

New England Regional Medical Library

Region 8

Quarterly Report 4

February 1, 2007-April 30, 2007

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

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Executive summary

In this fourth quarter of the current fiscal year all funded projects for the year have been approved. Two funded projects approved in the previous quarter have begun their work. Three subcontracts have been approved and will be starting their work. Funded projects will be conducting outreach in Massachusetts, New Hampshire, Connecticut, and Vermont.

NER staff are moving towards distance based education and instruction across various platforms. Two Moodle-based courses on consumer health were offered. Extended telephone based instruction and help session on DOCLINE and LinkOut take place frequently. Staff also attended training sessions on using the campus license to Adobe Connect Professional to provide instruction and convene working groups.

Across the region and at venues at the combined chapter meeting, staff conducted fifteen instructional sessions to 323 participants. These sessions included PubMed and consumer health topics. Distance-based extended DOCLINE training sessions are also being conducted with individual members. One technology-focused program was conducted to a state health sciences library association.

NER exhibited at three national conferences and four regional exhibiting events. NER exhibited at a meeting of the American Physical Therapy Association and the Emergency Nurses Association. Local exhibiting included audiences related to occupational therapy, rural nursing, and school libraries.

A quarterly edition of the NN/LM—NER newsletter, the NER'eastah, was issued online.

Network infrastructure

TABLE 1. Quarterly infrastructure data

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

Regional Advisory Committee (RAC) activities

Network Coordinator Mark Goldstein and Massachusetts members of the RAC's Hospital Library Subcommittee and the state's health sciences library association, MAHSLIN, met with staff from the Massachusetts Medical Society. This working group is in discussions to enhance the language related to hospital libraries in the Accreditation Standards. Four teleconferences were held throughout the quarter. In late April Mark met with health care administrators from Retreat Healthcare in Brattleboro, Vermont to discuss library services at their facilities.

Resource Library Directors met with NER Director and Associate Director for NER's 'midwinter briefing'. To accommodate schedules, several lunch meetings are scheduled in Worcester; directors are given a choice of three dates. Lunch meetings were held on the 5th and 8th of February. Directors were briefed on events and issues arising from the December RML Directors' Meeting. Discussions focused on institutional emergency preparedness planning.

Also in this quarter, Education Coordinator Donna Berryman convened the Education Working Group of the Regional Advisory Council to begin discussion an education needs assessment. A call for participation was also made to other medical librarians in the region to participate in the development of an assessment instrument.

Outreach

TABLE 2. All newly funded awards and projects

Start/end dates	Title of award/project	PI institution	PI last name	Funding amount	Project type*
2-Mar	Establishing a Health Information Resource Center at a Head Start Program	MGH Treadwell Library	Schneider	\$39,965	Health Information Outreach
30-Mar	Connecting Patients, Providers, and the Community with Quality Health Information	University of Vermont	Burke	\$40,000	Health Information Outreach
27-Apr	Information Needs of Connecticut School Nurses	Yale University	Batten/ Marone	\$40,000	Health Information Outreach
30-Apr	Internet Connectivity Projects for Aids Action	AIDS Action Committee of Mass.	Brus	\$4,673	Internet Connectivity

30-Apr	Internet Connectivity Projects for Portsmouth Regional Library	Portsmouth Regional Hospital	Hayes	\$4,605	Internet Connectivity
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Funded Projects

Two awards were made as Internet Connectivity projects:

The AIDS Action Committee of Massachusetts conducts training on information resources to health care providers throughout the state. A proposal was submitted to enhance their training session the purchase of a laptop computer and projector.

In New Hampshire, Portsmouth Regional Hospital is preparing to open a new cancer treatment center. The librarian at Portsmouth Hospital submitted a proposal to purchase laptop unit to offer patients online searching of health information resource at center waiting rooms and patient lounges.

Subcontracts

Subcontracts were approved for the following projects:

CAPIC information outreach project to be managed by the Treadwell Library at Massachusetts General Hospital:

The project will establish an onsite Health Information Resource Center at the CAPIC (Community Action Programs, Inter City, Inc.) Head Start Program in Chelsea, MA. CAPIC Head Start serves low-income families with young children in Chelsea, Revere, and Winthrop. Many families are recent immigrants. The project will build on strong relationship between Community Health Associates (MGH's community health programming) and CAPIC Head Start and will take advantage of the technical and training infrastructure established in earlier ARCH projects.

