

**Health Sciences Library  
Annual Report 2013-2014**

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

**Administration**

- Reorganized HSL with LHR following Nanette Welton's retirement and Lisa Oberg's transfer to Special Collections. Promoted Ann Gleason to Associate Director for Resources & Systems and Terry Jankowski to Assistant Director for User Experience. Launched and successfully completed a national recruitment for an Associate Director for Administration & Liaison Services. Created post-retirement position at HSL for Nanette Welton managing special projects and assisting with resources.
- Secured funding to remodel 7,600 sq. feet of staff space in the Health Sciences Library. The project kicked off on April 1, 2014. Nanette Welton is leading this project.
- Successfully negotiated MOU for library service with Northwest Hospital effective June 1, 2014.
- Addressed issues and needs for communication, reorganization, providing a supportive working environment by carrying out a series of activities including a Climate Study, All Staff Retreat, and Management Retreat.
- HSL advanced UW Medicine's efforts to become an Accountable Care Organization by meeting with UW leadership to gather support to place a librarian into this initiative. Submitted an application for a Fellow to the Grace and Harold Sewell Memorial Fund.
- HSL Associate Dean presented on February 7, 2014, before the Executive Committee of the Institute of Translational Health Sciences.
- Successfully renegotiated two contract amendments for HEALWA with the Washington Department of Health; testified in Olympia and saw through bill ESB 5206, making HEALWA available to Occupational Therapists, Occupational Therapy Assistants, Dietitians, Nutritionists, Speech-Language Pathologists, and Licensed Practical Nurses in Washington effective January 1, 2014.
- Advanced UW School of Medicine's desire to move to a competency-based curriculum by funding RELM computer game project to teach WWAMI clinical faculty how to use evidence/literature and practice evidence-based medicine.
- Associate Dean invited to play a lead role in the Robert Wood Johnson Foundation award to design an online micro-immunology course to be taught at UW, Stanford, UCSF, Duke, and Michigan.
- Associate Dean invited to join and serve on the UW School of Medicine's Advisory Board to the Center for Leadership Innovation in Medical Education.

**P&RS:**

This year the liaisons have done an extensive amount of consultations and training. In total, the group has provided 531 individual consultations, 168 instructional sessions, 32 orientations/tours and created two online tutorials. In addition to traditional teaching, the group has worked on multiple educational initiatives across the various schools and hospitals. Some selected highlights include:

- Joanne Rich worked in conjunction with Mahria Lebow and Jenny Muilenburg to create a workshop series on data management for students.
- Diana Loudon provided training for the TL1 trainees from the ITHS on tools such as NIH RePORTER, alerting, cited reference searching, finding funding and advanced searching of PubMed.
- Sherry Dodson presented to various clinical groups including a session at Geriatric Grand Rounds, and the Endocrine Teaching Conference. Additionally, Sherry continues the educational blog initiative, the most recent being for palliative care medicine.
- Joanne Rich and Leilani St. Anna developed the “Finding Information in a Clinical Context” series to support the MIDM curriculum. In addition, five librarians participated in their in-person library session using a flipped classroom approach.
- Janet Schnall spent two weeks at the invitation of Swaziland Christian University lecturing to the 350 students and 15 faculty on eResources and HINARI to support the newly opened nursing school and other health-related departments. She also assisted the librarian in establishing a library at the new university in Swaziland.
- Both Joanne Rich and Janet Schnall were invited to participate in the redesign process for the School of Nursing’s BSN program.
- Leilani St. Anna and Sarah Safranek developed a presentation for Fred Wolf’s MEBI 541 / HSERV 529 class Introduction to Systematic Reviews and Meta-analysis of Evidence.

