind of share, but that camaraderie is not where it used to be. Ten years ago is was and I don't know why that's dropped off. And I'm thinking they must have their own little session and they're not part of this.	Kansas City	11	4
Libraries and Librarians	Collaboration	[academic/hospital] Interesting point because we had a meeting at the end of the year with a sharing clinical and I had some things and one of the things was the American Board of Obstetrics and Gynecology sends out a reading list three times a year and I get the list, I collect the articles, I make fifteen or twenty copies and send it off as a packet to all the OB's and I thought this was really great. It makes my statistics for that month really wonderful and I brought that up and a number of the big college people said they do that and I thought why haven't you stood up and said this kind of thing before and I think you're right. I've noticed that fewer of them come to our networking meetings.	Kansas City	11	4

Theme	Topic	Comment	Loc	Page	Quest
Libraries and Librarians	Collaboration	[academic/hospital] Maybe our issues are so diverse anymore. And there are training and getting the medical people exposed to Up-To-Date and it's killing me because the medical students will not practice with anything other than Up-To-Date. It's what they're being trained on and they're coming to my institution and demanding it and I'm telling them they have to live with whatever we have purchased here. I don't know if that's an RML issue, but I don't know who else is going to talk for us or create those bonds again.	Kansas City	11	4
Libraries and Librarians	Collaboration	[academic/hospital] I suspect that all the academic people are a whole lot busier than they used to be just like the rest of us. The staffs have shrunk and I imagine they are doing a whole lot more. That's what I assumed when I noticed they don't get out and about like they used to.	Kansas City	11	4
Libraries and Librarians	Collaboration	I don't want to sound like we're whining, but it's just a chance to share some frustrations because I feel like at my institution there's nobody else that really cares. They don't care that they don't talk the same language. It's just nice and I think I always sound like I'm whining and complaining because it's great stuff, but it's a chance to be understood.	Kansas City	15	6
Libraries and Librarians	Within the Institution	Part of that is the whole 'get out of the library' issue and I think they mentioned that this _____ colleague connections that we have on Monday night the speaker was representing law libraries but one of her main messages was get out of the library, go talk to people in the hall, and get on the committees.	Denver	7	5
Libraries and Librarians	Within the Institution	The thing I'm concerned with, it's kind of scary to me about collaboration and lack thereof because in my university they focus, one of the points of our mission is to teach people how to do evidence-based practice and so they brought in some experts. There are three or four who are very skilled about evidence based practice in physical therapy or occupational therapy or nursing. So I have found a need for all of us to collaborate. Some times the nurses don't know what the PTs are hearing and there could be more collaboration that way. It's collaboration with health professionals and librarians to make sure that they get the information they need. If there's an evidence-based practice symposium going on and I'm not invited or I'm not included on the program I get pretty nervous. So I think we really need to look at those kind of collaborations better.	Salt Lake City	8	4
Libraries and Librarians	Within the Institution	I served on a committee called the Microsystem Committee for Oncology that we have at our hospital and it is a small group of about twenty people. It's multidisciplinary, it's convened by a physician from the unit and a nurse administrator and it's focused on making the oncology unit the best unit it can be and my manager got me on to that committee. I don't always have something to say, but I listen. They were instituting changes on the unit and the nurses were having problems with changes and so I put together about half a dozen articles about how nurses deal with changes and passed them to everybody. And as a result of that I've been asked to do other searches for patients, for patient's families, for the nurses who are trying to figure out how to make a process of giving patients a certain kind of medication on the floor, a better process, what are the protocols? Can you find this on the Internet? And by being there you're reminding them that you're a resource and once in a while the light	Denver	7	5

