

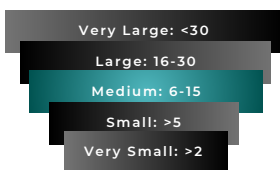
# Public Library



## ORGANIZATION BACKGROUND

### SIZE

A Prototypical Public Library is **medium-sized** (between 6-15 staff members).



### SETTING

Serves mainly urban populations (areas with at least 2,000 housing units or populations of at least 5,000).

### LANGUAGES, OTHER THAN ENGLISH, USED BY SERVICE POPULATIONS

- Spanish
- Chinese
- Arabic
- Russian

### MOST COMMON SERVICE RECIPIENTS

- Older adults
- Families with children
- Youth

### POTENTIAL EVENTS & OPPORTUNITIES FOR ENGAGEMENT

- Health and wellness events
- Storytimes
- Book club meetings
- Digital literacy instruction
- Arts and culture events
- Crafting events
- Job and career events
- Informational and instructive classes and workshops

## SERVICES OFFERED BY THE PUBLIC LIBRARY

- Computer & internet access
- Printing, faxing, copying, and scanning
- Borrowing materials
- Research tools
- Access to local history resources
- Accessibility services

## SPECIAL OR EXTERNAL PROJECTS CAPACITY

Has **high** capacity to engage with external partners on special projects/events



Has **more than enough time** to engage in live and self-paced activities



## TYPICAL GOALS

- To be a trusted social, learning, civic, and cultural center - a go-to place for social and community interaction
- To provide educational, informational, and recreational materials equitably and accessibly to all community members, in the form of both traditional resources and emerging technologies
- To foster lifelong pursuit of knowledge for all
- To improve and grow literacy
- To create and support classes and programs for all ages

## CHALLENGES

- Needs to be actively responsive to community needs, and thereby have value/impact in the community
- Ensure building/infrastructure is kept adequate and improved
- Ensure equity in, and access to, resources and services
- Increase investment in the library
- Ensure the library's resources, collections, and technology are state-of-the-art, current, and reliable

# THE PUBLIC LIBRARY MEMBERSHIP EXPERIENCE

Ranked lists aggregated from top 3-5 responses

## THE PUBLIC LIBRARY VALUES NNLM MEMBERSHIP FOR:

1. Free informational materials (i.e., flyers)
2. Training opportunities
3. Membership was free

## IN THE PAST 12 MONTHS, HAS USED THESE NNLM SERVICES:

1. Free informational materials (i.e., flyers)
2. Training opportunities
3. Medical Library Association (MLA) specializations (i.e., consumer health, disaster information or data services)

## IS AWARE OF THESE NNLM SERVICES:

1. Free informational materials (i.e., resource guides, NNLM Reading Club)
2. Training opportunities
3. Funding opportunities

## PREFERRED COMMUNICATION MECHANISMS ARE:

1. Email
2. Newsletters and blogs
3. NNLM website

## FINDS OUT ABOUT NNLM FUNDING OPPORTUNITIES VIA:

1. Email
2. NNLM website
3. Newsletters and blogs

## FOR FUTURE NNLM CLASSES AND WEBINARS, THEY WOULD LIKE:

1. Outreach and Engagement
2. Health and Health Information
3. Health Disparity/Health Equity

## BARRIERS TO GREATER ENGAGEMENT WITH THE NNLM:

1. Lack of time
2. Lack of staffing
3. Unsure how to become more engaged

## SATISFACTION WITH MEMBERSHIP EXPERIENCE:

The NNLM meets its expectations at **high** satisfaction levels.



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# College or University

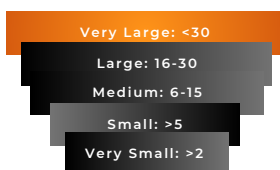
Excludes Community Colleges



## ORGANIZATION BACKGROUND

### SIZE

A Prototypical College or University is **very large** (more than 30 staff members).



### SETTING

Located in mainly urban populations (areas with at least 2,000 housing units or populations of at least 5,000). Serves students from urban and rural communities as well as international students.