The team has participated in a number of outreach and marketing initiatives this past year. Janet Schnall has been very active in the promotion of HEALWA, providing a number of in-person workshops and a targeted e-mail campaign around “Life After the U.” Leilani St. Anna presented to five external UW clinics in Shoreline, Woodinville, Seattle (Belltown and Ravenna), and Federal Way on HSL resources. This was a direct result of the “Fall In” campaign the P&RS group led in early fall 2013. Sherry Dodson and Julia Paulsen helped Dr. Jon Elgin teach the EBM for Emergency Medicine (EM) Residents session at Harborview Medical Center. The successful collaboration on this class led to two invitations to present to the new EM interns in the summer. Both Janet Schnall and Joanne Rich participated in the CCNE (Commission on Collegiate Nursing Education) accreditation visit for the School of Nursing’s DNP degree program and APRN-related graduate certificates. Joanne created a brochure for the CCNE accreditation team visiting HSL which emphasized HSL’s role in supporting the School of Nursing. This handout can be used as a template for future accreditation visits. Also, this past year Terry Ann Jankowski began meeting with Northwest Hospital staff to identify their needs and how we might better serve them. These outreach efforts led to a new memorandum of understanding between HSL and the hospital, and the agreed-upon services are successfully up and running.

Research support and services have continued to develop at HSL. This past year, Sarah Safranek took the lead in developing the library’s systematic review policy and service. To date, the team has performed 16 reviews for members of the UW community. This service was created to meet increasing demand from various HSL constituencies. In addition to this service, members of P&RS have continued providing research support in other forms. For example, Sherry Dodson worked with UWMC’s Critical Care Local Practice Council to define their research project on hand washing. In addition to this assistance, they will use HSL’s iPads to gather observational data. Both Sarah Safranek and Leilani St. Anna supported multiple FPIN publications, receiving co-authorship on many. Recently, Terry Ann Jankowski has been tapped by her publisher to author another work on expert searching entitled *Expert Searching in a Google Age*.

P&RS was quite active in seeking out support for various initiatives. Joanne Rich, Ann Gleason, and Diana Loudon received an RML Technology Improvement Award for \$10,000 to equip a recording studio for HSL. The plan is to create an online learning module on research data management that incorporates interviews with health sciences students, staff, and faculty who use data. Going forward, the recording studio can be used for many things such as recording a lecture, taping an interview, and creating promotional videos. In addition to receiving this award, Diana received a \$1,500 travel stipend to participate in the Librarian's Guide to NCBI program held at the National Institute of Health.

Over the course of the last year, P&RS has seen changes in staffing. Lisa Oberg transferred to the Special Collections unit. Amy Harper took a temporary leave of absence, and Julia Paulsen was hired on in a temporary capacity. The group also participated in an HSL-wide retreat led by Susan Templeton.

#### **User Experience:**

- Accepted responsibility for managing facilities and space planning as of January 1, 2014. Mary Van Court and Tyson White are taking the lead on this.
- Reviewed the after-hours access service, including the MOUs. The service just completed 3 years of operation. Opened the door to the public during open building hours to facilitate ADA access.
- Began renovation and refurbishment of staff work area.
- Joined the Libraries Chat queue and dropped the HSL queue in order to maximize coverage for users.
- Developed a formal statement of our purpose and expectations for working together.
- Began providing library service to Northwest Hospital, including hiring a temporary Library Technician III to assist them while service needs are being evaluated.
- Moved all departmental offices and services with the exception of page drop-off to upper level near the Information Desk. This permits ready access to the central printer, increased teamwork between unit members, and easier supervision of student employees.
- Redistributed CDs, DVDs, and video tapes to book stacks to increase self-service options to users and minimize the number of locations for individuals to look.

