

**MIDDLE ATLANTIC
Region 1
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University of Pittsburgh
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RML Quarterly Report
Report Submitted:**

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Executive Summary

In mid-April, the University of Pittsburgh Health Sciences Library System (HSLs) received the exciting news that we had been awarded the 2011-2016 contract to serve as regional medical library for the National Network of Libraries of Medicine, Middle Atlantic Region (NN/LM MAR). Renae Barger was quickly appointed as the MAR Executive Director, and began work to recruit staff and transfer ongoing services from the previous regional medical library located at New York University (NYU).

Two weeks after the start of the contract, Barbara Epstein, Director, and Ms. Barger attended the annual meeting of the Medical Library Association in Minneapolis. Ms. Epstein and Ms. Barger attended the RML Director's Meeting, where they were welcomed warmly and received a great deal of helpful advice and information from NNO staff as well as counterparts from the other seven regions. Additionally, Ms. Epstein and Ms. Barger met with MAR member librarians during a formal presentation to outline plans for the five-year contract.

It was extremely challenging to start as a new regional medical library with a full-time staff of one. Much of our energy was spent developing the infrastructure and procedures that will be the basis of a successful program. The tasks of hiring staff, while maintaining support to Network members and setting up programming, coupled with learning how to manage a federal contract were demanding. Ms. Epstein and Ms. Barger quickly appointed HSLs staff members to help make the transition seamless. Mary Lou O'Shea, Administrative Secretary, provided administrative support and John LaDue, Knowledge Integration Librarian, provided Web support. Ms. Epstein and Ms. Barger also received training in contract management from the University of Pittsburgh Office of Research and strong administrative support from the University of Pittsburgh Health Sciences Research Administration Office. Both offices work closely with MAR and have been involved in setting up invoicing, subcontracts and overall contract management procedures.

Ms. Epstein and Ms. Barger were each assigned a mentor, Elaine Martin and Claire Hamasu, respectively. Ms. Barger also received an outpouring of support from the other Regions and NNO staff. Ms. Barger assumed the roles of the open staff positions and attended appropriate teleconferences and discussions for each. She also met virtually with NNO staff for orientation and training as appropriate.

On May 19 and 20, Neil Romanosky, former MAR Network Services Coordinator from NYU, visited HSLs to orient Ms. Barger on DOCLINE administrative functions, membership management and LinkOut. From May 20-June 13, there were weekly transition conference calls with Kate Oliver and Neil Romanosky, outgoing MAR staff at NYU. In these first few weeks, HSLs initiated full access to the NN/LM development server, changed appropriate contact information and re-directed forms to come to the established nnlmmar@pitt.edu account. By June 13, all MAR management had officially been transferred to the University of Pittsburgh. Ms. Barger had taken over all DOCLINE, LinkOut and membership responsibilities; subscribers of the NYU MAR discussion list were transferred; and Ms. Barger began weekly postings. Additionally, updates and postings were placed on the MAR Website, blog, Facebook and Twitter. The 800 toll-free phone number was moved to the new MAR offices.

Besides weekly postings, additional outreach to Network members included personal correspondence with any Network member who phoned, emailed or was otherwise referred to MAR. Such interaction gave the opportunity to introduce HSLs as the new regional medical library and explain the transition process. Site visits were conducted to three resource libraries, one academic library with health sciences programs and two hospital libraries.

Ms. Barger was invited to present at a July 20 meeting of the South Eastern NY Library

Resource Council Hospital Services Program. This provided an opportunity to introduce MAR programs, explain the transition and obtain feedback from 25 hospital librarians.

Ms. Barger reached out to the chairs of the Medical Library Association chapters within MAR - Philadelphia-MLA, New York/New Jersey, Mid-Atlantic and Upstate New York & Ontario - regarding MAR representation and program presentations at Fall 2011 meetings. Additionally, communications to discuss an upcoming MAR presence at other group meetings within the Region took place. These included Central Pennsylvania Health Sciences Library Association, Western New York Library Resources Council, Document Association of New Jersey and Health Sciences Library Association of New Jersey.

