

## **Office of Minority Health Resource Center: National Service for Minority Health Resources & Information – Transcript of audio**

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Welcome, everyone, to this afternoon's webinar Office of Minority Health Resource Center . Today we have Frances Alonzo, the lead for nontraditional external communications within the division . It is for information and education. She officially joined OMH on Monday, April 25th. Francis' role include speaking engagements, press releases, correspondence, and some worked for a lot of OMH communication campaigns. Before joining OMH, Frances served in the public relations office since 2017 and also we have Shannon Delaney, a librarian that supports the office of minority resource center, OMH RC, and leads collection development for the library online catalog. She completed her MLS at UNC Chapel Hill and worked at the UNC health science Library before coming to AOM HRC in 2020. All right. Take it over, ladies.

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Hello, everyone and thank you for joining us today. I am Frances Alonzo with the office of minority health . Next slide, please. Here is a brief agenda of what we have for you today. You will hear an overview of the office of minority health and the office of minority health research Center. We will share with you services and resources and have an online catalog demonstration. We have also included time for your questions. Next slide, please. I would like to begin with a brief overview of the office of minority health or OMH. For those of you who are not familiar with OMH, our mission is to help improve the health of racial and ethnic minority populations to the development of health policies and programs that will a limited health expertise. Through statute, American Indian and Alaskan native populations are included as a population of focus for the office of minority health. OMH has a variety of functions related to partners, data, information dissemination, demonstrations, and evaluation, which are ultimately intended to support us in promoting policy, program, or practice adoption. We outline all of these functions through a unifying goal across the office, which is referenced as S3 P3, which stands for the success, sustainability, and spread of health disparity reducing, policy programs and practices. Next slide, please. The office of minority health was created in 1986 as one of the most significant outcomes of the landmark 1985 secretary's task force report on black and minority health. In the office of minority health was created, it's legislation supported the creation of a national Minority Health Resource Center to facilitate the exchange of information regarding matters going to health information and health promotion, preventative health services and education, and the appropriate use of healthcare to also facilitate access to such information, to assist in the analysis of issues and problems regarding such matters, and to provide technical assistance to the exchange of such information, including facilitating the development of materials for such technical assistance. The Office of Minority Health Resource Center includes the knowledge center, the nation's largest repository of information specifically dedicated to the issues of health disparities. Next slide, please. The OMH RC knowledge center contains the nation's largest online catalog of information dedicated to the health of minority populations within the United States and its territories. Currently, there are over 71,000 documents in the collection and around 4000 new documents are added each year. We use over 1000 subject headings to index records. Of these headings, 100 represent various racial and ethnic groups. The OMHRC collection contains 974 archival documents in the Internet archive. OMHRC also maintains 68 pages on minority population groups. The library staff conduct around 72 funding searches each year. Library staff are available Monday through Friday, 9:00 AM through 5:00 PM to answer your research questions. With that, I now turn it over to Shannon Delaney.

