

Lifelong Access

L I B R A R I E S

Redefining public library services to older adults

Leadership Institute 2007 Cohort Description & Libraries Profile

August

2008

The 2007 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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Cohort Description and Libraries Profile Lifelong Access Libraries Institute, 2007

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 Libraries for the Future. 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/Elder Services Librarian
Outreach Librarian
Principal Librarian
Branch Manager
Assistant Director
Senior Outreach Librarian in Special Services
Special Projects Librarian
Humanities Coordinator
Administrative Librarian
Director
Senior Services Librarian
Librarian I

Director of Archives
Outreach Services Librarian
Outreach Manager
Adult Programming Coordinator
Manager of Volunteer Services
Assistant Director for Branch and Extension Services

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]

- Reading Public Library, MA: Highly educated, white-collar, middle-class, suburban community of 24,000; additional 150,000 within a 5-mile radius.
- Mid-Manhattan Library (NYPL), NY; diverse urban setting
- Cumberland County Public Library & Information Center – North Regional Branch, Fayetteville, NC: 80,000 residents with growing population of aging veterans
- Port Washington Public Library, NY: Economically and ethnically diverse community of about 29,000 residents.
- Grand Rapids Public Library, MI: Ethnically diverse urban setting of 197,800
- Queens Library, Jamaica, NY: Most ethnically diverse county in the United States; 15% of residents are 50-64, 13% are 65+
- Sioux City Public Library, IA: 13% age 65+, 20% age 45-64
- Durham County Library, Durham, NC: Racially diverse community of 225,000, 17% over the age of 55
- Delaware Division of Libraries (Delaware State Library), Dover, DE: Entire state, including rural, small, suburban and urban locations
- Fort Myers Beach Public Library, FL: 16,000 residents, 53% senior citizens, a percentage that rises during the winter season
- Kansas City Public Library, Kansas City, MO: urban community
- Phoenix Public Library – Cholla Branch: library system serves diverse urban community
- WGBH Archives, Boston, MA: Allston/Brighton community (69,648 people) diverse in terms of race, age, and income, and greater Boston area
- San Francisco Public Library, CA: 776,000 residents, older adults comprising about 22%
- Greenville County Library System, Greenville, SC: Population of 401,174, one of the fastest growing retirement communities in the region
- Public Library of Charlotte & Mecklenburg County, Charlotte, NC: 780,618 residents, 7.8% 62 or older
- New Jersey State Library: Trenton, NJ
- Dayton Metro Library, OH: ethnically diverse residents of city and surrounding suburbs

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:

- How to assist our aging customers in their desire to stay active and informed.
- Learn ways to target new programs and services to those who are baby boomers and older, and to bring in immigrant seniors to full participation in public libraries.
- Learn ways to make the library into a community center where older adults can satisfy their changing needs
- Learn to better understand the complexities of the aging population
- Learn how to connect with active older adults at the pivotal point in their lives when they are transitioning from careers to retirement
- Opportunity to gain a new perspective when it comes to how we view the role of older adults in society, and have programs in place before the majority of baby boomers reach retirement
- Reflect on the model that seniors between 60 and 70 now have, and how this can be updated via activities that enable seniors to adjust and enjoy these years
- How to dispel myths that exist about the 50+ population, and provide library staff with the necessary context for interacting with this population
- Understanding the ways in which information needs differ greatly among members of the “older adult” population

Interested in Strategic Learning:

- Get information to fill in information gaps regarding new research on aging
- Day-to-day practice should be informed by research
- Training in methods of evaluation
- Ways and steps to host groups and community discussions
- Developing marketing strategy to promote programs and services
- Ways to leverage limited financial resources by applying them through best practices
- Ways to extend our historical resources to the greater community

Interested in Networking:

- Opportunity to gain knowledge and network with others in the area of providing service to the growing population of older adults
- Opportunity to share information and best practices
- How to work with state libraries in developing an action plan to help libraries provide innovative services to seniors
- Get to know people with the same passion for service to older adults and develop networks far beyond my library district boundaries
- Learn ways to encourage social networking among seniors through the internet

Interested in sharing experience in:

- Model programs, methods and best practices
- Developing community partnerships and collaborations in order to extend limited resources
- Finding ways of utilizing skills of boomers in library context
- Ways to use focus groups, surveys, and interviews to assess community needs and desires

