

Health Sciences Library
Annual Report
July 1, 2015 through June 30, 2016



HIGHLIGHTS

1. Major activities and accomplishments and how they contributed to the Libraries' Strategic Directions and focus areas.

- Completed Phase II of the HSL Remodel. Staff can now enjoy a new kitchen, lounge, and changing rooms.
- Organized and hosted NN/LM cross-regional forum on March 7, 2016 titled, *"Using Data to Improve Clinical Patient Outcomes."* Broadcast online to over 80 viewers, presenters gave fascinating talks from videoconference studios located in Seattle and Salt Lake City.
- Introduced OUGL Writing Center outpost at the Health Sciences Library, as a 1 year pilot.
- Completed state-wide evaluation of HEALWA. Results indicate that information from HEALWA provides users with new knowledge, provides clinical value, results in better-informed clinical decisions, and contributes to higher quality of care.
- Awarded UG4 Cooperative Agreement from 2016-2021 for Region 6 of the National Network of Libraries of Medicine and National Evaluation Office.
- Tania Bardyn, Cathy Burroughs, and Cindy Olney attended a three-day planning meeting at the National Library of Medicine (Bethesda, MD), where a new steering committee (NNSC) was established to guide the NN/LM for during the 2016-2021 funding period. The committee consists of principal investigators and project leads for the eight cooperative agreements of the NN/LM. At the NNSC's first official meeting, held in May, Cindy Olney was elected Co-Chair of the 2016-2017 NN/LM Steering Committee.
- Hosted National Library of Medicine (NLM) traveling exhibition titled *Native Voices: Native Peoples' Concepts of Health and Illness*.

- Convened a task force, with representation from 6 health sciences schools, to review the purpose of the Commons. The Task Force recommended new programs to better address the six health sciences schools' instructional and curricular assessment needs.
- Launched the TRANSLATIONAL RESEARCH AND INFORMATION LAB (TRAIL) in collaboration with UW Medicine Research Information Technology, the Institute of Translational Health Sciences (ITHS), and the Department of Biomedical Informatics and Medical Education (BIME) to disseminate information and awareness of the suite of research tools available to UW researchers and clinicians to advance innovative research and improve health care in the Pacific Northwest Region. Organized and hosted five National Center for Biotechnology Information (NCBI) workshops on June 14 & 15 in Seattle, WA in collaboration with the [University of Washington Health Sciences Library](#), ITHS, [Fred Hutch](#), and the [National Network of Libraries of Medicine, Pacific Northwest Region](#).
- REDCAP Training began being offered at Health Sciences Library.
- Awarded RRAIN II Funding from the National library of Medicine to build an Android version of mobile app.
- Launched redesign of the Health Sciences and HEALWA websites.
- Hired:
 - Hendeke Araya, Assistant to the Associate Dean & Director (2/1/16)
 - Lynly Beard, Library Technician III (1/4/16)
 - Frances Chu, MLIS, Clinical Liaison & Content Librarian (2/1/16)
 - Ann Gleason, MLIS, AHIP Associate Director (temporary) (1/4/16)
 - Jane Koh, Program Coordinator (6/20/16)
 - Cindy Olney, PhD, Assistant Director, NN/LM National Evaluation Office (5/1/16)
 - Tyson White, Library Technician III (11/10/15)
- Launched national recruitments for librarian positions with new roles in clinical & data services, community engagement, and research data management.

PUBLIC AND RESEARCH SERVICES

1. Major activities and accomplishments and how they contributed to the Libraries' Strategic Directions and focus areas.

Research & Scholarship

- Focus groups were conducted with UW clinical staff to identify roles and future directions for the HSL clinical team. Results were presented by Andrea Ball at the Medical Library Association Conference.
- Two trainers from the National Center for Biotechnology Information (NCBI) conducted 5 workshops on NCBI research tools and databases, which were attended by over 100 UW researchers.
- A partnership with the UW Office of Animal Welfare was initiated to improve researchers' searches for animal use alternatives, which are required for research protocols submitted to the Institutional Animal Care and Use Committee.
- A six-month pilot program was initiated on 2016 with Multicare hospitals to explore providing remote librarian services in South Puget Sound.
- Librarians participated in a study to evaluate the extent to which the ITHS KL2 scholars' research projects cross disciplines.

Teaching & Learning

- Integrated a Curriculum Librarian into newly redesigned School of Medicine curriculum, including curriculum design and integrating teaching materials into Canvas and several librarians participated in a ½ day event introducing evidence-based medicine to first year medical students as part of the Lifelong Learning curriculum.
- Video creation task force was created, training was conducted on using Camtasia software and various projects for creating video tutorials are underway.
- RELM online game for teaching evidence-based medicine was updated and plans for using it to enhance SOM learning are being finalized.
- Created interactive online quiz for NURS 415 with automated feedback to reinforce in-person library instruction.
- Presented on the topic of "Library Resources for Health Research" at the Preparing Our Future Native American Healthcare Leaders workshop as well as other workshops sponsored by the School of Public Health.
- Coordinated with the School of Social Work to standardize faculty citation reports done each year for faculty promotional process.
- Worked with Pharmacy students to identify resources for research on curriculum development in Japan and US.
- Discussions with School of Pharmacy on teaching database searching to Pharmacy students through the creation of several online videos.

Engagement & Collaboration

- TRAIL collaboration with the Institute of Translational Health Sciences (ITHS) was formed to help disseminate information and provide support for research tools such REDCap and LEAF. Meetings commenced and recruitment launched for a librarian.
- Collaboration was formed with UW IT to conduct Tableau training sessions at HSL.
- Collaborated with NN/LM PNR to organize regional forum on Using Data to Improve Clinical Patient Outcomes.
- In support of the nurses at the UW hospitals, the clinical librarians have been invited to join committees that work towards Magnet Recognition, research, evidence-based practice and process improvement.
- Established social media presence for Health Sciences Library on Facebook and on Twitter.

Collections & Access

- HSL Web Redesign Team, Web Team and others worked to redesign the HSL website and transfer content and resources to new formats.
- Conducted an analysis of Oncology journal resulting in cancellations and the purchasing of new requested titles by faculty based at Seattle Cancer Care Alliance.
- Participated with colleagues on a tri-campus coordinated collection development effort.

Organization & Effectiveness

- Analyzed needs for statistical reporting of instruction and reference and trained in usage of new LibInsight reporting form.

