

National Network of Libraries of Medicine

Outreach Evaluation Resource Center

Annual Report

May 1, 2008 – April 30, 2009

University of Washington

Date submitted: August 6, 2009

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Executive summary

Consultation for Network Members, Regions and Centers

In Year 3, the OERC has provided evaluation consultation on 12 projects for clients in six regions, Web-STOC and the NTCC. (We have provided evaluation consultation to all regions over the past 3 years of the current contract.) In addition, we provided evaluation support for the MLA Health Literacy Project. Our consultations have focused on all facets of evaluation, including development of evaluation sections of project proposals and strategic plans, methods design (e.g., questionnaires, focus groups), sampling and data collection, data analysis, and reporting.

Consultation for Cross-Regional Efforts

In addition to the regional projects, the OERC provides ongoing consultation and technical support to NNO on five cross-regional evaluation projects. The most time-intensive project has been the National Emergency Preparedness and Response (NEPR) Project. Near the end of Y2, the OERC coordinated the Emergency Preparedness Project Baseline Assessment questionnaire. This was a truly national effort, with all eight RMLs helping to administer the questionnaire to a random sample of their network members. In Y3, the OERC presented findings at the May 2008 NN/LM Directors Meeting, as well as to the NLM Library Operations Division Chiefs and Section Heads meeting in August. The OERC also compiled individual reports for each region, summarizing the data from their regional members, to help them plan NEPR activities in their regions. The national findings have been used for an upcoming article by Ruth Holst and Susan Yowell in the *Journal of Hospital Librarianship* and have informed the “10 Steps to Service Continuity” curriculum. Dan Wilson, the Emergency Preparedness Coordinator, is presenting this curriculum to network members and conducting train-the-trainer classes across the regions. A follow-up questionnaire will be administered in Fall 2010 to assess the NEPR outcomes, and the OERC will conduct other evaluation activities related to the project in the last two years of this contract.

NNO has also tapped the OERC for planning and technical support on three other cross-regional evaluations: a Members’ Feedback Questionnaire administered to network members in each region to provide feedback for RML site visits; an assessment of the Community Day pilot projects (to be conducted in three regions this fall); and an evaluation of Adobe Connect usage among RML staff.

Susan Barnes is also providing evaluation leadership for the Outreach Connections: Native Health Information web portal, a collaborative effort involving NNO, SIS, and network members from nine states in seven regions.

Evaluation Capacity Building

In spite of having no travel budget to provide training in the regions, the OERC presented six face-to-face workshops to 121 participants for organizations willing to cover our travel costs. (Resourcefully, the OERC provided a seventh workshop at MLA so it could be offered during the trip to the 2008 Directors' meeting.) Anticipating that many network members are facing travel restrictions, we have started to adapt our workshop materials and create new training opportunities for distance-learning formats. Most are presented using Adobe Connect, but one workshop is being adapted to an asynchronous Moodle class. The OERC also hosted a training session about library value calculators presented by Betsy Kelly and Barb Jones. Our Adobe Connect training workshops have reached a larger number of people over a greater geographic distance than our face-to-face sessions. The library value calculator session was offered nationally and 120 people, from all regions, attended. Another workshop drew a crowd of 52 participants across the South Central region. In all, 208 participants have attended the OERC's Adobe Connect sessions.

Year 3 by the Numbers

Table 1: Year Three Activities				
	Evaluation Consultations	National Collaboration Consultations	Group Training	Total Activities
Q1	22	5	3	30
Q2	22	2	2	26
Q3	19	0	6	25
Q4	25	4	3	32
Total	88	11	14	113

Note: The numbers for the evaluation and national collaboration consultations represent meetings where OERC staff interacted with clients. It does not reflect preparation time for each consultation, which took from a few minutes to days of preparation. The group training events include face-to-face and distance training using Adobe Connect. Each lasted 1-4 hours.