Interest in discussing collaboration beyond libraries:

- How to take a leading role in promoting a formal coordination of effort among all the organizations and agencies in the community that serve lifelong learners
- How to draw from a core of knowledge to create future partnerships with other agencies
- How to collaborate with local organizations to create volunteer positions that older adults will find stimulating and challenging
- How to develop a successful model of community involvement that can be replicated by public broadcasting stations across the nation

4. What services does your library currently offer to older adults?**Examples of representative services:**

Information Resources aimed at needs of older adults:

- *Library Programming:*
 - Adult summer reading/family summer reading programs
 - Intergenerational programming
 - Quality of Life information and programming
 - Memory programs
 - Lectures on wide range of topics
 - Programs involving exercise
 - Movies and discussions
 - Evening programs for working older adults
 - Storytelling
 - Oral history programs
- *Outreach services to homebound and residents of assisted living and nursing homes:*
 - Programming taken to centers and living facilities
 - Lobby services and bookmobiles to care facilities and senior centers
 - Deposit collections
 - Proxy pick-up
 - Library by Mail
- *Specialized Reference:*
 - Information and referral services
 - Telephone reference service to outreach patrons
 - AARP tax assistance

Awareness Feeds (Medicare, taxes etc.: email, display stands and web sources)
Caregiving resources
Large print and audiobooks
Career exploration, job information, and entrepreneurship
Gateway information maintained by library staff
Genealogical research support

- *Volunteer coordination*: linking older adults with volunteer opportunities in libraries
- *Provide Meeting Space* for clubs, crafters
- *Training*:
Computer and Information Literacy Training
Workshops
- *Special Services*:
Mobility and vision impaired services
Workstations with assistive technology
Dedicated space and website for older adults
Collaborative collection development
- *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

Perceived areas of greatest need:

- How to engage older adults in creating solutions to community problems
- Information on caregiving
- Increase library system's position in the community as a resource center
- Changing perceptions of what libraries can do for people, help them recognize how vital library can be in their lives
- Volunteer opportunities
- Reaching minority populations
- How to reach out to segment of seniors not currently using the library
- Forum for older adults to showcase their creative talents; resources to share these exhibits with homebound patrons
- Oral history projects
- Large type keyboards
- Health literacy and promotion
- Computer skills

- Increasing daytime programming
- Providing meeting spaces for senior clubs
- Business and investment resources, money management
- Intergenerational programs
- Establishing partnerships with local colleges/universities to promote lifelong learning opportunities
- Involving older adults in the library's strategic planning process
- Assistive technology
- Addressing language needs (foreign language/literacy)
- Securing resources for dedicated staff in this area
- Improving staff interaction with older adults and understanding of needs of this group
- Utilizing innovation technology effectively, such as creating blog for boomers
- Developing programs to address career change and civic engagement as older adult
- Creation of a senior advisory board
- Research and publication of the best practice models and creative ideas in senior programming
- Adaptation of services to reflect differences in needs between "younger" elders and more traditional seniors
- Developing continuum of service that addresses lifelong learning and growth from 50+ to end of life issues
- Collection enhancement

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

- Established action committees, investigations that created reports/published reports on older adult users
- Designed surveys and focus groups to gauge needs and interests
- 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 Second Season Initiative to assess needs of diverse older population and create an evidence-based program that can be evaluated for its effectiveness
- Planned and created dedicated space for older adults
- 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; topics identified as important: caregiving, 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

- Developed collaborative programming with community agencies

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:

- YMCA
- Stonewall Communities
- Community centers
- Nursing homes, senior centers, adult residences
- Friends of Libraries organizations
- County, state, or municipal departments for the aging
- AARP
- Chambers of Commerce, Economic Development agencies
- Small Business Administration
- Local hospitals
- Local schools, colleges, and universities
- Child and Family Resource Council
- Humanities Council
- Research programs in gerontology
- Institute for Learning Innovation
- Academy of Lifelong Learning
- Delaware Money School
- Office of Volunteerism
- Senior clubs
- Pilot Club
- Lions Foundation
- Dept. of Parks and Recreation
- American Cancer Society
- Catholic Charities
- United Way
- All Iowa Reads
- Historical societies, local/national
- Civic arts groups
- Healthcare providers
- Volunteer organizations
- Foundation for Senior Living
- State Bar Association –legal topics of interest
- Hospice and long term care related topics
- Departments of public health
- Contact with jails, homeless shelters
- El Centro Hispano
- Ethnic Diversity Caucus
- Providers of programs for adult learners

