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Focused Outreach Final Report: New Hampshire (May 1, 2014 - April 30, 2015)

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Focused Outreach Final Report

New Hampshire

May 1, 2014 - April 30, 2015

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Submitted: December 2015

Focused Health Information Outreach New Hampshire



Connecting librarians, health professionals, public health staff, and the public with health information



11 Key Informant Interviews

Result in
7 Projects

5 Exhibits

Bring National Library of Medicine Resources to 200 people



New Hampshire State Library

MedlinePlus Train-the-Trainer

Concord Public Library

Health Information Speaker Series @ Library & on YouTube

City of Nashua Public Health & Emergency Management

Patient Self-Advocacy & Disaster Preparedness



NH AHEC

Health Literacy Workshop

New Hampshire Comprehensive Cancer Collaboration

NLM included in Comprehensive Plan



NH Community Colleges

NLM Mobile Health Information for Librarians and Nursing Educators



Introduction

The National Network of Libraries of Medicine's *New Hampshire Focused Health Information Outreach Project* completes the fifth cycle of the region's project to target specific geographic areas in New England faced with socioeconomic disparities in health. Through the project, NN/LM NER staff connects with librarians, public health professionals, health professionals, educators, and the public to increase access to the "goldmine of good health information from the world's largest medical library, the National Library of Medicine." NER's goal is to increase access to the National Library of Medicine's (<http://nlm.nih.gov>) resources and services; and expand Network membership and collaboration. This project serves as a vehicle to carry out the mission of the National Network of Libraries of Medicine (NN/LM):



To advance the progress of medicine and improve the public health by providing all U.S. health professionals equal access to biomedical information and by improving the public's access to information to enable them to make informed decisions about their health.

Process

The NN/LM NER's Focused Health Information Outreach model includes three approaches: community assessment; implementation; and evaluation. For the New Hampshire Focused Outreach, NER staff conducted eleven Key Informant Interviews during the summer of 2014. NN/LM NER initiated partnerships through Key Informant Interviews. Initial partnerships developed and branched out quickly, connecting NER with health information providers from organizations including the New Hampshire State Library, Concord Public Library, Nashua Department of Health, the New Hampshire Area Health Education Centers, and the New Hampshire Comprehensive Cancer Collaboration.

Implementation included exhibits, training, and funding. Staff ensured that evaluation was incorporated in all projects. Project partners submitted reports to the NN/LM Online Contract Reporting database. NER staff provided initial training for all project partners, as well as, on-going consultation. Project partners consulted with NER staff to learn National Library of Medicine resources, use NN/LM training materials, get tips to connect with community partners, and integrate evaluations into trainings.

Executive Summary

The Focused Outreach Project connected underserved communities in New Hampshire with the resources and services of the National Network of Libraries of Medicine, New England Region and the National Library of Medicine. NER identified project partners following key informant interviews. NER staff worked with project partners to guide them through the funding process, provide initial training on National Library of Medicine resources, and ensure the projects fulfilled goals and objectives as identified in their proposals.

Project partners included:

- City of Nashua Division of Public Health and Community Services
- City of Nashua, Office of Emergency Management
- Concord Public Library
- New Hampshire Area Health Education Centers
- New Hampshire Community College Librarians and Nursing Educators
- New Hampshire Comprehensive Cancer Collaboration
- New Hampshire State Library

NER conducted a state-wide membership drive. NER provided the New Hampshire State Library with membership packets to mail to libraries in New Hampshire that were not already NN/LM Network Members. As a result of the membership drive, 29 libraries joined the network.

NER developed relationships with seven new project partners. Each project partner used their own evaluation methods. Several project partners shared the value of their experience partnering with NN/LM NER in their reports and publications:

“These activities served to significantly increase awareness of the multitude of reliable NN/LM resources and tools available that can help guide the development of evidence-based strategies for those developing Health Plans, provide information for professionals about clinical trials, improve knowledge of how to conduct PubMed searches, refer patients and families to MedlinePlus, and learn about the PHPartners.org resources that will ultimately provide better outcomes for patients.” -Judy Proctor, New Hampshire Comprehensive Cancer Plan, Foundation for Healthy Communities, Final Report

“Janet Eklund, administrator of library operations at New Hampshire State Library, says the most important outcome to emerge from the project is the education of librarians and their confidence providing consumer health information. “Now, of course, they’re not going to be providing medical advice, but they’re comfortable in using the resource so that they can help educate their patrons to use it themselves,” Eklund says. “I think an increase in comfort level, knowledge, and skill is an excellent outcome for a program like this.” – By Lea Radick, American Libraries Magazine, Nov/Dec 2015

