

National Network of Libraries of Medicine

Outreach Evaluation Resource Center

Annual Report

May 1, 2009 – April 30, 2010

University of Washington

Date submitted: May 26, 2011

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Executive summary

This year saw continued evaluation of the NN/LM's national collaboration, the National Emergency Preparedness & Response (NEPR) initiative. The OERC conducted interviews with the Associate Directors from all eight regions plus the Emergency Preparedness Coordinators from the South/Eastern Atlantic and Pacific Northwest Regions. These interviews provided information for regional profiles that describe how each of the eight regions has approached the NEPR initiative. Interview participants also provided their insights regarding various aspects of implementing the initiative. Meanwhile, a new subset of the NEPR activities emerged this year: Community Preparedness Days, in which public libraries partner with their local medical libraries and their communities' first responder groups to hold awareness-raising events similar to health fairs. The NN/LM funded three pilot Community Preparedness Day projects and the OERC collected information about these via focus groups and interviews.

In support of communicating about outreach evaluation effective practices, the OERC was an active participant this year in the Outreach Connections: Native Health Information site, with contributions to publicity and evaluating the collaboration that resulted in this wiki-based site. During the summer, an ARL Career Enhancement Fellow, George Gottschalk, chose Outreach Connections as his focus during his time at the University of Washington and collaborated with Susan Barnes on expanding the site and learning about the lifecycles of wikis. Communicating about effective practices also continued via distribution of the OERC's publications, *Measuring Your Impact* by Cathy Burroughs and the *Planning and Evaluating Health Information Outreach* booklet series by Cindy Olney and Susan Barnes, and via postings on the *OERC Blog*.

The OERC continued to teach classes in person and, via Adobe Connect, across distances. Some highlights: Susan Barnes taught two classes in Chicago for outreach librarians who are funded by the NN/LM Greater Midwest Region. She team taught "Community Assessment" with Jacqueline Leskovec and taught "Asking the Right Questions: Data Collection for Health Information Outreach." Cindy Olney and Sue Hunter co-taught two sessions of "Measuring Your Impact." One session was taught at the MLA Tri-Chapter meeting (Middle-Atlantic, New York/New Jersey, and Philadelphia) in Ocean City, NJ. The other session was hosted by the Rochester Regional Library Council. Susan Barnes and Maryanne Blake converted "Asking the Right Questions: Data Collection for Health Information Outreach" to webinar format and provided training to network members of the NN/LM Pacific Northwest Region. Cindy Olney presented two sessions of the webinar "Clever Evaluation" to MAR network members.

In response to a recommendation from the mid-contract site review, the OERC has marketed its classes to Medical Library Association chapters in all parts of the nation and, as a result, will be teaching at the annual meetings of six chapters during the upcoming contract year 5. Meanwhile, teaching strength for OERC classes is expanding among regional staff members. The "Measuring Your Impact: Using Evaluation for Library Advocacy" class now has a strong cadre of instructors beyond the OERC, with staff from six of eight regions actively involved in providing sessions for network members. The "Community Assessment" class now has

instructors from two regions prepared to offer sessions for network members. OERC staff members remain available to teach or co-teach these classes upon request.

Evaluation consulting comprises a significant part of OERC’s capacity-building services, and several major consultations were provided this year. As described above, OERC staff conducted and analyzed sixteen interviews related to emergency preparedness (the NEPR initiative and the Community Day pilot). OERC staff also provided extensive support to Outreach Connections. In addition, support was provided to the Middle Atlantic Region’s program planning and evaluation, to the Greater Midwest Region’s designing and awarding funds for an assessment of their outreach projects, to the Urban Indian Health Institute in its selection of software for managing its library, to the Pacific Southwest Region in its work with the California State Library on a consumer health resource for public libraries, to the Southeastern/Atlantic Region on questionnaire development, to Jean Shipman of the MidContinental Region on questionnaire validity for the MLA/NLM Health Information Literacy Project, and more. For a complete list of classes and consultations, see the Appendix.