- State Library; Library Associations
- Religious groups
- Museums
- Heritage centers
- Institutes, especially Institutes on Aging
- One Book One Community

Detailed Profiles of the Libraries of Participating Fellows

Name of Library	Reading Public Library – Reading, MA
Community Description	Middle-class, suburban community of 24,000; additional 150,000 within a 5-mile radius. Median household income of \$77,059; \$32,888 per capita. Highly educated, mostly white population, growing Asian population. White collar work force. 23% of the population is aged 55+.
Library Description	18.1 FTE, 119,691 items in collection. Stated goal: “achieve our vision by enthusiastically supporting and encouraging lifelong learners’ desire to for self-directed personal growth and development.”
Staff Involved	3 staff members
Community Partners	AARP, YMCA, Stonewall Communities; Reading Elder Services Dept.
Key Features	Live Wires – a program aimed at the 55+ population; has a print and non-print collection in a designated space; listserv forum for LiveWires group Dedicated web site Active Older Adult Days Coffee & More programs – speakers, socializing
Program and Services Overview, Focusing on Midlife Adults	Book discussion groups Home delivery Senior community center delivery & deposit collections Large Print Aladdin magnifying reader Brochures and informational materials Monthly programs related to aging
History of Program	Began in mid-1980s after library received 2 LSTA grants to upgrade services to the older adult population – resulted in collection development in large print and non-fiction titles of interest to older adults, delivery service to homebound, and monthly morning programming. Professional librarian was designated as Elder Services Librarian.
State & National Contributions	Librarian will speak at the Massachusetts Equal Access Libraries Institute on “community responsive programming for lifelong access;” attend meetings of statewide group “The Life Planning Network”
Principle Funders	Municipal funding, LSTA “Equal Access” grant; Friends of the Reading Public Library; local business; Lions Club
Key Accomplishments	LiveWires Presents... - an evening book/film/speaker series on topics related to aging; High circulation of the LiveWires print and non-print collection
Website	http://www.readingpl.org/index.html http://www.readingpl.org/seniors.html
Key Contact	Nancy Aberman Adult/Elder Services Librarian Reading Public Library 64 Middlesex Ave. Reading, MA 01867 781-944-0840 aberman@noblenet.org

Name of Library	Mid-Manhattan Library – New York Public Library
Community Description	Socioeconomically and ethnically diverse residents of three NYC boroughs – Manhattan, the Bronx, and Staten Island. Percentage of minority elderly and impoverished elderly is rising.
Library Description	NYPL as a whole: over 1500 library staff; over 7 million items. 5 central libraries, and 82 branches
Staff Involved	4 staff members
Community Partners	Nursing homes, adult residences, and senior centers
Key Features	Deposit collections Coordinated Resource Fairs Bi-Folkal programming kits Read alouds Presentations Computer classes Braille and talking book library Assistive Technology Expo English Conversation Program
Program and Services Overview, Focusing on Midlife Adults	Senior Train-the-Trainer on Computers project was developed Panel participant at NY Library Association conference on “Serving Aging Ethnic Populations” and on public access television program “You Should Live So Long” on library services
History of Program State & National Contributions	Library operating budget, LSCA grant, LSTA grant, NY State Coordinated Outreach Services Grant
Principle Funders	
Key Accomplishments	
Website	http://www.nypl.org/branch/central/mml/
Key Contact	Brigid Cahalan Outreach Librarian Mid-Manhattan Library New York Public Library 455 Fifth Avenue New York, NY 10016-0122 212-340-0951 bcahalan@nypl.org

