



NEC'S GRANT YEAR 3 KICK OFF

A snapshot of NEC's upcoming and ongoing initiatives, timelines, and opportunities for partnership

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AGENDA

1) WHO WE ARE

- Our team

2) WHAT WE DO

- Our aims and goals

3) HOW WE DO OUR WORK

- Summary of GY2 deliverables

4) ON THE HORIZON

- GY3 plans and more

MEET THE NEC TEAM!



Admin & Operations



Data & Infrastructure



Dissemination, Communications & Impact



Evaluation & Continuous Improvement

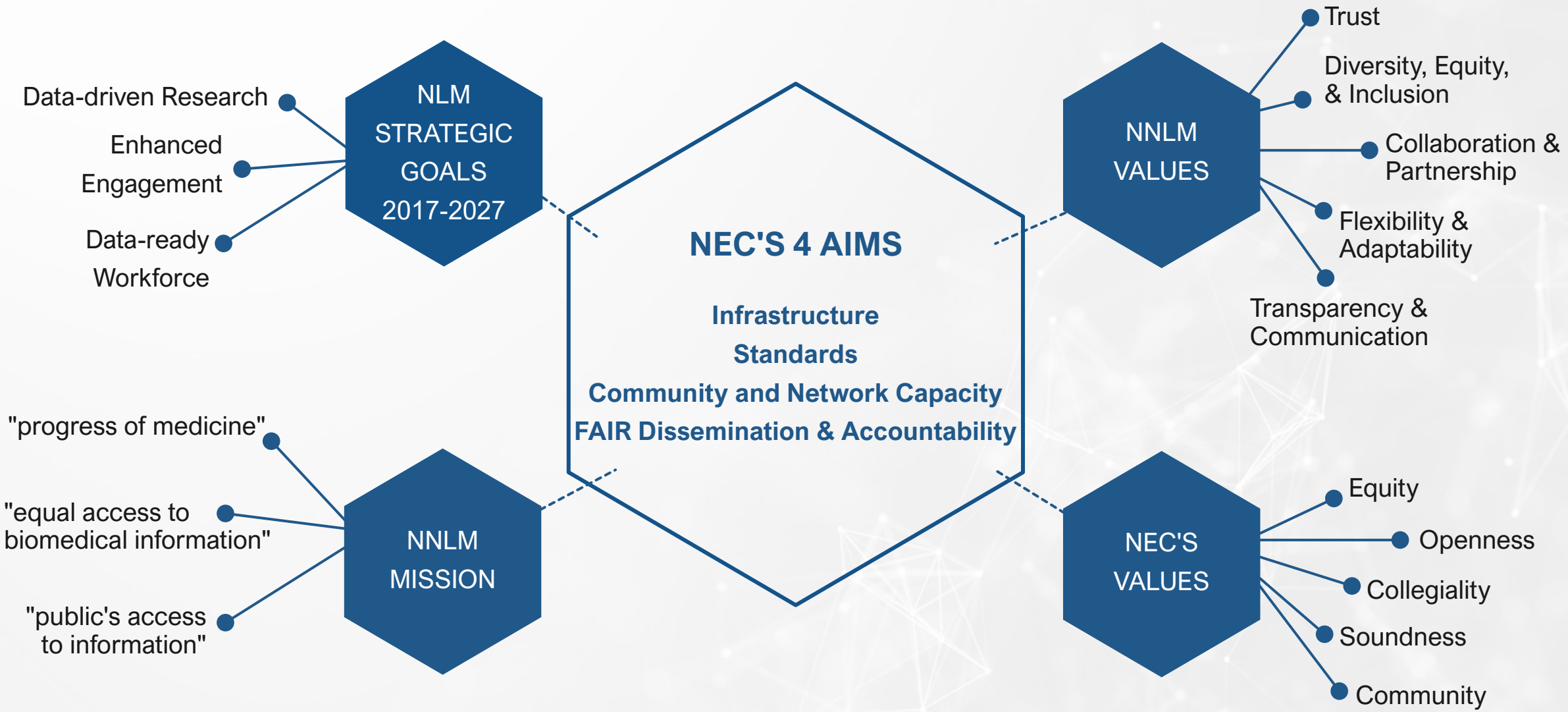


Special Projects





ALIGNMENT



NEC'S AIMS





INPUTS

What we invest...