#### **Print & Electronic Resources**

- Completed a Special Collections Transfer Project, moving the entire contents of our Health Sciences Special Collections and Rare Books to Suzzallo, for preservation in the Libraries' main Special Collections Area. We transferred 5,406 items to Suzzallo.
- Created an HSL-specific Electronic Reference File by transferring and re-formatting all HSL Electronic Vendor/Publishing contact information and logins needed to update, maintain and compile reports detailing our products, records and use statistics.
- Serial Labeling Project is 2/3 complete. Created a workflow and coordinated the application of 40k+ classification labels to our re-classified serials (previously labeled 'per'), to facilitate future relocation to offsite storage.
- Completed updating access to McGraw Hill products following the company's migration to a new database structure.
- Training with Nanette for Ann to take over resources licensing/negotiation. Ann represents HSL on IRC and is participating in the Libraries Licensing Study Group.

## Systems

- Setup new HSL staff server to replace outdated servers
- Setup 52 new public workstations received from Student Tech Fee funding
- Moved large screen iMacs to 2<sup>nd</sup> floor public areas and created new Mac imaging procedure
- Re-imaged public access+ workstations with new Libraries image
- Submitted 3 new Student Tech Fee Proposals and awarded full funding
- Received funding for continuing the RELM evidence based medicine game project
- Replaced old staff print server with new virtual host LIB-GALEN
- Worked on grant proposal for RRAIN disaster app project with community partnerships outside UW. Grant submitted June 2014
- Rebuilt HSL server and performed major upgrade of RT ticket tracking system
- Migrated entire Nagios monitoring domain and rebuilt configs for sustainability
- Corrected a longstanding misconfiguration with Ethnomed and Heal-WA webserver re: SSL authentication
- Received NLM funding award to build new server for media storage and purchase recording equipment and software
- Implemented, hosted, and managed several large scale computer-based exams for the School of Medicine in the Commons Lab
- Served as Canvas administrator for the School of Social Work, moving over 50 courses to the new platform and training over 30 faculty members in individual and group settings
- Setup Cybertools A-Z catalog of Health Sciences ejournals for HSL website

## NN/LM PNR

Under a contract 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).

During the year, the NN/LM PNR staff accomplished the following for the NN/LM PNR:

- All regional offices of the NN/LM underwent a mid-contract site review this year, and the PNR review took place on July 18, 2013. Conducted via videoconference, presentations were made by UW administrators and the NN/LM PNR staff for the NLM site team located on the NIH campus. In its follow-up report, the site team stated: "The PNR is a vital RML making a difference for healthcare professionals and community organizations as it promotes, trains and sponsors educational programming that is important to understanding and navigating through reliable health information available from NLM and its partners."
- Cathy Burroughs and Tania Bardyn were interviewed for a feature about the NN/LM PNR, written up by Tom Conuel for *NLM In Focus*. The article captured highlights and unique aspects of a forward-thinking, innovative region with a small but resourceful group of network members spread across a vast geographic area.
- Conducted 58 trainings, presentations and site visits to more than 1330 people across the 5 states of the Pacific Northwest Region. Staff reached a diverse array of libraries, 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.

