

**Second Quarter Report
October 1999 - December 1999**

Submitted January 21, 2000

**Information Access
for Public Health Professionals in North Dakota**

**NATIONAL NETWORK OF LIBRARIES OF MEDICINE/
GREATER MIDWEST REGION
OUTREACH SUBCONTRACT
August 1, 1999 – July 31, 2001**

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Introduction

This is the first full quarter of this project. Significant progress was made on the baseline data survey: 19 of the 24 public health departments in the state returned surveys and have been summarized. Focus group planning has taken place, and focus groups will be held during the coming quarter.

1. Description of Progress Towards the Project's Major Objectives

A. Administrative and Planning Activities

Equipment: The new projector ordered for the contract has been tested and is now available for use at the Northeast and Southeast Clinical Campuses. The second projector, which was already owned by the Harley E. French Library of the Health Sciences (HEF Library), has been placed at the Northwest Clinical Campus Library and will be utilized for this project at the Northwest and Southwest Clinical Campuses.

The notebook computer has been received and is being used at the Northeast Clinical Campus. Dreamweaver software was purchased for this computer with contract funds to facilitate work on the project's web site. The Northeast Clinical Campus librarian is in the process of learning the software and is using it to develop the project's site: (<http://www.med.und.nodak.edu/depts/library/PubHealth/InfoAccess.htm>) This computer will also be used by the Northeast campus librarian for training. With the addition of this new computer, we now have a notebook computer on site at each of the four clinical campuses!

Theresa Norton, Computer Services Librarian, is investigating specifications on computer conferencing cameras to utilize for real-time reference and for individual user training assistance. We will start by purchasing two cameras and setting them up at the HEF Library to train the project librarians. One of the cameras will then go to a public health office in the Northeast quadrant. Two additional cameras will then be purchased for the Northwest quadrant. One will be set up at the Angus L. Cameron Medical Library (Northwest campus) and the second will be set up at a public health office in the Northwest quadrant. Karen Anderson, NW campus librarian, has already been experimenting with videoconferencing cameras and Net Meeting software with her own equipment.

Planning: Bette Ide, Ph.D., from the College of Nursing, and Barb Knight met on October 28, 1999. They discussed the focus group process and the involvement of nursing students, and in addition formulated some focus group questions. Dr. Ide provided the name of a graduate nursing student in Bismarck who might be interested in working with this project for her thesis. Dr. Ide will give the student a copy of the grant proposal and some information. The student has visited with Leeila Bina (SW campus) about the role she would play.

A planning meeting was held on December 2 from 10 am to 5 pm, in Carrington. It was attended by Karen Anderson, NW campus, Leeila Bina, SW campus, Kathy Van Eeckhout, SE campus, Barbara Knight, NE campus and project coordinator, and Lila Pedersen, project manager.

Items discussed included the brochure, continuing education credit for nurses, results to

date of the baseline surveys, focus groups, the web site, classes and training sites, reports, the *OutReach Evaluation Report from NNLM-GMR*, Reference Manager software, hardware, and new features of advanced PubMed searching. The agenda for the meeting is in the appendix.

Baseline Data Collection: Data has been collected from each of the four quadrants. The following charts summarize the data collected to date.

1. Northwest Quadrant Summary of Baseline Data

2 Public Health Departments in this quadrant of the state: 1 reported
 11 counties in this quadrant – 1 of these counties has no public health service

Total population of Quadrant: 117,300.

Range: 2,200 in the smallest county – 59,500 in the largest county.

Total annual expenditures (FY99): Reported range to date: \$852,302 - unreported
 Reported total to date: \$852,302.

NW Quadrant: 2 public health depts, 1 reported	No. of Public Health Professionals		No. with Computers with Web Access	
	Full-time	Part-time	In Dept.	On Own Desk
Health officers / Dept. directors	1	2	-	3
Environmental health specialists	1	0	-	1
Public health nurses	4	3	-	5
Assessment coordinators	0	0	-	0
Generalists	0	0	-	-
Health educators	1	-	-	1
Epidemiologists / Outbreak investigators	0	0	-	-
Social workers / Case workers	0	0	-	-
Other	4	8	-	6
TOTAL	11	13	-	16

2. Northeast Quadrant Summary of Baseline Data

6 Public Health Departments in this quadrant of the state: 4 reported
 9 counties in this quadrant – 1 of these counties has no public health service

Total population of Quadrant: 122,600.