Figure 1: OERC Consultations and Training by Quarter

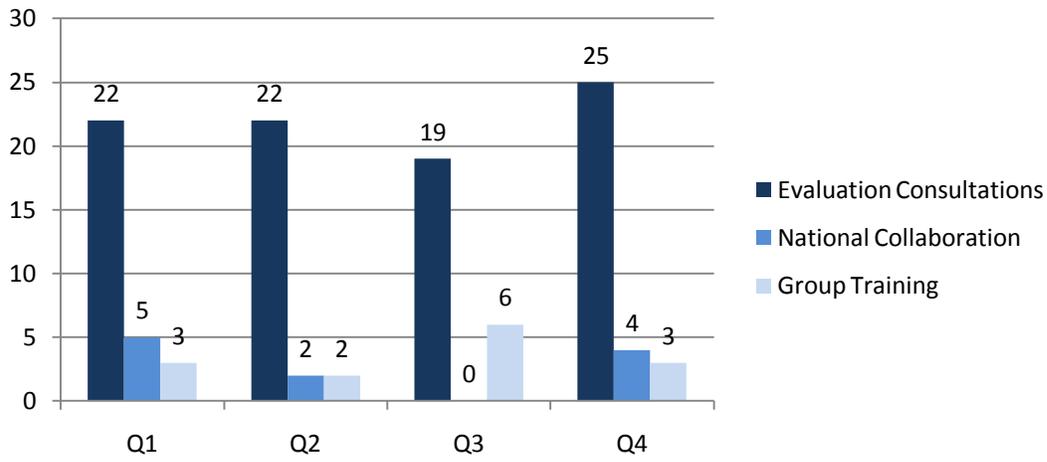
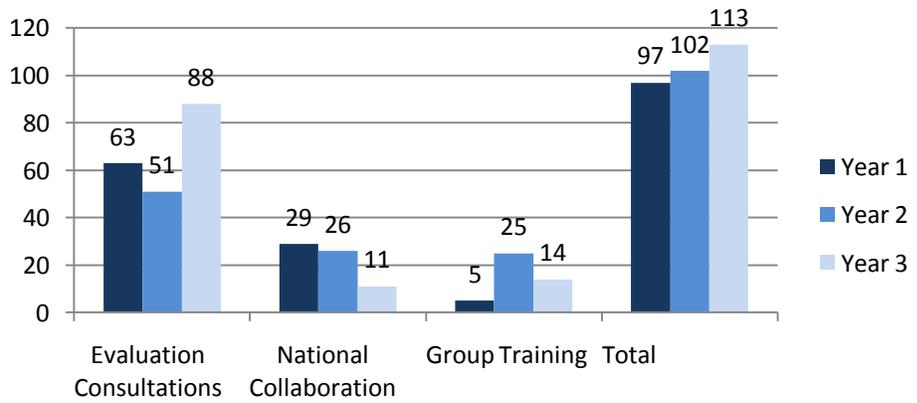


Figure 2: A comparison of OERC activities for Years 1 - 3



Annual report

Web site

The Measuring Your Impact section of the NN/LM StaffWiki was updated based on decisions made by class instructors in a discussion during the Medical Library Association meeting in Chicago. An additional outcome of this discussion was a new Library Value section of the OERC Blog

Postings to the OERC Blog featured readings and items about:

- Evaluation
- Library value
- Medical Library Association annual meeting
- Special Libraries Association annual meeting
- Appreciative inquiry
- Library Assessment Conference
- Survey research
- American Evaluation Association annual meeting
- Return on investment
- Healthcare managers' decision making.

Dissemination of effective practices

The Planning and Evaluating Health Information Outreach booklet series was designed to present effective evaluation practices. The booklets are distributed in paper form by the OERC in classes and upon request. The OERC distributed 46 sets of "Planning and Evaluating Health Information Outreach" booklets plus 30 copies of "Measuring the Difference."

The booklets are also available full text in pdf form on the OERC web site. These files were updated with the 2008 reprinted version, in which some typos were corrected. Google Analytics reports for the nlm.gov site show significant use of these online booklets.

