

Lifelong Access

L I B R A R I E S

Redefining public library services to older adults

Leadership Institute 2008 Cohort Description & Libraries Profile

February

2009

The 2008 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, 2008

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

Selection of Fellows

Fellows were selected by a panel of national advisors and staff of Libraries for the Future. Applicants were mid-career practicing librarians. They included 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 were 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.

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.

Associate Librarian for Adult Learner Services
Coordinator, Office of Community Outreach Services
Branch Manager
Librarian II Lead
Library Director
Special Services Librarian
Manager, Regional Library
Director of Public Services

Coordinator for Arts and Business Partnerships
Manager, Outreach Services
Coordinator, Volunteers
Outreach Librarian
Adult Programming and Outreach Manager
Department Head, Outreach Services
Librarian I, Reference
Director, Office for Literacy & Outreach Services
Information Services Librarian
Manager, Reference Services
Head of Reference
Library Coordinator
Manager of Outreach & Neighborhood Services
Library Public Information & Programming Specialist

2. What are some distinguishing characteristics of the community which your library serves? How would your community benefit from your participation in the Institute?

- Hartford Public Library, CT: diverse, urban setting
- New York Public Library, NY: 4 research libraries & 87 branches, urban, diverse
- Brunswick County Library, Barbee branch, Oak Island, NC: older population increasing
- Phoenix Public Library, Desert Sage branch, AZ: diverse
- St. Helena Public Library, CA: rural, tourism-oriented
- Virginia Beach Public Library, Bayside branch and Special Services Library, VA: diverse, strong military presence, SSL shares building as subregional library for the blind
- Tulsa City-County Library, Zarrow Regional branch, OK: “average” community
- Ferguson Library, Stamford, CT: diverse, bedroom community
- Warren County Memorial Library, Warrenton, NC: historic, rural
- Hennepin County Library & Minneapolis Central Library, MN: urban/suburban
- Lexington Public Library, KY: urban
- Northland Public Library, Pittsburgh, PA: suburban
- Queens Library, Jamaica, NY: most ethnically diverse county in the U.S.
- Austin Public Library, TX: diverse, urban
- Daniel Boone Regional Library, Columbia, MO: urban/rural mix
- County of Los Angeles Public Library, San Demas branch, CA: urban, diverse
- Burke County Public Library, Morganton, NC: rural
- Fayetteville Public Library, AR: urban
- Chapel Hill Public Library, NC: suburban college town, diverse
- Public Library of Charlotte & Mecklenburg County (West Region,) NC: urban, diverse
- Ann Arbor District Library, MI: urban, educated
- Loudon County Public Library, Leesburg, VA: suburban, growing rapidly

3. Please provide a brief demographic overview of the active older adults (ages 43-61) in your community and any services or programs (library or community based) that are currently offered to specifically serve them. Address goals, expected outcomes, and key accomplishments.

Demographics:

- Hartford Public Library: 20% of population is 43-61
- New York Public Library: 1.3 million older adults 60+; number of active older adults higher
- Brunswick County Library: 29% of population is 45-64
- Phoenix Public Library: 18% of population is 45-59
- St. Helena Public Library: 32% of population is 43-61
- Virginia Beach Public Library: 30,000 card holders born 1951-1960; population 55-64 increased 49% from 1990-2005
- Tulsa City/County Library: 8% of population is 55-64
- Hennepin County Library: Population 43-61 growing by 40%
- Lexington Public Library: Population 45-59 grew 53% in the last decade
- Northland Public Library: 29% of library users for local branch are Boomers, 19% county average
- Queens Library: 22% of population is 45-61
- Austin Public Library: 27% of population is 45-59
- Daniel Boone Regional Library: 30% of population is 40-64
- San Dimas Library: 21% of population is 45-59; 26% is 45-64
- Burke County Public Library: 33% of population is 43-61; 9,757 adults 43-61 served by the library
- Fayetteville Public Library: 19% of population is 45-64
- Chapel Hill Public Library: 25% of population is 40-59
- Public Library of Charlotte & Mecklenburg County: 49% of population living within 2.5 miles of a key branch (Freedom Regional) are active older adults
- Loudon County Public Library: 22% of population is 43-61

Existing Library Programs/Accomplishments:

- *Health:* Building Brain Power (cognitive fitness) and Creative Wisdom (creativity/critical thinking) Center, HealthLink (cancer awareness,) HEAL, Stay-Well (stress reduction/exercise,) women's health, Healthy Eating Alternative, healthy lifestyles, exercise classes, Mental Health Awareness Month
- *Leisure:* history, genealogy, bird watching, cooking, gardening
- *Arts:* film screenings, concerts, arts and crafts, gallery visits, Bifolkal kits and art museum kits for retirement community programs, Opera in the Library, watercolor painting, pottery, basic drawing
- *Cultural:* Kwanzaa, Celebration Latino, Black Music Month; "Breaking the Sound Barrier"—a series which brought together deaf, hearing, and hard-of hearing participants with deaf scholars and authors
- *Writing:* creative writing contests, memoir writing, reminiscing, poetry

- *Literary/Literacy*: Reader’s Library, adult literacy, author visits, book discussions, Books in Motion kits to support non-library-sponsored book clubs
- *Training*: computer classes (basic and intermediate)
- *Financial*: affordable housing, parents of children preparing for college, Owning Your Own Business series, small business classes
- *Aging-specific*: 50 Plus Committee, planning for aging, Government Sites for Seniors, Medicare, Boomer Connections, re-careering workshop series, physician-led series on aging and cognitive health (memory, brain development decline, and anti-aging research)
- *Intergenerational*: LifeLinks caregiver workshop series, Computer Success Institute in partnership with Students in Free Enterprise, annual gingerbread house competition, One Book—One Community
- *Civic engagement/volunteer*: Third Age Initiative (leadership training), public policy forums, Foreign Policy Association’s Great Decisions, Ambassador Program (older adults presenting programs to the community,) Boomer Conversation Salon, Boomer Blast Planning Committee, class instructors, program coordinators, book delivery, computer/research assistants, community events assistants, technical services assistants, ILL helpers, Volunteer Speed Matching
- *Outreach for Special Needs*: Bookmobile, Visiting Books, Mail-a-Book, Dial-A-Book, programs for the blind/physically impaired, mini-libraries in nursing homes/assisted living facilities/senior centers
- *Partnership Development*: sponsored National Training Program workshop to help other libraries/nonprofits prepare for the new generation of potential volunteers, Community Development Block Grant provided 6 volunteers to serve 15 customer agencies
- *Several libraries were not currently targeting active older adults as a distinct group.*

Goals, Expected Outcomes:

- *Friends of the Library*: train older adults to become library program collaborators, create articulate and knowledgeable library supporters, let volunteers do meaningful work (not just mundane tasks,) help staff learn how to augment our volunteers by using this population in new and innovative ways
- *Arts/Cultural*: fill cultural gap compared to prior homes in northern areas, partner with Humanities and Arts Councils, local artists/craftsmen
- *Program Development/Marketing*: design in-house, remote, and off-site programs for citizens of all ages; improve marketing and program development; develop new collaborations and programs that would more effectively reach out to this part of the population; offer more programs not directly related to reading—re-careering, diversity, local history—to encourage customers to stay active and informed about cultural, social and technological changes and advancements; help staff to gain the skills necessary to identify and target this age group; develop and implement specific services and programs that would attract and benefit these active older adults
- *Lifelong Focus*: provide lifelong opportunities for learning and entertainment to these adult users; improve quality of life; help ensure a fulfilling, not just financially secure, retirement
- *Sense of Community*: encourage older adults to view the library as a vital part of the community and a place that meets both their informational and recreational needs,

increase community/civic engagement of older adults, foster strong participation by the members of the community and an active dialogue of support for these presentations