“Our partnership with the National Network of Libraries of Medicine began before our Focused Outreach project through participation in an Extreme Weather Summit hosted by their team. At the summit they convinced my Office of the importance of partnering with libraries to promote health and emergency preparedness initiatives. With the support of NN/LM, we were successfully able to conduct an outreach project to promote preparedness to at-risk populations within our region with excellent technical assistance provided by our library.” - Justin Kates, Director of Emergency Management, City of Nashua

Community Assessment

Between May and August of 2014, the NN/LM NER conducted eleven key informant interviews with a variety of organizations throughout New Hampshire to: build relationships; provide the groundwork for the project; and gather baseline data. NER reviewed the Community Health Needs Assessments (CHNAs) for New Hampshire. Then, using a Key Informant Interview Guide, NER staff interviewed librarians, public health professionals, health professionals, and community leaders to learn about the specific issues facing each community and cultivate partnerships. Key informants included:

- Concord Hospital
- Concord Public Library
- Dartmouth College – Biomedical Libraries
- Lakes Region Community College Library
- Littleton Regional Hospital Medical Library
- Manchester Community College Library
- National Alliance on Mental Illness, New Hampshire
- National Association of Social Workers (NASW), New Hampshire
- New Hampshire State Library
- North Country Health Consortium
- Southern New Hampshire AHEC

NN/LM staff inquired about primary health concerns, factors affecting health information access, barriers and supports to our project, and immediate opportunities for collaboration. Though much of this data could also be found in local Community Health Needs Assessments (CHNAs), the key informant interviews serve a dual purpose: to help NER learn more about local health information needs and to build partnerships. The following is a summary of findings from our key informant interviews:

Primary health issues:

- Chronic disease
- Dental health
- Mental health and lack of services
- Refugee health
- Senior health
- Substance abuse

Community concerns:

- Northern New Hampshire is a medically underserved, and faced with many issues related to the social determinants of health, including poverty, limited transportation, and seasonal isolation.
- Rural isolation and regional poverty limit access to healthcare services.
- Southern New Hampshire is more affluent.

Barriers:

- Rural communities face limited internet and technology access.
- People prefer low-tech, print resources.
- Some people choose to live “off-the-grid.”

Supports:

- Libraries help bridge the digital divide.
- Many organizations interviewed were eager to apply for funding.
- Public libraries are “very busy and well-used.”

New Hampshire Focused Health Information Outreach Project Partners

Following Key Informant Interviews, the NN/LM New England Region staff identified potential project partners and reached out to them to inquire about collaborating on the project. The following organizations expressed interest to partner with NER and applied for small awards to implement health information outreach projects:

- City of Nashua Division of Public Health and Community Services
- City of Nashua, Office of Emergency Management
- Concord Public Library
- New Hampshire Area Health Education Centers
- New Hampshire Community College Librarians and Nursing Educators
- New Hampshire Comprehensive Cancer Collaboration
- New Hampshire State Library

NN/LM NER New Hampshire Focused Outreach Project Summaries

Patient Self Advocacy Project

City of Nashua Division of Public Health and Community Services

The Access to Health Care workgroup created a Patient Self Advocacy toolkit. Using the medium of video, the workgroup developed an educational series focused on four topic areas. Materials such as fliers and handouts were made to accompany the four topic areas of the video. The video included chapter like segments on Insurance basics, patient responsibilities, communication, health literacy and screenings. The Access workgroup distributed the video project via outreach efforts to regional libraries, social service organizations and senior centers to be viewed in their waiting rooms. These videos were also delivered to healthcare facilities to make available on their websites and in their waiting rooms and uploaded on social media sites as well as the City of Nashua's DPHC's website. The videos and supplemental materials are available at: <http://bit.ly/MyHealthMyCare>.

Library Outreach for Access & Functional Needs During a Disaster

City of Nashua, Office of Emergency Management

During the fall of 2014, the Nashua Office of Emergency Management in conjunction with the Nashua Public Library and Greater Nashua Public Health Network worked to collaborate on an initiative to use the extensive resources of the library to help educate caregivers and populations with access and functional needs. With the emergency planning expertise of the Office of Emergency Management, the research expertise of the Nashua Public Library and the connections to networks of Access/Functional Needs support groups, the project focused on ensuring all Nashua residents were able to create an emergency plan using three simple steps. The Nashua Office of Emergency Management and the Greater Nashua Public Health Network identified best practices and resources to develop a workshop and toolkit for individuals and families. The Nashua Public Library served as an outlet to distribute the tool, to host the workshops and also to promote DIMRC tools through its Reference Department. A 14

page “Ready Nashua – My Emergency Plan” guide was developed and distributed to over 100 Nashua residents.