- Presented posters and talks at a variety of national and regional conferences for medical and public librarians, community college libraries, the public health workforce, physician assistants, and pharmacists, to name a few of the groups.
- Convened the NN/LM PNR Regional Advisory Council in December at the UW Health Sciences Library. Following a welcome and updates by Tania Bardyn and Cathy Burroughs, the full-day meeting featured presentations from RML staff about key initiatives and newer information resources available from the National Library of Medicine. Two new RAC members were welcomed, including Ruiling Guo, Ph.D., Health Sciences Librarian/Associate Professor at the Eli M. Oboler Library, Idaho State University; and Gary Strong, former University Librarian at UCLA, who is retired and living in Idaho.
- Initiated a pilot agreement with the University of Massachusetts Medical School Library, on behalf of the Washington State Department of Health, to provide the State public health workforce with desktop digital access to licensed e-resources. Essential to the success of this pilot is the UW ILL service provision of document delivery for requests from public health journals not yet available in the digital library.
- Focused more support in Idaho, starting with formal recognition of Ruiling Guo, Associate Professor and Health Sciences Librarian at Idaho State University, as the new NN/LM PNR Resource Library representative for the Idaho Health Science Library (IHSL).
- Entered into an MOU with IHSL, to represent NN/LM in the state of Idaho, promoting health literacy and access to evidence-based resources via the services, databases, and resources of the National Library of Medicine, the National Network of Libraries of Medicine, and the IHSL.
- Conducted an environmental scan for each state about Health Insurance Marketplace & FQHC Outreach/Enrollment Funding Information and posted state-specific information on a Quick Link from the PNR home page (<http://nnlm.gov/pnr/ACA.html>). Responded to the ALA call for action by conducting webinars on the topic for state libraries in Idaho, Montana, Oregon and Washington.
- Coordinated a half-day workshop for community colleges in Washington State to increase knowledge of NLM resources and the NN/LM PNR expertise via sessions covering PubMed for nursing and allied health; EHRs and meaningful use; consumer health resources for patient education; and proposal writing and evaluation.
- Participated in a pilot to customize and teach research data management practices to UW undergraduate and graduate students in the health sciences, based on the New England Collaborative Data Management Curriculum site <http://library.umassmed.edu/necdmc>.
- Created, competed and funded 26 awards to support a wide range of activities across the 5 states of the region, including innovative medical librarian roles to promote evidence-based health information; a regional symposium; professional development; community partnerships; health information services promotion; and community health information outreach.
- In June, Ms. Bardyn and Ms. Burroughs traveled to northern Idaho to meet with Laurie Hassell, Director of the Institute of Translational Health Sciences Regional Collaborations Program (RCP). The RCP is one of the 4 core programs of the reorganized CTSA at the University of Washington, and through Laurie's efforts, the RCP makes connections to model "collaborative translational science across distance, institutions, and cultures to positively impact the health of the region."

**Regional webinars:** The RML sponsored or presented 10 monthly webinars on a wide range of topics:

Clinical Trials.gov Results

Scholarly Communications and Open Access  
The Little Mermaid Has Lost Yet Another Voice: Alternatives to Ariel  
PubMed Update  
Get Ready, Get Set, Write a Proposal!  
Health Literacy  
Public Health Information Access Project  
Health Insurance and Libraries: Pacific Northwest Region ACA Update  
Mental Health/Suicide Awareness  
Information Petting Zoo: Consumer Health Resources about Animals

Exhibits at national or regional conferences, including:

**National (4):**

Society for Nutrition Education  
American Academy of Optometry  
American College of Emergency Physicians  
American Consulting Pharmacists

**Regional (19)**

Alaska Academy of Physician Assistants  
Alaska Public Health Association  
Regional Rural Health & Critical Access Hospital Conference  
HIMSS NW Technology and Education Symposium  
Idaho Academy of Physician Assistants  
Montana Academy of Physician Assistants  
Montana Library Association  
Northwest Regional Primary Care Association, Fall Conference  
Northwest Regional Primary Care Association, Spring Conference  
Northwest Tribal Emergency Management Council  
NW Pharmacy Association  
Oregon Society of Physician Assistants  
Pacific Northwest Chapter/Medical Library Association  
Pacific NW Library Association  
Partners in Emergency Preparedness Conference  
Washington 4-H  
Washington Academy of Physician Assistants  
Washington State Pharmacy Association  
Western Forum for Migrant & Community Health

**Web-STOC**

- Web-STOC provides server infrastructure and support for the National Network of Libraries of Medicine (nnlm.gov). Our chief project is working toward the Drupalization of the nnlm.gov website.
- Planned and conducted the 2014 NN/LM Web Developers Conference in Chicago (May 15).