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Thank you, Frances, for that wonderful introduction. And thank you everyone for tuning in today. My name is Shannon Delaney. I'm now a librarian at the Office of Minority Health Resource Center and knowledge center. We are a very unique library. We are likely a lot smaller than many of you are used to but we follow very important health services resources. I'm very excited to go over all of this with you today. So our knowledge center online catalog is free for everyone and anyone to use. As Frances mentioned, we will be doing a short tutorial of the catalog at the end of this presentation. On the right, you can see a little screenshot of one of the entries in our catalog. I often describe our catalog as similar to an academic database in that it assist with making things findable. It is very similar to other databases and other government libraries. We do not provide direct access to subscription-based resources, but we do everything that we can to assist our patrons and help them access resources or find alternatives. Sometimes that means walking through the steps on how to request enter library forms to their public libraries and sometimes that just means doing additional literature sources to find research it that is relevant to their research and their user combination. In our catalog, we index a great number of journal articles, as the bulk of our collection is journal articles. We also catalog documents and we have a small amount of audiovisual materials as well. We are in the process, as many federal libraries are right now, of moving from a brick and mortar library and turning into a digital library. So our collections are changing quite a bit and it is a really exciting time to be working on this. Our documents are a huge selling point, and something that really makes our library collection unique. This is something that I really talk about to everyone who will listen. It is one of my favorite parts of the collection. It is really because literature, as you're familiar with, the proverbial white whale of researchers, it is something that everyone really wants to access because it has so much rich data. So this great literature is something that government reports, nongovernment reports, issue sheets, and fact sheets. We can lock catalog a lot of those. The screenshot is one example of how we will index a great literature document to make it more findable to people. We also have a lot of consumer health documents that we catalog, as well. Many healthcare providers will reach out to us, and ask if we have brochures or fact sheets that they can hand out to their patients. So this is a very important service. We put a lot of effort into cataloguing those documents. As Frances mentioned, we are the biggest collection in the United States dedicated to minority health topics. Regarding documents and especially consumer health literature, we also catalog and index a great number of general documents, because we know that our patients are going to be using them for research and for redistributing. Lastly, we also catalog organizational records. This is something that is unique to our collection. I am sure very few, if any other libraries, catalog organizational records. But this sort of creates a directory of organizations that serve marginalized communities. We will discuss a little bit about organizational records later on in this presentation. Lastly, everyone who uses our catalog can use expert citations through Word, Excel, and PDF files. Although we do not have the capability of exporting directly to citation manager files, I found that this -- CSV files work really well for using citation literature. So our subject headings and our search fields are another big selling points. As Frances mentioned, we have over 1000 subject headings. Over 100 of those retained to specific groups. It is based on the medical headings, MASH. We are constantly updating based on art content and user needs based on what our patrons are searching for. So, on the left-hand side, you will see a couple of examples of subject headings that we have applied to different records. So we do put great emphasis on noting subject headings that pertain to issues that are related to minority health topics. And we are also very, very focused on disaggregating data related to ethnic minority groups. On the bottom list of subject headings, you'll see several smaller subject racial groups that we have extracted from a larger subject heading in another academic database. This is something that sets us apart from databases like scope as or WebEx science. All those databases do put a great deal of effort into the technical aspects of healthcare and medical procedures, we put a lot of emphasis on indexing these racial and ethnic minority groups. We understand that our database likely won't be the sole database that researchers use, but we want to be able to fill that really important that allows reaching

