

Family Resource Connection of the New Hampshire State Library

Annual Report



July 1, 2006 to June 30, 2007

ACKNOWLEDGMENTS

The Family Resource Connection would like to acknowledge the many New Hampshire programs that have contributed financial support to the cause of providing assistance for the care, development, health and education of NH's children—with special gratitude to our Funders:

**Bureau of Special Education
Division of Developmental Services
Division of Children, Youth and Families
Child Development Bureau
Bureau of Behavioral Health
Bureau of Training and Staff Development
Division of Public Health Services
New Hampshire State Library**

Many thanks also to the following organizations that have provided financial and/or material donations to enhance and expand FRC's Lending Library collection:

**Parent Information Center (PIC)
NH Parent Information & Resource Center (NH PIRC)
Autism Society of New Hampshire
The Byrne Foundation
Institute on Disability/UCED
NH Homeschooling Coalition
NH Association for Gifted Education
Parenting New Hampshire
NH Children's Trust Fund
Council for Children & Adolescents with
Chronic Health Conditions**

THE FAMILY RESOURCE CONNECTION:
CONTINUING SUPPORT FOR NH CHILDREN AND THEIR FAMILIES

The Family Resource Connection (FRC) opened its doors as a special program of the New Hampshire State Library in May 1996 to operate a statewide library, referral service and clearinghouse of materials and information for families with children, especially young children with special needs. Today, FRC is continuing its mission to serve the needs of NH's children by means of providing information, referrals, and other resources to support NH families, caregivers, educators, and other professionals who need assistance and/or information on topics such as Attention Deficit Disorder (ADD), Autism, Child Development, Child Welfare, Down Syndrome, Early Childhood Education, Emotional and Behavioral Health, Foster Care, Language and Communication Disorders, Special Education and other disability-related issues.

FRC continues to develop its model of successful collaboration among state departments: it is directly funded by the Departments of Education and Health and Human Services and operated by the State Library which provides in-kind subsidy through technical and operational assistance and staffing support. Through this collaborative approach to supporting the informational needs of New Hampshire families as well as professionals working on behalf of families and children, resources are being consolidated and shared among many different constituencies. FRC's unique partnerships have expanded benefits to parents, teachers, early intervention staff, family support workers, case managers, parent educators, child care providers, health providers, guidance counselors, school nurses, child protective workers, juvenile justice workers, foster parents, social workers, foster parents, social workers, therapists, home visitors, family literacy workers, nutritionists, early childhood education faculty and students, and policy makers.

VISIT OUR WEBSITE AT: WWW.STATE.NH.US/NHSL/FRC

The Family Resource Connection shares a website with the Department of Cultural Resources and NH State Library (www.nh.gov/nhsl/frc) that includes the following: an **Online Lending Library** with over 4000 items available for loan (NH residents only) on topics relating to families with children. Books, videos, and kits, etc. may be requested by using the convenient online request form, and requests for materials are mailed free of charge, along with an enclosed postage-paid return mailer.

FRC also maintains an **Online Directory of Children's Services** (including local, state, and web resources) on topics such as child care resource and referrals, early intervention contacts, parent support programs, disability related services, health, education, and welfare services, etc., available to all with the click of a mouse. Another feature of FRC's website is its **Online Family & Youth Development Calendar** which contains a listing of statewide calendars of workshops, classes, conferences and other events for

professionals and families who provide care, health, and education for children.

The Family Resource Connection also provides customized research services. Reference librarians will do internet and database searches on any subject related to children. The program also has extensive subject and organization files, as well as a clearinghouse of information on programs and agencies that assist families with children.

FAMILY RESOURCE CONNECTION UPDATES & CHANGES

Alice Nye, Coordinator of the Family Resource Connection since the program was launched in 1996, retired in June 2006. Her absence continues to be felt a year later. Alice set the standard for providing an open door where everyone would feel welcome. Although her shoes are tough to fill, Alice gained respect as being genuine and helpful—not only throughout the state, but in the library community as well. Nancy Cristiano, a former school librarian and more recently, Reference Librarian/Education Coordinator for FRC was appointed as the new FRC Coordinator in August 2006. The empty space was filled in January 2007, when Joanna Baqqi, from Bedford Public Library, came on board as the new FRC Reference Librarian.

