



# Health Happens In Libraries





# Today's Presenters



**Kelli Ham**

Consumer Health and  
Technology Coordinator,  
National Network of  
Libraries of Medicine,  
Pacific Southwest  
Region



**Alan Carr**

Acting Associate  
Director, National  
Network of Libraries  
of Medicine, Pacific  
Southwest Region



**Milly C. Lugo-Rios**

Senior Librarian,  
Adult Services,  
Santa Ana Public  
Library

# Health Happens in Libraries: Health Information Resources for Library Staff

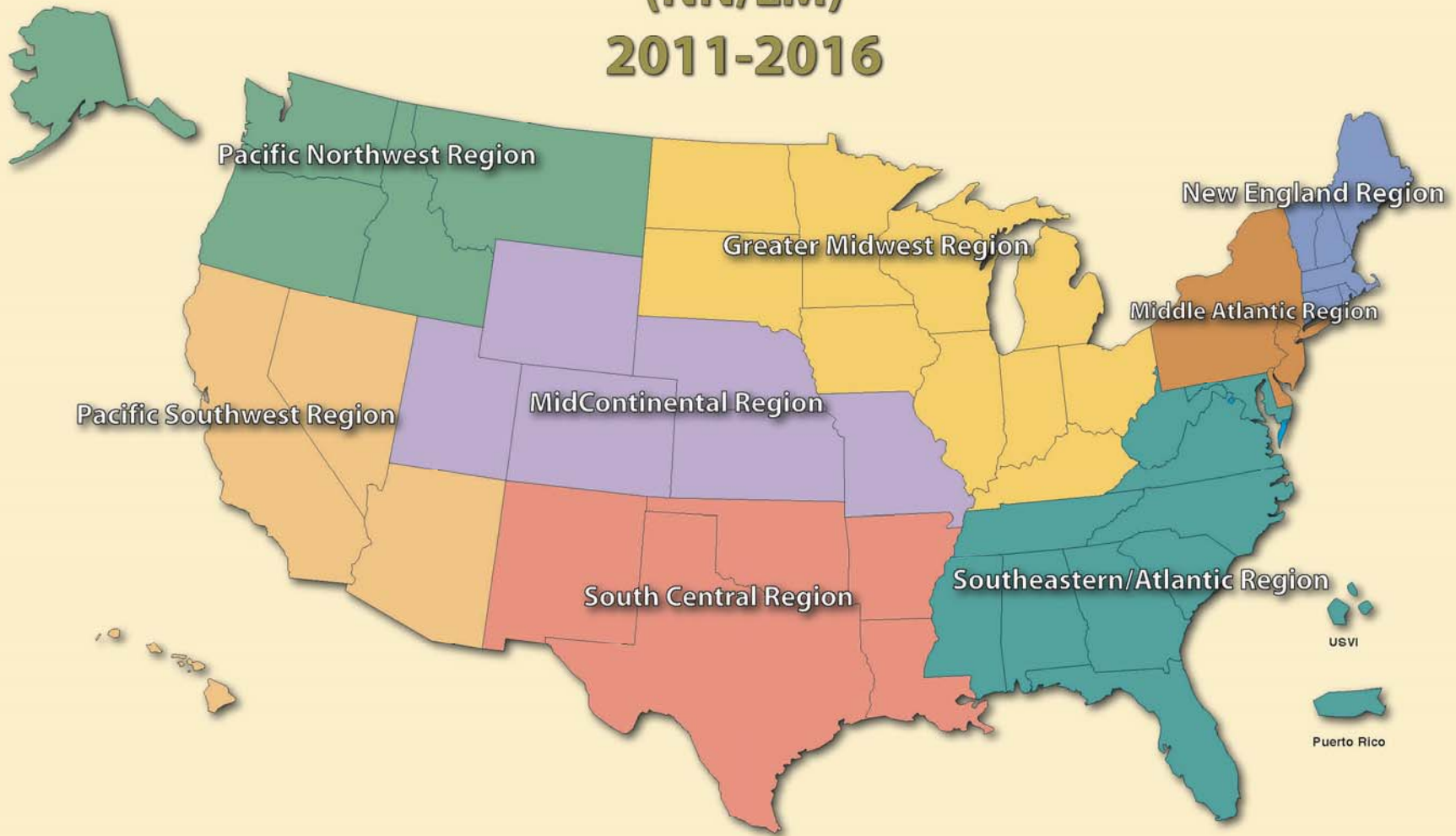


Alan Carr and Kelli Ham  
National Network of Libraries of Medicine

# National Network of Libraries of Medicine (NN/LM)

- Nationwide network of libraries and information centers that have health collections and provide health information services
- Funded and administered by the U.S. National Library of Medicine (NLM) with five-year contracts
- Eight regions, each with a designated Regional Medical Library (RML)
- Joining the Network is free
- Become a member by visiting [http://nnlm.gov/!](http://nnlm.gov/)