2. Other significant activities, changes and issues.

- The Medical Library Association Local Assistant Committee worked on promoting and coordinating the 2017 Medical Library Association Annual Conference in Seattle from May 26 to 31, 2017.
- A team of librarians attended MLA 2016 in Toronto and manned a booth promoting MLA 2017.

3. Major activities and initiatives anticipated for next year and how they will contribute to the Libraries' Strategic Directions and focus areas.

- LCME visit scheduled for March 2018.

- Build on partnership with ITHS to create TRAIL within Health Sciences Library to build support for research and translational tools such as REDCap and Tableau.
- Collaborate with Office of Animal Welfare to conduct training for researchers who search for animal use alternatives when developing research protocols for IACUC review.
- Expand integrated curriculum support to the School of Dentistry.
- Participate in Ithaka research project on Public Health.

4. Key statistics not reported or collected centrally

Currently published LibGuides: 115, (297,564 views)

2015-2016 HSL website page views: 1,250,796

2015-2016 instruction sessions to groups: 194

2015-2016 individual consultations: 484

Paid or acknowledged systematic reviews: 3

Publications: 8

Presentations at major conferences, webinars, posters: 9

Multicare pilot: 13 literature searches completed in the first 2 months of a 6 month pilot

Northwest Hospital: Over 50 hours of service completed during 2015-2016

SYSTEMS

1. Major activities and accomplishments and how they contributed to the Libraries' Strategic Directions and focus areas.

- Migrated HSL/PNR staff to UW Exchange/Office 365.
- Redeveloped and redesigned RELM website.
- Scheduled and executed system shutdown for UW WebSTOC servers in coordination with NWSO.
- Migrated WebSTOC to NWSO at the University of Pittsburgh.
- Provided technical support of WebSTOC servers until fully transitioned to NWSO.
- Created testing and dev environments for HSL and HEALWA.
- Created a virtual environment to house HSL servers.
- Migrated hsl.uw.edu and blogs.hsl.washington.edu to virtual machines.
- Upgraded hsl.uw.edu and blogs.hsl.washington.edu.
- Led and participated in the HSL Website Redesign.

- Created and facilitated usability test for HSL Website Redesign.
- Set up Smart Board and wireless access in T229 Pacific Room.
- Replaced 20 HSL Staff workstations/laptops.
- Developed Android app for RRAIN.

2. Other significant activities, changes and issues.

- Explained and documented docline database feed scripts from NIH.
- Migrated Adobe Connect videos to NLM's YouTube channel.
- Resolved an Ethnomed outage.
- Researched REDCap ticketing system alternatives.
- Installed osTicket sandbox for TRAIL groups.
- OCCAM retirement of UW services, proxy and redirector set up.
- Decluttered and organized storage rooms.
- Conducted staff trainings on updating content on new hsl.uw.edu site.
- Participated in HEALWA website redesign.
- Participated in the Ethnomed retreat.

3. Major activities and initiatives anticipated for next year and how they will contribute to the Libraries' Strategic Directions and focus areas.

- Investigate using SharePoint Online for the Functional Staff Directory.
- Revision of departmental procedures and updating Staffweb.
- Launch new website for HEALWA.

4. Key statistics not reported or collected centrally

- iOS RRAIN Washington app downloaded: 174
- Android RRAIN Washington app downloaded: 40
- RRAIN Washington website visits from March 30 - July 17: 380
- # of new likes on HEALWA Facebook page: 60
- # of new followers on HEALWA Twitter feed: 47

USER EXPERIENCE

1. Major activities, accomplishments, significant changes and issues, grants and gifts

Research & Scholarship

- Completed the pilot project to bring the writing center to the Health Sciences Library (OWRC@HSL). Deliverables included:
 - Offering 492 session; 244 of them used (50% fill rate).
 - 50 % of these sessions used by Health Sciences customers.
 - 51 % undergraduates, 39% graduate & professional students, 4% staff and 6% unidentified.
 - Served 160 unique individuals (2/3 of those non-native English speakers) and 83 repeat customers.
 - Usage by health sciences population at OUGL increased by 25%.
 - Private LibGuide (<http://guides.lib.uw.edu/hsl/writingresources>) for tutors and librarians to share information.
 - 50 minute presentation on plagiarism & citation.

Presentations on the pilot were done by Terry Jankowski through the Dragonfly (NN/LM PNR Newsletter and at the Medical Library Association Meeting). Service will continue at some level for the next academic year; additional funding is being sought.

Teaching & Learning

- Established and more consistently applied policies and procedures for using the Learning Commons for assessment space; as initial steps for a more robust exam center within the library.
- Submitted a successful Student Technology Fee proposal to replace 67 workstations in The Commons Classrooms. These will be used for drop-in use, classes and assessments.
- In partnership with Sue Spaulding, faculty member in Rehabilitation Medicine, developed a LibGuide on evidence-based practice for rehabilitation medicine (<http://guides.lib.uw.edu/hsl/ebprehab>), a tool long requested by Rehabilitation Medicine.
- Partnered with the School of Dentistry to host interactive radiology software on designated computers in The Commons.

Collection & Access

- Continued document delivery services to Northwest Hospital and began a similar service for Multicare.
- Continued to partner with ILL, doing searching for ILL requests, reducing turnaround time for filling requests.

Organization & Effectiveness

- Hired Lynly Beard to work at the Information Desk and Learning Commons to meet increased demand for services in the Learning Commons.
- Completed the remodel of a new kitchen/lounge space for library staff, including a changing area and lockers.
- Participated in the Libraries' Master space planning efforts.
- Trained staff in the use of Outlook for calendaring and email.

Engagement & Community

- Hosted the NLM Traveling exhibit, "Native Voices" twice (July – Aug and again in the Oct – Dec); arranging for lectures and tours open to the public and targeted for specific groups. Hosting the exhibit led to a contact by a faculty member who is helping create a future NLM Traveling exhibit on physicians' assistants about hosting the new exhibit.
- Collaborated with the School of Public Health to host a public showing and discussion of Michael Moore's film *Where to Invade Next*.
- Developed and implemented policies and procedures for use of the new Pacific Room (T229) and other HSL spaces.
- Turned over the former Rare Book Room space to the Department of Bioethics & Humanities.
- Partnered with the University Book Store to provide an office supply vending machine in HSL.
- Conducted an Alliance open call webinar on course reserves, contributing to building community with our Orbis Cascade partners.

2. Major activities and initiatives anticipated for next year and how they contribute to the Libraries' Strategic Directions and focus areas.