The Outreach Connections: Native Health Information portal is a nascent collection of effective practices for health information outreach to native communities. Susan Barnes chairs the Publicity/Evaluation Subcommittee for this portal, and now that its construction is completed, the publicity efforts led by Susan Barnes are becoming a primary focus of activity. These have included: creation of a publicity plan; maintenance of an ongoing list of publicity opportunities; and creation of messages and a bookmark for use in announcing the portal's debut, raising awareness, and encouraging submissions to the portal. Susan co-created a poster about the portal and presented it at the September '08 ARL/CNI forum on reinventing science librarianship and at the March '09 ACRL meeting in Seattle. Susan also led planning for an assessment of the collaboration process that resulted in the Outreach Connections portal, obtained approval from the University of Washington's IRB that the study qualified for exemption from IRB review, and managed the assessment, which comprised four hour-long focused discussions via Adobe Connect. These discussions involved and network members from nine states in seven regions, plus NNO and SIS.

Subcontractor update

Not applicable. The OERC has no subcontracts at present.

Other staff activities—OERC goals for the 2006-2011 contract

1. Develop awareness, skill, and capacity in use of evaluation methods.

Training:

Course development and adaptation to new formats:

- Susan Barnes and Maryanne Blake taught the “Measuring Your Impact: Using Evaluation for Library Advocacy” class in Chicago at the Medical Library Association annual meeting.
- Cindy Olney developed and presented a new class, “Your Library’s Value,” for the North Atlantic Health Sciences Libraries annual meeting. This workshop was approved for 4 MLA continuing education credits.
- Susan Barnes attended MLA Institute on Web-Based Instruction in Chicago and made initial preparations for bringing the Data Collection class to a web format
- Susan Barnes and Maryanne Blake adapted the “Community Assessment” workshop and presented it via Adobe Connect to the Pacific Northwest Region in 3 one-hour sessions over three weeks. The workshop was approved for 4 MLA continuing education credits: three hours for the time in the workshops and one hour for assignments that participants had to complete between sessions.
- The OERC hosted and publicized Betsy Kelly and Barb Jones’ Adobe Connect presentation to a national audience about their online library value calculator.
- Susan Barnes submitted the Health Information Outreach Evaluation series to a call for workshop suggestions for that MLA 2010 conference.
- Cindy Olney revised the Data Collection and Data Analysis classes to incorporate suggestions from the Year 2 session evaluations and to reflect principles from the “Beyond Bullet Points” book.

A complete list of training sessions provided during this year is included in Attachment One.

II. Develop mechanisms to disseminate and use evaluation findings to help NLM and the NN/LM document and demonstrate their accomplishments.

The ***Planning and Evaluating Health Information Outreach*** series of three booklets was reprinted.

The OERC compiled individual reports for all regions summarizing their network members' responses to the Emergency Preparedness baseline questionnaire which was sent to a network-wide random sample of network members in Spring 2008. These reports were designed to inform RMLs about the emergency preparedness needs in their specific regions. The OERC's ongoing assessment of the "Measuring Your Impact: Using Evaluation for Library Advocacy" workshop is documenting workshop participants' use of evaluation methods and advocacy strategies in their own work place. Six-month MYI follow-up questionnaires were sent to participants from six workshops this quarter.

Cindy Olney assisted NNO and the regions with the questionnaire designed for obtaining feedback from network members in preparation for NLM's site visits to each region.