# The National Network of Libraries of Medicine (NN/LM) 2011-2016



1. Middle Atlantic Region: University of Pittsburgh
2. Southeastern/Atlantic Region: University of Maryland at Baltimore
3. Greater Midwest Region: University of Illinois at Chicago
4. MidContinental Region: University of Utah
5. South Central Region: Houston Academy of Medicine
6. Pacific Northwest Region: University of Washington
7. Pacific Southwest Region: University of California, Los Angeles
8. New England Region: University of Massachusetts

# NN/LM Mission

- Advance the progress of medicine and improve the public's health by:
  - Providing all U.S. health professionals with equal access to biomedical information; and
  - Improving the public's access to information to enable them to make informed decisions about their health.



# NN/LM Members

• Hospital libraries	2339
• Academic libraries	1439
• <b>Public libraries</b>	<b>1199</b>
• Other types	1200
Total (as of January 2014)	6177

# NN/LM Activities

- Classes, presentations, and webinars
- Outreach to health professionals
- Consumer health information services
- Exhibits and presentations at professional meetings
- Funding for health-related projects
- Educational materials
- Resource sharing and interlibrary loan



# NN/LM Communication Tools

- Email
- Phone
- Announcement list
- Web site, home page slideshow
- Newsletter blog
- NewsBits blog
- Facebook page
- Twitter feed



# NN/LM National Initiatives

- K-12 Outreach
- Promotion of MedlinePlus Connect
- Outreach to Community Colleges
- Promotion of ClinicalTrials.gov Results



**ClinicalTrials.gov**  
A service of the U.S. National Institutes of Health

List By Topic On a Map Search De

Rank	Status	Study
1	Completed Has Results	Multifocal Contact Lens Use Condition: F Interventions: (
2	Recruiting	GARM II: A Study on the Ge Conditions: Interventions:

# Useful NLM Resources

- PubMed ([pubmed.gov](http://pubmed.gov))
- MedlinePlus ([medlineplus.gov](http://medlineplus.gov))
- ClinicalTrials.gov ([clinicaltrials.gov](http://clinicaltrials.gov))
- Environmental Health resources
  - Household Products Database
  - Tox Town (interactive resource with five “scenes”)
  - ToxMystery (targets children ages 7 to 10)
  - Environmental Health Student Portal (middle school)

# MedlinePlus.gov

The screenshot shows the MedlinePlus.gov website. At the top, it features the MedlinePlus logo with the tagline "Trusted Health Information for You" and identifies it as a service of the U.S. National Library of Medicine and NIH National Institutes of Health. A search bar is prominently displayed. Below the search bar is a banner for "Fight those holiday pounds!" with a "Learn more" button. Navigation tabs for "Health Topics", "Drugs & Supplements", and "Videos & Cool Tools" are visible. The main content area includes a "MEDICAL DICTIONARY" widget, a "POPULAR SEARCHES" list (including terms like amlodipine, aspirin, diabetes, gabapentin, hypertension, lisinopril, metformin, metoprolol, pneumonia, prednisone, tramadol), an "About Your Health" section with tabs for General, Seniors, Men, Women, and Children, and a "Health News" section dated 17 JAN. Other widgets include "NIH Senior Health", "Stay Connected" (with an email sign-up form), and "BeTobaccoFree.gov". The footer contains various links like "MedlinePlus Connect for EHRs", "Mobile version", "Get email updates", "Subscribe to RSS", "Follow us on Twitter", and "U.S. National Library of Medicine" contact information.

- Reliable, authoritative
- Consumer-friendly
- No ads
- Updated daily
- Strict quality guidelines
- English and Spanish
- Links to information in >45 languages
- Multimedia, news, images, encyclopedia, tutorials and more...

