



# HEALTH SCIENCES LIBRARIES UNIVERSITY OF MICHIGAN ACCOMPLISHMENTS AND ACTIVITIES, 2007-2008



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*“The mission of the health sciences library is to be a valued partner, fully integrated into the work of the university and providing leadership in knowledge management for education, research, patient care, and community outreach.”*

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This year we've focused our activities on building and strengthening partnerships across all levels of the health sciences community and have vigorously developed the liaison and community outreach programs. Liaison librarians are linked to each of the academic health sciences schools (medicine, nursing, pharmacy, dentistry, and public health), to the research programs in bioinformatics and clinical translational science, and to the University of Michigan Health System. Liaison librarians have been invited to join the curriculum committees in the Schools of Medicine, Nursing, and Dentistry.

## **Liaison Program: Medicine**

Working with the **Medical School**, we've begun a new curriculum project pairing liaisons with students working in small groups on longitudinal patient cases as part of their learning experience in the first two years of their medical program. Students learn not only about clinical aspects of diseases but also about social, family, economic, and psychological issues surrounding patients and their families who may be coping and managing with diagnoses such as kidney failure or breast cancer. Learning happens through weekly discussions and student presentations on specific questions assigned to them. Liaisons work with each of the thirty groups of students and provide individual and small group research consultations, email interactions, class discussions, and teaching and instructional sessions in collaboration with medical faculty.

Liaison librarians also developed an eight-module information skills curriculum to integrate with and support the graduate medical education competencies established by the Accreditation Council for Graduate Medical Education. The curriculum features modules in the areas of practice-based learning, evidence-based medicine, clinical expertise, patient communication, and current awareness. Over 500 residents and fellows have participated in librarian-led skills instruction, totaling 40 sessions and 50 contact hours. Next steps on the project

include expanding the information skills curriculum for other health sciences schools, validating the Medline search assessment tool, and conducting a formal programmatic evaluation.

Work in this area has received national recognition, including an award for best graduate medical education poster at the 2008 annual meeting of the Central Group on Educational Affairs of the Association of American Medical Colleges. For more information, see the project poster at the following web address:

<http://www.slideshare.net/umhealthscienceslibraries/eight-module-information-curriculum-matched-to-agcme-competencies>.

Additionally, liaison librarians actively participate in Medical Education Day, sponsored by the Department of Medical Education, the Medical Education Scholars Program, and the Associate Dean for Medical Education. Medical Education Day highlights innovative educational and research initiatives through a combination of formal presentations and poster and computer demonstrations. This year's theme focused on interdisciplinary health science education, and over 20 health sciences librarians and library staff contributed to the demonstrations.

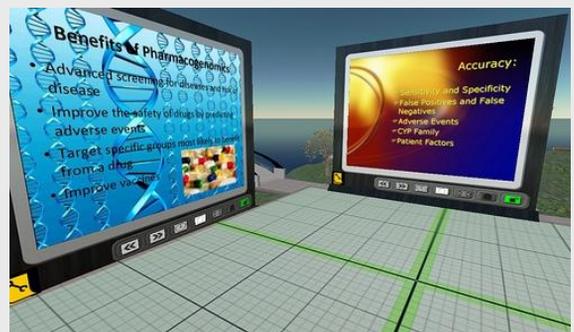
## Liaison Program: Nursing



Working with the **School of Nursing**, liaison librarians are participating on the curriculum committee and reviewing information skills and competencies in three specific areas: 1) communication, document preparation, and presentation; 2) patient care and evidence-based practice; and 3) academic and nursing research. Plans are underway for developing means of building and assessing these skills for both faculty and student populations. Liaisons are also working with nursing faculty on ways of improving standardized scores on licensing examinations for graduates of the nursing program. The liaison instruction program continues to grow with presentations on evidence-based literature searching for undergraduate and masters students, evaluation of search strategy assignments for masters students, and work with students in the Nursing 258 class, "Assessing the Experience of Health & Illness," in their class projects comparing quality of health information sites and identifying discrepancies in consumer health information found on the Internet.

## Liaison Program: Pharmacy

Working with the **College of Pharmacy**, liaison librarians are, for the first time, providing orientation sessions for third and fourth year pharmacy students, and they are involved in team-based learning methods as part of the new emphasis on improving clinical decision-making skills. They are redesigning library instruction sessions to incorporate new evidence-based approaches to learning in the Pharmacy 330 class. Librarians have increased classroom interactions and developed instructional content which has become incorporated not only into the final exam but also the overall learning experience of students.



## Liaison Program: Dentistry

Working with the **School of Dentistry**, liaison librarians are serving on the Dentistry Curriculum Committee, participating in the evaluation of the school's competencies matrix for dental students as part of preparations for the school's accreditation review, and teaching an elective course for fourth year dental students. Liaisons will also be adapting the Health Sciences Libraries' information skills modular curriculum for the School of Dentistry. In addition, liaisons are working with dental hygiene faculty both on campus and in the distance education program. Librarians interact with students in dental hygiene classes via a CTools forum and are consulting with faculty on e-books resources to supplement the program.