Year 4 by the Numbers

Table: Year 4 Activities				
	Evaluation Consultations	National Collaboration Consultations	Group Training	Total Activities
Q1	24	4	2	30
Q2	14	13	4	31
Q3	22	3	1	26
Q4	16	0	3	19
Total	76	20	10	106
<p>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, in the case of the national collaboration, days of preparation. The group training events include face-to-face and distance training using Adobe Connect. Each lasted 1-4 hours.</p>				

Figure 1: OERC Consultations and Training by Quarter

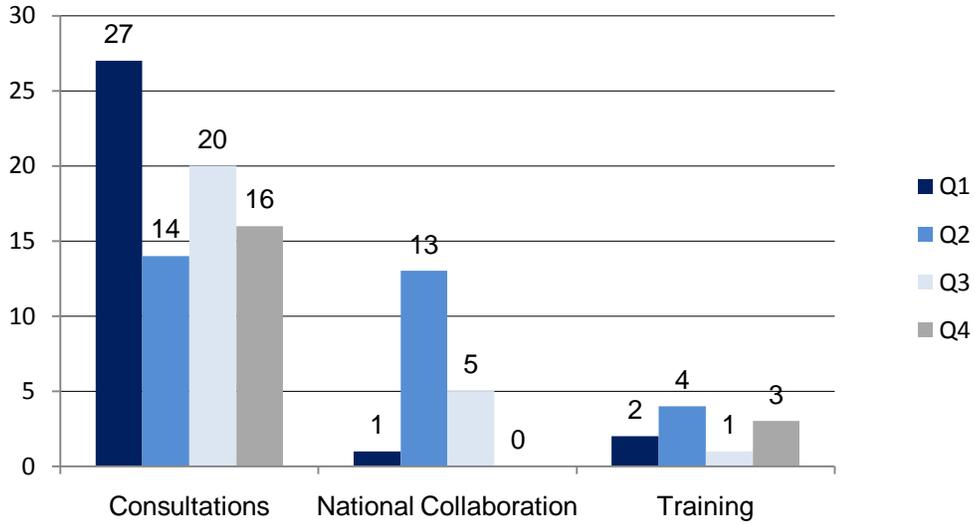
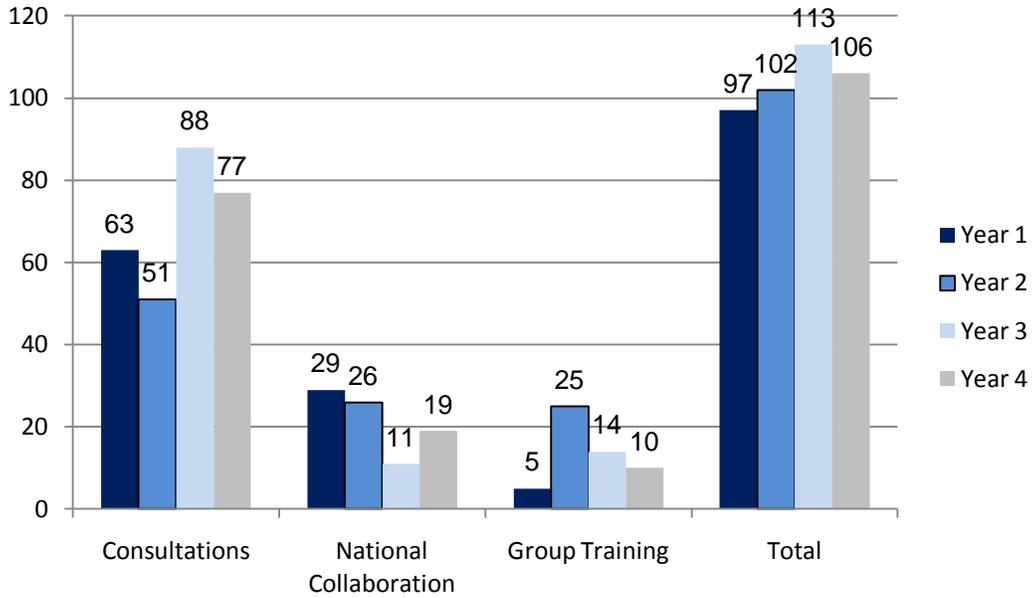
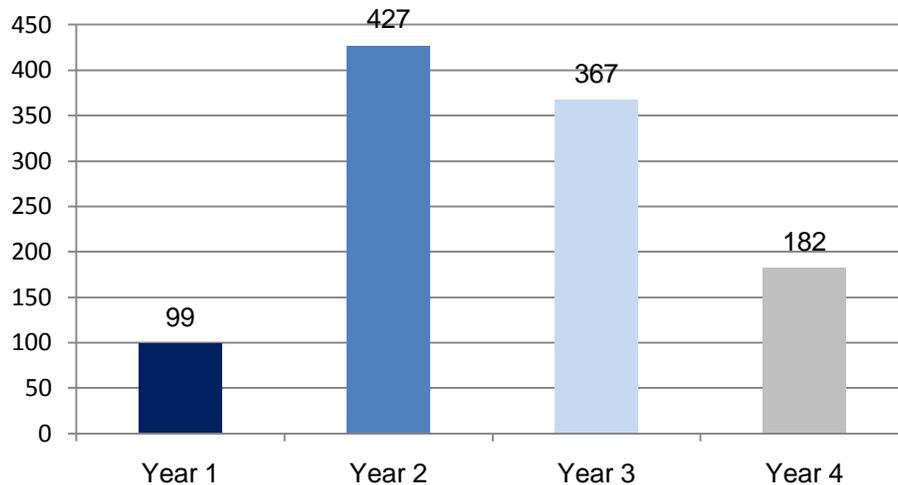