# MedlinePlus by the Numbers (Dec 2013)

954 English  
941 Spanish

~1,000 drugs  
100 supplements

>1,400 links to  
ClinicalTrials.gov

~ 3,500 encyclopedia articles  
> 2,000 images

The screenshot shows the MedlinePlus website interface. At the top, it features the MedlinePlus logo and the text "A service of the U.S. National Library of Medicine NIH National Institutes of Health". Below the logo is a search bar and navigation links. The main content area includes a featured article titled "Foodborne illness is in the news." with a picture of a melon. Below this are navigation tabs for "Health Topics", "Drugs & Supplements", and "Videos & Cool Tools". There are also sections for "MEDICAL DICTIONARY", "POPULAR SEARCHES" (listing terms like anemia, aspirin, diabetes, etc.), "About Your Health" (with sub-sections for General, Seniors, Men, Women, Children), "Health News" (with a date of 14 OCT and a list of news items), "Stay Connected" (with an email subscription form), and "NIHSeniorHealth" and "Clinical Trials" sections. At the bottom, there are links for "Mobile version" and "Follow us on Twitter".

155 tutorials  
78 anatomy videos  
145 surgery videos

15-20 news  
stories daily

>45 languages  
380 topics  
>3,600 links

Mobile version

Follow us on Twitter

# NN/LM ACA Activities

- LibGuide, “Libraries and the Affordable Care Act,” <http://guides.nnlm.gov/psr/aca>
- 9/18 webinar presentation by UCLA health insurance expert Dylan Roby
- State-specific training sessions
  - Infopeople webinar “Get Covered at the Library: Affordable Care Act Resources for Libraries”
  - “Arizona Libraries and the Affordable Care Act” webinar sponsored by Arizona State Library
  - “Shedding Light on the ACA” presentation at the Nevada Library Association Conference



# Consumer Health Information



# What is Health Literacy?

“The degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health care decisions”

Ratzan, S., and R. Parker. (2000)  
and Healthy People 2010



# Easy to Understand?

## What should I do each day to stay healthy with diabetes?



Follow the healthy eating plan that you and your doctor or dietitian have worked out.



Be active a total of 30 minutes most days. Ask your doctor what activities are best for you.



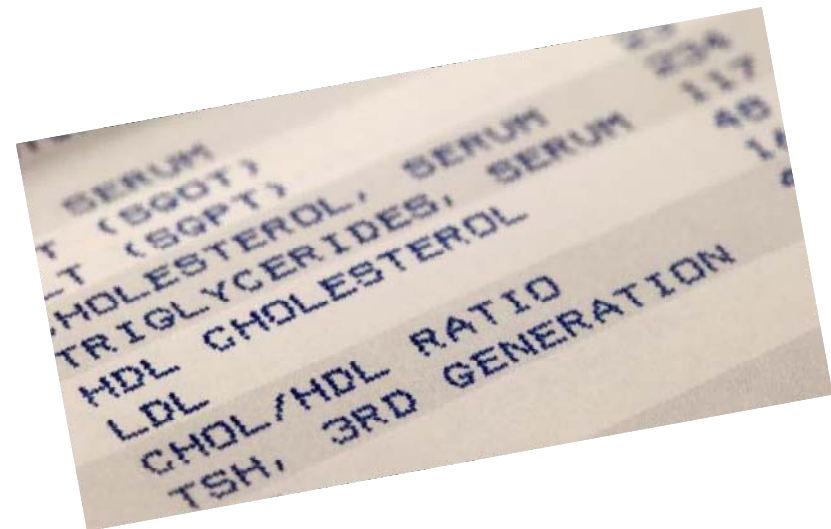
Take your medicines as directed.



Check your blood glucose every day. Each time you check your blood glucose, write the number in your record book.



Check your feet every day for cuts, blisters, sores, swelling, redness, or sore toenails.



# *Functional* Health Literacy

The ability to read, understand, and follow directions on prescription bottles and the other essential health related materials required to successfully function as a patient.

Following patient instructions and understanding insurance falls in this category.



# Health Information

Steve Kelley Editorial Cartoon



Used with the permission of Steve Kelley and Creators Syndicate. All rights reserved.

# Consumer Health and Public Libraries

- What are some components of consumer health information services?
- Why is it important for public libraries?
- What is the impact?



