

OUR SESSION WILL BEGIN AT THE
TOP OF THE HOUR.

-- TRYING TO MAKE SURE
EVERYTHING IS SET UP HERE.

SO IF YOU SEE SOME STUFF AT THE
BOTTOM OF THE SCREEN I HOPE THE
IT'S NOT TOO DISTRACTING BUT
HOPEFULLY THINGS SHOULD BE
WORKING FINE.

ALSO JUST TO LET PEOPLE KNOW, I
WILL BE MUTING EVERYONE EXCEPT
FOR OUR SPEAKERS AND WHEN THEY
ARE BOTH DONE, AT THAT POINT,
THEN WE CAN OPEN THIS UP FOR
QUESTIONS AND YOU CAN EITHER
TYPE IN THE CHAT BOX TO ASK YOUR
QUESTION, OR YOU CAN UNMUTE
YOURSELF BY PRESSING STAR SIX
AND THEN ASK YOUR QUESTION, BUT
AS I SAID, PLEASE DO SAY THOSE
QUESTIONS UNTIL BOTH SPEAKERS
ARE DONE WITH THEIR
PRESENTATION.

SO FIRST, BEFORE WE GET GOING,
LET ME RECORD OUR MEETING AND

THEN WE'LL GET STARTED.

>> THIS MEETING IS NOW BEING
RECORDED.

>> ALL RIGHT.

ONCE AGAIN, I JUST WANT TO
WELCOME EVERYONE TO OUR LUNCH
WITH THE RML, OUR FIRST ONE FOR
2013.

I WANT TO POINT EVERYONE OR DRAW
YOUR ATTENTION TO THE CHAT BOX
ON THE LEFT SIDE.

YOU'LL SEE THAT I PUT IN THERE A
LITTLE MESSAGE WITH A CLICKABLE
URL.

WE REALLY, REALLY WOULD LIKE TO
STRESS THAT WE'D APPRECIATE IF
EVERYONE WOULD CLICK ON THAT,
IT'LL JUST TAKE YOU A COUPLE OF
SECONDS, FILL THAT OUT, BECAUSE
WE DO NEED TO REPORT CERTAIN
DATA BACK TO NLM ABOUT WHO
ATTENDS THESE SESSIONS.

OUR FIRST SPEAKER IS CATHERINE
BOSS.

I'LL TELL YOU ABOUT HER AND THEN

WE'LL LET HER GET STARTED.

FIRST OF ALL, ALSO LET ME BRING
UP THE PRESENTATION HERE REAL
QUICK, ONE MOMENT PLEASE.

AS I SAID, LET ME INTRODUCE
CATHY BOSS, MASTERS BEING IN
LIBRARY SCIENCE AND IS A
DISTINGUISHED MEMBER OF AHIPA
LIBRARIAN FOR 40 YEARS
PRESENTING PAPERS AND POSTERS,
HOLDING VARIOUS LEADERSHIP
POSITIONS, PUBLISHING BOOK CHAP
TERSE AND JOURNAL ARTICLES AS
WELL AS RESEARCH GRANTS AND
SERVING AS RESEARCH PAPER AND
POSTER JUDGE.

CATHY HAS RECEIVED AWARDS FOR
PUBLICATION, LEADERSHIP,
PRESENTATION AND EXEMPLARY
SERVICE INCLUDING BEING NAMED
2002 NEW JERSEY HEALTH SCIENCES
LIBRARIAN OF THE YEAR.

CATHY IS A PART TIME LECTURER AT
RUTGERS SCHOOL OF COMMUNICATION
AND INFORMATION AND ALSO SERVES

ON THEIR ADVISORY BOARD.

SHE SERVES ON VARIOUS COMMITTEES

SUCH AS THE JERSEY SHORE

UNIVERSITY MEDICAL CENTER FAMILY

AND EDUCATION COMMITTEE, AND

GRADUATE EDUCATION COMMITTEE AS

WELL.

CATHY, THANK YOU SO MUCH AND YOU

CAN GET STARTED.

>> THANK YOU.

WHAT MY GRANT WAS INVOLVING WAS

CONNECTING VETERANS AND MILITARY

FAMILIES TO HEALTH INFORMATION

USING A MOBILE OUTREACH PLAN.

NEXT.

GIVING A LITTLE BIT ABOUT WHERE

WE ARE, WE SIT IN

[INDISCERNIBLE] COUNTY.

YOU KIND OF SEE THE OCEAN IN THE

BACKGROUND, THAT'S THE ATLANTIC

BACKGROUND AND WE'RE CLOSE TO

HAVE OCEAN-FRONT PROPERTY.

WE'RE 502-BED ACADEMIC CALL

CENTER.

WE OPENED A BRAND LIBRARY IN

2001 THAT AS A CONSUMER HEALTH CENTER AS PART OF IT AND WE HAVE A STAFF OF THREE WHO TOTALLY BELIEVES IN CULTURE OF CONSUMER HEALTH REFERENCE AND PROVIDING SERVICES [INDISCERNIBLE].

LET ME GAVE YOU A LITTLE BACKGROUND ON WHY WE STARTED THIS PROJECT.

NEXT.

NEXT.

IN OUR CATCHMAN AREA OF THE MEDICAL CENTER WE HAD FORT MAMAs AND OVER THE PAST THERE'S A LOT OF COMMUNICATION THEY DECIDED TO CLOSE FORT MONMOUTH AND WE DECIDED TO LOOK HOW OUR PRAYER CAN OFFER OUTREACH SERVICES TO THIS PARTICULAR POPULATION.

ACCORDING TO FREEHOLDER AND MAY MY MALLET, MONMOUTH RANKS THIRD IN STATEWIDE AMONG THE HIGHEST POPULATION OF VETERANS BUT FIFTH IN THE STATE FOR TOTAL VETERANS ADMINISTRATION EXPENDITURES.

THERE'S A PROGRAM IN OCEAN COUNTY CALLED VET WORKS AND PRIMARY SERVES THAT COUNTY BUT HAS LIMITED SERVICES TO MONMOUTH COUNTY.

NEXT.

OUR LIBRARY HAS DONE A LOT IN TERMS OF CONSUMER HEALTH OUTREACH.

WE BEGAN A GRASSROOTS OUTREACH TO BEGIN A CULTURE FOR THAT BACK IN 2003.

WE BEGAN WITH A FEW HEALTH FAIRS AND THEN THE INITIATIVE DEVELOPED OVER THE YEARS UNTIL BECAME AN INTEGRAL PART OF OUR CORPORATE OUTREACH INITIATIVE AND WE DID ALL THEIR MARKETING CAMPAIGNS AND WE EXHIBIT AT HEALTH FAIRS.

LAST YEAR WE EXHIBITED AT 45 HEALTH FAIRS.