## Liaison Program: Public Health

Working with the **School of Public Health**, liaison librarians are actively involved in the integration of a variety of web 2.0 technologies to public health education and practice. The curriculum committee has approved a librarian-instructed pilot course in the department of Health Behavior/Health Education on social technologies and health communications.



The 3-credit course explores the use of social Internet technologies for health communications, focusing on theoretical aspects of social technologies as well as practical skill building in the application of emerging technologies to health communications. Librarians have taught workshops on public health 2.0 at the CDC's Public Health Information Network conference and have presented on the use of web 2.0, including the virtual world Second Life, at the Medical Library Association annual conference and the statewide Michigan Technology conference.

## Liaison Program: Bioinformatics

for the UM's National Center for Integrative Biomedical Informatics and for the Bioinformatics course on Searching the Biomedical Literature.

In partnership with the Science and Engineering Libraries, a new group has been formed, known as BIG – the **Bioinformatics Interest Group**. The group is comprised of interdisciplinary librarians with backgrounds in engineering, biology, and chemistry who meet monthly to discuss the development of tools and applications to assist researchers and to stay informed on current issues and trends in bioinformatics research. Librarians participate in the Health Informatics Grand Rounds lecture series as well as provide classes and workshops on an ongoing basis, covering an array of relevant topics such as citation analysis and impact factors and searching the biomedical literature, using the National Center for Biotechnology Information's molecular biology databases and the U.S. Patent and Trademark Office patent database effectively, in addition to providing assistance in complying with the NIH public access policy.



In addition to our work within the health sciences education and curriculum, two new priority areas of research partnerships have been identified, and we've introduced two new librarian roles to work closely with the health sciences research community in these areas. One is a new librarian role in **bioinformatics**. The bioinformationist collaborates with scientists in the areas of computational medicine and biology, genetics, and bioinformatics to provide consultations and instruction on bioinformatics-related research databases and analysis tools, heuristic evaluations and needs assessment, usability testing, and intellectual property management and resource licensing expertise. The bioinformationist has presented at the Tools and Technology seminar



## Liaison Program : Clinical and Translational Science



Another priority area of research partnership is in **clinical and translational science**. The clinical and translational science informationist is working to develop and expand the Health Sciences Libraries' involvement in the translational research emerging from the University of Michigan's Clinical and Translational Science Award (CTSA) and the Michigan Institute of Clinical and Health Research (MICHR). The CTSA informationist is working closely with the HSL bioinformaticist, Science librarians, and other members of the Bioinformatics Interest Group to provide oversight of molecular biology and genetics information services, to expand the knowledge of biomedical informatics concepts and other resources used in clinical translational research, and to design and implement informatics applications and information technologies to enhance community engagement and patient support.

The CTSA informationist and the bioinformaticist also work with researchers from UM's National Center for Integrative Biomedical Informatics (NCIBI) to incorporate appropriate tools and resources into translational research efforts by participating in testing and evaluation of locally-developed tools. The CTSA informationist and bioinformaticist conducted a study comparing the performance of MiSearch, a locally developed third-party search tool, to the National Library of Medicine's PubMed in terms of search success, user satisfaction, and search efficiency. Their findings were presented at the Medical Library Association annual conference. This study is an important step in refining the MiSearch tool and indicative of the collaborations emerging between librarians and informatics researchers. The CTSA informationist has also developed a website prototype to highlight the work of the Health Informatics Research Organization and to help link junior faculty with research partners. Another important project is "Infobuttons" which will feature the integration of clinical resources into patient records in the University of Michigan Health System's Careweb resource and will provide links to drug information, patient education resources, and clinical trials.

## Liaison Program: Emerging Technologies



<http://www.lib.umich.edu/hsl/about/videos.html>

## Health Sciences Libraries in Second Life

Another new liaison focus is the area of **emerging technologies**, and we've introduced a full-time librarian position to support initiatives in this area. The emerging technologies liaison serves as a consultant and advisor for web development, web 2.0 and 3.0 technologies, social networking, virtual worlds including Second Life, gaming, podcasting, video, e-learning services, distance education, semantic web, and other current technologies. The emerging technologies liaison also works closely with the Medical School's Office of Enabling Technology as well as other academic units across campus, throughout the U.S., and around the globe.

In addition to hosting a weekly brown bag series in the virtual world Second Life and writing an emerging technologies wiki and blog, the emerging technologies liaison has been an invited presenter at the Virtual Worlds in Libraries, Education, and Museums conference; the Medical Library Association's conference program on emerging technologies; and the Health Sciences Libraries' Virtual Reality in Health Seminar.

For more information visit:  
<http://slum.wetpaint.com/>.

Other HSL activities to introduce emerging technologies to date include the following:

- **2 videos on Second Life**
- **5 presentations on “Cool Toys”**
- **25 presentations/discussions in Second Life**
- **35 podcasts in iTunesU**
- **75 presentations archived in Slideshare – with over 101,000 views**
- **740 items relevant to health sciences information bookmarked in del.icio.us**

During the summer, the Health Sciences Libraries participated in a pilot project to assess the use of the social bookmarking tool del.icio.us by the incoming medical students. Working with Medical School faculty, librarians developed a module to test students' use patterns of del.icio.us as a social bookmarking tool for their own educational purposes. Initially, 29 incoming first-year medical students were given a pre-test survey to measure their attitudes regarding social networking. In a subsequent instructional session, students were introduced to del.icio.us and encouraged to use del.icio.us to tag websites and online resources of educational interest.

