

**Southeastern/Atlantic Region**

**Region 2**

**Quarterly Report**

**November 1, 2008 – January 31, 2009**

**University of Maryland, Baltimore**

**Date submitted: April 15, 2009**

## Executive summary

**Personnel:** Mandy Meloy, community health outreach coordinator, began her maternity leave on January 5, 2009. She will be off for the months of January and February and work 28 hours/pay period (70%) in March before returning to full time employment in early April. While on maternity leave, the SE/A staff will perform her duties and monitor her projects.

**Mid-Contract Review:** In preparation for the site team visit in December, a questionnaire was distributed on the nnlm-sea listproc on November 5, 2008. 97 members responded to all questions; 121 was the highest number of respondents to any question. The raw data was shared with the team. Findings indicate that the services most important to SE/A Network members are the professional development opportunities, support and advocacy activities and funding. The unmet needs were identified as more support for basic library services, assistance with consortial purchasing, and more promotion and marketing of libraries. Suggestions for NLM included more, varied multilingual and low literacy materials; more dialogue with and advocacy for libraries and librarians; more and improved products such as LinkOut and for mobile technology and more funding for awards, NN/LM programs and NN/LM staffing.

On December 2, 2008 the eight member National Library of Medicine site team visited. The team was welcomed by Dr. David Ramsay, president of the University of Maryland, Baltimore, and met with Dr. Malinda Orlin, vice president for Academic Affairs and MJ Tooley, SE/A director, in an administrator's session. They also heard from Chris Philips, Assistant Vice President of CITS, about emergency back-up plans for the library and campus. The SE/A staff provided an introduction to the region entitled "Blues, Booze and BBQ." It also provided a presentation on its accomplishments to date, challenges and future endeavors in building capacity of SE/A network members to help meet the goals of the NN/LM program. In the afternoon, the team met with 33 Network members to discuss the value of the network and ways to improve or expand services.

In its report, the site team lauded UM,B for its "strong institutional commitment to the library and its outreach function through the NN/NLM." MJ Tooley was recognized for her leadership and participation in SE/A programs. Additionally, the site team recognized the "creative and energetic" SE/A staff for building the capacity of its Network members to provide outreach and services to health professionals and the public through its many and varied programs. In particular the team cited SE/A's commitment to outreach, responsiveness to member needs, strong community and network partnerships, and leadership in emergency preparedness. Our varied funding programs and commitment to meeting the educational needs of the SE/A members were cited. In the report, the team recognized the many challenges of working in a large, ethnically and racially diverse region. The team recommended that future directions include more programs targeting the growing number of unaffiliated health professionals working in rural areas and primary care, a continued and strong hospital library advocacy program and more and varied local collaborations and partnerships.

**Budget:** The budget for year 04 of the contract was near completion by the end of the quarter. Budget funds were increased slightly over those received for year 03. A plan for using unexpended funds in year 04 was included in the budget packet. The objectives continue our work with at-risk, minority and specific populations and include a new class for trainers, exhibits to unaffiliated health professional groups and continued work with our community and public library partners. No new funding opportunities will be offered except for two new awards offered late in year 03 (see below.)

**Funding:** Two new awards were announced in January: hospital library promotion award and an express digitization award. The awards are in response to feedback received in the members' questionnaire mentioned above and at our site visit.

The purpose of the hospital library promotion award, part of our ongoing advocacy program, is to provide support for projects that hospital librarians can use to demonstrate their value to and increase their visibility in their institution. The goal of the Express Library Digitization Award is to enable libraries to digitize historical materials or a unique collection to increase accessibility to materials within or without the institution. Applications are due in early March.

**Advocacy:** In November, we received an email from a librarian at Ross University requesting DOCLINE access for the Ross University School of Medicine on the Caribbean island of Dominica. They are opening a branch campus library in Freeport, Grand Bahama where they are moving a small program of 150 students in January. They will have a small library with one trained librarian for whom they were requesting a DOCLINE ID and password or permission for that library to use their current one. We were unable to provide the ID.

