

RML QUARTERLY REPORT

Region:	NN/LM Pacific Southwest Region
Period Covered:	May 1, 2012 – July 31, 2012
Contractor Name:	UCLA Louise M. Darling Biomedical Library
Contract Number:	HHS-N-276-2011-00009-C
Date Submitted:	August 20, 2012

EXECUTIVE SUMMARY

National exhibits conducted by the RML during the quarter included the Institute for Healthcare Advancement's (IHA) Annual Health Literacy Conference, held in Irvine, CA, on May 9-10; and the American Library Association (ALA) Annual Conference & Exhibition, held in Anaheim, CA, on June 22-25. In addition, Stephen Kiyoi and Lori Tagawa provided coverage for the NLM exhibit booth at the National Association of County and City Health Officials (NACCHO) Annual Conference, held in Los Angeles, CA, on July 11-12. Resources highlighted at the NACCHO meeting included Partners in Information Access for the Public Health Workforce (PHPartners) and NLM's Health Services Research Information Central (HSRIC). The Native Research Health Conference, held in Seattle, WA, on July 16-18, was another national exhibit conducted during the quarter, through the University of Arizona cooperative agreement.

In addition to the IHA Health Literacy Conference exhibit, Kelli Ham and Lynn Kysh attended several pre-conference and conference sessions, which were directly relevant to a project they were both working on regarding development of health information training materials for adult, low literacy computer users.

Due to the lateness in receiving the ALA exhibit assignment, in March, 2012, the booth selection choices were quite limited. The final assignment for the booth was in a section labeled "University Press," but there were no organizations of that type in the area. Instead, there was a hodgepodge of organization types. The booth was located near the Government section, towards the back, but not near any popular booth attractions. This resulted in poor traffic flow to the booth, and consequently, we distributed only about 20% of the promotional materials brought to the meeting. This location impacted the total number of booth visitors significantly, when compared to the last time we exhibited at ALA in 2008, also in Anaheim (165 vs. 495).

After the successful ClinicalTrials.gov training session that Stephen Kiyoi conducted for the Hawaii-Pacific MLA Chapter annual meeting in April, he revised and updated the content, and presented *ClinicalTrials.gov: Results Reporting, Unique Evidence, and Evolving Policy* for the July 18 *Midday at the Oasis* webinar. Forty-five people attended the session, including Dale Prince, Chair of the NN/LM ClinicalTrials.gov Results Task Force, who is interested in using Stephen's materials as the basis for development of a half-day, MLA-accredited continuing education course, highlighting the responsibility that ClinicalTrials.gov policy and legislation places on clinical researchers, and the role health sciences librarians can play in search services, advocacy, and education. Slides from Stephen's presentation were subsequently requested by Wanda Whitney, from the Reference and Web Services Division of the NLM, for use in her presentation to the GPO Seminar about NLM resources. The July Midday session marked the first time that MLA continuing education credit was available. Thanks to the efforts of Kay Deeney, PSR Educational Services Coordinator, attendees are now eligible for 1.0 CE credit per session!

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Following up on a request received earlier this year, Kay Deeney presented the keynote address at the National Association of School Nurses (NASN) pre-conference “Leadership Day” on June 22. This group of roughly 100 people was composed of presidents and officers of each of the state affiliates to NASN. In her one-hour presentation, Kay highlighted a number of NLM resources, focusing on MedlinePlus and mobile apps and sites. She also introduced the audience to NN/LM programs and services. Kay briefed the audience on the K-12 NN/LM Initiative, which the audience members found quite interesting. Later that same day, the NN/LM Greater Midwest Regional Office received an inquiry about having a similar session at the Wisconsin state meeting of school nurses. Kay also received a request to present at the California School Nurses Organization (CSNO) annual meeting in San Diego in February, 2013, as well as several inquiries from school nurses requesting access to the slide presentation.

Due to continued high demand, Kelli Ham taught another session of the four-week online Moodle class, *Health & Wellness @ the Library: The Essentials of Providing Consumer Health Services*, from June 27 through July 27. Ninety-three people enrolled in the class, including several people from outside the US. Fifty-two people were invited into the class, and thirty-one of those actively participated in the course. Additionally, Kay Deeney collaborated with Sharon Dennis of the National Library of Medicine Training Center to offer the five-week Moodle course, *Teaching with Technology: Tips, Techniques, & Tools*, from July 23 through August 27. Of the ninety people who enrolled, sixty-five were invited into the class, including staff members from other RMLs and NLM. Fifty-two of those people confirmed their enrollment and registered for Moodle.

On May 7, Kay Deeney led the successful *NLM Resources Update* workshop in Phoenix, Arizona, for the Central Arizona Biomedical Librarians (CABL), with some of the RML instructors and participants attending remotely. Total attendance was twenty-seven people, who received four hours of MLA continuing education credit. We had beta tested this model in April, doing a similar blended workshop for the members of the Hawaii-Pacific Chapter of MLA.

