

RML ANNUAL REPORT

Region:	NN/LM Pacific Southwest Region
Period Covered:	May 1, 2011-April 30, 2012
Contractor Name:	UCLA Louise M. Darling Biomedical Library
Contract Number:	HHS-N-276-2011-00009-C
Date Submitted:	May 30, 2012

EXECUTIVE SUMMARY

During the year, RML outreach funding was distributed to many areas in the region. Three institutions received Express Outreach Awards; Western University of Health Sciences in Pomona, CA; Huntington Memorial Hospital Health Sciences Library in Pasadena, CA; and San Francisco General Hospital/UCSF Barnett Briggs Medical Library. In addition, two Cooperative Agreements were funded during the year. *Arizona Outreach*, conducted by the Arizona Health Sciences Library (AHSL), involved many partner organizations and target audiences, and reached numerous locales in the state. An outreach program for Pacific Islanders, conducted by the Pacific Resources for Education and Learning (PREL) Resource Center in Honolulu, reached health practitioners and educators in the US Territories in the Pacific with health information resources training.

Additionally, the RML sponsored two day-long symposia. In December, *E-Science Day* was held at the University of California, Davis, Medical Center campus in Sacramento. The event was conducted in blended format, with both in-person attendees and remote attendees connecting by web conferencing. Over 100 attendees participated in this regionwide event. In March, another symposium was held at the UCLA Charles E. Young Research Library Conference Center. This event, *Information Treasure Hunt: Supporting Evidence-Based Practice @ Your Institution*, with featured speaker Connie Schardt, was attended by nearly 60 participants from two MLA Chapters; the Medical Library Group of Southern California and Arizona, and the Northern California and Nevada Medical Library Group. A Virtual Poster session was available during breaks and lunch, to enhance the meeting experience of the attendees. Both symposia were highly rated in attendee evaluations.

In the next contract year, five outreach awards will be dispersed throughout the region. Funded institutions include Stanford University, the University of Nevada, the University of Guam, Pacific College of Oriental Medicine, and Charles Drew University. The Arizona Outreach Cooperative Agreement will continue for another year, and a new Cooperative Agreement, entitled *Information Services Outreach for Rural and Frontier Nevada*, will be issued to the University of Nevada School of Medicine, Savitt Medical Library. In addition, the RML expects to sponsor at least one full-day symposium during the year, on a topic such as E-Science, evidence-based practice, emergency preparedness, or CTSA.

On September 6, 2011, Stephen Kiyoi, NLM Associate Fellow, began his 2nd year fellowship with the Pacific Southwest RML. In his time at the RML, Stephen focused on outreach activities, including projects to coordinate a new training series for community college librarians, outreach and training to hospital social workers, and site visits to Network members in the region. Stephen supervised two interns from the UCLA Department of Information Studies, and has continued his education through UCLA Department of Information Studies courses; including Bibliometrics, Medical Decision Making, and Data Curation.

RML ANNUAL REPORT

During the year, work began in earnest on community college outreach efforts, starting in January, with a two-hour distance education session for librarians and health science students at Shasta College, located in Redding, CA. Following this training, librarians in the California Community College System were asked about their interest in learning more about health information resources. Based on their feedback, a new series of four, one-hour webinar workshops, entitled *Navigating the Health Information Maze*, was developed. Topics in the series include PubMed, featuring instructor Kay Deeney; MedlinePlus, featuring Kelli Ham; NLM mobile apps and sites, featuring Stephen Kiyoi; and health information resources for special populations, featuring Lori Tagawa. The sessions were offered every Tuesday during the month of April, 2012, and were attended by 29 librarians, from 24 institutions. Evaluations were very positive, and the feedback will be used to revise the session content, and continue offering the webinars during the coming year, to community colleges throughout the region.

Because of reductions in funding over the past two years, RML staff gave serious consideration to ways to increase outreach activity. To achieve a robust program, we decided to reduce the number of coordinators from four to three. As a result, Julie Kwan will be leaving her position as Associate Director as of April 30, 2012, to assume another position at the UCLA Louise M. Darling Biomedical Library. Alan Carr, who served as Member Services and Exhibits Coordinator, will assume the position of Acting Associate Director as of May 1, 2012, the beginning of the next contract year. The new program, which is detailed in the Program Overview: Year 2¹ on the PSR web site, will offer more training, outreach, and funding opportunities.

NETWORK INFRASTRUCTURE

TABLE 1: ANNUAL INFRASTRUCTURE DATA:

	Current Year	Previous Year
Network members - full	322	347
Network members - affiliate	248	351

MEDPRINT - MEDICAL SERIALS PRINT PRESERVATION PROGRAM:

RML staff promoted the MedPrint program to Resource Libraries in the Pacific Southwest Region, both through individual consultations, listserv and blog announcements, and during a Resource Library Directors teleconference. Many of these libraries are participating in other shared resource programs, such as WEST, and are interested in coordinating MedPrint with those other activities. As an example, the UC health sciences libraries are interested in coordinating MedPrint contributions through the two UC Regional Storage Facilities (RSFs). Due to ownership and other issues, contributions to MedPrint will of necessity require collaboration with the RSFs in addition to the Resource Libraries themselves. This is an area for further action during the next contract year.