During the December and January teleconferences of the Outreach/Education Coordinators, Toni conducted a presentation titled “Exhibiting 101”. The presentation was well received by the coordinators.

In January Beth contacted regional libraries in NLM’s database of historical medical collections for names and contact information about additional collections. The response was swift and full. Beth has been working at contacting the over 20 libraries and has conferred with Crystal Smith of the History of Medicine Division at NLM. Of the libraries identified in Georgia, specifically Mercer and Crawford Long, Crystal wrote “I cannot thank you enough for your efforts to help us expand the Directory of History of Medicine Collections. These two collections are definitely in scope for the Directory and will be valuable editions.”

## Network infrastructure

TABLE 1. Quarterly infrastructure data

	Current quarter	Previous quarter*
Network members – full	581	585
Network members – affiliate	585	567
Libraries providing services to unaffiliated health professionals	265 (45.6%)	267 (45.6%)
Libraries providing services to public users	288 (49.5%)	289 (49.4%)
Average fill rate for resource libraries	81%	82%

### Regional Advisory Committee (RAC) activities

In preparation for the December planning meeting, the Access Regional Advisory Committee prepared a draft FAQ on E-License Negotiations, divided into 4 sections: general licensing information, points to consider, parts of a contract and, technical information and statistics. After review the Committee will add to the SE/A website.

December 3, 2008 The SE/A held a meeting with SE/A resource library directors, the oversight regional advisory committee and additional Network members. The agenda included a review of the national emergency preparedness plan and regional activities by Dan Wilson, chair of the SE/A Emergency Preparedness Regional Advisory Committee; the emergency access initiative by Nancy Roderer, chair of the National Library of Medicine’s Emergency Access Initiative (EAI) subcommittee ; “Thoughts on Thoughts on the Future of Library Collections and Services in the Digital Environment” by Dianne McCutcheon, Chief of NLM’s Technical Services Division; and a discussion of what issues are of most interest or importance to members to help inform the role of the RML throughout the rest of this contract and beyond. Minutes of the meeting are available at: <http://nlnm.gov/sea/about/rac/oversight/dec08/minutes120308.pdf>.

January 14, 2009 Beth worked with the chairs of the Access Regional Advisory Committee and Brenda Curry-Wimberly of Atlanta's Northside Hospital. Karen Roth, Jan Orick and Brenda have agreed that information developed by the Region's Access Committee will be presented at the hospital librarians' luncheon during the 2009 MLA Southern Chapter meeting. It will consist of a presentation, a question and answer period and take-away materials about successfully negotiating for e-content.

Needs assessment and evaluation activities/data

Dale provided the following evaluation and assessment classes in the region:

- November 19, 2008, *Measuring Your Impact*, Maryland Area Health Sciences Librarians, Baltimore, MD, 12 Participants
- November 20, 2008, *Measuring Your Impact*, Military librarians, Frederick, MD, 6 Participants
- January 15, 2009, *Measuring Your Impact*, Atlanta Health Sciences Libraries Consortium, Atlanta, GA, 15 Participants

**Outreach**

TABLE 2. Newly funded awards and projects

<b>Start/ end dates</b>	<b>Title of award/ project</b>	<b>PI institution</b>	<b>PI last name</b>	<b>Funding amount</b>	<b>Project type*</b>
12/1/08 – 11/30/09	Express Library Technology Improvement Award	West University Health Sciences Center Charleston	Cagna	\$1840	Express Award
12/1/08 – 11/30/09	Express Library Technology Improvement Award	Dragon Rises College of Oriental Medicine	Sherwill-Navarro	\$2516	Express Award
12/1/08 – 11/30/09	Express Library Technology Improvement Award	Self Reliance Foundation	Arce	\$3500	Express Award
12/1/08 – 11/30/09	Express Library Technology Improvement Award	Edward Via Virginia Coll of Osteopathic Medicine	Powers	\$2880	Express Award
12/1/08 – 11/30/09	Express Library Technology Improvement Award	Univ of AL Birmingham	Lorbeer	\$2270	Express Award
12/1/08 – 11/30/09	Express Library Technology Improvement Award	MUSC	Moorer	\$3436	Express Award
12/1/08 – 11/30/09	Express Library Technology Improvement Award	NC State University	Alpi	\$3500	Express Award
12/23/08- 04/30/09	Three classes at Weldon Baptist Church	MaFlo's	Lance-Robb	\$600	Training Award
02/1/09- 01/31/10	Express Library Technology Improvement Award	University of Florida	Davis	\$3500	Express Award
02/1/09-	Express Library Technology	East	Qui	\$3250	Express Award

