



## An Overview of Public Library Services to Institutions

CLARA E. LUCIOLI

THE TASK OF GAINING a clearly focused overview of services provided by the public library to institutions is like looking for planets in the universe of constellations. Here and there a few bright lights shine steadily, but many librarians involved in this field are too busy to publish: "To survive, one must be part octopus, part greyhound."<sup>1</sup> Others, new to the work, may feel too inexperienced; e.g., "I have notes and mental notes. . . . Attempting to publish something like that would be a totally new adventure for me."<sup>2</sup> Frequently, the use of the word *institution* in the literature refers only to correctional institutions; more often, however, the search leads one into a great Milky Way, where the record is scattered in the nebulae of "outreach."

*Outreach* is used as an umbrella word to shelter all sorts of programs. Brown<sup>3</sup> defines it as the area of public library service to the disadvantaged, which covers service to illiterates, minorities, migrants, economically disadvantaged, those with language barriers, along with the ill, aged, handicapped and institutionalized. In organizing the Midwest Library Outreach Cooperative in early 1977, the Outreach Round Table of the Missouri Library Association adopted a definition notable for its emphasis on people, rather than on agencies or buildings:

library services to shut-ins, to patients in local and state medical facilities for the aged or mentally handicapped; to children who because of geographic, family, or other circumstances do not have ready access to libraries; to people confined in local correctional and detention facilities; and to people who, because of their occupations, have limited access to library facilities.<sup>4</sup>

The most succinct definition is that of a Rhode Island librarian: "Out-

Clara E. Lucioli is retired Director of Professional Services, Cleveland Public Library.

reach is doing more than just standing in the library waiting for someone to come in."<sup>5</sup> When "the institution library itself is striving for its place in library literature,"<sup>6</sup> it is not surprising that the unique factors of service from its public library partner must be identified and sorted out of reports dealing with the homebound, handicapped, aged and disadvantaged. For the purpose of this paper, in accordance with the direction of the issue editor, services to correctional institutions and short-term hospitals will be omitted, and work with the handicapped and aged in group settings will be examined.

Two publications of the 1970s offer guidance to the field. First, Brown's *Library Service to the Disadvantaged* contains an enormous amount of information, philosophy of service, bibliographies and a broad coverage of program examples; the planning and operational techniques of service to institutions are discussed according to type of disability, and with specific suggestions for the public librarian.<sup>7</sup> Phinney's *The Librarian and the Patient*<sup>8</sup> is a landmark compendium of the principles of librarianship as they relate to the nature of each individual patient's needs and to the objectives of the total care program of the institution. Of the various possible arrangements between the local public library and the institution, Phinney lists the following as typical:

1. The public library may provide deposit collections only [as defined in ALA's *Standards for Library Services in Health Care Institutions*, p. 10] staffed by institutional personnel and/or volunteers, who are responsible for circulation of the materials within the institution.
2. The public library may set up a library unit within an institution to serve both personnel and patients, providing both walk-in and book cart service.
3. The public library may extend bookmobile service to institutions within its service area. Equipment can include hydraulic lifts to accommodate wheelchairs and book carts so that nonambulatory patients can be visited.
4. The public library may extend interlibrary loan services to established libraries maintained by personnel attached to the institution's staff, and funded by the institution. This service may be limited to filling requests for specific materials, or enlarged to providing supplementary, frequently changed loan collections.<sup>9</sup>

Phinney also cites numerous examples of practice throughout the text and appends descriptions of the different library services which are

### *Public Library Services to Institutions*

made available to area health-care agencies by seven public libraries and library systems. They are: Chicago, Detroit, Cleveland, Toronto public libraries, and Nassau County, Daniel Boone Regional, and Pierce County library systems. "These are given not as exemplary programs but because of the variety of approaches and situations they represent, and because they illustrate many of the principles and practices"<sup>10</sup> discussed in the book. Together, these two publications cover almost every type of institution milieu and choice of library service patterns.

