TBISERV

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Federal TBI Program's TBI TAC
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Section 1: Background

In this section, you'll find information about its subscribers, a description of primary features provided by the TBI Technical Assistance Center, and a review of the listserv's mode of operation.

Who are the Subscribers

TBISERV is a listserv primarily for the grantees of the Health Resources and Services Administration's Maternal and Child Health Bureau Federal Traumatic Brain Injury Programs. The Technical Assistance Center staff, associated Federal Agency staff, and other key stakeholders are also subscribers.

As of 7/15/2007, there were 1,018 TBISERV subscribers. Below is the approximate percentage by group:

28% State Agency Personnel
16% Protection and Advocacy (P&A) System Personnel
15% Brain Injury Association Personnel and Non-BIA Advocates
12% Providers
8% Researchers (including NIDRR Grant Personnel)
5% Individuals, Family Members, TBI TAC Steering Committee Members
4% TBI Statewide Advisory Board Members
3% CDC Grant Personnel
3% Federal Agency Staff
3% Non-NASHIA National Organization Staff
2% NASHIA Staff
1% Others

Regular Features

Most postings are part of the (usually weekly) series featured on the listserv. Currently there are five: Idea Spotlights, Grant Alerts, Resource Alerts, Federal Agency Watch, and State Watch.

Each of these Features is scheduled to be posted on a specific day:
- Idea Spotlights (Mondays);
- Grant Alerts (Tuesdays);
- Resource Alerts (Wednesdays);
- Federal Agency Watch and State Watch (Quarterly on a Friday);

Idea Spotlights highlight examples of successful TBI systems improvement strategies. Real-life collaborative efforts are described to illustrate methods of utilizing and sharing knowledge and experience.

Grant Alerts announce funding opportunities suitable for augmenting the Federal TBI Grant Programs. A number of sources are scrutinized, including both public (i.e., Federal and State)

and private sectors. Programs considered to be compatible with the Federal TBI Program are selected and then summarized.

Resource Alerts describe TBI-related products and resources. Items created by Federal TBI Program Grantees are considered to be products, while resources are items disseminated by other organizations, agencies, and companies. All resources and products in the Alerts are available through the TBI Collaboration Space (TBICS).

Federal Agency Watch is a synthesis of Federal agency news and activities related to traumatic brain injury. State Watch is designed to inform subscribers of State legislative, regulatory, and legal issues affecting services and programs for individuals with brain injury and their families. Both Quarterly Features are also available at NASHIA's website, <http://www.nashia.org/>.

These Regular Features are introduced in the posting's subject line by a standardized name, to help you quickly determine its relevance to you. They are identified by their names noted in the above list. Because it's recognized that your time is valuable, an effort is made to limit the number of postings to 1 or 2 a day. You're encouraged to use the subject line to determine which postings you choose to read and when to read them.

Other Features

Two other Features are posted as they arise: FYI ["For Your Information"], and Subscriber Questions and Responses.

FYI consists of news announcements (for example, grant award notices, calls for comment), events (conference calls, webcasts, public meetings, radio/television shows), and other pertinent time-sensitive information. The subject line for this feature begins with "FYI."

When a query from one of your fellow subscribers is asked, the subject line begins with a question mark ("?"). A recent example from the listserv is this subject line, "? Managing Waitlists for Waiver Services". The Moderator may add notes for clarification, or to provide information about related products and resources. After about a week, all responses to a specific question are gathered and posted; it's subject line begins with the number of responses in regard to a question – "5 RE: ? Managing Waitlists for Waiver Services" shows that there were five responses to this question. If further responses are sent, then after about a week these are posted: the subject line begins with "Total of" followed by the number of responses, then by "RE: ?" with the subject line from the original query.

If you would like to post a message to the listserv, send an email to <TBISERV@list.nih.gov>. Please be as specific as possible about what you are looking for.

A final item, while not a Feature, is part of every posting on TBISERV. This is the "signature," or tag-line, at the bottom of a posting. It provides information about how to change your listserv password or your subscription settings, how to leave the listserv, how to post a message, and how to search the TBISERV archives. Here is a copy of that signature:

“TBISERV is the listserv for the Federal TBI Program.