IT KIND OF GOES ALONG WITH MERIDIAN'S HEALTH COMMIT TO IMPROVING HEALTH STATUS OF

COMMUNITIES WE SERVE THROUGH
BETTER HEALTH AND EDUCATION AND
THE LIBRARY IS ACTUALLY FEATURED
IN ON THE HEALTH OR EDUCATION
AND RESEARCH COMPONENT OF THE
INITIATIVE.

NEXT.

WE HAD HAD SOME EXPERIENCE IN
OUR LIBRARY WITH USING iPADS.
WE ACTUALLY HAD GOT A GRANT TO
LOAN iPADS OUT TO RESIDENCE SO
THEY COULD STUDY FOR BOARDS AND
DECIDED THAT AN IPAD MIGHT MAKE
FOR A MOBILE TEACHING LAB RATHER
THAN USING LAPTOPS.

WE KIND OF DEVELOPED A MOBILE
TEACHING LAB USING iPADS AND
CONDUCT A CLASS ON HEALTH
INFORMATION RESOURCES THAT COULD
BE TAUGHT TO AREA SERVICE
PERSONNEL, VETERANS AND MILITARY
FAMILIES IN MONMOUTH COUNTY.
WE FELT THIS MOBILE APP WOULD
ACTUALLY EXTEND OUR OUTREACH
SERVICES BEYOND HEALTH FAIRS TO

ACTUALLY DOING CLASSES.

WE WERE HOPING TO DO IT AT VFWs
AND AMERICAN LEGIONS AND PLACES
THAT PARTICULARLY DIDN'T HAVE
COMPUTER FACILITIES.

THAT'S THE IDEA THAT WE CAME UP
WITH.

NEXT.

SO THROUGH THE GRANT WE WERE
ACTUALLY ABLE TO PURCHASE NINE
iPAD 2s.

THIS IS ACTUALLY BEFORE THEY
CAME OUT WITH iPAD 3s BUT WE
PURCHASED NINE iPAD 2s AND THEY
HAVE WIFI AND 3 G SERVICE AND
PERIPHERALS.

WE PURCHASED A LCD PROJECTOR
WITH PORTABLE SCREEN AND WE
DEVELOPED A TRAINING CLASS
SYLLABUS, A PRETEST AND A POST
TEST.

ON THE PRETEST WE EVALUATED
CLASS ATTENDEE'S iPAD SKILL
LEVEL LOOKING AT TO SEE IF THEY
KNEW HOW TO ENLARGE THE FONT

SIZE OF A PAGE WHICH TO ME IS
VERY IMPORTANT SINCE I HAVE
VISION ISSUES AND WHERE THEY CAN
LOCATE THE SLEEP OR WAKE BUTTON,
HOW TO OPEN AN APP, HOW TO USE
THE KEYBOARD, WHAT SAFARI IS.
WE HAD SEVEN QUESTIONS WE ASKED
THEN WE DEVELOPED A POST TEST.
NEXT.
AND THE POST TEST ACTUALLY
LOOKED AT THE ATTENDEE'S ABILITY
TO SUCCESSFULLY ACCESS AND
NAVIGATE MEDLINEPLUS.
WE WERE HIGH LIGHTING THE TWO
SITES ON MEDLINEPLUS THAT
ADDRESSED VETERANS AND WE ASKED
THEM WHETHER THEY FELT
COMFORTABLE IN NAVIGATING
MEDLINEPLUS, WHAT MEDLINEPLUS
WAS, WHAT KIND OF WEB SITE IT
WAS, WHO PRODUCED IT, WHAT YOU
COULD USE TO FIND ON
MEDLINEPLUS, WHETHER THEY HAD
PAGES ONLY IN SPANISH AND
ENGLISH, WHEN WAS IT UPDATED;

THOSE KINDS OF QUESTIONS.

ALSO, AS PART OF THE CLASS, WE DEVELOPED A TAKE HOME PACKET BECAUSE LIBRARIANS LIKE TO GIVE OUT HANDOUTS.

WE HAD AN INTRODUCTORY LETTER AND WHAT OUR PROJECT WAS ABOUT.

WE HAD PRINTED PAGES OF THE PAGES WE SHOWED TO KIND OF REFRESH THE ATTENDEE'S MEMORY AS TO WHAT WE WENT OVER.

WE INCLUDED A BOOKMARK AND A BROCHURE ABOUT MEDLINEPLUS AND WE ALSO INCLUDED OUR LIBRARY'S BOOKMARK AND OUR FLYER ABOUT A HOME DELIVERY SERVICE.

WE ACTUALLY DO A SERVICE WHERE ANYBODY COULD CALL OUR LIBRARY WITH A QUESTION AND WE MANUALLY SEARCH THE LITERATURE AND COPY MATERIALS AND PRINT FORMAT, MAIL THEM TO THE HOMES OF PEOPLE REQUESTING THEM AND LAST YEAR THERE STILL IS A NEED FOR THIS LOW-TECH SERVICE AND WE HAD

CLOSE TO 700 REQUESTS FOR
PACKETS.

WE ALSO INCLUDED A COURSE
EVALUATION INCLUDING A
MEDLINEPLUS PEN.

NEXT.

AND WE ACTUALLY DEVELOPED
CLASSES, WE TAUGHT ONE TO NEW
JERSEY VIETNAM VETERANS.

THIS IS THE PICTURE THAT YOU SEE
IS AT THE CONFERENCE ROOM AT THE
NEW JERSEY VIETNAM VETERANS
MEMORIAL AND ALSO -- UH YOU
CAN'T SEE IT FROM THIS
PICTURE -- BUT AROUND THE SIDE
WALL AND BACK WALL THERE WERE
CHAIRS BECAUSE WE HAD 25 PEOPLE
ATTENDING THIS CLASS.

WE ALSO TAUGHT A CLASS AT THE
JEWISH WAR VETERANS, AND THEN WE
ALSO TAUGHT AT THE EARLE NAVAL
WEAPONS STATION, AN AREA CLOSE
TO OUR MEDICAL CENTER.

NEXT.

WE DID RUN INTO SOME PROBLEMS

WHEN WE FIRST STARTED OUT.

THE BIGGEST ONE WAS FINDING A
PLACE TO HOLD CLASSES.

NOW INTERESTINGLY ENOUGH THE
MONMOUTH COUNTY VETERANS SERVICE
DID NOT OFFER CLASSES.

THEY SAID THEY WOULD LOVE TO
HAVE ONE OF THE iPADS, THEY'D
KEEP IT THEIR OFFICER AND THEN
THEY WOULD TEACH PEOPLE TO USE
THE IPAD IF VETERANS CAME IN AND
WANTED INFORMATION, BUT WE
DECIDED THAT WAS NOT WITHIN THE
SCOPE OF WHAT WE WERE LOOKING TO
DO.

