

Lifelong Access

L I B R A R I E S

Redefining public library services to older adults

Leadership Institute 2006 Cohort Description & Libraries Profile

November

2006

The 2006 Lifelong Access Libraries Leadership Institute was held at the University of North Carolina at Chapel Hill. This document describes the selection process for Fellows and profiles the Fellows cohort and their corresponding libraries.

UNC
Evaluation of
the Lifelong
Access
Libraries
Leadership
Institutes



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The
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Philanthropies



Cohort Description and Libraries Profile Lifelong Access Libraries Institute, 2006

This document describes 1) the selection criteria Fellows, 2) the Fellow cohort and 3) the libraries in which the Fellows currently work.

1. Selection of Fellows

Fellows will be selected by a panel of national advisors and staff of Americans for Libraries Council. Applicants should be mid-career practicing librarians. They should include in their application packet a letter from their library director in support of the applicant and expressing a commitment to improve the library's services and resources for midlife and active older adults. Applicants will be evaluated in part on the basis of:

- Evidence of success in the design and implementation of new programs and services;
- Experience in building collaborations and working successfully in partnership with community organizations, groups and agencies;
- Enthusiasm for becoming an active member of the Lifelong Access community of practice and a commitment to regularly sharing experiences and insights with the on-line Lifelong Access network;
- Readiness to make presentations at library conferences and to contribute written materials to professional literature.

2. Cohort Profile of LAL Fellows

For each application question, the responses on the applications are either tallied or summarized.

1. Describe your present position at your public library.

Adult Services Librarian
Library Specialist I
Community Outreach Coordinator
Senior Services Director
Librarian II Disability Services Advocate
Coordinator
Coordinator of Public Services
Central Library Administrator
Library Programs Consultant
Interim Director
Education and Curriculum Specialist
Library Assistant
Managing Librarian, Adult Services Co
Public Services Administrator

Branch Manager
Director
Manager, Collection Dev. and Tech Services
Coordinator of Public Services
Special Services Coordinator and Webmaster
Library Program Specialist
Consultant, Library Services to the Underserved
Main Library Manager
Youth Services Coordinator
Adult Literacy Librarian

2. What are some distinguishing characteristics of the community which your library serves? How would your community benefit from your participation in the Institute? [See profiles based on applicant's comments, when available; library websites provide more details on user population and programming]

- Middle Country Public Library, NY; 60,000 blue color middle income
- Saint Paul Public Library, MN; urban setting, diverse
- Pierce County Library System, WA; serves 20 care facilities and 60 homebound patrons
- Alameda County Library, CA; broad socio-economic spread
- Oakland Public Library, CA; population ~ 400,000, diverse, 60 bookmobile stops, including care facilities
- Shaker Heights Public Library, Oh; 34,000 suburban and diverse
- New Haven Free Public Library, CT
- Multnomah CCL, OR; largely middle class but also focus on underserved communities and populations
- California State Library, Library Development Services Bureau, CA
- Winter Park Library/Lifelong Learning Institute, FL; ranked #1 public library in Florida
- Phoenix Public Library, Mesquite Branch, AZ;
- Tucson Pima Public Library, AZ; diverse older population, 23 branches
- Harford County Public Library, MD; 230,000 large outreach program, 11 branches
- St. Matthews Eline Library, Louisville Kentucky, KY; 30,000
- Cobleigh Public Library, VT
- Springfield City Library, MA; 152,000, diverse
- Birmingham Public Library, AL; metropolitan ~ 1 million; diverse/diverse needs
- Allegheny County Library Association, PA
- Florida State Library ,Office of Community Development ,FL; state wide 3 million 65 and over
- Massachusetts Board of Library Commissioners, MA; state wide effort
- Norfolk Public Library, VA; 240,000

3. Briefly explain your interest in the Institute and your ability to translate new professional skills and knowledge into practical change in your library and community. You may attach additional pages as necessary (up to 500 words.)

Interested in Older Adults:

- Research based knowledge of older population.
- How to facilitate collaborations across agencies and states; what are best practices for involving non-library providers to older adults.
- Learning from other established agencies that provide services to older adults.
- Advocate for a new construction of aging: identify boomers, “older adults” versus mid-lifers and sagers. Engage all adults in lifelong learning; explore Family Place concept in programming for multiple generations
- Need to develop a complete profile of this “boomer” group, especially their relationship to technology. This includes identifying sub-populations and their needs (former executives, teachers, lawyers, etc. immigrants, language expertise...)

Interested in Strategic Learning:

- Going beyond needs assessment to “want” assessment; desire to provide programs that inspire new passions, new ways of using the library
- How to show that libraries have cutting edge programming (in place or in planning stage)
- Training in methods of evaluation
- Coordinating needs assessment activities and the sharing of results of needs assessment activities
- This is the moment in time to start strategic planning for boomers
- Explore how the Lifelong Learning paradigm impacts the Master Facilities Plan and overall budgets: cafes, meeting rooms, and dedicated space for older adults. Collection developments, assistive technology, staffing...

Interested in Networking:

- Would like chance to discuss past and future trends with other directors
- Who provides the Leadership needed in this area in the library profession and beyond
- Discuss how to translate *Partnership for Change* approach to services for older adults

Interested in sharing experience in:

- Training older adult volunteers on specific operations in the library: circulation, mending books, for example
- Creating meaningful part time paid employment for older adults who need supplementary income
- Finding ways of utilizing skills of boomers in library context (use their existing connections in the community, volunteering, tutoring etc.)

