

New England Region

Quarterly Report

May, 2002 – July, 2002

Contract Number N01-LM-1-3518

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Executive Summary –

Year 2 began with an opportunity to see and interact with other RML colleagues at the Medical Library Association's annual meeting in Dallas, TX. Opportunities for classes and discussions allowed the staff to learn about new ideas for service delivery within our own region. Eleven site visits were made to New England libraries, one DOCLINE class and seven onsite support visits for DOCLINE were offered. Four PubMed classes were taught and two MedlinePlus presentations were made. Exhibits were staffed at one national conference in Boston, the American Academy of Physicians Assistants.

The recruitment process for the Technology Coordinator position started. From the pool of applicants, four people were interviewed by phone and three were invited to the RML office for full interviews. A recommendation to hire one of the candidates has been sent to the Human Resources Department. It is anticipated that the position will be filled during Q2.

Membership certificates for the 260 full members were ordered, received and mailed with a cover letter during the quarter. During the second half of Year 1, the Network Coordinator had contacted each of the network members listed in the DOCUSER database to verify the accuracy of all member records. Affiliate members have also been contacted throughout the region; membership certificates have been ordered and will be mailed during Q2.

A very successful Interlibrary Loan meeting co-sponsored by the New England Region and the North Atlantic Health Sciences Librarians organization (NAHSL) was held on May 10 at the Hoagland Pincus Center of the University of Massachusetts Medical School, Shrewsbury, MA. All staff participated in the day's events. Sixty-six participants attended the day-long meeting (Attachment #1).

Approval was received from the University of Massachusetts Office of Research, Division of Research Subjects to begin Semi-Structured Interviews with Opinion Leaders (Attachment #2). During the quarter, two interviews were conducted by Elaine Martin and Debbie Sibley.

Plans were made for an informational mailing to the 750+ public health officials and 700+ public libraries in New England. Creating a brochure for the mailing was an ongoing project throughout the quarter. Drafts of a cover letter and the brochure were shared with NLM staff as well as public health officials in New England. It is expected that the mailing will occur during Q2. Contents of the mailing will be a cover letter, a brochure describing the NER and NLM services, bookmarks and other informational literature from NLM.

A six month Electronic Document Delivery project ended. This project involved 7 hospital and academic libraries in Maine and staff from The Lamar Soutter

Library Interlibrary Loan Department. The project tested the efficacy of scanning and delivering articles electronically using Ariel. Information and results are found in Attachment #3.

Timeline of Activities –

- May 1-3: Exhibit at Massachusetts Library Association, Falmouth, MA
- May 1: Site visit Silent Spring Institute, Newton MA
- May 2: Site visit Massachusetts College of Pharmacy, Worcester, MA
- May 5-7: Exhibit and teach at Maine Library Association, Augusta, ME
- May 10: Hosted annual Interlibrary Loan Meeting, Shrewsbury, MA
- May 14: Attended Massachusetts Board of Library Commissioners Steering Committee meeting
- May 14: Presented a class at New Hampshire Library Association, Concord, NH
- May 16: Attended Exhibit training session in Dallas, TX
- May 17: Attended RML Directors' meeting, Dallas TX
- May 18-22: Attended Medical Library Association conference, Dallas TX
- May 27-29: Exhibited at the American Academy of Physician's Assistants annual conference, Boston, MA
- May 31: Attended the Maine Health Sciences Librarians Spring Meeting, Auburn, ME

- June 10: Conducted two interviews, site visit at The Countway Library, Harvard Medical School, Boston, MA
- June 10: Attended meeting at the Department of Medical Assistance
- June 14: Attended quarterly NAHSL Executive Board meeting, Lowell, MA
- June 15-18: Attended American Library Association conference, Atlanta, GA
- June 18: Attended UMass/Memorial Health Care Library Affiliates meeting, Worcester, MA
- June 19: Attended the ARIHSL (Rhode Island) Summer meeting, Seekonk, MA
- June 20: Site visit to ARCH, subcontract site for the Massachusetts General Hospital Library, Revere, MA
- June 20: Attended the CAHSL (Connecticut) Summer meeting, Weston (???) , CT
- June 21: Hosted and attended the quarterly MAHSLIN (Massachusetts) Executive Board meeting
- June 25: Attended a NAHSL 2003 planning meeting, Sturbridge MA
- June 26-27: Participated in the Massachusetts Board of Library Commissioners Futures Institute, Worcester, MA