Furthermore, Ms. Epstein sent an official notice to the 29 Resource Library Directors in the MAR providing them with an update, thanking them for letters of agreement submitted during the contract proposal period, and announcing the removal of the \$11 maximum ILL charge. Plans also began for a September Resource Library Director meeting.

Groundwork also began to solicit feedback from members regarding content on the MAR Website. This normally would not have taken place until after MAR was fully staffed, but all the regions were asked to begin this process in preparation of the NN/LM migration to Drupal. MAR sent an initial Website questionnaire to its members, and received 68 responses. 33 members also volunteered to participate on focus groups aimed at determining content to be added or removed. Such focus groups will be set up in August. This feedback will be sent to WebSTOC and will also be useful in revamping the MAR website when permanent staff are hired.

MEMBER SERVICES:

MAR welcomed one new affiliate member:

- Institute for Health Education, Jersey City, NJ

One member went from affiliate to full and subsequently went live using DOCLINE and EFTS:

- University of Delaware, Newark, DE

Additionally, Ms. Barger had phone consultations with three other librarians from institutions with DOCLINE accounts, who were assuming new DOCLINE responsibilities. These librarians were introduced to the new regional medical library and learned about MAR services and DOCLINE. The timing was such that each of these librarians was able to attend MCR's DOCLINE webinars. Ms. Barger then followed up after these webinars to answer specific questions. (The three institutions were Delaware Division of Substance Abuse and Mental Health Library, Keller Army Hospital Library and Eastern International College Library)

Also, after consulting with the South Eastern NY Library Resource Council (SENYLRC), the existing HSLs discounted ILL program was offered to 16 of its hospital libraries. The offer was also extended to one VA hospital in Philadelphia. Usage will be reported in future reports.

In preparation for NLM's print retention program, Ms. Barger sent a questionnaire and/or spoke directly with Network members to assess their use of DOCLINE commitment fields and to assess interest in this new program.

Three new applications were received for MARDelivery, which enables libraries to send links to ILL articles they lend, instead of emailing large attachments. In late July, Ms. Barger initiated discussions with NYU IT staff overseeing MARDelivery. Since NYU's interlibrary loan department also uses features of MARDelivery, NYU graciously agreed to continue to support MAR Network member use of this system. When the new MAR

Technology and Communication Coordinator is hired, MAR will likely host its own local application in Pittsburgh.

STAFF RECRUITMENT AND OFFICE SPACE:

Job descriptions were developed and posted for the MAR administrator and four faculty librarian coordinators. Search committees were formed for each position. MAR received nearly 60 applications for the administrator position and an average of 20 for each coordinator.

After two rounds of interviews for the administrator, Tristan Lucchetti was offered and accepted the position. Mr. Lucchetti received his MBA from the University of Pittsburgh, with a focus on finance. For the past four years, he has worked at the University of Pittsburgh's Clinical and Translational Science Institute and has experience in interpreting and applying sponsoring agency and University policies.

Librarian coordinator candidates were identified and interviews were scheduled to begin in August.

Temporary office space, on the upper floor of the library, was assigned for Ms. Barger, four librarian coordinators and the MAR administrator. Discussions have begun regarding construction of permanent offices, also to be located on the library's upper floor, but no final plans have been set.

Network Infrastructure

Regional Advisory Committee (RAC) activities

One of the goals as a new regional medical library is to create a diverse Regional Advisory Committee (RAC) and four Special Advisory Groups (SAGs): Outreach to Health Professionals, Consumer Health Hospital Libraries, and Resource and Academic. The aim is to achieve greater Network representation by including geographically diverse members, as well as members from varied library settings, health professionals and the community. The proposal calls for this structure to be in place as we move in to year 2. For year one, the 29 Resource Library Directors serve as the RAC.