01/31/10	Improvement Award	Tennessee State University			
01/28/09-04/30/09	Exhibit at the Alabama Gerontological Society, April 15-17, 2009, Birmingham, AL	Alabama Health Libraries Association	Hogan-Smith	\$1594	Exhibit Award

### **Major projects**

#### **University of Maryland – College of Information Studies – *Promoting Health and Literacy among Older Adults: Computer Training in Public Libraries***

Summary of activities: During the fifth quarter (the first quarter after the one-year no-cost extension was granted), training classes continued at the Hyattsville and New Carrollton Branch Libraries of the Prince George's County Memorial Library System (PGCMLS). During the fifth quarter of this project, a continuation of the development of relationships have greatly strengthened the productive partnerships formed during the first four quarters, including a strong, active, enthusiastic, dedicated, ongoing partnership between the College of Information Studies of the University of Maryland, College Park and the PGCMLS, partnerships with senior centers in Prince George's County and the National Institute on Aging (NIA) of NIH.

#### **West Virginia University Center on Aging - *E-HELP – Elder Health Education in Libraries Project***

Summary of activities: The objective to improve and increase access to reliable health information is a long term objective within the project, and remains so at this reporting time. Many of the activities to be completed during the course of the project address this goal directly. Activities such as exhibiting and trainings clearly will reflect upon this objective and goal. The demonstration of the online module will also have a direct effect on this objective and will be measured through feedback of the users. The Center on Aging exhibited during the spring and summer months and distributed the E-Help project to the seniors participating in these events. Approximately 150 informational flyers were distributed during those events, continuing to put the word out to the communities about this project.

#### **University of North Carolina Chapel Hill – *Automatic Metadata Maintenance for NC Health Info and the Go Local Initiative***

Summary of activities: Project staff implemented the project wiki, conducted background research, created methodology to identify the most variable, and therefore least stable records that would become the focus of the study, designed and conducted metadata quality evaluation methods, identified metadata generators for testing, and evaluated products that purport to identify web sites since they were last accessed. The keyword-in-context (KWIC) method used to highlight the vocabulary in web sites thereby drawing cataloger attention to those portions of the site that require human examination was identified; built and tested a working KWIC prototype; and built a proof-of-concept system to reliably identify web sites that have changed since their last viewing.

#### **East Tennessee State University - *Appalachian Underserved Healthcare Providers Evidence-based Information Training and Delivery Project***

Summary of activities: PDA training was started during this quarter for the second group of four hospitals. PubMed classes were scheduled at most of the hospitals for nursing and other clinical staff. Contact has also been made with the public libraries for a consumer class, and questionnaires were started for the Randomized Controlled Trial.

#### **University of Mississippi - *Clarksdale Diabetes and Metabolism Clinic Consumer Health Education Center***

Summary of activities: During the final quarter, the health educators continued to collect data and educate patrons with literacy-appropriate health information. The health educators now provide information at local health fairs and had a site visit in January. Three month follow up measures have been collected on 55 participants. They plan to promote activities and exhibit at the Heart and Cardiovascular Institute Health fair in February.

### **University of Virginia – NN/LM National Emergency Preparedness Plan Coordination**

Summary of activities: Project staff submitted a year in review document on the plan to the National Network Office. Worked with Region 3 on logistics for a summit on emergency preparedness for hospital librarians to be held in Chicago in April. Developed content for “10 Steps Approach to Service Continuity”. Scheduled and provided training in several regions. Submitted a brief Communication for the *Journal of the Medical Library Association* with Melanie Norton on continuity of ILL services. Provided a teleconference for NN/LM staff. Working with NLM’s DIMRC on a list of print “essential” resources for emergencies. Continued to develop the toolkit. Created a virtual tutorial for the toolkit.