The students' use of del.icio.us is being monitored throughout the year. Presentation content can be viewed at:

<http://www.slideshare.net/umhealthscienceslibraries/delicious-social-bookmarking-for-your-class-course-activities>

A group of liaison librarians are also experimenting with new technologies to increase contacts with their liaison groups. Establishing online presences with the use of social technologies, including blogs, Twitter, Facebook, SlideShare, and Second Life, they are tracking time spent on social technologies and the number of contacts they make.



The Health Sciences Libraries actively participate in the University Library's MLibrary 2.0 Forum Series, sharing their experiences and lessons learned from experimenting with web 2.0 technologies.

## Health Sciences Libraries: Liaisons



**Patricia Anderson**

- [Dermatology](#)
- [Enabling Technologies](#)



**Doreen Bradley**

- [Gastroenterology](#)
- [Pharmacy](#)



**Marisa Conte**

- [Clinical & Translational Sciences](#)
- [Hematology & Oncology](#)
- [Otolaryngology](#)
- [Neurology](#)
- [Radiation Oncology](#)

## **Mark MacEachern**

- [Allergy & Clinical Immunology](#)
- [Dentistry](#)
- [Infectious Diseases](#)
- [Metabolism, Endocrinology & Diabetes](#)
- [Pharmacy](#)
- [Radiology](#)



## **Deborah Lauseng**

- [Geriatric Medicine](#)
- [Nursing](#)



## **Helen Look**

- [Collection Development](#)
- [Cultural Competency & Diversity Issues](#)
- [Global Health](#)
- [Public Health Workforce](#)





## Pat Martin

- Emergency Medicine
- Nursing
- Ophthalmology
- Psychiatry
- Surgery



## Gillian Mayman

- Public Health



## Gurpreet (Preet) Rana

- General Medicine
- Global Health
- Medical Education
- Obstetrics & Gynecology
- Pediatrics

## **Merle Rosenzweig**

- Family Medicine
- Genetics
- Nephrology
- Pulmonary & Critical Care Medicine
- Urology



## **Anna Ercoli Schnitzer**

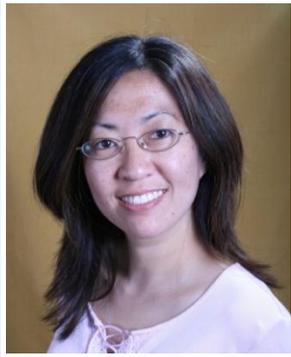
- Disabilities
- Ethical Issues
- History of Medicine



## **Barbara Shipman**

- Biological Chemistry
- Cell & Developmental Biology
- History of Medicine
- Microbiology & Immunology
- Molecular & Behavioral Neuroscience
- Molecular & Integrative Physiology
- Pharmacology





## Jean Song

- Bioinformatics



## Whitney Townsend

- Cardiovascular Medicine
- Orthopaedic Surgery
- Pathology
- Physical Medicine & Rehabilitation
- Public Health
- Rheumatology

## **Information Services, Collections, and Operations**

With the increase in electronic access to information combined with efforts to reduce expenditures for duplicate resources, the Health Sciences Libraries consolidated some of its collections this year. Over 53,500 items from the Dentistry Library were integrated into the Health Sciences Libraries collection at Taubman Medical Library. The consolidation of collections occurred at the same time as over 107,000 books were sent for scanning as part of the Michigan Digitization Project. This effort resulted in two entire floors of books and journals in the library being moved to complete these projects. In practical terms, this means that access to the integrated set of dental and health information resources has improved, making the library collection easier to use and maintain, and with the scanning and digitization of materials for online access, the reach of the collection is extended on campus and beyond.

In keeping with national trends in academic health sciences libraries, throughout the past year, HSL staff members have investigated how other health sciences libraries have been integrating their front-line information services, focusing on reference and circulation. In May, after experimenting with various models, reference and circulation services of the Taubman Medical Library were consolidated into a single service point. During the coming year, we will continue to move toward the full integration of services and cross-training of staff. Liaison librarians will continue to have a more external focus on direct interactions with departments and schools while Information Services staff, including School of Information student assistants, will increase their presence on the information desk. Our goals are to continue quality, seamless information services to our users, and to deploy all HSL staff to achieve the best balance between user needs and available resources.



## ***Community Outreach***



Another new area of focus for the Health Sciences Libraries is community outreach. HSL is both a resource and an outreach library for the National Network of Libraries of Medicine, Greater Midwest Region. This year, for the first time, we expanded our services to specifically target the local community and participated in a wide-array of events to help promote and showcase our resources within Ann Arbor and surrounding environs.

We set the standard high by staffing a booth for 45 hours over a 4-day period from Wednesday to Saturday in the non-profit section of the 49<sup>th</sup> annual **Ann Arbor Art Fair**. Working in two-hour shifts, and with the assistance of colleagues and fellow volunteers from the Graduate, Social Work, Business,

and Science libraries, we made over 830 contacts during the event and distributed MedlinePlus pens, MLibrary pens, brochures, and lollipops, along with information about online reliable health sites, library hours, and accessibility.