## **OERC**

- Managed process of collecting network member feedback in preparation of the contract site visits of the National Network of Libraries of Medicine (NN/LM) regional medical libraries (RMLs). Activities involved coordinating the distribution of eight separate feedback questionnaires to network members (one questionnaire per NN/LM region) and compiling results into reports for each of the RMLs. The Outreach Evaluation Resource Center (OERC) also facilitated a focused discussion with network members in each region.
- Participated in the OERC's mid-contract site review on September 18, 2013.
- Developed a LibGuide of evaluation resources and tools that is publically available. This LibGuide replaces an outdated web page from the OERC website.
- Provided evaluation and consultation support to the NN/LM on three national initiatives. One initiative involves outreach to community college audiences. A second promotes and provides training on the NLM's ClinicalTrials.gov Results Database. The third promotes MedlinePlus Connect, a new NLM service that links electronic health record systems to MedlinePlus.
- Provided evaluation and consultation support on an NN/LM cross-regional initiative to promote NLM resources to audiences that work with K-12 children.
- Provided process analysis of the national and cross-regional initiatives and developed graphic slides for task force reports that were presented at the annual NN/LM directors meeting, held in Chicago on May 16.
- Provided evaluation guidance to an NLM Associate Fellow to assess the impact of the Greater Midwest Region (GMR) Outreach Library program. Olney and Dettmar met with the Associate Fellow and staffs from the NNO and NN/LM Greater Midwest Region to consider various assessment methodologies for his project.
- Traveled to Salt Lake City, UT, to conduct evaluation planning with the NN/LM MidContinental Region (MCR) staff.
- Consulted with UW HSL leadership regarding a 5-year assessment of Health Evidence Resource for Washington State (HEALWA). They provided a review and modification of select questions obtained from the Marshall (2013) Value Study.
- Provided evaluation consultation on eight program evaluation projects conducted by RML staff or network members in six regions, and a ninth project for the NN/LM's National Training Center, which serves all regions. These were in addition to the other consultations described above.
- Provided 10 webinar presentations and four in-person training workshops to a total of 233 training participants. All eight RMLs hosted at least one OERC training session for their network members.

## **2. Major activities and initiatives anticipated for next year**

### **P&RS**

There are two major activities planned for the next year. The first will be planning for upcoming retirements within the P&RS group. The team has several pending retirements for 2014–2015, and assessing the current model, user needs, and recruitment efforts will be top priorities.

Currently, the Schools of Medicine and Nursing are undergoing large curriculum redesigns. P&RS is working to determine how the library may be integrated into the curriculum in a systematic and

tiered approach. The group will also be discussing how to support these developments and changes throughout the WWAMI region.

### **User Experience:**

- Oversee the remodeling of the staff workspace to better utilize the space and provide a meeting area for the entire staff so that we do not have to bump students out of study space.
- Evaluate usage and comments about library facilities so that future improvements may be planned and funding sources can be investigated. Issues most frequently mentioned in the recent in-library use survey include:
  - Replace the 40-year old uncomfortable wooden chairs
  - Increase the temperature (done on upper level, but may need refining)
  - Improve study room ambience
  - Install a bottle filling water fountain (in the works).
- Evaluate the library services to Northwest Hospital, a UW Medicine entity.

### **Print & Electronic Resources**

- Book Withdrawal Project: Anticipate removal of approx. 10,000+ Books from our storage and stack onsite locations.
- Move to new and improved Department location within the Health Sciences Library for greater efficiency in space use and workflow.
- Completion of the Serials Labeling project (20k+ to be labeled)
- A weeding/withdrawal project of 15,000+ items will be created and carried out in the serials stacks and basement storage to create more space for our patrons to study and collaborate. This project is made possible by the completion of the Serials Labeling Project mentioned above.

### **Systems**

- Migrate Libguides to new version (V2)
- Setup 3D printing station
- Setup “active learning” area with 3 mediascapes in Commons
- Setup new Media server and recording studio in A wing
- Rebuild and upgrade Sequencher server for research faculty and lab use
- Finish work and test RELM evidence based medicine game
- If grant is approved, work will begin on the RRAIN disaster app

### **Web-STOC**

- Roll out first public RML pages based on Drupal content management system.