The Project team will create a physical resource room and a web site containing resources on general child health and wellness, nutrition and healthy eating. The Project team will teach parents and Head Start staff how to find and use appropriate and authoritative health information. The team will monitor known barriers and identify new ones that might arise given language, educational, and technical situations. The process evaluation component will describe efforts to provide quality and culturally appropriate online and print resources that have been carefully selected to meet the needs of parents and staff at CAPIC Head Start. The outcome evaluation will document the impact of the NLM funded-CAPIC Head Start initiative on parents, staff and teachers.

University of Vermont's Connecting Patients, Providers, and the Community with Quality Health Information.

This project will assess the use of consumer health information in a clinical setting located in a rural, and economically disadvantaged community. Dana Medical Library will team with medical and professional staff of the Milton Family Practice to provide educational modules on quality patient and consumer health sources. The partners will also enhance the ability of two organizations, the Milton Public Library and the Milton Family Community Center, to support the health information needs of the community. Milton is a working-class community north of Burlington. Home to three trailer parks, including the town is among the poorest in Chittenden County. Milton Family Practice is an ambulatory practice site serving rural communities and towns in Franklin, Lamoille and Grand Isle Counties. The evaluation phase will assess whether health care providers in the target group are more knowledgeable about patient education and consumer health information available to them and their patients and family caregivers, and if they use and communicate this information more often than at the outset of the project.

Yale University's Information Needs of Connecticut School Nurses.

This project is designed to determine the information needs of Connecticut school nurses and to develop resources and training that match those needs. The information needs of the school nurse population have not been reported in the literature, and it is therefore assumed that it is an understudied area. Without a true understanding of current needs and information access as well as barriers to information, it is difficult to know how best to serve this population. The project will center on the use of a survey as well as focus groups as the main tools to discover how school nurses currently find new information, what their needs are, and what would be the most helpful way for them to access information in the future. Results of the data collection will be analyzed to develop a strategy of information delivery and potential training opportunities.

The above projects were developed as a targeted proposal originally submitted in NER's 2006-2011 Technical Proposal.

TABLE 3. Presentations and training provided by RML staff

Date	Last name of staff responsible	Title of presentation/training	Location (city, state)	Number of participants	In-person or distance education
1-Feb	Eberle	Beyond an Apple A Day	Wilton, CT	6	In person
15-Feb	Goldstein	DOCLINE	South Portland, ME	2	Distance
22-Feb	Goldstein	LinkOut	Warwick, RI	1	Distance
28-Feb	Goldstein	LinkOut	Boston	1	Distance
28-Feb	Eberle	Low Vision on NIH Senior Health	Boston	3	In person
3-Mar	Eberle	Hospital Librarianship at GSLIS at Simmons College	Boston	10	In person
8-Mar	Glassman	Geeks Bearing Gifts at ARIHSL	Providence	21	In Person
14-Mar	Berryman	PubMed	Portsmouth	10	In-person
15-Mar	Berryman	Intermediate PubMed	Providence	12	In-person
20-Mar	Berryman	PubMed	Bangor	7	In-person
20-Mar	Berryman	PubMed	Bangor	8	In-person
20-Mar	Berryman	PubMed	Portland	23	In-person
20-Mar	Eberle	Massachusetts Council for Home Health Care Aide Services	Boston	35	In person
21-Mar	Goldstein	LinkOut	Providence	1	Distance
21-Mar	Martin	How to Conduct Focus Groups	Chapel Hill	20	In-person
23-Mar	Berryman	Getting the most out of your PubMed searching	Rockland, ME	35	In-person AND distance

23-Mar	Eberle	PubMed and MedlinePlus	Kingston, RI	18	In person
28-Mar	Eberle	Nutrition on MedlinePlus	Boston	10	In person
31-Mar	Goldstein	DOCLINE/ILL/DD	Boston	10	In-person
3-Apr	Goldstein	LinkOut	Waterbury	1	Distance
4-Apr	Berryman	Making PubMed work for you	Concord, NH	8	In-person
5-Apr	Goldstein	LinkOut	Springfield, MA	1	Distance
6-Apr	Goldstein	LinkOut	New Britain, CT	2	Distance
9-Apr	Goldstein	DOCLINE	Greenfield, MA	1	Distance
14-Apr	Eberle	¿No Comprendo? Spanish Health Information Resources for English Speaking Librarians	Hartford	12	In person
19-Apr	Goldstein	LinkOut	Natick, MA	1	Distance
19-Apr	Eberle	MedlinePlus and NIHSeniorHealth	Natick, MA	5	In person
25-Apr	Berryman	Intermediate PubMed	Providence	5	In-person
28-Apr	Crespo	Panel Presentation to GSLIS students at Simmons College	Boston	10	In-person
30-Apr	Berryman	PubMed	Brattleboro	30	In-person
Month of April	Eberle	Caring for the Mind: Providing Reference Services for Mental Health Information	NER	13	Distance learning
Month of Feb.	Eberle	Caring for the Mind: Providing Reference Services for Mental Health Information	NER	11	Distance education