- Multidisciplinary Expertise
- Dedicated Staff
- Partnerships
- Systems Infrastructure: Tableau, REDCap, Zenodo Community
- Standard Workflows; Surveys; Evaluation Frameworks; Data Collection Processes

OUTPUTS

Activities | Participation

What we do / Who we reach...

- Collaborations; EWG; NEC-OET-NTO; NCDS Summer Interns; Trainings
- Data Visualization: Challenge; Viz Collection; Awards
- Internal: Tableau Dashboards; Personas, Code of Conduct; Evaluation Resources
- External: NNLM Question Bank; Impact Report; Targeted Dissemination Community partners
- Scholarly Output: Publications, presentation, collaborations

OUTCOMES & IMPACT

Results	Ultimate Impact
Change in Knowledge & Skills	<ul style="list-style-type: none"> • NNLM Standard Surveys; Question Bank
Changes in Behavior & Practices	<ul style="list-style-type: none"> • NEC Zenodo Community • Culture of Reporting and Internal Tracking
Changes in Situation	<ul style="list-style-type: none"> • Develop Culture of evidence-based, data driven decision making & Continuous Improvement

PRIORITIES

AGILE ADMINISTRATION AND INFRASTRUCTURE

- NNLM ROC Staff
- NNLM Members
- Subawardees
- NLM

STANDARD APPROACHES FOR IMPACT AND EFFICACY ASSESSMENTS

- NNLM ROC Staff
- Underrepresented Populations
- Research Community
- NLM

UNDERSTAND NNLM NETWORK AND UR POPULATIONS

- NLM
- NIH
- Congress
- Public

ROBUST DISSEMINATION

"PERSONA" PROFILES FOR NNLM MEMBER ORGANIZATION

<https://zenodo.org/record/796804>

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

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

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
3. Social media

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 a population of at least 5,000). Serves health care providers,

SPECIAL OR EXTE PROJECTS CAPAC

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 be a trusted source of local and cultural information and recreational resources
- To provide educational and cultural enrichment
- To provide educational and cultural enrichment

CHALLENGES

- Addressing social determinants of health
- Addressing social determinants of health

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

- Environment and health
- Emergency services and management and response
- Government and civil services
- Public safety and law
- Transportation and streets
- Traffic/wayfinding
- Culture and recreation (includes parks facilities)

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 be a trusted source of local and cultural information and recreational resources
- To provide educational and cultural enrichment
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CHALLENGES

- Addressing social determinants of health
- Addressing social determinants of health

State / Regional Government



ORGANIZATION BACKGROUND

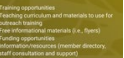
SIZE
A Prototypical State or Regional Government is **large** (between 16-30 staff members).



SETTING
Located in both urban and rural areas.

SPECIAL OR EXTE PROJECTS CAPAC

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

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CHALLENGES

- Addressing social determinants of health
- Addressing social determinants of health

THE HOSPITAL MEMBERSHIP EXPERIENCE

Ranked lists aggregated from top 3-5 responses

THE HOSPITAL VALUES NNLM MEMBERSHIP FOR:

1. Teaching curriculum and outreach training
2. Free informational materials
3. Information/resources for staff consultation and student care consultation

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

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

IS AWARE OF THESE NNLM SERVICES:

1. Training opportunities
2. Medical Library Association specializations (i.e., consumer health, disaster information or data services)
3. Continuing education or specialization, CHES course

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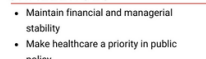
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SERVICES OFFERED BY HOSPITAL LIBRARY

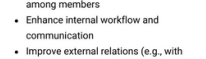
- Library services: borrow collections assistance orders, librarian consult
- Access to information infrastructure: computer scanners, fax machine spaces, meeting room
- Research services: syst article delivery, citation expert searches, public copyright compliance,

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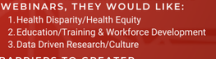
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SERVICES OFFERED BY STATE OR REGIONAL GOVERNMENT

- State and regional gov (i.e., taxes, voter resource and new citizen resource preparedness, public r workforce support: un benefits, training programs
- Education
- Human services and st programs
- Public health services: address health disparity
- Transportation