TBISERV is moderated by the Federal TBI Program’s Technical Assistance Center.

To post to the list send a message to <TBISERV@list.nih.gov>.

To join, leave, or change your subscription settings, go to:
<https://list.nih.gov/cgi-bin/wa?SUBED1=tbiserv&A=1>.

To create or change your TBISERV NIH Listserv Web Interface password, go to:
<https://list.nih.gov/cgi-bin/wa?GETPW1>.

To search the TBISERV archives, go to: <https://list.nih.gov/archives/tbiserv.html>."

The Moderator’s Role

Duties performed by the Moderator include the following:
- adding subscribers;
- monitoring emails sent to the listserv;
- researching and posting queries;
- summarizing and posting responses to queries;
- preventing spam and other inappropriate items from being posted;
- re-directing misdirected emails;
- preventing duplicate posts.

All messages sent to TBISERV are received initially by the Moderator. These messages are then reviewed, to determine if they are in accord with the listserv’s purpose -- to enable subscribers to interact with their counterparts about implementing TBI project activities and incorporating TBI systems and services into the broader State service systems.

In collaboration with the Director of Knowledge Exchange, the Moderator selects items requested to be posted (queries, events, products, resources, etc.). Examples of types of information not appropriate for the listserv are:
- items relating to primary prevention;
- items focusing only on advocacy; and
- items not directly involving issues concerning TBI or disabilities.

To see good examples of earlier postings on TBISERV, you can either browse by month, or you can search the archives. Both of these options are accessible from the Main List Archive Screen, “Archives of TBISERV@LIST.NIH.GOV,” at <https://list.nih.gov/archives/tbiserv.html>. Both Searching and Browsing options are described in more detail in Sections 2 and 3.

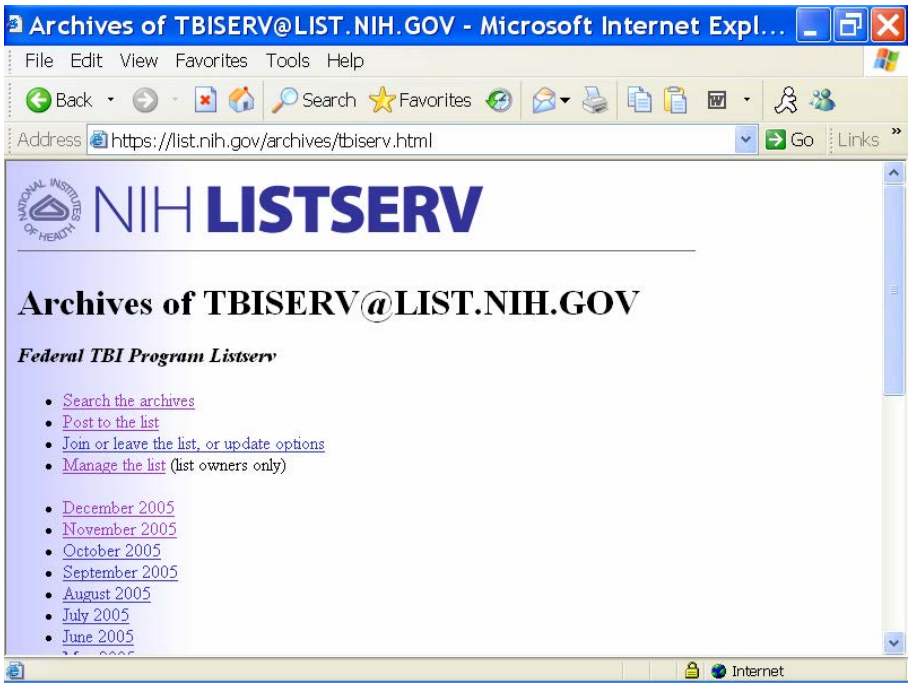
Logging into the Listserv

When you first request to be subscribed to TBISERV, the Moderator receives your email. If you are currently associated with the Federal TBI Program in some way (as a Grantee, a State BIA Affiliate, etc.), you will be subscribed immediately. Additional information may be requested from you to clarify your reason(s) for wanting to be a TBISERV subscriber.