- Continued development of OWRC@HSL by new partnerships and exploration of distance learning support. Supports Research & scholarship, and Teaching & Learning.
- Creation of videos on finding and using the library such as directions, providing links to eResources in courses while adhering to copyright rules. Supports Collections & Access, Teaching & Learning, Engagement & Community.
- Review staffing needs of department, especially to determine levels needed for adequate staffing during public hours on weekends and for the services we offer. Retirements and temporary assignments will affect staffing levels. A task force will be appointed.
- Convert and renovate spaces to accommodate TRAIL services, refurbish an old conference room and refresh NN/LM PNR office space.

- Continue to work with Custodial Services and Building Services to provide timely, efficient services and safety measures.

3. Key statistics not reported or collected centrally

- N/A

4. Personnel and Staff Achievements.

- User Experience Team recognized as a UW Distinguished Staff Team.
- See also attached Excel sheet.

PRINT & ELECTRONIC RESOURCES SECTION (PERS)

1. Major activities and accomplishments and how they contributed to the Libraries' Strategic Directions and focus areas.

- **Provide access to world-class collections at the UW**
To right-size the collection and in anticipation of possible off-site storage of the collection, PERS completed the call number labeling project in serials stacks. The labels are required in order to move and house items in offsite storage. PERS also worked with upper campus History of Medicine and Gifts/Donations to review the rightsizing process to ensure that last copies of a title are preserved at University of Washington.
- **Expand and improve access to online resources**
With the development of the new Health Sciences Library (HSL) website, the PERS team migrated the old records for eBooks and other eResources into an exportable form for the new HSL Resources database created by Kerry Kirk along with the A-Z serial records out of Cybertools into xml, text and csv file formats for possible exporting into a new database. PERS also helped build an eBook data entry form for the new HSL resources database. PERS recommended the use of unique and compatible field information, specifically OCLC Numbers and Mesh Terms. The addition of the OCLC Numbers provides a linkable source to connect the database to the UW catalog, vendor and publisher catalogs, and OCLC directly with the future goal of possibly updating the system dynamically with new records, rather than manually adding them.
- **Align collections and access strategies with current and emerging university needs.**
With the growing interest in LGBTQ topics, the PERS assisted in gathering and routing

selection orders for the expansion of eResources in the LGBTQ Health and Medicine arena from an Allen award received in late 2015.

2. Other significant activities, changes and issues.

Reassigned a Library Technician to support the collections infrastructure. Since starting 8 months ago, Sarita Thayil helped to:

- Verify and update LinkOut holdings to ensure that available full text for HSL journals are easily accessible in PubMed. Currently, HSL has 5,723 journals in its holdings for PubMed and this role has **updated over 2,400 journals** thus far. When updating, this role also checks the online links and if there are connection problems or display errors in Alma, this role connects with upper campus who investigates and corrects the errors. **35 problems** dealing with errors in coverage dates, access problems, and missing content have been corrected because this role exists. Additionally **545 titles** from EBSCO were updated in LinkOut because of incorrect holdings information in the catalog batch load.
- Answers QuestionPoint **~20** questions and **~10** questions that arose from the Information Desk in regards to HSL holdings.
- Add new print journals and books to Alma and records into Excel. When adding journal issues to the catalog, identified **8 missing journal issues**. This role went to the serials stacks to check on the print copies of problematic titles and then corrected the error in Alma, or emailed ARCS to notify them of missing issues for which publishers could be contacted to fulfill.
- Attend to backlog of gifts/donated materials and kept up-to-date with gifts as they arrive in resources. **Handled 30 donated titles**.
- Attend to the backlog of books and journals in need of mending and repair, and continued to maintain and repair with over **470 repairs** (a single item may have needed more than one type of repair) done.

3. Major activities and initiatives anticipated for next year and how they will contribute to the Libraries' Strategic Directions and focus areas.

- **Provide access to world-class collections at the UW**
Develop and implement a plan to right-size collection by identifying and creating a list of titles that are **not** last copies in the Summit Alliance Consortium and world-wide as identified in OCLC by June 2017.
- **Expand and improve access to online resources**
All PERS staff will learn and use new eResources database created by Kerry Kirk to add links to eResources for new HSL website by December 2016.

- **Align collections and access strategies with current and emerging university needs**
PERS members will continue to collect LGBTQ Health and Medicine eBook for the HSL collection until Allen award money has been fully expended.

4. Key statistics not reported or collected centrally

- **LinkOut Holdings** - HSL online serial holdings to publisher provided eJournals holdings in PubMed for discoverability & ILL borrowing. Compared with Catalog, verified and added/updated holdings records for PubMed & ALMA/UW Catalog.
 - **7,664** Current HSL Holding Entries in PubMed.
 - **5,664** Current HSL Distinct Journal Titles Listed.
- **LinkOut Use statistics**
 - **16,731** Full Text Hit's on UW Icon 'Article Online.'
 - **15,810** Hits from link resolver, using Outside Tool.
- **SerHold Statistics for Print Holdings** – US HSL print serial holdings for NLM catalog and PubMed for discoverability & ILL borrowing. Added/updated, verified Docline and ALMA holding records, and linked UW HSL and NLM Catalogs & PubMed.
 - **12,417 Total** HSL Print holding records added/maintained in SERHOLD Module (Updates June).
 - **5,019 ILL Requests** searched for when print icon is triggered in PubMed (updates June).
- **Alma Inventory Statistics for HSL Holdings**
 - **Print Subscriptions (Titles):**
 - **220** Current Subscriptions (Includes S.O. & Split orders).
 - **Print Inventory (Items):**
 - **217,710** Monographic Items.
 - **70,686** Serial Items.
 - **67** Other Material Types.
 - **eResources (Mesh Report in Alma):**
 - **13,000** eBook Titles.
 - **7,027** eJournal Titles.
 - **262** Databases.

HEALWA

1. Major activities and how they contributed to the Libraries' Strategic Directions and focus areas.

HEALWA continues to actively provide and promote affordable, anytime, online access to current clinical information and educational resources for Washington healthcare providers. This year the program undertook four new initiatives that include: completing an evaluation study; undertaking a website redesign; and reviewing the collections. HEALWA is completing its eight year of operation, and continues to be the only evidence-based, statewide health information portal in the US.

