Serving Older Adults in North Carolina Public Libraries: A Survey

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Older adults have particular challenges in the aging process characteristic of their age group. These may include coping with role loss, reduced income, declining health, social isolation, and the negative attitude of society towards aging. In addition many older adults have the added burden of becoming mentally or physically disabled.

Information can play a vital role in helping the older adult understand and cope with these challenges. In a study of reading interests and activity of older adults, Elizabeth Grubb concluded that those adults who are active readers have a variety of interests and have an easier time adjusting to the problems of old age.* Another conclusion she made (after comparing reading interests of older adults with younger adults) was that "reading interests and activity of older adults are distinct enough to call special attention by public libraries with regard to staffing, to budgeting, and to programming."†

The purpose of the present study is to provide information about older adults which can aid library administrators in North Carolina to evaluate current services, and to plan for future programs and services. This document, although not exhaustive, seeks to supply information about types of library services and programs currently available to older adults and reasons why certain libraries in the state find success in their programming for older adult patrons.

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*Elizabeth Grubb, "Reading Interests and Activity of Older Adults and Their Sense of Life Satisfaction" (Ph.D. Dissertation, North Texas State University, 1982).
†Ibid.

Survey Scope

The present survey is limited to the 108 public library systems in North Carolina listed in the *Statistics and Directory of North Carolina Public Libraries, July 1, 1984 - June 30, 1985.* This includes fifteen regional libraries, fifty-one county libraries, forty-one municipal libraries and one

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Indian reservation library.

The services and programs listed in the survey include: 1. those offered by public libraries in the *1971 National Survey of Library Services to the Aging* for the Cleveland Public Library;[1] 2. those found by a comprehensive inventory of *Services for the Elderly in the Illinois Public Libraries* (1980) (published in 1981);[2] and 3. programs and services identified by Betty J. Turock's study of *Public Library Services for the Aging in the Eighties.*[3]

Services and programs are limited to those provided directly for older adults and do not include regular or routine services such as general circulation and reference services. Excluded, also, are book lists concerned with or specifically for older adults.

The Literature

Betty Turock finds that most of the literature on older adult services in the public libraries is limited to descriptions of isolated programs and is not integrated. To clarify she says, "if they (services) were more widespread they would be reported as aggregates, not through specific site descriptions and through statistical compilations not single cases."[4]

This paper will summarize results of two major surveys influencing choices of services/programs for inclusion in the present survey, and describe local examples of those services/programs. The two major surveys are the *1971 National Survey of Libraries to the Aging,*[5] and *Services for the Elderly in the Illinois Public Libraries, 1981.*[6]

1971 National Survey

The purpose of the *1971 National Survey of Library Services to the Aging* was "to determine the scope of library services rendered to persons over sixty-five by public libraries and libraries at state and federal institutions."[7] The study emphasized public library service. Three hundred and ninety libraries that appeared to offer exemplary services to the aging were chosen.[8] From the data gathered by questionnaire, (of the 244 libraries that responded, 211 reported offer-

ing services to older adults), three broad categories of services were documented: 1) *extension services* including books by mail, bookmobiles, personal home or bedside delivery, deposit collections in service centers, nursing homes, and apartments for the aging; 2) *group programs* sponsored by the library (held in the library or alternative places such as nutrition sites, service centers, drop-in centers, homes for the aging; and 3) *special materials and equipment* for the handicapped (talking books and large print items).[9]

The survey documented that extension services, largely delivery to the impaired aging, accounted for about 66 percent of services rendered; group programs about 20 percent of the services; and special material about 12 percent.[10] These results show that the majority of services offered were largely outreach to impaired older adults.

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1981 Illinois Survey

A task force of the Illinois State Library undertook in 1980, a survey of *Services for the Elderly in Illinois Public Libraries.* When compared with the libraries chosen in the 1971 survey, the following may be noted:

1) The Illinois study addressed all public libraries in the state as opposed to the nationwide study of 1971 which chose only exemplary public libraries. Because of this, almost all of the public libraries responding to the 1971 Survey could report some servces to older adults while only thirty-seven percent of Illinois libraries reported services.

2) The Illinois study defined "older adults," 60+; the 1971 Survey, 65+ "Just how significant this difference is would be hard to measure exactly, but it is generally agreed that library use declines with age."[11]

3) Categories of services derived from data differed. However, some means of comparison was possible.[12]

The following statement by Casey is important. "The Illinois survey accomplishes in-depth for the public libraries in one important state what an update of the 1971 survey might have done for all American public libraries."[13] There is presently no national update of the 1971 Survey. Further

she says, "although one cannot assume that all states are as enlightened as Illinois about library services to the aging, ... the 1981 study may at least point the direction which public libraries are taking in service ..." to older adults.[14]