Lynn Kysh completed her spring 2012 internship in the RML with several significant activities. Based on her previous experience working in California-based rape crisis centers, she presented the May 16 *Midday at the Oasis* webinar, *Sexual Violence: Resources for Survivors and their Support Networks*. Lynn also created an accompanying LibGuide of information resources for those interested in the topic. She began working on a project to modify the existing NIHSeniorHealth Toolkit for Trainers, to create a version for adults with low literacy. The modified version will focus on MedlinePlus and other quality resources. Lynn will continue this work through August 31.

Stephen Kiyoi presented the training session *TOXNET: Research, Understand, and Advocate*, to a group of about 50 community advocates and environmental sciences researchers at the National Latino Cancer Summit, which was held at the University of California, San Francisco, Mission Bay Campus, on July 25. The National Latino Cancer Summit is organized biannually by Latinas Contra Cancer, a national nonprofit organization dedicated to assisting Latino cancer patients and advocating for safer, less toxic working and living conditions. Stephen attended the full conference from July 23-25, and highlighted his experience in a *Latitudes* article.

Other significant outreach activities for the quarter included two sessions of *PubMed Rediscovered*, taught by Kay Deeney in Fremont, CA, in the San Francisco Bay Area, reaching a total of 31 people; a *Midday at the Oasis* session conducted by Kelli Ham on June 20, about resources addressing issues faced by returning war veterans and their families, attended by 23 people; and a three-hour session about consumer health resources for UCLA Department of Information Studies course number IS 245, taught by Kelli Ham and reaching 13 attendees.

Several RML staff members are involved in NN/LM National Initiatives. Kelli Ham is serving on the MedlinePlus Connect Task Force and the K-12 Outreach Task Force. Kay Deeney is serving on the Community College Outreach Task Force, and Lori Tagawa is on the ClinicalTrials.gov Results Promotion Task Force. Kelli Ham is involved in two

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additional informal task forces; she is leading the NN/LM Guides (Campus Guides) Task Force and is also serving on the Educational Resources Task Force, led by Terri Ottosen.

NETWORK INFRASTRUCTURE

REGIONAL ADVISORY COMMITTEE (RAC) ACTIVITIES:

Preliminary discussion began on RAC membership, which needs to be completely reformulated, due to retirements and other factors. A meeting of all RAC members is tentatively planned for March 2013, at UCLA.

EVIDENCE BASED HEALTH:

Following the great success of the evidence-based practice workshop taught by Connie Schardt at UCLA in March, 2012, and the continuing demand from Network members for educational opportunities in this area, preliminary plans are being made for Connie's return to the region to offer essentially the same session at a location in the San Francisco Bay Area. This would be a convenient location to reach the Northern California and Nevada audience, as UCLA was convenient to Southern California and Arizona. Another rationale for repeating the session is that during the Joint Meeting of MLGSCA and NCNMLG, scheduled for July, 2013, at the UC San Diego campus, Connie is confirmed to teach a follow-up evidence-based practice workshop, as one of the continuing education sessions.

In collaboration with the HRSA Southwest Regional Public Health Training Center, Lori Tagawa will provide an introductory webinar on evidence-based public health research. The training is tentatively scheduled for November or December 2012. Additional webinars are scheduled for 2013.

In collaboration with the UCLA Louise M. Darling Biomedical Library, Lori Tagawa began working with faculty, staff, and students from the UCLA School of Nursing, Ronald Reagan UCLA Medical Center, and UCLA Medical Center, Santa Monica, on evidence-based nursing practice. Knowledge learned from this pilot outreach will be used to support future training and support for librarians on evidence-based nursing practice, and the librarian's role in obtaining and maintaining hospital Magnet status. During this quarter, Lori worked with the New Knowledge, Innovation and Improvements Council at UCLA Medical Center, Santa Monica, which is working towards obtaining hospital Magnet status.

ASSESSMENT AND EVALUATION ACTIVITIES/DATA:

Alan Carr attended the Evaluation Liaison teleconference on June 26.

During the quarter, two Network member assessments were conducted using SurveyMonkey; one related to educational needs and the other related to major RML program areas. The learning needs assessment data was gathered in May, and focused on topics of interest for workshops and symposia sponsored by the RML. Questions were also asked about the desire and ability of Network members to participate in distance education opportunities. Results showed that many respondents were interested in honing their skills with PubMed, ClinicalTrials.gov, and NLM Drug Information workshops. Survey respondents also expressed interest in staying at the cusp of emerging trends in Evidence-Based Medicine, Electronic Health Records, Mobile Technology, Health Literacy Outreach, Research Study Design, E-Science, and Data Curation. A complete analysis of the survey results was published in *Latitudes* on June 29.