Key accomplishments

- Completed a statewide evaluation of the HEALWA program by **surveying over 7,000 licensed healthcare providers** in Washington.
 - Moss-Adams completed and submitted final report in July 2015.
 - Reported results at national and regional library meetings, including the meeting of the Medical Library Association and Pacific Northwest Region chapter of MLA.
 - Reported results to Senator Eileen Cody and UW Medicine Government Relations.
 - Reported results to Stakeholders on May 26, 2016 at the UW Health Sciences Library.
- Undertook a redesign of the HEALWA website.
- Initiated conversations with UW Government Relations, WA Department of Health, and stakeholders on budget compression issues.
- For the first time, reviewed the collection and cancelled and cut e-journal and e-book collections based on use and professions served

As of July 28th, 2016, **24,139** licensed healthcare providers in Washington are registered HEALWA users. This represents about **15%** of total eligible users. Usage has remained consistent among health professional groups since last year. The groups with the highest **numbers of total users** are Registered Nurses and Licensed Practical Nurses, Physicians & Surgeons, followed by Massage Therapists. The group with the highest percentage of eligible users continue to be Naturopathic Physicians, with just over 50% of Naturopathic Physicians registered to access HEALWA licensed resources.

From July 1, 2015 through June 30, 2016 HEALWA had a total of **173,932** page views. This represents a **17% decrease in total webpage views** when compared to the same period in 2014-2015. 92% of users were on a desktop machine, 5% on mobile and 2.5% on tablets.

This year, the HEALWA Web Specialist started working on **redesigning the website** in coordination with the Web Designer from the Health Sciences Academic Services and Facilities at the University of Washington. The new website will use the WordPress web software as the content management system, allowing for easier maintenance and increased usability. The design details will use the new color palette from last year’s marketing materials for consistent branding of the HEALWA resource.

Database	Number of Searches
DynaMed and DynaMed Plus	59,541
EBSCO eBooks clinical	44,544
Cochrane systematic reviews	43,348
EBSCO Health News	41,591

Communication

A Stakeholders meeting was held on May 26, 2016. Thirteen people participated in the meeting, three via telephone. The meeting was convened to ask stakeholders for strategies for addressing the budget compression issue.

Representatives from the following entities were present at the meeting:

- Chair of House Health Care & Wellness Committee, 34th Legislative District.
- Associate Director of Legal and Federal Affairs, Washington State Medical Association.
- Director of Government Relations, University of Washington School of Medicine.
- Executive Director, Washington Osteopathic Medical Association.
- Board of Directors, Washington State Academy of Nutrition and Dietetics.
- Executive Director, Washington Association of Naturopathic Physicians.
- Executive Director, Washington State Academy of Nutrition and Dietetics.
- Member, House Committee on Health Care & Wellness, 33th Legislative District.
- Registered Dietitian.
- Nutritionist.
- Washington Veterans' Home.

HEALWA Evaluation Study Results

Almost one quarter of those surveyed had used HEALWA in the last 12 months. The following information captures responses from the 1,536 survey participants (22 percent of total

respondents) who indicated that they have used HEALWA. It is important to emphasize that none of the respondents were students or aspiring health care professionals. Each of the respondents were licensed or credentialed and practicing in Washington State as healthcare providers.

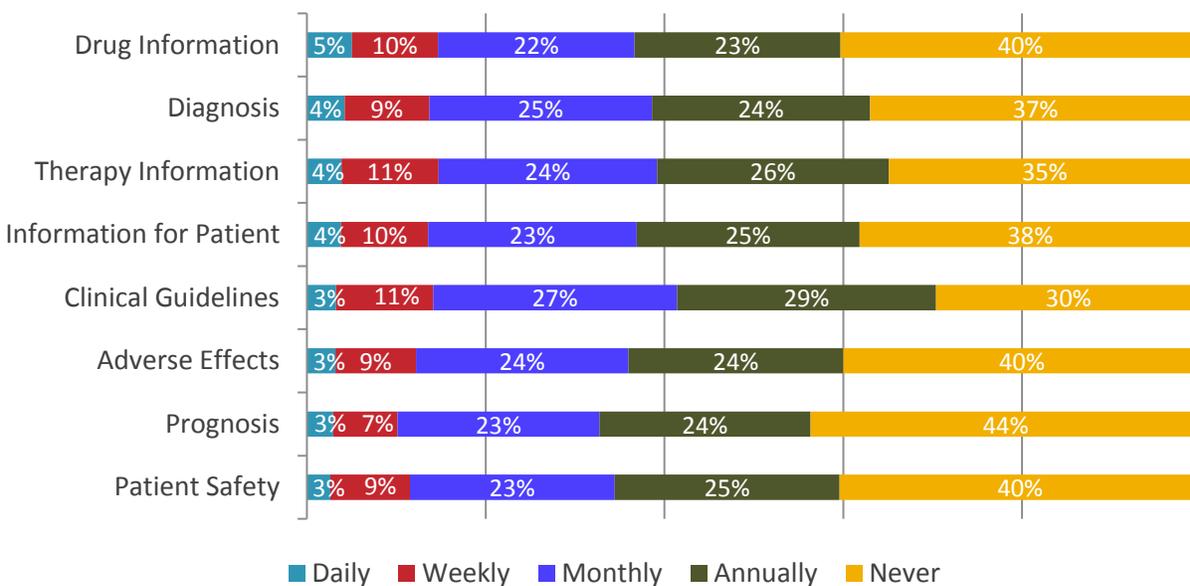
We had over 1,500 respondents; 48% between the ages of 45 and 65; 42% between the ages of 25-44; 39% of respondents working in King County, 10% in Pierce County, 8% in Snohomish County, 7% in Spokane County, and the rest spread around the rest of the counties in the state.

Information Searches for Patient Care/Research

By far, most HEALWA users tend to look for patient care and clinical information on a daily or weekly basis, confirming the value of information in practice and at the point of need. They search for **drug information (23 percent); information for patients (21 percent); diagnostic information (16 percent); and adverse effects (15 percent)**. This implies that the average healthcare provider in Washington is looking for a variety of clinical and health information depending on the need. The complexity of healthcare is reflected in the breadth and depth of information needed to make better informed clinical decisions and obtain new knowledge.

Next, HEALWA users were asked how often they used HEALWA to access information regarding the same topics. The top 3 uses for HEALWA were to find clinical guidelines, diagnostic and treatment information. Although less providers used HEALWA to search for drug or patient safety information, it is difficult to draw conclusions without further follow up as to why this may be the case.