### **MUSC - Hands on Health-SC Hispanic Outreach**

Summary of activities: MUSC developed [www.handsonhealth-sc.org](http://www.handsonhealth-sc.org) (HOH) to give the people of SC a place to learn about health and wellness in plain understandable language. The goal of this project is to meet the need of the Latino/ Hispanic population in SC by translating original content, providing Go Local access in Spanish, and reaching the Latino/Hispanic Community with this information through a series of workshops. HOH now has 11 of 15 articles within “SC Biggest Health Problems” translated and posted and have completed the translation of Go Local SC. HOH has partnered with MUSC College of Nursing’s Hispanic Initiative, St.John’s High School, MUSC Alliance for Hispanic Health, and Our Lady of Mercy. Next quarters activities include completing the last articles, working with partners, and teaching a workshop.

### **University of Miami – Librarians and DOCS**

Summary of activities: During the second quarter of the Librarian and DOCS for Health project, partnerships continued with the medical students who lead the DOCS program and with public librarians in the Monroe County Public Library Systems. Faculty library-wide participate in and contribute to the many project activities. Calder and public librarians attended the five DOCS health fairs held during November 2008 – January 2009 and various mechanisms such as surveys, debriefing meetings and feedback from patrons were employed to evaluate each fair. Four of the health fairs had mostly English speaking patients, while only one had a majority of Spanish speaking patients. Each of the fairs was held in a very different facility, none of which was designed for health fairs.

### **Mountain AHEC – Health Information Prescriptions for Seniors**

Summary of activities: The focus of the second quarter of the Health Information Prescriptions for Seniors (HIP for Seniors) project was to build on the progress made during the first quarter by establishing a routine and continuing to develop and promote the HIP for Seniors project. Jennifer Stuart, MLIS, Librarian, held regularly scheduled hours at the two original sites: Givens Estates Methodist Retirement Community (Givens) and Deerfield Episcopal Retirement Community (Deerfield). Providing Health Information Prescriptions at the MAHEC Family Health Center (FHC) was studied further and determined not to be a good option after all. A collaboration with nurses in Mission Hospital’s Senior Services was formed and regularly scheduled times for patient consultations in the MAHEC Health Sciences Library were established

### **University of South Carolina – Linking South Carolina Free Clinics to Quality Health information**

Summary of activities: Roz Anderson held a MedlinePlus training session for five people from the Good Samaritan Clinic. Unfortunately, Briget Livingston resigned from the School of Medicine Library on December 12, 2008. Livingston served as the Systems Librarian, and as part of this project, she was going to coordinate the purchasing and installation of the equipment at the free clinics. They will work with other library staff and the School of Medicine Office of Information Technology on equipment procurement until the vacant position is filled.

**Flagler Hospital: *Promoting Community Care through Access to Electronic Health Information***

Summary of activities: The Flagler Hospital medical librarian and community outreach coordinator developed a health information kiosk area at Flagler Hospital. The Interior Designer and Information Systems director at Flagler Hospital designed the kiosks and determined the exact location where the kiosks will be placed. Anticipated installation of equipment is February 26 and February 27. Additionally, all marketing materials have been developed.

**George Washington University: HIPS 4**

Summary of Activity: Seven HIPS members, including two new participants, met in late October to plan an upcoming *Connecting for Health Literacy* program for early winter 2009. The group has postponed the conference to spring 2009 and will reconvene in Quarter 2. In early January, the PI distributed the application for the award to members of several listservs including DC Learns for literacy practitioners, HIPS, health centers, and the Metropolitan Washington Public Health Association. There were 54 training sessions, including weekly visits to the *Max Robinson Center*, single or a short series of *workshops for specific organizations*, and 7-8 week long courses at the *Academy of Hope*. Approximately 300 people attended hands-on classes, including repeat participants at Max Robinson and Academy of Hope.