III. Strengthen and build an evaluation culture throughout NN/LM.

Evaluation Liaisons:

At the Medical Library Association meeting in Chicago, Susan Barnes and additional instructors of the Measuring Your Impact class held a discussion about future directions for the class and about sharing information and class materials—this discussion led to changes for the OERC section of the NN/LM StaffWiki and the OERC Blog. There were nine Evaluation Liaison teleconferences this year, featuring:

- Update on the baseline assessment
- Overview from Renee Bougard on how "Irregular OARF Scenarios" should be handled
- Discussion about evaluation liaisons' experiences with distance learning
- Discussion of the network members' feedback form used in preparation for regional site visits
- Ideas of how the OERC could better serve the national network
- Betsy Kelly and Barb Jones' Library Value Calculator
- Adobe Connect use by RMLs: we discussed what questions should be asked and who should be asked
- Overview of OERC's various upcoming evaluation activities, including Adobe Connect use by RMLs, additional evaluation of the National Emergency Preparedness and Response Initiative, evaluation of the Community Day pilot projects, and focused discussions with Outreach Connections steering committee members
- Followup studies that the OERC is conducting with participants in the Measuring Your Impact: Using Evaluation for Library Advocacy class and in the Outreach Evaluation Series classes.

Evaluation:

A complete list of evaluation consultations provided during this year is included in Attachment One. Here are some highlights:

- The NNO consulted with Cindy Olney on the development of a site visit questionnaire designed to allow each region to collect feedback from a broad range of network members in preparation for their site visits, which took place between August and December 2008. Cindy also provided support to regions, at their request, in adapting the questionnaires to their regions and compiling responses into reports for the site team.
- Cindy Olney and Susan Barnes provided consulting on data analysis and management for Sabrina Kurtz-Rossi and the MLA Health Information Literacy project team in their compilation of a report of evaluation findings for that project. Susan Barnes provided consulting for the NN/LM Pacific Northwest region's strategic planning process and participated in grant proposal reviewing and rewriting for the Tribal Connections Four Corners Effective Practices committee
- Susan Barnes held discussions with a small group of hospital librarians in the NN/LM Pacific Northwest Region about they might test and use Library Value Calculator that the NN/LM MidContinental Region has developed
- Cindy Olney and Susan Barnes provided consultation for Terri Ottosen and Sheila Snow-Croft regarding their questionnaire that will be administered to participants in Moodle distance classes and to Barbara Nail-Chiwetalu at the University of New Mexico Health Science Library and Information Center about a community assessment.
- The OERC is conducting followup studies with participants from the Measuring Your Impact session. Cindy Olney sends questionnaires to participants approximately six months after classes take place to collect information about whether, and how, information from the classes has been used.
- Cindy Olney attended a meeting at MAR of its executive committee that advises the region on its strategic plan and helped the committee develop strategies for evaluating the plan, and consulted with Sue Hunter from MAR on a report of data collected through their network members' needs assessment questionnaire.
- Susan Barnes and Cindy Olney consulted with Joey Nicholson at NTCC about ways to evaluate a session on evidence-based public health literature searching, which he conducted at the American Public Health Association meeting in October 2008.

IV. Provide consultation and direction in implementing evaluation systems, structures, and resources to help the NN/LM's efficacy and efficiency.

Consultations are listed in Appendix One.

V. Enhance and refine use of community-based approaches to evaluation.

Cross-regional collaboration:

The NN/LM National Emergency Preparedness and Response initiative has been, until the middle of this year, the principal cross-regional collaboration for which the OERC has provided evaluation support. Following our coordination last year of a national study of network member health science libraries' preparedness to establish baseline data, the OERC presented findings at the May 2008 NN/LM Directors Meeting, as well as to the NLM Library Operations Division Chiefs and Section Heads meeting in August. The OERC also compiled individual reports for each region, summarizing the data from their regional members, to help them plan NEPR activities in their regions. The national findings have been used for an upcoming article by Ruth Holst and Susan Yowell in the *Journal of Hospital Librarianship* and have informed the "10 Steps to Service Continuity" curriculum. Dan Wilson, the Emergency Preparedness Coordinator, is presenting this curriculum to network members and conducting train-the-trainer classes across the regions. We also worked with Dan Wilson and the NNO to develop a plan for additional evaluation activities involving interviews and focus groups.