# Training Opportunities





# Consumer Health Resources

- Toolkit for public library staff
  - 2<sup>nd</sup> edition published July 2013
  - Core competencies
  - Vetted health resources
  - Health reference
  - Collection development
  - Programming
  - Focus on prevention and wellness
  - Spanish, multilingual and easy-to-read materials
  - Electronic version is interactive



[www.library.ca.gov/ids/docs/HealthToolkit.pdf](http://www.library.ca.gov/ids/docs/HealthToolkit.pdf)

# Support for Projects

- Funded project - MedlinePlus Video Tutorials
  - Santa Clara County Library applied for funding
  - Several YouTube videos, a few in Spanish
  - Geared for older adults
  - Appropriate for any first-time user



<https://www.youtube.com/user/sccigethealthy>

# Extending Our Reach



## eHealth Training

- 1 Project manager
- 6 Library Field Trainers
- 50 Training sessions

## Total Impact

- 50 Sessions
- 144 unique libraries/branches
- 34 counties
- **356** library staff trained



# The Affordable Care Act



# The ACA Challenge

- Time-critical need
- Unprecedented situation and scale
- Complicated topic; lots of misinformation
- Crucial information and resource infrastructure was nearly non-existent
- Navigators and enrollment counselors not ready
- Complications with the October 1<sup>st</sup> rollout

# NN/LM Actions

- Cross-regional discussions with other RML staff
- Combed healthcare.gov and cms.gov websites, then state sites
- Signed up for any email announcement lists
- Contacted State Libraries, Infopeople
- Participated in every available webinar/training
- Conversations with librarians in the trenches
- Created LibGuides and webpages
- Scheduled webinars and training

# Public Library's Needs

- Dramatic differences depending on state or locale
  - State-run exchange vs. federally-facilitated exchanges
  - Number of uninsured; socioeconomic levels
  - Political culture
- Major concerns
  - Demand on resources
  - Lack of expertise, knowledge
  - How to handle public expectations
  - Uncertainty about unknown issues



Response everywhere was overwhelmingly positive!

# New Emphasis on Health Information

- Health topics are complex
- Navigating the system can be difficult
- Many challenges for staff and patrons
- Perfect opportunity to meet the challenges!



# Best Practices

- Build core competencies in consumer health
  - Utilize the Consumer Health Toolkit and other guidelines
  - Encourage learning!

5-minute MedlinePlus tutorials

1-hour webinars – live and archives

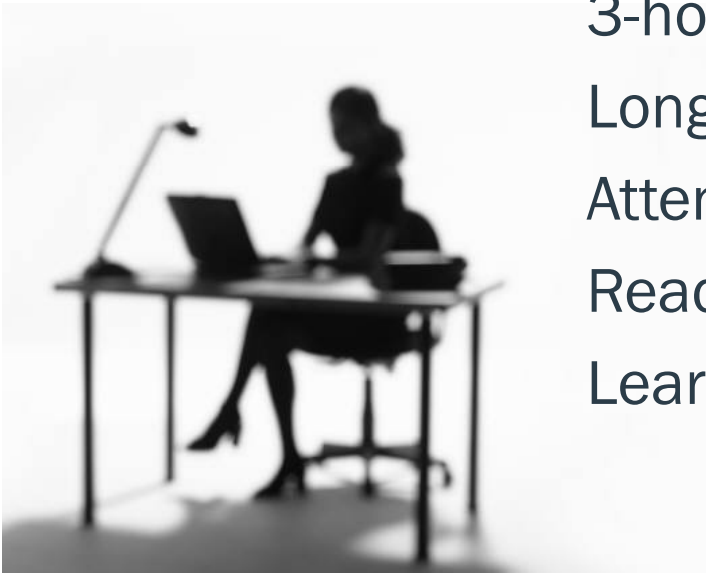
3-hour in-person classes

Longer online courses

Attend conference programs

Read relevant articles and books

Learn from colleagues



# Know Your Community

- In order to provide relevant, appropriate services, you must know the community you serve
  - Demographics and languages spoken
  - Special populations
  - Health status indicators



When the overall picture is clear, you can provide relevant programming, appropriate resources, staff training, and services that will improve the health literacy in your community.



# Build Health Literacy

- Lay foundation of health literacy in the library
  - Build competencies
  - Staff training
- Build community health literacy
  - Cultural competence
  - Appropriate resources
  - Targeted programming






# Resources, Training, and Partnerships

- Medical Library Association
  - CAPHIS – Consumer and Patient Health Information Section ([caphis.mlanet.org](http://caphis.mlanet.org))
  - CHIS Classes – Consumer Health Information Specialization ([mlanet.org/education/chc](http://mlanet.org/education/chc))
- State Library
  - Training opportunities
  - Support (e.g. funding for backfill, travel)
- NN/LM RMLs
  - Get connected –contact your region’s consumer health coordinator; consider joining the Network ([nnlm.gov](http://nnlm.gov))

# Stay Connected and Informed

- Methods for staying up-to-date
  - Investigate social media and other ways to stay connected for any resource or service
  - RML blogs, LibGuides, and other communication tools
  - Webjunction and other training organizations
  - State library email lists
  - CAPHIS website, email list
  - Share with colleagues
  - MedlinePlus email updates