- *Intergenerational*: increase intergenerational engagement, partner the youth of the county with older citizens

4. How have these programs and services been funded?

- Library's normal operating budget
- Municipal, county, state governments
- Friends of the Library, library foundations, library gift funds
- Local trusts
- Foundations
- Individual gifts
- Grants: Federal LSCA Title I, Federal LSTA, Community Development Block Grant, New York State Coordinated Outreach Services, Brain Power/Creative Wisdom, Arts Council, Humanities Institute, Virginia Foundation for the Humanities, Pennsylvania Performing Arts, Virginia Commission for the Arts, US Institute of Peace, Lila Wallace-Reader's Digest fund, ALA Public Program Division, private grants
- Collaborations/partnerships
- Fees

5. Please describe any contributions you have made to advancing programs and services to older adults on the state or national level.

State/National Projects specifically targeted to older adults:

- Coordinated a program to interview World War II veterans. Thirty-eight taped and transcribed interviews were shared with the National Archives, UNC-Wilmington, and the North Carolina Archives.
- Conducted "Veterans Voices" oral histories in conjunction with the Library of Congress.
- Conducted an interview project on the Civil Rights Movement.
- As State Library Master Trainer, helped older patrons to use computers, the Internet, NC-LIVE, genealogy resources, and MP3 players.
- Participated in a state workshop, "Equal Access in Action: Experts & Practitioners in Lifelong Learning."
- Partnered with SeniorNavigator, an organization which provides an online portal of health and aging resources and volunteers to reach those without computer access.
- Participated in Creating Aging-Friendly Communities online conference.
- Served as a member of ASCLA LSSPS (Libraries Serving Special Populations Section).
- Served as a state delegate to the National Institute of Senior Centers, affiliated with the National Council on the Aging. Served as secretary, chaired the conference committee, and helped design a senior center accreditation process.
- Served on several state committees implementing professional conferences, innovative services such as the Senior Linkage Line, and special events for older adults.
- Served on the Vital Aging Network leadership committee.
- Presented the results of a study of library services for older adults to the state Library Association conference.

- Shared information about Boomer programs with others across the state.
- Helped implement and presented information on the HealthLink program at the IFLA Congress. The program, a \$2 million national grant funding cancer screening and education in partnership with several local and national organizations, was cited by UNESCO's Information for All Program as a success story.
- Served on the State Library Task Force on Library Services for Older Adults. The recommendations of this group were presented to the state Secretary of State and presented to all state public libraries.
- Presented at State Library-sponsored workshop: Outreach Services for Adults and Seniors, Successful Library Services for Seniors.
- Served as key resource to other libraries on a national level regarding programming guidance due to state and national recognition for quality programming.

State/National Projects which include older adults:

- Advised on administration of state programs and LSTA Advisory Council for Library Planning and Development (State Library Board).
- Served on state library board.
- Shared best practices in reading aloud to seniors, cultural/educational programming, literacy services for adults at state Outreach Services Coordinators Meetings.
- Wrote and implemented a \$100,000 LSTA Automation grant.
- Helped implement a Gates grant.
- Created joint programming and presented training for conferences in conjunction with state United Way, Department for Libraries, and Public Library Associations.
- Shared knowledge and resources through online networks.
- Scheduled to present a workshop on Adult Summer Reading programs at State Library Association conference.
- Served as active member of the state Association of Libraries, including conference planning committee.
- Presented workshops on Reader's Advisory at state conference.
- Was recognized by several national publications for the program series on the literature of deafness.

6. What new programs and services to older adults do you plan to implement in the future?

- *Health*: healthy lifestyles, body and mind, Let's Talk About It: Love & Forgiveness, nutrition, staying healthy, healthy cooking, yoga
- *Wii*: mentioned by 6 of 22 Fellows! Sports, WiiFit, Wii bowling tournament
- *Leisure*: cooking, wine tasting, digital photography, travel, Boomer Conversation Salon
- *Arts*: crafts, painting, film, music, visual, performing, seniors-only bands, instrument lending library, humanities, flower arranging, crocheting, Living History of Rock & Roll (including live performances,) Human Rights Film Festival: "Yesterday's War and Today's War"

- *Cultural Exhibits/Series*: COEXIST: Stories of Faith (a multi-faceted program exploring Islam, Buddhism, Jainism, Sikh, various Christian denominations;) Forever Free: Abraham Lincoln’s Journey to Emancipation exhibit and program series; Fighting the Fires of Hate: America and the Nazi Book Burning
- *Literary/Literacy*: expand discussion groups, implement a pilot adult reading program which is multi-faceted and makes a big splash in the community, Boomer Book Discussion, Together We Read
- *Computers/Technology*: Web 2.0, computer classes in other languages (Spanish, Russian, Chinese,) additional computer classes targeted to older adults, introduce adults to the new library homepage (which includes a new 55+ link) and promote the Surfin’ for Seniors program, social networking through Second Life, create a Boomer web site that provides inspiration for continual learning opportunities (offering suggestions for physical, social, intellectual, spiritual, and creative growth,) training on how to use online databases and hold/renew books online, digital cameras, scanners, blogs, book readers such as Kindle
- *Financial/Career*: jobs/careers, enterprise, financial planning, investments
- *Aging-specific*: program with Marc Freedman (re-careering expert) for those considering the retirement phase, lifelong learning forum for Boomers reinventing their lives, host a program during Older American Month honoring the oldest community residents
- *Intergenerational*: programs with children, have local teens introduce Boomers to the Wii, Veterans Day celebration inclusive of all wars, oral history video/podcasting with teens producing stories told by older adults, which will then be made available through online digital collections, classes for parents/grandparents to better understand the technology used by their children/grandchildren; Guitar Hero night for seniors and teens
- *Friends of the Library*: provide system-wide meaningful skilled volunteering opportunities
- *Civic engagement/volunteer*: civic engagement, meaningful volunteer opportunities, more Volunteer Speed Matches, Foreign Policy Association Great Decisions series, making a difference in your community, Lending Hands at Home
- *Outreach for Special Needs*: “Seeing Beyond:” a program for the visually impaired, more outreach, improve collection development for large-type books and books on CD, bookmobile with computer lab as well as circulation and adult literacy materials, expand outreach programs for seniors who speak languages other than English, library by mail
- *Program Research & Development*:
 - conduct a thorough program evaluation, including surveys of these attending programs and targeted focus groups
 - consider a new direction in marketing, offering different times/locations
 - focus more on social potential of programs
 - conduct surveys and partner with local organizations to discover active adult community wants/needs
 - create an advisory board to identify needs/interests
 - assess collections related to particular demographics
- *Partnership Development*:
 - partner with arts centers, cultural centers, science center, historical society, senior centers