Interest in discussing collaboration beyond libraries:

- How to take advocacy role for disability services; How to spread Lifelong Access concept though local agencies and city government; how to shape positive discussion on Aging
- How to become partners with other “Active Learning” adult community efforts

- How to redefine outreach: not just who you serve, but also who you collaborate with for your users, for example: who are the partners for planning library as Community Meeting Space?
- How to create networks to review, analyze and interpret state and federal regulations and their impact on libraries
- How to identify skills for handling population change
- How to explore partnerships with community colleges and universities (special programming and distance education)
- How to create network for conferences on older adults
- Share assessment of assistive technology to keep up with rapid changes

4. What services does your library currently offer to older adults?

Examples of representative services:

Information Resources aimed at needs of older adults:

- *Programming:*
Intergenerational Programming on various literacy issues: for seniors and their grandchildren
Quality of Life information and programming
Lectures on wide range of topics
Programs involving exercise
Lunch and a movie
Evening programs for working older adults
- *Support Centers* for Adult Learning
- *Homeward Bound Support:*
A literary “Meals on Wheels”
Proxie pick-up
Match able elders with disables elders- “buddy system” for selection of materials, ties into meals on wheels
Lobby services to care facilities
Bookmobiles with collections for older readers “silver reader”
- *Specialized Reference:*
Confidential Information and referral service
Subscribe to databases of special interest
AARP tax assistance
24/7 virtual reference
Awareness Feeds (Medicare, taxes etc.: email, display stands and web sources)
LifeLinks for Family caregivers
Create access to social and government services-especially for immigrant and illiterate population; provide dedicated space for print materials
Consumer Protection Resources
WISE-World of Information for Seniors and the Elderly
Gateway information maintained by library staff
- *Career Center:* career information and small business information geared toward older adults
- *Provide Meeting Space:* support groups (health, mental health)

- *Helpline*: Community resources delivered via helpline for people who don't like computers
- *Training*:
Computer and Information Literacy Training
Workshops
Tutorials geared toward older adults
Deliver training through local cable channel
PC User groups that can focus on specialized needs
- *Special Services*:
Mobility and vision impaired services
Workstations with assistive technology
Dedicated space for older adults
Library Cards with special features, such as no late fine
- *Club Home*:
Genealogy clubs
Investment clubs
Travel clubs
Book groups
History/local history
Resources for creating/listening to oral history
Conversation Salons
PALS Book Club
- *Special Events*
Author Events
Cultural events
Exhibits: special interest exhibits
- *Community Information Center*: library identity as clearinghouse for information
- *Family Place*: actively including multiple generations in programming
- *Liaise* with prison populations/libraries facing aging issues

Perceived areas of greatest need:

- Part-time Employment (paid)
- Volunteer Opportunities
- Civic Engagement Opportunities/Information
- Health Information, Medicare Help
- Business and Investment Resources, Money Management
- Intergenerational Programs
- Information on Senior Recreation and Leisure Activities, Cultural Activities
- Community Based Programming –not just library based
- Information about Faith-based Groups and Activities
- Computer Skill Workshops (senior surf days)
- Assistive Technology
- Addressing Language Needs (foreign language/literacy)
- Assessing needs for disabled adults
- Working with Public Transportation (access issues)

- Working with local television networks or cable on advertising of services and programming
- Getting involved in strategic city planning of active retirement communities
- Building local history societies; enlist older population in designing festivals

5. In what ways has your library responded to the changes brought about by the aging of the baby boomers?

- Newly formed senior advisory council
- Established action committees, created reports/published reports on older adult users
- Invited older adults to serve on collection development committees
- Designed surveys to gauge boomers that will be “older adults” soon
- Funded staff attendance at Aging Conferences, Round tables
- Formed core leadership team in library to consolidate efforts
- Created position for senior services librarian
- Hired experts for lectures of interest
- Experimented with new programming/new formats in programming
- Designed “My Timers” Program (title borrowed with permission of Abigail Trafford) of discussion and lectures aimed at understanding third age transition by creating “Third Age Leadership Centers”: try to help boomers transition by offering educational programs
- Planned and created *Welcome Space* with boomer specific information
- Boomer Café/World Café for fostering civic engagement activities
- Created print and web advertisement to raise awareness of services for the 50+ crowd
- Used Focus groups and surveys for planning of items of interest: created a menu of topics and speakers that can be used by branches; identified as important: Care giving, transportation options, creative writing, financial issues, movie/discussion nights, scrabble tournament, grandparents raising grandchildren, retirement planning, health topics, lecture series focused on life transition, insurance issues, educational opportunities, legal assistance and life care planning, elder refugees, English conversation practice, music appreciation, preventing ID theft, issues for mature workers, volunteering
- Provided volunteer opportunities for older adults, esp. in connection with meals-on-wheels “Readrunners”
- Explored boomer “reference topics”- boomers look for information that enables them to make radical changes (judge to forester)
Strategic planning of collections development for boomers (assistive technology, large print, audio books, web site, Free audio book downloads, DearReader.com book clubs, etc. and staff training to go along with new initiatives
- Developed programming with Agency on Aging, Council on Aging, other agencies
- Expanded Reader Advisory Services
- Establishment of forum for library professionals interested in developing programs
- Planning for future technology needs: created and maintained searchable database of assistive technology
- Explored grant writing – based on experience with grants in other areas of special need

6. What partnerships or collaborations have you created in your community? Which groups of library users do these partnerships or collaborations support?