Meanwhile, NNO has tapped the OERC for planning and technical support on three additional cross-regional evaluations:

- **Members' Feedback Questionnaire:** In support of NNO's site visits to the eight regions, Cindy Olney administered a questionnaire to network members in each region to collect feedback from network members
- **Community Day Pilot Projects:** Upon request from NNO, the OERC worked with Lisa Boyd, and regions 2,5, and 8 to design an evaluation plan for the Community Day pilot projects that are being conducted in those three regions.
- **Adobe Connect usage among RML staff:** Following several planning discussions with the National Network Office and the Evaluation Liaisons group, the OERC developed a plan for evaluating Adobe Connect use by RML staff and prepared a presentation about it for the RML Directors' Meeting in May.

Susan Barnes' evaluation leadership for the Outreach Connections: Native Health Information web portal, a collaborative effort involving NNO, SIS, and network members from nine states in seven regions, is another example of support for cross-regional collaborations. As mentioned above, she chairs the Publicity/Evaluation Subcommittee and has facilitated its creation of a publicity plan, handouts, a bookmark, and a constantly-growing list of publicity opportunities. Susan co-created a poster that has been used to publicize the portal. After obtaining UW IRB approval, Susan also led evaluation planning and implementation for focused discussions in which Outreach Connections Steering Committee members provided feedback about the collaboration that resulted in the portal's creation.

Appendix One

Classes and consultations May 1, 2008—April 30, 2009

Date	Responsible Person (last name)	Class/consultation topic	Location (city, state) of class or last name of consult recipient
5/6/2008	Olney	Training: Clever evaluation	Sue Hunter, MAR, New York, NY, New York, NY
5/8/2008	Barnes	Training: Community Assessment	PNR&SALIS, Seattle, WA, Seattle, WA
5/16/2008	Barnes, Olney	Consultation: Baseline Assessment Report at Directors' Meeting	Angela Ruffin, NNO, Bethesda, MD
5/16/2008	Olney	Consultation: GMR evaluation data analysis	Betsy Kelly, MCR, Salt Lake City, UT
5/16/2008	Barnes, Blake	Training: MYI	MLA, Chicago, IL, Chicago, IL
5/18/2008	Barnes, Olney	Consultation: MYI discussion	MYI instructors, NNO, Bethesda, MD
5/20/2008	Olney	Consultation: RML site visit	Angela Ruffin, NNO, Bethesda, MD
6/6/2008	Olney	Consultation: RML site visit	Angela Ruffin, NNO, Bethesda, MD
6/9/2008	Olney	Consultation: RML site visit	Angela Ruffin, NNO, Bethesda, MD
6/9/2008	Olney	Consultation: RML site visit	Angela Ruffin, NNO, Bethesda, MD
6/11/2008	Olney	Consultation: RML site visit	Angela Ruffin, NNO, Bethesda, MD
6/12/2008	Olney	Consultation: MLA health literacy project	Sabrina Kurtz-Rossi, MLA, Boston, MA

Date	Responsible Person (last name)	Class/consultation topic	Location (city, state) of class or last name of consult recipient
6/13/2008	Olney	Consultation: MLA health literacy project	Sabrina Kurtz-Rossi, MLA, Boston, MA
7/1/2008	Olney	Consultation: RML site visit	Angela Ruffin, NNO, Bethesda, MD
7/7/2008	Olney	Consultation: Assistance with article about Baseline Assessment data	Heidi Sandstrom, PSR, Los Angeles, CA
7/7/2008	Olney	Consultation: RML site visit	Ruth Holst, GMR, Chicago, IL
7/7/2008	Barnes	Consultation: TC4C Outreach Connections	Claire Hamasu ,MCR, Salt Lake City, UT
7/8/2008	Olney	Consultation: Assistance with article about Baseline Assessment data	Heidi Sandstrom, PSR, Los Angeles, CA
7/8/2008	Barnes, Olney	Consultation: RML site visit	Angela Ruffin, NNO, Bethesda, MD
7/9/2008	Olney	Consultation: Analysis of RML baseline assessment (comparison to national data)	Ruth Holst, GMR, Chicago, IL
7/9/2008	Olney	Consultation: Analysis of RML baseline assessment data (response rate questions)	Jacqueline Leskovec GMR, Chicago, IL
7/9/2008	Olney	Consultation: RML site visit	Javier Crespo, NER, Boston, MA
7/22/2008	Barnes, Olney	Consultation: evaluation liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
7/25/2008	Barnes, Olney	Consultation: MLA health literacy project	Sabrina Kurtz-Rossi, MLA, Boston, MA
7/28/2008	Olney	Consultation: Distance education evaluation	Sheila Snow-Croft, SEA, Baltimore, MD

