

**Fifth Quarter Report
July 2000 – September 2000**

Submitted November 6, 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 quarter was a very active one. Focus groups were held in two quadrants. Eight classes were held in Bismarck and Minot, with 42 attendees. The vacancy at the Southeast Clinical Campus, however, has hindered progress in the eastern part of the state

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

A. Administrative and Planning Activities

During the focus group process we learned the State Department of Public Health has made a grant request which will upgrade their computer equipment statewide. We do not know yet whether the grant has been funded. Planning has begun to schedule more training sessions and conduct the final focus group (northeast quadrant).

B. Publicity / Marketing Activities

Brochure: The project brochure continues to be distributed. We are currently including it in each packet of materials for the training sessions, and it is included in mailings announcing the training sessions and the focus groups. No new brochures were created during this quarter.

Home page: A set of links was added to the web site to be utilized in the classes. The beginning links included are the same links that were published in a tri-fold brochure for the classes titled *Information Access: Reliable Health Care Information: Internet Sites of Note*. Since the brochure was published, some additional links have been added and the public health professionals have been encouraged to forward their suggested links to Knight.

Contacts: We continue to work through a single contact person at each public health office, usually the Director of Nursing.

Reference Desk e-mail: The reference desk e-mail address is just beginning to get some activity from the public health professionals. They usually call and ask for Barb Knight during the daytime, 8 – 5, Monday through Friday. However, when they have questions that arise on the weekends or during the evenings they have begun to use e-mail.

C. Training / Demonstration Sessions:

1. Focus Groups

The focus group for the northwest quadrant was conducted on July 13 in Minot, and the focus group for the southwest quadrant was conducted on August 3 in Bismarck. The focus group for the northeast quadrant had been held June 2 in Grand Forks, and that summary is included in this quarter's report. Prior to the focus group process all five librarians spent a great deal of time agonizing over specific questions to ask in order to glean the information we were seeking. After referring back to Glitz's *Focus Groups for Libraries and Librarians*, we determined that we were getting far too specific and that we needed to "trust" the focus group process! With that in mind, the three groups were given the same introduction to the process by Knight. The participants were told, "The purpose of the focus group is to gather information to help us provide linkages between public health professionals in North Dakota and reliable health care information. The focus group is our opportunity to dialog with you about the healthcare information delivery systems you use and how you use them." They were invited to tell how they access information presently and how they would like to be able to access information in the future. They were asked to consider, "When you have an information question during the work day, where do you go for an answer?" and "Can you describe your experience of locating print and/or non-print resources when you don't have immediate access to them?" They were told, "It is OK to think *out of the box* when considering what you would like to see in the future." When ideas seemed to come slowly, the groups were asked to consider ideas pertaining to library services, information available via the Internet, and access to hard copy materials. Knight reminded them that this was the second step in a data collection process. The first step was the Baseline Survey they had all been asked to submit early in the contract period.

We felt comfortable about reference librarians leading the focus group process since, as Glitz says, "Reference librarians, specifically, are usually accomplished at interviewing and have learned to probe for more information during the reference interview." (p. 51)

Focus Group – Grand Forks, June 2, 2000

Knight and Van Eeckhout led this group, which was held in the conference room of the HEF Library. Participants included three people from three different public health units: the Lake Region Public Health Unit, which includes four counties; the Nelson/Griggs District Health Unit, which represents two counties, and the Grand Forks Public Health Department, which represents one county. Seven health units had been invited to participate.