Examples of collaborations for services to older adults:

- Generations United
- National Organization of Grandparents for Children’s Rights
- County Office for the Aging
- AARP
- Miller Business Resource Center
- Family Place Libraries Initiative
- Commitment to Lifelong Access Community
- Wilder Community Services for Elders (Non-profit Health and Human Services Org) 10 week course on health issues
- Senior Advisory Council of Dept. of Parks and Recreation
- Active Generations
- Medicare Aware
- Historical Society local/national
- Civic Arts Group
- Local Groups/Organizations of interest (elderly immigrants, ethnic groups etc.)
- “55 and Moving On” based at senior centers
- Health Care Providers
- Volunteer Organizations
- Tri-city Elder Coalition, librarian as members
- Unite seniors organization
- Area Agency on Aging Information and Referral Roundtable
- Mayor’s Commission on Persons with Disabilities
- BADSL-Bay Area Disability Services Librarians
- Emergency Management Board
- State Bar Association –legal topics of interest
- Hospice and long term care related topics
- Substance Abuse/ Mental Health Topics –prevention and education programs aimed at older adults
- “Reforma” for Latina population
- Library trustees and friends to promote legislative agenda to increase state funding
- Publishing:
 - CA state Library participated and published “Working with Older Adults: A Handbook for Libraries in 1985
 - Computer training videos for seniors – collaboration with local cable channel
 - Published report with local Think Tank “A Generation in Transition”
- Contact with jails, homeless shelters,
- Nursing Homes
- Providers of programs for adult learners
- Library as coordinating agency for “Civic Ventures Next Chapters” - bring together all agencies that help seniors
- State Library; Library Associations
- Examples of agencies, awareness groups, and local businesses, national chains:
 - Barnes and Noble

Investment clubs
Gardening clubs
Religious groups
Chamber of Commerce
Department of Education Family Literacy Taskforce
Museums
Historical societies and institutes, especially Institutes on Aging
Health Insurance Providers
Lifespan
One Book One Community
Support groups for specific impairments (Alzheimer's, Visually Impaired, Working
Hearts, MS Society, Elder Hostel, Life Links...)
"Generations Together"

Detailed Profiles of the Libraries of Participating Fellows

Name of Library	Middle Country Public Library
Community Description	60,000 largely blue-collar, middle-income community
Library Description	Viewed as a community center where all ages and walks of life meet and mingle; the national model for Family Place Libraries, an initiative that promotes innovative services for families with young children.
Staff Involved	
Community Partners	Generations United Intergenerational Strategies National Organization of Grandparent’s for Children’s Rights Suffolk County Office for the Aging AARP Arthritis Foundation
Key Features	A commitment to making 50+ patrons a priority target audience to assure they use the library to its fullest to enhance their lives, and to offering informational and recreational programming, as well as support services for seniors.
Program and Services Overview, Focusing on Midlife Adults	GrandPACTT – an intergenerational program that improves computer skills and promotes literacy activities among seniors and the grandchildren in their care. Informational lectures on topics such as long-term care, foster grandparenting, respite programs, estate planning, volunteerism, reverse mortgages, and Elderhostel. Senior Connections Program – confidential information and referral service Mailbox Library – offers homebound patrons easy access to library resources PACE (People with Arthritis Can Exercise) and other recreational programs – Tai Chi, yoga, dance, games Arts and cultural programs – arts and crafts, book discussions, Sunday “Bring up the Curtain” performances, “Let’s Do Lunch and a Movie” Link to Community Services – AARP tax assistance, defensive driving classes, meetings with Office for the Aging’s senior advocate and HIICAP counselors Publisher of Helplines telephone directory – hotlines, community resources and advocacy services for seniors; an alternative for older patrons who feel uncomfortable using similar online resources Provide meeting spaces for older adult groups , such as 101 Golden Age Club and the Grandparents Raising Grandchildren support group “Aging Isn’t a Four-Letter Word” panel discussion – focused on the changing face of aging on Long Island, the aging of the baby boomers, and promoting a positive, healthy view on aging.
History of Program	
State & National Contributions	
Principle Funders	
Key Accomplishments	
Website	http://www.mcpl.lib.ny.us/programs-adults.html
Key Contact	Lori Abbatepaolo, Adult Services Librarian Abbatepaololori@mcpl.lib.ny.us ; 631-585-5035

Name of Library	Rondo Community Outreach Library – St Paul Public Library System
Community Description	Urban setting with residential and commercial buildings; diverse community with a large immigrant population; public school for adult learners is close by. Plans to build senior housing across the street from the library.
Library Description	Branch focuses on programs for the underserved; a community gathering place with areas for socialization and meeting spaces
Staff Involved	
Community Partners	Wilder Community Services for the Elderly Senior Advisory Council, St. Paul Parks and Recreation Department
Key Features	
Program and Services Overview, Focusing on Midlife Adults	Seminars on Medicare and other health information for seniors and caregivers Educational programs to promote health and wellness among African American seniors Senior Surf Days – basic computer skills classes Assistive technologies Large print , CD, audiotape collections Homebound outreach services Bookmobile to senior centers Volunteer programs recruit older adults Support for Senior Book Clubs
History of Program	
State & National Contributions	
Principle Funders	
Key Accomplishments	
Website	http://www.sppl.org/locations/rondo.html
Key Contact	Mary Ann Berglund, Library Specialist 1 Rondo Community Outreach Library 651-642-0359 mary.ann.berglund@ci.stpaul.mn.us

Name of Library	Shaker Heights Public Library
Community Description	Historic planned community with a history of racial tolerance and integrated housing. Diverse community of 34,000 that includes a portion of the city of Cleveland. It is 38% African American, 56% female, and 15.6% are 65 or older... all statistics that are considerably higher than the national averages.
Library Description	Main library and one branch, with a staff of 120+, circulation of more than one million items
Staff Involved	
Community Partners	Ohio Bar Association Regional hospice group Shaker Prevention Coalition
Key Features	
Program and Services Overview, Focusing on Midlife Adults	Computer and internet training Service Corps of Retired Executives business programs Targeted programming Movie night Intergenerational activities, storytelling Large print materials Assistive technologies Outreach to homebound, nursing homes and senior centers Exemption from overdue fees
History of Program	
State & National Contributions	
Principle Funders	
Key Accomplishments	
Website	www.shakerlibrary.org
Key Contact	Luren Dickinson Director 216-991-2030 Dickinson@shakerlibrary.org

