

# HOPE Directory

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## Finding Organization

The purpose of the HOPE Directory is to provide access to quality and reliable local resources. The first step to inputting information about these resources is to identify potential organizations to investigate and find their contact information. There are many informal methods to gathering lists of local organizations. For example, local health fairs provide a space for organizations to exhibit and talk with community members. This is an excellent starting place for finding organizations. Other methods include contacting county public health departments, asking other organizations for recommendations, using search engines, or contacting hospitals or social workers in a particular area. Creativity is essential for the process, as well as a willingness to explore and ask questions.

## Collecting Information

When an organization is identified as a potential contact, add their information to the “directory\_Potential\_Organization\_List” Excel spreadsheet. This file is located on the network drive: Library/General/HOPE Directory/02\_Collect.

The following fields are included in this spreadsheet. Not every field is required; however, some method of contacting the organization is needed.

- ORGANIZATION\_NAME
- ORGANIZATION\_URL
- ORGANIZATION\_PHONE
- ORGANIZATION\_EMAIL
- ORGANIZATION\_COUNTY
- ORGANIZATION\_CONTACT\_NAME
- ORGANIZATION\_CONTACT\_EMAIL
- ORGANIZATION\_CONTACT\_PHONE
- ORGANIZATION\_CONTACT\_TITLE
- SOURCE

ORGANIZATION_NAME	ORGANIZATION_URL	ORGANIZATION_PHONE	ORGANIZATION_EMAIL	ORGANIZATION_COUNTY
Texas A&M AgriLife Extension		817-884-1294		Tarrant
Trinity Metro		817-215-8600		Tarrant
Hearing Loss Association of America (HLAA) - Fort Worth Chapter		817-709-8440	<a href="mailto:info@hearinglossfortworth.org">info@hearinglossfortworth.org</a>	Tarrant

# HOPE Directory

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## Contacting Organizations

### Initial Email

After a potential organization is identified, the next step is to send an email describing the HOPE Directory and requesting more information. The following is an email template that can be modified based on what is known about the potential organization:

Hello [name here if applicable],

I am a librarian at the University of North Texas Health Science Center. Our team would like to include your organization's events and services in a free database highlighting health resources within the local community called the HOPE Directory (short for Health Organizations, Programs, and Events). Learn more about the project by watching this video – [HOPE Directory Video](#). We would love to promote your organization's programs and events. Could you assist by:

### Sharing Information

If possible, would your organization use the attached forms to send updated information?

### Checking Your Organization's Information

- [organization name/hyperlink] - HOPE organization page
- Currently there are no programs or events listed (or) [program name/hyperlink]

### About the Directory

This project is an initiative of the [UNT Health Science Center Library](#) to improve public health by eliminating barriers to health resources and information. This directory was developed as a part of our role as a resource library for the [National Network of Libraries of Medicine](#).

The more information we can collect, the better we can serve the community together! Please reply to this email [[hope@unthsc.edu](mailto:hope@unthsc.edu)] if you would like more information about the project or if you would like promotional cards to give to your clients. We look forward to hearing about your organization and the many services you provide.

Sincerely,

Lorraine Sheldon, MSIS

Community Engagement Librarian  
Gibson D. Lewis Health Science Library  
University of North Texas Health Science Center  
955 Montgomery St. | LIB 222-B | Fort Worth, Texas 76107

# HOPE Directory

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(817) 735-5125

The “Check Your Organization’s Information” section of the email is used when organizations are already listed in the directory. If the organization is not currently listed in the directory, this portion of the template email can be removed.

## Follow-Up

A phone call should be made the following week if there has been no response from the organization after the initial email. The following is a sample introduction for the call:

Good afternoon, my name is [name here] and I work at the library for the University of North Texas Health Science Center. I’m calling to follow up on an email that we sent to your organization last week about a directory we are putting together of local health programs and services. If you have a few minutes, I want to confirm that our email went to the right person and explain the program in more detail if you would like.

If no one at the organization answers, leave the same introduction message as a voice mail with the following addition.

My number is 817-735-5125, again that is 817-735-5125. You can also reach me at [hope@unthsc.edu](mailto:hope@unthsc.edu). Thank you for your time and I hope you have a wonderful day.

Then send a second follow-up email.

Hello [name here if applicable],

I am following up on an email I sent last week about the [HOPE Directory](#). The project is a free health services directory for the community put together by the UNTHSC library. Our team would love to include your organization.

Please let me know if you are interested and we can send the necessary forms.

Sincerely,

Lorraine Sheldon, MSIS

Community Engagement Librarian  
Gibson D. Lewis Health Science Library  
University of North Texas Health Science Center  
955 Montgomery St. | LIB 222-B | Fort Worth, Texas 76107  
(817) 735-5125

If a conversation over the phone does take place, some of the following points can be included:

- What the directory is and why it was created
- Describing the benefits to the organization

# HOPE Directory

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- Offering to visit the organization to learn more about what they do
- Offering to send HOPE Directory materials for community members

## Gathering Information

An organization can submit its information via a pdf form or an online web form. This may depend on the organization's preference or what is available on the HOPE Directory website.