With colleagues and fellow volunteers, we also participated in the **Ann Arbor Book Festival**, offering library information, giveaways, and reliable online health information to the more than 200 visitors who stopped by the library booth. Festival programs included a popular panel session on "The Future of the Book," moderated by University Librarian and Dean of Libraries, Paul Courant.

Continuing the theme of book festivals, the Health Sciences Libraries staffed a booth for the annual **Kerrytown Bookfest**, whose theme this year was "Celebrating Libraries." We distributed literature on MedlinePlus, MedlinePlus pens, HSL magnets, HSL brochures, in addition to a printout of photographs on the "Dance of Death," from our rare books collection, and flyers of our [Guide to Homeopathy](#). During the bookfest hours from 11 am to 5 pm, we made contact with over 260 members of the community. The various health questions mentioned by visitors ranged from drugs for Alzheimer patients to information about diabetes, stroke, organ

transplantation, and celiac disease. The visitors included former library directors; former Pfizer employees; children of various ages; a schoolteacher from Ypsilanti who invited us to visit her 5<sup>th</sup> grade classroom; members of the UM faculty; physicians and nurses from the University of Michigan Health System (UMHS); public librarians; faculty members from Wisconsin, Michigan State, and Detroit Mercy; the Director of Integrative Medicine at UMHS; the Art Director at UMHS; the Director of Health Sciences Communication from Oregon Health Sciences; and visitors from California.



Our complementary medicine web site was praised, and many individuals told us that they phone us all the time to get help on how to find a journal or an article.

Another focus for this year's outreach efforts has been women's health. Health Sciences librarians participated in a program on **Diabetes and Women: Lifelong Management from a Multicultural Perspective** at the Ann Arbor Community Center, co-sponsored by the University of Michigan Health System Women's Health Program, the Minority Health Research Program, and Program for Multicultural Health. The event provided an opportunity to interact with several faculty members from Metabolism, Endocrinology, and Diabetes who were in attendance and to distribute MedlinePlus bookmarks and pens and HSL library materials to participants. Approximately 30 clinical and faculty members also stopped by the HSL booth at the **Living with Diabetes** event, sponsored by the Michigan Comprehensive Diabetes Center. Librarians provided onsite training on MedlinePlus and PubMed. At the **Ann Arbor Women's Expo**, librarians partnered with the Comprehensive Cancer Center and distributed educational literature from the Patient Education Resource Center in addition to providing MedlinePlus information to over 100 community members.

**Women's Health and Fitness Day** drew an audience of over 170. From the HSL booth, situated between M-Fit and the UMHS Minority Health unit, librarians again distributed MedlinePlus information and HSL bookmarks, while participants learned about strategies to increase exercise and tips for improving and maintaining health and wellness.

We participated in events for all age groups, including a number of opportunities to provide outreach to children. We distributed health information brochures at the **Children's Health and Enrollment Fair** in Ypsilanti. This event represented the first time that Washtenaw County offered families a chance to enroll their uninsured children in the Michigan Child and Healthy Kids free insurance program. Staff members from the Washtenaw County Public Health Department were on hand to assist with online enrollment. Health screenings, free food, door prizes, and a variety of games and activities were part of the event. For the second year, the Health Sciences Libraries also participated in the "**Give Kids a Smile**" event at the School of Dentistry, distributing health information resources and guides.

Another new outreach event featured not only a visit and presentation to 26 students in a 5<sup>th</sup> grade class at **Estabrook Elementary School** but a follow-up field trip to



Taubman Medical Library and the Life Sciences complex as well. During the presentation on "Good Health Sites," librarians demonstrated reliable health information sites and educational games on nutrition and environmental health and answered many questions about what makes a good health site.

The Health Sciences Libraries actively pursue outreach opportunities focused on multicultural health. Librarians from both the HSL and graduate libraries attended the 5<sup>th</sup> annual **Asian-American Health and Cultural Fair**, organized by the UM United Asian-American Medical Student Association. Over 50 MedlinePlus pens and bookmarks were distributed. The National Library of Medicine's Asian American Health brochure was particularly well received. Interested registrants at the

fair could be screened for glaucoma, diabetes, hypertension, and hyperlipidemia, all free of charge. Physicians at the event, many of whom spoke Chinese or other languages, interpreted results of the screening, and a number of workshops were offered on topics ranging from "The Model Minority and Mental Health" to "Road to Medicine: Questions and Answers with Medical Students," that included a panel discussion in which members of the audience could ask questions about their studies, goals, or other aspects of their lives as UM medical students. For staff members in the **Program for Multicultural Health**, HSL librarians also offered an overview of library services and a presentation featuring MedlinePlus "Go Local," search techniques, relevant databases, and social bookmarking tools.



This year the HSL's focus on new services for the disability community has been both noteworthy and extensive. These services were highlighted at a presentation to the **Ann Arbor Commission on Disability Issues** at the September monthly meeting, televised on the Cable Television Network. The commissioners were informed about a variety of library information as well as availability of specialized equipment and remote access to select electronic resources. They provided feedback that "It was an excellent promotional pitch for the health sciences libraries!"