### LANGUAGES, OTHER THAN ENGLISH, USED BY SERVICE POPULATIONS

- Spanish
- Chinese
- Portuguese

### MOST COMMON SERVICE RECIPIENTS

- Undergraduate students
- Health Science graduate students
- Faculty

### POTENTIAL EVENTS & OPPORTUNITIES FOR ENGAGEMENT

- Commencements and graduations
- Student and campus activities
- Activities for staff and faculty
- Talks and research workshops
- Arts and culture events
- Sports and athletic events
- Community events

## SERVICES OFFERED BY THE COLLEGE OR UNIVERSITY

- Educational and learning opportunities to help individuals achieve their full potential
- Support to local and global communities

## SPECIAL OR EXTERNAL PROJECTS CAPACITY

Has **high** capacity to engage with external partners on special projects/events



Has **plenty of time** to engage in live and self-paced activities



## TYPICAL GOALS

- To provide equitable and accessible education and learning opportunities for student and adult cohorts
- To create and disseminate new knowledge through research
- To improve and connect local communities to wider/global societies and address their existing and anticipated challenges

## CHALLENGES

- Manage budget constraints and increase donors' affiliation
- Maintain positive public image
- Increase diversity and inclusion
- Maintain campus safety and infrastructure
- Keep up with advances in technology and pedagogy
- Compete for students and resources with other universities in the region

## THE COLLEGE OR UNIVERSITY MEMBERSHIP EXPERIENCE

Ranked lists aggregated from top 3-5 responses

### THE COLLEGE OR UNIVERSITY VALUES NNLM MEMBERSHIP FOR:

1. Training opportunities
2. Free informational materials (i.e., flyers)
3. Funding opportunities

### IN THE PAST 12 MONTHS, HAS USED THESE NNLM SERVICES:

1. Training opportunities
2. Free informational materials (i.e., flyers)
3. Medical Library Association (MLA) specializations (i.e., consumer health, disaster information or data services)

### IS AWARE OF THESE NNLM SERVICES:

1. Funding opportunities
2. Training opportunities
3. Free informational materials (i.e., resource guides, NNLM Reading Club)

### PREFERRED COMMUNICATION MECHANISMS ARE:

1. Email
2. NNLM website

### FINDS OUT ABOUT NNLM FUNDING OPPORTUNITIES VIA:

1. Email
2. NNLM website
3. Social media

### FOR FUTURE NNLM CLASSES AND WEBINARS, THEY WOULD LIKE:

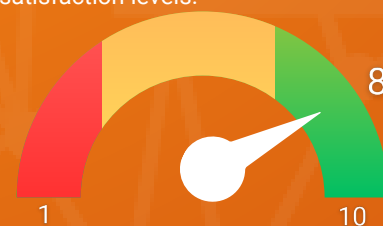
1. Data Driven Research/Culture
2. Health Disparity/Health Equity
3. Outreach and Engagement
4. Education/Training & Workforce Development

### BARRIERS TO GREATER ENGAGEMENT WITH THE NNLM:

1. Lack of time
2. Lack of staffing
3. Unsure how to become more engaged

### SATISFACTION WITH MEMBERSHIP EXPERIENCE:

The NNLM meets its expectations at **high** satisfaction levels.



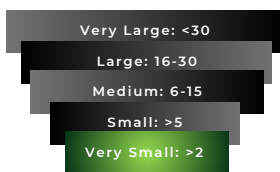
# Hospital Library



## ORGANIZATION BACKGROUND

### SIZE

A Prototypical Hospital Library is **very small** in size (2 or less staff members).



### SETTING

Located in urban areas (areas with at least 2,000 housing units or have a population of at least 5,000).

Serves health care providers, hospital staff and general public.