Name of Library	Cumberland County Public Library & Information Center – North Regional Branch – Fayetteville, NC
Community Description	Branch serves 80,000 residents in a low wealth county, with a growing population of senior citizens who, as military retirees, have retired close to Fort Bragg Army Post to utilize benefits available to veterans
Library Description	164 staff members, 642,342 items in collection
Staff Involved	4 staff members
Community Partners	Mid Carolina Council of Governments Area Agency on Aging
Key Features	The Big Read program Mobile Outreach Services directed at nursing homes and homebound residents
Program and Services Overview, Focusing on Midlife Adults	Computer classes Book clubs Author visits Print/online directory of community agencies and services
History of Program	
State & National Contributions	Wrote goal for the NC state plan on services for the aging that states: “local area aging agencies will explore partnerships with their local public library.”
Principle Funders	National Endowment for the Arts (The Big Read), library operating budget
Key Accomplishments	
Website	http://www.cumberland.lib.nc.us/
Key Contact	Mary Campbell North Regional Branch Manager 855 McArthur Rd. Fayetteville, NC 28311 910-822-1998 x236 mcampbel@cumberland.lib.nc.us

Name of Library	Port Washington Public Library – Port Washington, NY
Community Description	Economically and ethnically diverse community of about 29,000 residents. Active library users who would like to volunteer and participate in special projects.
Library Description	100 library staff, 322,000 items in collection
Staff Involved	4 staff members
Community Partners	Landmark on Main Street (community center), Senior Center, local schools, Chamber of Commerce, Business Improvement District, Community Mainstreaming, US Small Business Administration
Key Features	Humanities discussion series Books for Dessert – book discussion program for adults with developmental disabilities
Program and Services Overview, Focusing on Midlife Adults	Film, health, nautical, and music programs Art/photography exhibits Lectures Exercise classes Volunteer opportunities (ESOL tutoring)
History of Program State & National Contributions	Creation of online handbook to assist other public libraries in replicating the Books for Dessert program
Principle Funders	Library operating budget, Friends of the Library, Port Washington Library Foundation, grants
Key Accomplishments	
Website	http://www.pwpl.org/
Key Contact	Nancy Curtin Director Port Washington Public Library One Library Drive Port Washington, NY 11050 516-883-4400 curtinn@pwpl.org

Name of Library	Grand Rapids Public Library – Grand Rapids, MI
Community Description	Ethnically diverse urban setting of 197,800
Library Description	170 employees at main and seven branches; 515,000 books, 70,000 media, 800 periodicals, and 1.5 million special collections items; resource library for eight county library cooperative
Staff Involved	2 staff members
Community Partners	Nursing homes, Humanities Council, Area Agency on Aging, Child and Family Resource Council, local hospital, Grand Rapids Oncology Program
Key Features	“A Life Journey with Books” program Library for the Homebound
Program and Services Overview, Focusing on Midlife Adults	Computer classes Targeted displays Programming Pathfinders
History of Program	
State & National Contributions	
Principle Funders	Library operating budget
Key Accomplishments	
Website	http://www.grpl.org/perl/home.pl
Key Contact	Jane DeVries Reference and Adult Services Librarian Grand Rapids Public Library 111 Library St. NE Grand Rapids, MI 49503 616-988-5402 x5465 jdevries@grpl.org

Name of Library	Queens Library – Jamaica NY
Community Description	Most ethnically diverse county in the United States; 15% of residents are 50-64, 13% are 65+
Library Description	NYPL as a whole: over 1500 library staff; over 7 million items. 5 central libraries, and 82 branches
Staff Involved	4 staff members
Community Partners	Small Business Administration, Queens Economic Development Corporation, senior centers, local middle school, Jamaica Service Program for Older Adults, Catholic Charities, American Cancer Society, Memorial Sloan-Kettering Cancer Center, Queens Cancer Center of Queens Hospital, Hofstra University Master's Program in Gerontology
Key Features	Memoir writing workshops Oral history projects Adult summer reading club and website Computer companions intergenerational instruction program
Program and Services Overview, Focusing on Midlife Adults	Visits to senior centers, nursing homes, and assisted living facilities to introduce library services and present nostalgia/educational programs Oral history projects where middle school students interview older adults and write individual profiles, to be published in a booklet for the library and historic archives division Workshops on career exploration and job presentation skills Book clubs, Stay-Well fitness programs Delivery of materials to nursing homes Job Information Center Special art gallery tours Genealogy workshops Monthly guide to events and programs targeted at midlife and older adults Special Services has served the older adult population for 25 years.
History of Program State & National Contributions	Programmer for the NYLA Roundtable on Library Services to Special Populations, hosting panel discussion on intergeneration projects and the social services role of the public library NY State Coordinated Outreach Services Program
Principle Funders	
Key Accomplishments	
Website	http://www.queenslibrary.org/
Key Contact	Mark Donnelly Senior Outreach Librarian in Special Services Queens Library 89-11 Merrick Blvd. Jamaica, NY 11432 718-990-0746 mdonnelly@queenslibrary.org