- visit other groups to increase awareness and build relationships: business, senior centers, faith-based organizations, non-profits, social service agencies, community centers, information fairs
- hold a Resource Fair including a wide variety of local organizations who will present programming and have informational booths
- work with the Extension Services Office to create a registry of local artists/craftsmen/farmers of specialty items and bring the group together to explore a marketing co-op
- partner with a local group to sponsor a Walk-A-Thon for adult literacy
- partner with the Metropolitan Library Service Agency to highlight services for mid-life and older adults, improve the interface between the older adult services staff committee and an advisory committee composed of older adults and service providers
- partner with a chapter of Human Resource Professionals to provide a job-seeking skills series (resume writing, cover letters, online applications, interviewing, networking)
- serve as lead sponsor with Temple University for the national roll-out of the Coming of Age program for civic engagement/lifelong learning
- continue to collaborate with ReServe and Libraries for the Future to use the talents and skills of recent retirees at the Job Information Center and the Consumer Health Resource Center
- partner with health and academic organizations to coordinate a series of programs that promote health, wellness, and physical and intellectual activity
- partner with Osher Lifelong Learning Institute for retirement/financial planning programs
- partner with ALA and Nextbook to present “Let’s Talk About It! Jewish Literature – Modern Marvels – Jewish Adventures in the Graphic Novel”

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

Partnerships with programs specifically targeted to older adults:

- North Central Area on Agency
- ElderServe
- Municipal/County/State Departments of Aging, Senior Services Divisions
- Task Forces on Aging
- Department of Children and Families
- AARP
- Senior Citizens’ Centers
- Nursing homes
- Assisted living facilities
- Center D.O.A.R. (Developing Older Adult Resources)
- Foundation for Senior Living
- Fresh Start Women’s Foundation
- Senior Men’s Club
- Jewish Family and Children’s Services ElderVention Program

- OASIS
- Osher Lifelong Learning Institute and college-affiliated lifelong learning programs
- St. Joseph Hospital and Medical Center
- Life Senior Services
- New England Cognitive Center
- Alzheimer's Association
- Macular Degeneration Association
- LifeLinks for Family Caregivers
- Meals on Wheels
- YMCA
- VFW

Partnerships serving a broader group, including older adults as served or as volunteers:

- *Business:* Small Business Development Center, Secretary of State's Small and Minority Business Services Unit, Community Investment Corporation, City Procurement Office, Merchant's Associations and Chambers of Commerce, neighborhood businesses, local newspapers, Economic Development Council, Realtors
- *Legal:* State Attorney General's Office of Community Services, Bar Association, detention centers, local Legal Services groups
- *Financial:* IRS Volunteer Income Tax Assistance, Asset Building Coalition, Department of Employee Training and Career Services, Michigan SHARE
- *Civic:* Lion's Club, Rotary Club, Woman's Club, Volunteer Administrators of Southwest Pennsylvania, Texas Forums, Assistance League of Mid-Missouri, Care Foundation, United Way, Goodwill Industries, Wireless Washtenaw
- *Local Interest:* Chambers of Commerce, Preservation Warrenton, Cherry Hill Foundation, Jacob Holt House Foundation, local history museums, Carolinas Aviation Museum
- *Family:* Casey Family Services, Guardian Ad Litem, Smart Start, Girl Scouts
- *Educational:* Cooperative Extension Agencies, Colleges/Universities, Spellbinders (senior volunteers storytelling in schools,) Literacy Coalition of Central Texas, Washtenaw Literacy, school districts, Head Start
- *Arts:* Exhibition Review Committee, Humanities Institute, local arts groups, fine arts festivals/walks, local artists and musicians, local museums/arts centers, Arts Alliance, County Cultural Plan's Facilities and Capacity Task Force
- *Leisure:* Master Gardeners, Historical Society, Napa Valley Wine Library Association, genealogical societies, parks and recreation departments
- *Environmental:* Hartford Neighborhood Environmental Partnership (EPA grant,) Earth Day Planning Committee
- *Cultural:* Proyecto Avace Latino Mentoring Association
- *Faith-Based:* Liberty Technology Outreach Center, Jewish Community Center, Tzi Chu Buddhist Foundation, churches
- *Health/Special Needs:* Health Department; Department of Mental Health, Mental Retardation, and Substance Abuse; Kentucky Radio Eye; rehabilitation centers; Resource Center for Deaf and Hard of Hearing Persons

- *Library*: Friends of the Library; Library Advisory Boards; Coalition of Rural Eastern Libraries; University Arts, Architecture & Engineering Libraries

8. In what ways does your library support the design and implementation of services that anticipate changing community needs or demographics?

Maintain awareness of changing needs/demographics:

- Field neighborhood teams whose members attend community meetings to respond to and anticipate neighborhood requests for service.
- Collect and identify information about the city so that data may be used by city departments, community groups, and the library itself.
- Identify internal and external audiences to develop services and programs in accordance with identified user needs.
- Use the skills of an in-house demographer to create a map showing the distribution of active older adults.
- Participate in conferences which address the changing and anticipated needs of older adults.
- Develop a plan to increase dialog with the public following a survey which showed that the public wanted more services similar to what was already offered but voted down a tax increase.
- Distribute customer comment cards in an effort to identify trends and needs quickly, and ensure that managers respond individually to customers who submit comments.
- Survey the community to determine wants/needs.
- Stay abreast of demographic data and understand how it impacts the library.

Update strategic planning/task planning to reflect changing needs:

- Implement a strategic plan objective to create volunteer opportunities for adults age 50 and older.
- Develop an elder readiness plan as part of the strategic plan, with a three-year development and phase-in cycle.
- Work on a Senior Services Plan to identify the resources, priorities and outcomes, and actions for the library to meet the communities' demographic trends. Incorporate differences in how Boomers will age versus the GI and Silent Generations, as described by William Strauss and Neil Howe in their books *Generations* and *The Fourth Turning*.
- Implement short-term task plans created by the Universal Task Force.
- Adjust staffing based on strategic planning which identified the need to develop, implement, and evaluate services for underserved populations: seniors, non-English speakers, homeless, homebound, disabled, and 20-40 year old single childless.
- Include a commitment to focus on active older adults in the library's strategic plan, cooperating with stakeholders and developing partnerships.

Optimize partnerships within/between departments and with external organizations:

- Partner with community organizations to provide space for informational programs and outreach.

- Create Community Connections plans outlining community partnership strategies and action steps.
- Commit to cross-departmental implementation of programs and services, releasing staff to assist in other departments.
- Expand the Lending Hands service for the homebound by increasing outreach to local agencies, recruiting volunteers, and redesigning marketing/public relations materials for this service.
- Design programs and services specifically aimed at older adults, and encourage branches to implement programs which have been successful at other branches.
- Conduct weekly staff meetings to identify service needs, share ideas across departments, and plan implementation with input from all departments.
- Form cross-functional implementation teams for topics such as safety, experience creation, web presence, and programming, and encourage staff to volunteer for teams.
- Partner programming staff with the advancement office to identify sponsorship opportunities.
- Research best practice innovations and incorporate them where appropriate, sharing resources and innovations with colleagues.

Integrate technology resources:

- Offer E-books and MP3 players which use NC-LIVE's NetLibrary portal to offer more titles than we could afford to have in CD format.
- Maintain a 50 Plus link to the library's website that includes book recommendations, information about library programs (including book clubs and computer classes,) suggested websites on health and money matters, and information about our Special Needs Center.
- Continually update Boomer info and links on the library home page.
- Conduct computer classes each month.
- Progressively use technology; maintain an award-winning website, promote gaming in the library, and develop interactive digital collections.
- Provide "state of the art" computer access for busy seniors who are technology savvy.