Figure 2: A comparison of OERC activities for Years 1-4



**Figure 3: Workshop Attendance
Across Years 1-4**



Web site

The OERC continued to use the OERC Blog as a communication channel for news items and article alerts. Topics included the availability of a new blog from the American Evaluation Association; the online availability of slides from the October, 2009 Oregon Program Evaluators Network; a new CDC resource on developing project “Success Stories;” presentation summaries from the Oregon Program Evaluators Network about “Context in Evaluation,” “Program Evaluators and Performance Auditors,” and “Visual Displays of Data;” focus group transcripts versus focus group summaries; utilization-focused evaluation; the AEA/CDC summer evaluation institute; the Data.gov web site; SurveyMonkey accessibility and availability for the iPhone; and randomized clinical trials in drug research.

Dissemination of effective practices

Susan Barnes continued to coordinate the Outreach Connections Publicity/Evaluation Subcommittee. As a portal to listings of outreach projects for native communities, Outreach Connections provides a path to information about effective outreach practices for these communities. Activities included analysis of focused discussion data from four March, 2009 conversations with the Outreach Connections Steering Committee members using categories from the NYAM Partnership Assessment Tool, a presentation about Outreach Connections at the Tribal College Librarians Institute at Montana State University in Bozeman, and supervision of George Gottschalk, ARL Career Enhancement Program Fellow, who participated in Outreach Connections publicity and evaluation, and provided information to the subcommittee about wiki lifecycles. Susan was invited to contribute an article about Outreach Connections to the Journal of Hospital Librarianship and she began working on this article with co-authors Claire Hamasu and Barbara Nail-Chiwetalu.

Subcontractor update

Not applicable. The OERC has no subcontracts at present.

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

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

Training:

Cindy Olney developed and tested a follow-up questionnaire to be sent to participants in Outreach Evaluation Series classes, and worked with Sue Hunter to become an instructor of the Measuring Your Impact: Using Evaluation for Library Advocacy class. Susan Barnes and Maryanne Blake converted the Data Collection class into a 3-part webinar class and taught it as part of the NN/LM PNR's "RML Rendezvous" via Adobe Connect on September 9, 16, and 23. Cindy Olney taught Measuring Your Impact with Sue Hunter at the MLA Tri-Chapter Conference on 10/4. Cindy Olney and Susan Barnes participated in planning discussions for Mid-Atlantic Region Appreciative Inquiry focus group training and Cindy trained the MAR staff to conduct focus groups in January. (Part of the training involved her conducting focus groups with the MAR staff to model the process.) Susan contacted all eight regions' Evaluation Liaisons regarding strategies for bringing OERC classes to MLA chapter meetings and then contacted MLA chapters in all eight regions. Susan co-taught the Community Assessment class with Jacqueline Leskovec, taught the Data Collection class, and presented an overview of OERC services for the NN/LM Greater Midwest Region's outreach librarians from resource libraries with which GMR has subcontracted. Susan and Cindy Olney prepared for teaching classes at the Medical Library Association annual meeting in May, and continued to work with various MLA chapters on providing classes at annual chapter meetings. Susan and Cindy also began working with Bill Pierce at the Mississippi Institute for Improvement of Minority Health and Health Disparities in the Delta Region (Delta Regional Institute) to provide the Data Collection workshop via webinar to Institute partners in July 2010. The Delta Regional Institute, an SE/A network member, partners with health and community-based organizations to address health issues in the Delta region, which includes Mississippi and parts of Alabama and Louisiana. Cindy Olney continued to coach Sue Hunter in developing a report for the MAR Regional Advisory Committee about the network member focus group findings. She and Sue Hunter submitted a paper proposal about this project for the American Evaluation Association's annual conference (to be held November 2010 in San Antonio, TX).