After you have been subscribed by the Moderator, you will receive an email with the subject line "You have been added to the TBISERV list," with a Welcome message, confirming your status as a listserv subscriber. You will now automatically receive future postings to the TBISERV listserv.

This welcome message also contains some basic navigational information about listserv features, such as searching and browsing the listserv archives. To access the listserv archives you must first log into the TBISERV listserv. Go to https://list.nih.gov/archives/tbiserv.html. Enter your email address (it must be the same one that you sent to the Listserv Moderator), and enter your first and last names. It's suggested that you save your login information, by clicking on the "login and save my password in a cookie." This will eliminate the need to enter your login information each time you visit the Listserv Archives web page. If you do not choose this option, be sure to note your password in a separate and secure location.

You will then be taken to the main archive page, which looks like this:



From here, you can begin searching or browsing all previous posting to the listserv. These two features are described in the next two sections.

Section 2: Searching the TBISERV List Archives

This review provides a summary of the basic features that can be used when searching the TBISERV List Archives. You're encouraged to take a few minutes to try it for yourself, while following along with the description below.

What Are List Archives?

List archives are stored copies of all postings (messages) sent to a list. They are saved in files containing a month's worth of postings.

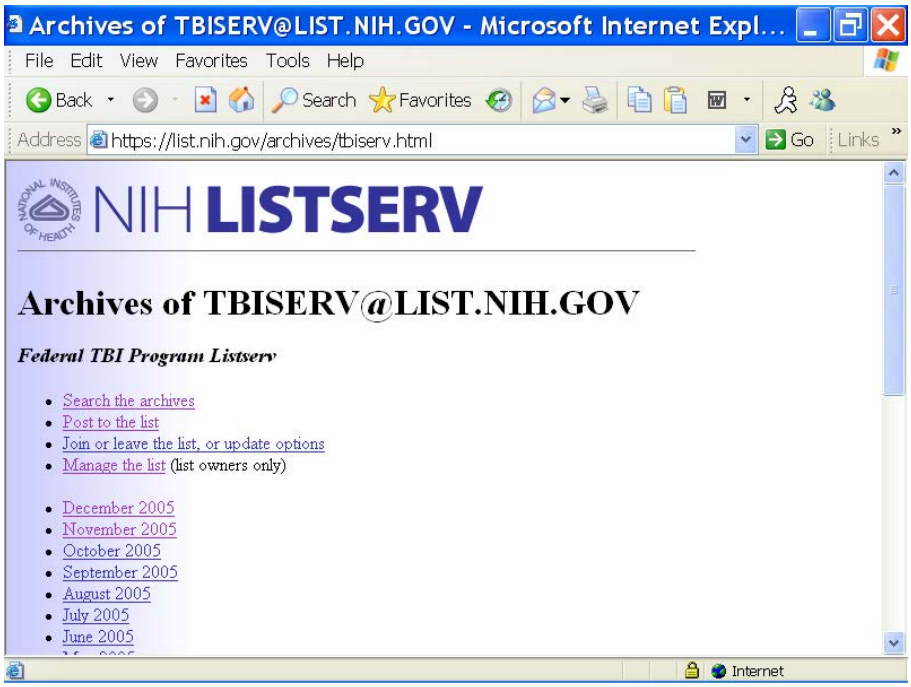
Accessing the Archives

To search the TBISERV archives, first go to https://list.nih.gov/archives/tbiserv.html