**Johns Hopkins University- *Current state of access for public health professionals***

No report was received at the time of this report.

**University of Alabama Birmingham-*Health Action Partnership***

Summary of activities: While paperwork delays hampered this project's first quarter, some progress was made toward the goal of promoting libraries as partners in public health initiatives. New options regarding how to best promote Health InfoNet of Alabama are being discussed, and scholarships for public health students to attend an upcoming Health Action Summit in Birmingham are being promoted.

**East Tennessee State University – *Color my World Healthy***

No report was received at the time of this report.

**Eastern Shore AHEC – *Teen Health Initiative***

Summary of activities: During the first quarter of this project, planning was completed, including contacts made with the four school principals and health instructors to facilitate upcoming classroom presentations, and with library partners in Talbot and Dorchester Counties to secure library directors' support. While planning future activities, nineteen classroom presentations were accomplished.

**Three Rivers AHEC – *Tour of Duty***

No report was received at the time of this report.

**TABLE 3. Presentations and training provided by RML staff**

<b>Date</b>	<b>Last name of staff responsible</b>	<b>Title of presentation/training</b>	<b>Location (city, state)</b>	<b>Number of participants</b>	<b>In-person or distance education</b>
11/3-12/12/08	Meloy	Online: Prescription for Success: Consumer Health Information on the Internet	N/A	10	Distance
11/15/08	Meloy	Building Healthy and Well-Rounded Youth: Sexual, Mental, Emotional, and Physical Health Resources for Teens	Tampa, FL	16	In-person
11/3 – 12/08	Ottosen	Beyond an Apple a Day: Providing Consumer Health	Online via Moodle and	22	Distance

		Information at Your Library	Adobe Connect		
11/14/08	Ottosen	Beyond an Apple a Day Interactive Session: Topic: Evaluating Consumer Health Websites	Online via Adobe Connect	11	Distance
12/5/08	Ottosen	Beyond an Apple a Day Interactive Session: Topic: Marketing	Online via Adobe Connect	7	Distance
01/23/08	Eberle, Ottosen	Beyond an Apple a Day Interactive Session: Topic Evaluating Consumer Health Websites for Region 8	Online via Adobe Connect	18	Distance
11/13/08	Prince	Geeks Bearing Gifts	Baltimore, MD	16	Distance
11/19/08	Prince	Measuring Your Impact	Baltimore, MD	12	In-person
11/20/08	Prince	Measuring Your Impact	Frederick, MD	6	In-person
01/15/09	Prince	Measuring Your Impact	Atlanta, GA	15	In-person
01/16/09	Prince	Getting Started with LinkOut	Atlanta, GA	10	In-person
11/18/08	Snow-Croft	PubMed for Experts	Frederick, MD	9	In-person
11/19/08	Snow-Croft	From Snake Oil to Penicillin: Presentation	Mobile, AL	15	In-person
01/16-23/09	Snow-Croft	Nursing on the Net: Health Care Resources You Can Use (online version)	Baltimore, MD	12	Distance
01/23/09	Snow-Croft	African American Community Health	Tuscaloosa, AL	16	In-person
01/23/09	Snow-Croft	Beyond an Apple a Day	Tuscaloosa, AL	15	In-person
01/26/09	Snow-Croft	Introducing the NLM and NN/LM	Tuscaloosa, AL	19	In-person
01/28/09	Snow-Croft	NLM Resources for Nurses	Tuscaloosa, AL	2	In-person
01/30/09	Snow-Croft	Evidence Based Practice in a Magnetic World	Birmingham, AL	11	In-person
01/30/09	Snow-Croft	PubMed for Experts	Birmingham, AL	15	In-person
11/22/08	Wescott	Easy to Read Health and Wellness Material	Fairfax, VA	24	In-person
11/10/08	Yancey	PubMed for Experts	Charlotte NC	6	In-person
11/13/08	Yancey	PubMed Tricks & Tips	Baltimore, MD	2	Distance
11/18/08	Yancey	Critical Appraisal	Tallahassee, FL	5	In-person
11/18/08	Yancey	Drug Information from the National Library of Medicine	Tallahassee, FL	150	In-person
12/09/08	Yancey	Introduction to Linkout	Baltimore, MD	1	Distance
01/07/09	Yancey	Making PubMed Work for You	Richmond, VA	14	In-person
01/21/09	Yancey	Drug Information Portal	Baltimore, MD	35	Distance
01/23/09	Yancey	Making PubMed Work for You	Norfolk VA	8	In-person
01/26/09	Yancey	Making PubMed Work for You	Norfolk VA	8	In-person

