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## About the Contributors

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ERICA BURNHAM, M.L.I.S., has worked as Resident Librarian, University of Illinois at Chicago, Library of the Health Sciences, and as Consumer Health Information Coordinator for the National Network of Libraries of Medicine, New York Academy of Medicine. Erica is currently head of the Macdonald Campus Library at McGill University and serves on the Medical Library Association Task Force on Health Information Literacy.

MAEVE CLARK is a 1982 graduate of the University of Iowa School of Library and Information Science. She is Coordinator of Information Services at the Iowa City Public Library (ICPL), a position she has held since 1992. She is also the nonfiction collection team leader and is responsible for the selection of business and economics titles as well as reference materials at ICPL. Her earlier work experience includes Assistant Director/Head of Adult Service at the Carnegie Stout Public Library in Dubuque, Iowa, and Reference Librarian at the Ames Public Library in Ames, Iowa.

KEITH COGDILL is Outreach Librarian in the National Library of Medicine's (NLM) National Network of Libraries of Medicine Office. Prior to joining NLM in 2002, Dr. Cogdill was a member of the faculty at the University of Maryland's College of Information Studies, where he continues to teach as a member of the adjunct faculty. In 2004 he received the Medical Library Association's Eliot Prize for a study conducted with Eileen Abels and Lisl Zach on the value of library services. Dr. Cogdill received his Ph.D. in Information and Library Science from the University of North Carolina at Chapel Hill in 1998, and he subsequently received a certificate of recognition from the Association for Library and Information Science Education for his dissertation research on the information needs of nurse practitioners. Since 2002 he has coordinated the development of [phpartners.org](http://phpartners.org), a Web site designed to meet the information needs of public health personnel.

MARY DIGGS-HOBSON retired from Xerox Corporation in 1990 as a regional project manager of education and training development to pursue a career in ministry. She graduated from RHEMA Bible College in 1992 and was ordained in 1996. Mary has spent the past fifteen years serving in the ministry of reconciliation, as a teacher, associate to Pastor Alfred Roberson of Trinity Faith Temple, and chaplain for Seattle hospitals and hospices, including Bailey Boushay, a hospice for individuals living with AIDS. Rev. Diggs-Hobson is the principal, founder, and consultant of Community Assets Network, a consulting firm whose mission is to strengthen relationships and communities by valuing people, recognizing and appreciating their assets, and amplifying what works well. She is also employed as a technical assistance project manager for the Nonprofit Assistance Center and served as a Commissioner on the Seattle Women's Commission. Rev. Diggs-Hobson is co-founder of the African Americans Reach and Teach Health Ministry (AARTH). AARTH's mission is to provide culturally relevant health care education, resources, and advocacy services for building the capacity of churches and faith-based institutions that serve people of African descent.

MARY L. GILLASPY manages the Health Learning Center, a consumer health library that serves the public, patients and families, and nursing and allied health staff of Northwestern Memorial Hospital. She was formerly the manager of the Learning Center at the University of Texas M. D. Anderson Cancer Center. She serves as the chair of the Regional Advisory Committee for Consumer Health of the National Network of Libraries of Medicine (NN/LM) Greater Midwest Region.

MARGO HARRIS is a health educator at the Center for Children with Special Needs, a program of the Children's Hospital and Regional Medical Center in Seattle. Her career has spanned more than thirty years, with a continuing focus on patient education and consumer health information. She has been a long-time proponent of linking public libraries with consumers seeking health information, placing emphasis on literacy issues in the patron-library staff interaction. Margo's work has allowed her to work in the hospital, school, and community settings. Her recent National Network of Libraries of Medicine (NN/LM) project, "Empowering Parents of Children with Special Health Care Needs: Harnessing the Power of the Internet," has offered her another opportunity to link a health information-seeking audience with the resources they need. Margo's work crosses age spans and a broad range of health conditions. Her recent articles in *ParentMap*, *Northwest Baby & Child*, and *Seattle's Child* have shared important oral health information with the parents of young children.

MICHELLE HUDSON-OCHILLO is a second-year National Library of Medicine (NLM) Associate Fellow currently working at Arizona Health Sciences Library. Prior to the Associate Fellowship, she worked in medical, archival, and public libraries. As an NLM fellow, Ms. Ochillo presented a paper at the Medical Library Association's annual conference in May 2003. She has also been responsible for poster sessions at the 2004 meetings of the Medical Library Association and the American Library Association on topics pertaining to health literacy and the Arizona Turning Point Project. In addition to her M.L.I.S. degree from Louisiana State University, she holds a Master's of Social Work from Tulane University. Her professional interests focus on public health and medical informatics, with special interest in developing, implementing, and evaluating outreach programs targeting consumer health and underserved populations.