Searching the Archives: Words or Phrases

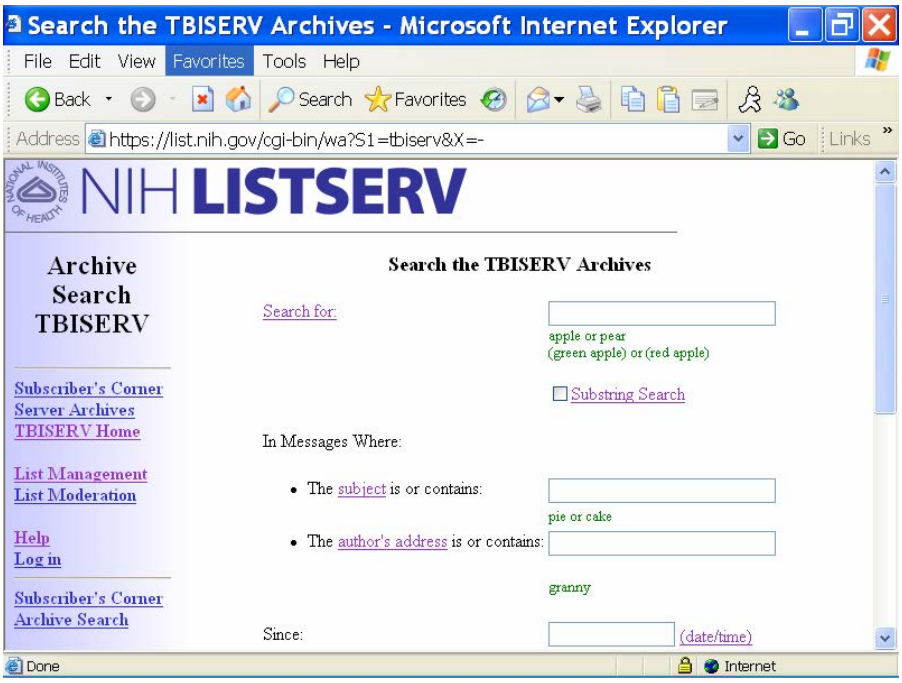
To search messages in the list archives for a particular term or phrase, click the **Search the archives** link on the main archive page (Figure 1).

Figure 1: Main List Archive Screen



The "Search the TBISERV Archives" screen appears (Figure 2).

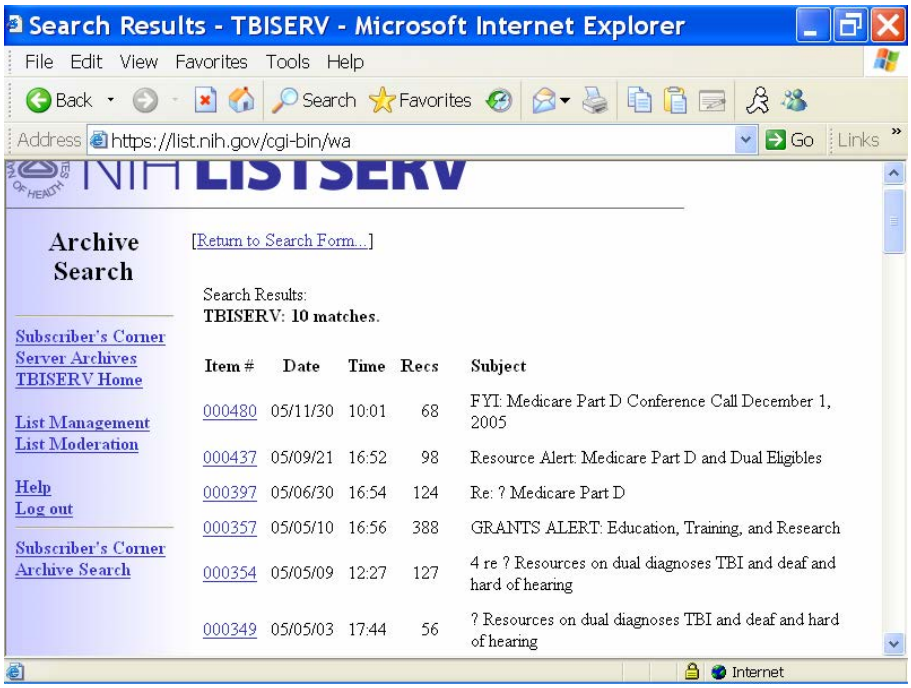
Figure 2: Archive Search Screen



Enter the term for your search in the text box to the right of **Search for:**, then click the **Submit** button at the bottom of the screen. To locate an exact phrase, put single quote marks (‘ ‘) around the phrase.