Changes carried over to technology, starting with FRC's website—our URL and email addresses changed from "library.state.nh.us" to "dcr.nh.gov." The State Office of Information Technology (OIT) is in the processing of transferring all state department's URL's to "nh.gov." The most challenging adjustment came with FRC's Online Request Form, which went from being "very user-friendly" to a more complex program that is more suitable for "applications" than requesting materials. We are exploring alternative options in order to simplify the process for those who wish to request information and materials online.

Family Resource Connection's updated contact information is listed below. Please note: new changes are indicated by *.

**Toll-free (NH only): 1-800-298-4321
271-7931**

***FRC Website:** www.nh.gov/nhsl/frc

***E-mail:** FRC@dcr.nh.gov

In State Local: (603)

Fax: (603)271-2205

TDD Access: 1-800-735-2964

FRC's **Online Lending Library** is a specialized collection. As with most libraries, FRC has plenty of A's: Adoption, Assessments, Autism; B's: Babies, Behavior, Biting; and C's: Celiac Disease, Child Care, Cultural Competencies. Unlike most libraries, FRC's collection is not full of best sellers. Our collection topics span from A to Z, with most centered on child-related issues, including care, health and education. We have over 5000 books, audios, videos, dvds, kits, etc. available for NH residents to borrow. Below is a sampling of the number of titles for each of the topics listed:

- | | | | |
|----------------|------|---------------|-------|
| • Adoption | 500+ | • Education | 1500+ |
| • Autism | 300+ | • Foster Care | 500+ |
| • Child Care | 450+ | • Health | 1500+ |
| • Child Dev | 450+ | • Infants | 500+ |
| • Disabilities | 800+ | • Parenting | 1500+ |

For other not so common requests or topics, FRC has access to thousands of articles available in print or electronic format, available through the State Library's online databases. FRC Reference Librarians offer customized research on any requested topic. In addition to the library's online databases, FRC subscribes to fifteen professional journals that supplement the work of NH professionals in a variety of fields such as physical and/or mental health care, child development, disabilities, support for parents and families with special needs children, and other topics of interest or concern for children of all ages, particularly from birth to five years.

The Family Resource Connection is a unique library in that we are a "statewide" library—whereby any NH resident may request materials from FRC, and we will send them directly by mail, with a postage-paid return address label for patrons to mail back to us. Although FRC is a statewide library, we consider ourselves as partners with the 230+ public libraries throughout the state. FRC "supplements" public library collections. Whenever it is convenient for a patron, we coordinate with public libraries to deliver/return materials via the State Library Van Service. Public Libraries enable FRC to make "connections" with patrons, either by contacting us from a public library referral, or by sending materials on the library van to the public library for the convenience of the patron. FRC

participates in the statewide Interlibrary Loan System (ILL) as a lender and a borrower. Coordination of the statewide van service enables patrons to benefit more quickly by receiving/returning materials much more quickly than the traditional mail service. FRC's online lending library is easily accessible:

- Online: www.nh.gov/nhsl/frc/catalog.html Browse the catalog and request titles by using the available online request form
- Visit FRC located at the NH State Library, 20 Park Street, Concord, NH—across the street from the State Capital. Hours: Monday-Friday 8:00am-4:30pm
- Phone: Toll-free (NH only) 1-800-298-4321
- Fax: (603) 271-2205
- Email: FRC@dcr.nh.gov

Favorite quote: "There is NO CHARGE for using FRC!" It doesn't get any better than that.

MAKING FRC VISIBLE THROUGH...

