Community Partnerships and Academic Librarians: Taking our Knowledge Beyond the Campus

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Vision 2015

Strategic Priority

“To facilitate lifelong learning that meets the ever-changing educational and cultural needs of our community.”
Target Population

- Persons 60 or older residing in Tangipahoa Parish

- 1800 clients served by the Tangipahoa Voluntary Council on Aging (TVCOA)

- TVCOA staff from the 5 parish senior centers
Community Assessment

- 86% of Louisiana parishes are designated health professional shortage areas
- Louisiana is ranked 49th in the nation in health status
- 11% of the Tangipahoa Parish population are 65 years or older
- 20% of Tangipahoa Parish senior citizens have incomes below the federal poverty level
Medically Underserved Areas

Health Professional Shortage Area (HPSA) Map

Primary Care Designations

*Degree of shortage is based on the ratio of the relevant population to one (1) full time equivalency (FTE) primary care physician.

DHH/Bureau of Primary Care and Rural Health, April 3, 2008

HPSA DESIGNATIONS LEGEND:
- Geographic Designation
- Population Group Designation
- Facility Designation
National Network/Libraries of Medicine

- Dedicated to advancing the progress of medicine and improving public health through access to health information

- Southeastern has been a member of the South Central Region since 2005

- Visit nnlm.gov
Senior CHAT: Consumer Health Awareness Training

• Funded by a 2010/2011 Express Consumer Health Outreach Award from NN/LM SCR
Senior CHAT Program Objectives

• Improve health information literacy
• Promote better health outcomes
• Teach basic computer and Internet skills
• Promote use of NIHSeniorHealth and MedlinePlus

• Create a senior citizen consumer health information LibGuide
• Create portable health profiles
Portable Health Profile

- Requested by TVCOA
- Outcome of Hurricane Katrina
- Students created an updatable profile
Hammond Senior Center
Hammond Senior Center
Computer Lab

DUE TO THE COST OF INK, THE COUNCIL ON AGING MUST NOW CHARGE FOR COMPUTER COPIES

COLOR COPIES
$2.00
(PER COPY)

BLACK & WHITE COPIES
$1.00
(PER COPY)
Technology

- Printer
- Large print keyboards
- Track ball mice
- Screen magnifier
- Speakers and headphones
Classroom Changes

New Keyboards

Speakers & Headphones
Classroom Changes

Screen placement

Instructor station
Summer 2010 –
Basic Computer Class

- Pilot program
- Basic computer skills
- Basic Internet searching
- Evaluation of Internet sources
- E-mail
What We Learned

• Geaux slow
• Basic computer skills are essential to success
• Mouse exercises
• Things you think are obvious are not
• Handouts and hands-on are important
• Need multiple teaching assistants
TVCOA Staff Training Class
September 29, 2010

• Instruction on NIHSeniorHealth and MedlinePlus

• Evaluating health websites

• Staff serve as a long-term resource for their clients
Senior CHAT Students

Age of Participants

• 63% of participants were 70 years or older

• 76% of participants were female; 24% were male
Senior CHAT Class

- Consumer health information training using NIH SeniorHealth Trainer’s Toolkit

- 6 week session offered twice

- Class of 25 filled immediately

- Administered pre-test, post-test, and 3rd test to assess impact
Course Content

• Computer Basics
• NIH SeniorHealth.gov
• MedlinePlus.gov
• Evaluation of websites
Senior Citizen Consumer Health LibGuide

• Compilation of authoritative consumer health information online sites geared to senior citizens

• Accessible 24/7

• Over 1200 hits since October 2010

• Visit the LibGuide at: http://selu.libguides.com/seniorchat
Basic Computer Skills

Here are some fun sites to help you practice your mouse and keyboarding skills:

- **Mouse Aerobics**
  (Monroe County Library System)— Online exercises in which you can practice mouse clicks, using buttons, check boxes, and drop down menus. Also provides practice on scrolling up and down a page.

- **Mousetcise!**
  (Palm Beach County Library System)— Practice exercises on mouse clicks and double clicks, using links, buttons, scroll bars, pop-up boxes and forms. Printable Certificate of Completion at the end!

- **Skilful Senior Mouse Tutorial**
  Tutorial on how to use a mouse, drag and drop, and highlight text. Has sound.

- **Skilful Senior Arrows Tutorial**
  Tutorial on how to use the arrows, delete, backspace, and insert keys on the computer keyboard. Has sound.

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**Basic Computer Videos**

- **Teach Parents Technology**
  A website from Google with short basic computer videos for parents.

- **Computer Basics Training**
  "Introduction to Computers and The Internet Featuring Microsoft Windows XP" from Tech Tutor Video. Videos also available for Windows Vista and Windows 7.

- **Computer Basics Videos in Plain English**
  Six videos from Common Craft; topics include computer hardware, computer software, World Wide Web and Web search strategies.
Senior CHAT Road Show

Amite Senior Center

Ponchatoula Senior Center
Staff Training Results (Pre/Post Test Surveys)

- Staff report more confidence in finding reliable health information on the Internet post-training.

- Only one had used MedlinePlus or NIHSeniorHealth prior to class.

- 5/6 report they plan to use databases frequently in the future.
Senior CHAT Class Outcomes

• Use of MedlinePlus increased after training

• Use of NIH SeniorHealth increased after training
Senior CHAT Class Outcomes

• Over 70% of Senior CHAT participants completed Personal Health Profiles

• Senior Citizen Consumer Health LibGuide was viewed 1200 times

• Raised the University and Library profile in the community

• Met University strategic priority to promote lifelong learning
What We Loved

• Extremely appreciative students

• Highly motivated students

• Seniors helped and encouraged each other

• Waiting list of 75
Participant Feedback

"...We found our experience exciting and exhilarating to be learning new skills with most of us being in our 70s and 80s! Not only were we learning and enjoying it, but we were being introduced to such valuable information!..."

Letter to the editor, Hammond Daily Star, April 15, 2011
Ripple Effect
The Ripple........

• Extensive publicity for Sims Library and Southeastern
• Spurred other community efforts –
  – Leadership Tangipahoa
  – Quad Area Community Action Agency
  – Our Lady of the Lake
  – Peoples Health
• Portable health profiles presented to Legislative Breakfast, May 2011
The Ripple

- Post-grant computer courses
  - Other librarians involved
  - Community service opportunity

- Enhanced instruction skills

- Greater computer usage by seniors
Teaching MedlinePlus Video
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