### **OERC**

- Conduct an appreciative inquiry assessment of RML staff for OERC strategic planning.
- Write the competitive proposal for the 2016 -2021 NN/LM Outreach Evaluation Resource Center contract.
- Provide ongoing evaluation support for the three NN/LM national initiatives and the cross-regional initiative.
- Develop a face-to-face workshop about evaluation use and reporting.
- Travel to three regions to provide evaluation consulting.



**3. Staff roster as of June 30; appointments, promotions, transfers, resignations, and retirements during past year.**

Araki, Joy, Fiscal Spec II, .315 FTE  
Bardyn, Tania, PI/Associate Dean of University Libraries, Director of HSL, 1.00 FTE  
Barnes, Susan, Assistant Director, OERC, .80 FTE  
Beal, Aron, Web App Developer, WebSTOC, 1.00 FTE  
Boer, Michael, Assistant Director, WebSTOC, 1.00 FTE  
Burroughs, Cathy, Associate Director, NN/LM PNR, 1.00 FTE  
Campbell, Cathy, Lib Tech III, HSL, 1.00 FTE  
Dettmar, Nikki, Evaluation Librarian, OERC, .60 FTE  
Divine, Patricia, Network Outreach Coordinator, NN/LM PNR, 1.00 FTE  
Dodson, Sherry, Clinical Librarian, HSL, 1.00 FTE  
Douglas, Kay, Lib Tech Lead, HSL, 1.00 FTE  
Garrett, Adam, Senior Computer Specialist, HSL, 1.00 FTE  
Gleason, Ann, Associate Director for Resources & Systems, HSL, 1.00 FTE  
Jankowski, Terry Ann, Assistant Director for User Experience, HSL, 1.00 FTE  
Kirk, Kerry, HEALWA Web Specialist, HEALWA, 1.00 FTE  
Kouame, Gail, Public Health Outreach Coordinator, NN/LM PNR, 1.00 FTE  
Lawell, Julie, Assistant to the Associate Dean, HSL, 1.00 FTE  
Lebow, Mahria, Regional Technology Coordinator, NN/LM PNR, 1.00 FTE  
Louden, Diana, Translational Research Librarian, HSL, 1.00 FTE  
Ludecke, Paul, Senior Computer Specialist, Commons Computer Lab, HSL, 1.00 FTE  
Malamy, Josh, Program Coordinator, HSL, 1.00 FTE  
McDonald, Mary, Lib Spec I, Supervisor, HSL, 1.00 FTE  
Meyers, Susan, Budget/Fiscal Analyst Lead, NN/LM PNR, 1.00 FTE  
Olney, Cindy, Evaluation Specialist, OERC, 1.00 FTE  
Paulsen, Julia, Liaison Librarian (Temp), HSL, 1.00 FTE  
Peterson, Ben (Temp), Lib Tech III – Northwest Hospital, HSL, .50 FTE  
Rich, Joanne, Information Management Librarian, HSL, 1.00 FTE  
Romansic, Maddie, NN/LM PNR Program Assistant, HSL, .70 FTE  
Ruhl, Deric, Linux Administrator, Web-STOC/HSL, 1.00 FTE  
Safranek, Sarah, Information Management Librarian, HSL, .80 FTE  
Schnall, Janet, Information Management Librarian, HSL, .60 FTE  
St. Anna, Leilani, Information Management Librarian, HSL, .50 FTE  
Stieber, Frank, Information Services Tech Lead, HSL, 1.00 FTE  
Van Court, Mary, Lib Supervisor II, HSL, 1.00 FTE  
Welton, Nanette, Special Projects Librarian, HSL, .40 FTE  
White, Tyson, Information Services Tech, HSL, 1.00 FTE  
Zouroufchi, Akram, Budget/Fiscal Unit Supervisor, 1.00, HSL, FTE