Meet the needs of specific sub-populations:

- Offer more titles in Spanish and have computers dedicated to Spanish-speaking patrons.
- Open a new branch for a rapidly growing Spanish-speaking population segment.
- Distinguish the needs of older adults instead of defining older adults as "people over 65" or lumping older adults into the "Baby Boomer" category. Find ways to meet the needs of a diverse older population to remain active, healthy, and engaged in their communities, and do this with limited resources in a way that is convenient, significant, and in some cases, competitive. Involve members of the community as volunteers and in the evaluation process.
- Evaluate a proposal for a pilot adult reading program which will be multi-faceted and would position the library department for future success in reaching active older adults.
- Continue to increase funding and staffing for Outreach Services and adult programming.
- Expand the offerings of stimulating cultural programs of interest to adults.

- Provide customer focused services and resources that address demographic disparities in literacy.
- Increase access to library resources with sensitivity for economic, social and cultural diversity.
- Develop a model to encourage/enable older adults no longer in full-time paid employment to share knowledge, skills, interests and experience.
- Position the library as the source of community, health, plain language legal information, and other vital information for aging well.

Improve facility accessibility and appeal:

- Insure that facilities are easy to navigate and have the equipment necessary for all ages.
- Incorporate open spaces and community meeting rooms when renovating the library.
- Increase hours and add sidewalks and gardens to make facilities more appealing to pedestrians as downtown living becomes more popular.
- Open additional branches.

Serve as a community resource for all ages:

- Work with all ages to provide materials and programming that are age-appropriate.
- Offer access to resources to support independent study.
- Contribute to advancing all aspects of literacy and lifelong learning.
- Brand the library as a premier literacy resource for the community.
- Show award-winning independent films to invite the community into the facility.
- Contribute to the economic health and social and cultural capital of our community.

9. If selected as a Fellow, what resources, including staff, do you expect to have available to support your work with active older adults?

- *Departments/Staff/Teams for Adult Services:* Adult Learner Services Division, fulltime position serving older adults, volunteers, Adult Services Coordinator, 50 Plus Team, Senior Service Planning Team, Older Adult Program Advisory Committee, Senior Services Staff Committee, Adult Programming Committee
- *Additional Staff Support:* Readers Services, Information and Technology Department, Communication Office, Reference, Collection Development, student interns, volunteers, External Relations, Partnership Division, Programming, Library Administration, Board of Trustees, New Americans Program, Special Services, Community Library Managers, Public/Community Relations, Outreach, Children's (Intergenerational)
- *Partnerships:* Friends of the Library, existing city/state/community partnerships, MELSA, Osher Lifelong Learning Institute, colleges/universities
- *Funding:* specific budget allocations based on strategic/task plans, grants, trust funds, foundations, gifts
- *Facility:* dedicated display area for information and brochures from 50 Plus partners, program space, meeting space, computer training center, technology infrastructure
- *Collection:* varied collection in multiple formats

10. 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.

Please describe how the Institute relates to your future career goals. You may attach additional pages as necessary (up to 500 words.)

Interest in the Institute and older adults:

- Work with a 2007 Institute Fellow to develop a training module for staff in the development and delivery of outreach services and programs for older adults.
- Create a Lifelong Access Libraries Center of Excellence and Innovation.
- Learn more about the Lifelong Access Framework.
- Test/refine the Lifelong Access model and disseminate this model at professional conferences and in publications.
- Participate in program evaluation/surveys.
- Take on the Boomer challenge. “Libraries for the Future” is appealing; my generation refuses to be pushed into the senior citizen slot.
- Ensure there is an organized effort to maintain interest by Boomers and other older adults in the library, since they are current voters and supporters.
- Attract and retain Boomers and engage them in community service.
- Adapt offerings to older adults to reflect changes in the “older” demographic, to remain relevant and of interest.
- Get out of the depressing end-of-life thinking that can color senior services planning.
- Address the different concepts of aging that have emerged for Boomers, different in attitudes toward health, fitness, work, social relationships and retirement.
- Remain relevant by actively engaging adults.
- Adapt and change to meet the needs of older adults in the Information Age.
- Narrow my focus from adult service to specifically serve the mid-life and older population.
- Position the library as the best possible resource for older adults.
- Emphasize access as part of library’s strategic plan.

Interest in strategic learning:

- Learn marketing strategies for mid-life and other older adults.
- Look for ideas for fun programs.
- Learn to translate theory to action.
- Stay current and informed on trends and new ways to provide the best service possible.
- Learn new practices and ideas for making the most of traditional and non-traditional resources.
- Make this demographic change positive rather than a bottomless demand for services the community cannot afford.
- Learn how libraries integrate service to older adults systematically.
- Focus on the most effective methods and learn of a wide array of resources.
- Better understand older adults in order to share this knowledge with potential community partners.
- Apply what is learned to ensure that libraries continue to be relevant in an electronic age.
- Share what is learned with other librarians, who may also become more motivated to work with older adults.

- Be attentive and flexible, realizing that what you're doing this year may not be what your users want or need going forward.
- Offer better, more focused services at all levels of library service.

Interest in collaboration beyond libraries:

- Help branches become community centers, working with county/municipal agencies.
- Help libraries to not only be at the table, but set the table and be recognized as a valuable asset in the movement to develop services with mid-life and older adults, in a trusted community place with no aging stigma (as with senior centers) and with meeting spaces, accessible technology, talented staff, deep collections and more.

Ability to translate skills/knowledge into change:

- Built a system-wide program of technology instruction after attending train-the-trainer institutes funded by the Gates foundation. In 2007, more than 500 computer classes drew more than 4000 attendees.
- Offered small business workshops. In 2007, 25 classes drew almost 700 attendees, some of whom proceeded to start a new business.
- Managed implementation of a LSTA grant to serve older adults. Numerous new programs were offered, the collection was expanded, and a Web page was developed.
- Developed a seminar series for librarians and staff on outreach services. Hundreds of front-line library staff have been prepared to deliver outreach to diverse groups.
- Found enthusiastic volunteers and coordinated their efforts.
- Influenced policy and service development as an active national ALA member.
- Wrote a column for School Library Journal for 8 years, exploring changes in teen services; look forward to similarly sharing transformations in adult services.
- Chaired the 55+ In the Know Task Force, which brought cohesion to library services for this group.
- Served as a Certified Volunteer Administrator since 1984, and earned awards in 1999 and 2006 for volunteer administration activities. Served as board member and leader/presenter in volunteer service and civic engagement.
- Served on Long Range Planning Committee.
- Took a lead role in strategic planning as a librarian and a volunteer.
- Developed quality relationships with local teachers/schools and was recognized as a "Friend of Guidance."
- Formed successful community partnerships.
- Integrated knowledge from a BA in sociology and experience as a community advocate to manage Outreach.

Institute's relationship to future career goals:

- Continue to develop new classes/programs.
- Continue to work specifically with Boomers and seniors.
- Keep my job fresh and interesting, and then be satisfied as a patron with the library I shaped as a manager.
- Create a library which is a catalyst, central to the life of the county and its citizens.
- Earn a graduate certificate in gerontology.

- Propose in-service training for other librarians and contribute to professional development.
- Although my career ladder is on the top rung...my job is to inspire my staff and add value to our library services.
- Become a library manager, and realize that the library is there to serve customers of all ages.
- Remain a public servant as either a direct provider or an administrator.
- As a non-librarian working in public library management, continue to find professional development opportunities which are forward-thinking and welcoming to non-librarian professionals.