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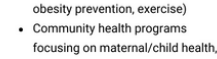
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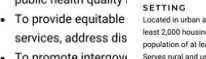
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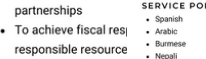
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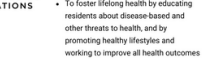
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IN THE PAST 12 MONTHS, HAS USED THESE NNLM SERVICES:

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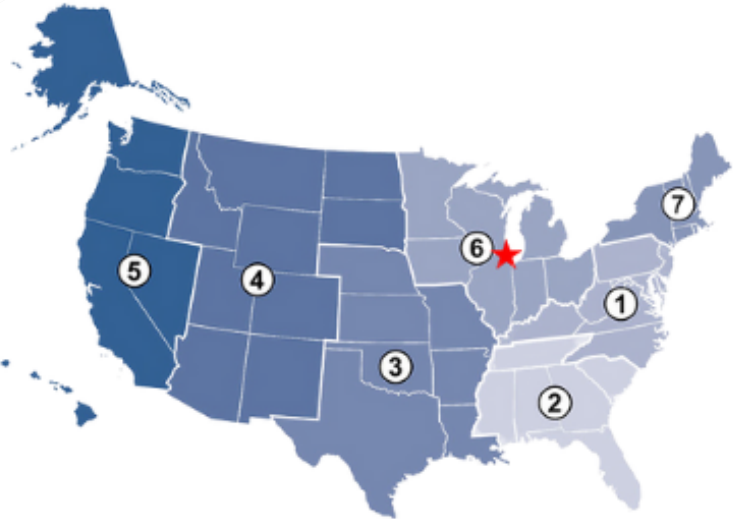
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141

Total support requests submitted (up from 57 in GY1)

Top-Requested Support Types

1. Addition of new courses to NNLM Training Survey
2. NEC Consultations
3. Access to REDCap
4. NEC Data Warehouse Queries



96%

Completion rate for NEC support requests (up from 87% in Year 1)

YEAR 2
NNLM National Evaluation Center

NNLM
NEC

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Building on Progress

We have worked hard to better connect the NNLM to the field of evaluation through cooperative initiatives. Select highlights in Year 2 include:

- Launch of NNLM Personas Project
- 2022 NNLM Member Surveys: First national data collection process to gather baseline data on the Network's Member Organizations
- First-ever standard survey workflow available for survey takers in Spanish and English (Participant Activity Survey)
- Inaugural Data Visualization Challenge

8 evidence-based profiles of NNLM Member orgs are part of the initial Personas project.

The NEC distributed three awards during our inaugural data visualization challenge.

SMART Objectives guidelines were created in English and Spanish.

Surveys
16
The NEC helped to create and disseminate 16 ad hoc surveys in Year 2

Microtrainings
4
Conducted 4 microtrainings focusing on: Evaluation at a Glance, DRS Change Request Workflow, and writing SMART objectives in English and Spanish

Blogs
20
We posted more than 20 Spotlight Blogs, highlighting national resources, NEC initiatives, and 7 evaluator profiles

Year 3 Goals

- Advance Open Science through open and equitable processes and initiatives
- Reinforce NNLM evaluation best practices and data quality and completeness (e.g., dashboards improvements, capacity building)
- Identify existing data and leverage for analysis and visualization
- Launch 2nd DataViz Challenge
- Focus on community engagement through ethical collaboration, sound data, and research practices