### PDF

Place all pdf forms in the "new" folder located on the network drive: Library/General/HOPE Directory/02\_Collect/PDF Form

### Electronic Web Form

Organizations can also input information directly into the HOPE Directory web form. The cataloger will verify and make changes based on the HOPE Directory input rules.

## Enter & Review Information

The cataloger will check for new forms and input the information directly into the HOPE Directory website. See the document "HopeProjectInputRules.xlsx" for descriptions of input rules and instructions. This file is located on the network drive: Library/General/HOPE Directory/01\_Creation/Metadata Scheme

## How to Login

Login to the HOPE Directory input page using the following instructions

- 1) Visit <https://hope.hsc.unt.edu/user>
- 2) Type in username and password
- 3) Enter the required CAPTCHA answer

[Home](#) » [User account](#)

### User account

[Log in](#) [Logon Help](#)

Username \*

Enter your UNT EUID

Password \*

Enter your password

CAPTCHA

*This question is for testing whether or not you are a human visitor and to prevent automated spam submissions.*

Math question \*

10 + 4 =

Solve this simple math problem and enter the result. E.g. for 1+3, enter 4.

[Log in](#)

# HOPE Directory

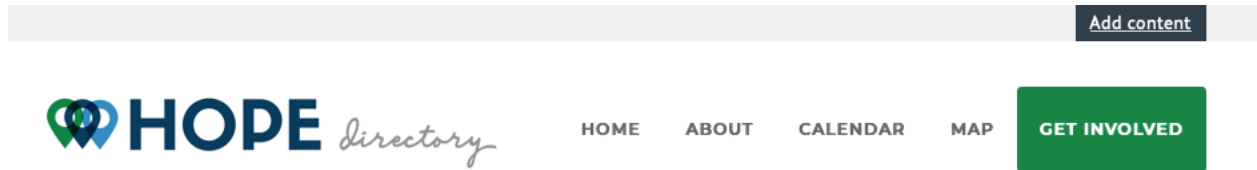
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## How to Add Content

After logging into the HOPE Directory website, use the following steps to add content:

- 1) Select “Add content” at the top right corner of the webpage



- 2) Select the type of content to edit

[Home](#) » Add content

## Add content

[Event](#)

[Organization](#)

[Program](#)

- 3) Follow sets outlined in the edit form, following the rules described in the Input Rules

# HOPE Directory

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[Home](#) » [Add content](#) » Create Organization

## Create Organization

Title \*

Content Type \*

Organization

Will automatically default to correct type for filtering/sorting purposes, please do not edit.

Organization Logo

[Browse](#)

Upload an image for the organization. The image should be sized 256X256. The image name will be the first three words of the organization separated by dashes "-". Be descriptive when entering alt text for the image; for title enter the name of the organization. Accepted file types: png, jpg, or gif.

» [About the Organization](#)

» [Hours](#)

» [Location](#)

» [Organization Details](#)

» [Contact Person](#)

Save

Preview

## Publish

Editor roles are set in Drupal to create and save organization, event, and program content nodes in an unpublished state. When content is ready to publish, the administrator signs in to Drupal and navigates to the admin content section. Prior to publishing, various elements are reviewed and added depending on content type.

- All organization, event, and program content items marked as “not published” are accessed one at a time and quickly scanned to ensure there are no content elements missing and address information is mapping correctly. The “Published” option is then selected under “Publishing options” to make the content items live.
- Program and event content items are checked to ensure an event logo/image is attached so that details will display properly on the “Upcoming” section of the directory homepage. Correct image sizing and inclusion of alt text and title text are also reviewed for accuracy.
- Event content items are set to unpublish from the HOPE Directory on the date of the event. For example, if an event occurs on August 3 it will be set to unpublish at 11:59PM on August 3 under “Scheduling Options”. This functionality is part of the Drupal Scheduler module.
- After all content has been checked and published, the admin follows up with the content editor(s) and requests they perform a quick review of the published content to ensure all items are live and displaying correctly.

## Edits

# HOPE Directory

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Edit already published materials by going to the organization, event or program page. When the cataloger is logged in to the HOPE Directory an edit tab will be available on the page. Select edit and make changes. Be sure to select “Save” after changes have been made.

[Home](#) » [Organizations](#) » [Pediatric Mobile Clinic - UNT Health Science Center](#) » [Edit Organization](#) Pediatric Mobile Clinic - UNT Health Science Center

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## Edit Organization Pediatric Mobile Clinic - UNT Health Science Center

[View](#) [Edit](#)

Title \*

Content Type \*

Organization

Will automatically default to correct type for filtering/sorting purposes, please do not edit.

Organization Logo

[Browse](#)

Upload an image for the organization. The image should be sized 256X256. The image name will be the first three words of the organization separated by dashes '-'. Be descriptive when entering alt text for the image; for title enter the name of the organization. Accepted file types: png, jpg, or gif.

[About the Organization](#)

[Hours](#)

[Location](#)

[Organization Details](#)

[Contact Person](#)

[Save](#) [Preview](#)

## Maintenance

Regular communications with organizations in the directory are managed by the email service such as MailChimp, Qualtrics or Dryfta. Quarterly emails will be sent to all email addresses listed in the directory to check for bounce backs, send updates/news, and remind organizations to verify that all their information is correct.

## Archiving Information

This information is forth coming.

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