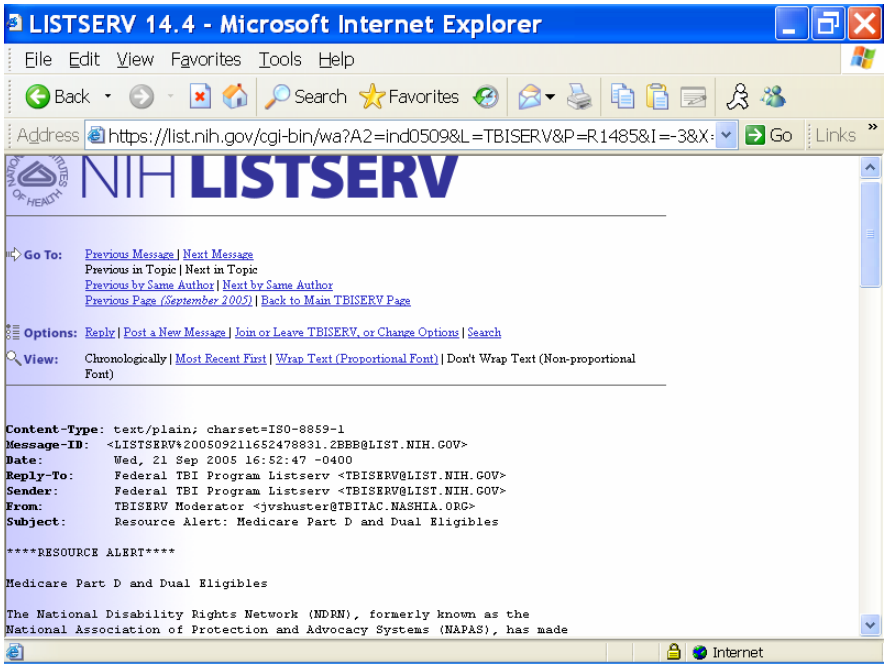
When the search is complete, the results are displayed on the list's "Search Results" screen (Figure 3). Results include the number of posting matches, links to each of the matches found, and details about each match (date, time, subject). If no matches are found, click the **Search again** button to begin a new search, and use a similar term or phrase. Figure 3 shows six of the ten results of a search on the word “dual."

Figure 3: Search Results Screen



To view full text of each message found in the search, click the link in the left column ("Item #"). The individual message is then displayed (Figure 4).

Figure 4: Full Text of Archive Message



In this screen-shot, only the top portion of the window is visible.

Advanced Searches

In the previous section, we discussed how to use the "Search for:" box. While this is sufficient for most searches, the other search options can be used to further restrict the scope of your search and make it easier for you to find what you are looking for.

The Substring Search Checkbox

By default, searches will only match full words: searching for `planet` will not find messages containing the word "planetarium" (unless they also contain the word "planet"). But if you check the "substring search" box, your search will match any word containing the string you have entered. For instance, a substring search for `chem` would find both "chemistry" and "alchemy."

The Subject Search Box

To restrict your search to messages whose subject line contains specific search words, simply type them in the subject search box. The syntax is the same as for the **"Search for:"** box, with one difference: the "AND" operator is redundant, because a subject field is very short and all the words are considered to be "close" to each other. Thus, in the subject box there is no difference between a search for `Mozart and Beethoven` and a search for `Mozart Beethoven`.
Subject searches are a good alternative when searching for topics that are mentioned often. If a word that you are looking for appears in the subject of a message, it is much more likely to reflect the actual contents of the message than if it only appears in one isolated sentence. On the other hand, maybe what you are looking for is hidden in a message that was about something else, and where someone just happened to mention your topic of interest in passing.

The Author Search Box

You can also restrict your search to messages posted by a particular person. If you know the e-mail address of the person who wrote the message you are interested in, this can be a very effective way to find what you are looking for, without having to go through dozens of unrelated messages. Note that you do not need to know the exact e-mail address. For instance, if you know that the userid is "john" and the host name is some machine at XYZ.COM, you can simply enter `john xyz.com` in the search box. Since the author's e-mail address is a single word, there is no concept of "close" *vs.* "distant," and the AND operator is redundant: `john xyz.com` and `john and xyz.com` are equivalent.

Whatever you do, ***do not try to use wildcards*** (*e.g.* "john@*.xyz.com") as this is not the correct syntax. The author search box uses the same syntax as the subject and **"Search for:"** boxes.