Professional standards and statements of goals and objectives have long defined the public library's role in serving the institutionalized; both Yast and the New York Library Association agree<sup>11</sup> that these are interpreted to mean provision of facilities with ease of access, new techniques of service, specialized materials, staff with special competence, and financial support. These standards are designed for implementation by public library systems. In practice, as a carryover from the old LSCA Title IV division of funding into two categories (work with the blind and physically handicapped and work with state institutions), the former tended to become a responsibility of local public libraries as LSCA grants enabled many of them to reach out to local health-care centers, nursing homes, hospitals, day care and workshops for the handicapped, and housing for the elderly. Standards for service to state institutions, included in the *ALA Standards for Library Functions at the State Level*,<sup>12</sup> must be implemented by the state library in coordination with other libraries.

In his introduction to the report of a study of cooperation in Ohio, Joseph F. Shubert repeats the questions asked by the Ohio State Library Board and its Advisory Committee for Institutional Library Services: "Is there unnecessary duplication of collections between institutions and public libraries in the local service areas? Can the public library adequately meet the needs of the institution population with its materials, services and programs?"<sup>13</sup> In the study, Lucioli reminds the committee of the common practice of locating large institutions in rural or semirural settings and populating them with a clientele from urban centers, people with different cultural backgrounds: "The nearest local public library, frequently underfinanced and understaffed, with a collection geared mainly to the interests of families and workers in a small community would be 'hard put' to stretch its holdings to meet an institution's library needs."<sup>14</sup> Nevertheless, in spite of limitations and the barriers that exist, many public libraries maintain cooperative relationships with state and national institutions. Again, in Ohio, borrowing from the local city, town or district library has helped in emergency situations when the institu-

tion's population has changed in age or type of resident, e.g., with the development of geriatric units in long-term mental health institutions, or with the shifting of juvenile retardates to depopulated adult facilities. The institution librarians, without means to acquire appropriate materials quickly for the new patrons, turned to local public libraries for juvenile books, large-print editions of adult books, audiovisual materials, and any available program aids of storytelling and films.

Aside from obvious needs in emergencies, if institutions have their own libraries, what do they need from others? Barnard has listed five kinds of service normally requested in North Dakota: reference, interlibrary loan, consultant, bookmobile, and deposit collections.<sup>15</sup> From responses to her questionnaire, those services offered by public libraries can be tabulated: interlibrary loan (7 libraries), reference (2), and bookmobile (2). Thus, some public libraries of North Dakota help to expand library resources for the mentally ill, retarded, blind, deaf and elderly in soldiers' homes, and for the criminal and delinquent wards of the state. The key to regularizing this type of outreach is a state plan to meet the standards mentioned earlier, a plan to coordinate the institution library program with both total efforts of the state library and those of other agencies. The state plan would need to develop policies and procedures for the use of collections and services of other libraries to supplement the institutional library collections. Barnard makes an urgent plea for the State Library of North Dakota to move into the pivotal position of a state plan, while Lucioli recommends that the State Library of Ohio promote and, if necessary, fund the cost of full membership of institution libraries in Ohio's multicounty cooperatives: "Services, now informal, would be legitimized so the institution library can become an active part of a network."<sup>16</sup>

The tripart system has worked well in several states, notably in Washington, where state, institution and public libraries contract to equalize and to make available meaningful quality library services to people behind the barriers. Unfortunately, the comprehensive Pierce County program described by Parks<sup>17</sup> was in jeopardy in the summer of 1977, when Washington ceased making contractual grants to public libraries. Parks warns that because of serious cutbacks, funding problems, and the ebb and flow of LSCA, social security and revenue-sharing monies, cooperative outreach to institutions has an uncertain future unless public libraries can absorb the cost of the program.

The incentives provided by state library grants from federal funds give testimony to the influence of seed dollars when public libraries ab-

### *Public Library Services to Institutions*

sorb costs and continue services to local institutions. Where these funds have also been used for in-service training, institutes and workshops, librarians have become aware of the broader implications of "service," especially when institutional residents have been part of the learning process. Conversation, listening and responsiveness, services one would give the patron within the walls of the public library, make the dusty deposit collection a futile gesture; building an entrance ramp does not necessarily provide equal access to all. In 1974, 81 of Ohio's 249 public libraries reported that they were serving local city and county institutions or were willing to do so; in 1977, the number increased to 192.<sup>18</sup> This growth relates directly to the workshops generated by the library development consultants of the state library and the creative suggestions and information disseminated in the bimonthly news sheet, "Ohio Libraries Reach Out to the Handicapped."<sup>19</sup>

