This poster describes a multi-year collaboration between the National Network of Libraries of Medicine, Pacific Southwest Region and the California State Library which resulted in a professional development toolkit for library staff. The principle players were Suzanne Flint of the California State Library and Kelli Ham of NLM PSR.

A project of this magnitude requires input by many and cooperation among everyone. What follows is the story of the collaborations that made the Consumer Health Toolkit possible.

**Elements of Successful Collaborations**

- Clear communication
- Trust and belief in partners
- Shared desire for excellence
- High level of professional ethics
- A genuine sense of human freedon
- Flexibility and willingness to work through issues

### Consumer Health Advisory Group

**Background:** A group of advisors was formed to help guide the planning process and content. Members of the group included:

- Public and hospital librarians
- Health educators and health professionals
- Health librarians from PlaneTree

The advisory team convened for an in-person, full day meeting to learn the objectives, to brainstorm ideas, and to set expectations. The group then met numerous times via web conferencing and phone calls and met in person and participated in smaller, target workgroups. The advisory team assisted with decisions on content, research questions and data use.

This group was very engaged, the common objective of creating an exceptional tool for improving professional skills contributed to the success of the collaboration.

### Design Work

**Background:** Attractive and functional design was imperative for the usefulness and adoption of the Toolkit. The design team was tasked with creating an interactive PDF document. The table of contents would be the links to the content sections, all web addresses would be working hyperlinks, and the document needed to be accessible by people with disabilities.

The design team clarified the objectives and created the visual design, which was then applied to the content and resulted in a professional looking document.

### Content Creation, Gathering, and Editing

**Background:** The Toolkit was comprised of six sections. Each one required introductory material, setting all contributed content, and deciding which would “make the cut.”

The process required input from many individuals: content experts, advisors, editors, and the project manager. We were fortunate to have an outstanding UCLA library staff which spent countless hours to develop the Toolkit. The PlaneTree team also developed internal processes as to assignments, deadlines, final decisions, etc. Towards the end of the project, the team recommended a final checklist to ensure that the Toolkit was compatible with it's unwieldy pdf format. A project timeline extension allowed PlaneTree to reorganize the resources logically so that the plan and staff were better aligned with the consumer health field.

### Evaluation Planning

**Background:** The initial proposal included a plan for determining if the objectives were met and for evaluating the usefulness of the Toolkit for library staff. An evaluation expert was chosen, and multiple teleconferences were held with representatives from the California State Library and NLM/PSR. The plan was to launch the Toolkit in September with a webinar. Library staff would be given five months to see the Toolkit in the field, and then a survey would be deployed. The survey was launched on February 1, 2011 and concluded on February 23, 2011. The final push involved pulling together all content, editing, checking all links, and producing the Toolkit. The final push involved making sure that the Toolkit was compatible with its unwieldy pdf format.

### Final Production and Printing

The final push involved putting together all content, editing, checking all links, and producing printed copies. The final Toolkit was produced in September 2010 as a downloadable PDF file. Remaining funds were used for a limited run, and five copies of the Toolkit were provided on request to California libraries.

**PlaneTree Health Library**

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### Health Promotion @ Your Library

A needs assessment was developed by the California State Library and NHM/PSR. The survey was deployed in 2007 to 12 library staff, library users, and health professionals.

The findings provided the basis for a funding proposal to create a professional development resource for library staff, resulting in a proposal. The needs assessment was held in the inaugural year of the Consumer Health Program.

### Technology for Collaboration

Experience with technology tools for collaboration varied widely among all participants. Some tools were tried but abandoned early on for various reasons while others worked well. We avoided SharePoint, Google Docs, Moodle, and Wikis as potential collaborative tools. A number of people worked on the document, and a strict version control and backup system was implemented to insure document integrity.

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Candace Ford, MLIS, PlaneTree Health Library

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**A Story of Collaboration: Crafting a Resource from Concept to Completion**