An official notice was sent to the 29 Resource Library Directors in the MAR providing them with an update, thanking them for letters of agreement submitted during the contract proposal period, and announcing the removal of the \$11 maximum ILL charge. Plans also began for a September Resource Library Director meeting.

Evidence Based Health

No direct activity occurred in the first quarter. Moving forward in year one, MAR programs will involve funding and support for librarians, particularly hospital librarians to extend or improve evidence based information services.

Once the RAC and Academic and Research Libraries SAG are formed, discussions will be held to devise ways to monitor development in the e-science community and inform Network members.

Assessment and evaluation activities/data

Feedback is solicited from members during site visits, conversations and presentations. Later in the year, a combined Regional assessment and membership renewal will be conducted.

Groundwork began to solicit feedback from members regarding content on the MAR Website. An initial Website questionnaire was sent to Network members, with 68 respondents. Additionally, focus groups, aimed at determining content to be added or removed, have been arranged for August. Feedback from the questionnaires and focus groups will be used as MAR staff is hired and the Website is revamped.

Outreach

TABLE 1. All newly funded awards and projects

Title	Lead Organization	City/State
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Update of ongoing major projects (funded at >= \$15,000)

N/A

TABLE 2. Presentations and training provided by RML staff

Activity Name	County/State	Estimated # of Participants	Activity Conducted Remotely
Presentation SENYLRC	ULSTER, NEW YORK	25	N
site visit to St. Luke's Cornwall Hospital	ORANGE, NEW YORK	1	N
site visit to Vassar Brothers Medical Center	DUTCHESS, NEW YORK	1	N
site visit to Penn State University College of Med	DAUPHIN, PENNSYLVANIA	2	N
site visit to University of Delaware	NEW CASTLE, DELAWARE	2	N
DOCLINE training for University of Delaware	NEW CASTLE, DELAWARE	1	N
site visit to Drexel Hahnemann Library	PHILADELPHIA, PENNSYLVANIA	1	N
site visit to University of Pennsylvania	PHILADELPHIA, PENNSYLVANIA	2	N

Information Technology and Transfer

No direct activity occurred in the first quarter.

Other staff activities

TABLE 3. Classes, Publications and resources developed by RML staff

Title	Medium	Submitted to MLA Educational Clearinghouse
NN/LM MAR Update for NY/NJ chapter	NY/NJ Newsletter article	N
HSLs Wins Contract to Serve as Regional Medical Library	Newsletter article (http://info.hsls.pitt.edu/updatereport/?p=4839)	N
Directors Reflections...A New Chapter for HSLs	Newsletter article (http://info.hsls.pitt.edu/updatereport/?p=4825)	N
HSLs to serve as regional medical library	Univ Times Newsletter article (http://www.utimes.pitt.edu/?p=16902)	N

May-July, 2011: Renae Barger participated in monthly teleconferences for DOCLINE, Consumer Health, WebSTOC, Outreach, and Evaluation.

May-July, 2011: Barbara Epstein and Renae Barger participated in monthly RML all staff teleconferences.

May 10, 2011: MAR Administrator position was posted.

May 13-18, 2011: Barbara Epstein, Director and Renae Barger, Ex. Director attended MLA annual meeting, Minneapolis, MN.

May 13, 2011: Barbara Epstein and Renae Barger attended the RML Directors Meeting at MLA annual meeting, Minneapolis, MN.

May 14, 2011: Renae Barger attended the WebDevConf at MLA annual meeting, Minneapolis, MN.

May 15, 2011: Barbara Epstein and Renae Barger presented a MAR program overview to regional attendees at the MLA annual meeting, Minneapolis, MN.

May 17, 2011: Barbara Epstein and Renae Barger met with 3 resource library directors to discuss MAR programs and professional development as it relates to the continuation of the MAR Leadership Institute established in the previous contract.