In the catalog *Library Programs Worth Knowing About*,<sup>20</sup> gathered from a sampling of ten states, thirty programs originally funded by USOE and LSCA grants are highlighted and described. Six of these are designed to meet the diverse needs of handicapped, institutionalized people in a variety of ways:

1. *Deaf Awareness* — provides information, bibliographies, consultation, books relating to the hearing impaired in thirty New Mexico public libraries, and state library bookmobiles, ultimately to benefit the residential New Mexico School for the Deaf students and those in five satellite preschools by making easily available material that will help them and their families adjust to and accept the handicap.<sup>21</sup>
2. *Enlite* — aims to serve the elderly in individual and group living quarters within the target group of economically disadvantaged and socially isolated in Newton, Kansas. Service includes individually selected books delivered through visits and by mail, specialized events and programs, such as genealogy workshops, literature reviews, films, income tax assistance and training. Older adults serve as resource persons for children's interest groups, mothers' discussion seminars, and adult literature groups. "No other new program initiated by the library has received as much positive feedback."<sup>22</sup>
3. *Hand Up, Not a Hand Out* — "Services to disadvantaged persons in the 13-county North Central Iowa Region consist of Books-by-Mail, Spanish materials, audio-visual materials, and the Books-on-Wheels program. Persons in health-care facilities, day-care centers... are served in various facets of the program."<sup>23</sup>

4. *Special Delivery*—Large-print books, magnifiers, books-by-mail, and audiovisual materials for handicapped persons residing in nursing homes, retirement centers, Handicap Village, county homes, and for other nonusers. Covers the 13-county area of the North Central Regional Library System, Mason City, Iowa.<sup>24</sup>
5. *Reach Out and Grow*—Residents of nursing homes, retirement centers, and apartments for the aged; the homebound; Headstart; several groups of mentally handicapped adults and children are provided with large-print books, films, cassettes and story hours. Serves as a resource center for approximately 5000 people, the educationally, socioeconomically, and culturally deprived in Clay County and the immediate surrounding counties. Headquarters are in Spencer Public Library, Spencer, Iowa.<sup>25</sup>
6. *Two Approaches to Library Service for Preschool Children and Senior Citizens*—A Fort Worth (Texas) Public Library outreach program, it extends services to these groups in designated areas “for those whose lack of mobility generally precludes their use of a fixed-location library.” Programs are held in day care centers and senior citizen centers, a bookmobile serves inner city people, and transportation is provided for those in two branch areas.<sup>26</sup>

Two other programs originally funded by LSCA grants to urban libraries illustrate the adaptation of traditional bookmobile practices to older persons in group homes:

Toledo-Lucas County Public Library has a 14-foot GMC van which has been converted by the library's carpenter shop. It has a TODCO hydraulic lift in the back. Most of the stops on their 4-week schedule are at nursing homes and senior housing units. . . . The few persons who can go to the van are encouraged to do so. They deliver books to others in a variety of vehicles, including a book cart with special wheels which makes it easier to steer over thresholds and a metal shopping cart which isn't too heavy, when filled with books, to lift up a flight of stairs.

The bookmobile at the Cleveland Public Library is called the “Senior Bookshelf”; it was especially designed by Gerstenslager Co. to serve the elderly and has a hydraulic lift to accommodate persons who can't manage the steps. The Senior Bookshelf goes to nutrition centers for the Elderly Meals Program, and to the large Metropolitan Housing apartment enclaves for housing the elderly poor every two weeks, . . . uses volunteers to publicize its services,

### *Public Library Services to Institutions*

and has an advisory committee whose members include older consumers, recreation and social workers experienced in work with the elderly. Both bookmobiles carry an assortment of books to please their readers' tastes, large print books, magnifiers in a variety of styles, records and cassettes. Toledo loans super-8 films and projectors to nursing home administrators. Cleveland has a "Granny" collection of books for entertaining grandchildren, a few games and puzzles, and materials in foreign languages. Mr. John, Cleveland's driver, is a man of many talents: he speaks several languages, to the joy of some of the Bookshelf regulars; and he shows films at some of the stops. In both bookmobiles, the staff consists of a librarian, a bookmobile driver, and a clerk.<sup>27</sup>