Name of Library	Sioux City Public Library – Sioux City, IA
Community Description	13% age 65+, 20% age 45-64
Library Description	55 staff members, 206,400 items in collection
Staff Involved	4 staff members
Community Partners	Sioux City Senior Center, Head Start, United Way, Mary J. Treglia Community House, All Iowa Reads
Key Features	One Book, One Siouxland Family Storytime
Program and Services Overview, Focusing on Midlife Adults	Home delivery service Computer classes Volunteer opportunities
History of Program	
State & National Contributions	
Principle Funders	Library operating budget, Library Friends, Community Foundation, National Endowment for the Arts
Key Accomplishments	
Website	http://www.siouxcitylibrary.org/
Key Contact	Sara Doyle Special Projects Librarian Sioux City Public Library 529 Pierce St. Sioux City, IA 51101 712-255-2933 sdoyle@siouxcitylibrary.org

Name of Library	Durham County Library – Durham, NC
Community Description	Racially diverse community of 225,000, 17% over the age of 55
Library Description	141 staff members, 553,747 item collection
Staff Involved	4 staff members
Community Partners	Osher Lifelong Learning Institute at Duke University, Durham Public Schools, Durham Technical Community College, NC Hispanic Chamber of Commerce, NC Central University, Hayti Heritage Center, Durham Literacy Center, Center for Documentary Studies at Duke University, Urban Ministries, Carolina Theatre, NC Museum of Art, NC Museum of Life and Science, NC School of Math and Science, El Centro Hispano, John Hope Franklin Humanities Institute
Key Features	OASIS – Older Adult and Shut-in Services First Fridays lecture series Wiki to promote community involvement and participation Durham Summer Reading Club (for families)
Program and Services Overview, Focusing on Midlife Adults	Large print Audiobooks Bi-Folkal Kits Adaptive technologies Book groups 50+ club Author visits Durham Reads Together Computer workshops
History of Program State & National Contributions Principle Funders	Friends of the Durham Library, Durham Library Foundation, National Endowment for the Humanities, NC Humanities Council
Key Accomplishments Website	http://www.durhamcountylibrary.org/index.php
Key Contact	Marian Fragola Humanities Coordinator Durham County Library 300 N. Roxboro Durham, NC 27701 919-560-0268 mfragola@durhamcountync.gov

Name of Library	Delaware Division of Libraries (Delaware State Library)
Community Description	Entire state, including rural, small, suburban and urban locations
Library Description	State library – 18 staff members, 80,000 item collection
Staff Involved	1 staff member
Community Partners	Institute for Learning Innovation, Academy of Lifelong Learning, University of Delaware, Delaware Money School, Office of Volunteerism, Autism Society of Delaware, AARP of Delaware
Key Features	Lifelong learning/free choice learning group that investigates aging Baby Boomers and libraries Collaborative Collection Development & Integrated Programming to link the needs of the diverse groups in the communities with materials, formats, and programming; development of tools for customers to track and comment on their interests and explorations on their personal learning journeys Sponsor of “What if All the Delaware Library Community Read the Same Book” Monthly programming Book discussions
Program and Services Overview, Focusing on Midlife Adults	
History of Program	
State & National Contributions	
Principle Funders	Library operating budgets, Delaware Division of Arts
Key Accomplishments	
Website	http://www.state.lib.de.us/
Key Contact	Kathy Graybeal Administrative Librarian Delaware Division of Libraries (DDL) 43 South Dupont Highway Dover, DE 19901 302-739-4748 x134 Kathy.graybeal@state.de.us