Theme	Topic	Comment	Loc	Page	Quest
Libraries and Librarians	Within the Institution	... collaborate within our institution is we send out free information to people so we have about four or five hundred different publications that we keep on hand and as you can imagine that's really tough to keep track of and be sure you have the most current version and when you run out. So our IT people created a brochure tracking system for us that interacts with our record system so that every time we assist someone we create a record and then we also deduct it from our inventory ... departments within the hospital use us to help put together patient information packets.... The GI Clinic will ask up to put together information packets on colo-rectal cancer, pancreatic cancer, gall bladder cancer, ... So we put them together and then the nurses or the patient resource people share that with the patient... helps quite a bit because they will often refer the patient back ... specific information. We also work closely with our social workers. ... referring to them and they refer back to us. They also use our conference room and we have a small room that they can meet one-on-one.	Salt Lake City	7	4
Libraries and Librarians	Within the Institution	One thing that I would like to see us do that we don't is that as I look around and I go, Wow, Novel is headquartered in Provo, Intel has a place in Salt Lake and they other high-tech companies we might benefit from using their technology. We might be able to get some freebies if we say hey, at the cancer center we need computers for patient education for the cancer patients or anybody in the region, well if Intel, or Novel, or Hewlett-Packard or somebody has a product we could use maybe they would give us a freebie. So I'd like to see some collaboration that way that I'm not sure how to go about it. My marketing guy would have to talk to their marketing guy or something.	Salt Lake city	8	4
Libraries and Librarians	Within the Institution	Tried VR but failed. Added IM but didn't use it. Questions more complex. Have to serve patrons best way possible. Not generational. Just type of questions.	Tel-2	2	5
Libraries and Librarians	Within the Institution	Interact with patrons is imp. Can't do it via email	Tel-2	2	5
Libraries and Librarians	Within the Institution	Because of that [grant funding for information training project] I've been able to develop a web site to put information resources for nurse interns and the hospital here is trying to get magnet status which of course means that the nursing staff has to have lots of training in many areas including information resources and research so that has been very valuable and we've found that it's actually had what we're calling for lack of a better term the 'trickle up' affect. By which I mean that the training that these interns have had they are being able to share with people who've been employed here for a long time and their managers and you know all the way up the chain to the nurse administrators so we greatly appreciate that.	Tel-1	1	1

Appendix B

Occurrence of Comments by Theme/Topic and Location

Occurrence of Comments by Theme/Topic and Location

Theme	Topic	Number of Comments by Location						
		Denver	Kansas City	Salt Lake City	St. Louis	Tel-1	Tel-2	Grand Total
Collections and Resources	Consortium Purchasing	3	4	4	2	2		15
	End-user Training	1		2		2	3	8
	Reference Assistance		5					5
	Resource Evaluation		9	4				13
Collections and Resources Total		4	18	10	2	4	3	41
Communication	Breeze Conferences (video streaming)	1	4	6	3	6	2	22
	E-mail	5	4	5	6	3	7	30
	Other	4	2	5	1	2	5	19
	Print		1	2				3
	RSS Feed	1		3				4
	Web Site	3		2			3	8
Communication Total		14	11	23	10	11	17	86
Libraries and Librarians	Collaboration		8	4	11			23
	Within the Institution	2		3		1	2	8
Libraries and Librarians Total		2	8	7	11	1	2	31
Professional Development	Barriers/ Solutions	1	4	8	3	1		17
	Content	1	5	1	4	2	1	14
	In-person	4	8	3	5	2	2	24
	Technology-based	13	7	6	13		8	47
Professional Development Total		19	24	18	25	5	11	102
RML Distributed Model	Centralized Contact		8					8
	Other	6		3				9
	State Liaisons	7	2	1	4	3	4	21
	Subject Experts	1	2	2		2		7
RML Distributed Model Total		14	12	6	4	5	4	45

Theme	Topic	Number of Comments by Location						
		Denver	Kansas City	Salt Lake City	St. Louis	Tel-1	Tel-2	Grand Total
RML Role	Advocacy	4	8					12
	Best Practices	1			5			6
	Grants			1		2	2	5
	Information Access Issues	8				1		9
	Other	1		1		3	1	6
	Technology Push		2	1		2	3	8
	Understanding	4	1		6	1	1	13
RML Role Total		18	11	3	11	9	7	59
RML Staff	Awareness/ Readiness to Contact	2	9	3	2			16
	Responsiveness	2	9	7			4	22
	Visibility/ Contacts		2	1	4	1	1	9
RML Staff Total		4	20	11	6	1	5	47
Grand Total		75	104	78	69	36	49	411