Director Elaine Martin is instructor for the health sciences librarianship class at Simmons College Graduate School of Library and Information Science. The course was taught this spring semester and NER staff presented on DOCLINE/Interlibrary lending operations, PubMed, being hospital librarian, and a panel discussion. There were ten students in the class.

In March, NER hosted the MLA Webcast of “Survival of the Fittest” on marketing library resources and services. The two hour session was attended by seventeen librarians from the area. The regional chapter association, NAHSL, also sponsors the Webcast at various sites throughout the region.

Consumer health instruction included instructional session to senior health agencies and home care agencies throughout the region. Two Moodle-based courses were conducted as part of the MLA Distance Education Institute held last Fall. The “Caring for the Mind” course on mental health information services was developed throughout the fall and winter. A total of 24 participants completed the asynchronous instructional modules. Distance-based courses are open to constituents from throughout the country.

LinkOut and DOCLINE instruction sessions were conducted on a classroom and person-to-person basis.

NER staff have attended introductory training sessions on using Adobe Connect Professional (ACP) as offered by the University. A focused session was also held for NER coordinators. Staff is exploring ways instructional sessions and RAC and related committee meetings.

TABLE 4. Exhibits.

Dates	Organization name	Meeting name	Location (city, state)
RML NATIONAL EXHIBITS			
Feb15 – Feb 17	American Physical Therapy Association	Combined Sections Meeting	Boston, MA
Feb 23 – Feb 24	Emergency Nurses Association	Leadership Conference	Boston, MA
Apr 30 – May 3	American Academy of Neurology	Annual Meeting	Boston, MA
RML REGIONAL/STATE/LOCAL EXHIBITS			
Mar 20	Mount Wachusett Community College	Health Fair	Gardner, MA
Mar 30 – Mar 31	North Country Health Consortium Inc.	Mud Season Nursing Symposium	Bartlett, NH
Mar 31	Sacred Heart University College of Education & Health Professions	10th Anniversary Educational Event	Fairfield, CT
April 27	Rhode Island Educational Media Association (RIEMA)	Annual Meeting	Warwick, RI

Four regional or local exhibits were conducted. Audiences included rural nurses in New Hampshire, occupational therapy students, instructors, and practitioners in Connecticut, and school librarians in Rhode Island.

TABLE 5. Publications and resources developed by RML staff

Date completed/ published	Last name of staff responsible	Title	Medium (e.g., journal article, newsletter article, brochure, online tutorial)	Submitted to Clearinghouse ("yes" or "out of scope")
30-Apr	Eberle/Champ-Blackwell	Spring into Health: A Weekly Workplace Wellness Series: Nutrition	Workplace wellness announcement series on NNLM-All	out of scope
Spring 2007 - Vol 60 (1)	Eberle	MedlinePlus.gov - Your Source for Quality Health Information	Newsletter Article	out of scope

Michelle Eberle is developing and instructional sessions on workplace wellness in libraries. Collaborating with MCR Coordinator Siobahn Champ-Blackwell, a series of weekly email announcements discussing resources, tips, and techniques to practice wellness in the workplace have been posted to the NNLM-All discussion list. .

One edition of the NER newsletter, *The NER'eastah* was issued:

Coordinator	Content
Berryman	Update on NER Exhibiting Activities
	Update on PubMed changes to the <i>Links</i> menu
Eberle	<i>Deciphering Truth from Myth About Complementary and Alternative Medicine</i>
Glassman	<i>Web 2.0 And You</i> with discussion of social networking sites
Goldstein	NN/LM Membership Renewals
	Update on Hospital Library Subcommittee activities
	<i>Nuts and Bolts of LinkOut</i>
Simpson	<i>New Topic Pages on PHPartners.org</i>