**TABLE 4. Exhibits.**

<b>Dates</b>	<b>Organization name</b>	<b>Meeting name</b>	<b>Location (city, state)</b>
11/19-21/08	United Cerebral Palsy of Greater Alabama	Early Intervention & Preschool Conference	Mobile, AL
01/24-27/09	Virginia Association of School Nurses	Annual Meeting	Virginia Beach, VA
11/5-7/08	Virginia Rural Health Association	Annual Meeting	Staunton, VA
11/6-7/08	Georgia Academy of Family Physicians	Annual Assembly	Atlanta, GA
11/6-8/08	North Carolina Veterinary Medicine Association	NC Veterinary Conference	Research Triangle Park, NC
11/14-15/08	American Indian Expo	Expo	Charleston, SC
11/19-20/08	Rural Health Association of Tennessee	Annual Conference	Pigeon Forge, TN
11/20-22/08	Tennessee Association of School Librarians	Annual Conference	Cool Springs, TN

**Actionable feedback received from exhibit visitors**

There is no feedback to report. Comments were included in the exhibit reports submitted.

**MedlinePlus Go Local**

***Vanderbilt University – Tennessee Go Local***

Summary of activities: The project launched on November 13, 2008. The funding for the project concluded this quarter. Work on database development and maintenance continues with 10,141 records approved or pending. Two large files were obtained. Promotion efforts included brief public service announcement sent to media outlets, brochure was developed and distributed at events, demonstrations at local library and health professional events. **(Appendix O)**

***George Washington – DC Go Local (ends 06/30/09)***

Summary of activities: The site went live on November 20, 2008. The database record count is now over 1200. Promotional and outreach efforts included a poster at the Mid-Atlantic Chapter of MLA meeting, information and training sessions at libraries and announcement on local library listservs. **(Appendix P)**

**Other staff activities**

**TABLE 5. Publications and resources developed by RML staff**

<b>Date completed/ published</b>	<b>Last name of staff responsible</b>	<b>Title</b>	<b>Medium (e.g., journal article, newsletter article, brochure, online tutorial)</b>	<b>Submitted to Clearinghouse (“yes” or “out of scope”)</b>
01/30/09	Ottosen	The Canny Consumer: Resources for Consumer Health Decision Making	New class put on Moodle for distance education	Yes
01/15/09	Ottosen	WEBHEALTH TOPICS: Veterans Health Information: A Webliography	Journal article in Journal of Consumer Health on the Internet	Out of scope

11/6/08	Ottosen, Becker	Online classes brochure SEA Region	Brochure	Out of scope
01/12/09	Snow-Croft	Online Nursing on the Net: Health Care Resources You Can Use	Online course using Moodle	yes

**Staff Activities:**

November 6, 2008 Terri developed content and worked with Colette to produce a trifold brochure of the region's online classes in preparation for the Associates visit and for distribution at exhibits, etc.

November 6, 2008 Terri, Janice and Beth met with Stuart Rodes from the Tai Sophia Library to discuss alternative and complementary medicine resources. Terri prepared a packet of consumer health resources for him to take back to the library.

November 6, 2008 Dale attended the Tech Coordinators' teleconference.

November 7, 2008 SE/A staff hosted the 2008-2009 NLM associate fellows. The associates heard about a "day in the life of an NN/LM coordinator," toured the library and learned about the benefits of housing an RML.