- July 10: Site visit to University of Massachusetts Medical School, Worcester, MA
- July 18: Site visit to Rhode Island Department of Public Health, Providence, RI
- July 19: Site visit to Dartmouth College Medical School Library, Hanover, NH
- July 19: Provided onsite training at US Naval....., Norfolk, CT
- July 22: Site visit to University of Vermont Medical School Library, Burlington, VT
- July 24: Site visit to Hartford Hospital, Hartford, CT
- July 24: Site visit to Baystate Medical Center, Springfield, MA
- July 25: Site visit to University of Massachusetts Medical School, Worcester, MA
- July 26: Site visit to Yale University Medical School Library, New Haven, CT
- July 31: Presented DOCLINE class, Baystate Medical Center, Springfield, MA

Basic Network Programs

Resource Sharing

There were 439 Network related questions answered via phone calls and e-mails (Attachment #4).

There were 68 routing table change requests approved.

There were 3 new members recruited.

Fourteen (14) libraries closed during the quarter

One DOCLINE training session was given during the quarter (Attachment #5). Seven DOCLINE onsite support visits were made.

Calls to member libraries to gather information and update DOCUSER records continued in preparation for mailing membership certificates to Full and Affiliate members.

260 Full Network Member Certificates were mailed to New England Region libraries. 160+ Affiliate Member Certificates were ordered.

The regional ILL meeting (co-sponsored by NAHSL) was held on May 10, with 66 in attendance. Co-sponsored by the North Atlantic Health Sciences Librarians Chapter of MLA, the meeting was held at the Shrewsbury campus of the University of Massachusetts Medical School. (Attachment #1)

Communications and Publicity

Two issues of the New England Region's newsletter, the NER'eastah, were published in May and July to continued positive reviews. (Attachment #6)

Sixty-three (63) messages were distributed on the NAHSL-L@list.umassmed.edu electronic list by New England Region staff.

Seventy-five copies of the Guide to NIH HIV/AIDS Information Services, NIH, NLM 2001 booklets were sent to ten libraries.

RAC

RAC committees held phone and e-mail meetings throughout the summer. Two new committee members were appointed (Anne Devenish of NELINET to the Resource Sharing Committee) and a new committee chair joined the group (Donna Beales for the Education and Training Committee). The next meeting is scheduled in September. Resource Library Directors have been invited to attend a meeting at the annual NAHSL meeting in late September to discuss needs and issues with RML staff. RAC committee chairs are also invited to this meeting.

One report was received from a committee the Statistics Committee summarizing their work to date. (Attachment #7)

Outreach Program

Subcontracting libraries continued their work during this quarter. Initial visits with the University of Massachusetts Medical School, Massachusetts General Hospital, Boston College and Massachusetts College of Pharmacy were made to discuss their projects. Site visits were made to Tufts University, Yale University, Boston University, Boston College, Massachusetts College of Pharmacy, Massachusetts General Hospital and University of Massachusetts Medical School to discuss activities and needs. Third quarter reports can be found in Attachment #8.

Five new proposals were discussed with resource libraries. There are five pending proposals with Dartmouth College Medical School, University of Vermont Medical School, Baystate Medical Center, Hartford Hospital and Rhode Island Hospital. Staff members visited several libraries, attended library group meetings, and gave RML updates. The updates included information about RML staff, the website, programs, subcontracts, committees and awards. Information that was requested as follow-up at the meetings was sent to interested member libraries.

Site visits :

- May 1: Site visit Silent Spring Institute, Newton MA
May 2: Site visit Massachusetts College of Pharmacy, Worcester, MA
- June 10: Conducted two interviews, site visit at The Countway Library,
- July 10: Site visit to University of Massachusetts Medical School, Worcester, MA
July 18: Site visit to Rhode Island Department of Public Health, Providence, RI
July 19: Site visit to Dartmouth College Medical School Library, Hanover, NH
July 22: Site visit to University of Vermont Medical School Library, Burlington, VT
July 24: Site visit to Hartford Hospital, Hartford, CT
July 24: Site visit to Baystate Medical Center, Springfield, MA
July 25: Site visit to University of Massachusetts Medical School, Worcester, MA
July 26: Site visit to Yale University Medical School Library, New Haven, CT