How Often Use HEALWA to Access Information Regarding:



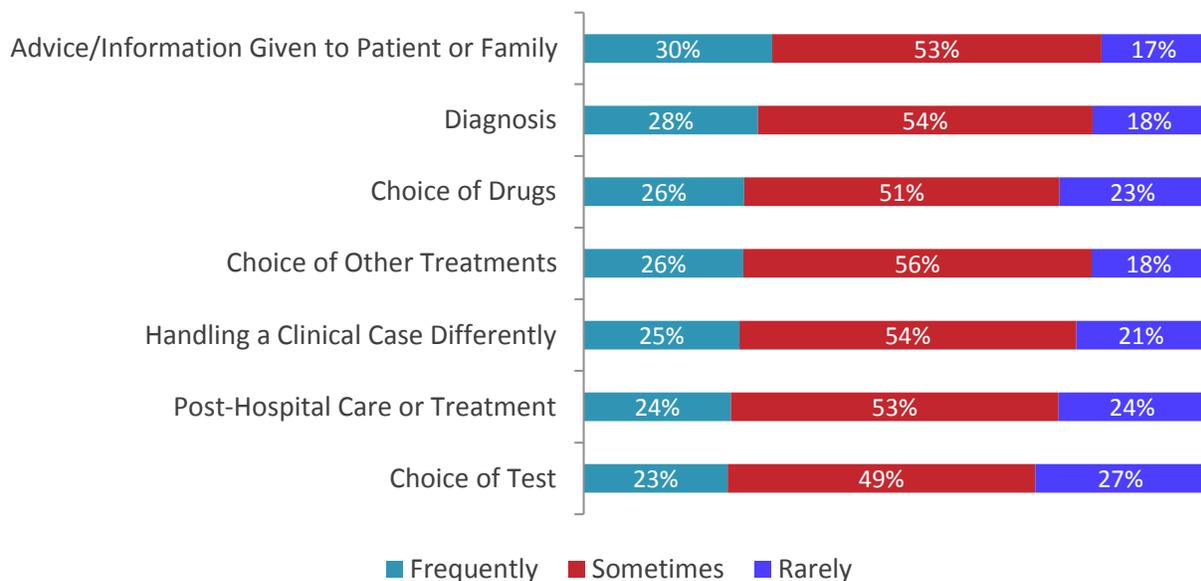
Next, respondents identified the kinds of information they searched for in special types of HEALWA resources. Another interesting trend revealed by the survey is that while 61% of

health care providers find the information in professional journals, less than 10% state that they get this kind of information from point of care tools like DYNAMED. Professional healthcare journals were reported to be the most frequently used HEALWA resource across all topics with 61 percent of respondents reporting use of professional journals via HEALWA to access some types of information. The least used resources were the social work and dermatology databases.

The vast majority of HEALWA users are successfully finding information in the HEALWA portal, suggesting that the types of resources that have been licensed are appropriate for the audience. Some 91 percent of respondents stated they often or sometimes successfully found the information they were looking for in Professional Journals, the most frequently used resource (45.4 percent often successful; 45.3 percent sometimes successful). Amongst other resources, users were most often successful in extracting information from Lexi-Comp (54.5 percent); CINAHL (46.0 percent). This suggests that further website redesign is needed and feedback should be relayed to vendors and publishers who supply HEALWA resources.

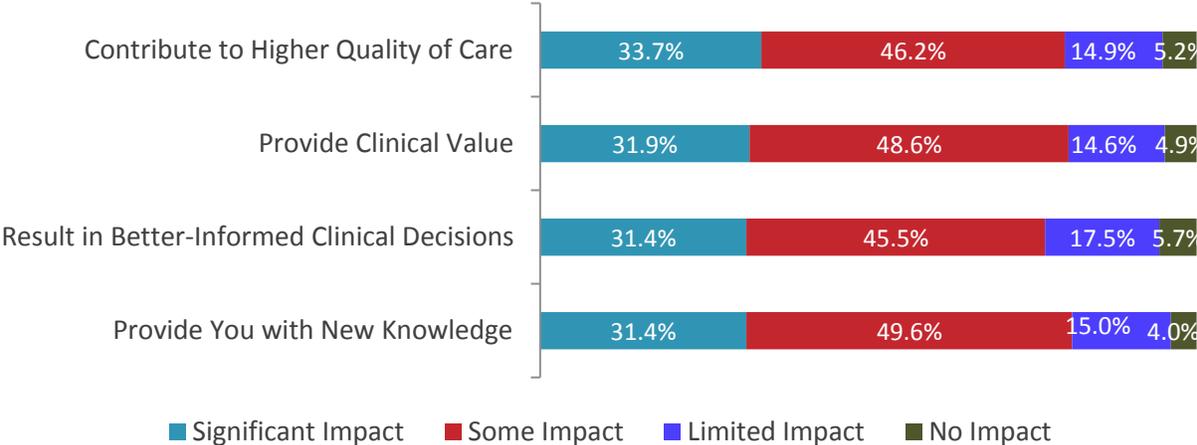
Value of HEALWA

Evidently, most HEALWA users find the resources available to them helpful in advising patients, diagnoses, choosing drugs, choosing treatments, and handling cases. The most regular aid comes from providing information to patients and their families, with 30 percent reporting that HEALWA resources frequently assist in this process.



Of the 1,500 responses, over 80% of HEALWA users report that HEALWA contributes to higher quality of care, provides clinical value, results in better-informed clinical decisions, and provides them with new knowledge. Some 34% percent of users report that HEALWA makes a significant impact to quality of care, 32% percent state the resources provide significant clinical value, and 32% percent say using HEALWA results in better-informed clinical decisions and provides new knowledge.

How Much Does HEALWA:



Conclusions & Recommendations:

HEALWA survey data results show that resources are valuable in a clinical care setting when providers know about the resources and what information that they can access. The primary challenge identified by the respondents is the significant need to educate eligible users of HEALWA about the existence of the resources. For existing users, the primary challenges of using HEALWA include difficulties accessing and navigating the resources. The next steps for HEALWA are to increase awareness surrounding these resources, redesign the website, build training materials, and encourage health care professionals to incorporate them in their day-to-day work.

NATIONAL NETWORK OF LIBRARIES OF MEDICINE, PACIFIC NW REGION

1. Major activities, accomplishments, significant changes and issues, grants and gifts

Under a cooperative agreement with the National Library of Medicine, the UW Health Sciences Library staffs a regional office for the National Network of Libraries of Medicine, Pacific Northwest Region (NN/LM PNR).