ANDREA KENYON is the Director of the Katherine A. Shaw Division of Public Services at the College of Physicians of Philadelphia and is responsible for all public programs and services offered by the college, including consumer health and museum education. She is Project Director for Philly Health Info and created the C. Everett Koop Community Health Information Center located at the college. A consumer health librarian for over twenty years, she is the co-author of a book entitled *The Public Librarian's Guide to Providing Consumer Health Information*, published by the Public Library Association in 2002. Ms. Kenyon earned a B.A. in English from Ursinus College in Collegeville, Pennsylvania, and a Master's in Library Science from the University of Michigan. She has held numerous positions in the Medical Library Association, including Chair of the Philadelphia Regional Chapter of the Medical Library Association and Chair of the Consumer and Patient Health Information Section. She is currently the CAPHIS list manager, a consumer health information discussion group.

GAIL KOUAME is the Consumer Health Coordinator for the National Network of Libraries of Medicine (NN/LM), Pacific Northwest Region. The NN/LM is comprised of eight regions across the United States and is funded by the National Library of Medicine to develop collaborations and promote awareness of and access to information resources for health professionals and the public. The Pacific Northwest Region serves five states: Alaska, Idaho, Montana, Oregon, and Washington. Ms. Kouame focuses specifically on facilitating delivery of quality health information to the public through collaboration with academic, hospital, and community libraries; health agencies and organizations; and community organizations, health advocacy groups, health ministries, and other mechanisms. Ms. Kouame received her Master's of Library and Information Science degree from the University of Washington in 1999. She holds a B.A. in Sociology and Psychology from

Willamette University in Salem, Oregon. Prior to becoming a librarian, she was a social worker in the health care field for fifteen years.

LALITHA KUTTY currently is a librarian in the Collection Access Section of the National Library of Medicine (NLM). In this position she is involved with the interlibrary loan and customer service activities of NLM. Prior to this, Ms. Kutty was the Consumer Health Librarian for the National Network of Libraries of Medicine (NN/LM) at the National Network Office of NLM. In this position she coordinated and promoted the consumer health outreach programs of the NN/LM. She also worked with medical and public libraries to determine strategies for meeting the health information needs of consumers and developed and conducted consumer health training programs at various libraries. Ms. Kutty has also worked for over fifteen years as Health Information Specialist for various private organizations, providing medical and legislative information services to clients at the National Institutes of Health and the Centers for Disease Control and Prevention.

KARA LOGSDEN is the Adult Services Coordinator at the Iowa City Public Library, where she manages Adult Programming, Outreach Services, Popular Collections, and the Volunteer Program. Kara was Director of the Patients' Library at the University of Iowa Hospitals and Clinics, where she managed the Library's Consumer Health Information Center. She also served on the Health Info Iowa managing committee and National Network of Libraries of Medicine (NN/LM), GMR Consumer Health Regional Advisory Project.

TAMMY L. MAYS, M.L.I.S., A.H.I.P. is the Consumer Health Coordinator for the National Network of Libraries of Medicine Greater Midwest Region at the University of Illinois at Chicago. She has co-authored a chapter on consumer health information for *Decisions for Health, Level Blue* (Holt, Rinehart & Winston, 2004). Tammy received her M.L.I.S. from the University of Wisconsin–Milwaukee in 1997. Prior to joining the Greater Midwest Region, Tammy was an Associate Fellow at the National Library of Medicine in Bethesda, Maryland. After completing the Associate Fellowship program, Tammy relocated to Wisconsin, where she was the Outreach Coordinator at the University of Wisconsin–Madison Health Sciences Libraries. Currently, as the Consumer Health Coordinator, Tammy is responsible for building a consumer health program for the region by developing instructional materials and presenting and exhibiting at professional librarians' and health professionals' meetings. She also trains public librarians, consumers, and health professionals to search the National Library of Medicine's consumer health products and services.

SUSAN MURRAY is the Manager of the Consumer Health Information Service (CHIS), a service that assists Ontario consumers in gaining greater control over their own health through access to health information. She is also the Project Manager for the Complementary and Alternative Health Affiliate of the Canadian Health Network, a bilingual network of reliable Internet-based health information. Susan has spoken and written extensively in the area of consumer health information (CHI). She authored *Developing a Consumer Health Information Service: A Practical Guide* (1995) and writes a quarterly CHI column for the *Journal of the Canadian Health Libraries Association*. Susan has served as the President of the Canadian Health Libraries Association (CHLA), Chair of the Consumer and Patient Health Information Section (CAPHIS) of the Medical Library Association (MLA), Chair of the MLA Books Panel, and is a member of MLA's Health Information Literacy Task Force. In 1999 Susan received the CHLA Award of Outstanding Achievement and is a Distinguished Member of the MLA's Academy of Health Information Professionals.