**Appointments:**

Tyson White, Course Reserves/Facilities Technician, appointed 7/18/2013  
Frank Stieber, Evening/Saturday Lead, appointed 11/1/2013  
Kerry Kirk, December 2013  
Julia Paulsen, February 2014 (temporary)  
Ben Peterson, Northwest Hospital Technician, appointed 6/13/2014

**Promotions:**

Mary E McDonald was reclassified to Library Specialist Supervisor I

**Transfers:**

Lisa Oberg, September 2013 (Special Collections)

**Resignations:**

Valerie Lawrence resigned March 2014

**Retirements:**

Nanette Welton, January 1, 2014

**Leave of Absence:**

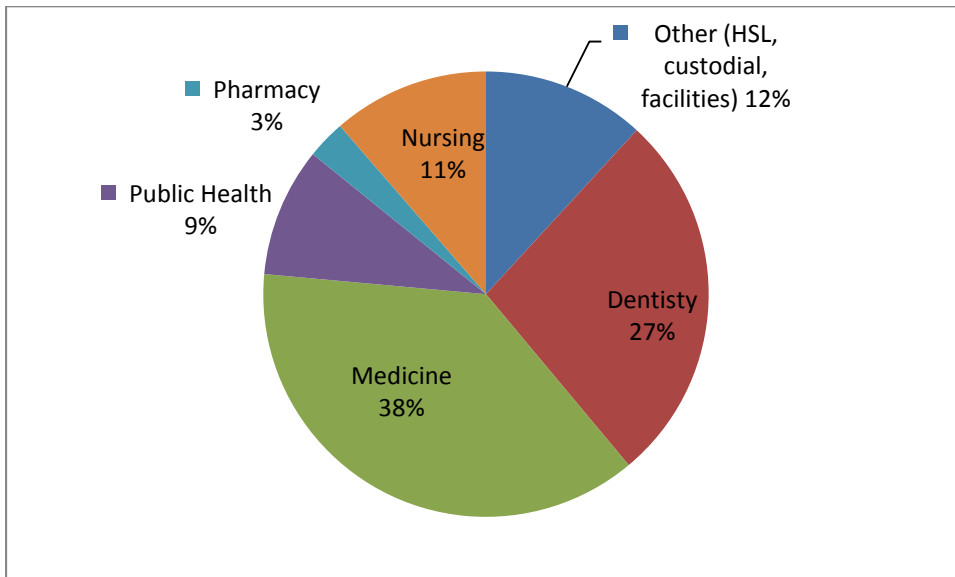
Amy Harper, December 2013

**4. Key statistics not reported centrally**

**User Experience:**

**After hours access** was 38,821, representing a 62.5% increase. (Note the actual number was higher, however the electronic gate counter was offline for 2 weeks.)