Comparison of Services in 1971 and 1981 Surveys

Casey has attempted to match services from the 1971 survey to the 1981 survey.[15] She includes the three categories of service of the 1971 Survey together with estimated percentages of responding libraries providing these services. Individual services provided by the 1981 Illinois Survey are given with percentages of libraries responding. Some services of the 1981 survey could be compared with the three categories of the 1971 survey, while others required a category of their own, "Activities Not Categorized in National Survey."[16] This category adds services for consideration for the present study and leads to a more indepth analysis of older adult services in North Carolina. Further, the addition of this category shows that services to older adults are multiplying. Casey says that, in Illinois, special services to older adults grew from 40 libraries (identified by the 1971 Survey) to 219 libraries (in the 1981 Survey). In 1971 an estimated 3 percent of American public libraries were providing extension services. However, this percentage appears to have increased greatly. In the 1981 Survey, 66 percent of the libraries were offering homebound service. Group programs grew from an estimated 2 percent of American public libraries (1971) to almost 50 percent of Illinois libraries (1981).[17] Casey emphasizes the provision of information and referral, and consumer and health education programs as widespread in Illinois libraries by 1981, although these were not included in the 1971 study.[18]

Casey surmises that, because of the increase in the number of services, public libraries today are more aware of the information needs of the aging.[19] Nevertheless, more awareness is necessary. That is, "a substantial majority of Illinois libraries are not fully aware of their elderly population, are not cognizant of the network of agencies providing services for the aged, are not providing innovative programming for the elderly, are not fully utilizing the various media to promote, inform and attract this group."[20]

Illinois is a progressive state that Casey describes as being more enlightened than other states[21] regarding library services to older adults. If this is indeed true, how many and what types of services can be expected from other enlightened states such as North Carolina! That is, what per-

centage of public libraries in North Carolina will offer the various services? The present study seeks to address these questions.

Site Descriptions

Betty J. Turock's study of *Public Library Services for Aging in the Eighties*[22] lends significance to services chosen for the present study. She determines that since the 1971 survey, "new programs have developed to serve older adults which are responsive to their needs ... .[23] Her study concentrated on collecting examples of library services. By collecting these, she sought to illuminate the character of a given service and, thus, to provide a framework from which "to design new directions for library services for the aging in the emerging decade."[24] Her citings of specific situations will be included within the context of describing "Services/Programs/Activities" and will lend significance to the importance of providing such services.

Services/Programs/Activities

Services/Programs/Activities to older adults will be discussed categorically: those listed by 1. the 1971 National Survey include, a. *Extension*, b. *Group Programs*, c. *Special Materials;* 2. those *Activities Not Categorized in the 1971 National Survey but Included in the 1981 Illinois Survey;* and 3. *Other Services* of notable importance, taken largely from Betty Turock's 1981 study. Included in this last category are services listed by Celia Hales[25] and Stephen Jefferies.[26]

Extension Services

Extension Services may be defined as those services initiated within the library but taken outside the library to people who are unable to come to the library for reasons such as lack of transportation, poor health, and physical disabilities; and institutions that serve older adults at locations not in the library itself (churches, senior centers, etc.).

The importance of these services should not be underestimated. Wendy Robinson notes that older adults tend to be physically and psychologically isolated from society.[27] Isolation can cause feelings of rejection.[28]

Extension services can play a major role in combating isolation and feelings of rejection by keeping the older adult in touch with the world. The Adriance Memorial Library in Poughkeepsie, New York supplies materials via station wagon to shut-ins, nursing homes, drop-in centers, government sponsored meal sites, private homes, and residential housing units.[29] Materials include regular and large print books, magazines, music and spoken word recordings, framed art prints, and films.[30] Other programs include deposit collections, books-by-mail, and transportation to carry older adults to the library for programs and activities. Today some libraries provide bookmobiles with hydraulic lifts to bring persons in wheel chairs into the truck to view films and borrow materials.[31]

Group Programs

Group Programs may be defined as library programs designed to reach large groups of older adults at one time, rather than serving a single individual (e.g. bedside service). The advantage of group programming is that it provides an effective way to meet information and entertainment needs,[32] while being cost effective.[33] Further, it alleviates the need for the older adult to "ask" for information. "Asking" is often interpreted by the older person to mean "dependency."[34]

One of the most innovative programming techniques was developed by the Baltimore County Public Library (BCPL). Prepackaged programs of professionally produced films and slide shows are grouped into specific programs of interest to older adults.[35] Accompanying the films and slides is the manual, *Gray and Growing*, with step-by-step guidelines for optional scripts, discussion questions, activities, and resources.[36] Examples of programs include: crime prevention, health, gray conciousness, nutrition, remembering past events, art, crafts, and sexuality.[37] Recently *Generations*, which highlights news and events of the the BPCL's community, was introduced.[38]

Other group programs include preretirement programming,[39] book talks, book reviews, storytelling, music appreciation, poetry and creative writing, drama, religious programs, games, and bus trips.[40]

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Special Materials

Special Materials are primarily directed to the impaired older adult. Many reasons exist for providing services to the impaired. Public Law 89-522 says that the National Library Services users "should have access to the same books and information made available to the non-handicapped."[41]

The National Library Service (NLS), through 56 regional and 102 subregional libraries, sends

materials to public libraries. For example, the Greensboro (North Carolina) Public Library receives a deposit collection of talking books (cassettes and flexible disks) from the North Carolina Regional Library for the Blind and Physically Handicapped in Raleigh, which in turn received materials from the National Library Service.

Interagency cooperation is most important in meeting the comprehensive needs of the older adult.