Name of Library	New Haven Free Public Library
Community Description	Diverse city of 126,000, with a growing population of residents over 50 years of age.
Library Description	The New Haven Free Public Library comprises the Main Library (or "Ives Branch") in downtown New Haven, three branch libraries and a bookmobile. The new "Hill Branch" opens in Spring 2006. The Transitions Center will be in the Main Library.
Staff Involved	Two staff members are responsible for the 50 ⁺ Transition Center, including a part-time director shared with the Volunteer Center for Greater New Haven. The director organizes programs, assists with collection development and outreach, builds partnerships with other community agencies, and engages older adults in volunteer activities at the library and elsewhere.
Community Partners	Volunteer Center of Greater New Haven Yale University School of Medicine Elderhostel Social Security Administration
Key Features	The library's goal is to establish a civic engagement and information resource center for older adults. The 50 ⁺ Transition Center connects boomers to popular Community Conversations and many other adult services.
Program and Services Overview, Focusing on Midlife Adults	<p>Arts and Cultural Programming, including book and film discussions, Writers Live programs, and ongoing lecture series.</p> <p>Civic Engagement, including meaningful volunteer placements with local non-profit agencies and in the library's children's department and computer resource center.</p> <p>Coalition Building – organizing or participating in multi-partner initiatives that promote community connections and productive aging.</p> <p>Community Conversations on retirement, transition challenges, and public affairs.</p> <p>Computer Resources and Training including basic and advanced computer use for communications, research, etc.</p> <p>Dedicated Space-- An informal café style meeting area is used for special programs; a permanent area for the growing collection is under development.</p> <p>Dedicated Staff with specific responsibilities for working with active older adults.</p> <p>Dedicated Webpage providing information and connections to promote productive aging. Still to come: special events section.</p> <p>Expanded Collections of books and AV materials addressing mature adults' varied concerns including re-careering, health, investments, and creativity.</p> <p>Intergenerational Activities to promote communications and improve understanding among different age groups, including the Ben Carson Reading Club and Heroes in Our Lives (<i>see History, below</i>).</p> <p>Job, Career and Life Transition Information such as counseling, information, referrals and peer-led programs for re-careering.</p> <p>Lifelong Learning Programs and Services – informal and formal learning options such as lectures, workshops, book discussions, and academic partnership programs.</p> <p>Marketing and Outreach to Boomers—Targeted marketing for 50⁺ Transition Center programs and to encourage mid-life adult use of Consumer Health Information Center and Non-Profit Resource Center.</p>
History of Program	The 50 ⁺ Transition Center grew out of the library's participation in Life Options Libraries Connecticut, a grant co-sponsored by Libraries for the Future and the

State Library of Connecticut, and funded by the W.G. Graustein Memorial Fund. The library participated in the project as a pilot site, organizing Community Conversations for mid-life adults and forming new partnerships with the Volunteer Center for Greater New Haven and with Yale University. The latter partnership supported the Ben Carson Reading Club, which trained older adult volunteers to help with outreach to schools to build student participation in the library's after-school reading program. The Ben Carson Reading Club helped the library identify and connect with a growing population of residents over 50 years of age seeking community involvement – volunteering, civic activity, and intellectual stimulation. The program's success underscored the significance of the library as a resource for this age group, who are “entirely different from their parents – more active, healthy, wondering what to do next, and not wanting to be considered elderly,” in the words of one program participant.

State & National Contributions

The New Haven Free Public Library helped organize the Connecticut Coming of Age Coalition, a statewide coalition of agencies working with older adults that provides a framework for special initiatives involving midlife adults. Library Director James Welbourne was a presenter at the 2003 Forum and will be one of three special presenters at the upcoming program on Libraries and Productive Aging, co-sponsored by Americans for Libraries Council and Public Library Association, to be held in Boston in March 2006. James Welbourne also participated in *Designs for Change: Libraries and Productive Aging*, a national forum co-sponsored by the Institute for Museum and Library Services and Americans for Libraries Council in September 2005.

Principle Funders

City of New Haven
State Library of Connecticut
Federal LSTA (Library Services and Technology Act) grant
Americans for Libraries Council

Key Accomplishments

Since establishing the 50⁺ Transition Center, the library has seen a 20% increase in the number of new people attending older adult programs; a 10% increase in new library card registration; increased circulation of materials associated with topics presented in the lecture series; placements of volunteers at community agencies; and new volunteers carrying out meaningful work at the library.

Website

<http://www.cityofnewhaven.com/library/transition.htm>

Key Contact

Kate Cosgrove
(203) 946-7001

Name of Library	Multnomah County Central Library
Community Description	Of residents over 25 years old, 87% hold a high school diploma and 34% have a bachelor's degree or higher. Over one third of Multnomah County residents are over the age of 45; 15% of county is functionally illiterate, and social service agencies and government are trying to partner to provide services
Library Description	The oldest public library west of the Mississippi, with a history that reaches back to 1864. Today, Central Library and the 16 libraries that make up the library system house 480 computer search stations for the public and a collection of two million books and other library materials. Highest circulating library in the United States
Staff Involved	
Community Partners	Portland State University Library Oregon Literacy Central City Concern US Office of Citizenship and Immigration Services
Key Features	Visiting Voices – volunteers read to small groups in nursing homes LearnerWeb – online tailored instruction for adult learners
Program and Services Overview, Focusing on Midlife Adults	Lobby service delivery to retirement homes Deposit Collections – in nursing homes, adult foster care facilities, and shelters Books By Mail or home delivery to homebound Large print book clubs in retirement homes Talking books Adaptive technology Bi-Folkal Kits
History of Program	
State & National Contributions	
Principle Funders	Friends of the Library
Key Accomplishments	
Website	www.multcolib.org
Key Contact	Jane Salisbury, Adult Literacy Librarian Abigail Elder, Central Library Administrator 503-988-4081 janesa@multcolib.org ; abigaile@multcolib.org