Although federal-state funding has supported strategies to reach the nonuser and, in so doing, benefited the institutionalized, many public libraries have traditionally included such programs in general budgets as a natural extension of service to all citizens. They have long taken the same direction as recommended in *The Cecil County Library System — A Portrait of the Present and Directions for the Future*. In planning for the future of a small library presently serving a population of 55,000, the surveyors noted that: (1) basically, the current users are young and from families of average or above-average income who make up the 10-15 percent of the population most often served by public libraries; (2) "some 55 percent of the County's householders did not use the library at all in the year surveyed"; and (3) the

intensity of consumption of library services and proportionate number of users may be increased by . . . increasing the bookmobile operations and/or offering books-by-mail; increasing the size and variety of branch book collections, especially those items with high circulation volume; provide a quarterly library bulletin to all households with information on new acquisitions, hours of operation, bookmobile schedules, etc.; service to shut-ins, senior citizen centers, hospitals and prisons. . . . The problem is not so much dissatisfaction with service . . . but rather indifference. By lessening the constraints to consumption of library services, many residents may discover what they have been missing, and valuable library services and resources will begin to be utilized to their fullest potential.<sup>28</sup>

One cannot help but comment here that although the planners bring in the services to the institutional patrons at the end of all other projected

activities (the usual place), the response will never be indifference. Some insights can be gained from a few ongoing programs recently integrated into the structures of public libraries of varying size.

### LARGE URBAN LIBRARY

The headquarters of the Special Services Division of the District of Columbia Public Library is housed in the new Martin Luther King Memorial Library. The division has as its objective:

The delivery of services to all those living in the District of Columbia or in institutions housing District of Columbia residents who cannot read regular print or visit their local public library. These services include information programs as well as delivery of reading materials in formats accessible to the blind, handicapped and homebound. In April of 1973, Special Services opened its door with most of its funding from LSCA for twenty-three positions and operating costs. As of April 1, 1975, the District of Columbia Public Library was funded by Congress to assume these expenses through regular budget.<sup>29</sup>

The division is organized into three main programs: (1) it serves as a regional library for the blind and physically handicapped, with a projected clientele of more than 5000 persons; (2) a homebound program, with a potential clientele estimated at 35,000 persons; and (3) a service to the institutionalized (who number over 12,000) in the District of Columbia. The Chief of Special Services reports:

The Librarian for the Homebound is currently surveying all [18] D.C. accredited homes for the aged to evaluate present programs, complete an Institution Fact Sheet on each, identify individuals in each facility who wish direct homebound service, and tentatively decide upon which of three programs are appropriate for each institution. Factors such as the availability of volunteers on site must be considered. Volunteers were noted as "scarce" on one of her sample Fact Sheet reports, a situation now acknowledged by many large city agencies that depend on volunteer help. [There are] three program formats: small book deposits rotated every two months; regular visits to individuals in facilities; regular book-cart and package programs, i.e. films, filmstrip/film/record programs, which could be developed and then turned over to volunteers for continuance. . . . The Librarian for the Homebound and the Librarian for the Blind and Physically Handicapped have developed

### *Public Library Services to Institutions*

a combined program approach to service to homes for the aged; they share the development of volunteer training, visit individuals referring them to each other as each librarian's skills and knowledge seem more appropriate to that individual's reading needs.<sup>30</sup>

Although the position of adult institutions librarian was vacant at the time of the report, the flexibility of Special Services Division staff made possible the implementation of programs in many types of agencies, including those in federally funded hospitals, residential and correctional facilities. The librarian for juvenile institutions carried an active schedule of storytelling, film and discussion programs, book service and talks, with an attendance of 11,698 children during the year. Excerpts from the FY 1976 report give only a partial index of the division's many and varied activities, working relationships, publications, and range of resources. Although in existence only three and one-half years, the integrated, centralized organization has not only made a successful impact on the community of the handicapped and institutionalized, but also on the consciousness of the entire community, thereby creating a wider comprehension of the special needs of this clientele and the public library's excellent resources of materials and skills to satisfy them.