In addition to those services provided by NLS, Greensboro Public Library purchases large print books and magazines, provides replacement equipment to patrons while their machines (cassette or record player) are being sent to Raleigh for repair, and maintains a vertical file of information on problems of blindness available for blind patrons and their families. Large print items are also sent with the general circulating materials to the homebound.

Some libraries, like Baltimore's Enoch Pratt Free Library, provide more in-depth service. A specially-equipped center for the visually and hearing impaired includes a Kurzweil Reading machine, a telephone/teletypewriter unit, and a Visualtek device which magnifies items.[42] *Radio Reading* programs are popular in Seattle, Washington. One program is *Food Facts* which presents lists of grocery advertisements of the best buys for the week.[43]

Activities Not Categorized in the 1971 National Survey but Included in the 1981 Illinois Survey

The most pertinent activities from the 1981 list of services for the present study are: Information and referral; adult basic education; and oral history programs.

Information and Referral

Information and referral is defined by Childers as "facilitating the link between a person with a need and the service, activity, information or advice outside the library which can meet the need."[44] The present writer interprets this to mean that public libraries cannot provide "all" information. Thus, in keeping with its philosophy of "service to all," the public library must tap other sources (agencies, organizations, etc.) in order to adequately serve its older adult patrons when local sources are lacking.

Information and referral was mandated by

law in the 1973 Amendment to the Older Americans Act to help older adults through a maze of agencies. That is, due to the numerous agencies that serve older adults, information and referral services provided by the public library can direct an older adult to the "source" that could most probably meet his needs. The Older Adult Act calls this "convenient access."[45] An example is the Forsyth County (North Carolina) Library System that offers information and referral to link older adults to educational sources on topics like travel and death. Maryland's public library systems provide information and referral related to part-time jobs, business and restaurants offering senior citizen discounts, tax advice, health care, and lists of local recreational opportunities.[46]

Online information and referral is provided by some public libraries. Turock says that, while online data bases cannot provide interpretation (helpfulness of human interaction with the librarian), they can provide a regular update of services and a broad information file for dissemination. Online services at Monroe County (New York) Library System provide directory of human servies.[47] Because of online services, Hale encourages the public library to serve as a single access point for cooperating agencies. The older adult can make one request at the library, and the computer will identify all programs and services available for a given older adult's needs.[48]

Oral History

Oral or spoken words are valuable when researching the history of a town or area. An older adult who lived through a certain time period can provide first-hand knowledge otherwise unavailable. Joint ventures of younger generations with older adults can help break stereotyping and show the older adults as viable resources to the community. Hale suggests interviewing the older adult.[49] Certainly the younger generation could accomplish this. Taping the interview for an oral history collection could preserve information for others.

Adult Education

Adult education is the second pertinent activity from the 1981 Illinois Survey. In order to remain a viable resource to society, the older

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adult must have the opportunity to sharpen old skills and develop new ones.[50] Whether the older adult chooses formal education through a local college, university, or community college, or whether he/she chooses the informal route of self-education, the public library should be available to help. Through information and referral service, the public library can play an important role in advising and referring the older adult to the appropriate educational institution. Conversely, the public librarian and the older adult can jointly plan a self-paced experience via public library programs and resources.

Whether learned formally or informally, certain areas of notable importance should be included in older adult education. Stephen Jeffries describes some areas of need:[51]

1. *Financial education* is needed to deal with the unexpected drop in income at the time of retirement. Incomes can drop as much as fifty percent and continue in a downward slope as the years pass. While income drops, inflation rises, especially in the areas of food, housing, medical care and transportation.[52]

2. *Work and Retirement.* The older adult must be prepared for the fact that retirement "marks the end of … a relationship between the kind of work an individual does and the kind of lifestyle and livelihood he enjoys."[53] Preretirement education can help ease the change to a potentially lower standard of living.

3. *Health.* Many older adults experience a decline in health and, consequently, a limiting of physical activities. Costs of medical care go up as the individual grows older. Common chronic illnesses afflicting the older adult include arthritis, rheumatism, heart disease, high blood pressure, asthma, hay fever, diabetes, chronic bronchitis, and ulcers.[54] Education about health problems can help the older adult understand and cope with them.

4. *Nutrition.* As a class, older adults do not eat well. Reasons for not eating well include poverty, physical and mental illness, isolation (meals are associated with social activities), physical disabilities, immobility and lack of transportation to get to the proper foods.[55] Knowledge of nutritional needs may help the older adult seek transportation to grocery stores or to seek such services as Meals on Wheels or meals at senior centers (the latter providing a social atmosphere).

5. *Consumer Fraud.* Older adults should be educated to protect themselves from such scams as phony medicine hustlers, land swindlers, dubious home improvement schemes, "cures" for arthritis, and the selection of faulty hearing aids.[56]

To conclude, educating the older adult is important. Knowledge of the aging process and its challenges can keep the older adult viable to the community. That is, if the older adult knows what is happening within himself (physically, mentally,) and outside himself (the community), he can be better prepared to meet the challenges of aging. Educating the older adult can help in producing a happier, more satisfied individual with a better self-concept.[57]

Examples of formal educational programs for older adults include: 1) the *Fromm Institute for Lifelong Learning,* affiliated with the University of San Francisco, which provides opportunities to individuals fifty years and older to pursue academic work in the humanities and liberal arts: 2) the *Institute for Retired Persons* of the New School in New York City, which uses retired teachers, lawyers, and doctors to conduct their own programs; and, 3) the *Elder-Hostel,* a network of over five hundred institutions in the United States and Europe, offering low-cost, short-term residential academic programs for older adults who are at least sixty years old.[58] Programs such as these could be provided through information and referral services from the public library. Self-paced programs offered by the public library can include advice from the librarian about various activities for inclusion. Examples have already been mentioned such as the *Gray and Growing* program provided by the Baltimore County Public Library.[59]

Gerontological concepts within library literature are in a stage of infancy.