### LANGUAGES, OTHER THAN ENGLISH, USED BY SERVICE POPULATIONS

- Spanish
- Chinese
- Vietnamese
- Somali

### MOST COMMON SERVICE RECIPIENTS

- Clinicians and researchers
- Hospital staff
- General public

### POTENTIAL EVENTS & OPPORTUNITIES FOR ENGAGEMENT

- Classes (online and in-person), seminars, education
- Newsletters and blogs
- Pamphlets, information, tutorials
- One-on-one training and consultations

## SERVICES OFFERED BY THE HOSPITAL LIBRARY

- Library services: borrowing materials, collections assistance, ILL, journal orders, librarian consultations
- Access to information and infrastructure: computers, printers, scanners, fax machines, internet, study spaces, meeting rooms
- Research services: systematic reviews, article delivery, citation verification, expert searches, publisher permissions, copyright compliance, etc.

## SPECIAL OR EXTERNAL PROJECTS CAPACITY

Has **moderate** capacity to engage with external partners on special projects/events



Has **plenty of time** to engage in live and self-paced activities



## TYPICAL GOALS

- To promote and support healthcare
- To provide Life Science information
- To provide research support
- To contribute to academic excellence

## CHALLENGES

- Develop innovative methods and technologies to meet the changing needs of the library patrons

## THE HOSPITAL LIBRARY MEMBERSHIP EXPERIENCE

Ranked lists aggregated from top 3-5 responses

### THE HOSPITAL LIBRARY VALUES NNLM MEMBERSHIP FOR:

1. Information/resources (member directory, staff consultation and support)
2. Training opportunities (NNLM Classes)
3. Funding opportunities

### IN THE PAST 12 MONTHS, HAS USED THESE NNLM SERVICES:

1. Training opportunities
2. Free informational materials (i.e., resource guides, NNLM Reading Club)
3. Medical Library Association (MLA) specializations (i.e., consumer health, disaster information or data services)

### IS AWARE OF THESE NNLM SERVICES:

1. Training opportunities
2. Funding opportunities
3. Continuing education credit from MLA, CEN specialization, CHES contact hours
4. Free informational materials (i.e., resource guides, NNLM Reading Club)
5. Medical Library Association (MLA) specializations (i.e., consumer health, disaster information or data services)
6. NLM traveling exhibits

### PREFERRED COMMUNICATION MECHANISMS ARE:

1. Email
2. NNLM website

### FINDS OUT ABOUT NNLM FUNDING OPPORTUNITIES VIA:

1. NNLM website
2. Email
3. Newsletters and blogs

### FOR FUTURE NNLM CLASSES AND WEBINARS, THEY WOULD LIKE:

1. Health Disparity/Health Equity
2. Education/Training & Workforce Development
3. Health and Health Information
4. Outreach and Engagement

### BARRIERS TO GREATER ENGAGEMENT WITH THE NNLM:

1. Lack of time
2. Lack of staffing
3. Service or training does not match needs
4. Unsure how to become more engaged

### SATISFACTION WITH MEMBERSHIP EXPERIENCE:

The NNLM meets its expectations at **high** satisfaction levels.





# Community Based Organization



## ORGANIZATION BACKGROUND

### SIZE

A Prototypical Community Based Organization is **very small** in size (2 or less staff members).



### SETTING

Located in a small community within an urban area (areas with at least 2,000 housing units or have a population of at least 5,000). Serves mostly underprivileged, historically marginalized, immigrants and minorities.

### LANGUAGES, OTHER THAN ENGLISH, USED BY SERVICE POPULATIONS

- Spanish

### MOST COMMON SERVICE RECIPIENTS

- Low income families
- Youth, adults, Black/African American communities

### POTENTIAL EVENTS & OPPORTUNITIES FOR ENGAGEMENT

- Health education training, lectures
- Charity, donations, volunteering
- Seasonal events

### SERVICES OFFERED BY THE COMMUNITY BASED ORGANIZATION

- Healthcare support, education, vaccination and tests
- LGBTQ+ and minority support and awareness
- Domestic violence prevention and counseling support
- Youth and family support

### SPECIAL OR EXTERNAL PROJECTS CAPACITY

Has **high** capacity to engage with external partners on special projects/events



Has **plenty of time** to engage in live and self-paced activities



### TYPICAL GOALS

- To provide healthcare services and health education
- To share information and build capacity (e.g., training)
- To support families and individuals