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

Publications:

The OERC distributed 172 sets of the *Planning and Evaluating Health Information Outreach* booklets and 32 copies of the *Measuring the Difference* guide. In October, Susan Barnes gave a presentation about the booklets at the annual meeting of the Pacific Northwest Chapter of the Medical Library Association.

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

Evaluation Liaisons:

The OERC coordinated and led seven Evaluation Liaisons meetings this year. On 6/19/09, the Evaluation Liaisons teleconference featured a discussion of sampling and other aspects of the

NN/LM Emergency Preparedness & Response (NEPR) and Adobe Connect Use by RMLs focus groups. The Evaluation Liaisons teleconference on 8/25/09 featured a presentation by Cindy Olney on evaluation capacity building and organizational development. The 9/22/09 Evaluation Liaisons teleconference featured a presentation by Susan Barnes of a scale developed by Gerlich and Berard, the Reference Effort Assessment Data (READ) scale, designed to accurately assess library reference activities by taking into account the varying level of effort, knowledge and skills that different activities reflect. On 12/2/09, Alan Carr talked about an evaluation process that he, Heidi, and Sue Yasharpour designed to assess proposals submitted for three major awards and Nikki Dettmar described an assessment of the Technology Tuesday postings, which are short articles about technology posted weekly (on Tuesday) to the PNR online blog *Dragonfly* (<http://nnlm.gov/pnr/dragonfly/>). On 1/26/10, Cindy Olney and Sue Hunter gave a presentation about training for Appreciative Inquiry focus groups and the MAR's appreciative inquiry evaluation. Jacqueline Leskovec presented information about GMR's outreach impact study. On 2/23/10, Michael Boer from Web-STOC described the ongoing usability review of the National Emergency Preparedness & Response Toolkit web site and Susan Barnes provided an overview of the Survey Methodology class she attended that was taught by Don Dillman, an internationally renowned expert in survey research. Finally, on 4/23/10, Betsy Kelly led a review of activities and a discussion related to the Measuring Your Impact: Using Evaluation for Library Advocacy class.

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 OERC began work on evaluating the RMLs' use of Adobe Connect, and conducted numerous emergency preparedness interviews and focus groups this year. As part of the National Emergency Preparedness & Response (NEPR) Initiative evaluations, Susan Barnes and Cindy Olney conducted interviews of eight ADs (Ruth Holst of GMR on 8/18, Janice Kelly of SE/A on 8/19, Michelle Malizia of SCR on 8/26, Claire Hamasu of MCR on 8/26, Cathy Burroughs of PNR on 9/9, Javier Crespo of NER on 9/24, Heidi Sandstrom of PSR on 9/25, and Kate Oliver of MAR on 10/13) and interviews of the two regional NEPR coordinators (Beth Wescott of SE/A on 10/21 and Gail Kouame of PNR on 10/22). The resulting Regional Profiles were shared with NNO and the regions, and made available on the NN/LM StaffWiki.

For the evaluation of the Community Day pilot project, Susan and Cindy interviewed the three project coordinators: Linda Oliver from ME (10/13), Andrea Ginsky from FL (10/13), and Shari Clifton from OK (10/27). OERC staff completed focus groups with participants from the three Community Day pilot sites—Brunswick, ME on 11/10; Sarasota, FL on 11/12; and Oklahoma City, OK on 11/30. Summaries of the Community Day interviews and focus groups were completed, shared with project managers, the NNO, and regional staff, and made available on the NN/LM StaffWiki.

Susan and Cindy also worked on recruiting network members to participate in NEPR focus groups during the MLA annual meeting in May, 2010. They obtained from the regions' ADs names of network members who had participated in regional preparedness activities, task forces, or committees; assisted the ADs with providing these network members with a message to introduce the work that the OERC is doing, and began to contact the network members regarding their availability.