Other Services

The final category of services for inclusion in the present survey is "Other Services." While they are largely derived from the work of Betty Turock *(Public Library Services in the Eighties),*[60] other services, notably those from Turock's studies in *Serving the Older Adult,* studies by Celia Hales, and Stephen Jeffries will be included as well. These services are: bibliotherapy, inter-agency cooperation, intergenerational activities, education for service providers, career and employment information service, services to ethnic groups, and removal of architectural barriers.

Bibliotherapy. Rhea Rubin defines bibliotherapy as "a program of activity based on the interactive process of media and the people who experience it. In bibliotherapy print or nonprint material, either imaginative or informational, is

experienced and discussed with the aid of a facilitator. Its goal is either insight into normal development or changes in emotionally disturbed behavior."[61] Within the public library, the librarian may lead group discussions around the problems of aging which can lend insight into what is "normal behavior" for elders.[62] If a patron is emotionally disturbed, the librarian contributes as part of a clinical team of therapists and other mental health workers in hope of changing the "disturbed behavior."[63] The Santa Clara County (California) Public Library provides bibliotherapy services as an outreach service to older adults in convalescent hospitals.[64]

Interagency Cooperation. According to John Balkema, interagency cooperation includes two major components: coordinated service delivery systems and liaison between agencies to develop and run programs. Coordinated service delivery "is a network of community agencies and organizations linked together so that individuals, using the agency of their choice, will receive any needed guidance and help in finding and choosing appropriate services in the community ... to meet the spectrum of their personal needs."[65] The goal of coordinated services is to look at the older adult as a whole person with a variety of needs that interconnect. One example is the coordinated services of public libraries and senior centers. "Center literature and publicity are disseminated from the library and the library serves both the needs of the center's patrons and the professional information needs of the staff."[66]

In regard to liaison and developing programs, "the public library may be a resource for programs to other agencies; it may develop programs using resources of other agencies; or it may collaborate with other agencies to develop and operate programs in liaison."[67] One example of the latter is the Daniel Boone Regional Library in Columbia, Missouri, which became the advisor to an information and referral service set up by the Council on Aging.[68] The library advised the agency on how to locate service agencies, the type of information needed from these agencies, and the organization of information for ease of access.[69]

Another example of liaison and cooperative programming is the BRAVO program, "Bringing Reading to the Aging through Volunteer Outreach," in Williamsport, Pennsylvania. More than fifty volunteers are mobilized to provide services, including library services, to over three hundred homebound individuals.[70] The service is publicized through librarians accompanying home delivered meal programs to talk to potential patrons about the integrated service programs, and

through advertisements on radio, newspaper, billboards, window displays, and civic events.[71] In Brooklyn, New York, the Public Library's project SAGE (Services to the Aging) is part of the city's coordinated delivery system. Books and other materials are delivered through "the Friendly Visitor" and "Meals on Wheels" programs.[72] Interagency cooperation is most important in meeting the comprehensive needs of the older adult. No one agency can do it all. Good relationships between cooperating agencies is essential in order to provide adequate services and programs for the elderly.

Intergenerational Activities. Intergenerational activities are those activities performed when various age groups act together. In the case of the older adult, programs utilizing their services can help promote these individuals as viable resources to the community. One example is found in the Newton (Kansas) Public Library where the older adult is used as an expert resource person for children's interest groups, mother's discussion seminars, adult literature programs, and puppet making.[73] In helping to promote "aging awareness" by youth, a mock trial on the statute requiring registration of eighteen and nineteen year olds was sponsored by VISTAS (Volunteers in Service to Area Seniors) in the Birmingham-Bloomfield library system in Michigan.[74] The jury was composed of high school students and retirees.[74]

Education for Service Providers. The library profession is not adequately training librarians in the aging process and its problems. Turock cities studies by Kanner and Ferstl. The former gave "a continued indictment of the failure of the library profession to adequately absorb and integrate gerontological (aging process) knowledge into service provision."[75] Gerontological concepts within library literature are in a stage of infancy. Because of the lack of combining gerontology and library training, the stereotyping of older adults remains a distinctive problem. According to Ferstl, librarians are no different from the general American public in stereotyping older adults.[76] Education of service providers needs more attention in the eighties.

Career and Employment Information Service. Career and Employment Information Service is important in providing the older adult with the opportunity to seek the means to a second or even third career. With inflation rising, especially in the costs of health care, food, and transportation, the older adult may need additional income above his retirement monies. Besides increased income, there are other positive benefits of being

employed at an elderly age. These include companionship, gratification, enjoyment, and a sense of value.[76]

An example of career and employment service is a successful network of Job Information Centers (JIC) in New York State. Located in twenty-two library systems, the network provides basic services such as supplying the libraries with computerized daily job listings on microfilm.[77] The libraries in turn, according to local conditions, post job listings from private agencies and display classified advertisements from local newspapers.