nml.gov/about/centers/nec



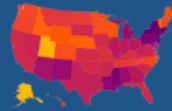
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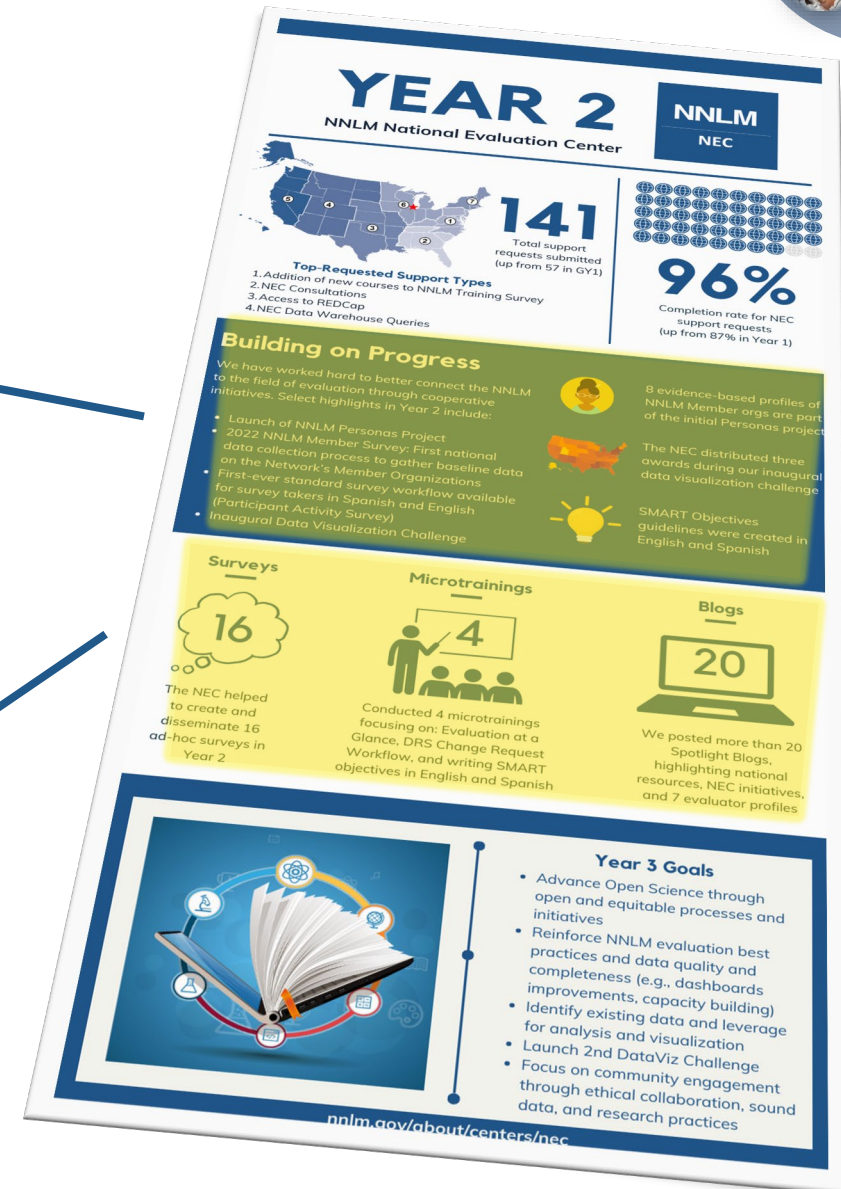
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SURVEY INVENTORY

Current NNLM Surveys by Category



PROCESS WORKFLOWS

Continuous

- Training Survey
- PAS-ROC
- PAS-SUB
- Guest Speaker Survey



PROJECT WORKFLOWS

Iterative

- Annual Member Survey
- Symposium Survey



CASE WORKFLOWS

Adaptable

- Internship Evaluations
- Data Science Classes
- Carpentry Coordination



AD-HOC WORKFLOWS

Specific

- Reading Club/Book Club Evaluation
- Guide/Toolkit Evaluation



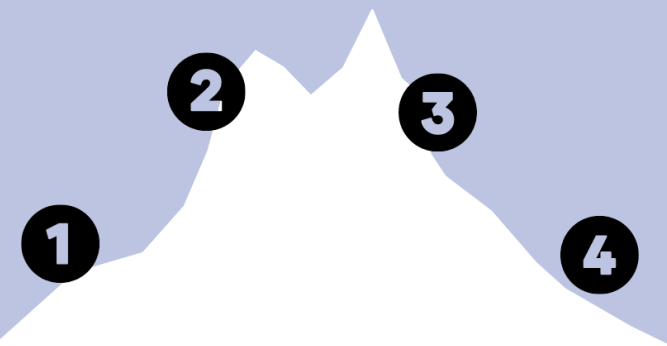
IN PROGRESS

Addressing Emergent Needs

- NNLM Podcast

NEC WORKFLOW FOR SURVEY PROJECT

Making a "Request for Consultation" is just the tip of the iceberg, which begins a multi-stage process at NEC



GROWTH POINT



1 NEC Workflow: Prepare conversation with ROC's representatives

Visible Accomplishments: Meeting with ROCs – Identify evaluation needs – Set up a timeline for the project