community organizations and healthcare providers to locate documents that are specific to the population that they are targeting. Subject headings are also just one field that users can search by. And on the right-hand side, you will see a list of different fields. Everything that is, you know, typically present in an advanced search. You can search by authors, journal name, year, or language is a very popular search field because we do get a lot of community organizations and healthcare providers looking for consumer health materials in other languages. Next, we have our Internet archive collection. We will not go into discussion about this too deep. I just wanted to put this slide up here so you can see the kinds of resources that we have. So this contains over 900 documents that are in the public domain and are related to minority health topics. This is a really cool page, if I do say so myself. If you are interested at all in the history of medicine, I highly recommend clicking through. Recently, I just discovered a recording of a televised conference on minority health topics. It was very interesting to look at. I highly recommend taking a look through that if you can. Next, we have our minority population profiles. So these profiles focus on five major population groups. And within each group, we break down statistical data based on different health topics. So on the screenshot on your right, you will see Black and African-American health data. And we break that down into smaller groups relating to medical conditions like asthma, cancer, diabetes, et cetera. All of this data is pulled from verified federal resources. The majority come from annual reports, but we get quite a bit of data coming from the smaller issue groups as well. We put a lot of effort into making sure that we have updated data on our website here. As many of you will know, a lot of data looks old, because it takes a few years to get published. On the screenshot here, we have data from 2018 that was published in 2021. So we do focus on getting up data that is updated as much as possible. And these pages are some of our most popular on our website. They are courted all the time in media and in technical publications. So we know it is really a big resource. Next, we have funding searches. This is one of my favorite parts about the Office of Minority Health Resource Center. It is a really unique service that we provide. I am excited to share with you what it means. It can be a little bit confusing, so to explain what we do -- the background is that if you're already serving a community organization, it was to start a program but needs money to get it off the ground. Right now, they've created a framework for the program and have a targeted population. They have had estimated expenditures, and they also have their framework for next steps. So, now, they're wondering, how do we find funding opportunities relevant to our program? And this is where the Office of Minority Health Resource Center steps in. The service is very popular, not only among community organizations and also for researchers in academia and in public service. So, what we do is help identify positional funding opportunities that are relevant to the specific project. The project is not coming from the office of community health. It may come from a variety of different state, federal, nonprofit grants. But what we do on our end is weak collect some information about the program from the research team. And an information specialist on our team will click through our directory of organizations and our catalog, and will also run a search through an external database that contains funding programs and and, on our end, we will identify several funding opportunities that will be most relevant to the specific program. So when we are looking for funding opportunities, we will pay attention to target population of the program, we will pay attention to the health topic, we will even pay attention to the location that the researchers are coming from. Jeff. It is a really interesting resource. I would definitely encourage all of you to reach out to us. If you have any questions or think that your patrons might benefit from this resource, it is an interesting service that I think very few other libraries provide. I know that other universities often provide something similar to this. I am sorry. My dog is barking at the mailman. This resource is really relevant. All right. Let's start again. Working from home is interesting. This resource is really relevant for community organizations and also for individuals coming from -- I have noticed a lot of smaller government, local government agencies, and I think a lot of that is just because they do not have the resources available to identify potential funding programs. So this is an area that is a helpful resource. Yeah. We're going to have -- let's see, next slide. Is our

general email. If any of you have any questions about this resource or if you would like to talk to us and see maybe how we can work together to make this more relevant and available to your patrons we would love to do that. Also, if you have any other questions related to the center or the resource center as a whole, we would encourage you to reach out. We are available, as Frances said, Monday through Friday, 9:00 through 5:00 and we are available by phone or through email. And we offer services in English and in Spanish. So anything from basic searching to specialized funding searching and even some training on our online catalog, we are happy to provide all of that. The last piece of our presentation here is just to go over some of our popular -- I should not say popular -- but most common patron groups. We have four broad patron groups that we tend to provide services to. First we have university and college students and faculty. We have community-based organizations. Healthcare and research professionals. And government workers. And so, very quickly, we are just going to go over some real questions that we received and how the knowledge center provided the service and helped out. So the first example, a question we received was from an undergraduate student doing a presentation on racism and bias among medical professionals and patients. And so they said, I am researching evidence that shows mistreatment and racism towards minorities, and I would like to know how to report mistreatment or racism that is received from a medical professional. So, in our response to be student, we provided a curated bibliography that contains four different resources from federal agencies and for resources from other nonprofit organizations. In those eight resources are that great literature that I mentioned. Those reports and fact sheets that are really useful for this kind of research. We also provided two additional peer-reviewed articles. We give some more instructions on how to search through our online catalog for relevant resources to this research project rated and we have also provided an explanation on how to file complaints to an attorney general or HHS when a complaint or mistreatment is received. Next, from community-based organizations, a question we received recently was from someone who said, I founded a nonprofit organization and would like help finding grants. Our primary goal is to increase Blacks pursuing careers in stem by increasing the visibility of black scientists. I need help learning about grant opportunities. So this is where our funding search came in. So an information specialist on our team created a customized funding search and found seven potential grant opportunities coming from both federal and private funds, and they were specifically related to this topic. Next, we have a question from a healthcare provider. This provider said, looks for a group of positions and we are looking for brochures that we can hand out to our patients in clinics and at events. So this is where our collection of consumer health documents comes in handy. Here, we have provided a four-page reference fact sheet that we have created that is a collection of several of our most popular consumer health documents and other websites containing those documents. So the majority of those link up to government websites, but they also include some national resources as well. When you are looking through consumer health documents, we are really paying attention to resources that are easily accessible to patients who maybe have low literacy or low health literacy or are not native English speakers. So we really try to have a collection -- a variety -- of accessible resources here. And, lastly, a question from a government staff. Of course, I had to look for the librarian who messaged us. So, from this person, we received the message. I am a librarian in an urban public library system. I was hoping to do a program in July on minority mental health awareness month. Do you have resources I can use? And, I absolutely love this question. I love hearing from librarians. This is always the most fun type of question that I receive. When we responded to this librarian, we provided a custom bibliography with links to 11 reports and articles, which are available for free. We also went to a few videos and online training programs. So we considered that this librarian maybe was creating a program either in person or virtually for their patrons. So we wanted to have some interactive resources that they can use as well. In addition, we linked two related campaigns coming from other nonprofit organizations. And something really interesting we found was also directories for mental health providers in their location. This is in case they have patrons they wanted to encourage to reach out to a provider for mental health. We