Range: 2,900 in the smallest county – 70,100 in the largest county.

Total annual expenditures (FY99): Reported range to date: \$85,000 – \$1.4 million.
 Reported total to date: \$1,711,000

NE Quadrant: 6 public health depts, 4 reported	No. of Public Health Professionals		No. with Computers with Web Access	
	Full-time	Part-time	In Dept.	On Own Desk
Health officers / Dept. directors	2	3	-	3
Environmental health specialists	5	-	-	5
Public health nurses	12	15	15	10
Assessment coordinators	-	-	-	-
Generalists	3	1	-	4
Health educators	-	1	-	1
Epidemiologists / Outbreak investigators	1	-	-	1
Social workers / Case workers	2	-	1	1
Other	-	-	1	3
TOTAL	25	20	17	28

3. Southwest Quadrant Summary of Baseline Data

5 Public Health Departments in this quadrant of the state: 5 reported
 18 counties in this quadrant - all of these counties have a public health service

Total population of Quadrant: 167,400.

Range: 800 in the smallest county – 66,100 in the largest county.

Total annual expenditures (FY99): Reported range to date: \$65,000 – Unreported.
 Reported total to date: \$2,280,606.

SW Quadrant: 5 public health depts, 5 reported	No. of Public Health Professionals		No. with Computers with Web Access	
	Full-time	Part-time	In Dept.	On Own Desk
Health officers / Dept. directors	-	12	1	2
Environmental health specialists	3	2	2	-
Public health nurses	23	30	24	9
Assessment coordinators	2	1	0	3
Generalists	1	1	-	2
Health educators	0	2	0	1
Epidemiologists / Outbreak investigators	-	-	-	-
Social workers / Case workers	-	1	-	1
Other	8	9	11	2
TOTAL	37	58	38	20

4. Southeast Quadrant Summary of Baseline Data

11 Public Health Departments in this quadrant of the estate: 9 reported
 15 counties in this quadrant – all counties have a public health service

Total Population of Quadrant: 215,300

Population Range: 2,200 in the smallest county – 114,900 in the largest county

Total annual expenditures (FY99): Reported range to date: \$38,000 – \$2,537,559.
 Reported total to date: \$4,384,374.

SE Quadrant: 11 public health depts, 9 reported	No. of Public Health Professionals		No. with Computers with Web Access	
	Full-time	Part-time	In Dept.	On Own Desk
Health officers / Dept. directors	8	5	2	10
Environmental health specialists	6	5	5	5
Public health nurses	21	37	21	17
Assessment coordinators	1	-	-	1
Generalists	-	-	-	-
Health educators	1	1	2	-
Epidemiologists / Outbreak investigators	-	-	-	-
Social workers / Case workers	-	-	-	-
Other	9	18	4	8
TOTAL	46	66	34	41

B. Publicity/Marketing Activities

Brochure: Barb Knight has put the finishing touches on the brochure and copies have been distributed to the other three clinical campus sites. The brochure will accompany all contract mailings and be available at all of the exhibits.

Home page: The group decided to incorporate the public health outreach project into the library's current Outreach web site. The page can be found at:
<http://www.med.und.nodak.edu/depts/library/PubHealth/InfoAccess.htm>
It will soon be available by selecting *Outreach* from the first page of the Harley French Library located at <http://www.med.und.nodak.edu/depts/library>.

Contacts: We have established a one-on-one contact person at each public health site. In most cases this is the person who replied to the baseline data survey.

Reference Desk e-mail : The reference mail box has been set up on the web site. All questions will be directed to hflref@medicine.nodak.edu at the Harley French Library. Knight and another reference librarian respond to this mail box on a daily basis.

C. Training/Demonstration Sessions

Focus Groups: A set of questions has been suggested for the focus groups. Knight and Bette Ide, Ph.D., the instructor for the public health graduate nursing students, have reviewed questions and discussed process. Knight will meet with the students on January 24, 2000, over the interactive video network to discuss the project and to solicit a volunteer for each focus group. The focus group process was discussed at the December, 1999 planning meeting. The focus groups will be audiotape recorded. The nursing graduate students will be leading the focus groups and the librarian will serve as a resource and be taking notes. The graduate student will lead the group rather than the librarians to ensure that the librarians serve as a resource to the group ONLY and do not influence the outcomes. Plans are to have 10 public health staff involved in each focus group. Staff from each public health office in a quadrant will be invited to participate. Focus group questions have been suggested by Bette Ide, Ph.D., and the four clinical campus librarians. The nursing students will be asked for input as well. Suggested questions to date are in the appendix.