2 NEC Workflow: Conduct Research — Discuss available options — Draft a survey instrument following ROC's evaluation needs and NEC's evaluation guidelines

Visible Accomplishments: Send survey draft to ROCs for feedback



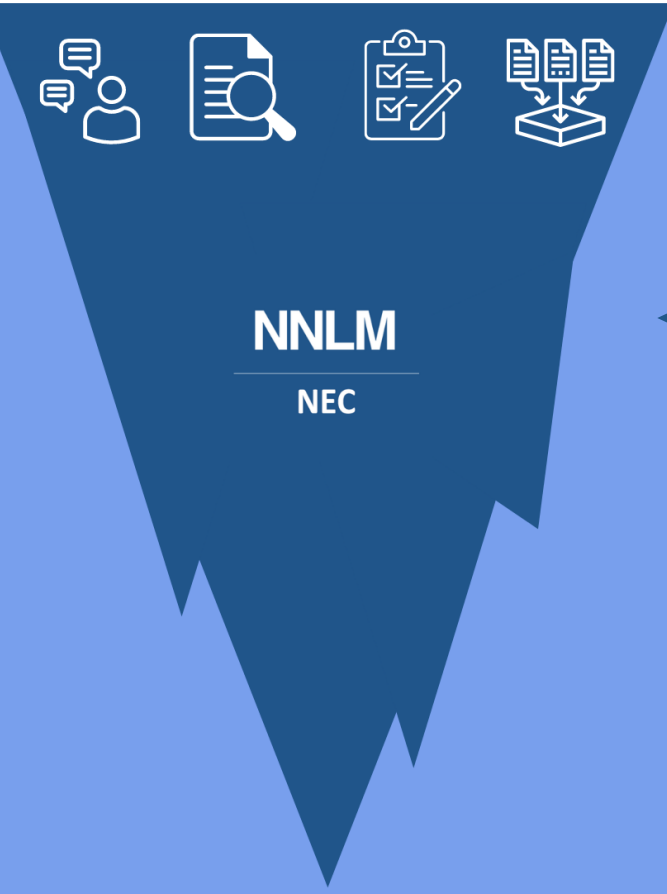
3 NEC Workflow: Make requested changes — Prepare questionnaires for IRB review and EP approval — Program questionnaire in REDCap — Conduct usability test

Ready for deployment



4 NEC Workflow: Data Collection Process

Prepare and send the databases to ROCs for analysis



Communications

- Constant
- Consistent
- Diversified

TRAINING SURVEY DASHBOARDS

- Tableau dashboards available for each ROC with training survey data (refreshed weekly)
- Purpose of dashboards:
 - Empower ROCs to quickly access & analyze training survey responses
 - Use visualizations to inform programmatic & strategic decision-making
 - Provide visualizations that ROCs may utilize in local presentations and reports