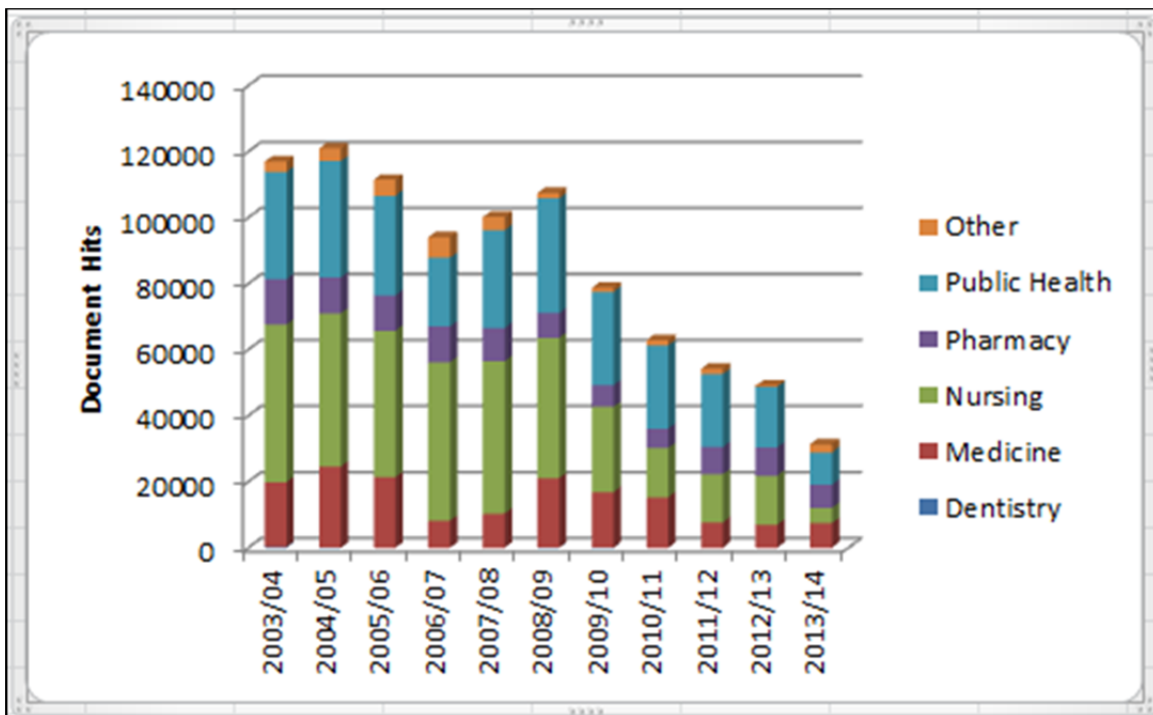
Breakdown of after hours access by user group (based on sampling):



### HSL E-Reserves Document Hits for 2013/2014

School	Document Hits	Percentage by School
Dentistry	0	0.0%
Medicine	7432	23.7%
Nursing	4697	15.0%
Pharmacy	6934	22.1%
Public Health	9806	31.2%
Other	2526	8.0%
TOTAL	31395	

HSL E-Reserves Use Over Time



#### Print & Electronic Resources:

- September 2013 HSL paid for an estimated 8,832 electronic resources (eBooks, eJournals, DBs). This doesn't include the 2,480 open access resources which are also in the UW catalog. These numbers are estimates due to data lost during the migration to ALMA.
- Pub Med Central provides HSL patrons with 35,899 free open access articles.
- HSL currently has 5,578 (paid) Title/Holdings Linked to Pub Med
  - 300,508 Total (Jan-June 2014) views of Health Science Libraries paid for Holdings
  - 128,171 Total (Jan-June 2014) full-text hits on UW Icon 'Check for full Text at UW'
  - 172,337 Total (Jan-June 2014) full-text hits on UW Icon 'Article online'

#### Systems:

- Commons Classrooms courses scheduled: 959
- HSL website pageviews: 1,578,755

- HSL Libguides pageviews: 275,984
- Ethnomed pageviews: 860,251
- Other hosted websites/blogs pageviews: 25,530

**Web-STOC:**

- Trivia: nnlm.gov transmitted approximately 21 million pages during this period.

**OERC:**

- Distributed 252 print or PDF copies of the OERC's Planning and Evaluating Health Information Outreach Projects booklet series and 157 print or PDF copies of the Measuring the Difference: Guide to Planning and Evaluating Health Information Outreach. The OERC has filled requests for its publications from users in 34 states, as well as in Costa Rica, Bangladesh, and Nigeria.
- Published 25 blog entries about evaluation on the OERC Blog on topics including new evaluation tools and resources, tips for effective evaluation practices, and sources for evaluation training.
- Shared information via OERC Twitter account with 103 followers.

**5. Personnel and Staff Achievements. Please enter on the attached spreadsheet:**

**A. Staff honors, awards, degrees and significant milestones**

**B. Appointments and elections to offices and/or committees of organizations outside the University of Washington**

**C. Appointments to University of Washington groups outside the Libraries**

**D. Publications, presentations, performances, and exhibits**