found it directories that -- where providers who specifically reach out to minority populations. With that, we are going to jump into an online catalog demonstration. And, again, I would encourage if anyone has any questions, you're welcome to put them into the chat or just save them for later and I would be happy to go over some questions. So, with that, let me click over here. All right. So we are going to look through how to locate the knowledge center website and catalog. We are starting off on the minority health homepage here. Under the heading, research center, you will click on Knowledge Center. It is hidden a bit. This will link to our online catalog. So this is the homepage for our catalog. Up here, you will see we are on the basic search page now -- but we can also click into an advanced search page which will help a little bit. We have a link back to our website. We will have a list of new resources as they are added to the collection. And we also have a tab up here that says, my library. This is just a page where you can see citations to print them out or export them. So we will just do a basic search to start off. Let's say we have an information we need. Someone is searching for strategies on how to increase COVID vaccinations and American Indian populations. So, in a basic search, we might just type in, COVID vaccinations American Indian. I always recommend that starting off with a very basic search is usually the best way to go. This is because we have several filters over on the left-hand side here. And these filters will help you narrow down what you are looking for. In general, I suggest, just with our collection, because it can be so specific and the terminology can be a little different than what people are used to, I generally recommend starting with as broad of a search as initially possible. So, again, we are looking for strategies on how to increase COVID vaccinations and American Indian populations. On our search result page, we will click on the COVID vaccine message you got. This is an example of that great literature I was talking about. This is pretty much exactly what you will see on every resource record in our catalog. We have the title up at the top. We have a link out to where this document is located. I will click on that link. It links out to the organization that hosts this document. So the Knowledge Center itself does not actually post these documents and provide direct access. We just provide this link to where the document is located externally. Underneath the link, we have some basic metadata information. And, on the right-hand side, you see these subject headings that I talked about earlier. So to go back to our search results page, I just click the back button. And let us just say that we want to save some of these resources and take a look at them later on. I will just check the small boxes on the side of the record here. And I will click, save to my library. This creates a temporary location where you can save these specific citations. So this, My Library, will remain active for your session. Once you close your browser, the My Library will empty. It will not save between sessions. So if you find several resources that you would like to keep in mind or print out later, you can click this export, print button. And he will find a list of several different ways to export these citations. At the top, you have a brief bibliography report. This prints into a Microsoft Word document. You have two options for a CSV report. One provides fields related to articles and documents. The other provides fields related to organizations. So, technically, you could click either one. You just get different types of metadata for each option. Next, we have the full PDF report. Similarly, two options here just going into PDF format. As I mentioned, although we do not have the ability to download into citation manager files, this CSV report file will be the easiest one for exporting. Okay. We have done the first search. We will just do a quick advanced search to seek and see what that looks like. Here, we have got this list of fields that were present on the PowerPoint. With this information need, let's see. We looked at strategies for increasing vaccination. Let's maybe look at or find some community organization websites that will have even more resources. Okay. Okay. I think someone is not on mute. So, again, we will just look for some community organization websites that have resources on increases in vaccination up dates. In our advanced search, and let us say, a subject, we will put in vaccinations. Then, in format, because we are looking for organization websites, we will click down to this drop-down menu and select, organization. This will only provide resources that are organizations. It will not return documents that are articles. I will click search here. And we have 19 different records that are 19 organizations. This is our directory of