Name of Library	Springfield City Library
Community Description	Diverse community of over 152,000; 1/5 of the population is African American and over ¼ is Latino. The median family household income is well below the national average. The percentage of individuals age 65 and older reflects the national average, while the percentage age 45-64 is slightly below average. Central library and nine neighborhood branches
Library Description	
Staff Involved	
Community Partners	Springfield Department of Elder Affairs Local high schools and colleges Local senior centers and retirement communities Local community and cultural centers Reeds Landing
Key Features	One Book, One Springfield community reading project
Program and Services Overview, Focusing on Midlife Adults	Book Discussion groups Volunteer opportunities and Senior AIDES Computer classes, internet and databases Knitting club Reader's advisory
History of Program	
State & National Contributions	
Principle Funders	IMLS
Key Accomplishments	
Website	www.springfieldlibrary.org
Key Contact	Ann Keefe Manager, Collection Development and Technical Services 413-263-6828 x 294 akeefe@springfieldlibrary.org

Name of Library
Community Description
Library Description

California State Library

The library's five-fold mission: serving the needs of elected officials and state agency employees; preserving the state's cultural heritage by collecting historic materials on California and the West; assisting public libraries through financial aid and consulting services; offering special services to disadvantaged and handicapped clients; and, ensuring that the general public has convenient and consistent access to its resources.

Staff Involved
Community Partners
Key Features

Created Partnerships for Change to encourage outreach to underserved populations

**Program and Services Overview,
Focusing on Midlife Adults**

State-wide multiyear initiative to assist public libraries in providing better services to people with disabilities – training sessions and the development of a community-based planning process

History of Program

Held 1985 conference *Libraries and Older Adults: Forging Community Links*, results published in the book *Working with Older Adults: A Handbook for Libraries*

State & National Contributions

Principle Funders

LSTA

Key Accomplishments

2003 – Commenced statewide multi-year initiative to assist libraries in providing better services to people with disabilities, especially older adults

Website

www.library.ca.gov

Key Contact

Suzanne Flint
Library Programs Consultant
sflint@library.ca.gov
916-651-9796

Name of Library	Pierce County Library System
Community Description	509,000 in Pierce County covering over 1600 square miles. 18% of the population is 55 and older. Growing non-English speaking community, with Spanish and Korean being the languages most often spoken in the home.
Library Description	Library materials: 1,325,860 Number of items checked out: 5,476,660 Library visits: 2,409,932 Open hours/week: 737 No. of registered borrowers: 233,814 Adult care facilities, childcare centers and homebound served: 364 Staff (employees): 400 (the equivalent of 223.5 full-time employees) 17 in Outreach Services Department, 3 bookmobiles to serve customers who are unable to utilize the branch services (homebound, care facilities, etc)
Staff Involved	Asia Pacific Cultural Community
Community Partners	55 and Moving On AARP
Key Features	
Program and Services Overview, Focusing on Midlife Adults	Serve 20 care facilities and 60 homebound patrons via outreach and volunteers Large print and talking book collections Tax assistance with AARP Program highlighting changes in Medicare prescription coverage Book clubs
History of Program	
State & National Contributions	
Principle Funders	
Key Accomplishments	
Website	www.pcl.lib.wa.us
Key Contact	Cindy Bonaro Community Outreach Coordinator 253-536-6500 cindyb@pcl.lib.wa.us

Name of Library	Alameda County Library
Community Description	Includes a broad socio-economic spread with uneven access to social and government services. Its population of older adults includes working and retired seniors and those looking for second career opportunities. The population is very multilingual and the immigrant population is multigenerational and one of the most diverse in the country.
Library Description	10 branches and an outreach service serving 551,000. Circulation of nearly 5.3 million items and visits totaling over 2.1 million in 2003/04. international languages collection of more than 66,000 items
Staff Involved	Dedicated staff member
Community Partners	Tri-City Elder Coalition United Seniors of Alameda County Senior Services Coalition Area Agency on Aging's Information and Referral Roundtable Core Leadership Team of Aging – The Ultimate Adventure Afghan Elder Association Taiwanese Evergreen Academy Chamber of Commerce Friendly Visitor program India Community Center Caregiver Support Group for Older Adults Legal Assistance for Seniors
Key Features	<i>Aging & Spirituality: My Neighbor's Faith</i> workshop <i>Aging in America: The Years Ahead</i> – program and discussion with filmmaker Homeward Bound – a literary meals-on-wheels Dedicated website Aging: The Ultimate Adventure project – Baby Boomer Survey Center for community agency programs for aging adults Regularly scheduled programs and workshops Multigenerational and multilingual programming – Teen-Senior Web Connection Large type book collection , Bifolkal kits, talking books Assistive technologies Designated area for library and community information for older adults
Program and Services Overview, Focusing on Midlife Adults	
History of Program	
State & National Contributions	
Principle Funders	Robert Wood Johnson's Community Partnerships for Older Adults
Key Accomplishments	
Website	Seniors.aclibrary.org
Key Contact	Richard Bray Senior Services Director 510-745-1499 rbray@aclibrary.org

Name of Library **Phoenix Public Library**

Community Description
Library Description

Diverse, urban setting, within the second-fastest growing county in the US
A city-funded public library system serving Maricopa County, which had a population of 3.5 million in 2004.
- 13 branches and the central library.