Services to Ethnic Groups. Turock says that programs are targeted to ethnics as an overall group. In attendance, however, the groups often include older adults.[78] Through these programs, older ethnic adults have access to bilingual programs and services and to outreach programs emphasizing information, education, survival skills, cultural pride, and communication opportunities.[79] It is important to remember that these individuals have a double challenge. They have to deal with the aging process, and they have to deal with problems in an English speaking environment (language barrier). Especially important to these adults is the maintenance of ties with their own cultures and countries. The Asian Community Library in California has a bilingual project for its ethnic population. Within the project, bilingual books, magazines, and films become special to its older adults in preserving these ties.[80] Other examples of library service include large print cards with phone numbers of community services (for a Spanish speaking population in Texas),[81] and the provision of skilled translators and interpretors.[82]

Removal of Architectural Barriers. The last area of the "Other Services," category is concern for architectural barriers which have the potential to limit or prevent physical access to the library building itself by older adults, especially the impaired. Turock says, "while legislation has mandated attention to removing architectural barriers in public buildings, lack of funds has limited all but recently constructed libraries and a handful of others from fulfilling that mandate."[83] There are some libraries that do offer special help. Turock cites the Montgomery (Alabama) Library which provides sliding doors, rounded corners, and furniture tested for safety.[84] She also mentions the need for ramps, elevators, automatic doors and specially designed restroom facilities.[85]

Summary of Literature

Betty Turock says that there is an "absence of comparable current data on the status of service" when studying the needs of older adults. Data consists of isolated site cases. While progress has been made in the number of services offered, (since the 1971 and 1981 surveys), the services are not widespread. Further, she says, the library profession has failed to adequately absorb gerontological knowledge into librarianship. Knowledge of the aging process can aid in breaking down the stereotyping of older adults, and can promote these adults as viable resources to the community. Turock does believe that public libraries are headed in the right direction. That is, they are beginning to use older adults as resources. Further, libraries are beginning to provide older adults with information, programs, and materials necessary to keep them in the "mainstream" of life.

Casey says that even with the increase in the total number of services, a substantial majority of libraries (in the case of the Illinois Survey) are not fully aware of their elderly population; and agencies providing services to older adults do not provide innovative programming, and do not fully utilize media to advertise their services. It is the intent of the present survey to provide information on services to older adults in North Carolina in the hope that library directors will provide innovative programs for this needy patron class.

Services Offered by North Carolina Public Libraries

As noted above, Casey felt that the 1981 Illinois Survey accomplished in-depth for one state what an update of the 1971 National Survey might have accomplished.[87] That is, the Illinois survey showed a significant increase in services to older adults since the 1971 survey. The present survey will serve to reinforce this observation of increased services in North Carolina (1986).

Of the 108 public libraries surveyed in the state of North Carolina, 93 or 86 percent provide services to older adults. Although this figure represents multiple responses per library, it is representative of the fact that a majority of public libraries participate in providing services to their elderly clientele.

Table 1 lists in order services that are most frequently offered and those least offered to older adults in North Carolina public libraries. Only five services received responses from over half of the libraries. Four of these, large print books, ramps, bookmobile service, and talking books, appear to address impaired older adults. One may consider a similar situation noted by Casey, that extension services of the 1971 National Survey generally

TABLE 1
Percentage of Libraries in North Carolina State Providing Service

Service Provided	% of Libraries Providing Service
Large print books	95%
Community agencies files	66%
Ramps	59%
Bookmobile service	59%
Talking books	56%
Library sponsored visits to nursing homes, etc.	49%
Genealogy searches	47%
I & R to other agencies offering informational courses	47%
Home delivery service	43%
Storytelling	43%
Job Listings	41%
Newspaper advertising of services	40%
Rooms with climate control mechanisms	35%
Nursing homes (coordinated service delivery)	32%
Deposit collections	30%
Community activities files	29%
Senior citizen clubs (coordinated service delivery)	28%
I & R to universities/colleges offering formal courses	26%
Other programs	22%
Provide educational opportunities for staff on OA needs	22%
Craft programs	20%
Prepackaged programs of films, slide shows, etc.	20%
Nutritional programs (coordinated service delivery)	20%
Booktalks	18%
Meeting rooms with high intensity lighting	18%
Books by mail	16%
Music programs	16%
Financial programs	16%
OA participation in planning services	16%
Council on Aging (coordinated service delivery)	15%
Survey OA patrons for their preferences in services	15%
"How to use the library" programs	14%
Funding agencies files for OA services	14%
Current events programs	13%
GED programs (educational)	13%
How often OA were surveyed for preferences	13%
Intergenerational programming	11%
Oral history programs	11%
Consumer education programs	11%
Poetry and Creative Writing programs	10%
Other extension services	10%
Special telecommunications devices for the deaf	10%
Travelogues	9%
Other ways of advertising	9%
Health programs	8%
Nutritional education programs	8%
Advisory service	8%
Large print items in a foreign language	6%
Bibliotherapy	6%
Other OA educational opportunities	5%
Other facilities	5%
Aging process (gerontology) programs	4%
Translators/interpretors for OA in special ethnic groups	4%
Drama programs	3%
Other Career and Employment Information for OA's	3%
Other services for OA's in special ethnic groups	3%
Other coordinated service delivery with other agencies	3%
Transportation for OA's to the library	2%
Religious programs	2%
Games	2%
Work and retirement programs	2%
Other files	2%
Radio reading programs	1%