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Building on the learning needs questionnaire, another assessment was conducted in July, with the goal of soliciting feedback and opinions from Network members regarding how well major RML programs and services are meeting their needs and expectations, and to indicate areas for improvement. A secondary goal was to ascertain the best communication channels to reach the membership most effectively with news from the region and NLM. One hundred thirty-seven responses were received. The results will be analyzed and published in *Latitudes* in August.

OUTREACH

TABLE 1: ALL NEWLY FUNDED AWARDS AND PROJECTS:

Title	Lead Organization	City/State
COA 2011-2013: Arizona Outreach	University of Arizona, Arizona Health Sciences Library	Tucson, AZ
COA 2012-2013: Information Services Outreach for Rural and Frontier Nevada	University of Nevada, Savitt Medical Library	Reno, NV
EOA 2012-13: Bridging the Health Information Gap: Saturday Science Academy II and the Charles R. Drew University Health Sciences Library	Charles R. Drew University of Medicine and Science, Health Sciences Library	Los Angeles, CA
EOA 2012-13: Community Mini-Conferences on Disaster/Emergency Preparedness Health Information	Pacific College of Oriental Medicine, Library/Learning Resources Center	San Diego, CA
EOA 2012-13: Health Professionals Information Use in Patient Care in Research-Rich Settings	Stanford University, Lane Medical Library	Stanford, CA
EOA 2012-13: Outreach to Students through College Health Services: Pacific Islanders Pilots	University of Guam, Robert F Kennedy Memorial Library	Mangilao, GU

UPDATE OF ONGOING MAJOR PROJECTS (FUNDED AT \geq \$15,000):

COA 2011-2013: Arizona Outreach

The Arizona Health Sciences Library (AHSL), at the University of Arizona, aims to provide extended health information outreach in Arizona through the Arizona Outreach cooperative agreement. AHSL's outreach efforts involve a wide range of groups, including outreach to health providers and public health personnel; public libraries and communities; middle school and high school students; community-based projects; medical conferences, health fairs, community events, and community-based group events; Tribal Connections Four Corners, Frontera Collaboration, and Outreach Connections: Native Health; and Knowledge River graduate assistants from the University of Arizona's School of Information Resources and Library Science. In all activities, the primary focus is promoting NLM resources as reliable and trustworthy, and AHSL as a local and statewide resource. AHSL will work to raise the issue of health literacy, by focusing on training, visibility, and identifying partners to work on health information access issues. The project goals of this agreement are to extend the reach of the NN/LM, by engaging

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the staff of the Arizona Health Sciences Library (AHSL), the NN/LM Resource Library in Arizona; working with staff of AHSL to plan and carry out the outreach activity in Arizona; and involving AHSL staff in PSR planning and training opportunities. During the first quarter, AHSL's activities included attendance at an Arizona Health Literacy Coalition meeting, participation at the Arizona Community Health Workers Organization (AZCHOW) conference, a presentation on Spanish Services for the Pima County Public Library, a training session for public health workers at Chinle, Arizona, and attendance and exhibiting at the Native Research Health Conference, in Seattle, WA.

COA 2012-2013: Information Services Outreach for Rural and Frontier Nevada

The University of Nevada School of Medicine, Savitt Medical Library, aims to increase access to health information for care providers and health consumers in rural and frontier Nevada through the Information Services Outreach for Rural and Frontier Nevada cooperative agreement. In general, rural and frontier areas possess important differences in demographics, economics, and social characteristics that create differences in health priorities, and health outcomes. Communities situated in rural and frontier areas face unique challenges regarding the availability of hospital and other health care resources, and access to health care services. All things being equal, populations of rural counties tend to be older than those of urban counties; are typically at greater risk of death and disability; and use a disproportionately larger share of health care resources. The project goals of this agreement are to increase the ability of the NN/LM to influence the effectiveness of health care services in rural and frontier Nevada; conduct a needs assessment to better address challenges of health information practice in rural areas; establish a professional position as Health Outreach Librarian, with responsibility to provide information services and training to clinicians and care providers in rural and frontier Nevada; and develop, through the activities of the Health Outreach Librarian, a mechanism for promoting online distance instruction methods in the pursuit of training and educational goals. During the first quarter, candidates were interviewed for the Health Outreach Librarian position, with an offer to follow, in preparation for a starting date of September 1.