TRAINING SURVEY DASHBOARDS

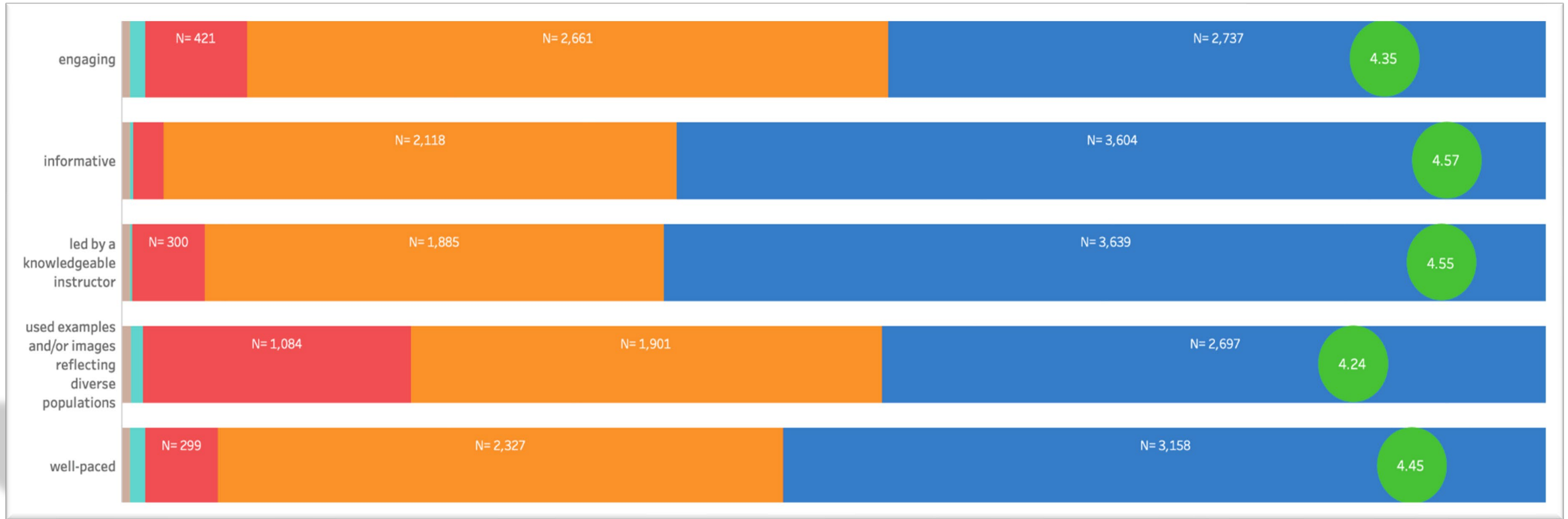
- Dashboards Include:
 - Visualizations & companion data tables (Ns and %) for all closed-ended survey items
 - Additional visualizations & companion data tables for CHES supplemental survey items
 - Filters by course & course date

Training Survey Domains

- ✓ Satisfaction
- ✓ Increased Knowledge
- ✓ Increased Skills
- ✓ Impact on:
 - Next actions
 - Workplace & career
- ✓ Likelihood to:
 - Attend future trainings
 - Recommend trainings to others
- ✓ CHES supplemental items



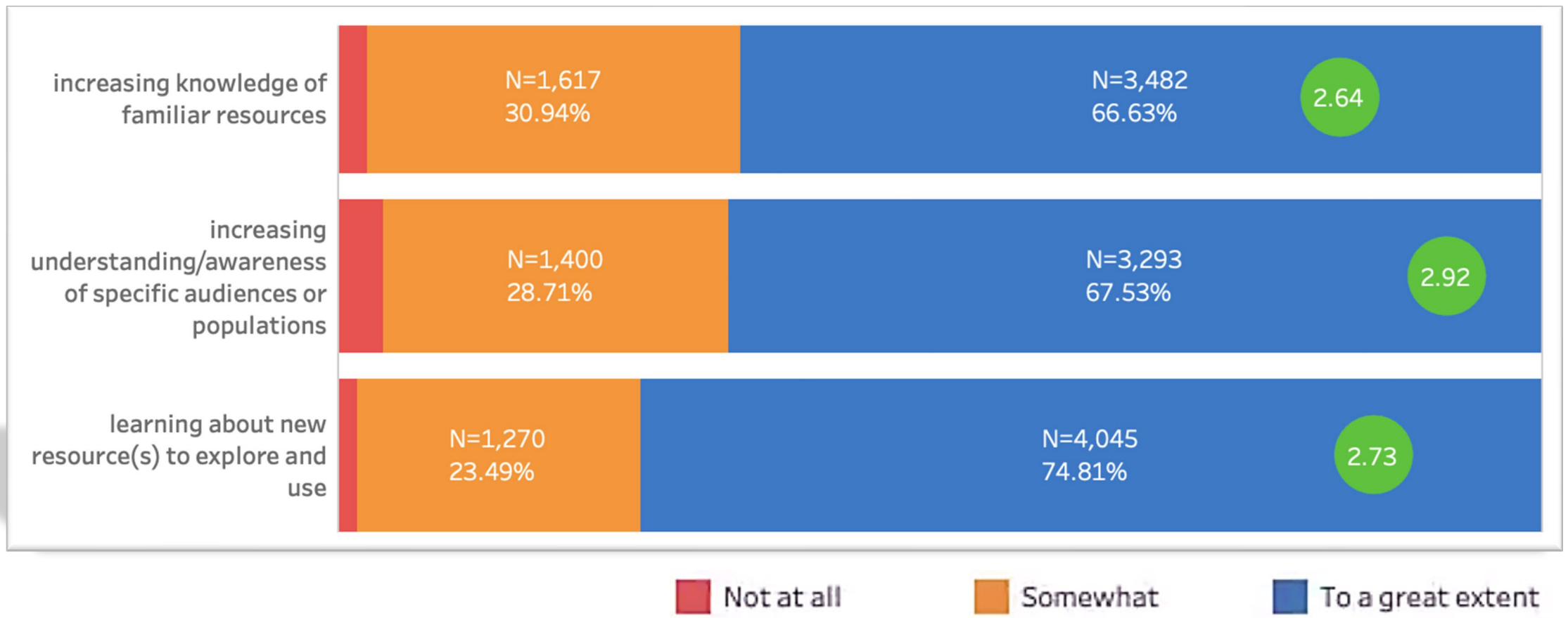
The NNLM training that I attended (was)...