May 19-20, 2011: Neil Romanosky (NYU) visited Univ. of Pittsburgh to orient Renae Barger on DOCLINE administrative functions, membership management and LinkOut.

May 23, 2011: Renae Barger participated on a transition/training call with Michael Boer on MAR website transition planning and WebSTOC and web liaison roles.

May 25, 2011: Renae Barger attended conference call with SIS (Judy Kramer and Janice Kelly) and other consumer coordinators to discuss health literacy efforts.

May 26, 2011: Renae Barger worked with Neil Romanosky (NYU) and Univ. of Pittsburgh systems to transfer MAR and ValuePlan listserv contacts.

May 27, 2011: MAR coordinator positions were officially announced and search committees were formed.

May-June, 2011: Renae Barger provided ongoing consultation and support to create a

new DOCLINE consortia group for Osteopathic libraries.

June 1, 2011: Renae Barger and Barbara Epstein participated on an orientation call with Angela Ruffin.

June 1 and June 8, 2011: Renae Barger participated on Portal Administrator trainings and discussions lead by Renee Bougard.

June 3, 2011: Renae Barger met with Helen Tannenbaum (NYU) and jointly exhibited at the Philadelphia Trans-Health annual conference. This exhibit had been previously established during the 2006-2011 contract.

June 8, 2011: Renae Barger participated on a transition/training call with Barbara Nicholson and Maria Collins on DOCLINE.

June 9, 2011: Renae Barger participated on a transition/training call with Barbara Nicholson on Adobe Connect and 508 compliance issues.

June 14, 2011: Renae Barger participated on a transition/training call with Lisa Boyd on NLM consumer health outreach.

June 16-18, 2011: Round one of MAR Administrator interviews was conducted.

June 21, 2011: Barbara Epstein and Renae Barger sent a MAR update to the 29 resource library directors and began plans for a September resource library directors meeting.

June 22, 2011: Renae Barger participated on a transition/training call with Renee Bougard on NLM outreach and the NLM Outreach Projects Database.

June 23, 2011: Renae Barger provided consultation for St. Francis Hospital in NY regarding eliminating journals and continuing DOCLINE services.

June 24, 2011: Renae Barger participated on a transition/training call with Renee Bougard on the Outreach Activity Reporting Form (OARF) Application.

June 27, 2011: Renae Barger participated on a transition/training call with Renee Bougard on the NLM Exhibits System.

June-July, 2011: Renae Barger had ongoing discussions with chairs of the regional chapters of MLA: Phil-MLA, NY/NJ chapter, UNYOC regarding MAR representation and program presentations at Fall 2011 meetings.

June-July, 2011: Renae Barger had discussions with chairs of the following groups within MAR regarding MAR representation and program presentations at Fall 2011 meetings: Central Pennsylvania Health Sciences Library, South Eastern NY Library Resource Council, Document Association of New Jersey and Health Sciences Library Association of New Jersey.

June-July, 2011: Renae Barger participated on teleconferences surrounding NLM's Native Voices traveling exhibit and healing totem.

July 6, 2011: Renae Barger provided ongoing consultation and technical support on MARC fields and DOCLINE reports to SENYLRC libraries that were creating a shared catalog.

July 18, 2011: Renae Barger and Barbara Epstein attended a meeting held by the NNO to further clarify the rules for severable and non-severable expenses.

July 25-29, 2011: Round two of MAR administrator interviews were conducted. Tristan

Lucchetti was subsequently offered the position and started September 6, 2011.

July 27, 2011: Renae Barger provided consultation to Keller Army Hospital Library in NY regarding freeshare and effective routing.

Attachment 1: Quarterly AR summary data: RML staff activities

**Attachment 2: Quarterly AR summary data:
Subcontractor activities**

Attachment 3 - NN/LM Project Reports

List of Project Quarterly Reports for this period:

Report ID	Institution Name	Project Title
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List of Final Project reports for this period:

Report ID	Institution Name	Project Title
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