addressed the impaired[88] and that, in fact, two-thirds of the responding libraries in both the 1971 and 1981 studies emphasized extension to the homebound or to institutionalized older adults.[89] Based on the above services, it appears that North Carolina public libraries are following the same trend.

By integrating extension and special materials one may see that, of the top four services to the impaired, homebound/institutionalized, large print books, talking books, and bookmobile services are generally provided by all sizes of public libraries in North Carolina (Table 2 and Table 3). To be more specific, over half of all public libraries offer large print books, and over half of the large and medium libraries offer talking books and bookmobile service. All libraries have access to free service to the National Library Service for the Blind and Physically Handicapped (Library of Congress) via the State Library in Raleigh. This may account for the fact that even small libraries with limited operating funds and staff are able to provide large print books and talking books to

their elderly. It is also notable that the small libraries can provide at least some bookmobile service.

Indeed, from the above information, North Carolina is following the trend noted in the previous surveys in emphasizing extension service to the impaired. The importance of emphasizing this service is that many impaired elderly may not potentially become as physically and psychologically removed from society. In extension areas not integrated with special materials, North Carolina (1986) is actually offering more services than Illinois in 1981.[90] This shows that libraries, at least in North Carolina, are beginning to become more aware of older adult needs in the area of extension. Special materials, (e.g., talking books and large print books) not integrated with extension, are generally well represented in the 1971 National Survey (2.8 percent of all U.S. libraries, Appendix B). Among North Carolina public libraries not integrating extension service, large libraries provided over half the services in most areas of special materials. Medium and small

TABLE 2
Number of Libraries Providing Various Extension Services, Cross Analyzed by the Library's Size

Extension Service	Small Libraries		Medium Libraries		Large Libraries		Total Libraries	
	No. 40	(%) (43%)	No. 21	(%) (23%)	No. 31	(%) (33%)	No. 93	(%) (86%)
Bookmobile service	12	(30%)	16	(76%)	26	(84%)	55	(59%)
Library sponsored visits to nursing homes	9	(23%)	13	(62%)	23	(74%)	46	(49%)
Home delivery service	10	(25%)	9	(43%)	21	(68%)	40	(43%)
Deposit Collections	7	(18%)	10	(48%)	10	(32%)	28	(30%)
Books by mail	3	(8%)	3	(14%)	9	(29%)	15	(16%)
Other library extension services such as: house to house visits: programming in nursing homes: visits to hospitals: films at location	2	(5%)	1	(5%)	6	(19%)	9	(10%)
Transportation for older adults to the library	2	(5%)	0	(0%)	0	(0%)	2	(2%)
Coordinated service delivery with other agencies such as:								
Nursing homes	8	(20%)	8	(38%)	13	(42%)	30	(32%)
Senior citizen clubs/centers	8	(20%)	5	(24%)	13	(42%)	26	(28%)
Nutrition programs	3	(8%)	4	(19%)	10	(32%)	18	(19%)
Council on Aging	2	5%)	1	(5%)	11	(35%)	14	(15%)
Other service delivery such as: adult day care: cooperation with the department of social services	1	(3%)	0	(0%)	2	(6%)	3	(3%)

libraries did, however, provide some service (Table 3).

An area of need is in the realm of programs for older adults. Programming for the elderly is important in order to reach more adequately a large number of individuals, thereby providing them with one way of integrating themselves socially. Entertainment and informational needs can be met in a supported communal atmosphere, thus aiding the fight against feelings of isolation and rejection that often come with older adult living.

Of the three surveys, none indicated that over half of their libraries provided programming services. This may indicate that over half of their libraries provided programming services. This may indicate the need for improving services. Casey, however, does see a growing trend in increasing service. She said that "group programs offered in 1971 by two percent of all U.S. public libraries were provided by almost fifty percent of Illinois libraries in 1981."[91] North Carolina (forty-three percent) statistics remain consistent with Illinois'. Furthermore, because North Carolina has maintained this consistency, growth in providing programming has not significantly diminished since 1981 (Table 4).

"Activities Not Categorized in National Survey" category in the 1981 Illinois Survey was a potpourri of services offered in that state. Appendix B includes a variety of new services not given in the 1971 study, an indication of new interests in services to older adults. Although the present study does not match this category item

for item (Tables 5-10), general trends can be evaluated and lend credence to the statement that North Carolina has continued the trend of becoming more aware of older adult needs in varied services than the previous surveys.