The "Since" and "Until" Search Boxes

It is not uncommon for popular mailing lists to have archives spanning 10 or more years of activity. If the mailing list is about technology, you may not be interested in messages that are older than a few year. Or, alternatively, you may happen to know when approximately the information you are looking for was posted to the list. You can use the "Since" and "Until" boxes to restrict your search accordingly.

The syntax is very flexible and you can specify a date and/or time in just about any of the commonly used formats:

- `23 Jun 1986` (self explanatory).
- `1986-06-23` (international date format).
- `1995` or just `95` selects 1 Jan 1995 for the "since" box or 31 Dec 1995 for the "until" box.
- `APR` selects April of the current year, 1st or 30th depending on whether this was entered in the "since" or "until" box.
- `APRIL 95` – same as above, but for the year 1995.
- `TODAY-7` (7 days ago) makes it easy to get a list of all the messages posted in the past week. You can also use `YESTERDAY` or `TODAY` for a shorter time span.

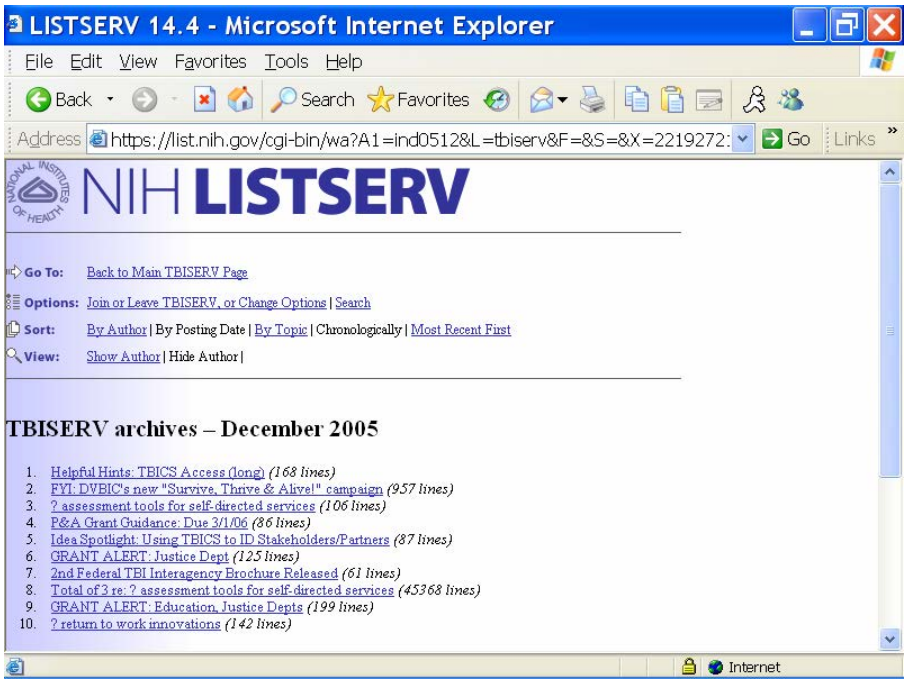
IMPORTANT: The US date format (mm/dd or mm/dd/yy) is not supported because it is ambiguous. Many other countries use dd/mm or dd/mm/yy instead, and to avoid ambiguities LISTSERV only supports the international date format, yyyy-mm-dd or yy/mm/dd.

Section 3: Browsing the TBISERV List Archives

Sorting and Viewing Archive Messages

To sort and view archive messages within a particular month and year, click the link to the desired time period on the main list archive page (see Figure 1, above). The archive file for that month is displayed, beginning with a table of contents that links to each individual message in the archive (Figure 5). Clicking the table of contents link for each message displays the link to the actual message, with the message's total number of lines in parentheses, and the name of the message's author.