### CHALLENGES

- Maintain financial and managerial stability
- Make healthcare a priority in public policy
- Build trust and enhance accountability among members
- Enhance internal workflow and communication
- Improve external relations (e.g., with sponsors, partners, donors and public image)

## THE COMMUNITY BASED ORGANIZATION (CBO) MEMBERSHIP EXPERIENCE

Ranked lists aggregated from top 3-5 responses

### THE CBO VALUES NNLM MEMBERSHIP FOR:

- Free informational materials (i.e., flyers)
- Membership was free
- Training opportunities
- Funding opportunities

### IN THE PAST 12 MONTHS, HAS USED THESE NNLM SERVICES:

- Free informational materials (i.e., flyers)
- Training opportunities
- Medical Library Association (MLA) specializations (i.e., consumer health, disaster information or data services)

### IS AWARE OF THESE NNLM SERVICES:

- Free informational materials (i.e., resource guides, NNLM Reading Club)
- Training opportunities
- Funding opportunities
- Medical Library Association (MLA) specializations (i.e., consumer health, disaster information or data services)

### PREFERRED COMMUNICATION MECHANISMS ARE:

- Email
- Newsletters and blogs
- NNLM website

### FINDS OUT ABOUT NNLM FUNDING OPPORTUNITIES VIA:

- Email
- Newsletters and blogs
- NNLM website

### FOR FUTURE NNLM CLASSES AND WEBINARS, THEY WOULD LIKE:

- Health Disparity/Health Equity
- Education/Training & Workforce Development
- Data Driven Research/Culture

### BARRIERS TO GREATER ENGAGEMENT WITH THE NNLM:

- Lack of time
- Lack of staffing
- Unsure how to become more engaged

### SATISFACTION WITH MEMBERSHIP EXPERIENCE:

The NNLM meets its expectations at **very high** satisfaction levels.



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# Hospital



## ORGANIZATION BACKGROUND

### SIZE

A Prototypical Hospital is **very large** in size (more than 30 staff members).



### SETTING

Located in urban areas (areas with at least 2,000 housing units or have a population of at least 5,000).

Serves urban and rural populations.

### LANGUAGES, OTHER THAN ENGLISH, USED BY SERVICE POPULATIONS

- Spanish
- Chinese
- Vietnamese
- Arabic

### MOST COMMON SERVICE RECIPIENTS

- Surgical and post-acute rehabilitation patients and their families
- Immigrant patients

### POTENTIAL EVENTS & OPPORTUNITIES FOR ENGAGEMENT

- Classes and community events
- Newsletter
- Social media
- Career opportunities
- Volunteer opportunities

### SERVICES OFFERED BY THE HOSPITAL

- Telehealth consultation
- Primary and specialty healthcare
- Emergency care
- Outpatient care
- Rehabilitation

### SPECIAL OR EXTERNAL PROJECTS CAPACITY

Has **very high** capacity to engage with external partners on special projects/events



Has **more than plenty of time** to engage in live and self-paced activities



### TYPICAL GOALS

- To build healthier communities
- To increase health status of vulnerable and high-risk populations
- To ensure the health care services provided respond to the needs of the individuals throughout their life cycle

### CHALLENGES

- Maintain strict measures to keep patients and staff safe from infectious diseases (i.e.COVID 19, MPox, RSV)

## THE HOSPITAL MEMBERSHIP EXPERIENCE

Ranked lists aggregated from top 3-5 responses

### THE HOSPITAL VALUES NNLM MEMBERSHIP FOR:

1. Teaching curriculum and materials to use for outreach training
2. Free informational materials (i.e., flyers)
3. Information/resources (member directory, staff consultation and support)

### IN THE PAST 12 MONTHS, HAS USED THESE NNLM SERVICES:

1. Training opportunities
2. Free informational materials (i.e., resource guides, NNLM Reading Club)
3. Medical Library Association (MLA) specializations (i.e., consumer health, disaster information or data services)

### IS AWARE OF THESE NNLM SERVICES:

1. Training opportunities
2. Medical Library Association (MLA) specializations (i.e., consumer health, disaster information or data services)
3. Continuing education credit from MLA, CEN specialization, CHES contact hours