THEN WE FOUND OUT THAT AREA VFW
POSTS REALLY DID BAR OUTSIDE
PEOPLE FROM ATTENDING ANY
MEETINGS AND THAT THESE GROUPS
WERE NOT INTERESTED IN CLASSES
RUN BY NON-VETERANS WHICH
NEGATED US HAVING A CLASS AT
THESE PLACES.

NEXT.

NOW TO OVERCOME THE BARRIERS

THAT WE MET, WE ACTUALLY HAD TO
CONNECT WITH SOME MILITARY
CHAMPIONS WITHIN OUR OWN SYSTEM,
MERIDIAN HEALTH.

WE HAVE PARENTS WHO HAVE FAMILY
MEMBERS WHO ARE IN THE MILITARY
AND THEY ARE TAKING A VERY
ACTIVE ROLE IN VARIOUS SUPPORT
SERVICES AND THEY CONNECTED US
WITH A PROJECT STAFF WHO WAS
VERY ACTIVE AND INTERESTED BLUE
STAR MOM.

SHE CONNECTED US WITH THE VERY
ACTIVE AND INTERESTED COUNSELOR
AT THE NEW JERSEY VETERAN'S
HOTLINE AND HE WAS INSTRUMENTAL
AT SETTING THE CLASSES UP AT THE
VIETNAM MEMORIAL AND ALSO AT THE
JEWISH WAR VETERANS.

THEN WE ALSO HAD CONNECTIONS
THROUGH OUR OUTREACH SERVICES.
WE HAD DONE A SMALL HEALTH FAVOR
AT EARLE NAVAL WEAPONS STATION
AND THEY SET UP A CLASS FOR US
AT THEIR WEB STATION BUT THAT

RAN INTO MANY PROBLEMS.

WE HAD TO GET VERY STRICT
SECURITY CLEARANCE TO EVEN HAVE
A CLASS THERE.

UPON ARRIVING AT EARLE, WE HAD
TO GO THROUGH SEVERAL SECURITY
CHECKPOINTS INCLUDING A COMPLETE
CAR SEARCH, WE HAD TO BE
ESCORTED TO THE CLASSROOM AND
ESCORTED BACK TO OUR CARS.

NEXT.

BUT IN LOOKING AT THE
EVALUATIONS THAT WE RECEIVED,
THE IPADS DID PROVE TO BE VERY
SUCCESSFUL TEACHING MODALITY FOR
WHAT WE WERE HOPING TO DO.

MOST IN ATTENDANCE HAD NEVER
USED AN IPAD BEFORE BUT FOUND
THEM EASY TO USE AND THAT WAS
REALLY NICE TO SEE.

THEY LIKED THE FACT THEY CAN
INCREASE THE FONTS.

WE HAD NOBODY THAT HAD EVER BEEN
AWARE OF MEDLINEPLUS IN ANY OF
OUR CLASSES, AND THEY FOUND THE

INFORMATION THAT WE SHOWED THEM
ON MEDLINEPLUS TO BE RIGHT TO
THE POINT WHICH WAS VERY NICE TO
HEAR.

WE DID AT EACH ONE OF THE PLACES
WE GOT THE QUESTIONS, CAN WE
KEEP iPADS?

WE SAID NO, THAT'S NOT PART OF
OUR GRANT.

THEY APPRECIATED USING THE
iPADS, FOUND THE WEB SITE TO BE
EXCELLENT INFORMATION.

THEY SUGGESTED THAT WE ADVERTISE
IN LOCAL PAPERS ON THE CLASSES.
NEXT.

NOW WE ALSO DID A PROGRAM AND WE
INFORMED THE ATTENDEES ABOUT OUR
HOME DELIVERY SERVICE AND
SUBSEQUENTLY AFTER PROMOTING THE
HOME SERVICES WE ACTUALLY DID
GET SUBSEQUENT REQUESTS FROM
PEOPLE THAT HAD ATTENDED THE
CLASSES FOR TOPICS.

INTERESTINGLY ENOUGH, THEY ALL
HAD TO DO WITH AGENT ORANGE AND

THE DEVELOPMENT OF PARTICULAR
CANCERS BECAUSE OF THAT, AND
WE'VE BEEN TRYING TO SET UP
CLASSES ON AN ONGOING BASIS
HOPEFULLY POSSIBLY EXPANDING
INTO OCEAN COUNTY AGAIN.

IT'S DIFFICULT TO TRY TO SET UP
THESE CLASSES IN A PLACE THAT'S
ASSOCIATED WITH A VETERAN'S
GROUP.

NEXT.

BUT WHAT WE HAVE DONE, WE
ACTUALLY HAVE OUR MEDICAL CENTER
HAS A CONCIERGE CARE SERVICE AND
WHAT WE HAVE DONE IS CONNECTED
WITH THAT CONCIERGE SERVICE AND
WE ACTUALLY OFFER THE CHARGES
THAT CAME WITH OUR iPADS FOR
LOAN WHEN THE CLASSES AREN'T
BEING TAUGHT AND THIS IS A VERY
POP -- POPULAR SERVICE THAT WE
OFFER TO FAMILY MEMBERS AND
GUESTS WITHIN MERIDIAN WHO ARE
PATIENTS OR FAMILY MEMBERS AT
OUR HOSPITAL.

WE ALSO DID REPORT BACK TO MY
ADMINISTRATOR WHO BROUGHT IT
BACK TO HIS ADMINISTRATIVE TEAM
THE PROJECT'S ACTIVITIES AND THE
SITE MANAGER FOR PUBLIC
RELATIONS BECAME ONE OF OUR
PROJECT CHAMPIONS AND BEGAN TO
PROMOTE THE AVAILABILITY OF THE
CLASSES THAT WE OFFER TO OUR
MEDICAL CENTER'S COMMUNITY
ACTION GROUP.

SO WE'RE HOPING DOWN THE ROAD TO
HAVE THE ABILITY TO OFFER
ADDITIONAL CLASSES AS WE GO
ALONG.

AND I'M DONE WITH MY
PRESENTATION.

>> ALL RIGHT.

THANK YOU, CATHY, SO MUCH.

OUR NEXT SPEAKER TODAY IS SUSAN
SANTA AND SHE IS CURRENTLY
THE -- LET ME MOVE TO HER
SCREEN, BEAR WITH ME.
SHE IS CURRENTLY THE HEALTH
RECORDS LIBRARIAN.

IN LATE 2010 SHE WAS GIVEN THE
TASK OF CREATING AND MAINTAINING
THE HEALTH REFERENCE CENTER
WHERE SHE ASSISTS PATRONS WITH
FINDING AUTHORITATIVE HEALTH
INFORMATION.

SHE IS INITIATED HEALTH-RELATED
PROGRAMS, COMPILED RECOMMENDED
WEB SITES, AND MAINTAINS THE
HEALTH REFERENCE BLOG.