Appendix
Classes and consultations May 1, 2009—April 30, 2010

Date	Responsible Person	Class/consultation topic	Location (city, state) of class or last name of consult recipient
5/1/2009	Barnes, Olney	Consultation: Adobe Connect Evaluation	Angela Ruffin, NNO, Bethesda, MD
5/4/2009	Barnes	Consultation: TC4C/Effective Practices	Claire Hamasu, MCR, Salt Lake City, UT
5/6/2009	Barnes	Consultation: TC4C/Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
5/8/2009	Olney	Consultation: Needs assessment consult	Sue Hunter, MAR, New York, NY
5/15/2009	Barnes	Consultation: Emergency Preparedness presentation at Directors' Meeting	Angela Ruffin, NNO, Bethesda, MD
6/2/2009	Olney	Consultation: Questionnaire consult	Janice Kelly, SE/A, Baltimore, MD
6/2/2009	Barnes, Olney	Consultation: SE/A RAC assessment	Janice Kelly, SE/A, Baltimore, MD
6/3/2009	Barnes	Consultation: TC4C/Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
6/3/2009	Barnes	Consultation: TC4C/Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
6/3/2009	Barnes, Olney	Consultation: SE/A RAC assessment	Janice Kelly, SE/A, Baltimore, MD
6/4/2009	Olney	Consultation: Questionnaire consult	Janice Kelly, SE/A, Baltimore, MD
6/4/2009	Barnes	Consultation: ARL Career Enhancement Program Fellow	Neil Rambo, PNR, Seattle, WA
6/9/2009	Barnes	Training: Outreach Connections	Maryanne Hansen, Tribal college librarians, Bozeman, MT
6/11/2009	Barnes, Olney	Consultation: Survey Monkey trouble shooting	Janice Kelly, SE/A, Baltimore, MD
6/11/2009	Barnes, Olney	Consultation: Outreach Evaluation workshop series	Ruth Holst, GMR, Chicago, IL
6/11/2009	Barnes, Olney	Consultation: outcomes assessment award	Ruth Holst, GMR, Chicago, IL
6/17/2009	Olney	Consultation: questionnaire consult	Sue Hunter, MAR, New York, NY
6/19/2009	Barnes	Consultation: TC4C/Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
6/19/2009	Barnes	Consultation: TC4C/Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT

6/19/2009	Barnes, Olney	Consultation: evaluation liaison teleconference	Evaluation Liaisons, NNO, Bethesda, MD
6/20/2009	Olney	Consultation: Consult on existing data	Alan Carr, PSR, Los Angeles, CA
6/22/2009	Barnes	Consultation: ARL Career Enhancement Program Fellow	Neil Rambo, PNR, Seattle, WA
6/23/2009	Olney	Training: Measuring Your Impact	Kathleen Miller, Rochester Regional Library Council, Rochester, NY
6/29/2009	Barnes	Consultation: ARL Career Enhancement Program Fellow	Neil Rambo, PNR, Seattle, WA
7/1/2009	Barnes	Consultation: TC4C/Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
7/2/2009	Barnes	Consultation: TC4C/Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
7/13/2009	Barnes	Consultation: ARL Career Enhancement Program Fellow	Neil Rambo, PNR, Seattle, WA
7/20/2009	Barnes	Consultation: ARL Career Enhancement Program Fellow	Neil Rambo, PNR, Seattle, WA
7/20/2009	Barnes	Consultation: TC4C/Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
7/24/2009	Barnes	Consultation: TC4C/Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
8/4/2009	Barnes	Consultation: Consult on CME needs assessment	Linda Milgrom ,PNR, Seattle, WA
8/4/2009	Barnes	Consultation: ARL Career Enhancement Program Fellow	Neil Rambo, PNR, Seattle, WA
8/4/2009	Barnes	Consultation: UIHI Small Library Software	Cathy Burroughs, PNR, Seattle, WA
8/5/2009	Barnes	Consultation: TC4C/Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
8/12/2009	Barnes	Consultation: ARL Career Enhancement Program Fellow	Neil Rambo ,PNR, Seattle, WA
8/12/2009	Barnes	Consultation: TC4C/Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
8/18/2009	Barnes, Olney	Consultation: NEPR evaluation interview (Ruth Holst)	Angela Ruffin, NNO, Bethesda, MD
8/18/2009	Barnes	Consultation: TC4C/Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
8/18/2009	Barnes	Consultation: UIHI Small Library Software	Cathy Burroughs, PNR, Seattle, WA
8/18/2009	Barnes, Olney	Consultation: outcomes assessment award	Ruth Holst, GMR, Chicago, IL