Date	Responsible Person (last name)	Class/consultation topic	Location (city, state) of class or last name of consult recipient
7/28/2008	Olney	Consultation: Library value study	Kathel Dunn, MAR, New York, NY
7/28/2008	Olney	Consultation: MLA health literacy project	Sabrina Kurtz-Rossi, MLA, Boston, MA
7/29/2008	Olney	Consultation: NN/LM Emergency preparedness presentation	Angela Ruffin, NNO, Bethesda, MD
7/30/2008	Barnes, Olney	Consultation: MLA health literacy project	Sabrina Kurtz-Rossi, MLA, Boston, MA
7/31/2008	Barnes	Consultation: Distance education evaluation	Sheila Snow-Croft, SEA, Baltimore, MD
8/5/2008	Olney	Consultation: Distance education evaluation	Sheila Snow-Croft, SEA, Baltimore, MD
8/5/2008	Barnes	Consultation: User experience instruments	Andrea Ryce, PNR, Seattle, WA
8/6/2008	Olney	Consultation: Distance education evaluation	Sheila Snow-Croft, SEA, Baltimore, MD
8/8/2008	Barnes, Olney	Consultation: Baseline Assessment Report	Angela Ruffin, NNO, Bethesda, MD
8/26/2008	Barnes, Olney	Consultation: evaluation liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
9/9/2008	Barnes, Olney	Consultation: RML-specific Baseline Assessment reports to RMLs	Angela Ruffin, NNO, Bethesda, MD
9/9/2008	Barnes	Consultation: PNR environmental scan	Cathy Burroughs, PNR, Seattle, WA
9/12/2008	Olney	Consultation: RML site visit	Heidi Sandstrom, PSR, Los Angeles, CA
9/16/2008	Olney	Consultation: MAR membership survey report	Sue Hunter, MAR, New York, NY

Date	Responsible Person (last name)	Class/consultation topic	Location (city, state) of class or last name of consult recipient
9/19/2008	Olney	Consultation: RML site visit	Arpita Bosc, MAR, New York, NY
9/22/2008	Olney	Consultation: MAR membership survey report	Sue Hunter, MAR, New York, NY
9/23/2008	Barnes, Olney	Consultation: evaluation liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
9/24/2008	Barnes, Olney	Consultation: MLA Health Literacy project	Sabrina Kurtz-Rossi, MLA, Boston, MA
9/24/2008	Barnes, Olney	Consultation: Training evaluation	Joey Nicholson, NTCC, New York, NY
9/26/2008	Barnes	Consultation: RML staff directory question	Michael Boer, Web-STOC, Seattle, WA
9/26/2008	Olney	Consultation: SCR Adobe Connect question	Karen Vargas, SCR, Houston, TX
10/1/2008	Barnes	Consultation: Community Assessment	Javier Crespo, NER, Shrewsbury, MA
10/1/2008	Olney	Consultation: RML site visit	Claire Hamasu, MCR, Salt Lake City, UT
10/3/2008	Olney	Consultation: MAR strategic planning	Sue Hunter, MAR, New York, NY
10/7/2008	Olney	Consultation: RML site visit	Janice Kelly, SE/A, Baltimore, MD
10/7/2008	Olney	Consultation: RML site visit	Michelle Malizia, SCR, Houston, TX
10/19/2008	Olney	Training: Your Library's Value	Alison Clapp, NAHSL , Lowell, MA
10/21/2008	Barnes	Training: Community Assessment	Charniel E. McDaniels, MSHLA, Troy, MI