After Knight's introduction, each participant began by telling about information resources they utilize in their daily work and what information resources they would like to have access to if they were not limited by any constraints. Areas of need they identified included:

- Hardware – A computer for each staff person.
- E-mail systems – (1) Individual e-mail accounts and instruction on management of the account. (2) Time and/or expertise to participate in e-mail groups in an effective manner. (3) To use e-mail to network with other professionals and/or colleagues. (4) To use e-mail to contact information professionals and get a quick response to information needs.
- Connectivity – Connectivity without increased expense to their office (flat fee access for unlimited time online).
- Training – (1) Basic, introductory training on computer use. (2) Use of specific databases that are now available via the Internet, such as PubMed. (3) Effective and efficient use of the web. (4) Access to help guides and direction materials on all aspects of computer and Internet usage.
- Access to their local libraries. They indicated that the libraries in some of the small towns are willing to process interlibrary loan requests, etc. for them; however, the libraries are not open enough hours (usually less than 40 hours per week) or at convenient times.
- Interlibrary loan – Available at their office, rather than from the nearest college and/or public library.
- Ready access to the reference books and textbooks in the HEF Library.

Focus Group – Minot, July 13, 2000

Knight and Anderson led this focus group, which was held in the conference room of the UND Family Practice Center. There are two public health units in the northwest quadrant, which cover eleven counties. Participants included three staff members from the First District Health Unit in Minot. No one was able to attend from the other health unit in this quadrant; however, they were asked to provide input. This input was gathered by Anderson through a phone call to one staff person at the Upper Missouri District Health Unit in Williston.

After Knight's introduction, each participant began by telling about information resources they find helpful for their job performance at the present time. Comments and needs included the following:

- Print resources - It is difficult to keep up with print resources. They specifically asked if Bensen's *Communicable Diseases in Man* and the *Pediatric Red Book* are available in electronic format. They stated that access to printed books in the main office in Minot and access from outside the office, throughout the seven counties, is even more difficult.
- Reading Level - They also see a need to have materials that are written at a reading level appropriate for their clients, many of whom have a difficult time with reading skills.
- E-mail – Not all of their staff have individual e-mail accounts. They state that it is not unusual for their e-mail messages to be filtered through another staff person in the office. They do not subscribe to many electronic lists and do not know how to manage

messages from the lists. They tend to receive messages, print them, and share with other office staff. They prefer a very specific subject line and directions at the end of each message on how to unsubscribe.

- Statistical data - The lack of access to statistical data specific to North Dakota is a problem. They would like to have updated information available from the *Statistical Abstract of North Dakota*, which was last published in 1988.
- Hardware - Some of their staff are still using 286-level PCs which are set up for word processing only. Most of their computers do not have Internet access. Those that do are often shared and are used primarily by clerical staff for most of the working day. At First District Health they have begun to network their machines, but they cannot afford to have any of their high-end equipment be dedicated to one person.
- Research – They would like to know how to maximize their time when looking for research information. They would like to have access at least to the abstracts of journal articles and would like to have free interlibrary loans.
- Reference services – They would like to have literature search assistance available to staff who do not have the equipment and/or the skill to research topics as well as to staff working on a “difficult” search.
- Training – Expressed a desire for one-on-one training at their office. They also would like to have training sessions available at their normal meetings. Both health districts stated that they would like to have a training session mandatory for staff to attend.
- Level of expertise - Cited the problem of a BROAD range of expertise with Internet and health reference searching skills among the staff. The range is from staff extremely pleased to find any reliable information to hard core researchers who want/need to dig into MEDLINE for the scientific data and/or resources containing statistical data.
- Training location - They suggested we do a presentation at the Dakota Conference on Rural and Public Health.

Focus Group – Bismarck, August 3, 2000

Knight and Bina led this focus group. Three people attended; all work for the State Department of Health in Bismarck. They represent the areas of maternal/child health, cancer registry, and breast cancer awareness. The focus group was held in the conference room of the Q & R Medcenter One Library. Knight once again facilitated the process by providing the information outlined above as she had in the other two sessions. Comments made by the focus group participants included:

- Internet - They are just beginning to use the Internet to look for health care information. Specifically, they have begun to look for information linking agriculture and cancer.
- Access to information - If they do not have the resources to answer a question within their division, they are not sure where to go.
- When they receive calls from citizens regarding health problems, they do not have the resources in-house to provide answers. They provide answers by doing a MEDLINE search and/or receiving hard copies of articles through the Q & R Medcenter One Library or the HEF Library.
- Research – They have limited time for research and would like to have more time.
- Sharing of information - The maternal-child health representative, who is also a nutritionist, forwards favorite sites she finds on the Internet to local MCH professionals.
- Training – they would like to see training locally on the Internet and PubMed. They suggested having this training at their quarterly meetings.
- Library access - The North Dakota State Library is their agency library; however, it is difficult for them to get database searches and interlibrary loans in a timely fashion. They wondered if there could be a way to make Loansome Doc available to them through the State Library.
- Training - They would like to see specialized classes tailored to specific interest groups, such as nutrition.
- They internally route CDC materials from the web to specific departments in paper format.