IN 2011, SUZANNE WROTE AND WAS
AWARDED A GRANT FOR VERY
SUCCESSFUL HEALTH OUTREACH
INITIATIVE.

SUSAN, IT'S ALL YOURS.

>> LET ME KNOW IF YOU CAN HEAR
ME.

BASICALLY, WHAT THE PROJECT WAS,
WAS CONSUMER HEALTH OUTREACH TO
OLDER ADULTS.

I REALLY WANTED TO TEACH HEALTH
LITERACY WITHIN THE LIBRARY BUT
I WANTED TO REACH OUT TO THE
SENIORS OUT IN THE COMMUNITY.
NEXT.

A LITTLE BACKGROUND INFORMATION
ABOUT THE LIBRARY AND ABOUT THE
POPULATION.

WE'RE A STAND-ALONE PUBLIC
LIBRARY IN NASA COUNTY.

WE SERVE [INDISCERNIBLE] AND
AREAS OF JERICO AND ACCORDING
TO CENSUS REPORTS, NASSAU
COUNTY'S POPULATION IS THE
OLDEST IN NEW YORK STATE.

IN FACT, WE'RE GETTING OLDER AND
OLDER IF YOU CAN SEE THE
STATISTICS AHEAD OF YOU.

ONE OF THE REASONS THAT
SYOSSET/WOODBURY IS AGING IS THE
TOWN OF OYSTER BAY HAS CREATED
THREE HOUSING COMMUNITIES IN THE
BAY SO THERE'S A LARGE
POPULATION OF OLDER ADULTS.

NEXT.

ACCORDING TO NASSAU COUNTY
COMMUNITY HEALTH ASSESSMENT, THE
WOODBURY AREA HAS THE HIGHEST
RATE OF CARDIOVASCULAR DISEASE
AND MORTALITY AND

HOSPITALIZATIONS.

I REALLY, I GEARED THE HEALTH
REFERENCE SERVICE TO THIS AND
ALSO GEARED WANTED TO GEAR THE
GRANT TO THIS AS WELL.

NEXT.

SO A LITTLE BIT ABOUT THE HEALTH
REFERENCE CENTER AND WHAT I DO
HERE.

THAT'S A LITTLE PICTURE OF A
CORNER OF THE HEALTH REFERENCE
CENTER.

NEXT.

I WAS GIVEN A LITTLE BIT OF A
CUB BY HOLE ON THE THIRD FLOOR
IN THE PUBLIC LIBRARY.

IT HAD BEEN THE HOUSE OF THE
PRINTER AND THE COPY MACHINE,
THAT WAS THE AREA THAT THEY GAVE
ME.

I WAS ABLE TO PUT IN SHELVING
AND A TABLE SO THAT IT ALLOWS ME
TO HAVE ONE-ON-ONE CONVERSATIONS
WITH PATRONS AS THEY WALK IN.

IN 2011, WE OPENED BECAUSE OF A

GROWING DEMAND FOR CONSUMER
HEALTH INFORMATION.
MORE AND MORE PEOPLE WERE COMING
IN AND NEEDING HEALTH
INFORMATION FROM US.
NEXT.

I WAS LUCKY ENOUGH TO MEET WITH
KAREN PERRY THE LIBRARIAN AT THE
EAST FRONTAL PUBLIC LIBRARY.

I USED THAT SERVICE AS A MODEL
AND A STARTING POINT FOR THE
HEALTH REFERENCE SERVICE HERE.

WE BASICALLY WHAT I'VE DONE IS
PUT TOGETHER THE NEWEST BOOKS,
DVDs, CDs, I PAMPHLETS I'VE PUT
TOGETHER, PATH FINDERS I'VE PUT
TOGETHER AND THE WEB SITE, ETC.

I TRIED TO WRITE THE BLOG AT
LEAST TWO TO THREE TIMES A WEEK,
YOU KNOW, BASIC HEALTH
INFORMATION, NEWS THAT COMES UP,
OR IF I'M HIGHLIGHTING A
DATABASE OR A WEB SITE.

BUT MOST IMPORTANTLY, WHAT I DO
IS TALK ONE-ON-ONE WITH PATRONS

WHEN THEY COME IN WITH THOSE
HEALTH REFERENCE QUESTIONS.

NEXT.

IN THE FIRST SIX MONTHS I WAS,
WE WERE PRETTY SUCCESSFUL.

YOU CAN SEE THE NUMBERS.

WHAT I WAS FINDING, THOUGH, WAS
THAT MOST OF THE PATRONS THAT
CAME IN WERE 50 YEARS OR OLDER.

IN FACT, MOST OF THEM WERE 65 OR
OLDER.

I DO ANSWER QUESTIONS IN PERSON
OR BY E-MAIL OR BY PHONE, BUT
REALLY MOST OF THE QUESTIONS
CAME IN, IN PERSON.

IN FACT, EVEN IF I GOT A PHONE
CALL FROM SOMEBODY OR IF THEY
STOPPED IN AND I WASN'T HERE AND
I CALLED THEM BACK, MOST OF THE
TIME THEY'D COME BACK IN AND
WANT TO TALK TO ME FACE-TO-FACE.

I REALIZED IT WAS A PREFERENCE
FOR THESE FACE-TO-FACE
INTERACTIONS AND HEALTH
REFERENCE INTERVIEWS.

WHEN I REALIZED THAT THAT WAS
WHAT THEY PREFERRED, I REALLY
WANTED WITH THIS GRANT TO REACH
OUT TO THE SENIOR HOUSING
COMMUNITIES.

THERE REALLY IS NO
TRANSPORTATION BETWEEN THE
HOUSING, THE THREE HOUSING
COMMUNITIES AND THE PUBLIC
LIBRARY.

IF YOU LIVE AND WORK IN NASSAU
COUNTY, YOU KNOW THAT THE PUBLIC
TRANSPORTATION IS LACKING TO
BEGIN WITH, BUT IT'S VERY
DIFFICULT THEN BETWEEN THE
SENIOR HOUSING COMMUNITIES AND
THE LIBRARY.

IN FACT, THEY'RE NOT EVEN
LOCATED NEAR A SUPERMARKET.
THEY ARE MILES AWAY FROM THE
LIBRARY AND IN ORDER TO GET HERE
YOU WOULD HAVE TO CROSS OVER THE
MAJOR 4-LANE ROADWAYS AND TAXI
SERVICE IS EXPENSIVE.

YOU CAN SEE IT'S ABOUT \$20 ROUND

TRIP.

THERE IS A COUNTY RIDE, IT'S CALLED ABLE RIDE SERVICE THAT RUNS THAT YOU CAN RESERVE A SPOT ON, BUT THE SENIORS TEND TO USE THOSE TO VISIT THE SUPERMARKET OR TO VISIT THE DOCTORS WHICH IS DIFFICULT HERE.