Direct Outreach to Health Professionals and Information Providers

The following training programs and meetings were held :

- May 10: Hosted annual Interlibrary Loan Meeting, Shrewsbury, MA
May 14: Presented a class at New Hampshire Library Association, Concord, NH (Attachment #9)
- June 18 : Presented a MedlinePlus class, Baystate Medical Center, Springfield, MA (Attachment #10)
June 18: Presented a PubMed Train the Trainer class, Boston College (Attachment #11)
June 26: Presented a PubMed and MeSH class, Philips Medical Systems, Andover, MA (Attachment #12)
- July 31: Presented DOCLINE class, Baystate Medical Center, Springfield, MA

Exhibits

- May 1-3: Exhibit at Massachusetts Library Association, Falmouth, MA (Attachment #13)
- May 5-7: Exhibit and teach at Maine Library Association, Augusta, ME (Attachment #14)
- May 14: Presented a class at New Hampshire Library Association, Concord, NH
- May 27-29: Exhibited at the American Academy of Physician's Assistants annual conference, Boston, MA (Attachment #15)
- June 15-18: Attended and helped in exhibits American Library Association conference, Atlanta, GA

State and Local meetings attended

- May 9: Attended the HINWC meeting, University of Massachusetts Medical School, Worcester, MA (Attachment #16)
- May 31: Attended the Maine Health Sciences Librarians Spring Meeting, Auburn, ME (Attachment #17)
- June 10: Attended meeting at the Department of Medical Assistance
- June 19: Attended the ARIHSL (Rhode Island) Summer meeting, Seekonk, MA
- June 20: Attended the CAHSL (Connecticut) Summer meeting, Weston (???), CT

Staff Activities

Berryman

- May 5-7: Exhibit and teach at Maine Library Association, Augusta, ME
- May 14: Presented a class at New Hampshire Library Association, Concord, NH
- May 16: Attended Exhibit training session in Dallas, TX
- May 17: Attended RML Directors' meeting, Dallas TX
- May 18 : Attended the MLA Continuing Education program
- May 19-22 : Attended the Medical Library Association Conference, Dallas, TX
- May 27-28: Exhibited at the American Academy of Physician's Assistants annual conference, Boston, MA
- May 31: Attended the Maine Health Sciences Librarians Spring Meeting, Auburn, ME
- June 10: Attended meeting at the Department of Medical Assistance

- June 18: Attended UMass/Memorial Health Care Library Affiliates meeting, Worcester, MA
- June 20: Attended the CAHSL (Connecticut) Summer meeting, Weston (???) , CT
- July 10: Site visit to University of Massachusetts Medical School, Worcester, MA
- July 18: Site visit to Rhode Island Department of Public Health, Providence, RI

Chlapowski

- June 26 : Attended NELINET Workshop "Tips & Trick for you Web Page".

Crespo

- May 9: Attended the HINWC Meeting, UMass Medical School Library
- May 14: Attended Massachusetts Board of Library Commissioners Steering Committee meeting
- May 16: Attended Exhibit training session in Dallas, TX
- May 17: Attended RML Directors' meeting, Dallas TX
- May 19-22 : Attended the Medical Library Association Conference, Dallas, TX
- June 18 : Taught MedlinePlus class, Baystate Medical Center, Springfield, MA

Goldstein

- May 1-3: Exhibit at Massachusetts Library Association, Falmouth, MA
- May 16: Attended Exhibit training session in Dallas, TX
- May 17: Attended RML Directors' meeting, Dallas TX
- May 18 : Attended the MLA Continuing Education program
- May 19-22 : Attended the Medical Library Association Conference, Dallas, TX
- May 27-29: Exhibited at the American Academy of Physician's Assistants annual conference, Boston, MA
- May 30: Attended the NELINET Regional ILL meeting, Marlboro, VT
- July 19: Provided onsite training at US Naval....., Norfolk, CT
- July 22: Attended a NELINET workshop, "XML", Southborough, MA