- Print resources - Availability of book material is limited. Each division has a small budget for resources. Also, knowing what book materials are available for purchase is a problem for them.
- Reference assistance - They think of using the Q & R Medcenter One Library or the HEF Library only when they have a specific item in mind. They do not think of these two libraries as a broad-based entry points.
- Training - The computers in their offices are networked between separate offices. No space is available for in-house training.

Focus Group Summary

Date	Quadrant/City	Participants	Facilitator
Jun 2	NE – Grand Forks	3	Knight & Van Eeckhout
Jul 13	NW – Minot	3	Knight & Anderson
Aug 3	SW – Bismarck	3	Knight & Bina
3 meetings		9 participants	

2. Training

July 13, 2000: Minot State University computer laboratory, noon – 4:30 p.m.
Instructors: Karen Anderson, with Barb Knight. Participants: 3.

The three people had varying degrees of Internet experience. All of them were excited about using PubMed and exploring the various web sites. One person had used PubMed and Loansome Doc. She was glad to have the opportunity to receive updated information and to update her searching skills. The class was held on the same day as the northwest focus group, and two of the participants had attended the focus group. When the class addressed comments made during the focus group, Anderson made a point to highlight that information. They were particularly impressed with MEDLINEplus. We began the session by demonstrating how to create bookmarks in Netscape Navigator. They caught on quickly and utilized the bookmarking process during the class. The workshop ran smoothly. Anderson thought it would be helpful to have more of the handouts color-coded for easy access in the participant packets. The lab was nice, however, it was a little warm and we were not successful in getting anyone to adjust the temperature of the room. Some of the participants thought they would like to attend the workshop a second time.

July 19, 2000: Minot State University computer laboratory, 10:00 a.m. – 2:00 p.m.
Instructor: Karen Anderson. Participants: 1.

One person attended this workshop. The participant elected not to take a lunch break. She stated that she would like to use the Internet more often at her office; however, she uses a laptop that is a few years old and is slow. Anderson suggested that she use the computer lab at the local high school on occasion, and this seemed to be a functional suggestion. Anderson rearranged the materials in the packet for this session. She thought her own arrangement made it easier for the participant to find the materials she needed for the class. She separated the packet materials into two categories – items to utilize during the class were put in one side of the packet and items to review and refer to back at the office were put in the other side of the packet. The participant said she would like to attend the same workshop when Anderson offers it in Williston. She was getting a little tired toward the end because she wasn't used to sitting at the computer and using the Internet for such an extended period of time. She was very enthusiastic about every site visited; however, it was difficult to get her to move on to different sites because she was so interested in each one.

July 21, 2000: Bismarck, Q & R Medcenter One College of Nursing computer laboratory, 8:30 a.m. – noon. Instructor: Leeila Bina. Participants: 8 - seven nurses and one program coordinator.

This was the first hands-on computer workshop of the project in the southwest quadrant. A class limit of eight was established because of the size of the laboratory. Seven of the participants were public health nurses. The eighth had a home economics background and was the coordinator of the Women's Way program in North Dakota, which is administered through the North Dakota Department of Public Health

Three of the eight attendees had limited computer experience. The format for instruction followed the five objectives presented for the class. Attendees liked the format. Bina tried to allow a few minutes for practice after each objective; however, as the morning proceeded most of that built-in practice time was taken because of the inexperienced participants. Bina used the green brochure and had the group bookmark the sites as they went to them. Also, at the beginning of the session they went to the HEF Library web site and the PubMed page. Participants were instructed to bookmark both sites for ease in relocating the sites during the session. Bina gave instruction for objective 2 and 3, MeSH and PubMed, in a single setting. This piece seemed to get rather long and complicated for the participants.