Detailed Profiles of the Libraries of Participating Fellows

Name of Library	Queens Library – Jamaica NY
Community Description	Most ethnically diverse county in the United States; 22% of Queens 45-61
Library Description	NYPL as a whole: over 1500 library staff; over 7 million items. 5 central libraries, and 82 branches
Staff Involved	New Americans Program and Special Services staff, along with Community Library Managers
Community Partners	<ul style="list-style-type: none">• Too many to list!• Small Business Administration• Queens Economic Development Corporation• Senior centers• 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	HealthLink partnership for women’s health was selected for inclusion at the IFLA Congress and was the subject of a UNESCO article.
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none">• Visits to senior centers, nursing homes, and assisted living facilities to introduce library services, deliver materials, and present nostalgia/educational programs• Book clubs• Stay-Well fitness programs• Health Education Assets Library (HEAL)• HIV Awareness for Seniors• Job Information Center• Special art gallery tours• Genealogy workshops• Monthly guide to events and programs targeted at midlife and older adults
History of Program	Special Services has served the older adult population for 25 years. Senior Outreach Librarian Mark Donnelly was a 2007 LAL Fellow.
State & National Contributions	Mark Donnelly, a 2007 Fellow, was a programmer for the NYLA Roundtable on Library Services to Special Populations, hosting panel discussion on intergenerational projects and the social services role of the public library.
Principle Funders	NY State Coordinated Outreach Services Program, Foundation, grants
Key Accomplishments	NYPL as a whole: 5, 770 adult programs attended by 106,898 people
Website	www.queenslibrary.org/
Key Contact	Ellen Mehling Outreach Librarian Queens Library 89-11 Merrick Blvd. Jamaica, NY 11432 718-990-5154 ellen.mehling@queenslibrary.org

Name of Library	Phoenix Public Library – Desert Sage Branch
Community Description	Diverse, urban setting, within the second-fastest growing county in the US; county population 3.5 million
Library Description	13 branches, 570 staff, over 1.9 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	<ul style="list-style-type: none"> • 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 Services • 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	Dedicated 50 Plus website, and a system-wide bilingual program to develop services and programs for people ages 50 and older
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 Plus population 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 at the library, recognized as an LFF Center of Excellence, 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. Cyndy Gartside was a 2006 Fellow, and Louis Howley was a 2007 Fellow.
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 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. Sandra Avery of the Desert Sage branch participated in the workshop Arizona Equal Access in Action: Experts & Practitioners in Lifelong Learning. 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 The 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.org

Key Contact Sandra K. Avery
Librarian
Phoenix Public Library – Desert Sage Branch
7602 Encanto Blvd.
Phoenix, AZ 85035
602-262-7930
Sandy.avery@phoenix.gov

Name of Library	Public Library of Charlotte and Mecklenburg County – Charlotte, NC
Community Description	780,618 residents, 7.8% 62 or older; the overall population has doubled since 1985. For the Freedom Regional Library branch, 49.4% are active older adults.
Library Description	Central library with 24 branch locations, 580 staff members
Staff Involved	All
Community Partners	<ul style="list-style-type: none"> • Mecklenburg County Park and Recreation Department • Council of Aging • Mecklenburg County Senior Food Program • Nursing homes and adult day care centers • Mecklenburg County Senior Center • YMCA • Charlotte Mecklenburg Schools • Central Piedmont Community College • Johnson C. Smith University • Church-sponsored senior programs • Queens University • VFW • Carolinas Aviation Museum
Key Features	Outreach Services currently visits over 80 retirement, convalescent, or senior nutritional lunch sites.
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Library by Mail • Hispanic Senior Outreach • Senior Games (collaboration with Parks and Recreation Department) • Computer classes • Gardening • Arts: pottery, painting, drawing • Dramatic presentations • Healthy eating and lifestyles • Small business • Movies and music • Memory programs • Book clubs • Storytelling, creative writing, poetry • Foreign studies series • Intergenerational programs • Cultural activities: Kwanzaa, Celebration Latino, National Black Music Month
History of Program	Outreach Manager Meryle Leonard was a 2007 Fellow. Program attendance and readership is up 22%.
State & National Contributions	The library was named National Library of the Year in 2005 and a Library of the Future in 1996. Because it is nationally recognized, librarians across the country contact the library for programming ideas for older adults. The library is a part of the advisory committee for the North Carolina Collaboration on Lifetime Learning and Engagement (NCCoLLE.)
Principle Funders	Library operating budget, local businesses
Key Accomplishments	During Dorothy Siler’s tenure as programming coordinator, readership and programming attendance have grown by 22%.

Website www.plcmc.org
Key Contact Dorothy Siler
Library Coordinator
Public Library of Charlotte and Mecklenburg County
310 North Tryon St.
Charlotte, NC 28210
704-432-6706
dsiler@plcmc.org

Name of Library	Hartford Public Library
Community Description	120,000 residents, 20% 43-61
Library Description	Central library with 9 branch locations, 103 staff members
Staff Involved	3 staff members
Community Partners	<ul style="list-style-type: none"> • New England Cognitive Center • North Central Area on Aging • Small Business Development Center • Secretary of State's Small and Minority Business Services Unit • Connecticut Community Investment Corporation • City of Hartford Procurement Office • Maple Avenue Merchants' Association • Hartford Neighborhood Environmental Partnership • Liberty Technology Outreach Center • Casey Family Services
Key Features	Grant-funded Cognitive Fitness and Creative Wisdom center; Third Age Initiative (Leadership Greater Hartford)
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Bookmobile • Hundreds of lifelong learning programs • Adult Learner Services website
History of Program State & National Contributions	Penny Rudnak was a 2006 Fellow.
Principle Funders	Operating budget, grants, collaborations, partnerships
Key Accomplishments	
Website	www.hplct.org
Key Contact	Mary E. Albro Associate Librarian for Adult Learner Services Hartford Public Library 500 Main Street Hartford, CT 06103 860-695-6284 malbro@hplct.org

Name of Library	New York Public Library
Community Description	Socioeconomically and ethnically diverse population; 1.3 million adults 60+ live in New York City
Library Description	System consists of 4 major research libraries and 87 branches, over 3100 staff and 1175 volunteers
Staff Involved	4 staff members
Community Partners	Senior centers, government agencies, community organizations (547 community agency contacts in 2007)
Key Features	Coordinated resource fairs
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • 5770 Adult programs in 2007 • 4008 Outreach programs in 2007
History of Program	Brigid Cahalan was a 2007 Fellow.
State & National Contributions	Ismael Alicea meets with other state Outreach Service Coordinators to share best practices in serving older adults.
Principle Funders	Operating budget, LSCA grant, LSTA grant, NY State Coordinated Outreach Services grant, other private grants
Key Accomplishments	
Website	www.nypl.org
Key Contact	<p>Ismael Alicea Coordinator, Office of Community Outreach Services New York Public Library 455 Fifth Avenue New York, NY 10016 212-340-0804 ialiea@nypl.org</p>