NEXT.

WHEN I DECIDED TO START THE SERVICE, I DID VISIT ALL THREE SENIOR HOUSING COMMUNITIES TO PUBLICIZE THIS.

WHEN I WAS THERE, I NOT ONLY TALKED ABOUT THE NEW SERVICE, BUT I ASKED THEM HOW THEY GET THEIR HEALTH QUESTIONS ANSWERED AND FROM THE COMPUTER USERS, MOST OF THEM BASICALLY JUST SAID THE INTERNET, AND WHEN I ASKED THEM DEEPER QUESTIONS ABOUT WHAT THEY WERE LOOKING FOR AND WHAT THEY FOUND, THEY INDICATED THAT THE INTERNET WAS FRIGHTENING FOR THEM.

THAT EITHER THEY GOT INFORMATION
THAT FRIGHTENED THEM, SCARED
THEM, OR WAS JUST TOO
COMPLICATED FOR THEM.

MOST OF THEM HAD NEVER HEARD OF
MEDLINEPLUS.

THERE IS STILL A LARGE
POPULATION OF OLDER ADULTS OUT
THERE THAT ARE COMPUTER
RESISTANT AND AFRAID TO ACTUALLY
GET A COMPUTER.

NEXT.

I DECIDED THIS TARGET POPULATION
FOR THE GRAND WAS GOING BE
55-YEAR-OLD AND OLDER SENIORS,
AND THE SENIOR IN THE HOUSING
COMPLEXES WHO COUNT GET HERE OR
DIDN'T WANT TO GET HERE TO
ATTEND IN-HOUSE.

I ALSO WANTED TO FOCUS ON
CARDIOVASCULAR DISEASE AND
MORTALITY BECAUSE OF THE HIGH
RATE IN NASSAU COUNTY.

NEXT.

MY PRIMARY GOALS WERE HEALTH

LITERACY.

I REALLY WANTED TO DEVELOP A PROGRAM THAT WOULD TRAIN THEM TO USE COMPUTERS AND TO FIND INFORMATION, AUTHORITATIVE AND RELIABLE INFORMATION AUTHORITATIVE AND RELIABLE INFORMATION IN TERMS OF HEALTH.

I WANTED TO POINT OUT AND ENCOURAGE THE USE OF MEDLINEPLUS AND NIH SENIOR HEALTH BECAUSE THEY REALLY ARE, MEDLINEPLUS IS MY GO-TO PLACE FOR FINDING CONSUMER HEALTH INFORMATION. AGAIN, WITH THE FOCUS OF CARDIOVASCULAR DISEASE.

NEXT.

THE FIRST THING I HAD TO DO WAS I HAD TO GET THE OUTREACH COMPONENT OF THE GRANT SETTLED.

THE FIRST THING I HAD TO DO WAS REACH OUT TO THE BOARDS OF THE LOCAL SENIOR HOUSING COMPLEXES TO OBTAIN, FIRST OFF, PERMISSION TO VISIT, AND THEN TO SCHEDULE

THE VISIT.

SO THAT WAS PROBLEMATIC BECAUSE
THEY WANTED TO GET ME INTO THEIR
NEWSLETTER, SO IT IMPACTED THE
TIMING OF MY VISIT.

I HAD TO PURCHASE A LARGE SCREEN
LAPTOP WHEN I STARTED THE HEALTH
REFERENCE SERVICE HERE I WAS
GIVEN A 14-INCH LAPTOP AND WHEN
I TRIED USING THAT WITH MY
SENIORS COMING IN, THEY JUST
REALLY COULD NOT SEE THE
INFORMATION ON THE SCREEN.

WHEN I MADE THE INFORMATION
LARGER, IT JUST BECAME
IMPRACTICAL, AND I NEEDED TO
COMPOSE AN APPROPRIATE
PRESENTATION FOR THIS HEALTH
LITERACY PRESENTATION.

I WAS ABLE TO USE NIH SENIOR
HEALTH TOOL KIT FOR TRAINERS IS
THE WEB SITE THERE, THE LINK TO
THERE.

I USED IT AS A MODEL.

I DID FIX IT AND MOVE IT AROUND,

UH BUT IT WAS VERY HELPFUL IN
PREPARING THE PRESENTATION.

NEXT.

IN TERMLESS OF GRANT I ALSO
WANTED TO HAVE PROGRAM IN-HOUSE
AND I NEEDED TO CREATE
PARTNERSHIPS.

I WAS ABLE TO PARTNER WITH TWO
LOCAL HOSPITALS, MERCY MEDICAL
CENTER WAS GREAT IN GETTING ME A
SPEAKER FOR MY FEBRUARY HEART
HEALTH MONTH PRESENTATION.

HE WAS THE HEAD OF CARDIOLOGY AT
MERCY MEDICAL CENTER AND WAS
VERY WELL RECEIVED.

I WAS ALSO ABLE TO PARTNER WITH
IN ORDER SHORE, LONG ISLAND
JEWISH MEDICAL CENTER.

THEY'VE BEEN VERY GIVING IN GIFG

-- GIVING ME DOCTORS AND
PRESENTERS FOR PROGRAMS.

SINCE THE HEART HEALTH
PRESENTATION I'VE HAD DIABETES,
I'M GOING TO HAVE AUTISM IN
APRIL AND MENOPAUSE GOING

FORWARD.

THE AMERICAN HEART ASSOCIATION,
I WANTED TO HAVE A PROGRAM FOR
STAFF TRAINING.

I WANTED TO GET STAFF INVOLVED
AND EXCITED ABOUT HEALTH
REFERENCE SERVICE WE HAVE HERE.

IT'S IMPORTANT TO NOTE THAT
PROBABLY MORE THAN HALF OF THE
STAFF HERE ARE 55 OR OLDER AND
MOST OF THAT POPULATION ARE
RESIDENCE OF SYOSSET/WOODBURY SO

I WANTED TO ENCOURAGE THEIR
INVOLVEMENT IN THIS SERVICE.

I ALSO PRESENTED A HEALTHY WEB
SERVING PROGRAM HERE, MYSELF,
AND OUT IN THE SENIOR HOUSING
COMPLEXES.

NEXT.

WHAT I WAS ABLE TO DO WAS
SUCCESSFULLY GET THESE
PARTNERSHIPS GOING.

THEY'VE BEEN REALLY, REALLY
HELPFUL AND I'M VERY
APPRECIATIVE IN TERMS OF THE

COMMUNITY OUTREACH THE THREE
SENIOR HOUSING COMPLEXES, TWO OF
THE THREE -- AND I'LL TALK ABOUT
THAT IN A LITTLE BIT -- WERE
VERY RESPONSIVE AND VERY
APPRECIATIVE.