Print

- | | |
|--|--|
| <ul style="list-style-type: none"> • Article for <i>Granite State Libraries</i> • Columns for <i>EEINews</i> • Outreach mailings to public libraries • Distribution of <i>First Five Years at Your Finger Tips</i> Posters/Brochures (English/Spanish) • Distribution of Building Blocks for Social/Emotional | <ul style="list-style-type: none"> • Development (English/Spanish) • Distribution of FRC flyers and Subject Lists • Customized lists on various topics, such as Back to School, Sign Language titles, Bereavement and Grief, Divorce, Puberty, etc. |
|--|--|

Displays

- | | |
|--|--|
| <ul style="list-style-type: none"> • CARE-NH Summit • Child Abuse Prevention Conference • Child Care R&R Conference • CLL/DCYF Partnership Post-Adoption Resource Fair | <ul style="list-style-type: none"> • DCYF Conference • Early Supports and Services Open House • Easter Seals Child Care R&R Resource Fair |
|--|--|

- EEIN Conference and Workshops
 - Infant Mental Health Conference
 - ECE Open House NHCTC (Laconia)
 - Infant Mental Health Post-Partum Depression Conference
 - NHAEYC Conference
 - ECE Workshop: Using PLAY to enhance Emot/Behav
 - development for children with autism
 - NH Foster and Adoptive Parents Conference
 - PBIS Summit and Training Workshop
 - APEX Summer Leadership Institute
 - Youth Suicide Prevention Conference
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Presentations

- Directors of DCYF-funded Family Support Programs
- Family Centered Early Supports and Services New Staff Orientations
- NHTI ECE Class
- NH Foster and Adoptive Parents Group
- New Librarian's Orientations

ADVISORY GROUP, MANAGEMENT TEAM & STAFF—FY 2007

From the beginning, the Family Resource Connection has included as an integral part of its organization an Advisory Group comprised of representatives from public and non-profit organizations to participate in program planning, evaluation, oversight and consultation to the program's Management Team and staff.

Advisory Group and Management Team Members and the organizations they represent are as follows:

- Bobbie Gaudette—Easter Seals Child Care R & R
- Patricia Tilley—Bureau Of Maternal & Child Health
- Ellen Wheatley—Child Development Bureau, DCYF
- Carrie Hoeckele—ASSETT
- Joan Izen—PTAN/SERESC
- Jack Lightfoot—Child & Family Services
- Ruth Littlefield—Bureau of Special Education, DOE
- Eileen Mullen/Myriam Roeder—Division for Children, Youth & Families
- Debra Nelson—Institute On Disability/Univ. of NH
- Tricia Neville—Education & Training Partnership – CLL
- Sylvia Pelletier—NH Family Voices
- Carolyn Stiles—FCESS Division of Development
- Heather Thalheimer—Parent Information Center
- Robin Stephens—Staff Development Partnership

- Michael York—State Library

Family Resource Connection staff members include:

- Nancy Cristiano, Coordinator
- Joanna Baqqi, Reference Librarian
- Melissa Garrison-Kelly, Program Assistant

FRC STATISTICAL OVERVIEW FY 2007

The attached **Statistical Report for Fiscal Year 2007** illustrates the inquiry and use of FRC services by professionals and families caring for NH's children. FRC patrons borrowed 3373 materials (books, audio-visuals, kits, etc.) through our free lending library (books and audio-visuals were mailed with postage paid return labels). Below is the breakdown by which FRC obtains data for statistical use.

2007 FOCUS AREAS

Means of Inquiry

The preferred method of contacting FRC for information and materials is Email—comprising 55% of FRC requests either through direct emails or from FRC's online request form which is available on FRC's online library link. Another 35% of requests were received by telephone. The remainder of calls

Subject of Inquiry

The majority of requests focus on children, centered on the following top five topics of concern: 688 requests centered on issues related to Early Childhood Education, 576 concerned parenting issues, 541 requests were related to Special Education or Education issues, and 426 inquiries relating to disabilities, rounding out the top five were 299 requests relating to general health issues.

Source of Inquiry

60% of FRC requests are from professionals who work directly with families of young children. Parents and family members represent the other significant group of people who contact FRC for information, accounting for 32% of inquiries.

Professional Service

FRC offers a unique service by inviting professionals to subscribe to our **Journal Alerting Service (JAS)**. FRC subscribes to 15 professional journals (see enclosed flyer for current list of journals) focusing on

education, development, and/or health of children. Subscribers receive bimonthly emails listing the most recent **Table of Contents** of current professional journals. Requests for articles of interest are welcome, and print or electronic copies of articles sent directly to subscribers. FRC currently has 100 subscribers utilizing this professional service.

