



**Chapter Council Presents
Sharing Roundtables
MLA Annual Meeting
San Antonio, TX
Monday, May 16, 2005**

Table 21B: Outreach – Rural and Community

Facilitator: Gail Kouame

Recorder: Mary Riordan

Additional Participants: Dottie Hawthorne, Mayo Clinic, Rochester; MN; Mary M. Henning, University of Wyoming; Gail Kouame, University of Washington; Roz McConaughy, University of South Carolina; Mary Riordan, University of Arizona; Martha Spangler, University of Wisconsin-Milwaukee

Topics discussed and ideas shared:

Introductions – Each participant introduced herself and presented a brief summary of recent and current activities.

Participants then shared more information about their institutions' rural and community outreach activities.

Dottie Hawthorne: Mayo Clinic, Rochester has been presenting 1 on 1 or 2 on 1 training to rural health providers. Trainers cover an area of a 100-mile radius from Rochester extending from Eau Claire, Wisconsin to South Dakota. Skills among providers vary and training sometimes includes handholding and collection consulting. There's a need to get to know the communities. Most need access to journals, and the librarians try to provide what's needed as much as possible.

Mary Henning: In Wyoming preparations are under way for the Third Annual Symposium on Health Information for Wyoming health professionals, who stay in the dorms to cut costs. The Wyoming State Library has made the Cochrane databases available to all cardholders, and wants people to network. The Symposium has been opened to providers in the region, which includes participants from Colorado, Nebraska, Montana, and Utah. The desired maximum number of participants is 26, and thus far they've had 12 and 16 participants. The State Library published a newsletter issued devoted entirely to health, which was distributed to all public and community libraries, to the University of Wyoming, to rural areas, and to various health-related conferences. Training for doctors was provided at a Lunch and Learn workshop, which was also offered at the Jackson Public Library for staff. In Wyoming they have explored ways to get administrators, doctors and nurses together with librarians using streaming video available through the Eccles Health Sciences Library at the University of Utah. They offer a 1-1/2 hour session to librarians to let them know what they can do. Another challenge Wyoming has faced is the need for genetics information. This information, which is at a higher level, has been difficult for people to understand. [Could the new NLM product Genetics Home Reference, <http://www.ghr.nlm.nih.gov>, help to alleviate this difficulty?]

Gail Kouame: The Pacific Northwest RML has been investigating distance education, streaming video, and other DH formats. They were asked to work nationally and chapter coordinators worked together to develop a web site, with the model being to work with intermediaries. Last year Roy Sahali presented a series of roundtable discussions that included a MEDLINEPlus demo in community-based groups and they found that people “zoned out” because they were overwhelmed. Gail encouraged participants to review the Tribal Connections website (<http://www.tribalconnections.org>) to check the health information resources available online. Other training offered included a Native health writers’ training workshop, and community-based outreach to non-governmental organizations, including some faith-based groups, emphasizing not just what the RML could do for them, but on how they might integrate health information into what they already have in place. Gail encouraged participants to point their browsers to the web site for the Medical Home Leadership Network (<http://medicalhome.org>), that brings together in one place practical current tools, strategies, and information that support medical homes for children and youth and their families, especially those with special health care needs. The RML has worked with special needs groups and with libraries to put the two entities in touch with one another. The RML put together a Hospital Librarians Forum last October to empower hospital librarians, covering topics such as staying viable by staying visible and business planning for librarians. The librarians were so enthusiastic that they hope to hold another forum this coming fall. The Washington RML offers a series of 4 class modules they’ve developed that allow librarians to complete the 12 hours required to attain the Consumer Health certification. A drawback is that this has been too much time for some librarians to spend. The state libraries in the Pacific Northwest region have been helpful, allowing the RML to get on the program for the state association. Rural community systems seem to work well together, allowing people to come together at a nominal expense, and encouraging them to work together. A successful “hook” to encourage people to seek health information has been the location of a public scale located near the health brochures in some communities.

Mary Riordan: The Arizona Health Sciences Library has been building relationships with various Native American communities around the state, and presented several mini-workshops over the course of the year, traveling to sites on the reservations. In April they presented a health information workshop, funded by the Pacific Southwest RML, to Native American public, tribal and community librarians using the computer classroom at the College of Nursing. The workshop attracted participants from all over the state, refuting the preconception that these librarians/managers wouldn’t be able to leave their worksites to attend a workshop, and was quite successful, since it focused on the needs of the participants.

Roz McConnaughy: Since many locales/providers don’t have access to the Internet, they have developed a print and video collection in their Center for Disability Resources Library, utilized by health professionals, teachers, and community users.

Martha Spangler: As a new library school graduate, Martha envisualizes a future in which she would manage a diabetes collection or work in outreach to patient or consumer groups.

Gail, Dottie, Mary Henning: A challenge in distance education has been to identify ways to get the information content to people without their having to travel. The Polycom BREEZE

software, which has chat and telephone conferencing capabilities, has been useful. Both Washington and the Mayo Clinic have used the Polycom videoconferencing software, but a drawback is that both end sites must have the equipment, and it is expensive. Wyoming has the Polycom BREEZE software, which is less expensive. They have also used the free VRVS software, but have been challenged because of difficulty encountered in getting both the audio and video working. They are trying to identify something workable that is either free or very low-cost. Gail mentioned that a serious challenge to the Washington RML is how to determine who has what conferencing equipment and if it 'talks' to other software. They wonder if the state libraries might assist.