July 31: Presented DOCLINE class, Baystate Medical Center, Springfield, MA

Martin

- May 9 : Met with Kathy Finn, Heywood Hospital, about RML training opportunities available for new library staff and contract services to be provided by the LSL
- May 10: Attended Annual RML ILL meeting. Gave Welcome address.
- May 14 : Contacted Marion Levine, Library Consultant, and Candace Luciano, Mass AHEC Director, regarding the funding of the LSL subcontract entitled "Massachusetts AHEC Learning and Library Resources Program." Discussed next steps and planned follow-up meeting for July.
- May 16-23: Attended MLA Annual Meeting. RML Director's Meeting, EFTS meeting, Chaired Leadership Symposium, Elected Chair Leadership and Management Section, Appointed Chair NPC2005.
- May 31: Sent letter of support to Jennifer Cochran, Refugee and Immigrant Health Program, Jamaica Plain, MA (Attachment #18)
- June 4: As President of the Boston Library Council, chaired the BLC Management Council Meeting held at Boston College, Boston, MA
- June 10 : Interviewed Lucretia McClure and Judy Messerle, as the first participants in the NER interview series with opinion leaders.
- June 11 : With the Office of Medical Education, UMass Medical School, the LSL hosted the PDA Symposium. Over 100 local area healthcare professionals and librarians attended. Served on the Planning Committee.
- June 18: Chaired and hosted the UMass Medical School/UMass Memorial Health Care Affiliate Librarians Group meeting. Donna Berryman made a presentation on PubMed and outreach services provided by the RML. I gave a general RML update.
- June 20 : Site visited ARCH program in Revere, MA. and discussed potential funding opportunities.
- June 24 : As President of the BLC, chaired the BLC Board of Director's Annual Retreat.
- June 25-26 : Attended MCCLEPHI Annual Meeting. Distributed RML materials to the attendees--library directors from the state funded colleges, community colleges and universities in MA.
- July 1 : Participated in the RML interviews for the Technology Coordinator position
- July 9: Made a site visit to Tovah Reis, Medical Librarian, Brown University and Resource Library for NER. Discussed potential funding opportunities and RML services and products.

- July 10: Met with Donna Berryman, RML Outreach Coordinator, and Barbara Winrich, UMass HealthNet, regarding their role in the MA AHEC subcontract
- July 12 : Participated in the RML interviews for the Technology Coordinator position
- July 19: Site visit to Dartmouth Medical School. Met with Bill Garrity, Director, regarding potential funding opportunities and outreach projects
- July 22: Site visit to the University of Vermont. Met with Marianne Burke, Director, regarding potential funding opportunities and outreach projects
- July 24: As past President of the BLC, attended BLC Management Council Meeting, Northeastern University, Boston, MA
- July 25: Hosted meeting of AHEC subcontract staff and discussed first steps.
- July 26: Site visit to Yale Medical Library. Met with R. Kenny Marone, Director, regarding her current subcontract and future funding opportunities and outreach activities.

- July 29: Attended MA AHEC Statewide Advisory Board Meeting, UMass Medical School, Worcester, MA. Gave an update on the subcontract.

Sibley

- May 1: Site visit Silent Spring Institute, Newton MA
- May 2: Site visit Massachusetts College of Pharmacy, Worcester, MA
- May 5: Exhibit at Maine Library Association, Augusta, ME
- May 16: Attended Exhibit training session in Dallas, TX
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Attachments :

Attachment 1: Annual ILL Meeting

Attachment 2: Structured Interviews with Library Leaders

Attachment 3: Electronic Document Delivery project

Attachment 4: NER Network Statistics

Attachment 5: DOCLINE training, Baystate Medical Center

Attachment 6: NER'eastah, issues 3&4

Attachment 7: RAC Statistics Committee report

Attachment 8: Quarterly Reports, Boston University and Yale University

Attachment 9: New Hampshire Library Association, Gateway Class

Attachment 10: Consumer Health Information class, Springfield, MA

Attachment 11: Boston College Social Work Library, PubMed training

Attachment 12: Philips Medical Sstems, PubMed and MeSH classes

Attachment 13: Massachusetts Library Association conference evaluation

Attachment 14: Maine Library Association Annual Meeting and class evaluation

Attachment 15: Exhibit Report, American Academy of Physician Assistants

Attachment 16: HINWC meeting, University of Massachusetts Medical School

Attachment 17: HSLIC (Maine) Spring meeting

Attachment 18: Letter of Support, Mass. Department of Public Health

Attachment 19: MBL/WHOI class, May 28