Figure 5: Sample Monthly Archive File



Five sorting options currently are available:

- By Author
- By Posting Date
- By Topic
- Chronologically
- Most Recent First

Additionally, four views are available:

- Show Author
- Hide Author
- Show Table of Contents
- Hide Table of Contents

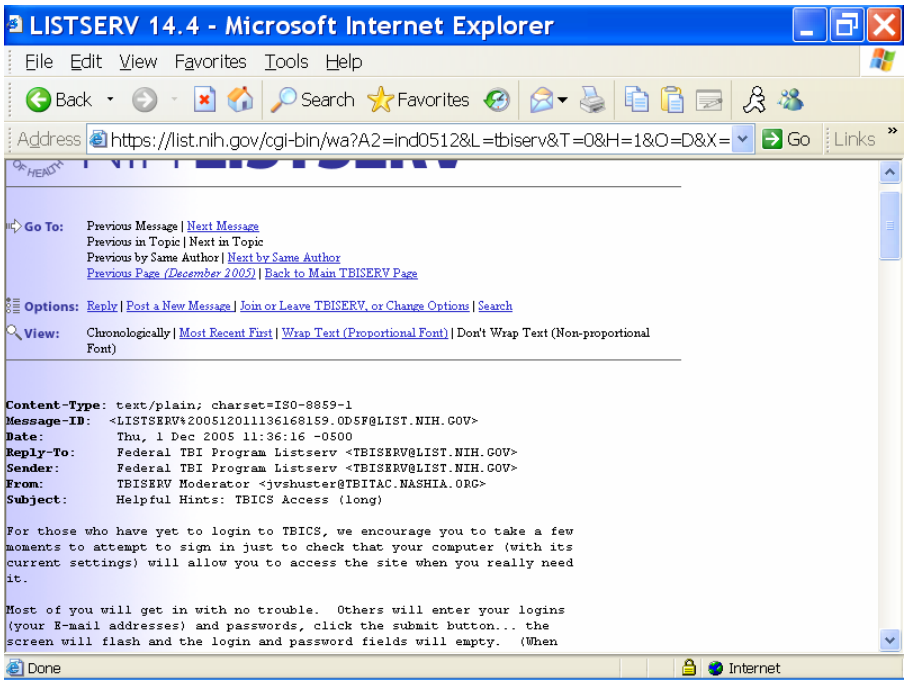
Sorting by Author

Clicking the **By Author** link in the **Sort** menu displays a message link table of contents listed alphabetically by the author's last name. Clicking the link for the desired author displays all that author's messages, listed alphabetically by subject, for the specified time period.

Sorting by Posting Date

Clicking the **By Posting Date** link in the **Sort** menu displays a message link table of contents, grouped and listed by date posted, with the most recently posted messages listed last. Clicking the desired message link displays the message's full detail (Figure 6).

Figure 6: Message Detail



Sorting by Topic

Clicking the **By Topic** link in the **Sort** menu displays a message link table of contents listed alphabetically by subject. Clicking the desired message link in the table of contents displays message links listed alphabetically by subject (beginning with the message link you clicked), with the author's name listed directly below the message link. Clicking the message link from this view displays the message's full detail.

Sorting Chronologically

Clicking the **Chronologically** link in the Sort menu displays a message link table of contents listed alphabetically by subject. Clicking the desired message link from here displays a message link list. Clicking a message link from the list displays the message's full detail. From this view,

you may select several links on the **Go To** menu: **Previous/Next Message; Previous/Next by Same Author**; **Previous Page** (for archive date); **Back to Main List Page**.

Sorting by Most Recent First

Clicking the **Most Recent First** link in the **Sort** menu displays a message link table of contents listed alphabetically by subject. Clicking the desired message link from here displays a message link list. Clicking the message link from this view displays the message's full detail. From this view, you may select several links on the **Go To** menu**: Previous (more recent) Message/Next (less recent) Message; Previous (more recent) by Same Author/Next (less recent) by Same Author**; **Previous Page** (for archive date); **Back to Main List Page**.

Show Author

Clicking the **Show Author** link in the View menu displays links to posted archive messages (by subject), showing the author's name.

Hide Author

Clicking the **Hide Author** link in the View menu displays links to posted archive messages (by subject), without showing the author's name.

Show Table of Contents

Clicking the **Show Table of Contents** link in the View menu displays links to posted archive messages, along with a table of contents for each message (by subject), either with or without the author's name visible.

Hide Table of Contents

Clicking the **Hide Table of Contents** link in the View menu displays links to posted archive messages without a table of contents, either with or without the author's name visible.