■ Strongly disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly agree

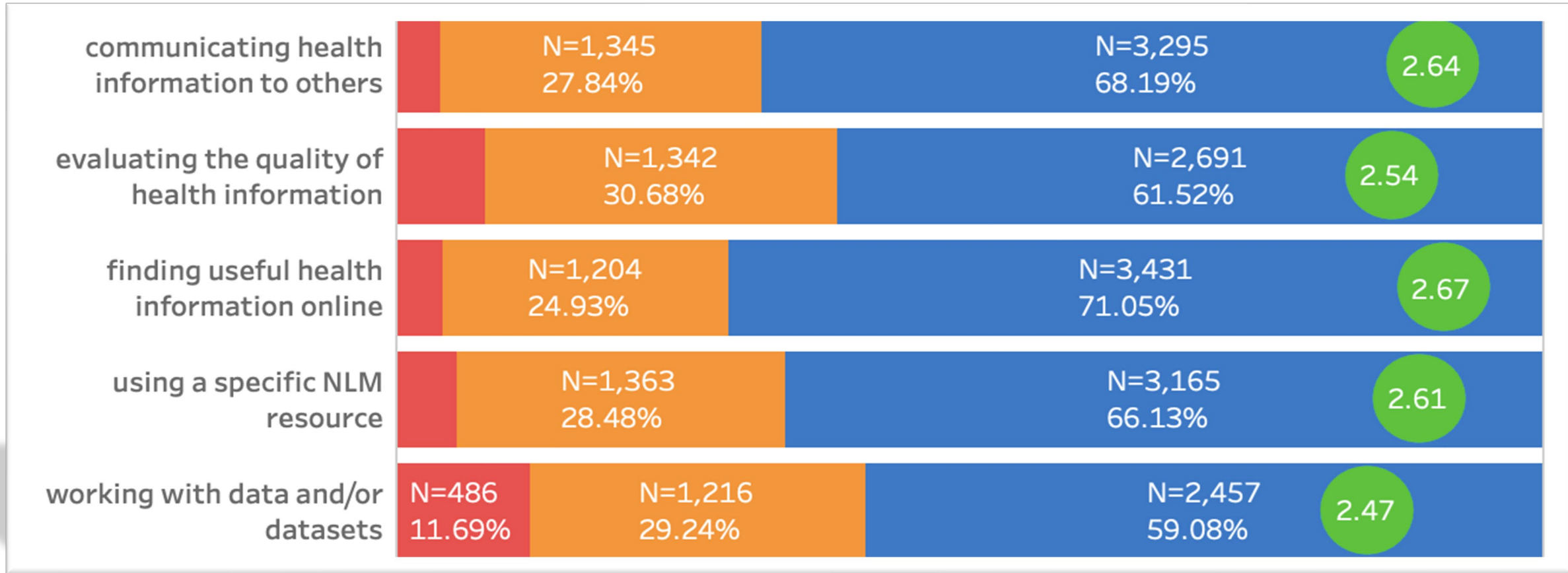


To what extent did this training increase your knowledge in the following areas?


























To what extent did this training increase your skills in the following areas?





IMPACT
















What actions do you plan to take as a result of this training?