Information and referral (I&R) services, unlike the 1971 study, were present in both the Illinois and North Carolina surveys. I&R is important in helping older adults through a maze of organizations/agencies in order to effectively put the elderly in contact with resources the library itself does not provide. Illinois reported a thirty-nine percent response for its category of I&R. The North Carolina study, (Table 5), divided this category into: 1) Career and Employment (the greatest response to a service in this area by the state, 42 percent); 2) Adult education (the greatest response to a service in this area by the state, 47 percent); and 3) Files of various community items (the greatest response to a service by the state, 66 percent). Although the categories cannot be compared exactly between the 1981 and 1986 surveys, it can be stated generally that North Carolina is providing more I&R services.

Regarding library sizes in North Carolina, the larger the library, (especially those with more operating expenses and staff), the more I&R services were offered. Conversely, the small libraries with limited funding and staff provided less service.

Service to older adults in special ethnic groups is a new survey category in 1986 and was recognized as important in retaining ethnic ties with each individual's culture and country.[92]

TABLE 3
Number of Libraries Providing Various Special Materials, Cross Analyzed by Library's Size

Special Materials and Equipment	Small Libraries		Medium Libraries		Large Libraries		Total Libraries	
	No.	(%)	No.	(%)	No.	(%)	No.	(%)
	40	(43%)	21	(23%)	31	(33%)	93	(86%)
Large print	35	(88%)	21	(100%)	31	(100%)	88	(95%)
Talking books	14	(35%)	15	(71%)	23	(74%)	52	(56%)
Genealogy searches	16	(40%)	7	(33%)	21	(68%)	44	(47%)
Other special materials and equipment such as: circulating collection of hearing assistive devices; information on special materials offered by the State; enlarging machines; table top magnifiers	3	(8%)	6	(29%)	2	(6%)	11	(12%)
Special telecommunication devices for the deaf	0	(0%)	2	(10%)	7	(23%)	9	(10%)

Although service was provided by less than half of the North Carolina libraries, the presence of some services indicates a beginning awareness of the need to serve this class of older adults (Table 6). That is, all sizes of libraries are providing a little service to older adults in ethnic groups, and from the comments given, some libraries are taking advantage of the North Carolina Foreign Language Center at the Cumberland County Public Library and Information Center in Fayetteville to serve their patrons. The large libraries with better funding and staff provide the most service to older adult ethnics.

Another new service, bibliotherapy, is helpful in treating emotionally disturbed older adults. Table 7 indicates a beginning awareness of interest in this area. A few libraries of all sizes in North Carolina were represented as providing bibliotherapy service; the large libraries provided the most.

Facilities was a new category (Table 8). All North Carolina public libraries excelled in providing ramps (over 53 percent). Over half of the large libraries provided rooms with climate control mechanisms, and generally provided more facilities than the medium and small libraries.

TABLE 4
Number of Libraries Providing Various Programs, Cross Analyzed by the Library's Size

Programs	Small Libraries		Medium Libraries		Large Libraries		Total Libraries	
	No. 40	(%) (43%)	No. 21	(%) (23%)	No. 31	(%) (33%)	No. 93	(%) (86%)
Storytelling	16	(40%)	10	(48%)	13	(42%)	40	(43%)
Other programs such as: films (in house and at remote locations): book discussion groups; summer and seasonal entertainment programs: slide shows; story hour (meet the author); cultural enrichment programs; aerobic class; teas sponsored by Friends of the library	6	(15%)	5	(24%)	9	(29%)	20	(22%)
Craft programs	5	(13%)	3	(14%)	10	(32%)	19	(20%)
Booktalks	1	(3%)	4	(19%)	12	(39%)	17	(18%)
Music programs	4	(10%)	3	(14%)	8	(26%)	15	(16%)
"How to use the library" programs	3	(8%)	4	(19%)	6	(19%)	13	(14%)
Current events programs	2	(5%)	3	(14%)	7	(23%)	12	(13%)
Intergenerational programs	4	(10%)	0	(0%)	6	(19%)	10	(11%)
Oral history programs	1	(3%)	1	(5%)	8	(26%)	10	(11%)
Poetry and creative writing programs	0	(0%)	5	(24%)	4	(13%)	9	(10%)

	Small Libraries		Medium Libraries		Large Libraries		Total Libraries	
	No.	(%)	No.	(%)	No.	(%)	No.	(%)
Travelogues	0	(0%)	5	(24%)	3	(10%)	8	(9%)
Drama programs	0	(0%)	0	(0%)	3	(10%)	3	(3%)
Religious programs	1	(3%)	0	(0%)	1	(3%)	2	(2%)
Games	2	(5%)	0	(0%)	0	(0%)	2	(2%)
Prepackaged programs of films, slide shows, discussion questions, activities and resources on particular topics of interest to older adults	4	(10%)	3	(14%)	10	(32%)	18	(19%)
Locally prepared programs such as:								
Financial programs	1	(3%)	2	(10%)	12	(39%)	15	(16%)
Consumer education programs	1	(3%)	0	(0%)	9	(29%)	10	(11%)
Health programs	1	(3%)	2	(10%)	4	(13%)	7	(8%)
Nutritional programs	1	(3%)	2	(10%)	4	(13%)	7	(8%)
Other programs such as: gardening local history, entertaining	3	(8%)	1	(5%)	1	(3%)	5	(5%)
Aging process	0	(0%)	0	(0%)	4	(13%)	4	(4%)
Work and retirement	0	(0%)	0	(0%)	2	(6%)	2	(2%)
Radio reading programs (special programs for the visually impaired)	1	(3%)	0	(0%)	0	(0%)	1	(1%)