### PREFERRED COMMUNICATION MECHANISMS ARE:

1. Email
2. NNLM website
3. Newsletters and blogs

### FINDS OUT ABOUT NNLM FUNDING OPPORTUNITIES VIA:

1. NNLM website
2. Email

### FOR FUTURE NNLM CLASSES AND WEBINARS, THEY WOULD LIKE:

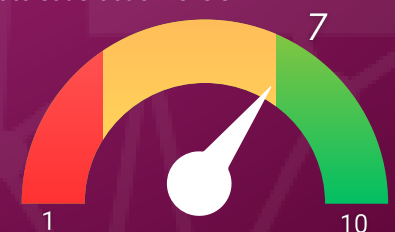
1. Health Disparity/Health Equity
2. Health and Health Information
3. Education/Training & Workforce Development

### BARRIERS TO GREATER ENGAGEMENT WITH THE NNLM:

1. Lack of time
2. Lack of staffing
3. Unsure how to become more engaged

### SATISFACTION WITH MEMBERSHIP EXPERIENCE:

The NNLM meets its expectations at **moderate** satisfaction levels.



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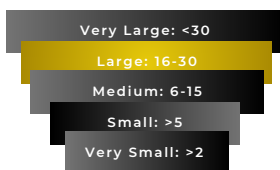
# Local Government



## ORGANIZATION BACKGROUND

### SIZE

A Prototypical Local Government Organization is **large** (between 16-30 staff members).



### SETTING

Located in both urban and rural areas.

### POTENTIAL EVENTS & OPPORTUNITIES FOR ENGAGEMENT

- Education-based (i.e., safety trainings, physical events & mental health instruction)
- Meetings (city, boards, council, planning commission, Veterans' groups, etc.)
- Festivals and seasonal celebrations (i.e., holidays, classic car shows)
- Arts and cultural events, including those hosted by museums and libraries (i.e., book talks and clubs)
- Events to promote and supply vocational and life skills trainings

### SERVICES OFFERED BY THE LOCAL GOVERNMENT

- Social and civic services
- Environment and health
- Emergency services and management and response
- Government and civil services
- Public safety and law
- Transportation and streets
- Trash/recycling/water
- Culture and recreation (includes parks facilities)

### SPECIAL OR EXTERNAL PROJECTS CAPACITY

Has **very high** capacity to engage with external partners on special projects/events



Has **more than plenty of time** to engage in live and self-paced activities



### TYPICAL GOALS

- To provide timely access to governmental, emergency, infrastructure, environmental, and recreational services for supporting and improving the quality of life of the community
- To build and support public safety, clean and healthy communities, and equitable neighborhood development
- To support citizen well-being by providing public park, nature, recreation, and sports spaces and facilities

### CHALLENGES

- Increase support for local families
- Promote workforce development
- Provide employee support to address/prevent staff shortages
- Promote equity in county departments
- Increase investment in facilities

## THE LOCAL GOVERNMENT MEMBERSHIP EXPERIENCE

*Ranked lists aggregated from top 3-5 responses*

### THE LOCAL GOVERNMENT VALUES NNLM MEMBERSHIP FOR:

1. Training opportunities
2. Teaching curriculum and materials to use for outreach training
3. Free informational materials (i.e., flyers)
4. Funding opportunities
5. Information/resources (member directory, staff consultation and support)

### IN THE PAST 12 MONTHS, HAS USED THESE NNLM SERVICES:

1. Training opportunities
2. Free informational materials (i.e., resource guides, NNLM Reading Club)

### IS AWARE OF THESE NNLM SERVICES:

1. Funding opportunities
2. Training opportunities
3. Free informational materials (i.e., resource guides, NNLM Reading Club)

### PREFERRED COMMUNICATION MECHANISMS ARE:

1. Email

### FOR FUTURE NNLM CLASSES AND WEBINARS, THEY WOULD LIKE:

1. Outreach and Engagement (i.e., public health, All of Us Research program)

### BARRIERS TO GREATER ENGAGEMENT WITH THE NNLM:

1. Unsure how to become more engaged

### SATISFACTION WITH MEMBERSHIP EXPERIENCE:

The NNLM meets its expectations at **very high** satisfaction levels.