Following a visit to the **Washtenaw County Library for the Blind and Physically Disabled** and information sharing about their outreach, support groups, and distribution methods for reading materials, arrangements were made to provide a series of workshops on MedlinePlus "Go Local," ClinicalTrials.gov, and the National Institutes of Health's Senior databases. As part of the new outreach partnership, HSL librarians were invited to participate in VISIONS 2008, co-sponsored by the Michigan Commission for the Blind and the Washtenaw County Library for the Blind and Physically Disabled.

## ***Funded Community Partnerships and Collaborations***

Adding to the new partnerships and collaborations are opportunities to create alliances with organizations in the state and community. We won the “triple crown” this year with the awarding of three subcontracts from the National Network of Libraries of Medicine, Greater Midwest Region in the areas of public health, health literacy, and consumer health. Our partners include Genesee and Monroe County Health Departments, Washtenaw Literacy, and the Ann Arbor Center for Independent Living.

***"Creating a Road Map: Local Public Health 2.0"*** is an eighteen-month subcontract featuring a collaborative project between the University of Michigan Health Sciences Libraries and the Genesee County and Monroe County Health Departments to develop best practices for integrating web 2.0 technologies into the work of local public health departments. Following a needs assessment and discussion of potential uses of web 2.0 technologies, a series of workshops will be provided to train staff in the use of the relevant technologies. When the training has been completed, the project team will work with individuals, committees, and the departments as a whole to integrate the technologies into their work. A wiki-based web site will be created which will include information about specific technologies and their uses for public health departments. The public health community will be encouraged to engage with the web site and add additional technologies and uses. This project will result in a roadmap for local public health departments incorporating web 2.0 and social technologies into their communication and information sharing methods.



The Genesee County Health Department has identified specific individuals who will be participating in the training and technology integration phases of this project. This group of about 20 public health workers will take the lead on integrating the use of web 2.0 technologies into the department. The department has decided to focus on two broad projects - one internal and one external. The internal project will be a wiki-based website for policies and procedures. The external project will explore the use of social networking web sites for both sexual health and tobacco prevention. The HSL public health 2.0 team will organize training for small groups and individuals who will be working on each project.



## Public Health 2.0 Partnerships



<http://www.lib.umich.edu/hsl/>



<http://www.sph.umich.edu/>

Genesee County  
Health Department

Better Life Through Better Health

<http://www.gchd.us/>



<http://www.co.monroe.mi.us/monroe/default.aspx?Pageid=41>



<http://www.sph.umich.edu/prc/>



## HEALTH SCIENCES LIBRARIES UNIVERSITY OF MICHIGAN ACCOMPLISHMENTS AND ACTIVITIES, 2007-2008

***"Michigan Health Literacy Awareness Training Program"*** is an eighteen-month subcontract featuring a collaborative project between the Health Sciences Libraries and Washtenaw Literacy to raise awareness among area health professionals about the issue of low literacy and poor health literacy among their patients and to provide communication techniques and resources to improve patient care. Classes will be offered to health providers in a variety of settings, particularly in neighborhood-based health clinics. Additional collaboration between the partners and the health clinic providers will lead to the development of a comprehensive health awareness toolkit. The final outcome will include the development of a project website to disseminate the toolkit and to provide a networking mechanism for continuation of activities.

The first health clinic session was held in June at the Ypsilanti Health Center, a clinic affiliated with the University of Michigan Medical System. Over the two-hour session, the Washtenaw Literacy staff presented their sensitivity training curriculum and offered solutions for

working with clients. The Health Sciences librarian shared information on resources for low basic literacy and English-as-a-second-language clients, featuring the MedlinePlus website. Feedback from the seventeen participating clinic staff has been very favorable and will inform future training sessions in other health care settings.

***"Creating Health Information Connections for Persons with Disabilities"*** is a twelve-month subcontract featuring a collaborative project between the Health Sciences Libraries and the Ann Arbor Center for Independent Living (AACIL) to increase awareness of and improve access to vital health information, while considering the unique needs of individuals. The project has three primary components: library staff sensitivity training, a health-information needs assessment, and customized instructional sessions. We've conducted three informative focus groups to help assess health information needs of people with disabilities; identify barriers, or perceived barriers, in accessing and retrieving health information; and determine the best methods for removing these barriers and facilitating information access. Preliminary findings indicate that people with disabilities have many of the same health information needs as anyone else, including finding information about both general and specific health topics as well as locating health practitioners and support groups. Differences arise in how to provide this information to accommodate a variety of disabilities such as visual and auditory impairments.

The insights we are gaining will help us rethink our approaches to instruction in order to better serve diverse audiences. Some of these approaches may include holding separate sessions for those with visual, hearing, and physical disabilities; hosting “office hours” for one-on-one consultations at AACIL; and creating online video-based tutorials. We have begun sharing the focus group findings within the University community. In April we presented a poster, entitled “Sources of Health Information for Members of the Disability Community,” at the University of Michigan Initiative on Disability Studies (UMInDS) Spring Symposium.