 **Stay Connected**

Get the latest information on the health topics that matter to you most. Sign up for MedlinePlus email updates:

# Culture of Health, Wellness and Prevention



## Build a culture of health and wellness in the workplace

- Improve health literacy among staff
- Encourage training and competency building
- Strive for healthy work environment
- Implement wellness programs for staff
- Hold health programs for library users
- Be an example of wellness for the entire community

# NLM Health Resources for the Public

## Comprehensive Health and Wellness

- MedlinePlus ([medlineplus.gov](https://medlineplus.gov))

## Healthy Aging

- NIH Senior Health ([nihseniorhealth.gov](https://nihseniorhealth.gov))

## Genetics and Hereditary Conditions

- Genetics Home Reference ([ghr.nlm.nih.gov](https://ghr.nlm.nih.gov))

## Current Research Trials and Results

- [ClinicalTrials.gov](https://clinicaltrials.gov)

## Clinical effectiveness - 'what works' in medicine

- PubMed Health ([ncbi.nlm.nih.gov/pubmedhealth](https://ncbi.nlm.nih.gov/pubmedhealth))

# Resources for K-12

## K-12 and Environmental Health Resources

- Tox Town (includes a curriculum for after-school science clubs) ([toxtown.nlm.nih.gov](http://toxtown.nlm.nih.gov))
- ToxMystery (game for children ages 7 to 10) ([toxmystery.nlm.nih.gov](http://toxmystery.nlm.nih.gov))
- Environmental Health Student Portal (middle school) ([kidsenvirohealth.nlm.nih.gov](http://kidsenvirohealth.nlm.nih.gov))
- Household Products Database ([hpd.nlm.nih.gov](http://hpd.nlm.nih.gov))

See more at [sis.nlm.nih.gov/outreach/k12.html](http://sis.nlm.nih.gov/outreach/k12.html)

# The ACA: Best Practices Going Forward

- Be informed about the situation in your state
- Stay connected with your state library and RML
- Know where to find upcoming deadlines and facts
- Engage with community partners
- Hold updated programming for your specific user groups
- Stay tuned to WebJunction's Health Happens in Libraries
- Remember the basics:
  - Insure patron privacy
  - Remain neutral
  - Provide information, not advice

# Health Insurance on MedlinePlus.gov

Health Topic pages related to the ACA:

- Health Insurance
- Financial Assistance
- Managed Care
- Medicare
- Medicaid

The screenshot shows the MedlinePlus website interface. At the top, it reads "Un servicio de la Biblioteca Nacional de Medicina de EE.UU. NIH Institutos Nacionales de la Salud". Below this is a search bar and navigation links. The main content area is titled "Seguro de salud" (Health Insurance) and includes a sub-header "Otros nombres: Aseguración, Seguro médico". The page contains text in Spanish explaining health insurance, a search bar, and a photo of healthcare professionals. A "Related Topics" sidebar on the right lists "Financial Assistance", "Managed Care", "Medicaid", "Medicare", and "Health System".

# Health Insurance Health Topic Page



A service of the U.S. National Library of Medicine  
NIH National Institutes of Health

[Home](#) [About MedlinePlus](#) [Site Map](#) [FAQs](#) [Contact Us](#)

Search MedlinePlus

GO

Health Topics

Drugs & Supplements

Videos & Cool Tools

ESPAÑOL

## Refine by Type

All Results (3,085)

- Health Topics (74)
- External Health Links (2,683)
- Drugs and Supplements (2)
- Medical Encyclopedia (26)
- Videos and Tutorials (46)
- News (53)
- MedlinePlus Magazine (14)
- Other Resources (182)
- Multiple Languages (5)

## Refine by Keyword

All Results (3,085)

remix

- Affordable Care Act (42)
- Assistance Program (24)
- Children's Health Insurance Program

## Health Insurance

[Search Help](#)

Health insurance helps protect you from high medical care costs. It is a contract between you and your insurance company. You buy a plan or policy, and the company agrees to pay part of your expenses when you need medical care.

Many people in the United States get a health insurance policy through their employers. In most cases, the employer helps pay for that insurance. Insurance through employers is often with a [managed care](#) plan. These plans contract with health care providers and medical facilities to provide care for members at reduced costs. You can also purchase health insurance on your own.



[\(Read more\)](#)

Results 1 - 10 of 3,084 for health insurance

[Health Insurance](#) (National Library of Medicine)

Health insurance helps protect you from high medical care costs. It is a contract between you and your ... Many people in the United States get a health insurance policy through their employers. In most cases, the ...