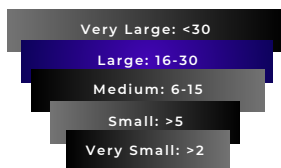
# State / Regional Government



## ORGANIZATION BACKGROUND

### SIZE

A Prototypical State or Regional Government Organization is **large** (between 16-30 staff members).



### SETTING

Located in both rural and urban areas.

### LANGUAGES, OTHER THAN ENGLISH, USED BY SERVICE POPULATIONS

- Spanish

### POTENTIAL EVENTS & OPPORTUNITIES FOR ENGAGEMENT

- Arts and cultural events
- Healthy living programs (i.e., nutrition, obesity prevention, exercise)
- Community health programs focusing on maternal/child health, LGBTQIA health, refugee health, occupational health, chronic disease control and prevention
- Safety and prevention programs (i.e., injury and violence prevention programs, immunization programs)
- Executive committee, executive board, park agency, state department and commission meetings
- Festivals and seasonal celebrations

## SERVICES OFFERED BY STATE OR REGIONAL GOVERNMENT

- State and regional government services (i.e., taxes, voter resources, new resident and new citizen resources, emergency preparedness, public records)
- Workforce support: unemployment benefits, training programs, etc.
- Education
- Human services and social assistance programs
- Public health services and services to address health disparities
- Transportation

## SPECIAL OR EXTERNAL PROJECTS CAPACITY

Has **high** capacity to engage with external partners on special projects/events



Has **more than plenty of time** to engage in live and self-paced activities



## TYPICAL GOALS

- To enhance individual and community well-being, including by increasing public health quality and outcomes
- To provide equitable and accessible services, address disparities
- To promote intergovernmental cooperation and coordination; leverage partnerships
- To achieve fiscal responsibility and responsible resource management

## CHALLENGES

- Increase health care availability and access, health insurance availability, and Medicare and Medicaid coverage
- Provide more affordable, equitable, and stable housing
- Address state workforce shortages, and support citizens to earn a living wage through education
- Achieve greater equity and accessibility

## THE STATE OR REGIONAL GOVERNMENT MEMBERSHIP EXPERIENCE

Ranked lists aggregated from top 3-5 responses

### THE STATE/REGIONAL GOVERNMENT VALUES NNLM MEMBERSHIP FOR:

- Training opportunities
- Teaching curriculum and materials to use for outreach training
- Free informational materials (i.e., flyers)

### IN THE PAST 12 MONTHS, HAS USED THESE NNLM SERVICES:

- Free informational materials (i.e., resource guides, NNLM Reading Club)
- Medical Library Association (MLA) specializations (i.e., consumer health, disaster information or data services)
- Continuing education credit from MLA, CEN specialization, CHES contact hours

### IS AWARE OF THESE NNLM SERVICES:

- Training opportunities
- Free informational materials (i.e., resource guides, NNLM Reading Club)

### PREFERRED COMMUNICATION MECHANISMS ARE:

- Email
- NNLM website
- Phone
- Face to face

### FINDS OUT ABOUT NNLM FUNDING OPPORTUNITIES VIA:

- NNLM website
- Newsletters and blogs

### FOR FUTURE NNLM CLASSES AND WEBINARS, THEY WOULD LIKE:

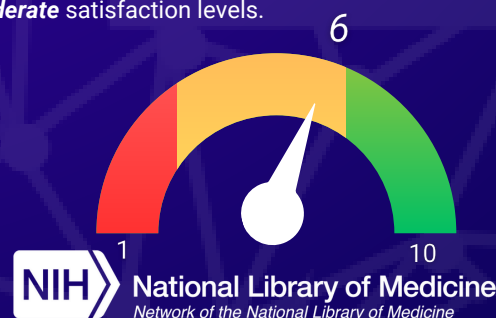
- Outreach and Engagement
- Health and Health Information
- Health Disparity/Health Equity
- Data Driven Research/Culture
- Education/Training & Workforce Development

### BARRIERS TO GREATER ENGAGEMENT WITH THE NNLM:

- Unsure how to become more engaged
- Service or training does not match needs

### SATISFACTION WITH MEMBERSHIP EXPERIENCE:

The NNLM meets its expectations at **moderate** satisfaction levels.