As part of our project, we have participated in several staff development sessions including disability sensitivity training sessions presented by representatives from the Ann Arbor Center for Independent Living and literacy training presented by representatives from Washtenaw Literacy. The sensitivity training sessions offer a foundation for improving communication and instructional practices. Staff members have provided positive feedback on aspects that will help them in better understanding literacy challenges as well as informing their interactions with people who have disabilities.



## Creating Health Information Connections for Persons with Disabilities

Marisa Conte, MLIS; Anna Ercoli Schnitzer, AMLS; Deborah Lauseng, AMLS; Patricia Martin, AMLS  
University of Michigan Health Sciences Libraries - [www.lib.umich.edu/hsl](http://www.lib.umich.edu/hsl)

Carolyn Grawi, MSW, LMSW, ACSW  
Ann Arbor Center for Independent Living - [www.aacil.org](http://www.aacil.org)



*"I'm really reluctant to use the Internet because there is absolutely no defining line between information and complete misinformation. And all the garbage is mixed in with the meat, and it's a mess."*

*"You would think that our doctors would be a good source of medical information. But... I find that more often I'm giving the information to my doctor about where to find information related to something that's going on with me than I find them giving the information to me."*

*"I don't know where to start, where do I go to find information? None of my doctors have ever given me websites to go to. And I've seen numerous doctors. I've been seeing them continuously for years now, and maybe they think I already know."*

*\* All quotes from focus group participants*

### METHODOLOGY

A series of focus groups was conducted in February 2008 to assess the health information needs and information-seeking behaviors of members of the disability community. Three focus groups with 28 total participants were conducted at AACIL. Participants included community members with a wide range of physical, emotional, and learning disabilities, in addition to AACIL staff members. Group discussions were recorded and transcribed, and the transcripts coded to identify predominant themes and issues. Data obtained from the focus groups will be used to inform development of instruction sessions and materials to assist people with disabilities to obtain access to reliable, high-quality health information.

### FINDINGS

People with disabilities have varied health information needs, from basic facts about diet to clinical research opportunities. Primary areas of information need that were discussed in all three focus groups included:

- General health information - about common conditions (eg. diverticulitis) and therapies or treatments
- Specific health information - about rare diseases or condition-specific procedures
- Local resources - including health practitioners and support groups

Focus group participants also discussed barriers to information access. These included:

- Physicians who do not explain conditions or treatments, or provide resources for patients to conduct their own research
- Websites that are difficult for people with visual disabilities to read, or that are not accessible with screen-reading software
- Lack of training in formulating effective search queries or identifying search "starting points"
- Physical disabilities limiting access to public resources
- Economic barriers, including lack of home computers and internet access

*"There's an assumption that the person has transportation, can get out of their house, and that they have money to pay... and that they've got the bus service and that they can get there. Some of the people... have a limited amount of energy because of their disability and... well guess, do they use all of their energy and effort to get to the library and get information or are they maybe going to stay at home and try to pay bills or do something else?"*

*"It's often assumed that the patient has that, that they've got a computer, they've got internet. And they don't, you know, especially people who are living on Social Security, disability or something, you know, that's expensive, to have a computer. And to pay internet monthly - they don't have it."*

*\* All quotes from focus group participants*

### NEXT STEPS

•Conduct a web-based survey to further identify the information needs and information-seeking behaviors of persons with disabilities

•Identify and promote quality health information resources, both web-based and in print or audio format, to meet the diverse information needs of the population

•Develop and conduct instructional sessions to advance the health seeking skills and awareness of reliable sources for health information of people with disabilities

•Develop and produce alternative instructional resources for people who are unable to attend in-person sessions, or who prefer individual or self-taught materials

*\* All quotes from focus group participants*

### SAMPLE INTERNET AND COMMUNITY-BASED RESOURCES

The National Library of Medicine ([www.nlm.nih.gov](http://www.nlm.nih.gov)) produces many reliable health resources that are appropriate for a consumer or patient audience. Examples include:

- MedlinePlus - <http://medlineplus.gov> - a consumer health resource linking to quality health information on the Internet. Features include a dictionary, encyclopedia, low-literacy materials and images and video.
- MedlinePlus Go Local - <http://medlineplus.gov/mplgo> - A directory to local health care resources, including doctors, clinics, support groups and community services.

Local resources include the Ann Arbor Center for Independent Living (AACIL) - A local non-profit organization that provides services and advocacy to the local community with disabilities.

- Washtenaw County Library for the Blind and Physically Disabled (LBPDI) - A local public library that loans print and audio materials to individuals with visual or physical disabilities.

### SUMMARY

Creating Health Information Connections for Persons with Disabilities is a collaborative project between the University of Michigan Health Sciences Libraries and the Ann Arbor Center for Independent Living (AACIL). The project consists of three components: staff sensitivity training, a health information needs assessment, and customized instructional sessions. The primary goal of the project is to improve access to reliable health information for the local population of individuals with disabilities.

### BACKGROUND

Target Population - People with disabilities living in the Ann Arbor area.

Demographic Information* for Ann Arbor, Michigan	
Total Population (2005)	98,743 (estimated)
Percentage of people aged 5 to 20 years old with disabilities:	3%
Percentage of people aged 21 to 64 years of age with disabilities:	7%
Percentage of people aged 65 years and older with disabilities:	36%

Carolyn Grawi, AACIL Director of Advocacy and Education, identifies 3,500 active constituents of the AACIL, and an identified population of 17,000 individuals with disabilities.