	Yes	No
 apply for funding	 37.07% 1,114	 62.93% 1,891
 create or update an information resource	 82.33% 3,695	 17.67% 793
 explore more advanced related topics	 88.12% 4,398	 11.88% 593
 plan a program, class, or activity	 70.03% 3,007	 29.97% 1,287
 share skills or resources learned with others	 96.03% 5,153	 3.97% 213
 start using new resources or tools	 93.42% 4,527	 6.58% 319
 use more features of familiar resources or tools	 93.12% 4,411	 6.88% 326



IMPACT

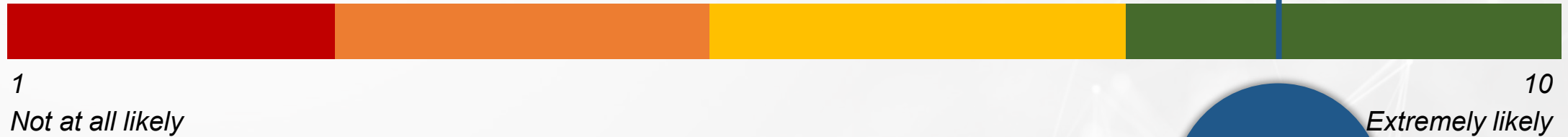
*How will this training
impact your workplace &
career?*

	Yes	No
 advance my career	 75.91% 3,141	 24.09% 997
 complete new tasks	 87.61% 3,958	 12.39% 560
 engage new audiences or populations	 85.90% 4,033	 14.10% 662
 support my end users'/patrons' needs more effectively	 96.45% 4,972	 3.55% 183
 work more efficiently	 89.97% 4,115	 10.03% 459



On a scale of 1 to 10, how likely are you to:

Attend other trainings offered by NNLM...



Recommend NNLM trainings to one or more colleagues...





YEAR 3: GOALS AND DELIVERABLES

- Dashboard data based on which ROC(s) **taught vs. organized** the trainings
- New filter for **NLM Priority Areas**
- Increase **refresh frequency**
- **Build capacity** by training ROCs on how to access & fully leverage dashboards
- **Feedback from ROCs** – continuous improvement!



Year 3 Goals

- Advance Open Science through open and equitable processes and initiatives
- Reinforce NNLM evaluation best practices on data quality and completeness (e.g., dashboards improvements, capacity building)
- Identify existing data and leverage for analysis and visualization
- Launch 2nd DataViz Challenge
- Focus on community engagement through ethical collaboration, sound data, and research practices



“advancing Open and Equitable Research”

“...commitment to evidence-based decision-making,
guided by the best available science and data”

<https://www.whitehouse.gov/ostp/news-updates/2023/01/11/fact-sheet-biden-harris-administration-announces-new-actions-to-advance-open-and-equitable-research/>



KNOWLEDGE EQUITY & EVIDENCE EQUITY

Knowledge and evidence equity
need to drive evaluation and the
work of the NEC



OPEN SCIENCE FOR EVALUATION

- Transparency in Methodology & Data
- Reproducibility & Review
- Impact & Engagement
- Collaboration & Interdisciplinarity
- Ethical & Responsible Conduct



NEC PLANS

- Ongoing Evaluation and Continuous Improvement
- Ethics and integrity work
- Back-filled Tableau Dashboards
- Leverage our Own Existing Data Sources to Better Ascertain Impact
- Scholarly and Community Work



ON THE HORIZON FOR GY3

Network-Wide



Clean up of the membership data



Second iteration of the NNLM Member Survey



Impact Report



Virtual Grant-writing Symposium



ROC COLLABORATIONS

- **NTO:**
 - Follow-up survey
- **NCDS:**
 - Internship program
 - Carpentry coordination process
- **Multi-region:**
 - Increasing access and fostering greater inclusivity
 - Equity collection award evaluation

NNLM



THANK YOU & KUDOS

To the NEC Team

To all our network partners

To the Member Organizations and Community Groups

Special thanks to Emma, Erika, Pearl, & Roger for their assistance with this presentation



GALTER HEALTH SCIENCES LIBRARY & LEARNING CENT

NEC Support Request Form

NEC Confluence

The NEC Zenodo Community

CONNECT

nec@northwestern.edu | [@nnlm_nec](https://twitter.com/nnlm_nec)

NNLM Network of the National Library of Medicine

National Evaluation Center

The NEC Zenodo Community with all public outputs easily accessible supports dissemination, accountability to the public, and FAIR processes