TABLE 2: PRESENTATIONS AND TRAINING PROVIDED BY RML STAFF:

Activity Name	County / State	Estimated # of Participants	Activity Conducted Remotely (Y/N)
Site Visit University of Arizona College of Medicine	Maricopa / AZ	1	N
NLM Resources Update	Maricopa / AZ	27	Y
Midday at the Oasis: Sexual Violence	Los Angeles / CA	15	Y
Midday at the Oasis: Operation Health: Resources for Veterans	Los Angeles / CA	23	Y
PubMed Rediscovered	Alameda / CA	13	N
PubMed Rediscovered	Alameda / CA	18	N
Overview of Medline Plus at National Association of	San Francisco / CA	100	N

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School Nurses Conference			
Shared My NCBI Settings	Los Angeles / CA	4	Y
Beginning DOCLINE Training	Los Angeles / CA	2	Y
New Knowledge, Innovation and Improvements Council Training	Los Angeles / CA	16	N
Midday at the Oasis: ClinicalTrials.gov	Los Angeles / CA	45	Y
TOXNET presentation to the National Latino Cancer Summit	San Francisco / CA	50	N
PubMed for Family Practice Residents	Orange / CA	22	N
Consumer Health Resources-IS245	Los Angeles / CA	13	N
Health & Wellness @ the Library	Los Angeles / CA	31	Y

INFORMATION TECHNOLOGY AND TRANSFER:

Kelli Ham began to participate in the MedlinePlus Connect Task Force. She is serving as the team leader for the subcommittee working on Health IT Workforce and Health IT in Community Colleges.

OTHER STAFF ACTIVITIES

TABLE 3. CLASSES, PUBLICATIONS AND RESOURCES DEVELOPED BY RML STAFF

Title	Medium	Submitted to MLA Educational Clearinghouse (Y/N)
NLM Resources Update	Workshop	Y
Midday at the Oasis	Monthly webinar	Y

BRIEF NARRATIVE OF OTHER NOTABLE STAFF ACTIVITIES ARRANGED CHRONOLOGICALLY, 1-2 SENTENCES PER ITEM:

5/5: Stephen Kiyoi attended a California Community College Unconference, held at the Santa Barbara Community College, to make connections with community colleges in the PSR, and promote NLM resources and PSR training.

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5/14: Alan Carr and Julie Kwan met with representatives from the Statewide California Electronic Library Consortium (SCELC), to discuss the best strategy to maintain the PSR E-licensing program.

5/16: Lori Tagawa attended the Los Angeles Urban League's "Neighborhoods @ Work" Quarterly Health Collaborative Meeting.

5/17: Kelli Ham and Marco Tamase attended the Web Developers meeting in Seattle. Kelli Ham (with Dale Prince) led a discussion about the NN/LM CampusGuides subscription.

5/18 – 5/23: RML staff attended the 2012 MLA Annual Meeting and RML Directors Meeting. Alan Carr also attended the MLA Chapter Council meeting on 5/19.

5/20: Kelli Ham was invited to present as part of a panel at ALA 2013 in Chicago, as a member of the newly-formed Reference and User Services Association Reference Services Section (RUSA RSS) Health and Medical committee.

5/20: Stephen Kiyoi presented his poster, *Social Workers and Consumer Health Information: Waiting in the Bullpen*, on his outreach work with the social work community while at the NLM and PSR.

5/31: Lori Tagawa's submitted abstract for the 2012 American Public Health Association Annual Meeting, *The Influence of Small Populations: Evidence-Based Public Health and Rare Diseases*, was not accepted due to the high volume of proposals submitted and the competitive selection process.

6/13: Lori Tagawa attended the California Pan-Ethnic Health Network's "Voices For Change: Uniting for Health Equity" Conference, which focused on identifying effective ways to collaborate on some of the most pressing issues impacting health in communities of color; wealth inequalities, struggling schools, punitive immigration laws, environmental hazards, and lack of access to care.

6/19: Stephen Kiyoi presented on the PSR's outreach work to community colleges and community college librarians to NLM senior management and staff at the NLM Associate Fellowship Second Year Colloquium, held at NLM in Bethesda.

6/19: Lori Tagawa initiated conversations between NN/LM PSR, the Samoan National Nurses Association, and the Guam Communications Network, to promote and disseminate existing culturally- and linguistically-appropriate health education materials for Pacific Islanders from the two respective organizations.

6/24: Kelli Ham met with Suzanne Flint of the California State Library to discuss a possible project related to training community health workers and vetting online health resources for a web-based portal.

6/27: Alan Carr and Judy Consales attended the inaugural teleconference for all NN/LM Directors and Associate Directors.

7/16: Lisa Lang, Head of NICHSR, visited the RML offices for a debriefing of the NACCHO exhibit. All RML staff participated in a discussion of public health outreach in the region, and how the two units could collaborate more closely.

7/27: Lori Tagawa's abstract submitted to the One HEALTH: Information in an Interdependent World International Federated Conference, *Analysis and Enhancement of Library and Community-Based Organization Support of Patients with Rare Disease*, was accepted.

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7/30: Kelli Ham attended a teleconference with Dr. Lili Luo from the San Jose State University School of Library and Information Science, and Suzanne Flint from the California State Library, to discuss a grant received by Dr. Luo related to assessing the needs of California public librarians who provide consumer health information services.