[www.nlm.nih.gov/medlineplus/healthinsurance.html](http://www.nlm.nih.gov/medlineplus/healthinsurance.html) - Health Topics



# Search Tips



A service of the U.S. National Library of Medicine  
NIH National Institutes of Health

[Home](#) [About MedlinePlus](#) [Site Map](#) [FAQs](#) [Contact Us](#)

Search MedlinePlus

Health Topics

Drugs & Supplements

Videos & Cool Tools

ESPAÑOL

## Refine by Type

All Results (231)

- Health Topics
- External Health Links (197)
- Drugs and Supplements
- Medical Encyclopedia
- Videos and Tutorials (2)
- News
- MedlinePlus Magazine
- Other Resources (32)
- Multiple Languages

## Refine by Keyword

All Results (231) remix

- Affordable Care Act (64)
- Gains in Optometrist Access (28)
- Children (16)
- Patients and Providers (13)

Results 1 - 10 of 231 for aca

[Search Help](#)

- [American Chiropractic Association](#) (American Chiropractic Association)  
... welcome screen Find A Doctor Member Login Welcome ACA Members Login to your account and access all ... and insurance-related issues affecting their practices. Join ACA The American Chiropractic Association (ACA) is the largest ...  
[www.acatoday.org](http://www.acatoday.org) - Other Resources
- [Henry J. Kaiser Family Foundation](#) (Henry J. Kaiser Family Foundation)  
... the U.S. Role in Global Health View Survey aca faq of the day What is a student ... the focus on first year metrics in the ACA debate. View All Perspectives the latest State Medicaid ...  
[www.kff.org](http://www.kff.org) - Other Resources
- [Medicaid: A Primer - Key Information on the Nation's Health Coverage Program for Low-Income People](#) (Henry J. Kaiser Family Foundation) - PDF  
... increased their enrollment and retention. How will the ACA affect who is covered? The ACA opens Medicaid to millions of uninsured adults. The ... continue to face restrictions from Medicaid under the ACA. Lawfully present immigrants will continue to face the ...  
[kaiserfamilyfoundation.files.wordpress.com/.../7334-05.pdf](http://kaiserfamilyfoundation.files.wordpress.com/.../7334-05.pdf) - External Health Links
- [Mental Health Parity and Addiction Equity](#) (Substance Abuse and Mental Health Services Administration)  
... parity with coverage for medical/surgical health conditions. ACA Extension of Parity Requirements The Affordable Care Act (ACA) significantly extends the reach of MHPAEA's requirements. Starting ...  
[beta.samhsa.gov/health-reform/parity](http://beta.samhsa.gov/health-reform/parity) - External Health Links
- [Women's Health and Cancer Rights Act](#) (American Cancer Society)  
... the 2010 passage of the Affordable Care Act (ACA) affect WHCRA? No. The WHCRA was not changed by the ACA and there are no provisions or regulations that ...

# Search Refined and Expanded

The screenshot displays the MedlinePlus website interface. At the top left is the MedlinePlus logo with the tagline "Trusted Health Information". To the right, it states "A service of the U.S. National Library of Medicine NIH National Institutes of Health". A search bar contains the text "aca" and is highlighted with a red circle. A "GO" button is to the right of the search bar. Below the search bar, there are navigation links for "Home", "About MedlinePlus", and "Site Map". A green button labeled "Health Topics" is visible. On the left side, there are two filter panels. The first panel, "Refine by Type", lists categories like "Health Topics", "External Health Links", "Drugs and Supplements", "Medical Encyclopedia", "Videos and Tutorials", "News", "MedlinePlus Magazine", "Other Resources", and "Multiple Languages". The second panel, "Refine by Keyword", lists various topics such as "Affordable Care Act", "Medicaid", "Private | United States", "Cervical cancer screening", "Find Health Care", "Other Topics", "Gains in Optometrist Access", "Vision", "Eye", "Other Topics", "Children", "Affordable Care Act", "Other Topics", "Patients and Providers", "Infections", "Other Topics", "Newsroom | View Older Posts", "HIV | AIDS", "Chiropractic", "Asian | Pacific Islanders", and "Heart". A red circle highlights the "Refine by Keyword" panel. On the right side, there is a green button labeled "Videos & Cool Tools" and an orange button labeled "ESPAÑOL". A "Search Help" link is also present. The main content area shows search results for "aca", including links to "Association (American Chiropractic Association)", "Foundation (Henry J. Kaiser Family Foundation)", "Information on the Nation's Health Coverage Program", "Addiction Equity", and "Cancer Rights Act".