I'VE HAD A LOT OF WALK-INS
COMING IN AND TAKING MY USE OF
MY SERVICE PREPARING THESE
PACKETS.

CATHY TALKED A LOT ABOUT WHAT
THEY DO AND I DO A SIMILAR
SERVICE HERE; PUT TOGETHER WHEN
SOMEBODY COMES I PUT TOGETHER A
PACKET OF INFORMATION FOR THEM
AND TRY TO HAVE SOMETHING SO
THAT THEY WALK AWAY WITH IT.

OR IF I CAN'T DO THAT, THEN I
PUT A PERSONALIZED PACKET
TOGETHER AND EITHER MAIL IT TO
THEM OR HAVE THEM COME BACK AND
TALK TO ME OR PICK UP THEIR
INFORMATION.

I WAS ALSO, THE LARGE SCREEN
LAPTOP WAS A LIFESAVER AND I'VE

USED THAT CONSISTENTLY HERE AND

IT'S BEEN GREAT.

NEXT.

SOME LESSONS LEARNED.

THE FIRST AND FOREMOST THING WAS

THE POLITICS WITHIN THE SENIOR

HOUSING BOARD.

I HAD TO NEGOTIATE QUITE A BIT

WITH THEM.

THE FIRST SENIOR HOUSING COMPLEX

ACCEPTED MY PROPOSAL, SITE

UNSEEN.

MY ONLY PROBLEM WITH THEM WAS

THEY WANTED ME TO COME IN TWO

WEEKS AFTER I TALKED TO THEM AND

SCHEDULED IT.

SO IT WAS A VERY SHORT AMOUNT OF

TIME FOR ME TO GET TOGETHER THE

INFORMATION FOR THEM; NOT ONLY

THE PRESENTATION BUT I HAD PATH

FINDERS FOR HEALTH LITERACY AND

A PATH FINDER FOR CARDIOVASCULAR

HEALTH THAT I PASSED OUT.

THE SECOND ONE INITIALLY SAID

YES, LET'S GO FOR IT, BUT WITHIN

A WEEK I GOT A PHONE CALL FROM
MY CONTACT SAYING THAT THE BOARD
WAS NOW CONCERNED ABOUT
LITIGATION BECAUSE I WAS GOING
TO TALK ABOUT HEALTH SERVICES.
SO I HAD TO REWORK MY
PRESENTATION FOR THEM AND
FINALLY GOT PERMISSION TO DO SO,
AND IN FACT COUPLE OF THE BOARD
MEMBERS THAT HAD BEEN RELUCTANT
TO HAVE ME VISIT STOPPED ME
AFTER MY PRESENTATION AND WERE
THRILLED AND WOULD LIKE TO HAVE
ME COME BACK AND I WILL DO THAT.
THE SECOND PROBLEM THAT I
ENCOUNTERED WAS BECAUSE OF THE
GRANT, THE TIMING OF THE GRANT,
A LOT OF THE SENIORS ARE SNOW
BIRDS, SO THAT IMPACTED THE
AMOUNT OF ATTENDANCE THAT I GOT.
ALSO, I DEALT WITH A LOT OF
WINTER WEATHER.
MY FIRST PRESENTATION WAS GIVEN
DURING AN ICE STORM AND WHILE I
HAD A NICE GROUP, IT WAS A SMALL

GROUP.

SO IF I WERE TO DO THIS AGAIN, I
WOULD PREFER TO DO IT IN THE
SPRING, SUMMER OR EVEN EARLY
FALL.

AND THAT'S THE TIMING OF THE
PRESENTATIONS.

I ALSO FOUND OUT THAT BEST TO
DEAL WITH SENIORS IN THE MORNING
OR EARLY AFTERNOON AND, IN FACT,
I FOUND THE BEST TIME TO HAVE A
PRESENTATION WAS 11:00 ON FRIDAY
BECAUSE I DON'T HAVE TO COMPETE
SO MUCH WITH DOCTOR
APPOINTMENTS.

I DID HAVE SOME TECHNOLOGY
ISSUES BETWEEN THE FIRST
PRESENTATION AND THE SECOND
PRESENTATION THE NIH SENIOR
HEALTH SITE WAS REMODELLED SO I
HAD TO GO IN AND COMPLETELY REDO
MY SCREEN SHOTS FOR THE SENIOR
HEALTH SITE.

THE CHANGES WERE WELCOMED AND I
WAS GLAD TO HAVE THEM, BUT IT

DID IMPACT MY PRESENTATION.

IN TERMS OF IF I WERE GOING TO
DO THIS PROGRAM AGAIN, I WOULD
LOVE TO DO WHAT CATHY DID AND
ADD THE ABILITY TO HAVE EITHER
LAPTOPS OR IPADS AND THAT HAVE
THAT HANDS-ON COMPONENT.

PRESENTATIONS WENT WELL, BUT I'M
A VISUAL, TACTILE, HEAR IT, SEE
IT, SAY IT, TOUCH IT LEARNER AND
I THINK A LOT OF PEOPLE ARE.

SO IF I WERE DO TO DO THIS
AGAIN, THAT'S WHAT I WOULD LIKE
TO DO.

I DID HAVE MINOR ELECTRICAL
ISSUES.

FIRST PRESENTATION COUNT FIND AN
OUTLET ANYWHERE NEAR WHERE I
NEEDED TO PLUG THE PROJECTOR IN,
BUT I WAS SMART THE SECOND TIME
AND BROUGHT FOUR TO FIVE
EXTENSION CORDS WHICH WAS GREAT
BECAUSE I HAD TO USE ALL FOUR OF
THEM TO GET TO AN OUTLET SO THAT
I COULD PLUG MYSELF IN.

OTHER THAN THAT, IT WAS A GREAT
PROJECT AND I WAS VERY PLEASED
AND HAPPY THAT THE NATIONAL
NETWORK OF LIBRARIES OF MEDICINE
MAR HELPED ME OUT WITH THIS.

THAT'S MY PRESENTATION.

>> SUPER.

JUST ONE MOMENT HERE.

LET ME STOP SHARING.

AND I JUST WANT TO ALERT PEOPLE

THAT SUSAN IS GOING TO HAVE TO

STEP AWAY ABOUT TEN MINUTES

BEFORE THE HOUR SO IF PEOPLE

HAVE QUESTIONS FOR SUSAN FIRST,

I'D LIKE TO INVITE THEM; YOU CAN

EITHER TYPE THEM IN THE CHAT BOX

OR YOU CAN ASK THEM VERBALLY BY

PRESSING STAR SIX ON YOUR PHONE

TO UNMUTE YOURSELF, AND IF I

COULD AS THE HOST, I HAVE A

REALLY QUICK QUESTION FOR YOU

SUSAN.