- Personnel changes: In April, Emily Glenn, Community Health Outreach Coordinator, submitted her resignation, effective May 31, 2016. A hiring plan for a Research & Data Coordinator was approved.
- PNR staff conducted 54 trainings, presentations and site visits to more than 1,242 people across the 5 states of the Pacific Northwest Region. Staff reached health science, public, school and community college librarians, community groups, and health professionals on topics ranging from health literacy, public health, and scholarly communications to data management, and new services of the National Library of Medicine.
- PNR created, competed and funded awards to 18 Network member organizations in rural and urban areas of Alaska, Montana, Oregon, and Washington, ranging from a hospital system to large academic institutions to several community-based nonprofits focusing on healthcare issues of marginalized groups. Organizations receiving support carried out projects in outreach, technology improvement, medical library pilot projects, and health information services. In addition, several network members received Professional Development Awards to attend conferences covering information technology in academic medicine, evidence-based medicine, and data visualization.
- PNR staff introduced NLM resources to conference attendees at 4 national and 22 regional, state or local meetings or conferences.
- The exhibit, “Native Voices: Native Peoples’ Concepts of Health and Illness,” visited the University of Washington Health Sciences Library from April 28 – July 21. This interactive exhibit was created by the National Library of Medicine (NLM) and explores the interconnectedness between Native Peoples’ cultures and perceptions of health. Honoring the practice of oral history, the exhibit captures revealing interviews with members of various tribal organizations relating stories of health, wellness, nature, and spirit. To coincide with the national Pathways Into Health conference (which explores opportunities to unite, enhance and sustain new and existing pathways into health professions for American Indian and Alaska Native individuals and communities) which was held in Seattle in October, PNR arranged for a return visit of the Native Voice exhibit in October and November and coordinated a tour and orientation for conference participants. A group of visiting students from Wollotuka Institute, University of Newcastle, Australia, who were in Seattle to discuss the Mahina Indigenous Scholars program, were also given a tour.
- Building on the productive sessions with organizational development consultant, Jeff Turner, PNR staff identified and implemented critical success factors for outreach, and then launched 3 new communication strategies, including: (1) *PNR Weekly Digest* providing a streamlined news and announcements service; (2) *PNR Partners* webinars

featuring projects conducted by partners we have funded in the region; (3) and a 'slideshow' feature on the PNR home page to highlight and promote current events, resources and funding opportunities.

- PNR *Rendezvous*, a free continuing education webinar series with timely topics and presentations, is organized and hosted monthly by the PNR. During the reporting period, these talks were featured:
 - **Engaging Public Libraries in Community Health Information and Services: University of Washington iSchool Capstone Project**, June 15, 2016. Presenter: Liz Morris, Master of Library and Information Science Candidate 2016.
 - **The Magic and Wonder of the National Library of Medicine Traveling Exhibitions!** April 20, 2016. Presenters: Patricia Tuohy, NLM; Chris Bishop, Marian University; Caryl Wyatt, Ivy Tech Community College.
 - **Hook 'Em & Keep 'Em: How Trout U. is Engaging Library Users through Social Media to Build Community**, March 16, Presenters: Montana State University Librarians.
 - **How Patients Use Social Media**, February 17, 2016. Presenters: Health journalist, Sally James and patient advocate, Stacey Tinianov.
 - **Library and Other Leadership Development Programs: What Opportunities Exist and What You Need to Know to be a Successful Applicant and Participant**, January 20, 2016. Panel moderator: Tania Bardyn, Associate Dean and Director University of Washington Health Sciences Library and NN/LM PNR.
 - **ClinicalTrials.gov: Updates and a Look at Trials Using Mobile Apps**, December 16, 2015. Presenter: Emily Glenn, NN/LM PNR.
 - **Searching for One Health**, November 18, 2015. Presenters: Suzanne Fricke and Vicki Croft, Washington State University.
 - **Creating a Library "Holdings" Group: A Joined Service Model**, October 21, 2015 Presenters: Isaac Huffman, Heather Martin, Basia Delawska-Elliott, Providence Health & Services.
 - **Health Reach, a multiple language health resource from NLM**, September 16, 2015. Presenter: Laura Bartlett, NLM.
 - **Heal What? HEAL-WA! A Unique Statewide Health Information Resource for Health Professionals in Washington**, August 19, 2015. Presenter: Gail Kouame, Assistant Director for HEAL-WA at the University of Washington Health Sciences Library.
 - **Lessons Learned from a 3D Printing Pilot in a Health Sciences Library**, July 15, 2015...Presenters: Terry Jankowski, Associate Director of User Experience

and Paul Ludecke, Manager of Computer Commons at the University of Washington Health Sciences Library.

- NN/LM PNR and MCR regions co-sponsored a half-day forum titled “Using Data to Improve Clinical Patient Outcomes.” Broadcast online to over 80 viewers, presenters spoke from videoconference studios located in Seattle and Salt Lake City. Presenters included national experts in clinical informatics who gave an overview of current and potential uses of patient data from the electronic health record to improve patient safety, quality of care and evidence-based practice. A panel session with the presenters was moderated by Sean Mooney, Ph.D., Chief Research Information Officer, UW Medicine and Professor, Department of Biomedical Informatics and Medical Education (BIME), University of Washington (UW). At UW, the event drew 32 in-person participants representing multiple roles and settings, including: medical librarians, nurses, MDs, researchers, and students in the UW iSchool and BIME program. The online audience included librarians from all over the country who interacted via Chat and Twitter. Studio audiences in Seattle and Salt Lake City shared ideas in breakout groups designed to explore challenges and opportunities for using clinical data as evidence and the skills needed to become more involved in this emerging area.
- In preparation for the new cooperative agreement, Tania Bardyn met with leadership of the ITHS and UW Medicine Research Information Services (RIS). The three entities (UW Health Sciences Library, ITHS, and UW Medicine RIS) formed a joint partnership to allow them to leverage mutual shared goals. The partners have agreed to join forces on educating and training researchers how to use institutionally developed research IT and data visualization tools to advance research and innovation in the University and Pacific Northwest Region.

2. Major activities and initiatives anticipated for next year and how they contribute to the Libraries’ Strategic Directions and focus areas.

In contribution to the Libraries’ strategic directions the PNR will work with partners in the Pacific NW Region of the NN/LM to:

- Establish new relationships with data organizations, public libraries, regional and community organizations, and specific population organizations to promote membership and to involve them in Network activities.
- Provide information and education opportunities to Network members regarding scholarly communication, publishing and research data management.