FAMILY RESOURCE CONNECTION FISCAL YEAR 2007 STATISTICAL REPORT													
MEANS OF INQUIRY	July	Aug	Sept	Oct ^	Nov ^	Dec	Jan	Feb	Mar	April	May	June ^	Total
Phone	48	44	56	49	110	29	58	36	50	44	28	29	581
E-Mail ^	38	33	35	172	216	22	39	42	39	37	41	185	899
Mail	3	2	1	2	3	2	3	2	1	6	1	1	27
Walk-in	5	4	6	5	15	9	5	5	4	3	2	4	67
Out/Conference	1	2	7	4	15	2		20	4	4	12	4	75
Sub-Total	95	85	105	232	359	64	105	105	98	94	84	223	1649
COUNTY OF REQUEST	July	Aug	Sept	Oct ^	Nov ^	Dec	Jan	Feb	Mar	April	May	June ^	Total
Belknap	12	5	7	12	22	4	8	4	5	3	8	11	101
Carroll	3	1	3	14	15	2	8	3	7	6	6	15	83
Cheshire	3	1	4	9	19	5	11	11	5	7	4	13	92
Coos	1	4	5	3	5	2	1	9	2	3	1	3	39
Grafton	3	6	4	9	19	5	3	8	6	3	5	8	79
Hillsborough	23	11	27	52	68	10	13	23	18	19	22	55	341
Merrimack	23	20	27	73	94	14	27	17	29	29	15	68	436
Rockingham	10	25	15	31	69	12	18	13	13	14	13	28	261
Strafford	9	6	5	16	28	8	8	10	7	3	7	13	120
Sullivan	3	5	5	9	15	2	6	5	4	5	2	6	67
Out of State	4	1	2	3	4		2			1		3	20
Unknown	1		1	1	1			2	2	1	1		10
Sub-Total	95	85	105	232	359	64	105	105	98	94	84	223	1649
SUBJECT OF INQUIRY	July	Aug	Sept	Oct ^	Nov ^	Dec	Jan	Feb	Mar	April	May	June ^	Total
Childcare	15	15	11	14	26	11	24	16	8	14	17	22	193
Disabilities	21	18	23	55	98	17	28	48	33	34	28	23	426
Early Childhood Ed	15	26	35	128	146	26	43	37	35	31	37	129	688
Education	10	8	20	24	34	14	17	14	16	12	17	14	200
Health	33	15	22	20	44	22	27	22	14	16	16	48	299
Homeschool		1	3	2	4	7	3	1	1	1	2		25
Parenting	54	41	48	45	91	35	39	59	43	40	44	37	576
Social Welfare	15	14	23	10	21	10	19	10	19	14	8	7	170
Special Ed	6	8	14	49	67	18	18	33	29	33	24	42	341

Other	4	2	2		7		3		2	3	2	4	29
Sub-Total	173	148	201	347	538	160	221	240	200	198	195	326	2947
SOURCE OF INQUIRY													
SOURCE OF INQUIRY	July	Aug	Sept	Oct ^	Nov ^	Dec	Jan	Feb	Mar	April	May	June ^	Total
Parent/Family	47	36	42	39	92	28	43	42	38	49	35	32	523
Foster Parent	6	5	1	2	3	2	4	5	2	2	6	1	39
Professional	40	40	59	179	244	28	54	52	45	39	39	182	1001
Student	2	1	3	6	11	6	3	6	7	2	3	2	52
Other		3		6	9		1		6	2	1	6	34
Sub-Total	95	85	105	232	359	64	105	105	98	94	84	223	1649
AGE RANGE													
AGE RANGE	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
ages 0 - 2	36	37	39	32	57	32	32	36	28	31	33	31	424
ages 3 - 5	18	21	14	17	36	10	15	15	15	23	18	9	211
ages 6 - 12	68	66	8	16	30	9	14	7	10	16	10	17	271
0 - 5 Multi	14	16	87	80	92	64	77	80	76	75	80	83	824
6 - 12 Multi	4	8	12	11	17	6	13	15	7	7	9	4	113
Teen	8	13	4	8	17	5	17	12	15	8	7	8	122
Mixed	73	61	71	62	102	61	71	66	67	63	67	63	827
Adult	6	7	10	6	8	8	9	10	12	6	6	6	94
Unknown	17	14	12	16	21	15	10	20	17	12	9	8	171
Sub-Total	244	243	257	248	380	210	258	261	247	241	239	229	3057
CIRC ITEMS PROVIDED													
CIRC ITEMS PROVIDED	July	Aug	Sept	Oct ^	Nov ^	Dec	Jan	Feb	Mar	April	May	June ^	Total
Books/Videos	281	321	245	340	248	118	318	376	379	246	284	217	3373
Articles	261	308	417	129	160	421	263	65	93	79	222	139	2557
Bibliographies	30	1372	68	122	46	36	345	66	48	85	118	53	2389
FRC Related	90	2817	637	216	151	64	557	184	398	197	203	97	5611
Other*		275	275	351	1	100	661	50	39	14	107	17	1890
JAS^				1035	945							834	2814
1st 5 Yrs ONLY--f/Other*		[150]	[100]	[251]		[100]	[360]	[50]	[36]	[13]		[17]	[1077]
Sub-Total	662	5093	1642	2193	1551	739	2144	741	957	621	934	1357	18634