REGIONAL EMERGENCY PREPAREDNESS AND RESPONSE PLAN:

Julie Kwan, Alan Carr, and Kay Deeney participated in the half-day NN/LM Earthquake Summit, held on Friday, April 6, 2012, at the University of California, San Francisco, Library and Center for Knowledge Management.

¹ http://nmlm.gov/psr/pdf/Program_Overview_2011-2016_Year2.pdf

RML ANNUAL REPORT

Roughly twenty-five people attended the event, which was organized by Dan Wilson, Coordinator for the NN/LM National Emergency Preparedness & Response Initiative. Attendees represented both the Pacific Southwest and Pacific Northwest regions of the National Network of Libraries of Medicine (NN/LM). The roster of featured speakers included Keith Knudsen, representing the United States Geological Survey (USGS); Monica Gowan, PhD Candidate, University of Canterbury, Christchurch, New Zealand; Siobhan Champ-Blackwell, representing the National Library of Medicine; Randy Brawley and Angela Nak, representing the US Federal Emergency Management Agency (FEMA); and Roberto Lombardi, representing San Francisco Public Library.

E-LICENSING:

Collaboration with the Statewide California Electronic Library Consortium (SCELC) continued through the year. Existing offers were renewed, with the exception of the STAT!Ref collection; this had been a very popular package which changed with the removal of McGraw-Hill materials and new sales staff from STAT!Ref. SCELC began working with a new vendor to provide a similar core collection of medical reference materials. At the close of this contract year, this work remains ongoing. There were two new offers, Sage Journal Packages and Springshare's LibGuides and LibAnswers.

IDENTIFYING UNIQUE AND HISTORICAL COLLECTIONS:

This topic was discussed at the April 24 Resource Library Directors meeting, but no decisions were reached. This area will be explored further in the upcoming contract year.

CROSS-REGIONAL COLLABORATIVE EFFORTS:

Kay Deeney worked with Sharon Dennis on the development of a new online Moodle course, *Teaching with Technology: Tips, Techniques, and Tools*. The course was modified from *Effective Training Design: Teaching with Technology*, an in-person class taught at the Joint Meeting of the Medical Library Group of Southern California and Arizona and the Northern California and Nevada Medical Library Group, in February 2011. It was piloted with the Pacific Southwest Region, through the National Training Center in March through April, 2012, and participants received 8 MLA continuing education credits. Fifty-three people registered, 46 accessed the Moodle site at least once, and 17 attendees fulfilled the requirements for the class.

Alan Carr, as Coordinator for the Exhibit Manual Working Group, led the effort to revise the *NN/LM Exhibit Management Manual*. The other members of the group were Holly Burt from GMR, and Siobhan Champ-Blackwell from MCR, with assistance from Renée Bougard at NNO. The newly revised version was issued in August, 2011.

As part of the nnlm.gov web site migration to Drupal, Kelli Ham and Marco Tamase participated in a web conference conducted by the Outreach Evaluation Resource Center, along with representatives from GMR. The goal of the session was to identify themes and potential issues to resolve, in order to make the best decisions for selecting web site content for migration.

Throughout the year, Kelli Ham participated in meetings and other activities related to the Staff Wiki Outreach Page reorganization project, with other NN/LM staff members, as part of a team led by Renée Bougard.

The previously mentioned NN/LM Earthquake Summit was a collaboration involving the participation of PSR and PNR, with coordination from Dan Wilson in SE/A.

RML ANNUAL REPORT

OUTREACH

Number of major (\geq \$15,000) projects funded in contract year:	1
Number of regional/state/local exhibits conducted by RML:	6
Number of regional/state/local exhibits conducted by subcontractors:	11

INFORMATION TECHNOLOGY AND TRANSFER:

Julie Kwan and Kelli Ham collaborated with Ann Fraser, who serves as Director of the Health Sciences Library for the Kaiser Los Angeles Medical Center, to explore options for MedlinePlus Connect in the clinical setting. While achieving significant success in working with health educators, clinic managers, nurses, and physicians, the project was placed on hold due to staffing changes of public relations personnel.

Other efforts to promote MedlinePlus Connect included assisting NICHSR staff at the Healthcare Information and Management Systems Society (HIMSS) Annual Conference & Exhibition in Las Vegas, NV, February 21-23. Kelli Ham assisted at the booth and also in vendor conversations. Additionally, MedlinePlus Connect was highlighted in training sessions and webinars throughout the year. One training session to faith community nurses led to initial discussions with QueensCare Family Clinics, a group of six clinics in the greater Los Angeles region. The health IT team at QueensCare Family Clinics is in the process of pilot testing its patient portal, with a plan for implementing MedlinePlus Connect in the next phase.

Kelli Ham, Lori Tagawa, and Stephen Kiyoi worked with the UCLA Clinical and Translational Science Institute (CTSI) Community Engagement and Research Program (CERP) and its partner organizations, including LA Care Health Plan, Los Angeles Urban League, and QueensCare Health and Faith Partnerships and Clinics. Working with the CTSI and its partner organizations provided an opportunity to promote NLM resources to diverse communities through partnerships among researchers, clinicians, community-based organizations, and residents. Continued collaboration is planned to continue in the next contract year, with additional CTSA institutions in the Pacific Southwest Region.

Working with Regional Extension Centers was not forthcoming this year, since most of their efforts are in working with individual practitioners or small practice groups, and the focus was primarily on bringing up the patient record and not on patient portals.