8/19/2009	Barnes, Olney	Consultation: NEPR evaluation interview (Janice Kelly)	Angela Ruffin, NNO, Bethesda, MD
8/25/2009	Barnes, Olney	Consultation: Evaluation liaisons teleconference	Evaluation liaisons, NNO, Bethesda, MD
8/26/2009	Barnes, Olney	Consultation: NEPR evaluation interview (Michelle Malizia)	Angela Ruffin, NNO, Bethesda, MD
8/26/2009	Barnes, Olney	Consultation: NEPR evaluation interview (Claire Hamasu)	Angela Ruffin, NNO, Bethesda, MD
8/28/2009	Barnes, Olney	Consultation: MAR needs assessment	Sue Hunter, MAR, New York, NY
8/28/2009	Barnes	Consultation: Evaluation plans for funding application	Linda Milgrom, PNR, Seattle, WA
9/9/2009	Barnes, Olney	Consultation: NEPR evaluation interview (Cathy Burroughs)	Angela Ruffin, NNO, Bethesda, MD
9/9/2009	Barnes, Blake	Training: Data Collection	Maryanne Blake, PNR, Seattle, WA
9/16/2009	Barnes, Blake	Training: Data Collection	Maryanne Blake, PNR, Seattle, WA
9/22/2009	Barnes, Olney	Consultation: Evaluation liaisons teleconference	Evaluation liaisons, NNO, Bethesda, MD
9/23/2009	Barnes, Blake	Training: Data Collection	Maryanne Blake, PNR, Seattle, WA
9/24/2009	Barnes, Olney	Consultation: NEPR evaluation interview (Javier Crespo)	Angela Ruffin, NNO, Bethesda, MD
9/25/2009	Barnes, Olney	Consultation: NEPR evaluation interview (Heidi Sandstrom)	Angela Ruffin, NNO, Bethesda, MD
10/4/2009	Olney, Hunter	Training: Measuring Your Impact	Hunter, MAR and MLA Tri-Chapter Meeting, Ocean City, NJ
10/13/2009	Barnes, Olney	Consultation: NEPR evaluation interview (Kate Oliver)	Angela Ruffin, NNO, Bethesda, MD
10/13/2009	Barnes, Olney	Consultation: Community Day evaluation (NER event)	Angela Ruffin, NNO, Bethesda, MD
10/13/2009	Barnes, Olney	Consultation: Community Day evaluation (SE/A event)	Angela Ruffin, NNO, Bethesda, MD
10/14/2009	Barnes	Consultation: PSR needs assessment	Kay Deeney, PSR, Los Angeles, CA

10/21/2009	Barnes, Olney	Consultation: NEPR evaluation interview (Beth Wescott)	Angela Ruffin, NNO, Bethesda, MD
10/22/2009	Barnes, Olney	Consultation: NEPR evaluation interview (Gail Kouame)	Angela Ruffin, NNO, Bethesda, MD
10/27/2009	Barnes, Olney	Consultation: Community Day evaluation (SCR event)	Angela Ruffin, NNO, Bethesda, MD
11/10/2009	Barnes, Olney	Consultation: Community Day focus group (Brunswick, ME)	Lisa Boyd, NNO, Bethesda, MD
11/12/2009	Barnes, Olney	Consultation: Community Day focus group (Sarasota, FL)	Lisa Boyd, NNO, Bethesda, MD
11/16/2009	Barnes	Consultation: PNR Resource Libraries Group meeting	Cathy Burroughs, PNR, Seattle, WA
11/18/2009	Olney	Training: Clever Evaluation	Sue Hunter, MAR, New York, NY
11/19/2009	Barnes, Olney	Consultation: outcomes assessment award	Ruth Holst, GMR, Chicago, IL
11/19/2009	Olney	Consultation: MAR member request	Julia Stuart, New York Hospital Queens, Flushing, NY
11/19/2009	Barnes	Consultation: NLM Associate Fellows program	Kathel Dunn, NLM, Bethesda, MD
11/20/2009	Barnes	Consultation: Evaluation results presentation	Claire Hamasu, MCR, Salt Lake City, UT
11/23/2009	Olney	Consultation: session evaluation consultation	Sabrina Kurtz-Rossi, Boston, MA
11/30/2009	Barnes, Olney	Consultation: Community Day focus group (Oklahoma City, OK)	Lisa Boyd, NNO, Bethesda, MD
12/2/2009	Barnes, Olney	Consultation: Evaluation liaisons teleconference	Evaluation liaisons, NNO, Bethesda, MD
12/8/2009	Barnes	Consultation: Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
12/9/2009	Barnes, Olney	Consultation: Network Member focus groups	Kate Oliver, MAR, New York, NY
12/22/2009	Barnes	Consultation: NEPR Toolkit usability study	Michael Boer, Web-STOC, Seattle, WA
12/23/2009	Barnes, Olney	Consultation: MAR member focus groups	Sue Hunter, MAR, New York, NY