EILEEN BEANY PETERSON, M.L.I.S., has been Librarian at the Neuro-Patient Resource Centre of the Montreal Neurological Hospital since 2000. She actively promotes the use of patient information and the awareness of health literacy issues throughout the McGill University Health Centre. Eileen works with other librarians and community organizations to enhance the flow of information about neurological disorders and diseases and related concerns to the people who need it.

NANCY OTTMAN PRESS, since 2002, has been Library Director and Assistant or Associate Professor at Mars Hill Graduate School, a postgraduate seminary and counseling school that specializes in issues of sexual abuse, domestic violence, mental health, and the faith-health connection. For twenty years (1982–2002) she was a librarian for the Pacific Northwest Regional Medical Library (PNRML), fulfilling the roles of Education Coordinator, Acting Associate Director, Resource Sharing Coordinator, and Consumer Health Coordinator. She was the Program Coordinator of the New England Region, at Harvard Medical School, for three years before that. During this entire time she worked with various groups to assess health information educational needs, prepared training materials, prepared Web training pages, and conducted extensive training and evaluation. Mrs. Press supervised the first two years of PNRML's Tribal Connections Project, a seminal effort to address the unique health information training needs of a specific ethnic community (see N. O. Press, R. Sahali, C. Burroughs, K. Frank, N. Rambo, F. Wood, E. Siegel, and S. Fuller, "Program Management and Policy Issues in Information Outreach: Lessons from Tribal Connections," *Journal of Health and Social Policy* 17, no. 3 [2003]:1–20.) Mrs. Press

has a B.A. from Stanford University and two master's degrees from the University of Washington, in Church History and Library Science.

ANGELA B. RUFFIN is Head of National Network of Libraries of Medicine (NN/LM) Office, in the Library Operations division of the National Library of Medicine (NLM). Dr. Ruffin has been leading the NN/LM since 2000. Prior to this position, Dr. Ruffin served for ten years as the Outreach Librarian in the NN/LM Office and was the coordinator of the first major outreach initiative of the NN/LM to reach unaffiliated, minority, and underserved health professionals through specially funded projects. Dr. Ruffin has also been an active participant in NLM's "Partners in Information Access for the Public Health Workforce" initiative. Dr. Ruffin has worked in several types of libraries and has taught at several schools of library and information science in the Durham and Chapel Hill, North Carolina, areas. She received her Ph.D. in Information and Library Science from the University of North Carolina at Chapel Hill. Dr. Ruffin is especially interested in promoting and providing opportunities for libraries, public health departments, and community-based organizations to develop strong partnerships and collaborations that foster consumer and health professional access to quality health information and contribute to the elimination of health disparities.

CANDICE SMITH, a 2001 graduate of the University of Iowa School of Library and Information Science, is in her first year as a Reference Librarian at Iowa City Public Library (ICPL). Previously, she worked in the Adult Services Department at ICPL, as well as in Technical Services at the University of Iowa Main Library. In addition to her work in the Reference Department, she selects nonfiction audiovisual materials and helps design and teach computer classes at the library. Working on the Consumer Health project at ICPL was her first professional experience.

MICHELE A. SPATZ is director of Planetree Health Resource Center, a community-based consumer health library offered by Mid-Columbia Medical Center. She is currently editor of the Charting Consumer Health column in the *Journal of Hospital Librarianship*; serves as the Medical Library Association's (MLA) representative to URAC Health Web Site Accreditation Committee (American Accreditation HealthCare Commission); teaches two consumer health continuing education courses for the Medical Library Association; serves on the National Network of Libraries of Medicine (NN/LM) Pacific Northwest Region Advisory Panel on Consumer Health Information; publishes a monthly health column in the *Dalles Chronicle*, and is a member of Mid-Columbia Medical Center's Community Programs and Services Management Team. Spatz has taught, lectured, and written on

many aspects of providing consumer health information and health literacy. Her recent publications include "Human Touch: The Essentials of Communicating Caring through Massage," in S. B. Frampton et al., (eds.), *Putting Patients First: Designing and Practicing Patient-Centered Care*, San Francisco: Jossey-Bass, 2003; "Quality Assurance in E-Health for Consumers," *Journal of Consumer Health on the Internet* 7, no. 1 (2003): 33-42; and "Building the Dynamic Consumer Health Collection III," *Journal of Hospital Librarianship* 3, no. 4 (2003): 47-63.

STEPHANIE WELDON is the Consumer Health and Colorado outreach librarian for the National Network of Libraries of Medicine MidContinental region. She is located at the Denison Memorial Library at the University of Colorado Health Sciences Center. She previously worked as the Communications Coordinator for the Greater Midwest Region. Stephanie worked as a corporate librarian for Prospect Associates, a nonprofit company specializing in health information research, located in Silver Spring, Maryland. Stephanie also worked for the University of Maryland in Mannheim, Germany. She has been giving classes and providing outreach for five years as a staff member of the National Network of Libraries of Medicine.