- Use web conferencing software as a communication tool for instruction, webinars, as well as to facilitate updates to the Governance Structure and the Network membership at large.
- Work with regional programs for the health workforce serving NLM's priority audiences in Medically Underserved Areas.
- Conduct outreach to public health training programs.
- Work with regional and state programs and services reaching minority, low income and aging populations.
- Support collaboration with state and regional organizations by funding awards that improve team-based care, evidence-based health administration, and access to quality online health information resources for underserved, minorities, seniors, K-12 and rural communities.

3. Key statistics not reported or collected centrally

Exhibits at National Conferences:

- Association of American Indian Physicians, Annual Meeting, Tulalip, WA.
- Gay and Lesbian Medical Association, Annual Conference, Portland, OR.
- Pathways into Health, Annual Conference, Seattle, WA.
- Zero to Three - National Center for Infants, Toddlers and Families, National Training Institute, Seattle, WA.

Exhibits at Regional Conferences:

- Pacific NW Library Association, Annual Meeting, Vancouver, WA.
- Northwest Tribal Emergency Management Council, National Joint Tribal Emergency Management Conference, Spokane, WA.
- Nisqually Tribe, Health Fair, Olympia, WA.
- Alaska Nurse Practitioner Association, Annual Conference, Anchorage, AK.
- Idaho Library Association, Annual Conference, Boise, ID.
- Washington Academy of Physician Assistants, Fall Conference, Cle Elum, WA.
- Oregon School-Based Health Alliance, Annual Meeting, Portland, OR.
- Pathways Into Health, Student Day, Seattle, WA.
- Pacific NW Chapter/Medical Library Association, Annual Meeting, Seattle, WA.
- NW e-learning Conference, Annual Meeting, Olympia, WA.
- Oregon Society of Physician Assistants, Fall Conference, Gleneden Beach, OR.
- Alaska Public Health Association, Alaska Health Summit, Anchorage, AK.

- Northwest Regional Primary Care Association, Western Forum for Migrant and Community Health, Portland, OR.
- Health Resources and Services Administration, Regional X, Northwest Regional Conference on African Immigrant Health, Seattle, WA.
- OCHIN, OCHIN 2016 Learning Forum, Portland, OR.
- Foundation for Healthy Generations, Science of Hope Conference, SeaTac, WA.
- Partners in Emergency Preparedness, Annual Conference, Tacoma, WA.
- Montana Primary Care Association, Spring Symposium, Helena, MT.
- Washington Academy of Physician Assistants, Annual Recertification Conference, SeaTac, WA.
- Washington Library Association, Annual Conference, Spokane, WA.
- Oregon Society of Medical Assistants, NW Regional Conference, Portland, OR.
- Skamania County Senior Task Force Advisory Committee, Building a Healthy Community, Stevenson, WA.

NATIONAL NETWORK OF LIBRARIES OF MEDICINE, NEO

The NN/LM Evaluation Office (NEO) is part of the National Network of Libraries of Medicine, which is an outreach program managed by the National Library of Medicine. We provide evaluation training and support to a national network of libraries and organizations that are dedicated to advancing the progress of medicine and improving the public health through access to health information. Therefore, all of our 2015-2016 activities were related to the UW Libraries' strategic direction of engagement and community.

1. Major activities and accomplishments and how they contributed to the Libraries' Strategic Directions and focus areas.

- UW received a Cooperative Agreement grant for the 2016-2021 NN/LM Evaluation Office (NEO), funded through the National Library of Medicine. Tania Bardyn is the PI for the cooperative agreement, Cindy Olney is the Assistant Director/Project Lead and Karen Vargas is the Evaluation Specialist. The NEO provide evaluation support to regional medical libraries and network members in the NN/LM's eight regions. The grant period started May 1.
- NEO staff taught or co-facilitated 27 training sessions (18 webinars and 11 in-person session) during the 2015-2016 academic year. Some presentations were training NEO training workshops and webinars, others were specialized training experiences conducted at the request of RMLs or NLM. Listed below are the NEO training sessions offered this year. (List not inclusive of special-request or co-facilitated training).

- "Finding Information in Numbers and Words: Data Analysis for Health Information Outreach," presented at the Morehouse School of Medicine to health sciences librarians from Morehouse, Emory University, and the Centers for Disease Control and Prevention. (Atlanta, July 15, 2015).
 - "Compelling Counts," webinar presented for the MAR's September Boost Box presentation. (Webinar, September 8).
 - "Measuring What Matters to Stakeholders," workshop presented at the Michigan Health Sciences Libraries Association. (Flint, MI, September 25, 2015).
 - "Adding Meaning to Planning: A Step-by-Step Method for Involving Your Community," an interactive workshop presented to the Texas Library Association District 8 Fall Conference (Houston, September 26).
 - "Using Questionnaires for Program Evaluation: Collecting and Analyzing High Quality Information" at the Southern MLA Chapter meeting. (San Juan, PR, October 22, 2015).
 - "Finding Information in Numbers and Words: Data Analysis for Program Evaluation," University of South Florida Shimberg Library (Tampa Bay, FL, December 12, 2015).
 - "Asking the Right Questions: Data Collection for Health Information Outreach," University of South Florida Shimberg Library (Tampa Bay, FL, December 12, 2015).
 - "Once Upon a Time: Using Program Evaluation to Tell Your Project's Story" Office of Health Data and Research, Mississippi State Department of Health and network members from the NN/LM SE/A (webinar, December 10, 2015).
 - "Mapping an Outreach Project: Start with Information; End with a Plan," offered nationally to the NN/LM. (4-session webinar series, offered February 1, 3, 8, and 10 and repeated February 16, 18, 23, and 25, 2016). This class was created to teach NN/LM award applicants how to incorporate evaluation into proposal planning.
 - "Make Your Point: Basic Principles for Data Visualization Design," which addressed good design principles for data visualizations, presented to the NN/LM Southeast/Atlantic Region (webinar, February 17, 2016).
 - "Planning an Outcomes-Based Outreach Project" to the Georgia State Health Sciences Library Association (Decatur, GA, April 8, 2016).
 - "Participatory and Collaborative Methods for Gathering an Understanding Data about Your Library" at the Texas Library Association (Houston, April 20, 2016).
- NEO staff facilitated a 1-2-4-All participatory data gathering called "Open Libraries! Making Your Library Welcoming to All," which engaged conference attendees in generating ideas for making libraries more inclusive to all different types of people in

their user communities. The event was hosted by the Texas Library Association (Houston, April 20, 2016).