Staff Involved

Four staff averaging 20 hours per week, including three staff members researching baby boomer interests and information needs and developing guidelines for system-wide collections and activities.

Community Partners

Area Agency on Aging
Arizona Attorney General's Office
Arizona Bar Association
ASU College of Human Services
City of Phoenix Human Services
Foundation for Senior Living
Greater Phoenix Chamber of Commerce
Oasis Jewish Family & Children's Service
Phoenix College
St. Joseph's Hospital and Medical Center
Friends of the Phoenix Public Library
Fresh Start Women's Foundation
Center D.O.A.R.
Phoenix Public Library Advisory Board

Key Features

A system-wide program to develop services and programs for people ages 50 and older.

**Program and Services Overview,
Focusing on Midlife Adults
History of Program**

www.phoenixpubliclibrary.org/seniorliving.jsp

In 2002-2003, Library Director Toni Garvey co-chaired Maricopa County Commission on Productive Aging, sponsored by Libraries for the Future and Civic Ventures. Since then, key staff have received training in the Lifelong Access Libraries program through LFF's statewide EqualAccess program. In 2004, Phoenix Public Library identified development of services for residents 50 years and older as a system-wide priority and received an LSTA planning grant to determine programs and services based on responses from focus groups.

State & National Contributions

Library Director Toni Garvey co-chaired the Maricopa County Commission on Productive Aging in 2002, helping to initiate the Life Options Libraries Project in Maricopa County, AZ and similar projects nationwide.

She participated in *Designs for Change: Libraries and Productive Aging*, a national forum co-sponsored by the Institute for Museum and Library Services and Americans for Libraries Council, in September 2005.

Principle Funders

LSTA
The Atlantic Philanthropies

Key Accomplishments

Biggest accomplishment has been developing community partnerships with the library as focal point for programs and services provided by our partner agencies. Another accomplishment was the award of an LSTA grant, which allowed for the hiring of a consultant to evaluate data from focus groups and make recommendations, the creation of a bookmark to raise awareness of the Library, and its partners and the purchase of additional library materials for the lifelong learning collection. The challenge was and is staff time to accomplish the activities and goals.

Website

www.phoenixpubliclibrary.com

Key Contact

Joan Clark
Arizona State Library, Archives and Public Records
jclark@lib.az.us

Name of Library
Community Description

Tucson – Pima Public Library

Many older adults winter in Tucson or come to live here upon retirement. They use the library for recreational and reference resources, and many are in search of volunteer opportunities. The population is about 35% Mexican-American, and there are many ESL learners. 20% of the population is functionally illiterate. 24 branches; 49.7% of residents have library cards; in 2001/02, 5.7 million items circulated.

Library Description

Staff Involved
Community Partners

Pima Council on Aging
Tucson-Pima Arts Council
Town of Marana
Chicanos por la Causa
League of United Latin American Citizens
Reforma

Key Features

Volunteer opportunities – seniors select books for homebound residents, run the bookstore, teach computer classes, and present travelogue programs

**Program and Services Overview,
Focusing on Midlife Adults**

Book delivery via meals-on-wheels
Roadrunners – books-by-mail and bookmobile services
Assistive technologies
Ambassador program – library employee serves as special information liaison to patrons of baby boomer age

History of Program
State & National Contributions

Principle Funders
Key Accomplishments

Website
Key Contact

www.tppl.org
Helen Gutierrez, Adult Services Coordinator
Helen.gutierrez@tucsonaz.gov
520-791-4391

Name of Library	Oakland Public Library
Community Description	In 2000 Oakland's population was nearly 400,000, and is the 8 th largest city in California. It has a rich ethnic and linguistic mix, with 31.3% White, 35.7% African American, 21.9% Latino, and 15.2% Asian.
Library Description	15 branches serving a population of 431,000, 75% of whom are registered borrowers. Over 2 million items circulated and over 2.3 million visits were recorded. 431 staff members, with 258 FTE.
Staff Involved	
Community Partners	Commission on Persons with Disabilities Bay Area Disability Services Librarians
Key Features	
Program and Services Overview, Focusing on Midlife Adults	Bookmobile services to senior centers and retirement facilities Community meeting spaces Computer classes Large type books and audiobooks Free tax and legal advice Adaptive technologies
History of Program	
State & National Contributions	
Principle Funders	LSTA
Key Accomplishments	
Website	www.oaklandlibrary.org
Key Contact	Lynne Cutler Librarian II, Disability Services Advocate 510-238-4974 lcutler@oaklandlibrary.org

Name of Library
Community Description

Harford County Public Library

Fastest growing population is those over the age of 45, representing 36% of the population in 2003. Because of the Base Realignment and Closure process, the county will gain 6,000 federal jobs. There is an anticipated increase of 21,528 new jobs in the area, and a regional population increase of 72,973 over the next ten years.

Library Description

11 branches with:
Total Collection 997,943
Circulation FY 05: 3,227,637 (14.9% increase)
Registered borrowers FY 05: 211,585 (6.2% increase)
Library Personnel: 225.45 Full Time Equivalent (37.5 hours/week)
Volunteers FY05: 18,314 total hours

Staff Involved
Community Partners

AARP
Alzheimer's Association
Brightview Senior Living Center
DearReader.com
Harford County Office on Aging

Key Features
Program and Services Overview,
Focusing on Midlife Adults

Silver Reader outreach vehicle visits senior centers, assisted living facilities and nursing homes with materials and programming. Its collection includes books, DVDs, talking books, magazines, and public computers with Internet access.
Sharing the Gift – older volunteers do programs at nursery schools
Tax assistance with AARP
Computer classes
Intergenerational programs
Courtesy library cards with no overdue fines
Oral History Collection containing recordings, transcripts and memorabilia of Harford County residents who are at least 70 years old and have lived in the county for at least 40 years.
Assistive Technologies
Volunteer opportunities
Book discussions
AskUsNow! 24/7 Virtual Reference
Downloadable ebooks and audiobooks