November 12, 2008 Janice and Terri attended the MLA webcast on emergency planning. Beth attended and led the wrap-around session following the broadcast.

November 13, 2008 Dale attended the WebSTOC Technical Update.

November 18, 2008 Terri and Mandy met with Meredith Solomon of the Health Sciences and Human Services Library to discuss the resubmission of the proposal for the MLA Symposium on personal health records for the 2010 meeting. They were asked by MLA to resubmit a proposal and to include members of the MLA Personal Health Record Task Force.

November 19, 2008 Terri was notified that her article titled *Veterans Health Information: A Webliography* is about to be published in the **Journal of Consumer Health on the Internet**.

December 1, 2008 Terri and Mandy met with Charima Young of Neighborhood Networks/HUD via teleconference to discuss next year's plans for classes, exhibits, etc.

December 4, 2008 Dale attended the Tech Coordinators' teleconference.

December 8, 2008 Terri and Janice attended the teleconference of the Florida Consumer Health Information Network (FCHIN). Terri explained the progress to date on promotion of and provision of online and in-person training to the Florida library cooperatives.

December 9, 2008 Mandy and Terri attended the December consumer health teleconference; Terri served as leader.

December 9, 2008 Terri agreed to be part of a panel presentation on outreach at the Maryland Library Association annual conference in May.

December 11, 2008 Dale attended the WebSTOC Technical Update.

December 12, 2008 Beth, Mandy, Sheila and Terri attended the all RML teleconference on outreach to Native Americans.

December 12, 2008 Terri spoke with Lee LeBlanc of the Southwest Florida Library Network to discuss scheduling CHIS (Consumer Health Information Specialization) classes for her cooperative as part of the FCHIN (Florida Consumer Health Information Network) project. No classes or dates have been set as yet.

December 16, 2008 Mandy updated the NN/LM SE/A Health Literacy Toolkit. She added appropriate websites and a new section entitled: Culture, Diversity, Language, and working with minority communities.

December 17, 2008 Janice had a teleconference with Katie Vizenor concerning the Welch Medical Library public health assessment project. She responded to a series of questions concerning projects and activities with public health professionals in the region.

December 17, 2008 Beth attended the quarterly EFTS conference call for members of the EFTS advisory committee. Beth raised a question from SE/A members about the EFTS requirement for a deposit for verifiable net lenders. SE/A members who are net lenders do not want to pay a deposit to EFTS when joining, since they will be collecting for the requests they fill, far in excess of those they place.

December 31, 2008, Cindy Love (SIS) put out a request for volunteer health librarians and information specialists in DC, Maryland and Virginia who agreed be contacted by DMRIC if needed, before during and after the inauguration. Beth volunteered her services.

January 8, 2009 Terri sent the distance education class questionnaire to participants in all eight distance classes. The questionnaire will gather reasons for non-completion of online classes. The link to the questionnaire was sent to a total of 146 class participants. On January 23, 2009 Terri closed the survey and gathered results data to be reviewed by Sheila and MJ, co-investigators on this project.

January 15, 2009 Staff attended the NN/LM teleconference on NLM's new serial donation system.

January 20, 2009 Beth notified the DOCLILNE team at NLM to initiate a new cross-regional library group - Community Health Systems with 12 members.

January 29, 2009 Terri and Janice met via teleconference with Lisa Boyd, Angela Ruffin, Cindy Olney, Susan Barnes, and consumer coordinators and associate directors from Regions 5 and 7 to discuss Community Day funding for one regional public library in each region.

January 29, 2009 Terri responded to request from UCLA library school student for information on Veterans' Health and the information-seeking behavior of veterans and their families.

*SEA Currents*: Over 40 articles were added during the quarter. See <http://nlnm.gov/sea/newsletter/> for the complete list.

Quarterly website statistics include:

199 RSS subscribers to *SEA Currents* (via Feedburner)

856 email subscribers to *SEA Currents* (via notify plugin)

1,055 total subscribers to *SEA Currents*.