Other staff activities

- 1-Feb Javier attended National Collaboration Meeting on Emergency Planning, Los Angeles (thru 2 Feb)
- 2-Feb Elaine met with Dawn Thistle, Assumption College library director, Worcester
- 5-Feb Elaine and Javier hosted second RLD Lunch Meeting
- 6-Feb NER staff attended MLA Patient Safety MLA CE course
- 8-Feb Attended by phone affiliate meeting of Association of Academic Health Centers
- 8-Feb Elaine and Javier hosted third RLD Lunch Meeting

- 8-Feb Penny attended a meeting with UMMS Audio-Visual staff to explore options for hosting Webcasts.
- 9-Feb Elaine met with Alison Clapp re: MLA literacy documents and literacy project for MAHSLIN
- 14-Feb Michelle attended the Go Local national teleconference
- 16-Feb Elaine attended meeting at NLM with Judy Consales, MJ Tooley, Angela Ruffin, Sheldon Kotzin and Becky Lyon
- 20-Feb Michelle and Javier attended Adobe Connect UMMS demo
- 21-Feb Elaine met with Tovah Reis, Science Library at Brown, Providence
- 23-Feb Elaine attended networking meeting of BLC Board of directors Boston
- 23-Feb Mark hosted NAHSL Finance Committee Meeting, Shrewsbury
- 26-Feb Elaine attended conference call with RML Directors and Angela Ruffin
- 26-Feb NER hosted LSL staff meeting and provided an overview of NER programs, Worcester
- 2-Mar Elaine -conference call with Carla Funk re: MAHSLIN/MLA literacy project
- 5-Mar Elaine -RML small group conference call with Angela Ruffin
- 5-Mar Michelle Participated on a Moodle Developers teleconference
- 7-Mar Elaine hosted tour and discussion of RML and library services for Lebanese University physicians, Harvard medical international program
- 7-Mar NER sponsored and staff attended MLA Webcast, Survival of the Fittest
- 9-Mar Penny, Mark, and Javier attended the NAHSL Board meeting
- 18-Mar NER staff attended specialized demonstration with Bonnie Anderson from UMMS on Adobe Connect.
- 20-Mar Javier exhibited at Mt. Wachusett Community College Health Fair, Gardener MA
- 21-Mar Elaine taught workshop on How to Conduct Focus Groups to PhD candidates at library school, University of North Carolina, Chapel Hill
- 22-Mar Mark attended Massachusetts Medical Society-Library Committee on Accreditation Standards teleconference
- 27-Mar Hathy attended class: "RefWorks: Introduction to the Online Bibliographic Software Program".
- Mar 28 Elaine attended MLA/AAHSL Legislative Task Force meetings, Washington DC (thru 29 March)
- 29-Mar Hathy updated list of the Top 25 Public Health Journals by Impact Factor on the EBPPH website.
- 29-Mar Penny attended the MAHSLIN Board meeting to advise on MAHSLIN listserv issues.
- 10-Apr Hathy served as judge for New England College of Optometry's Public Health Poster Day, Boston
- 13-Apr Mark hosted and facilitated RAC-Hospital Library Subcommittee Meeting, Shrewsbury
- 18-Apr NER staff attended staff training on Adobe Connect by UMMS ACP Trainer
- 19-Apr Mark-LinkOut Training & Support, Metrowest Medical Center-Leonard Morse Hospital, Natick, MA
- 19-Apr Mark-Massachusetts Medical Society-Library Committee on Accreditation Standards Teleconference
- 20-Apr Elaine -RML directors conference call
- 24-Apr Hathy developed Improvement Plan with deadlines for work on the EBPPH website
- 24-Apr Michelle and Javier met with Christopher Johnson of Libraries for the Future and Shelley Quezada of Mass Board of Libraries Commissioners to discuss ongoing projects and areas for health information outreach in Massachusetts
- 24-Apr Conferenced with Siobhan Champ-Blackwell about the Spring into Health Series

- 25-Apr Hathy replied to inquiry from LSL reference desk about providing articles to MDPH staff.
- 25-Apr Hathy corresponded with Holly Tutko, Clinical Assistant Professor, New Hampshire Institute for Health Policy & Practice, University of New Hampshire, about EBPPH website.
- 26-Apr Mark attended Hospital Library Advocacy action at Retreat Healthcare, Brattleboro, VT
- 27-Apr NER attended MAHSLIN Annual Meeting, Waltham, MA
- 27-Apr Mark-Massachusetts Medical Society-Library Committee on Accreditation, Waltham, MA
- 30-Apr Elaine -RML small group conf call with Angela Ruffin

attachment 1

**Quarterly OARF summary data:
RML staff activities**

Attachment 2
Quarterly OARF summary data:
Subcontractor activities