History of Program
State & National Contributions
Principle Funders
Key Accomplishments
Website
Key Contact

www.hcplonline.info
Jamie Watson
Assistant Materials Manager
410-273-5600
Watson@hcplonline.info

Name of Library
Community Description
Library Description

Winter Park Public Library

Lifelong Learning Institute – the adult education arm of the Winter Park Public Library

Staff Involved
Community Partners

Seniors First
Orlando Science Center
Third Age Leadership Center
Abigail Trafford, author of *My Timers*
Civic Ventures Next Chapters
My Timers program track for Baby Boomers
Pathways to Vital Living Program – assistance for transitioning into “retirement”
CineMagic film viewing and discussion
Bilingual programming for older adults
Exercising your Mental Muscles course
Sagers Forums (elders aged 61-75+)
Outreach programming to residential retirement communities
Introductory Computer course
Whodunit mystery book club
Host for Central Florida Spellbinders Chapter – storytelling training for recent retirees who pass this skill along to elementary students

Key Features

Program and Services Overview,
Focusing on Midlife Adults

History of Program
State & National Contributions
Principle Funders
Key Accomplishments

Website

www.wppl.org/institute

Key Contact

Linda Hayes Gallegos
Education and Curriculum Specialist
Lifelong Learning Institute
407-623-3314
lhayes@wppl.org

Name of Library
Community Description

Louisville Free Public Library – St. Eline Branch

A community of 30,000 residents, many of whom are baby boomers and long term members of the community. 54% of the households are non-families and 38% of residents are over the age of 45 with 18% of them over the age of 65. Many have secure incomes, take on second or third careers, and continue business pursuits including market investments. Many were dedicated activists in the 1960s and remain focused on political, social, and environmental issues.

Library Description

The Louisville Free Public Library presently has 16 branch locations in addition to the main library. There are also two bookmobiles, one for adult services and one for juvenile outreach.

Staff Involved

Community Partners

Friendship Force Travel Group
St. Matthews Area Business Association
Monday Afternoon Club
Beargrass St. Matthews Historical Society
Alexander Hamilton Society
Belmont Village Retirement Community
Atria of St. Matthews Retirement Community
KY & IN PC Users group

Key Features

Kentucky Author Forum program
First World War discussion series (6 week), grant funded

**Program and Services Overview,
Focusing on Midlife Adults**

Support and space for:
Writers groups
Investment groups
Gardening groups
Reading groups
Health advocacy groups

Expanded large type collection
Computer classes
Genealogy classes

History of Program
State & National Contributions

Principle Funders
Key Accomplishments

Website

www.lfpl.org

Key Contact

Susan Irving
Branch Manager
502-574-1772
susan@lfpl.org

Name of Library

Hartford Public Library

Community Description

Ethnically diverse community in a state of transition. New conference center and renovations of buildings for condominiums and apartments to attract retired individuals to the city.

Library Description

Staff Involved

Community Partners

Avery Heights Senior Housing
Merchants Association
Salvation Army
UConn Center on Aging and Human Development
Connecticut Center for the Book

Key Features

Active Wisdom Dialogues: New Thinking about Aging and Creativity in the 21st Century

**Program and Services Overview,
Focusing on Midlife Adults**

Computer classes
Book groups
Adaptive technologies
Medicare/Health related programs
Tax Assistance

History of Program

State & National Contributions

Principle Funders

Key Accomplishments

Website

www.hplct.org

Key Contact

Penny Rusnak
Community Librarian
860-695-7483
prusnak@hplct.org

Name of Library
Community Description

Norfolk Public Library

Community of 234,403 people encompassing 66 square miles. It is a transient military town with 76% of the population 18 years and over and 11% 65 years and over.

Library Description

12 locations, 2 outreach vehicles, and 24/7 library web service; circulating more than one million items per year

Staff Involved

Community Partners

Historical Society
MacArthur Memorial
Virginia Opera
Senior centers

Key Features

**Program and Services Overview,
Focusing on Midlife Adults**

Local history and genealogy services
Book clubs
Adult Summer Reading Club
Topical programming
Bookmobile service to senior centers
Developing Community Information center
Volunteer and employment opportunities
Expanded computer access

History of Program

State & National Contributions

Principle Funders

Key Accomplishments

First Family Place Library in Virginia, want to replicate this program to serve older adults

Website

www.npl.lib.va.us

Key Contact

Sonal Rastogi
Main Library Manager
757-664-7369
Sonal.rastogi@norfolk.gov

Terri Raymond
Youth Services Coordinator
757-664-7323 x43745
Terri.raymond@norfolk.gov

Name of Library
Community Description

Cobleigh Public Library

More retirement age people moving in than families. One of five Rural Economic Area Partnership zones in the US... “defining features are geographic isolation of communities separated by long distances, absence of large metropolitan centers, low-density settlement patterns, historic dependence on agriculture, continued population loss, outmigration, and economic upheaval or economic distress.” -- USDA

Library Description
Staff Involved
Community Partners

Area Agency of Aging
Darling Inn, Riverside
Retired Senior Volunteer Program (RSVP)
Lyndon State College
Lyndon Area Chamber of Commerce
Cobleigh Communities Read
Vermont Humanities Council
Friends of the Cobleigh
Lifelong Learning Center for adult education

Key Features
Program and Services Overview,
Focusing on Midlife Adults

Internet training
Home delivery to elderly
Book discussions
Reader’s advisory
Distribute community pamphlets
Volunteer opportunities