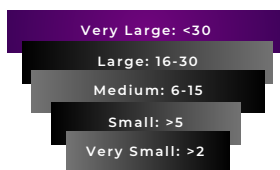
# Department of Public Health



## ORGANIZATION BACKGROUND

### SIZE

A Prototypical Department of Public Health is **very large** in size (more than 30 staff members).



### SETTING

Located in urban areas (areas with at least 2,000 housing units or have a population of at least 5,000).

Serves rural and urban populations.

### LANGUAGES, OTHER THAN ENGLISH, USED BY SERVICE POPULATIONS

- Spanish
- Arabic
- Burmese
- Nepali
- Somali

### MOST COMMON SERVICE RECIPIENTS

All residents of the community, with a focus on those underrepresented (i.e., older adults, lower income populations).

### POTENTIAL EVENTS & OPPORTUNITIES FOR ENGAGEMENT

- Informational webinars and online trainings
- Committee, public, and Board Meetings on various health topics
- Conferences/workshops
- Publicly interactive events such as immunizations, health screenings, and events to promote awareness of health topics and resources

### SERVICES OFFERED BY THE DEPARTMENT OF PUBLIC HEALTH

- Services to prevent chronic diseases and promote health
- Services to track, test, immunize, and support treatment of infectious diseases
- Women's, family, and child health services
- Services and resources for healthcare providers
- Services for emergency response

### SPECIAL OR EXTERNAL PROJECTS CAPACITY

Has **moderate** capacity to engage with external partners on special projects/events



Has **more than enough time** to engage in live and self-paced activities



### TYPICAL GOALS

- To protect and preserve the health of all state residents
- To foster lifelong health by educating residents about disease-based and other threats to health, and by promoting healthy lifestyles and working to improve all health outcomes
- To promote health equity by determining all residents' needs and addressing social determinants of health
- To maintain integrity as a trusted source of public health information and health access

### CHALLENGES

- Achieve more equitable healthcare systems, policies and practices in general
- Increase investment in staff
- Improve communication, data and data sharing, and technology systems to support public health services
- Make the work and contributions of the Department of Public Health more visible

## THE DEPARTMENT OF PUBLIC HEALTH MEMBERSHIP EXPERIENCE

Ranked lists aggregated from top 3-5 responses

### THE PUBLIC HEALTH DEPARTMENT VALUES NNLM MEMBERSHIP FOR:

1. Free informational materials (i.e., flyers)
2. Training opportunities
3. Funding opportunities
4. Information/resources (member directory; staff consultation and support)
5. Membership was free

### IN THE PAST 12 MONTHS, HAS USED THESE NNLM SERVICES:

1. Free informational materials (i.e., flyers)

### IS AWARE OF THESE NNLM SERVICES:

1. Funding opportunities
2. Continuing education credit from MLA, CEN specialization, CHES contact hours
3. Free informational materials (i.e., resource guides, NNLM Reading Club)

### PREFERRED COMMUNICATION MECHANISMS ARE:

1. Email
2. NNLM website
3. Social media

### FINDS OUT ABOUT NNLM FUNDING OPPORTUNITIES VIA:

1. Email

### FOR FUTURE NNLM CLASSES AND WEBINARS, THEY WOULD LIKE:

1. Outreach and Engagement
2. Health Disparity/Health Equity
3. Health and Health Information

### BARRIERS TO GREATER ENGAGEMENT WITH THE NNLM:

1. Lack of time
2. Lack of staffing
3. Unsure how to become more engaged
4. Service or training does not match needs

### SATISFACTION WITH MEMBERSHIP EXPERIENCE:

The NNLM meets its expectations at **moderate** satisfaction levels



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