Date	Responsible Person (last name)	Class/consultation topic	Location (city, state) of class or last name of consult recipient
10/22/2008	Barnes	Consultation: Alaska mental health professional needs assessment	Kathy Murray, PNR, Seattle, WA
10/22/2008	Barnes	Consultation: RML site visit	Cathy Burroughs, PNR, Seattle, WA
10/28/2008	Barnes, Olney	Consultation: evaluation liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
11/7/2008	Olney	Consultation: RML site visit	Claire Hamasu, MCR, Salt Lake City, UT
11/10/2008	Olney	Consultation: RML site visit	Michelle Malizia, SCR, Houston, TX
11/13/2008	Olney	Consultation: RML site visit	Janice Kelly, SE/A, Baltimore, MD
11/14/2008	Olney	Consultation: MLA health literacy project (final report assistance)	Sabrina Kurtz-Rossi, MLA, Boston, MA
11/14/2008	Barnes, Olney	Consultation: MLA health literacy project (questionnaire assistance)	Sabrina Kurtz-Rossi, MLA, Boston, MA
11/14/2008	Olney	Consultation: RML site visit	Sue Hunter, MAR, New York, NY
11/17/2008	Olney	Consultation: MLA health literacy project (final report assistance)	Sabrina Kurtz-Rossi, MLA, Boston, MA
11/20/2008	Olney	Consultation: MLA health literacy project (final report assistance)	Sabrina Kurtz-Rossi, MLA, Boston, MA
11/21/2008	Barnes, Olney	Consultation: PNR APAA Health Literacy concept paper	Cathy Burroughs, PNR, Seattle, WA
12/1/2008	Olney	Consultation: Logic model sites	Karen Vargas, SCR, Houston, TX
12/3/2008	Barnes, Olney	Consultation: UNM Needs Assessment	Barbara Nail-Chiwetalu, HSLIC (U of New Mexico), Albuquerque, NM

Date	Responsible Person (last name)	Class/consultation topic	Location (city, state) of class or last name of consult recipient
12/5/2008	Barnes, Olney	Consultation: PNR APA Health Literacy project (project update meeting)	Cathy Burroughs, PNR, Seattle, WA
12/5/2008	Olney	Consultation: PNR APA Health Literacy project (consult on project's evaluation methods)	Cathy Burroughs, PNR, Seattle, WA
12/6/2008	Olney	Consultation: PNR APA Health Literacy project (reviewed correspondence to NLM)	Cathy Burroughs, PNR, Seattle, WA
12/8/2008	Kelly, Jones, Barnes, Olney	Training: Library Value Calculator	All regions, , All regions, Seattle, WA
12/12/2008	Barnes, Olney	Training: Data Analysis	Karen Vargas, SCR, Houston, TX
12/12/2008	Barnes, Olney	Training: Data Collection	Karen Vargas, SCR, Houston, TX
12/17/2008	Barnes	Consultation: OARF questionnaire	Michael Boer, Web-STOC, Seattle, WA
1/9/2009	Barnes, Olney	Consultation: NNO Community Day	Lisa Boyd, NNO, Bethesda, MD
1/14/2009	Barnes	Training: Community Assessment	PNR, PNR network members, Seattle, WA
1/21/2009	Barnes	Training: Community Assessment	PNR, PNR network members, Seattle, WA
1/22/2009	Barnes, Olney	Consultation: Adobe Connect	Angela Ruffin, NNO, Bethesda, MD
1/28/2009	Barnes, Olney	Consultation: evaluation liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
1/28/2009	Barnes	Training: Community Assessment	PNR, PNR network members, Seattle, WA
1/29/2009	Barnes, Olney	Consultation: NNO Community Day	Lisa Boyd, NNO, Bethesda, MD