\*Source: US Census Bureau, American Factfinder, 2005 Data Profiles from the American Community Survey for Ann Arbor (city), Michigan.

*“First off, thanks very much for organizing this session! I enjoyed listening to both of the presenters. I have to admit - when I first heard about the session, I didn't think I would learn anything new. We had a lot of training on working with people with disabilities when I worked at the airline - especially with people who required physical assistance to board/deplane [or who were] hearing and visually impaired. A lot of the information today reinforced what I had learned working at the airline, which was nice (to know I'd been doing the right things) and a good refresher. But I also learned some new things - specifically that conditions and personality disorders are also considered disabilities. I thought it was interesting to re-formulate my conception of what constitutes a disability and to realize that my old definition was very limited.”*

## Consumer Health and Health Literacy Partnerships



<http://www.washtenawliteracy.org>



Providing support, offering hope, transforming lives.

<http://www.aacil.org>

## *Leadership and Engagement In the Health Sciences Libraries Profession*

### MLA Board of Directors

Director of the Health Sciences Libraries, Jane Blumenthal, has been elected to the Board of Directors of the Medical Library Association (MLA) for a three-year term beginning at the end of the MLA'08 annual meeting in Chicago, May 16-21, 2008.

MLA (<http://www.mlanet.org/>) is a nonprofit, educational organization with more than 4,500 health sciences information professional members worldwide. Founded in 1898, MLA provides lifelong educational opportunities, supports a knowledgebase of health information research, and works with a global network of partners to promote the importance of quality information for improved health to the health care community and the public.



At the annual **Medical Library Association** conference in Chicago, Health Sciences librarians participated in a record number of activities. Participation included nine papers, seven posters, and teaching a continuing education course in addition to service on the MLA board, sections, and committees. Responding to the conference theme of "Connections: Bridging the Gaps," health sciences librarians highlighted a wide variety of liaison activities that demonstrate how the library is actively collaborating with the health sciences community in the core areas of education, research, and outreach. Presentations focused on emerging research, educational initiatives, and synergistic partnerships; social technologies, health education, and clinical medicine; information skills and competencies; and consumer health.

## **MLA 2008 Presentations by UM Health Sciences Librarians**

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- **The Community Health Status Indicators (CHSI) Project: An Important Resource for Determining and Improving Community Health**
    - Nancy Allee
    - Ron Bialek (Public Health Foundation)
  - **Facebook as a Tool for Health Education**
    - Gillian Mayman
  - **Six Essential Social Technologies for Health Sciences Faculty**
    - Gillian Mayman
    - Mark MacEachern
    - Whitney Townsend
    - Marisa Conte
  - **Building Team Connections in a Health Sciences Library Using the DISC Profile**
    - Nancy Allee
    - Jane Blumenthal
  - **The BIG: A Collaborative Librarian Group**
    - Jean Song
    - Marisa Conte
    - Marci Brandenburg
    - Merle Rosenzweig
  - **Efficiencies of Scale and Empowerment: Consumer Health Website Design Using Social Technologies**
    - Patricia Anderson
    - Sarah Brittain (Loyola University)
    - Sean Meyer (UMHS)
  - **Health Sciences Libraries' Synergistic Partnerships**
    - Jean Song
    - Jane Blumenthal
    - Gillian Mayman
  - **Health Sciences Librarians and PubViz: A Novel MEDLINE Exploration Engine**
    - Jean Song
    - Fan Meng (UM Medical School)
    - Marci Brandenburg
    - Barbara Mirel (UM School of Information)
  - **Challenges of Discovery: Consumer Health Resources in Second Life and Use of a Wiki for Indexing**
    - Patricia Anderson
    - Joshua Copeland (Columbia College)
    - Arta Dobbs (University of Connecticut)
-

- **Ask an Avatar: Providing Reference Services in Second Life**
  - Gillian Mayman
  - Jane Blumenthal
  - Whitney Townsend
  - Jean Song
  - Patricia Anderson
  
- **An Eight-module Information Skills Curriculum to Support Accreditation Council for Graduate Medical Education (ACGME) Competencies**
  - Doreen Bradley
  - Gurpreet Rana
  - Monica Lypson (UM Medical School)
  - Stanley Hamstra (UM Medical School)
  
- **Enhancing Faculty Information Skills**
  - Doreen Bradley
  - Gurpreet Rana
  
- **Improving Gene Name Dictionaries**
  - Marci Brandenburg
  
- **Creating a Roadmap: Web 2.0 and Local Public Health Practice**
  - Gillian Mayman
  - Nancy Allee
  - Hung Truong
  - Alison Grodzinski (UM School of Public Health)
  - Whitney Townsend
  - Jane Blumenthal
  - Anne Perorazio
  
- **Second Life for Engagement, Outreach, and Building Interdisciplinary Communities of Learning**
  - Patricia Anderson
  - Mark MacEachern
  - Jane Blumenthal
  - Sharon Grayden (UM School of Dentistry)
  - Marc Stephens (UM School of Dentistry)
  