#### AN INSTITUTION IN SUBURBIA

A program originating in the Fairview Park Regional Library of the Cuyahoga County (Ohio) Public Library System reaches some 162 trainable mentally retarded adults in the Rocky River Adult Training Center. It was developed by a staff member who attended the 1975 HELP Workshop<sup>31</sup> and had done some reading in the field of retardation. She visited the center to talk with counselors and clients, and held one meeting with colleagues in the library in anticipation of training center class visits, to acquaint them with the purpose and procedures. In talking with clients of the center, the librarian recognized that the greatest interest expressed was in visiting the library; after this was accomplished, the librarian arranged to make regular visits to the center "to be able to reach more people more frequently and provide exposure to more printed materials." In her plan for becoming acquainted with patrons, the librarian hoped to be able to read the background records of clients, but these were confidential; later, she found it was not necessary: "As I came to know each trainee, I became aware of individual interests, needs, capabilities and limitations sufficiently well for my purpose in library programming and service."<sup>32</sup> She routinely accepts subject requests and informally notes reactions to what is offered.

The project now provides for weekly visits to the Fairview Park Regional Library with very good cooperation from the staff at all levels. A busload of trainees arrives every Friday and each new group has an initial tour of the building. Some of the trainees have physical problems, but all are able to manage. Programs vary; there are film showings, filmstrips, some storytelling, and chalk talks. The response to films is excellent when they are well chosen and allow for discussion; supporting realia help, as do displays with simple book talks; chalk talks are more popular than stories, although the response varies. Music and recordings are used; songs are awkward. Discussions focus on subjects of general interest or concern and are designed to promote understanding, better self-expression and communication, social skills and shared enjoyment. Reading interests are varied; some read a good deal, and subjects such as pets, sports, machines, and television, movie and music personalities are always popular. Some of the training center staff are regularly consulted and a marked improvement has developed in staff interest, with varying degrees of involvement and helpfulness. Individual contacts, circulation of materials, books and magazines take place at the center when the librarian makes her bimonthly visits. At first, there was one great rush for books after lunch, but now each of the ten groups making up the entire body is seen separately. Each trainee shows an identification card, signs his or her name and has a brief talk with the librarian. Information and reference service by telephone is not feasible, because many trainees have difficulty using the telephone. Fear of losing books, once a real problem of the center staff, still seems to worry the trainees. Few of them have been encouraged enough to come to the library individually.

A similar program in Berkeley Heights, N.J., developed by the public library for the retarded adults of the John E. Runnells Hospital First-Step House, has used videotapes to help them to acquire life skills: "Adults visit the library regularly and create their own programs while also participating in scheduled library activities."<sup>33</sup>

#### THE TOWN LIBRARY'S PLANS

The plan of the Grove City (Ohio) library has several notable aspects.<sup>34</sup> First is the goal to increase visitation from one to two days a week to meet the expanded growth of the local hospital and give special attention to the new geriatric division, and to make more use of the library's demonstration talking book machine with long-term patients who qualify.

A second goal is to set up several planning sessions with occupational

### *Public Library Services to Institutions*

therapists in the local nursing home to assist the therapists in an endeavor to begin a new remotivation program. Continuing ongoing work of special bedside service is to be available to individuals, as are a rotating deposit collection in the home's occupational therapy room, a monthly movie day for all residents, and a special technical collection for the nursing staff. In addition, the library program hopes to reach new readers and give assistance by being part of the remotivation gatherings. Effort will be made to educate the residents about the equipment aids available, e.g., large-print books, Ednalite lens, and talking books. Also to be scheduled are book reviews, slide presentations and puppet shows.

A third goal involves initiation of new library contacts with two large remotivation agencies of the county. These agencies cater to children and youth and infrequently use the library. The staff will try to develop new rapport for better library communication with their residents. After six months of preparation and planning, this has resulted in the establishment of a deposit collection at the county children's home of 400 excellent paperbound books. Old donated books were discarded and hauled away, the shelves scrubbed and polished, and wall areas brightened with posters. A circulation system was worked out that was approved by the home, and new books were purchased to encourage interest in reading. Service to the other county institutions, housing fifty boys, was not initiated because the boys now come to the library each week and enjoy the outing as part of a reward system.