The evaluations indicated that the overall workshop went well. The group appreciated the handouts, especially the PubMed tutorial, the PubMed Step-by-Step guide, and the PubMed Basics brochure.

July 27, 2000: Bismarck, Q & R Medcenter One College of Nursing computer laboratory, 12:30 – 4:30 p.m. Instructor: Bina. Participants: 2 nurses.

Three people had pre-registered for this session, and two attended. There was a building-wide problem with the climate control system, and it was very warm in the room. The door was left open and two fans were running during the class. The problem was resolved by the next session. One of the two attendees had limited computer experience, but because of the small group size this did not affect the flow of the session. Fewer breaks were taken, sections one and two of the objectives were grouped together, PubMed searching was done as a separate section, and objective 5 on Internet sites was grouped with site evaluation.

August 3, 2000: Bismarck, Q & R Medcenter One College of Nursing computer laboratory, 1:00 p.m. – 5 p.m. Instructors: Bina and Knight Participants: 3 - two nurses and one nutritionist.

The attendees were all very computer literate, which made the training go smoothly. Bina and Knight team-taught the session. Bina did objectives 1, 2, 4, and 5. Knight did objective 3 on searching PubMed. The attendees also contributed some of their favorite sites, some of which Knight will incorporate into the HEF Library Public Health web site. One person suggested having more specialized training for specific public health program staff, such as nutrition and oral health. There was time available for the participants to practice, review and locate new sites.

August 10, 2000: Bismarck, United Tribes Technical College computer laboratory, 8:30 a.m. - noon. Instructor: Bina Participants: 17 - fifteen nurses, one office staff, one non-health science librarian.

The site was chosen because it was large enough to accommodate the group. Participants included fourteen nurses from the Bismarck/Burleigh County Health Unit, one office staff person from the health unit, one community health faculty member from the Medcenter One College of Nursing, and the librarian from the United Tribes Technical College. Charlene Weis, the librarian, assisted with the class by keyboarding for the projector. There was a little difficulty with the lighting. When the lights were dimmed enough to see the projection screen it was difficult to take notes, and when the lights were on to facilitate note taking the projection screen was difficult to see. There was also some technical problems with a few of the computers. Some would not allow the participant to save to the PubMed "Clipboard." The problem was a result of the PubMed Clipboard to use "cookies." The available technical person was not able to resolve the problem. There was ample time for practice: two 20-minute practice sessions, one after objective 3 and one after objective 5. Evaluations of the class were high. Comments included the suggestion of typing in the site addresses rather than using "bookmarks" or the list of sites available from the

HEF Public Health page. The instructors especially had planned to use bookmarks for two reasons: to teach people how to use them, and to save time during class because it takes a long time to type the URLs and it is easy to make mistakes. Participants appreciated the take-home materials. They commented that the materials would be valuable for practicing at their home computer as time was available.

August 16, 2000: Minot State University computer laboratory, 10:00 a.m. – 2:45 p.m.
Instructor: Anderson. Participants: 3.

All three participants were nurses. One of them was an experienced Internet user, one was a beginner, and one had no experience. There were some computer problems. One of the participants had to try three computers before finding one that worked correctly. Some of the computers froze and had to be rebooted a few times. Otherwise, everyone seemed to enjoy the session. It was difficult to get them to leave one web site and go on to a new one. It was a lively group, and they asked questions when they did not understand something. They came to the class with some specific questions for us to search in PubMed and MEDLINEplus.

One of the participants revealed during the lunch break that she had really dreaded coming to the workshop, assuming she would not like it. But she said that when it was time to go to lunch, she really did not want to stop. All of them said they appreciated learning the information at the workshop and as they moved to different sites they would say how they could apply them to their work situation. They also referred to past situations where specific sites would have been helpful.