organizations. It is integrated into a larger catalog. So this is how you can find some specific organizations. So on the left-hand side here, you will see the same types of filters that are available. Again, let us say that we will just click into immunization activation commotion. It looks very similar to what you would see for an article or a document. You have the name of the organization up top. We may have a description of the organization underneath it. We will have an updated list of contact information. And on the very bottom, you'll see the link that goes out to the website. On the right-hand side, we have a quick disclaimer that this is just a directory listing for an organization. This does not indicate that we have any documents on file in our collection. It is just an entry for contact information. You will see on this right-hand side, we have a few links where you can share this if you want a really quick URL to share with a colleague and you do not want to go through the process of saving to my library and exporting. You can either click the email record link, you can click Facebook or twitter to share with social media, or you can click the insurable URL. This will generate in a separate window unique URL that you can copy and paste. Below that, again, we have subject headings. We put subject headings in all of our records in the catalog just to make everything a little bit more findable. And to search for a subject heading, you can just click on this. We will click on vaccinations and then click on my advanced search. This is a way of finding more broad information that is available on this topic. So, with that, I think I will go back to our presentation. And, let us see. I think now we can open the floor for some questions. I will flip back to our contact page. So if anyone wants to write down our contact information, please feel free. We are so excited to have any librarians especially. I'm a little biased, I'm not going to lie. If you have any questions, we really would appreciate it if you reach out and contact us.

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We have one question in the chat, Shannon. That question is, how do you identify the resources that you add to your catalog?

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That is a great question. Thank you for asking. We have a very detailed process for identifying resources. So we have our collection guidelines that dictate what kind of resources we include and don't include. We are constantly in the process of reviewing specific journal titles. So we will only index journal articles that are coming from peer-reviewed trustworthy journals, academic journals. And we have very clear guidelines on what we put into our collection. So the easiest way of explaining that is that we put up pretty much anything related to minority and ethnic groups or minority health topics. So what I mean bite minority health topics is something that may not be applied specifically to a specific racial or ethnic minority group, but tends to affect these groups disproportionately. A great example of that is food insecurity in urban environments. Certainly anyone is a subject to having food and being secure. That is something that we find racial and ethnic minorities often deal with disproportionately. So we focus on those types of topics that we know are going to be really relevant to minority groups. As far as documents in gray literature goes, that one is a little bit more flexible. We do not have quite as many specific guidelines for cataloging. Again, we do focus on specific racial and ethnic health topics. As I mentioned, we also extend that. We look at things that are a little bit more broad. We know that those annual publications -- I know there is an annual publication on cancer and on mental health statistics. We know that those big reports will have some really relevant statistical data, even if it is just a couple of statistics. Sometimes that is enough that our researchers really need that and will find it useful. So I would also say here taste I will just make a plug -- that if any of you come across documents in your own research and in your own agencies that you think may be relevant to minority health topics, we would absolutely love to hear from you. We are constantly adding and building up our collection. We like to make it as relevant as possible and we want to have resources that are going to be useful to all of our patients. You are always, always welcomed to contact us to let us know about resources that you think would be a good fit. Any other questions? Do you use archive it? We are see the next question. Do you use archive it to preserve all the URLs that are in the catalog? Does another great question. We do not

use Archive-It to preserve URLs. Right now, our process is to catalog and save everything. So for our journal articles, we will include permanent, pretty consistent. For other consumer health resources that are likely to change URLs, we will save a copy in our own repository. That is for our own internal office of minority health use. We also have a program in our aisle to scan our database for broken links. We will regularly run that program to identify links that are no longer working. I would love to utilize something that provides more stable URLs to these documents, but, because we're not providing direct access to the documents ourselves and because there are few tricky copyright issues that we are working with, we just have not developed into that. But we are in the process of moving over and trying to digitize as much of our library as possible. Yeah. That has been an interesting process. I am sure if you come back to our library a few months from now, you know you will see some changes because we are always working to improve.