### RURAL INSTITUTIONS REQUIRE A FOOT IN THE DOOR

Millersburg, Ohio, is the center of numerous psychiatric nursing homes where farm women find steady employment caring for retired and ailing refugees from the cities. Like librarians of Arizona when the Sun City-type of resident appeared in ever-increasing numbers, the librarian of Holmes County Public Library in Millersburg knew that climate, scenery and security are not enough to sustain life:

It was a long hard pull to get started at the Castle Nursing Homes, their staff was busy and reluctant to add the responsibility for books to their duties, and all manner of obstacles and delays ensued. However, . . . the Recreational Therapist arranged for our visits to three homes and introduced us to the patients and staff. This was in November and, as these visits proved successful, two more homes were added.<sup>85</sup>

In 1976, the number of homes visited increased to seven, and a part-

time staff member and one volunteer are now in charge of book selection and visits. Homes are visited once a month and patients are assembled to meet with the librarian to exchange or renew books. Books not borrowed are returned to the library, because there are no facilities for them. This, in itself, removes one cause of friction with the staff. A different procedure is used in a large home, where residents in private and semi-private rooms receive book-cart service and personal visits.

The library in Millersburg displays paintings by local artists; already the outreach librarian, who has great empathy with her clientele, has brought in drawings and paintings of one patient and arranged a display pleasing to the artist and library patrons alike. As a final triumph, the library moved one of its branches to the premises of a new retirement home in Walnut Creek, an area and resident population not yet served.

#### THE FUTURE OF PUBLIC LIBRARY SERVICE TO INSTITUTIONS

There is no doubt that an ominous thread of uncertainty runs through the record of the public library's venture into the space of outreach. At its board meeting in July 1976, the Health and Rehabilitative Library Services Division of ALA noted that large urban public libraries are experiencing special problems and needs. Such libraries serve large numbers of elderly and physically handicapped persons and people with social and economic needs who require specialized library services; these services are frequently the first to be cut back during financial and other crises. HRLSD passed a resolution urging Congress and the president "to provide special financial assistance to those urban areas over 100,000 population which have demonstrated need to permit them to purchase adequate library materials with which to maintain local services to a high caliber and also to remain strong resources in national and state inter-library networks."<sup>36</sup>

In addition to the threatened loss of financial support, there is also fear of weak administrative and professional commitment. The "Outreach Issue" of the *Rhode Island Library Association (RILA) Bulletin* explored the dangers in some detail through interviews with experienced professionals. Stephanie Kirkes posed the problem of outreach service cutbacks in some libraries because of economic crunch. She asked Carlton Rochell in an interview if this area was important to continue and whether cutbacks should be made elsewhere. He responded:

Hindsight avaieth little, but the mistake that was made from the funding sources, primarily the federal government in many cases, right on down to and through the local public libraries, is that

### *Public Library Services to Institutions*

outreach services were always treated and structured and funded as something extra. . . . These programs, because they were not institutionalized, so to speak, and not looked upon as bread and butter services, are the first to go. I think that's a sad commentary because the basic tenet of the public library . . . is that [the services] are supposed to be for all the people. . . . Until librarians themselves are trained and philosophically committed in the direction of outreach services, it's almost a hopeless task.<sup>37</sup>

In an interview with Susan Reed, Cathy Compton, Senior Awareness Librarian, reported that the Senior Awareness Program was originally funded by a United Way grant to bring library materials to Class II nursing homes. It was later funded from Northern Interrelated Library money through the Pawtucket (R.I.) Public Library, with those funds expiring June 30, 1977. Asked for her ideas on the outreach programs designed to meet the needs of residents of nursing and rest homes, and whether or not the program was an idea whose time had come, Compton responded:

Most elderly people in nursing homes or rest homes . . . have had very little throughout their lives but have worked very hard. They have very little means of support . . . because their job categories were often not covered by social security. It seems to me that those who control the community's resources have an obligation to these people to make their lives better now than they have been in the past. Nursing home residents should be entitled to book and film services that the library can provide. After all, they paid taxes too. It is something that all libraries will have to do eventually. . . . In 2030 the percentage of people over 65 could be as high as 50%. Libraries are going to be forced into establishing outreach departments to serve the elderly as their numbers and political awareness increase . . . the elderly vote. Their record in voting is, as a group, one of the highest in the U.S. . . . They will be far more vocal than other impoverished minorities.<sup>38</sup>

Compton believed that through service to the elderly, outreach would prove itself; once part of the public library structure, movements to serve others would also be funded in the regular budget.