Concord Public Library Speaker Series

Concord Public Library - Concord, NH

Concord Public Library hosted a speaker series on health topics and purchased materials for its collection on each of the series topics. These materials were a combination of books, DVD’s and audio books in order to serve as many patrons possible. Concord Public Library worked with area partners, including Concord Hospital’s librarian, the Visiting Nurse Association, the Foundation for Healthy Families, and other City of Concord departments. The health topics were Signing up for Health Insurance, Alzheimer’s Memory Loss and Dementia, and Lyme disease. There were a total of 43 participants for these events.



New Hampshire AHEC Health Literacy Project

Northern and Southern NH AHEC

The New Hampshire AHEC Health Literacy Project provided a statewide health literacy workshop to health care professionals via webinar/teleconferencing and incorporate resources for communication strategies and health literacy into organization (Northern and Southern AHEC) web sites. Southern and Northern NH AHEC programs worked with the NER and a faculty presenter to incorporate resources that include information about health literacy both written and communication skills. Anne Connor from Littleton Regional Hospital spoke about Health Literacy with a hands-on presentation at the Annual Community Health Worker Summit held on April 15, 2015 in Plymouth, NH. There were over 50 attendees who also stopped by the NN/LM NER exhibit booth.

NH Comprehensive Cancer Collaboration

The NIH Comprehensive Cancer Collaboration included the promotion of National Library of Medicine Resources in the Strategic Development, Launch, and Implementation of the 2015-2020 New Hampshire Comprehensive Cancer Control Plan. NLM resources were promoted at NH CCC’s 10th annual conference on April 1, 2015 which was attended by close to 200 health care and public health professionals, and through our website and newsletter (www.NHCancerPlan.org). There was also a NLM interactive computer lab training held on April 17, 2015 attended by 18 participants. This was promoted through the NH Comprehensive Cancer Collaboration newsletter and at their conference.

New Hampshire Community College Nursing Information Literacy

New Hampshire Nursing Information Literacy Assignments and Resources

Coordinated by Great Bay Community College

Looking at best practices in nursing research assignments across the community college system, this project examined which assignments meet NEASC standards for information literacy skills, promoted

NLM Resources, made CCSNH Nursing faculty aware of NLM resources, and CCSNH purchased Nursing Library resources. On April 3, 2015, Michelle Eberle presented a hands-on workshop for a nursing faculty representative and a librarian from each of the 7 New Hampshire community colleges. At the meeting, attendees learned about NLM resources, received an iPad mini, and set-up the iPad mini with National Library of Medicine resources. Following learning about NLM resources, participants reviewed the results of a survey which discussed best practices in assignments across the system.

New Hampshire State Library

Public Library Consortia MedlinePlus Train-the-Trainer

The New Hampshire State Library project aimed to increase access to quality health information via public libraries in New Hampshire. NER offered two MedlinePlus Train-the-Trainer workshops for representatives from each of the 11 Library Cooperatives. The trainers, then, taught MedlinePlus to their library cooperative. NER funded a stipend for each trainer. Trainers were required to teach MedlinePlus, to encourage librarians in their Cooperative to join the NN/LM NER, and to add a link to MedlinePlus to their library's website. As a result of this project, 120 librarians were trained, 29 libraries joined the NN/LM NER, and 48 libraries added a link to MedlinePlus to their website. More libraries reported that they planned to add it to their websites. Pre and post-evaluations were used at all workshops. Post-evaluations, of 103 librarians, showed that 97% of attendees thought the training improved their ability to find information that they could trust on the internet and that 99% of attendees were likely to tell others about what they learned. In the post-evaluations, attendees shared what they liked most about the training:



- “Opening my eyes to reliable health information online.”
- “Will add the links! Thank you!”
- “Learning the difference between PubMed, Medline, PubMed Central. Also found the explanations practical application (hands-on) helpful as we conducted some of our own searches.”
- “Discovered new ways to use MedlinePlus and part of the site I never looked at.”
- “Brought medical information that is reliable and accurate to my attention to share with the rest of my library staff.”
- “The presenter did a great job! Lots of great info. I would plan to put it on the library website-probably in a week!”
- “It was very informative. I had no idea this resource existed before seeing this presentation.”
- “I had heard of the websites, but needed to take the time to actually find out what’s there.”