Date	Responsible Person (last name)	Class/consultation topic	Location (city, state) of class or last name of consult recipient
2/2/2009	Barnes, Olney	Consultation: Distance Learning Survey	Terri Ottosen, SE/A, Baltimore, MD
2/9/2009	Barnes, Olney	Consultation: Baseline Assessment Report at Directors' Meeting	Dan Wilson, NNO, Bethesda, MD
2/9/2009	Olney	Consultation: MAR emergency prep rept	Sue Hunter, MAR, New York, NY
2/11/2009	Barnes	Consultation: OARF mapping	Michael Boer, Web-STOC, Seattle, WA
2/12/2009	Barnes, Olney	Consultation: Community Day	Lisa Boyd, NNO, Bethesda, MD
2/19/2009	Barnes, Olney	Consultation: Community Day evaluation	Lisa Boyd, NNO, Bethesda, MD
2/19/2009	Barnes, Olney	Consultation: evaluation liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
2/25/2009	Olney	Consultation: HIL methods paper	Sabrina Kurtz-Rossi, MLA, Boston, MA
2/27/2009	Barnes, Olney	Consultation: Baseline Assessment Report at Directors' Meeting	Dan Wilson, NNO, Bethesda, MD
2/27/2009	Barnes, Olney	Consultation: HIL methods paper	Sabrina Kurtz-Rossi, MLA, Boston, MA
3/6/2009	Barnes, Olney	Consultation: Baseline Assessment Report at Directors' Meeting	Dan Wilson, NNO, Bethesda, MD
3/6/2009	Olney	Consultation: Distance Learning Assess	Terri Ottosen, SE/A, Baltimore, MD
3/6/2009	Barnes, Olney	Consultation: HIL methods paper	Sabrina Kurtz-Rossi, MLA, Boston, MA
3/11/2009	Barnes	Training: Logic Model	Kathel Dunn, NLM, Bethesda, MD

Date	Responsible Person (last name)	Class/consultation topic	Location (city, state) of class or last name of consult recipient
3/17/2009	Barnes, Olney	Training: Clever evaluation	Karen Vargas, SCR, Houston, TX
3/24/2009	Barnes	Consultation: evaluation liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
3/26/2009	Barnes	Training: Data Collection	PNR, PNR network members, Kenmore, WA
3/31/2009	Olney	Consultation: Library Value Calculators	Christie Silbajoris, UNC-Chapel Hill, Chapel Hill, NC
4/3/2009	Barnes	Consultation: Moodle interface	Michael Boer, Web-STOC, Seattle, WA
4/6/2009	Barnes, Olney	Consultation: Distance learning Assessment	Terri Ottosen, SE/A, Baltimore, MD
4/7/2009	Barnes, Olney	Consultation: Community Day	Lisa Boyd, NNO, Bethesda, MD
4/8/2009	Barnes	Consultation: Distance learning assessment	Terri Ottosen, SE/A, Baltimore, MD
4/9/2009	Barnes, Olney	Consultation: Distance learning Assessment	Terri Ottosen, SE/A, Baltimore, MD
4/9/2009	Barnes	Consultation: Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
4/15/2009	Barnes	Consultation: Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
4/16/2009	Olney	Consultation: Total enrollment of MYI classes 2008-2009	Betsy Kelly, MCR, St Louis, MO
4/17/2009	Olney	Consultation: Number of MYI sessions and total enrollment (all years)	Betsy Kelly, MCR, St Louis, MO
4/17/2009	Barnes, Olney	Consultation: Meeting about HIL research at UW	Cathy Burroughs, PNR, Seattle, WA

Date	Responsible Person (last name)	Class/consultation topic	Location (city, state) of class or last name of consult recipient
4/20/2009	Barnes	Consultation: TC4C	Claire Hamasu, MCR, Salt Lake City, UT
4/24/2009	Barnes	Consultation: Online classes for GMR	Ruth Holst, GMR, Chicago, IL
4/28/2009	Barnes, Olney	Consultation: evaluation liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
4/30/2009	Barnes	Consultation: Network member working group	Roy Sahali, PNR, Seattle, WA