# Parting Thoughts

- Communicate with your RML
  - Eyes and ears on the ground
  - Help us know how to help you
- Use teachable moments with patrons
  - Help them evaluate health information
  - Introduce [MedlinePlus.gov](http://MedlinePlus.gov) whenever appropriate
- Become invested in improving health literacy
  - Make your community and your library a healthier place



# Health Happens in Libraries: Health Information Resources for Library Staff



Milly C. Lugo-Rios, Senior Librarian, Adult Services  
Santa Ana Public Library [mlugo@santa-ana.org](mailto:mlugo@santa-ana.org)

# Health Happens at the Santa Ana Public Library

## Challenges:

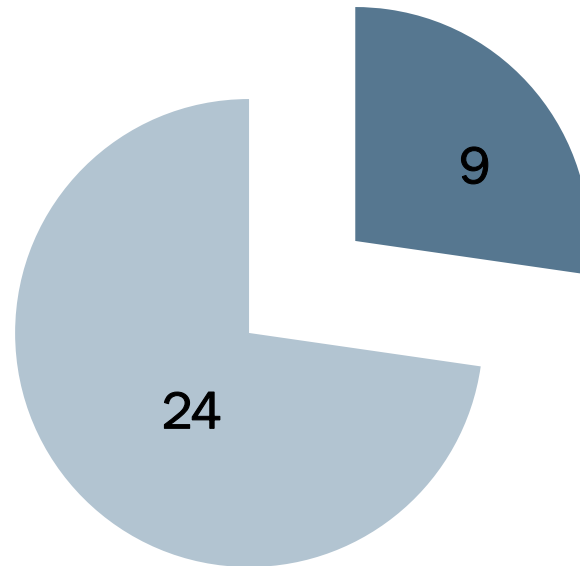
### **Demographics** (City of Santa Ana vs Orange County)

- 78% Hispanic vs 34%
- 83% speak a language other than English vs 45%
- 52% high school graduates or higher vs 83%
- \$54k median household income vs \$75k
- 11,000 persons per square mile vs 3,808

# Public Library Challenges

## Staffing of Reference Desk for Fiscal Year 2013-14

■ Librarians (FT)   ■ Non-librarians (PT)



# Conquering Challenges Through...

- **Collection**
- **Programming**
- **Staff training**

**Top 100 List: Health Websites You Can Trust** (Updated September 2013)

<http://caphis.mlanet.org/consumer/index.html>

**Medline Plus: Trusted Health Information** (National Institutes of Health Web site created by the National Library of Medicine)

<http://www.nlm.nih.gov/medlineplus/healthtopics.html>

**Consumer Health Toolkit for library staff** (2<sup>nd</sup> edition)

<http://www.library.ca.gov/lids/docs/healthtoolkit.pdf>



# ACA at the Santa Ana Public Library



JULY 23, 2013

# Preparing for the ACA

- **Staff**

WebJunction Training

Staff Newsletters

Staff Meeting with Certified Educator



VOLUME 1 | ISSUE 1

## ACA Information for SAPL Staff

August 5, 2013

### Affordable Care Act (ACA)

**What is the purpose of ACA?**  
To help uninsured legal residents in California gain access to quality, affordable healthcare.

**Who offers the insurance?**  
A group of private insurance companies, identified as the marketplace, will compete for your health care dollars. In California, the insurance marketplace is operated by Covered California. Covered California will offer private health plans of good value that cannot be canceled or denied for a pre-existing condition or illness.

**How do patients access Covered California?**  
By going to: [www.ca.gov/800020](http://www.ca.gov/800020) or calling 888-975-1142

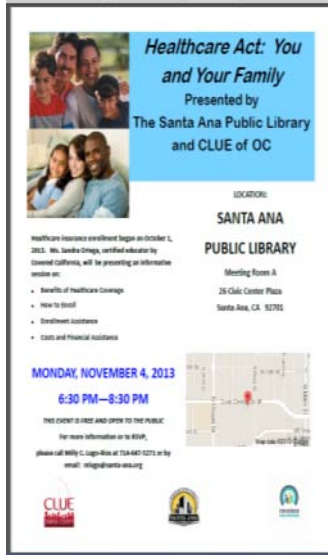
**How much will it cost to purchase health insurance through Covered California?**  
The cost of health insurance depends on how much coverage patients choose to purchase and whether they qualify for financial assistance like **tax credits**. Tax credits will also be available to small businesses with more than 25 full-time equivalent employees to help offset the cost of providing coverage. Covered California is the only place where patients can use tax credits to make insurance more affordable. Only Californians who have lower incomes will also benefit from lower costs if that is the option they choose.