Name of Library	Brunswick County Library – Barbee Branch
Community Description	85,000 population; 29% are 45-64
Library Description	5 branches, 20 staff
Staff Involved	3
Community Partners	<ul style="list-style-type: none"> • Master Gardeners • AARP • Senior Citizens’ Center • Oak Island Art Guild • Community college and cooperative extension
Key Features	Rental property owners take out library cards for beach house renters.
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Civil War classes • Southern authors • Gardening • Arts
History of Program State & National Contributions	Susan Angelow coordinated a program to videotape interviews with WWII veterans and sent these to the National Archives, UNC-Wilmington, and the NC Archives. She also served as State Library Master Trainer, helping older patrons to learn about computers, the Internet, NC-LIVE, genealogy resources, and MP3 players.
Principle Funders	Operating budget, Friends groups, arts council grants, partnerships with UNC-W and county agencies
Key Accomplishments	
Website	www.library.brunSCO.net
Key Contact	<p>Susan Angelow Branch Manager Brunswick County Library – Barbee Branch 8200 E. Oak Island Dr. Oak Island, NC 28465 910-278-4283 barbeelib@mail.brunSCO.net</p>

Name of Library	St. Helena Public Library
Community Description	City population 6,000, but 10,000 card holders; 32% between 43-61
Library Description	1 facility, 17 employees (11 FTE), rural library in tourist town
Staff Involved	3
Community Partners	<ul style="list-style-type: none"> • City departments • Cooperative Extension office, University of California • Historical Society • Napa Valley Wine Library Association
Key Features	<p>“Participative programming” in which groups help to develop/market programs targeted to them.</p> <ul style="list-style-type: none"> • Poetry writing workshop • Chocolate/coffee pairing • Wine programming • Arbor Day: Heritage Trees • Gardening • Local Archaeological Finds • Film screenings • Book discussions, author programs • Music concerts • Issue forums
Program and Services Overview, Focusing on Midlife Adults	
History of Program	
State & National Contributions	
Principle Funders	Operating budget, trust, Friends of the Library, grants, partnerships
Key Accomplishments	
Website	www.shpl.org
Key Contact	<p>Jennifer Baker Library Director St. Helena Public Library 1492 Library Lane St. Helena, CA 94574 707-967-2805 director@shpl.lrg</p>

Name of Library	Virginia Beach Public Library — Bayside Branch and Special Services
Community Description	85,000 population; over 30,000 cardholders aged 48-57; population 55-64 increased 48.6% in metropolitan area between 1990-2005
Library Description	System has 1 central, 10 branches, 265 FTE
Staff Involved	7
Community Partners	<ul style="list-style-type: none"> • SeniorNavigator • Local disability community partners • Virginia Beach Task Force on Aging • Senior Services of South Eastern Virginia
Key Features	This branch combines two libraries in one building: Bayside branch and Special Services, a sub-regional library for the blind.
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Planning for Aging • Leisure: many programs from genealogy to bird-watching • Computer instruction • Book discussions, author programs • Intergenerational programs (e.g. African American neighborhood history) • Civic engagement/public policy
History of Program	A Senior Services Plan was developed in 2007. The library was involved in launching a Senior Center. A city-wide workshop, Blueprint for Older Adults, drew staff from Libraries, Recreation, Housing, and Human Services to work on services to support the concept of aging in place.
State & National Contributions	The library was awarded a Compass Rose Beacon of Light award from SeniorNavigator for its partnership. Librarian Carolyn Caywood participated in the Creating Aging-Friendly Communities conference, and she is a member of ASCLA LSSPS.
Principle Funders	Operating budget, Friends of the Library
Key Accomplishments	
Website	www.VBgov.com/library
Key Contact	Carolyn Caywood Bayside & Special Services Librarian Virginia Beach Public Library 936 Independence Blvd. Virginia Beach, VA 23455 757-385-2688 ccaywood@vbgov.com

Name of Library	Tulsa City-County Library — Zarrow Regional Library
Community Description	5699,000 residents, 8% 55-64
Library Description	1 central, 24 branches, 393 staff
Staff Involved	3
Community Partners	<ul style="list-style-type: none"> • Tulsa County Bar Association • Tulsa Master Gardeners • City-County Health Department • Life Senior Services • Volunteer Income Tax Assistance program • Grandparents Raising Grandchildren • Legal Aid • AARP • Consumer Credit Counseling • Meals on Wheels
Key Features	A Genealogy Center and three cultural Resource Centers (African-American, Hispanic, and American Indian) support programming. The Ambassador Program recruits older adults to present workshops to community residents 55+. As a federal documents depository, the library provides a “Government Sites for Seniors” link.
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Reader’s Library • Adult Literacy Service • Outreach Services • Volunteer Coordinator • Dedicated distribution point for information for 55+ adults • Computer classes • Book reviews • Music and travel programs • Adult Creative Writing contest • Foreign Policy Association’s Great Decisions
History of Program	A 55+ In the Know Task Force was recently formed to coordinate services to older adults. A Resource Fair on 9/12/08 included informational booths for many agencies, a vintage car show, and a Wii with teens teaching participants.
State & National Contributions	A member of the library’s administration is a board member of the Retired Senior Veteran Program (RSVP.)
Principle Funders	Operating budget, donations, grants, trust, Friends of the Library
Key Accomplishments	
Website	www.tulsalibrary.org
Key Contact	Barry Hensley Manager, Zarrow Regional Library Tulsa City-County Library 2224 W 51 St. Tulsa, OK 74107 918-591-4366 bhensle@tulsalibrary.org

Name of Library	The Ferguson Library
Community Description	112,000 residents; 11% over 65, diverse bedroom community to New York City
Library Description	1 central, 3 branches, 185 staff
Staff Involved	3
Community Partners	<ul style="list-style-type: none"> • Stamford Senior Center • Jewish Community Center • Senior Men’s Club • Department of Children and Families • Nursing homes & assisted living residences
Key Features	Bookmobile, Visiting Books, Dial A Book
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Book discussions, author visits • Films
History of Program	
State & National Contributions	
Principle Funders	Operating budget, Friends of the Library, grants
Key Accomplishments	
Website	www.fergusonlibrary.org
Key Contact	<p>Alice Knapp Director of Public Services The Ferguson Library One Public Library Plaza Stamford, CT 06904 203-351-8201 aknapp@fergusonlibrary.org</p>

Name of Library	Warren County Memorial Library
Community Description	20,000 residents, increasing number of retirees moving to the area
Library Description	1 facility, 7 staff
Staff Involved	2
Community Partners	<ul style="list-style-type: none"> • Haliwa-Saponi Tribal School • Head Start • Nursing homes • Warren Family Institute • Lion's Club • Rotary Club • Warrenton Woman's Club • Preservation Warrenton • Cherry Hill Foundation • Chamber of Commerce • Jacob Holt House Foundation • Guardian Ad Litem Program • Coalition of Rural Eastern Libraries • Vance Granville Community College • Warren Halifax Smart Start • Arts Council • Girl Scouts • Detention Center
Key Features	A new library building is scheduled to open in October, and programming will increase with a dedicated facility. Previously the organization competed with other county agencies for program space.
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Katrina Cottages (affordable housing) • Parents of children preparing for college • Medicare choices • Outreach services • Book Club
History of Program	
State & National Contributions	Library Director Sue Lopez cooperated with the Library of Congress in its "Veterans Voices" oral history project and separately conducted an interview project on the Civil Rights Movement while a Special Collections librarian in Nashville, TN.
Principle Funders	No expenses last year
Key Accomplishments	Library Director Sue Lopez developed several award-winning programs concerning Special Collections housed at the Nashville Public Library while employed there.
Website	www.wcplnc.org
Key Contact	Sue Lopez Library Director Warren County Memorial Library 117 South Main St. Warrenton, NC 27589 252-257-4990 lsloper@gmail.com