- **MiSearch and PubMed: Assessing an Adaptive, Profile-based PubMed Search Tool**
  - Marisa Conte
  - Jean Song
  - David States (UM School of Medicine)
  - Nirit Glazer (UM School of Education)
  - Barbara Mirel (UM School of Information)
  
- **Social Technologies for Professional and Clinical Productivity**
  - Patricia Anderson
  - David Rothman (Community General Hospital, Syracuse, NY)

[http://www.mlanet.org/am/am2008/pdf/08\\_abstracts.pdf](http://www.mlanet.org/am/am2008/pdf/08_abstracts.pdf)



## HEALTH SCIENCES LIBRARIES UNIVERSITY OF MICHIGAN ACCOMPLISHMENTS AND ACTIVITIES, 2007-2008

In October Health Sciences Libraries librarians and staff attended the joint conference of the **Midwest Medical Library Association and Michigan Health Sciences Libraries Association** in Troy, Michigan. This event provided an opportunity to attend continuing education classes on screen casting and evidence-based medicine, showcase work on liaison and community outreach projects, and to engage in discussions about collaborative opportunities with other health sciences libraries in the state. We are planning to host an upcoming summit with administrators and librarians from other academic health sciences and hospital libraries in Michigan to discuss potential statewide partnerships. HSL representatives already met earlier this year with the administrator of the UM Dearborn Library and have begun collaborating on community outreach initiatives, including providing training on search strategies for accessing reliable health information.

The Health Sciences Libraries also has representation on the joint task force on online learning initiatives sponsored by **Librarians in Medical Education (LiME)** and the **Association of Academic Health Sciences Libraries (AAHSL)**. The initiative responds to the Association of American Medical Colleges' effort to improve the medical education of students as a means of affecting the quality of patient care. AAHSL is working in partnership with a series of other library and medical organizations, including LiME, to improve the quality of medical

education, focusing on the discovery, appraisal, and assimilation of knowledge based information and scientific evidence for the delivery of high-quality, patient-centered care. The task force is part of AAHSL's overall Teaching and Learning Implementation Plan and will investigate and determine priorities for the development of a set of self-directed, interactive modules for teaching health professionals and students specific competencies related to practice-based learning and evidence-based search, retrieval, and evaluation skills.



<http://midwestmla.org/>



<http://www.aahsl.org/lime/index.htm>



<http://www.aahsl.org/>

**SUMMARY OF NEW PROGRAMS AND PARTNERS, 2007-2008**

**New programs**

- ◆ Liaison services to Medicine, Nursing Public Health, Pharmacy, Dentistry, and the University of Michigan Health System
- ◆ Bioinformatics
- ◆ Emerging technologies
- ◆ Community outreach

**New partners**

- ◆ Ann Arbor and Ypsilanti Public Schools
- ◆ Ann Arbor Center for Independent Living
- ◆ Genessee and Monroe County Public Health Departments
- ◆ Library at UM Dearborn
- ◆ Michigan Comprehensive Diabetes Center
- ◆ Minority Health Research Program
- ◆ Osher Learning Center
- ◆ Program for Multicultural Health
- ◆ Washtenaw County Library for the Blind and Physically Disabled
- ◆ Washtenaw Literacy
- ◆ Women's Health Program

**New presence at community events**

- ◆ Ann Arbor Art Fair
- ◆ Kerrytown Bookfest
- ◆ Ann Arbor Women's Expo
- ◆ Women's Health and Fitness Day
- ◆ Children's Health and Enrollment Fair
- ◆ Give Kids a Smile
- ◆ Survival Flight Conference
- ◆ VISIONS Fair
- ◆ Asian-American Health and Cultural Fair

**New funding - three subcontracts from the National Network of Libraries of Medicine, Greater Region**

- ◆ Creating Health Information Connections for Persons with Disabilities
- ◆ Creating a Road Map: Local Public Health 2.0
- ◆ Health Literacy Awareness Training Program

## **PRIMARY INITIATIVES, 2008-2009**

- ◆ **Continue to develop and strengthen HSL's programs in the following areas**
  - **Information skills competencies and curriculum integration**
  - **Collaborations with Nursing, Dentistry, Pharmacy, and Public Health**
  - **Partnerships in research with Bioinformatics and Clinical and Translational Science Programs**
  - **Emerging technologies**
  - **Global health**
  - **Project-based teams**

- ◆ **Continue to grow the outreach program, including securing additional extramural funding**

- ◆ **Rethink our physical space with emphasis on instructional technology and student collaborative learning spaces**

- ◆ **Continue to focus on staff and professional development, including participation in an e-portfolios pilot project**

For more information about the Health Sciences Libraries, visit our website: <http://www.lib.umich.edu/hsl/>.


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**6 Essential Social Technologies for Health Sciences Faculty**

Social technologies are web-based software applications that allow users to interact with each other to share data and information. This poster introduces six "essential" social technologies for health sciences faculty - networking in online communities, collaborative writing, realtime communication, social tagging and multi-media sharing.



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8/14/2008 1:30 PM-2:30 PM - ...

[Using Google for Academic Research](#)  
8/20/2008 1:00 PM-2:00 PM - ...

[PubMed \(SPH Orientation\)](#)  
8/29/2008 10:00 AM-11:00 AM...

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