The New Hampshire State Library MedlinePlus Train-the-Trainer project was featured in the November/December 2015 issue of American Libraries Magazine in the article, “Improving Health Literacy, One Public Library at a Time” by Lea Radick. *Read the article at:*

<http://americanlibrariesmagazine.org/2015/10/30/improving-health-literacy-public-library/>

Exhibits

NN/LM NER staff exhibited at the following five conferences and reached 200 people as part of the Focused Outreach project:

- North County Health Consortium Community Health Summit in Whitefield, New Hampshire
Date: June 2014
Reach: 25 meaningful encounters
- Annual Erik Cogswell Memorial Conference in Portsmouth, New Hampshire
Date: October 2014
Reach: 33 meaningful encounters
- New England College Health Association in New Castle, New Hampshire
Date: October 2014
Reach: 81 meaningful encounters
- Annual Suicide Prevention Conference in Manchester, New Hampshire
Date: November 2014
Reach: 35 meaningful encounters
- NH AHEC Community Health Worker Summit in Plymouth, New Hampshire
Date: April 2014
Reach: 26 meaningful encounters



Evaluation

The NN/LM New England Region integrated assessment and evaluation into the project right from the start. Outreach was initiated with key informant interviews, review of Community Health Needs Assessments, and a needs assessment summary. In early years of our Focused Outreach, standard pre/post evaluations were used at trainings and by all projects. This year, projects used their own organic approaches to evaluation. Projects were required to integrate evaluation and report of their results in the NN/LM OCR (Online Contracts Reporting) database.

New Hampshire Focused Outreach Data	
Needs Assessment	
# Key Informant Interviews	11
Partnerships	
# Funded Projects	7

National Library of Medicine Resource Education	
# Presentations/Site Visits	28
# Attendees	266
Continuation of Vermont Focused Outreach	
# Presentations	6
# Attendees	87
Exhibits	
# Exhibits conducted in community	5
# Visits at conference exhibit	200
Membership	
# New <i>New Hampshire</i> Affiliate Members	29
Project Dissemination	
# Presentations disseminating Focused Outreach	10
Attendees learning about Focused Outreach	267

Project Sustainability

Throughout the past five years, NER discovered multiple techniques to sustain the project including growing the Network through membership campaigns, using the train-the-trainer model, getting project partners to add links to NLM resources on their websites, and increasing subscriptions to the NER Weekly Update e-newsletter.

An important result of the project was the strengthening NN/LM NER's relationship with the State Libraries. In 2015, NER staff visited the Maine State Library, Connecticut State Library, Rhode Island Office of Library and Information Services, and the Massachusetts Library System to keep them up-to-date on NER activities and services, and learn more about ways to support State Library services and programs. As a result of the site visits, the Connecticut State Library hosted a Health Literacy Fair; the Maine State Library helped NER connect with the Cornerstones of Science Program; and the Rhode Island OLIS hosted a consumer health workshop at the East Providence Public Library and invited NER staff to present for the Rhode Island Library Association Annual Conference. In a previous Focused Outreach cycle, NER partnered with the Vermont State Library. This past year, NER developed a strong partnership with the New Hampshire State Library. NER's partnerships with the State Libraries helps NN/LM NER connect libraries and their local communities throughout the region with National Library of Medicine resources.

The Focused Health Information Outreach Model helped NER to bring together stakeholders in the provision of health information. The project connected librarians, health professionals, public health professionals, and consumers in the common goal of increasing equal access to quality health information. For example, the Concord Public Library's project helped foster a project with the Concord VNA. The Focused Outreach approach helps NER create more opportunities in the region for the ripple-away effect, connecting communities and organizations with health information.

Lessons Learned

Outreach activities, by their nature, often take longer than planned to accomplish. NER has learned the importance of moving quickly through the needs assessment phase and facilitating the implementation phase. In future year, NER should explore ways to facilitate the process more rapidly, or whether the cycle should be expanded to an 18 month or longer cycle. Future cycles of Focused Outreach need to better scale projects in regards to time and funding provided.