Name of Library	Hennepin County Library
Community Description	Over 1.1 million residents; 27% are 45-64
Library Description	41 branches, 1000 staff
Staff Involved	3
Community Partners	<ul style="list-style-type: none"> • Vital Aging Network • SHIFT • Osher Lifelong Learning Institute • University of MN Continuing Education • Friends of the Library • Parks & Recreation • Fitness centers • Minnesota Historical Society • Loft Literary Center
Key Features	55+ link on website to a senior portal
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Senior Surf Day computer classes • Wii events • Book/play discussions • Memoir writing • Digital photography • Memory Loss and Aging • Life and Work in the Second Half • Identity Theft • 55+ Open House • Medicare Part D
History of Program	The county system merged with the Minneapolis Library on 1/1/08 to create one of the largest public library systems in the nation.
State & National Contributions	Coordinator for Arts and Business Partnerships Melinda Ludwiczak has been involved for many years in advancing the needs of older adults. She has served as a state delegate to the National Institute of Senior Centers; with that organization she chaired the conference committee and helped design a senior center accreditation process. She has also served on the Vital Aging Network leadership committee. She presented a study of library services for older adults at the Minnesota Library Association conference.
Principle Funders	Operating budget, earned income, fees, foundations, grants, corporate sponsors, partnerships
Key Accomplishments	
Website	www.hclib.org
Key Contact	Melinda Ludwiczak Coordinator for Arts and Business Partnerships Hennepin County Library 300 Nicollet Mall Minneapolis, MN 55401 612-630-6246 mludwiczak@hclib.org

Name of Library	Lexington Public Library
Community Description	166,000 residents; population 45-59 grew by 52.6% during the last decade
Library Description	1 main, 5 branches; 243 employees
Staff Involved	6
Community Partners	<ul style="list-style-type: none"> • Kentucky Division of Aging Services • Agencies on Aging • University of KY Graduate Center for Gerontology • Sanders-Brown Center on Aging • Bluegrass Area Development District • University of KY Donovan Scholars Program • Macular Degeneration Association • Kentucky Radio Eye
Key Features	
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Book Delivery • Collection Development (large print, audio books, MP3 players) • Music programs • BiFolkal Remembering kits
History of Program	A statewide Elder Readiness Initiative was started two years ago. The library has partnered with staff of that initiative. The Senior Advisory Council, composed of active seniors, develops and helps to present programs for older adults.
State & National Contributions	Outreach Manger Ruthie Maslin serves on the Kentucky Library Association board and edits the association newsletter. She has presented many training sessions at state conferences.
Principle Funders	Operating budget, Friends of the Library, grants
Key Accomplishments	Spellbinders brings trained senior storyteller volunteers to public schools.
Website	www.lexipublib.org
Key Contact	Ruthie Maslin Manager, Outreach Services Lexington Public Library 140 East Main St. Lexington, KY 40507 859-231-5519 Rmaslin@lexpublib.org

Name of Library	Northland Public Library
Community Description	80,000 residents; 19% of county are Boomers; 29% of card holders are Boomers
Library Description	1 facility, 88 staff
Staff Involved	3
Community Partners	<ul style="list-style-type: none"> • Allegheny County Library Association • LifeLinks • Volunteer Administrators of Southwestern Pennsylvania • National Training Network
Key Features	Boomer Connections is an initiative organized by NPL Staff to develop innovative, model programs that target services and resources to connect active Boomer adults with new opportunities for learning, work, community service, and social interaction. This initiative hosts a web portal.
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Boomer Conversation Salon • Book discussions/play reading groups • National Training Program to help non-profits learn to recruit Boomer volunteers • Volunteer Speed Match • Recareering Workshop series, hosted by corporate professionals • Workshop series for caregivers • Small Business series
History of Program	In August 2006 the library hosted a public meeting to gather ideas on how to serve Boomers. That session ultimately led to forming the Boomer Connections initiative. Northland is a member of the Allegheny County Library Association, and ACLA member Charity Leonette was a 2006 Fellow. ACLA is a Lifelong Access Libraries Center of Excellence. ACLA has been a leader in organizing and overseeing EqualAccess Libraries™, the Libraries for the Future professional development program.
State & National Contributions	Because of the success of Northland's Boomer Connections, libraries throughout the state of Pennsylvania have inquired about Boomer programming.
Principle Funders	Operating budget, Allegheny County Library Association, Northland Library Foundation
Key Accomplishments	Mini-libraries maintained by older adult volunteers serve residents in twelve assisted living and nursing facilities.
Website	www.northlandlibrary.org
Key Contact	Patricia Ann McCarthy Coordinator/Volunteers Northland Public Library 300 Cumberland Road Pittsburgh, PA 15237 412-366-8100 mccarthyp@einetnetwork.net

Name of Library	Austin Public Library
Community Description	750,000 residents; 27% are 45-59
Library Description	22 branches, 331 staff
Staff Involved	3
Community Partners	<ul style="list-style-type: none"> • UT Humanities Institute • Texas Forums • Literacy Coalition of Central Texas • Friends of the Library • Austin Library Foundation • Austin History Center Association
Key Features	
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Book clubs, author programs • Film series
History of Program	
State & National Contributions	
Principle Funders	Operating budget, Friends of the Library, UT Humanities Institute, local businesses
Key Accomplishments	
Website	www.ci.austin.tx.us/library/
Key Contact	Tom Moran Adult Programming and Outreach Manager Austin Public Library 800 Guadalupe St. Austin, TX 78701 512-974-7452 tom.moran@ci.austin.tx.us

Name of Library	Daniel Boone Regional Library
Community Description	2 counties served; population 192,000; 30% 40-64
Library Description	3 branches, 180 staff
Staff Involved	All
Community Partners	<ul style="list-style-type: none"> • Boone County Council on Aging • Assistance League of Mid-Missouri • Chamber of Commerce • AARP • Central Missouri Dietetics Association • League of Women Voters
Key Features	
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Computer Classes • Online job application assistance • AARP Driving workshop • Genealogy • Healthy Eating • Musical performances • Book programs • Gardening • Memoir writing • BiFolkal Remembering kits • St. Louis Art Museum kits
History of Program	
State & National Contributions	Karen Neely served on the Missouri State Library Task Force on Library Services for Older Adults. The Task Force distributed its findings to the state Librarian, state Secretary of State, and all state public libraries. She also presented workshops about adult/senior programming at the state level.
Principle Funders	Operating budget, Friends of the Library, DBRL Foundation
Key Accomplishments	
Website	www.dbrl.org
Key Contact	<p>Karen Neely Department Head, Outreach Services and Southern Boone County Branch Daniel Boone Regional Library 100 W Broadway Columbia, MO 65203 573-817-7090 kneely@dbrl.org</p>