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Thank you, Shannon. One more question. Do you share your response to questions from the Knowledge Center?

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Yeah, that is another good question. At the moment, we do not have any specific way of sharing the responses that we get to questions. That is something else that we have discussed because our patrons do ask really great questions and we do put in a lot of effort, as you guys have seen, to providing really customized answers that will be useful. As of right now, we do not provide those answers to the questions that you have received. But we have talked about figuring out a way to maybe disseminate some of those and make that more available. That is something that we may be looking into in the future.

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Okay, folks. You have plenty of time for questions. If there is anything you would like to ask, go ahead and get them in. Jaime, can you throw up the thank you slide?

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I see we received another question. The first one is, how long did it take to develop the Knowledge Center before making it public? That is a good question. I have to say, I am not even entirely sure. So we have been around for a couple of decades now. And it took a couple of years for the Resource Center to get up and running before the Knowledge Center became a public resource. So the primary purpose of the Knowledge Center is to serve the office of minority health, but as an offshoot of that, I suppose, we are also serving the general public. I think it really just has been a work in progress over the years. It is very interesting to see how our resources have changed over time and what types of topics we are creating and collecting and how much were available to give out to the public. But, really, as it started, it was very small. It just started -- yeah. It has been sort of a work in progress as we go. Next question. Are there any accessible flyers to print out that we can provide for patrons? Yes. That is a great question. And I actually will share my screen again so I can show you exactly where those are located. Let me see if I can get controls to share my screen again. We have several PDF documents that are available that we call our Pathfinders. Let us see. Sharing screen. I'll put that back into my desktop. I am clicking over to our library. The Office of Minority Health. The website. We will just get back to the homepage here. So, on our population profiles page, under policy and the data, I am clicking on minority population profiles, these are those statistical data pages that we referenced in the PowerPoint presentation. Underneath those, you'll see a Pathfinder to resources. These are a few PDFs that we have put together on the major population groups. And these provide a really quick look at what the Knowledge Center can do and the types of resources that are available for each of these groups. This is just a quick look at some of the keywords. See the subject headings. Some of the journals we can look through. Just a quick look at some of the types of resources that are available in our catalog. Aside from that, we do have a few other fact sheets that I do believe are available on our website to provide just a quick overview of the Knowledge

Center. And, of course, if you would like anything more specific for your patron group, you can absolutely contact us and we can work together to create something that will be relevant and useful for your patrons. The next question. I noticed you used the term American Indian. Does that also automatically search for American Indian versus Native American and et cetera periods is a great question. We do not have that capability right now. What we will do to counteract that is, especially with gray literature, we try to provide a detailed abstract, and what we will do in that abstract, which is searchable, is we will identify alternate keywords and phrases. So, in this case, we used the word American Indian. That is what OMB has identified a sort of the term to use. But what we will do is often put in that abstract field some alternate phrases like Native American so that if individuals are searching for that phrase, they will still find some relevant results in the search page. In those cases, we also recommend is clicking over to our subject headings list. That will also provide some insight into the terminology that we use. As I mentioned, it is a little tricky because it is so specialized. But in many cases, we use the terminology that the national Library of medicine has specified in their subject headings. That is also a really great place to start.

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Okay. While we're waiting to see if there are any more questions, I wanted to remind everybody to see if there is anything related to our 2022 conference. So do we have any more questions? Okay. It does not look like we have more questions. We are going to go ahead and close out today's webinar. I want to say thank you to our presenters and then thank you to everyone who is attending. And for everyone who is registered, you will get a link emailed in the next few days with the slides and the recording. So, everybody, have a great day. [Event Concluded]