**Useful Websites:**  
Healthcare: [www.healthcare.gov](http://www.healthcare.gov) (HHS) or [www.California.gov](http://www.California.gov) (CA)  
Covered California: [www.ca.gov/800020](http://www.ca.gov/800020)  
Calculating cost of insurance: [www.coveredca.com](http://www.coveredca.com)  
[publicinfo.sapl.com](http://publicinfo.sapl.com)

# ACA Action List

## Community

- Attend Town Hall meetings
- Educational presentations
- Partnership with Covered Orange County Collaborative
- Enrollment assistance with Certified Enrollment officers



**Healthcare Act: You and Your Family**  
Presented by  
The Santa Ana Public Library  
and CLUE of OC

LOCATION:  
**SANTA ANA  
PUBLIC LIBRARY**  
Meeting Room A  
25 Civic Center Plaza  
Santa Ana, CA 92701

Healthcare insurance enrollment began on October 1, 2013. Ms. Sandra Gray, certified educator by Covered California, will be presenting an informative session on:

- Benefits of Healthcare Coverage
- How to Enroll
- Enrollment Assistance
- Costs and Financial Assistance

**MONDAY, NOVEMBER 4, 2013**  
**6:30 PM—8:30 PM**

THIS EVENT IS FREE AND OPEN TO THE PUBLIC.  
For more information or to RSVP,  
please call Mily C. Lopez-Rios at 714-847-5273 or by  
email: [mlg@sa-pl.org](mailto:mlg@sa-pl.org)

CLUE of OC logo, Santa Ana Public Library logo, and Covered California logo.



**Get Covered**

**Enroll in Covered California™  
At the Santa Ana Public Library**

Visit the Santa Ana Public Library where certified enrollment counselors will be available to explain your health coverage options through Covered California and help you select the best plan for your medical needs and budget. You can also find out if you qualify for low-cost or no-cost coverage through [medicaid.ca](http://medicaid.ca).

**So get enrolled, and get covered!**

Here is what you will need to bring:

- Current coverage of all family members on the application (for return 10-2, health plan, etc.)
- Legal resident card or Certificate of Naturalized Citizenship (if applicable—the numbers on the card are required in the application)
- Copy of U.S. citizenship and residency address
- Copy of SSN and DGB for each family member in the household

**WHERE:** Santa Ana Public Library  
25 Civic Center Plaza  
Santa Ana, CA 92701

**WHEN:** Tuesdays, January 7, 14, 21, 28: 10am - 7pm  
Saturdays, January 4, 11, 18, 25: 10am - 3pm

**WHO:** Bilingual Certified Enrollment Counselors  
Call 714-847-5267 for more info.

COVERED CALIFORNIA logo.

# Ongoing Information

- Library Web Pages

The screenshot shows the City of Santa Ana website with a navigation bar at the top. The main content area is titled "Affordable Care Act" and features a large "COVERED CALIFORNIA" logo. Below the logo, it says "Enroll in Covered California™ At the Santa Ana Public Library". There are sections for "IMPORTANT DATES" listing enrollment periods from October 2013 to March 2014, and a "Department Home" section with various links. A "DOWNLOAD" button is also visible for a Spanish-language enrollment alert.

The screenshot shows the Miami-Dade Public Library System website. The header includes the library's name and a navigation menu. The main content area is titled "Easy Guide to the Affordable Care Act" and features a "COVERED CALIFORNIA" logo. It includes a "Download" button for a Spanish-language enrollment alert and a "HealthCare.gov" link. The page also mentions that enrollment begins on October 1, 2013, and closes on March 31, 2014.

The screenshot shows the Los Angeles Public Library website's "Health Matters" page. The page has a navigation bar and a sidebar with various service links. The main content area is titled "Health Matters" and features a "COVERED CALIFORNIA" logo. It includes a "Welcome" message and a "Health Matters" section with a "Favorite Links" section at the bottom.

The screenshot shows the Kansas City Public Library website's "Affordable Care Act: Information & Guidance" page. The page has a navigation bar and a sidebar with various service links. The main content area is titled "Affordable Care Act: Information & Guidance" and features a "Tutorial" section with a "Favorite Links" section at the bottom.



# Q & A



**Health Happens  
In Libraries**