Through the past five years, the Focused Outreach approach gradually evolved to a train-the-trainer and funded project model. This year, the original pre/post surveys for the Focused Outreach were only used by one project. All projects incorporated evaluation, but with their own organic approaches. Also, projects expanded to incorporate a variety of NLM training in addition to MedlinePlus and PubMed. Several projects included the NLM disaster and emergency preparedness resources, PHPartners.org, and NLM mobile resources. NER should continue to explore ways to encourage projects to use a variety of NLM resources (such as the Drug Information Portal, DIMRC, and toxicology resources) in addition to MedlinePlus and PubMed.

In the past five years, NER used a state-wide approach several years and a dual location (city/rural county) approach other years. NER should explore which approach is more effective to build partnerships, maximize staff productivity, and expand use of NN/LM and NLM resources throughout New England.

Year Five

In Year Five, the National Network of Libraries of Medicine, New England Region will conduct an assessment of the Focused Health Information Outreach process and sustain work with previous projects through funding opportunities and NER staff support.

APPENDIX

NN/LM NER New Hampshire Focused Outreach Activity Report

Person Conducting	Activity Name	ZIP	County	Date	Participants
Meredith Solomon	Site Visit, Nashua Public Library, Nashua, NH	03060	Hillsborough	8/7/2014	1
Meredith Solomon	DIMRC Training, LEPC, Nashua, NH	03603	Sullivan	8/7/2014	20
Stephanie Friree	NH Community College Library Directors Meeting - Lakes Region Community College, Laconia, NH	03246	Belknap	7/18/2014	8
Michelle Eberle	Site Visit, New Hampshire State Library, Concord, NH	03301	Merrimack	6/16/2014	1
Stephanie Friree	Strategy Meeting Goal 3 - NH Comprehensive Cancer Collaboration - Concord, NH	03301	Merrimack	10/15/2014	13
Stephanie Friree	Strategy Meeting Goal 1- NH Comprehensive Cancer Collaboration - Concord, NH	03301	Merrimack	10/22/2014	14
Michelle Eberle and Molly Higgins	New Hampshire State Library Site Visit and MedlinePlus Demo, Concord, NH	03301	Merrimack	8/21/2014	2
Michelle Eberle	New Hampshire State Library Site Visit and MedlinePlus Demo, Concord, NH	03301	Merrimack	8/21/2014	3
Stephanie Friree	Strategy Meeting Goal 2 - NH Comprehensive Cancer Collaboration - Concord, NH	03301	Merrimack	9/12/2014	17
Michelle Eberle	Site Visit, NH State Hospital, Concord, NH	03301	Merrimack	10/30/2014	1
Michelle Eberle	Site Visit, New Hampshire State Library, Concord, NH	03301	Merrimack	7/22/2014	2
Deb Baker	Alzheimer's Program, Concord Public Library, Concord, NH	03301	Merrimack	1/7/2015	21
Stephanie Friree	NH Comprehensive Cancer Collaboration - NLM Resources Training - Concord, NH	03301	Merrimack	4/17/2015	18
Justin Kates	Access/Functional Needs Workshop for Caregivers , Nashua emergency Management, Nashua, NH	03060	Hillsborough	3/26/2015	12
				Total:	133

New Hampshire State Library Cooperatives MedlinePlus Train-the-Trainer					
Michelle Eberle	MedlinePlus Train-the-Trainer, New Hampshire State Library Cooperatives Project, Webinar	01655	Worcester	2/23/2015	2
Donna Hynes	NH Focused Outreach, Library Cooperative MedlinePlus Training, RALI Coop, Wolfeboro Public Library	03894	Carroll	3/19/2015	10
Brian Hackert	New Hampshire Focused Outreach, Library Cooperative MedlinePlus Training, Sullivan, NH	03445	Cheshire	3/11/2015	11
Brianna Sullivan	NH Focused Outreach, Library Cooperative MedlinePlus Training, Manchester, NH	03104	Hillsborough	3/11/2015	14
Barbara Prince	New Hampshire Focused Outreach, Library Cooperative MedlinePlus Training, Librarians of the Upper Valley	03741	Grafton	5/18/2015	14
Jenna Davis	New Hampshire Focused Outreach, Library Cooperative MedlinePlus Training, Scrooge & Marley	03249	Belknap	5/14/2015	13
Michelle Eberle	FO, MedlinePlus Train-the-Trainer, New Hampshire State Library Cooperatives Project, Bethlehem, NH	03860	Carroll	2/12/2015	3
Danielle Hinton	New Hampshire Focused Outreach, Library Cooperative Training, Suncock Interlibrary Cooperative	03275	Merrimack	4/16/2015	13
Andrea Masters	New Hampshire Focused Outreach, Library Cooperative Training, Carroll County Library Cooperative	03849	Carroll	5/27/2015	6
Myra Emmons	New Hampshire Focused Outreach, Library Cooperative Training, Hillstown Cooperative	03031	Hillsborough	5/1/2015	13
Nancy Ladd	New Hampshire Focused Outreach, Library Cooperative MedlinePlus Training, West of the Merrimack Member Libraries	03216	Merrimack	3/12/2015	9
Laura Clerkin	New Hampshire Focused Outreach, Library Cooperative MedlinePlus Training, North Country Library Cooperative	03574	Grafton	5/18/2015	3
Michelle Eberle	MedlinePlus Train-the-Trainer, New Hampshire State Library Cooperatives Project, Hooksett, NH	03106	Merrimack	2/18/2015	9
				Total:	120

