

NNLM *All of Us* Program Center Funded Projects

NFPL Create Your Healthy Life

Project Lead Organization: Niagara Falls Public Library

Funding Year: 2021

Funding Amount: \$28,937



Project Summary

Niagara Falls Public Library (NFPL) aimed to provide their library community a private environment and supportive resources to access telehealth and personal health information. Telehealth booths were purchased and set up for Niagara Falls Public Library's community. The booths provide 2 personal sound-dampening nooks within a large open library space, one for a single user, and one with space for two people, e.g. for staff support, for family members or a significant other.

As library users have learned about the project through word of mouth, social media, library website, and press releases, they have shown much interest in reserving times to use booths to try out digital health literacy practices for appointments, to access patient portals, and to search reliable database and internet sites for personal health information.

Staff have participated in training in health information resources and telehealth practices as developed by NLM and our area medical services librarian and team. Our staff have noted an increased need for 1:1 support of individuals in navigating digital literacy and the need to increase awareness of trustworthy sources of health information. Increased staffing to supply such support is being addressed by library administration initiatives.

Health information resources have been promoted by physical displays, including the NNLM *All of Us* Precision Medicine Exhibit. They have been promoted through connections with partners, and more connections continue to be made as awareness grows in the community. Bookmarks at checkout and in curbside bags directly increased awareness. Social media has had a steady impact on patron knowledge of the program.

Community Partners

Cornell Cooperative Extension (CCE) of Niagara County

Niagara Community Action Program, Inc.

Populations of Focus

Race & Ethnicity

Geography

Access to Care

Sex Assigned at

Age

Birth

Annual Household Income

Sexual

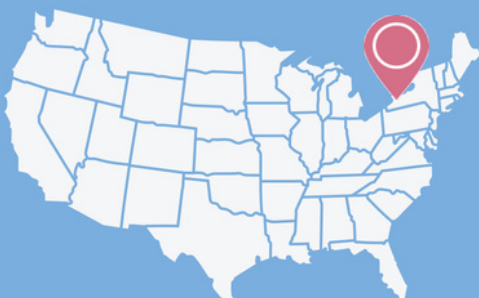
Disability

Orientation

Educational Attainment

Gender Identity

New York



Key Words

Digital Literacy

Telehealth

Programming

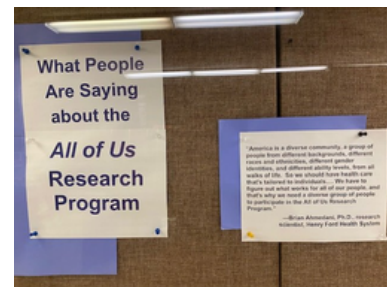
Project Highlights

- 5 tabling events at branch libraries increased awareness of health information and resources in the library, as well as potential for improved community health through the *All of Us* Research Program.
- 15 individuals used the privacy booths during select booth times during the project. Staff provided technology assistance and introduced *All of Us* to users.

Recommendations

The project lead recommends that the planners of a similar project should prioritize the following:

1. Identify the space. Measure it out, analyze traffic flow.
2. Do as much research as you can. Talk to people with similar projects, and go to places that have them in place. Reach out to the experts in your area. The library was fortunate to have a close working relationship with the Director and Health Services Librarian of the Western New York Library Resources Council (WNYLRC) who worked with similar projects, and gave us pertinent suggestions, do's and don'ts, detailed models of procedures, and contacts with others.
3. Educate staff, and ensure that staff have enough time to fully train in digital health literacy, and to explore and practice with the new resources.



Images of telehealth booths (above) and *All of Us* display (below)

Want to know more about this project?
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