Name of Library	County of Los Angeles Public Library — San Dimas branch
Community Description	3.5 million residents system-wide; 35,000 served by this branch, 25% 45-64
Library Description	System has 1 main library, 84 branches and employs 1861 people; this branch serves 35,000 and employs 22
Staff Involved	6 Adult Services Coordinators system-wide, local staff support programming
Community Partners	<ul style="list-style-type: none"> • Senior centers • Chamber of Commerce • Tzi Chu Buddhist Foundation
Key Features	
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Book club • Adult Summer Reading
History of Program	The full system is in the process of developing a vision for older adult library services. The county recently re-established regional Adult Services Coordinator positions.
State & National Contributions	Barbara Nightingale has been scheduled to present a workshop on Adult Summer Reading Programs at the state Library Association convention.
Principle Funders	Operating budget, Friends of the Library, local businesses, municipal funds
Key Accomplishments	The Summer Reading Program had 124 participants. Book Parties at the Senior Center routinely attract at least 20 (aged 40-85.)
Website	www.colapublib.org
Key Contact	Barbara Nightingale Librarian I, Reference San Dimas Library, County of Los Angeles Public Library 145 N. Walnut Ave. San Dimas, CA 91773 909-599-6738 BNightingale@library.lacounty.gov

Name of Library	Burke County Public Library
Community Description	30,000 population; 33% 43-61
Library Description	3 branches, 25 staff
Staff Involved	12 adult services staff
Community Partners	<ul style="list-style-type: none"> • Municipal Auditorium • Local arts groups • Public schools • History/genealogical societies • History Museum of Burke County • Western Piedmont Community College • NC Agricultural Extension • City Recreation Department
Key Features	The North Carolina Room, a local history and genealogy collection, is a model for a library the size of this one and serves users across the country.
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Computer classes • FilmMovement • Book clubs, author programs • Biltmore Estate gardening series • Ancestors in the Attic (genealogy) • Concert series
History of Program	In 2000, very little adult programming was offered, but in 2007 over 100 programs were offered, with more than 5,000 attendees. The program was one of the first in the state to offer a Summer Reading Program for adults.
State & National Contributions	
Principle Funders	Operating budget, state/local governments, foundations, gifts
Key Accomplishments	More than 100 programs attended by just over 5000 people
Website	www.bcpls.org
Key Contact	Greg Poe Information Services Librarian Burke County Public Library 204 South King St. Morganton, NC 28655 828-437-5638 x1222 gpoe@bcpls.org

Name of Library	Fayetteville Public Library
Community Description	58,000 population; 19% 45-64
Library Description	1 facility, 43 staff
Staff Involved	3
Community Partners	<ul style="list-style-type: none"> • Agency on Aging Senior Centers • Meals on Wheels • Retired Senior Volunteer Program • Faith in Action • Students in Free Enterprise • Independent local book clubs
Key Features	
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Cover to Cover Adult Winter Reading Festival • Osher Lifelong Learning Institute • Book Talk, Book Talk @ Night, Crimes and Clues book clubs • Women's Health series • Books in Motion book club kits • Computer classes
History of Program	Adult computer classes have been offered since 2003, and book clubs have been meeting for 5 years.
State & National Contributions	
Principle Funders	Operating budget, Community Development Block Grant, Friends of the Library
Key Accomplishments	Enrollment in Cover to Cover increased 75% its second year. The 35 book club kits have circulated 81 times in the past year. Computer classes have served 400 patrons over the past 5 years, and many novices have become so comfortable that they now use the computer for banking and email. Friends of the Library: 155 active volunteers do the equivalent work of 7 full-time employees.
Website	www.faylib.org
Key Contact	Michele Raine Manager, Reference Services Fayetteville Public Library 401 W Mountain St. Fayetteville, AK 72701 479-571-2222 x4400 mraine@faylib.org

Name of Library	Chapel Hill Public Library
Community Description	118,000 residents; 25% 43-61
Library Description	1 facility, 29 FTEs
Staff Involved	6 FTEs Adult Services
Community Partners	
Key Features	
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Computer classes • Book groups, author programs
History of Program State & National Contributions	Prior to joining the CHPL, Luba Sawczyn was active in the Colorado Association of Libraries, serving on the conference planning committee and presenting workshops at the state conference. Reference Librarian Anne Filiaci was an observer at the 2008 Institute.
Principle Funders	Operating budget, Friends of the Library, Foundation, private donations, grants
Key Accomplishments	
Website	www.chapelhillpubliclibrary.org
Key Contact	Luba Sawczyn Head of Reference Chapel Hill Public Library 100 Library Drive Chapel Hill, NC 27514 919-968-2777 x119 lsawczyn@townofchapelhill.org

Name of Library	Ann Arbor District Library
Community Description	155,000 served; 9% over 65
Library Description	1 main, 3 branches, 234 staff
Staff Involved	6
Community Partners	<ul style="list-style-type: none"> • PALMA: Proyecto Avance Latino Mentoring Association • Washtenaw Literacy • Washtenaw County Asset Building Corporation • Michigan SHARE Network (computers for job-seeking) • University Arts, Architecture, & Engineering Libraries • Ann Arbor Art Center • Arts Alliance • University Museum of Art • Ann Arbor Hands-On Museum • Wireless Washtenaw • Washtenaw Area Blueprint for Aging • Osher Lifelong Learning Institute
Key Features	The ALA awarded the organization the Best Library Website for libraries with similar budgets in 2006.
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • Senior book clubs • Adult book discussions • Computer classes • Memoir writing • Tax preparation • Employment/career • BiFolkal kits
History of Program	The library formed the Outreach and Neighborhood Services department in 2004 to serve underserved populations, including seniors, non-English speakers, the homeless, and homebound/disabled.
State & National Contributions	
Principle Funders	Operating budget, Friends of the Library
Key Accomplishments	
Website	aadl.org
Key Contact	<p>Terry Soave Manager of Outreach & Neighborhood Services Ann Arbor District Library 343 S. Fifth Avenue Ann Arbor, MI 48104 734-327-8327 soavet@aadl.org</p>

Name of Library	Loudoun County Public Library
Community Description	268,000 population; 22% 43-61
Library Description	7 branches, 220 staff
Staff Involved	5
Community Partners	<ul style="list-style-type: none"> • Agency on Aging • Senior centers • Department of Mental Health, Mental Retardation, and Substance Abuse • Parks, Recreation, and Community Services • Juvenile Detention Center • Northern Virginia Resources Center for Deaf and Hard of Hearing Persons • Community colleges and universities
Key Features	
Program and Services Overview, Focusing on Midlife Adults	<ul style="list-style-type: none"> • StoryCorps (in conjunction with Library of Congress) • History programs • Health programs, including Mental Health Awareness Month • Book discussions, author programs • Lecture series on memory, brain development/decline, and anti-aging research • One Book — One Community • Breaking the Sound Barrier: The Literature of Deafness (series) • Digital bookmobile
History of Program	
State & National Contributions	
Principle Funders	Operating budget, Friends of the Library, AV Symington Gift Fund, Irwin Uran Gift Fund, Virginia Foundation for the Humanities, ALA Public Program Division grants, Pennsylvania Performing Arts, Virginia Commission for the Arts, US Institute of Peace, Lila Wallace-Reader's Digest Fund
Key Accomplishments	Virginia Library Association Outstanding Programming Award; Special Mention Library Journal's 2007 Library of the Year. The recent series on deafness was acclaimed in several publications, including the Virginia Foundation for the Humanities annual report, the ALA <i>Whole Person Catalog: The Librarian's Source for Information About Cultural Programming for Adults</i> , and <i>Humanities Programming</i> .
Website	www.lcpl.lib.va.us
Key Contact	<p>Beth Wiseman Library Public Information and Programming Specialist Loudoun County Public Library 908A Trailview Blvd SE Leesburg, VA 20175 703-771-5235 beth.wiseman@loudoun.gov</p>