Name of Library	Fort Myers Beach Public Library – Fort Myers Beach, FL
Community Description	16,000 residents, 53% senior citizens, a percentage that rises during the winter season
Library Description	10 staff members, 80,000 item collection
Staff Involved	3 staff members
Community Partners	Senior Club, Pilot Club, Lions Foundation
Key Features	Senior Zone – area of the library featuring large print materials, pamphlets of interest, audiobooks, movies, and seating area
Program and Services Overview, Focusing on Midlife Adults	ClearView magnifying machine 12 programs per month for seniors (Civil War poetry, learning styles, Native American culture, storytelling, etc) Visits to homebound and assisted living facilities Computer classes Knitting, jewelry-making, and shelling classes Ergonomic workstations, large type keyboards
History of Program	
State & National Contributions	Guide to replication of the Senior Zone for other libraries
Principle Funders	Pilot Club, Lions Foundation, LSTA grants
Key Accomplishments	
Website	http://www.fmb.lib.fl.us/
Key Contact	Dr. Leroy Hommerding Library Director Fort Myers Beach Public Library 2755 Estero Blvd. Fort Myers Beach, FL 33931 239-765-8162 leroyh@fmb.lib.fl.us

Name of Library	Kansas City Public Library – Kansas City, MO
Community Description	Urban community
Library Description	1 central library with 9 branches, 252 staff members, over 1.1 million items in collection
Staff Involved	3 staff members
Community Partners	
Key Features	
Program and Services Overview, Focusing on Midlife Adults	Homebound books program Monthly programs at branches
History of Program	
State & National Contributions	
Principle Funders	Library operating budget, grants
Key Accomplishments	
Website	http://kclibrary.org/
Key Contact	Gayla Honeycutt Senior Services Librarian Kansas City Public Library 14 W. 10 th St. Kansas City, MO 64105 816-701-3490 gaylahoneycutt@kclibrary.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. - 15 branches, 420 FTE, over 1.8 million items in collection
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 bilingual program to develop services and programs for people ages 50 and older. Dedicated website
Program and Services Overview, Focusing on Midlife Adults	Menu of over 60 programs that can be used by branch librarians to schedule events for the 50+ population http://www.phoenixpubliclibrary.org/fiftyplus.jsp
History of Program	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 <i>Designs for Change: Libraries and Productive Aging</i> , a national forum co-sponsored by the Institute for Museum and Library Services and Americans for Libraries Council, in September 2005. As a Center of Excellence, the librarians respond to inquiries from libraries across the nation about how to provide excellent services for older adults.
Principle Funders	Library operating budget LSTA grants Friends of the Library 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.

www.phoenixpubliclibrary.com

Louis Howley

Librarian

Phoenix Public Library – Cholla Branch

10020 Metro Parkway E.

Phoenix, AZ 85051

602-262-4735

Louis.howley@phxlib.org

Website

Key Contact

Name of Library
Community Description

WGBH Archives

Users of the archives are primarily in-house producers, students, and researchers; Allston/Brighton community (69,648 people) diverse in terms of race, age, and income

Library Description

24 staff members – 8 professional librarians/archivists; 500,000 films, video, audio, documents, and 3,000 books

Staff Involved

Community Partners

Public schools, health centers, Boston Public Library, Tufts University Archives
Library/archive related events for the local community, limited now to the membership level

Key Features

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

Television programs from the WGBH archives (from the 1950s – present) available for private viewing; intend to present screenings and provide discussion opportunities

History of Program

State & National Contributions

Principle Funders

NEH, NEA

Key Accomplishments

Website

<http://main.wgbh.org/wgbh/>

Key Contact

Mary Ide
Director
WGBH Archives
One Guest St.
Boston, MA 02135
617-300-2368
Mary_ide@wgbh.org

Name of Library	San Francisco Public Library – San Francisco, CA
Community Description	776,000 residents, older adults comprising about 22%
Library Description	Central library with 27 branches, 800+ staff members
Staff Involved	3 staff members
Community Partners	Institute on Aging, VA Hospital, Laguna Honda Hospital, San Francisco General Hospital, Dept. of Public Health, Dept. of Aging and Adult Services
Key Features	Library on Wheels bookmobile serves seniors at 40 locations across the city Friends for Life outreach services (books by mail and by proxy)
Program and Services Overview, Focusing on Midlife Adults	Large print books Computer classes Telephone reference assistance to outreach patrons Programming
History of Program State & National Contributions	Present on national and regional professional association committees on service to special populations
Principle Funders	Library operating budget, Friends of SFPL
Key Accomplishments	
Website	http://sfpl.org/
Key Contact	Cora Iezza Outreach Services Librarian San Francisco Public Library 100 Larkin St. San Francisco, CA 94102 415-557-4351 ciezza@sfpl.org