History of Program
State & National Contributions
Principle Funders
Key Accomplishments
Website
Key Contact

www.cobleighlibrary.org
Cindy Karasinski
Director
802-626-5475
cobleigh@vals.state.vt.us

Name of Library	Allegheny County Library Association
Community Description	All (43) public libraries in Allegheny County Pennsylvania. Total service population of 822,623 residents
Library Description	The Allegheny County Library Association (ACLA) is a registered non-profit corporation designated as a federated library system by Pennsylvania's Office of Commonwealth Libraries.
Staff Involved	Seven staff members
Community Partners	Barnes & Noble Booksellers Carlow University Carnegie Mellon University's Academy of Lifelong Learning (ALL) Elderhostel, Inc. Generations Together Highmark Jewish Healthcare Foundation's (JHF) Working Hearts LifeSpan, Inc. National Fatherhood Initiative OASIS, Inc. Pittsburgh Opera Pittsburgh Symphony University of Pittsburgh's Institute on Aging University of Pittsburgh's Osher Lifelong Learning Institute (OLLI)
Key Features	ACLA/Highmark PALs Book Clubs (recipient of AARP's annual award for innovative programs) ACLA/Elderhostel Conversation Salons Cultural programs of music, art, theater and dance Health Talks (JHF) Author events Continuing education courses geared to Older Adult issues and developmental needs. Establishment of an Older Adult Forum for library professionals.
Program and Services Overview, Focusing on Midlife Adults	Academic study, both formal and informal, such as peer learning and university partnerships Book & Film Discussions Community Conversations & Forums on public affairs, retirement, local issues, etc. Dedicated Staff Expanded Collections Health information and programs Intergenerational activities
History of Program	The dedicated Older Adult Initiative launched in the Spring of 2001. Community partners have helped provide programming, marketing, cost sharing, networking, prestige, visibility and participation in and support of this and other ACLA events, e.g. the One Book One Community program.

State & National Contributions

Has been a leader in organizing and overseeing EqualAccess Libraries™, Libraries for the Future's professional development program, as a three-year initiative in Pennsylvania, which includes training in Lifelong Access Libraries, a new service model for public librarians to meet the needs of mid-life adults. The Library System has encouraged member libraries to carry out outreach and to develop collections and Advisory Councils involving older adults. Jennifer Fox Rabold, president of the Board of Directors, participated in *Designs for Change: Libraries and Productive Aging*, a national forum co-sponsored by the Institute for Museum and Library Services and Americans for Libraries Council in September 2005.

Principle Funders

State subsidy through Commonwealth Libraries
Allegheny Regional Asset District

Key Accomplishments**Website**

<http://www.aclalibraries.org/home/index.cfm>

Key Contact

Marilyn A. Jenkins, Executive Director
412.391.5122
jenkinsm@einetnetwork.net

Name of Library
Community Description

Birmingham Public Library

Diverse community within a metropolitan area of over one million people. Low literacy rate and declining population within the city limits; however the downtown area is currently experiencing a surge of revitalization with the development of lofts and condominium housing, new business ventures, and historic building renovation.

Library Description

21 service locations which are focal points for the distribution of information and community activities

Staff Involved

Community Partners

Birmingham Museum of Art
McWane Science Center
Alabama Cultural Educators
Birmingham Historical Society
Birmingham Civil Rights Institute
Bright House Networks Cable Channel 4
Birmingham Holocaust Education Committee
Education Committee of the Birmingham City Council

Key Features

**Program and Services Overview,
Focusing on Midlife Adults**

Computer classes
Book discussion groups
Brown Bag Lunch programming
Film discussion series
Gallery exhibits
Genealogy workshops
Ask-a-Librarian service

History of Program

State & National Contributions

Principle Funders

Key Accomplishments

Website

www.bplonline.org

Key Contact

Sandra Lee
Coordinator of Public Services
205-226-3742
slee@bham.lib.al.us

Name of Library
Community Description

State Library and Archives of Florida

Almost 18% of Florida's residents are 65 and older (over 3 million). 894,775 are 80 or older and 2,156,793 are between 65 and 79.

Library Description

Florida's libraries are an oasis of recreation and information for many of these elders, providing volunteer opportunities, technology training, and programs, as well as the more traditional books and materials.

Staff Involved

Community Partners

Florida Department of Commerce
Office of Tourism and Economic Development
Rural Economic Development Initiative
Florida's Information and Referral Service
Florida Literacy Coalition
Literacy Florida!

Key Features

**Program and Services Overview,
Focusing on Midlife Adults**

Indirect Services through local libraries

Direct services:

Library cards to state library

State Archives for Genealogists

Florida Electronic Library

Government information via phone, email, and in person

Florida Memory Project

History of Program

State & National Contributions

Principle Funders

Key Accomplishments

Website

<http://dlis.dos.state.fl.us/>

Key Contact

Sandra Newell
Library Program Specialist, Outreach Services
850-245-6624

Name of Library	Massachusetts Board of Library Commissioners
Community Description	370 public libraries in the state serving a population of 6.4 million
Library Description	Leader in using its federal LSTA funds to support and develop services for many different groups of users.
Staff Involved	
Community Partners	University of Massachusetts Medical Center Babson College, Center for Entrepreneurship Trustees and Friends MassInc Essex National Heritage Center
Key Features	
Program and Services Overview, Focusing on Midlife Adults	Trustee Symposium – annual Support for Trustees and Friends groups Programs on historic preservation and genealogy Health Institute and mini-grants Business Institute and mini-grants Futures Institute and grant opportunities
History of Program	
State & National Contributions	
Principle Funders	Adminstrator of LSTA funds
Key Accomplishments	
Website	http://Mblc.state.ma.us
Key Contact	Shelley Quezada Consultant, Library Services to the Underserved 617-725-1860 x 235 Shelley.quezada@state.ma.us