WHEN YOU SAID YOU HAD TO MAKE A

CHANGE TO YOUR PRESENTATION

BECAUSE THEY HAD CONCERNS ABOUT

LEGALIZATION OR WHATEVER, WHAT
KINDS OF CHANGES DID YOU TO
MAKE?

>> WELL, INITIALLY, I WAS, I
WANTED TO DO ONE-ON-ONE
INTERVIEWS WITH PATRONS JUST
LIKE I DO IN THE LIBRARY.
BASICALLY WHAT I DO IN THE
LIBRARY IS TAKE A HEALTH
REFERENCE QUESTION AND I PUT
TOGETHER A PACKET BASED ON THAT
QUESTION.

THEY WERE JUST VERY CONCERNED
THAT I WAS GOING TO BE GIVING
HEALTH INFORMATION TO SOMEONE.
THEY DIDN'T QUITE UNDERSTAND
THAT WHAT I WAS GOING TO DO WAS
PULL INFORMATION THAT WAS
ALREADY PUT TOGETHER BY
MEDLINEPLUS OR THE MAYO CLINIC
OR NIH SENIOR HEALTH AND PASS IT
OUT.

I HAVE A DISCLAIM HEAR THE SAYS,
BASICALLY, I'M A LIBRARIAN AND
NOT A MEDAL PROFESSIONAL AND

THAT'S VERY IMPORTANT, BUT THEY
WERE CONCERNED THAT I WAS GOING
TO BE INTERPRETING INFORMATION
AND GIVING ADVICE.

WHICH I DON'T DO.

>> WE HAVE SOMEONE WHO SENT A
QUESTION HERE.

I WOULD ALSO SUGGEST PARTNERING
WITH YOUR LOCAL ARTHRITIS
FOUNDATION, WHICH THAT'S VERY
INTERESTING.

ANYONE ELSE HAVE A QUESTION OR A
COMMEND FOR SUSAN?

MARY BETH ASKED ANY FAMILY
MEMBERS OR CAREGIVERS IN
ATTENDANCE WITH SENIORS?

>> MOST OF THE PEOPLE THAT CAME
IN, UM, TO MY PROGRAM WERE, UM,
RESIDENCE, THEMSELVES.

I HAVE HAD ONE-ON-ONE
CONVERSATIONS WITH FAMILY
MEMBERS AND SOME OF THE PROGRAMS
THAT I'VE HAD GOING FORWARD, THE
DIABETES PROGRAM THAT I HAD JUST
RECENTLY I HAD FAMILY MEMBERS

AND CAREGIVERS AT THAT PROGRAM

LOOKING FOR INFORMATION.

>> OTHER QUESTIONS?

SOMEBODY SAYS, GENE SAYS SOME

SENIORS HAVE LESS COMPUTER

SKILLS THAN THEY PREFER THE

LIBRARIANS TO DO SEARCHING.

YEAH, THAT'S VERY GOOD

OBSERVATION.

>> THAT'S WHAT I'VE FOUND.

THEY REALLY DO WHILE THEY CAN

EVEN IF THEY DO HAVE A COMPUTER,

MOST OF THE TIME THEY COME IN

AND THEY REALLY WANT ME TO GO

THROUGH THE INFORMATION AND FIND

IT FOR THEM.

>> EXACTLY.

>> I KNOW WE ALSO HAVE ONE

QUESTION HERE FOR CATHY EARLIER.

WHAT DOES YOUR COMMUNITY ACTION

GROUP DO AND IS THAT A SPEAKER'S

BUREAU?

>> IT CAN BE.

I'M NOT ON IT.

IT'S OUR SITE MANAGER FOR PUBLIC

ARE RELATIONS IS ON IT BUT THEY
KIND OF MONITOR THE ENVIRONMENT
AND DO HAVE SPEAKERS PRESENTING
AT MEETINGS AND LOOKING TO SEE
WHAT OUTREACH EFFORTS ARE GOING
ON BY THE MEDICAL CENTER INTO
THE COMMUNITIES SO THEY WERE
VERY INTERESTED IN THE FACT THAT
WE WERE DOING OUTREACH TO
VETERANS.

>> OTHER QUESTIONS, ANYONE?

>> AND THIS IS CATHY.

GOING ALONG WITH THE SENIORS
PREFERRING LIBRARIANS TO DO THE
SEARCHING, I THINK THAT'S WHY
OUR HOME DELIVERY SERVICE IS
STILL GOING STRONG AND WE'RE
COMING UP TO 13 YEARS WITH -- 10
YEARS WITH THE SERVICE AND I'M
JUST AMAZED THAT WE'RE STILL
GETTING CLOSE TO 700 REQUESTS
FOR INFORMATION.

>> WOW.

>> IT'S A VERY LOW-TECH THING.

WE DO THE RESEARCH AND

SELECTIVELY SEND THINGS,
PERSONALIZED, WHAT THE REQUEST
IS.

>> I HAD A SIMILAR EXPERIENCE.

ONE OF THE -- ONE PERSON I WAS
DEALING WITH WHEN TALKING ABOUT
THE GRANT, THEY WERE CONCERNED
THAT IF I TAUGHT PEOPLE HOW TO
DO THEIR OWN SEARCHING, ETC,
WITH MEDLINEPLUS, THAT I
WOULDN'T GET PEOPLE TO COME IN
AND I STILL HAD PEOPLE COMING
IN.

>> EXACTLY.

>> GENE ASKED A QUESTION AND I
THINK THIS IS ACTUALLY A
QUESTION TO BOTH OF YOU.

WHAT SURPRISED YOU MOST?

>> CATHY, DO YOU WANT TO GO
FIRST?

>> I THINK WHAT SURPRISED ME
MOST WAS THE FACT THAT THEY FELT
THAT THEY DIDN'T NEED CLASSES
AND THAT OUTSIDERS WEREN'T
AVAILABLE TO DO CLASSES IN VFWs

AND AMERICAN LEGIONS.

OR THAT'S THE GENERAL OPINION.

I HAVEN'T TALKED TO EVERY

COMMANDER OR POST LEADER TO SEE

IF THERE'S SOMEBODY THAT

DOESN'T, BUT WE WERE QUITE

SURPRISED THAT THEY WEREN'T MORE

RECEPTIVE TO US TEACHING CLASSES

AND WE WERE GOING BE BRINGING

THE EQUIPMENT AND EVERYTHING

LIKE THAT.

IT WASN'T GOING TO BE A COST TO

THEM AT ALL.

SOMEBODY EVEN ASKED, DID WE WANT

TO RENT THEIR HALL -- THAT I

DIDN'T BUDGET FOR BUT THEY

REALLY WANTED US TO GIVE THEM

OUR iPADS AND THAT WASN'T PART

OF THE DEAL EITHER.