Community College Librarian/Nursing Collaboration					
Becky Clerkin	FO, New Hampshire, Community College Nursing/Librarian NLM Mobile App/Site Training, Concord, NH	03301	Merrimack	4/3/2015	13
				Total:	13
Other RML Funding in New Hampshire					
Anne Conner	North Country EMS: 21st Emergency Medical Services Conference (Littleton Regional Hospital, Gale Medical Library)	03812	Carroll	8/5/2014	300
	Teach-Back Training - Oncology Department (Littleton Regional Hospital, Gale Medical Library)	03561	Grafton	9/18/2014	3
Anne M. Conner	Oncology Patient Education Web Page/Laptop training (Littleton Regional Hospital, Gale Medical Library)	03561	Grafton	1/2/2015	4
Anne M Conner	Training on use of laptop for oncology patient education project (Littleton Regional Hospital, Gale Medical Library)	03561	Grafton	2/10/2015	4
				Total:	311
Continuation of Vermont Focused Outreach					
Katy Culp	MedlinePlus Lesson Plan #1 - Introduction to MedlinePlus (Castleton State College, VT)	05743	Rutland	5/6/2014	14
Katy Culp	MedlinePlus Lesson Plan #1 Introduction to MedlinePlus (Castleton State College, VT)	05743	Rutland	5/5/2014	14
Katy Culp	MedlinePlus Lesson Plan #1 Intorduction to MedlinePlus (Castleton State College, VT)	05759	Rutland	6/5/2014	14
Betsy (Alice E) Merrill	Moving Forward: Finding reliable Health Information (Northeastern Vermont Regional Hospital)	05819	Caledonia	5/15/2014	11
Michelle Eberle	Site Visit, University of Vermont Dana Medical Library	05405	Chittenden	5/21/2014	4
Michelle Eberle	Evidence Based Practice: What All Librarians Need to Know About Health Information, Vermont Library Association	05439	Chittenden	5/20/2014	30
				Total:	87

Continuation of Maine and Native American Outreach					
Amy Moore	Health Information Outreach - Passamaquoddy Tribe	04667	Washington	12/5/2014	10
Michelle Eberle	Healthy Acadia Site Visit, Ellsworth, ME	04605	Hancock	4/28/2015	2
Michelle Eberle	Site Visit, Washington County One Community, Machias, Maine	04654	Washington	4/28/2015	1
				Total:	13
Project Dissemination					
Mary Piorun	NER Update at June CAHSL Meeting	06438	Middlesex	6/5/2014	22
Michelle Eberle	MLA CE, Grant and Proposal Writing, CAHSL, Middleton, Connecticut	06457	Middlesex	9/11/2014	15
Mary Piorun	Resource Library Directors Annual Update	01605	Worcester	9/12/2014	13
Michelle Eberle	NER Update, State Library Teleconference	01432	Middlesex	9/22/2014	9
Meredith Solomon	RML-NLM-MLA 2014 Update, NAHSL 2014, Online	01655	Worcester	10/9/2014	73
Michelle Eberle	NAHSL Annual Conference, Grant and Proposal Writing CE, Rockport, Maine	04856	Knox	10/20/2014	25
Mary Piorun	Regional Advisory Committee Meeting	01655	Worcester	11/21/2014	47
Michelle Eberle	Connecticut State Library Site Visit, Middletown, CT	06457	Middlesex	4/24/2015	7
Michelle Eberle	Maine State Library Site Visit, Augusta, Maine	04333	Kennebec	4/29/2015	5
Mary Piorun	RML Update, MAHSLIN 2015, Waltham, MA	02451	Middlesex	5/1/2015	51
				Total:	267
				TOTAL	716



NN/LM Project Staff

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