- Cindy Olney worked with the NN/LM MAR and the Pennsylvania Library Association (PaLA) on the multi-library “Engage for Health” project, in which librarians from 18 cohort libraries were trained to promote National Library of Medicine (NLM) resources to members of their user communities. The librarians received training in evaluation and met regularly to provide input into a multi-site evaluation of the program. Cohort libraries participated in all phases of the planning and evaluation process for this project.
- The NEO collaborated with librarians from NN/LM New England Region and the Baystate Health Sciences Library to conduct a book group that studied and applied information from the OERC booklet series “Planning and Evaluating Health Information Outreach Projects.”
- Dianne Babski, Deputy Associate Director of NLM Library Operations, requested that the NEO staff customize a training session for the NLM Division Chiefs and Section Heads, specifically geared toward preparing them to develop their 2016 goals, objectives and evaluation plans.
- The NEO staff developed an asynchronous learning module on Appreciative Inquiry, which was added to NN/LM MidContinental Region’s educational game “Librarians in Oz.” Game participants chose from an array of experiential learning modules, earning points for completing module activities.
- NEO staff provided evaluation consultation services on 30 projects this year, providing service to network members in all eight NN/LM regions and to NN/LM
- The NEO staff redesigned and updated the NEO website, blog, and “Tools and Resources” LibGuide to improve readability and usability, and to reflect our name change from the NN/LM Outreach Evaluation Resource Center to the NN/LM Evaluation Office.
- NEO staff created 508-compliant documents of all training materials for 10 workshops and webinars and made them publically accessible on class training pages, as required by the National Library of Medicine.
- Cindy Olney attended a three-day planning meeting at the National Library of Medicine (Bethesda, MD), where a new steering committee (NNSC) was established to guide the NN/LM for during the 2016-2021 funding period. The committee consists of principal investigators and project leads for the eight cooperative agreements of the NN/LM. At the NNSC’s first official meeting, held in May, Cindy Olney was elected Co-Chair of the 2016-2017 NN/LM Steering Committee.
- Karen Vargas is Representative-at-Large on the Executive Board and the Co-Chair of the Diversity and Inclusion Committee of the Texas Library Association. In April, the

committee sponsored five programs at the 2016 Annual Conference, including the two programs offered by the NEO, described above.

2. Other significant activities, changes and issues.

- The NN/LM Outreach Evaluation Resource Center's 2011-2016 contract with the National Library of Medicine ended on April 30. The NN/LM Evaluation Office replaced the NN/LM OERC on May 1. The OERC staff, Cindy Olney and Karen Vargas, became the NEO staff. The scope of work for the NEO overlaps considerably with the OERC's, but the office has been tasked with leading more national-level evaluations charged by the NN/LM Steering Committee.
- Cindy Olney's job status changed from a temporary (Acting Assistant Director) to a permanent (Assistant Director) position on May 1.

3. Major activities and initiatives anticipated for next year and how they will contribute to the Libraries' Strategic Directions and focus areas.

- The NEO will be responsible for conducting national-level evaluation projects at the request of the NN/LM Steering Committee. The office is currently guiding the committee through a process of identifying outcomes and indicators for such projects, a first step in developing an assessment process to support the committee's governance of the NN/LM.
- The NEO is designing a national-level evaluation process for the NN/LM subaward program, at the request of the NN/LM's project scientists at NLM.
- The NEO will provide RML staff and Network member training for the evaluation initiatives described in bullets one and two.
- NEO staff are currently scheduled to provide six in-person training sessions on evaluation:
 - "Measuring What Matters to Stakeholders," North Atlantic Health Sciences Libraries, October 23, New Haven, CT.
 - "Participatory & Collaborative Methods for Gathering and Understanding Data about Your Library," South Central Chapter Medical Library Association, October 26, 2016, Galveston, TX.
 - "Finding Information in Numbers and Words: Data Analysis for Program Evaluation," South Central Chapter Medical Library Association, October 23, 2015, Galveston, TX.
 - "Measuring What Matters to Stakeholders," Dallas-Fort Worth Health Libraries Information Network (HealthLINE), November 17, Plano, TX.
 - "Measuring What Matters to Stakeholders," Health Sciences Library Association of New Jersey, December (day TBD), Princeton, NJ.

- "Explore TLA's Diverse Community at a Data Fiesta," Texas Library Association, April (day TBD), San Antonio, TX.
- The NEO will begin planning a "Success Story" project to promote NN/LM projects that use exemplary evaluation practices.

4. Key statistics not reported or collected central

- NEO distributed 220 digital and print copies of *Planning and Evaluating Health Information Outreach Projects* booklet series and 71 copies of *Measuring the Difference: Guide to Planning and Evaluating Health Information Outreach*.
- NEO staff published 52 blog posts on evaluation topics in the NEO Shop Talk blog.
- NEO Shop Talk had 6053 visits in the 2015-2016 academic year, an 87% increase from 2014-2015.
- Attendance at NEO's 27 training events had a total of 891 participants.

HSL REMODEL: PHASE II COMPLETED

The Health Sciences Library continued the renovation of the staff areas that started in 2012. In 2012, Gili Meerovich of Pfeiffer Partners worked with Tania Bardyn to set out the vision for the new Director's reinvestment in its core staff space. Key staff engagement steps in this process affirmed needs vs. wants and the impact a new environment would have current and future staff. Phase 1 of the project, which included creation of the Pacific Room and remodeling work space for Administration, Resources and ILL staff, was completed in June 2015.

Phase 2 of the project focused on converting approximately 1,000 square feet of space that was primarily used as storage into a new staff lounge area with a kitchenette. The space also includes two changing rooms and lockers for staff who exercise during the work day.

Before construction, the space was divided by awkward paneling and shelving. It also had the original 1972 carpeting, complete with duct tape.

Once the panels, shelving and carpet were removed, walls were built to frame the new changing area. The walls were painted and new vinyl flooring was installed. The existing cabinets and sink area remained.



Figure 1: Pre-construction space, 2000 -2016

Finally, new panels, furniture and lockers were installed. The space is now a calm oasis within the HSL staff work area. It is used for staff breaks as well as informal staff meetings and staff events, such as the kickoff for the Whole U Summer Fitness Challenge.



Figure 2: Finished Staff Lounge

Phase III: NN/LM, PNR Office

Phase 3, remodeling the NNLM/PNR staff area, will take place in Summer 2016. The PNR staff office (T244) will get new CAT5 wiring to support the UW's new VoIP phone service. They will also get new carpet and a fresh coat of paint before new panels and repurposed furniture are installed. To finish off the remodel, there will be a new cubicle built adjacent to the PNR staff office for one staff member.