All four campus librarians have contacted public health workers in their area of the state and are in the process of setting up the four focus group meetings.

Training Sessions: Application has been made to the North Dakota Nurses Association for continuing education credit for nurses. Elizabeth Tyree, B.S., M.P.H. and Bette Ide, Ph.D., both with the UND College of Nursing, have been involved in the planning process. Tyree and Knight met on December 14, 1999 to review the application one last time. Trainers listed on the application are the four clinical campus librarians. The application fee is \$50. We should be notified by the middle of February 2000 whether our application for CE credit has been accepted. A copy of the application is in appendix.

Van Eeckhout has written a letter for each campus librarian to adapt when requesting the use of a computer lab in her respective city. The draft of the letter is in the appendix. The group decided to offer \$50.00 to \$100.00 for rental of labs that are not a part of UND.

Hand-out packets for the training sessions were discussed extensively. All of the librarians were asked to bring examples of the items they would like to have included in the handouts to the December meeting. The group likes to have the handouts assembled into a pocket folder but believes that the folders they used in the past have

become too expensive. One option that the group liked was to design a self-adhesive label to put onto pocket folders that will represent the four clinical campus libraries. Common items to be included in the packet include the current PubMed help pages, a PubMed tri-fold when a new one becomes available, an NLM brochure, a brochure which highlights the work of the NNLM, and a brochure or hand-out on the NNLM/Greater Midwest Region. The group would also like to develop some tri-fold brochures which highlight medical information web sites.

D. Exhibits

We are scheduled to exhibit at the annual conference of the North Dakota Nurses Association on April 2-4, 2000 in Bismarck, and the 2000 Dakota Conference on Rural and Public Health, "Rural and Public Health: on the Road to a Healthy Future", on March 8-10, 2000 in Fargo.

II. Loansome Doc/ Document Delivery Activities

A document delivery fact sheet is being developed that highlights the Loansome Doc feature. All of the document delivery options available through the libraries will be included in the fact sheet.

III. Evaluation Activities

Knight distributed the evaluation forms that will be used for the training sessions. Pedersen had suggested that they augment the form to gather some additional data that we might like to have available locally. After checking with Jean Sayre at the NNLM/GMR, it was decided not to alter the standard reporting form. Jean said these forms are mandated by the National Library of Medicine. We are welcome to gather additional data on our evaluation forms or to develop an additional form if we choose.

IV. Problems/Corrective Action

All of the librarians want to make sure the people they train can obtain as much reliable information as possible when they utilize the Internet. Since the public health staff members are health care professionals, they want to make sure they give them access to as much full-text data from as many professional health care publications as possible.

Since this is an area where there are differences in access depending on location within the state, a Harley French Library Fact Sheet will be prepared by Knight, titled "E-Journals." This fact-sheet will outline options for accessing electronic journals.

V. Lessons Learned/Significant Feedback

Nothing to report in the second quarter.

VI. Projected Activities for Next Quarter

Information Seeking Research: Van Eeckhout and Knight will design a tool to use with this part of the project.

Baseline Surveys: The remainder of the baseline surveys will be collected and the data recorded.

Training & Demonstrations: Focus groups, training sessions, and presentations will be scheduled from the four sites. It is anticipated that focus groups will be conducted in February.

VII. Reporting Forms for Training/Demonstration Sessions and/or Exhibit Reports

The group discussed and reviewed the reporting forms that will be used for the training sessions. Reports will include the NLM Outreach Reporting Form, a sign-in sheet, a meeting evaluation summary and a short narrative summary. All reports will be submitted to Knight for inclusion in the quarterly reports. The group discussed definitions to use when filling out the NLM Outreach Reporting Form. The new forms will be printed with the definitions on the back.

Appendix

- * Agenda – December 2nd, 1999
- * The brochure
- * CNE Application
- * Focus Group Questions
- * Draft of Computer lab request letter