August 16, 2000: Bismarck, Q & R Medcenter One College of Nursing computer laboratory, 8:30 am – noon. Instructor: Bina. Participants: 6.

This session was rescheduled from August 8 because Bina had been ill. When rescheduling the session it was discovered that one person had traveled to Bismarck for the class on August 8. She had not realized the session had been canceled because she had NOT pre-registered. She inquired about having the class offered in Dickinson, stating that there were approximately 6 people in her office who would like to have the training. Bina indicated that she would go to Dickinson to do the class, if the group in Dickinson would find a computer lab which would not charge an outrageous price. The Director of the Dickinson Public Health Unit is investigating the possibility.

The class went well. Everyone enjoyed the process, as indicated by the evaluations. There were no computer problems. All attendees were comfortable with computers and with using the Internet. This level of expertise almost always ensures a smooth class. One person applied for CNE credit. One person had to leave after the third objective, but arranged to come back to the library on August 18 to complete the class on a one-on-one basis. One person suggested including sites that provide information on available grants. She is interested specifically in writing a grant for a mammography unit at the Indian reservation.

Training Summary

Date	Length	Quadrant/City	Total Participants	CNEs	Instructor
Jul 13	4.5 hrs	NW – Minot	3		Anderson w/ Knight
Jul 19	4 hrs	NW – Minot	1		Anderson
Jul 21	3.5 hrs	SW – Bismarck	8		Bina
Jul 27	4 hrs	SW – Bismarck	2		Bina
Aug 3	3.5 hrs	SW – Bismarck	3	1	Bina w/ Knight
Aug 10	3.5 hrs	SW – Bismarck	17		Bina
Aug 16	4.5	NW – Minot	3		Anderson
Aug 16	3.5 hrs	SW – Bismarck	6	1	Bina - postponed from Aug 8
8 classes			42	2	

The outreach reporting form for each session is in the appendix.

D. Exhibits

There were no exhibits during this quarter.

II. Loansome Doc / Document Delivery Activities

The North Dakota State Library is the interlibrary Loan agency for North Dakota Department of Public Health. However, the State Library is not a Loansome Doc participant. Bina and Knight have agreed to visit with the acting director of the State Library to see if there is a way to facilitate an arrangement that might speed up the interlibrary loan requests that originate at the ND Department of Health.

III. Evaluation Activities

Each of the classes received favorable evaluations from all participants.

IV. Problems/Corrective Actions

The resignation of the Southeast Clinical Campus has made it difficult to carry out activities in the Southeast quadrant of the state. During the sixth quarter, Knight will be contacting each of the nursing directors in the southeast quadrant to arrange a training session for their health unit. She will also be working on arranging for a focus group in that quadrant of the state.

V. Lessons Learned/Significant Feedback

Covered in Section IV.

VI. Projected Activities for Next Quarter

- **Telephone conference call** – A telephone conference call among the project librarians is planned to compare notes and to review the information gathered at the focus groups.
- **Continued work on website** – The project librarians continue to develop the website.
- **Exhibits** -- The next exhibit will be the *2001 Annual Dakota Conference on Rural and Public Health*, February 27-28, Bismarck, *"It All Adds Up to Access: Strengthening the Safety Net in North Dakota."* The vendor form for this conference will be submitted this quarter.
- **Training Sessions** - Knight will be contacting each nursing director of the health care units in the northeast and the southeast quadrants of the state. Bina will be contacting the nursing directors in the southwest and Anderson will be contacting the nursing directors in the northwest. Each of the nursing directors in the state will be contacted before the end of November by Knight, Bina, or Anderson.
- **Public Health Meeting** – Knight is arranging for the three project librarians to visit a meeting in Bismarck of about 30 directors of nursing from around the state in order to promote the project. She will also try to schedule one or two training sessions before or after their meeting.

Appendix

Outreach Report Forms – July 13, July 19, July 21, July 27, August 3, August 10, August 16 (Minot), August 16 (Bismarck)