1/7/2010	Barnes	Consultation: NEPR Toolkit usability study	Michael Boer, Web-STOC, Seattle, WA
1/11/2010	Olney	Consultation: MAR member focus groups	Sue Hunter, MAR, New York, NY
1/11/2010	Barnes	Consultation: RML Directors' Meeting	Angela Ruffin, NNO, Bethesda, MD
1/12/2010	Barnes	Consultation: GMR training	Ruth Holst, GMR, Chicago, IL
1/20/2010	Olney	Consultation: MAR member focus groups	Sue Hunter, MAR, New York, NY
1/21/2010	Olney	Consultation: MAR member focus groups	Sue Hunter, MAR, New York, NY
1/22/2010	Olney	Consultation: MAR focus groups	Sue Hunter, MAR, New York, NY
1/25/2010	Barnes	Consultation: GMR training	Ruth Holst, GMR, Chicago, IL
1/25/2010	Barnes	Consultation: AEA paper proposals	Alan Carr, PSR, Los Angeles, CA
1/26/2010	Barnes, Olney	Consultation: Evaluation liaisons teleconference	Evaluation liaisons, NNO, Bethesda, MD
1/27/2010	Barnes	Consultation: GMR training	Ruth Holst, GMR, Chicago, IL
2/1/2010	Olney	Consultation: OERC training sessions at MAC	Kristine Alpi, MLA Mid-Atlantic Chapter, Baltimore, MD
2/1/2010	Barnes	Consultation: Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
2/4/2010	Barnes	Consultation: University of Pittsburgh medical librarian distance education	Neil Rambo, PNR, Seattle, WA
2/5/2010	Olney	Consultation: Evaluation Series training sessions	Christianne Pinell-Jansen, University of Mississippi Medical Center, Jackson, MS
2/5/2010	Olney	Consultation: MAR member focus groups	Sue Hunter, MAR, New York, NY
2/9/2010	Olney	Consultation: MAR member focus groups	Kate Oliver, MAR, New York, NY
2/23/2010	Barnes	Consultation: Evaluation liaisons teleconference	Evaluation liaisons, NNO, Bethesda, MD
3/5/2010	Olney	Consultation: HIL study - questionnaire validity	Jean Shipman, MCR, Salt Lake City, UT
3/15/2010	Olney	Consultation: NER outreach project	Sabrina Kurtz-Rossi, NER, Shrewsbury, MA
3/17/2010	Olney	Consultation: MAR member focus group (RAC report)	Sue Hunter, MAR, New York, NY

3/18/2010	Olney	Consultation: AEA paper proposal for MAR's Appreciative Inquiry Project	Sue Hunter, MAR, New York, NY
3/22/2010	Barnes, Leskovec	Training: Community Assessment	Ruth Holst, GMR, Chicago, IL
3/23/2010	Barnes	Training: Data Collection	Ruth Holst, GMR, Chicago, IL
3/26/2010	Barnes	Consultation: Outreach Connections	Claire Hamasu, MCR, Salt Lake City, UT
4/2/2010	Barnes	Consultation: Measuring Your Impact	Betsy Kelly, MCR, Salt Lake City, UT
4/7/2010	Olney	Training: Clever Evaluation	Sue Hunter, MAR, New York, NY
4/8/2010	Barnes, Olney	Consultation: CA state library online training	Kelli Ham, PSR, Los Angeles, CA
4/16/2010	Olney	Consultation: OERC training	Bill Pierce, MS Institute for Improvement of Minority Health and Health Disparities in the Delta Region, Jackson, MS
4/27/2010	Olney	Consultation: Evaluation liaisons teleconference	Evaluation liaisons, NNO, Bethesda, MD