In discussing four possible alternatives for the future of the public library, Casey suggests that one alternative could be the library as a rehabilitation center:

The library with mission to the institutionalized . . . one public that nobody else is in any position to serve. These commonly are not people who have professional libraries at their disposal. These are people who have nothing — no access to the human record unless we as public librarians choose to provide it for them. Again this is not a new idea, many public libraries are offering some measure of service to one or another of these groups. . . . We are going to have to do a great deal of rethinking and restructuring of our library services . . . to provide a truly meaningful service . . . to these people who are really locked away in a variety of ways from using our agencies as they presently are.<sup>39</sup>

To meet such a challenge, Thompson underlines Luckham's opinion that the librarian of the future will go out into the field, creating relationships, activities or groups which do not occur spontaneously, but which will enable the library to benefit all sections of the public, disseminating cultural traditions more widely, and in fact becoming a positive social force within the community.<sup>40</sup> Thompson added that libraries can be powerful instruments of social and political change, but that the obstacle is the bureaucratic orthodoxy of the library profession itself.

Mathews sees one of the great challenges and great glories of the public library as its huge effort of the past ten years to enlarge the user pool across the social, educational and economic lines: "The challenge now is to use what has been learned. . . . Some people may wonder if public libraries are only trying to 'do more' for the nonusers . . . the poor, the handicapped and others. . . . This is emphatically not the case. . . . They have tried to gear [their services to] a huge new clientele, while continuing to give good services to their traditional clientele."<sup>41</sup> Mathews cites as an example the Tulsa Public Library's extensive program of specialized services to shut-ins, nursing home residents, the mentally and physically handicapped, and people with learning disabilities; to these the Tulsa library also added a supplementary project of information and recreation for the aged.<sup>42</sup>

The emphasis of integration of outreach to the institutionalized into the context, and as a genuine part, of total regular service patterns finds its best expression in Mathews's forceful statement:

These user-oriented programs for the yet-to-be-reached users must have specific commitment in terms of planning and the setting of objectives, but they must not be seen as add-ons, apart from the "real work" of the library, the system, or the network. The over-all

### *Public Library Services to Institutions*

implication is that there is, and must be, in the making a whole new way of conducting all library service for *all* user groups — those who constitute special challenges and those who do not.<sup>43</sup>

Seven hallmarks of quality library service sum up all that is required to bring public library service up to its full potential, but the essentials are:

1. Humaneness, acceptance, respect, concern for all users in dealings that all library workers — professional and otherwise — have with them;
2. Willingness and ability to take programs and services to people where they are and where they need them, in every sense: physically and psychologically;
3. Materials and equipment in all formats that are geared to the handicaps, sensibilities, interests and abilities of those who want to use them.<sup>44</sup>

At a time when there is growing alienation from the printed word and a daily impoverishment of language itself, the star of the public library would seem to be on the wane. Service and commitment to the institutionalized have shown no great stellar attributes; the here-and-there, off-again, on-again treatment resembles more the flickering of a light bulb with a loose connection. Surely the opportunity to strengthen light is offered by increasing public library service to these individuals to give them the support of knowledge and imagination throughout their lives and especially when and where circumstances place them outside the traditional library orbit.

### *References*

1. Consultants of HELP Workshop (Help Extend Libraries to People with Handicaps). Personal communication, July 30, 1976.
2. *Ibid.*, July 24, 1976.
3. Brown, Eleanor F. *Library Service to the Disadvantaged*. Metuchen, N.J., Scarecrow Press, 1971.
4. "Library Outreach Cooperative Forms," *Show-Me Libraries* 28:14, April 1977.
5. Hearn, Kay. "Attitudes Toward Outreach" (interview), *RILA Bulletin* 49:17, March 1977.
6. Koons, Philip L. "Institution Libraries and Cooperation," *Ohio Library Association Bulletin* 47:12-15, July 1977.
7. Brown, *op. cit.*, pp. 137-323.
8. Phinney, Eleanor F., ed. *The Librarian and the Patient*. Chicago, ALA, 1977.
9. *Ibid.*, pp. 129-30.