PROFESSIONAL PROFILES													
July 2006 - June 2007													
Type of Professional	July	Aug	Sept	Oct ^	Nov ^	Dec	Jan	Feb	Mar	April	May	June ^	Total
Early Childhood Related	15	15	20	120	141	11	20	23	14	23	111	125	638
K-12 Related	2	2	13	18	31	7	11	11	12	9	12	8	136
Heath Human Services	22	22	25	50	70	8	22	18	16	6	42	44	345
Other	1	1	1	1	2	2	1		3	1	2	5	20
Sub-total	40	40	59	189	244	28	54	52	45	39	167	182	1139
PROFESSIONAL AFFILIATIONS													
Early Childhood Related	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
Administrator	3	3	2	1	4					2	2	2	19
Director-Childcare Ctr	6	9	7	7	15	6	5	8	6	10	8	11	98
Teacher-Childcare Ctr	1	3	1	2		1	4			1	1		14
Early Childhood Ed	8	11	13	15	19	9	13	20	12	11	15	23	169
Early Supports & Serv	64	62	66	69	76	65	68	69	66	70	64	73	812
Family CC Provider	1	2	2	3	4	1	2		2	3	1		21
Family Support	5	5	2	5	7	6	5	5	4	4	5	4	57
Preschool	4	5	4	6	5	5	4	4	5	4	4	4	54
Preschool Special Ed	8	8	5	9	11	8	9	8	10	8	9	8	101
Other	1	3	8	3		1				1	2		19
Sub-total	101	111	110	120	141	102	110	114	105	114	111	125	1364

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
K-12 Related													
Administrator	1	1	1	2	5	1	1	1	1	1	2	1	18
Classroom Teacher	4	5	6	6	4	3	6	7	4	4	3	4	56
Guidance			1	2	1		4	1	2	1			12
Paraprofessional				1	3	1	1	1	1	1	1		10
Specials Teacher		1	4	1	5	3		3	1		1		19
Special Education	3	3	3	4	6	5	5	5	5	6	4	3	52
School Nurse			1		2				1				4
Other	1	2	4	2	4	1	2		4	3	1		24
Sub-total	9	12	20	18	30	14	19	18	19	16	12	8	195
Health Human Services	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
Behavioral Health	7	3	3	2	4	3	3	2	6	3	4	2	42
Child Protect/Welfare	2	1	3	1	2	1	1	1	2	2	1	1	18
Disability Related	5	8	8	5	16	5	9	9	9	8	9	10	101
Family Support	19	16	18	16	26	17	15	16	14	14	17	17	205
Health Care	7	6	8	6	10	6	12	5	5	5	5	7	82
Social Services	2	4	7	3	5	2	3	5	5	2	1	2	41
Workshop Presenter	6	2	6	6	7	2	7	9	5	2	5	4	61
Other	2			1		1							4
Sub-total	50	40	53	40	70	37	50	47	46	36	42	43	554