Name of Library	Greenville County Library System – Greenville, SC
Community Description	Population of 401,174, one of the fastest growing retirement communities in the region
Library Description	220 staff members; 827,000 item collection
Staff Involved	4 staff members
Community Partners	Greenville County School District Lifelong Learning Program, International Center of the Upstate, Furman University’s Learning in Retirement program, Hispanic American Women’s Organization, AARP, Greenville Chautauqua Society, local retirement homes
Key Features	Volunteer program
Program and Services Overview, Focusing on Midlife Adults	Computer classes Genealogical research support Book discussion programs <i>The World War One Years</i> discussion program Homebound service Large print collection Access to SC Library’s Talking Book Services program
History of Program	
State & National Contributions	
Principle Funders	Library operating budget, Friends of the Library, LSTA grants, Humanities Council of SC, Metropolitan Arts Council
Key Accomplishments	
Website	http://www.greenvillelibrary.org/
Key Contact	Jennifer Jackson Adult Programming Coordinator Greenville County Library System 25 Heritage Green Place Greenville, SC 29601 864-527-9293 jjackson@greenvillelibrary.org

Name of Library	Public Library of Charlotte and Mecklenburg County – Charlotte, NC
Community Description	780,618 residents, 7.8% 62 or older
Library Description	Central library with over 20 branch locations, 580 staff members
Staff Involved	4 staff members
Community Partners	Mint Museum, Children’s Theatre of Charlotte, Mecklenburg County Park and Recreation Department, Council of Aging, Mecklenburg County Senior Food Program, nursing homes, Shepard Center, Mecklenburg County Senior Center
Key Features	Outreach Services currently visits over 80 retirement, convalescent, or senior nutritional lunch sites Library by Mail Hispanic Senior Outreach Senior Games – collaboration with Mecklenburg County Park and Recreation Department
Program and Services Overview, Focusing on Midlife Adults	Delivering mobile libraries Magazine programs Senior prison services Movies and music Memory programs Book clubs Book talks Cross-stitching Advocacy programs Senior education programs Storytelling Foreign studies series Intergenerational programs
History of Program	
State & National Contributions	
Principle Funders	Library operating budget
Key Accomplishments	
Website	www.plcmc.org
Key Contact	Meryle Leonard Outreach Manager Public Library of Charlotte and Mecklenburg County 310 North Tryon St. Charlotte, NC 28210 704-432-4632 mleonard@plcmc.org

Name of Library	New Jersey State Library – Trenton, NJ
Community Description	State of New Jersey
Library Description	Support for all libraries in the state
Staff Involved	
Community Partners	Old Bridge Public Library – Senior Spaces Project
Key Features	Provide grant funding for initiatives of libraries throughout the state
Program and Services Overview, Focusing on Midlife Adults	Library for the Blind and Handicapped
History of Program	
State & National Contributions	
Principle Funders	
Key Accomplishments	
Website	http://www.njstatelib.org/
Key Contact	Kathleen Moeller-Peiffer Director, Library Development Bureau New Jersey State Library PO Box 520 Trenton, NJ 08625 609-292-2992 kpeiffer@njstatelib.org

Name of Library	Dayton Metro Library
Community Description	Ethnically diverse city and suburban clientele; 23% of population aged 45-64, 13.7% are 65 or older; small, but growing Latino community
Library Description	658 staff members, nearly 2.3 million item collection
Staff Involved	4 staff members
Community Partners	Local bookstore, universities, newspaper, Ethnic Diversity Caucus
Key Features	Adult Summer Reading Club Lobby Stop Library (large print, audiobooks, videos/DVDs) that visits 29 residential living and senior centers (reader's advisor, reference and circulation services) Second Season Initiative Homebound services Big Read Monthly programming at senior centers and assisted living facilities
Program and Services Overview, Focusing on Midlife Adults	
History of Program	Bookmobile service since 1923 Service to Homebound and Elderly since 1973
State & National Contributions	Service to professional library organizations and committees in area of aging and older adults
Principle Funders	LSCA funds, library operating budget, Friends of the Library
Key Accomplishments	
Website	http://www.daytonmetrolibrary.org/
Key Contact	Mimi Morris Assistant Director for Branch and Extension Services Dayton Metro Library 215 E. Third St. Dayton, OH 45402 937-496-8501 mmorris@daytonmetrolibrary.org