10. *Ibid.*, pp. 303-34.
11. Yast, Helen. "Standards for Library Service in Institutions: B. In the Health Care Setting," *Library Trends* 21:267, Oct. 1972; and New York Library Association. *Standards for Adult Services in Public Libraries in New York State*. New York, New York Library Association, 1972, p. 14.
12. American Library Association. *Standards for Library Functions at the State Level*. Chicago, ALA, 1970.
13. Shubert, Joseph F. "Introduction." In Clara E. Luciola. *Trend Toward Partnership: A Study of State Institution and Public Library Cooperation in Ohio*. Columbus, State Library of Ohio, 1976, p. (iii). (ED 124 216)
14. Luciola, op. cit., p. 3.
15. Barnard, Sr. Gordon. *A Study of the Library Services Provided by the State Institutions of North Dakota*. Prepared for the North Dakota Advisory Council on Libraries. Bismarck, N.D., State Library Commission, 1976, pp. 70-71.
16. Luciola, op. cit., p. 9.
17. Parks, Lethene. "Institutional Library Services: The Public Library's Role," *Illinois Libraries* 56:557-61, Sept. 1974.
18. The State Library of Ohio. *Libraries for People with Handicaps: A Directory of Public Library Resources and Services in Ohio*. Columbus, State Library of Ohio, 1974.
19. Lovejoy, Eunice. "Ohio Libraries Reach Out to the Handicapped," *News from the State Library of Ohio* 158:11, Jan. 17, 1975.
20. U.S. Office of Education. *Library Programs Worth Knowing About*. Prelim. ed., June 1976. (Prepared for the USOE by the Far West Laboratory for Educational Research and Development, San Francisco.)
21. *Ibid.*, pp. 8-9.
22. *Ibid.*, pp. 10-11.
23. *Ibid.*, p. 14.
24. *Ibid.*, pp. 54-55.
25. *Ibid.*, pp. 44-45.
26. *Ibid.*, pp. 60-61.
27. Lovejoy, Eunice. "Ohio Libraries Reach Out to the Handicapped," *News from the State Library of Ohio* 175:81, July 19, 1976.
28. Slocum, Grace, and Goering, Elsie M. "Some Aspects of Planning in a Small Library," *The Crab* 6:5-6, April 1977.
29. Lyons, Grace J. "Annual Report, FY 1976." Washington, D.C., District of Columbia Public Library, 1977. (mimeographed)
30. *Ibid.*
31. Lehman, Lois E. Report of program. July 24, 1976. (unpublished)
32. *Ibid.*
33. "Public Library Project," *Interact* 3:17, April 1977.
34. Barnick, Carol. "Our New Look at Outreach Services, Grove City Public Library." April 26, 1976. (Report, amended with notes, July 30, 1976.)
35. Kavanagh, Helen. Personal communication, July 26, 1976.
36. "Substantive Motions Passed at HRLSD Board Meetings July 1976," *HRLSD Journal* 2:20, Fall 1976.
37. Rochell, Carlton. Quoted in Stephanie Kirkes. "Attitudes Toward Outreach" (interview), *RILA Bulletin* 49:2-8, March 1977.
38. *Ibid.*, pp. 9-10.
39. Casey, Genevieve. "Alternate Futures for the Public Library." In *The Fifth Annual Alumnus in Residence Program*. Ann Arbor, University of Michigan School of Library Science, 1973, pp. 1-9.
40. Thompson, James. *Library Power; A New Philosophy of Librarianship*.

*Public Library Services to Institutions*

Hamden, Conn., Linnet Books, 1974; and Luckham, Bryan. *The Library in Society: A Study of the Public Library in an Urban Setting*. London, Library Association, 1971.

41. Mathews, Virginia H. *Libraries for Today and Tomorrow*. Garden City, N.Y., Doubleday, 1976, p. 89.

42. *Ibid.*, p. 92.

43. *Ibid.*, p. 158.

44. *Ibid.*, p. 159.

This Page Intentionally Left Blank