IT REALLY JUST SURPRISED AT HOW

RELUCTANT THEY WERE FOR US TO

OFFER CLASSES.

>> AND I AGREE.

I TOLD YOU THAT I HAD A

RELUCTANCE FROM ONE.

I DIDN'T TALK ABOUT THE THIRD
ONE BECAUSE I WAS NEVER ABLE TO
GET THEM GOING WITH ME.

>> YEAH.

>> I PLAYED PING-PONG WITH THEM.

I TALKED TO THE PRESIDENT AND
THE BOARD AND SHE SAID SHE
DIDN'T WANT TO DEAL WITH IT THAT
SHE GAVE ME TO THE PERSON WHO
DOES MOST OF THE PROGRAMMING.

I COUNT GET IN TOUCH WITH THAT
PERSON, NUMEROUS ATTEMPTS,
E-MAILS, SNAIL MAIL, CALLING.

I CALLED THE PRESIDENT AGAIN AND
SHE SAID JUST TO CONTACT THIS
PERSON AGAIN.

SO IT JUST, IT WAS VERY
FRUSTRATING.

>> AND VERY LABOR-INTENSIVE IN
TERMS OF E-MAILS AND CONTACTING.

IT JUST TOOK A WHILE TO GET THE
CLASSES SET UP.

>> YEAH.

YOU WOULD THINK THAT YOU'RE
DOING THIS GREAT SERVICE AND IT

IS A GREAT SERVICE --

>> UH-HUH.

>> I KNOW.

THIS IS MISSY.

I'LL JUST SHARE A LITTLE

OBSERVATION.

I THINK I SOMETIMES WONDER IF

THIS IS A LITTLE BIT OF PERHAPS

A GENERATIONAL THING AND WHAT I

MEAN IS THAT A LOT OF TIMES

PEOPLE DON'T REALIZE WE AS

LIBRARIAN OUR VERY NATURE IS TO

BE WANTING TO HELP PEOPLE AND SO

SOMETIMES I DON'T THINK THEY

REALIZE WHEN WE SAY, OH, CAN WE

COME SPEAK TO WHATEVER YOU'RE

GROUP IS, THEY'RE VERY

SUSPICIOUS AND POSSIBLY

WONDERING, BUT DO HAVE TO SAY AT

LEAST PERTAINING TO VETERANS

HERE IN MAR OUT OF THE

PITTSBURGH OFFICE, WE JUST HAD

SOME VERY INTERESTING MEETINGS

IN THE FALL WITH A LOCAL VETERAN

WHO IS A PROFESSOR HERE AT THE

UNIVERSITY OF PITTSBURGH AND HE
INVITED TO OUR MEETING TWO
FELLOWS WHO ARE THE HEAD OF THE
VETERANS STUDENT VETERAN'S GROUP
HERE ON THE CAMPUS, AND NOW
THEY'RE VERY RECEPTIVE TO
WANTING TO DO A VARIETY OF
INITIATIVES.

SO THAT'S WHY, IT KIND OF JUMPS
INTO MY HEAD AT LEAST IN TERMS
OF VETERANS, WELL, IT MAY ALSO
BE SENIORS, BUT IT MIGHT BE A
GENERATIONAL THING.

>> VERY POSSIBLE.

>> ANYONE ELSE, ANY COMMENTS OR
QUESTIONS FOR OUR SPEAKERS
TODAY?

>> AND I THINK THAT'S WHAT THEY
ALSO SAID TOO IN TERMS OF
VETERANS MEETING IN PLACES.
VERY OFF, NOT EVERYBODY COMES TO
THEIR MEETING HALLS FOR
THEIR MONTHLY MEETINGS ANYHOW.
THEY SAID THEY DON'T ALWAYS GET
GOOD TURN OUT AND IT JUST

DEMANDS ON THE INTEREST OR

WHATEVER'S GOING ON.

I DEFINITELY THINK IT'S

SOMETHING GENERATIONAL.

THERE'S CERTAINLY MORE INTEREST

ON A SMALLER LEVEL AT EARLE BUT

THAT WAS SO MANY SECURITY HOOPS

TO GO THROUGH TO EVEN GET ON

BASE.

I WAS DISTURBED TO SEE THEM

CHECKING EVERY NOOK AND CRANNY

IN MY CAR.

I WAS HOPING THEY COULDN'T FIND

THE OLD FRENCH FRIES OF MY

GRANDDAUGHTER OR SOMETHING.

LITTLE UNNERVING.

>> CATHY, IF I MAY ASK, WOULD IT

EVER BE POSSIBLE FOR YOU TO

INVITE SENIORS TO YOUR LIBRARY?

OH YEAH, WE'RE OPEN TO THE

LIBRARY ANYBODY'S INVITED TO

COME IN.

IT'S JUST THEY CAN COME IF THEY

WANT TO.

WE ALWAYS LET PEOPLE KNOW THAT

WE ARE OPEN TO THE PUBLIC AND ANYBODY CAN COME TO USE OUR LIBRARY.

>> VERY INTERESTING.

OTHER COMMENTS OR QUESTIONS?

WELL JUST TWO QUICK THINGS.

FIRST, LET ME PLEASE REMIND EVERYONE IN THE CHAT BOX THERE WAS A CLICKABLE LINK, I REALLY WOULD APPRECIATE IT IF PEOPLE WOULD CLICK ON THAT.

IT'LL TAKE YOU A COUPLE OF SECONDS TO FILL OUT THAT SURVEY.

I ALSO WANT TO GIVE EVERYONE A HEADS UP ON FEBRUARY 12TH, WE WILL BE HOLDING OUR BOOST BOX SESSION AND THE TOPIC IS; ARE YOU READY?

KEEPING YOUR LOVED ONES SAFE.

GUEST SPEAKER IS GOING TO BE MICHELE BURDA, AND SHE'S GOING TO HIGHLIGHT NLM AND RELATED RESOURCES AND SERVICES THAT CAN HELP YOUR FAMILY, FRIENDS, AND CAREGIVERS PREPARE FOR AN

EMERGENCY OR KNOW WHAT TO DO

AFTER A DISASTER.

THE PRESENTATION IS GOING TO

FOCUS ON NEEDS OF SPECIAL

POPULATIONS OF THE COMMUNITY

BEFORE AND AFTER AN EVENT.

SO I WANT TO THANK EVERYONE SO

MUCH FOR YOUR TIME THIS

AFTERNOON.

I WILL POST THE RECORDING OF

THIS SESSION AS WELL AS A

TRANSCRIPT AND PDF FILE AND

POWER POINTS.

THANK YOU TO BOTH OF OUR

SPEAKERS.

THIS HAS BEEN EXCELLENT AND VERY

INTERESTING.

EVERYONE HAVE A GREAT DAY.

THANK YOU!

>> THANK YOU.