I&R Services	Small Libraries		Medium Libraries		Large Libraries		Total Libraries	
	No. 40	(%) (43%)	No. 21	(%) (23%)	No. 31	(%) (33%)	No. 93	(%) (86%)
I&R to Career and Employment Inforamtion:								
Job Listings	7	(18%)	12	(57%)	20	(65%)	39	(42%)
Advisory service	3	(8%)	1	(5%)	3	(10%)	7	(8%)
Other career and employment information such as: civil service test books; microfiche of job openings	2	(5%)	1	(5%)	0	(0%)	3	(3%)
I&R to Adult Education opportunities:								
I&R to other agencies offering informal courses	12	(30%)	8	(38%)	23	(74%)	43	(46%)
I&R to universities/colleges	10	(25%)	3	(14%)	11	(35%)	24	(26%)
GED (General Educational Development programming)	6	(15%)	2	(10%)	4	(13%)	12	(13%)
I&R Files:								
Community agencies	19	(48%)	15	(71%)	27	(87%)	61	(66%)
Communities activities	8	(20%)	3	(14%)	16	(52%)	27	(29%)
Funding agencies	2	(5%)	2	(10%)	9	(29%)	13	(14%)
Other I&R files such as: community directory for I&R; government addresses; club rosters; Elderhostels; travel advice	0	(0%)	1	(5%)	1	(3%)	2	(2%)

Facilities service is an area of need. Proper access to and through the library building can increase use by the elderly who otherwise would avoid the physical inconvenience of steps and other physical barriers. Turock said that "lack of funds has limited all but recently constructed libraries" from removing architectural barriers.[93] Clearly North Carolina has overcome this difficulty in some libraries, but further improvements could still be made.

Marketing or advertising library services to the elderly was a new category. Many older adults may be unaware of services available from their local library. Table 9 indicates the need for increased awareness by library directors in making their services visible. The need is made evident by the fact that advertising in the newspaper was the only marketing service provided by over half of the well funded, large libraries. The remaining services were provided by less than half of all sizes

Services to Ethnic Groups	Small Libraries		Medium Libraries		Large Libraries		Total Libraries	
	No. 40	(%) (43%)	No. 21	(%) (23%)	No. 31	(%) (33%)	No. 93	(%) (86%)
Large print items in a foreign language	1	(3%)	0	(0%)	5	(16%)	6	(6%)
Translator/interpretors	0	(0%)	1	(5%)	3	(10%	4	(4%)
Other services to older adults in special ethnic groups such as: refer special language need to or ILL from the Foreign Language Collection in Fayetteville, NC; depository collection from the Foreign Language Collection	0	(0%)	2	(10%)	1	(3%)	3	(3%)

TABLE 7
Number of Libraries Providing Bibliotherapy Service to Older Adults, Cross Analyzed by Library's Size

Bibliotherapy	Small Libraries		Medium Libraries		Large Libraries		Total Libraries	
	No.	(%)	No.	(%)	No.	(%)	No.	(%)
	40	(43%)	21	(23%)	31	(33%)	93	(86%)
Bibliotherapy	1	(3%)	2	(5%)	4	(13%)	6	(6%)

TABLE 8
Number of Libraries Providing Various Facilities to Older Adults, Cross Analyzed by Library's Size

Facility	Small Libraries		Medium Libraries		Large Libraries		Total Libraries	
	No.	(%)	No.	(%)	No.	(%)	No.	(%)
	40	(43%)	21	(23%)	31	(33%)	93	(86%)
Ramps	21	(53%)	13	(62%)	21	(68%)	55	(59%)
Rooms with climate control mechanisms	8	(20%)	6	(29%)	19	(61%)	33	(35%)
Meeting rooms with high intensity lighting	7	(18%)	2	(10%)	8	(26%)	17	(18%)
Other facilities such as: library structure iself designed for the handicapped (designed for wheel chairs, restrooms, etc.)	0	(0%)	1	(5%)	4	(13%)	5	(5%)
Automatic doors	0	(0%)	1	(5%)	3	(10%)	4	(4%)

TABLE 9
Number of Libraries Marketing their Services to Older Adults, Cross Analyzed by Library's Size

Marketing Service	Small Libraries		Medium Libraries		Large Libraries		Total Libraries	
	No.	(%)	No.	(%)	No.	(%)	No.	(%)
	40	(43%)	21	(23%)	31	(33%)	93	(86%)
Newspaper advertising	9	(10%)	8	(38%)	20	(65%)	37	(40%)
Radio advertising	4	(10%)	3	(14%)	14	(45%)	21	(23%)
Older adult participation in planning for their own services	5	(13%)	3	(14%)	7	(23%)	15	(16%)
Mail advertising	3	(8%)	1	(5%)	10	(32%)	14	(15%)
Surveying older adults library users for their prefrences in programming/services	4	(10%)	3	(14%)	7	(23%)	14	(15%)
Indicated frequency of surveying older adults for preferences (ex. twice a yr; annually, etc.)	4	(10%)	2	(10%)	6	(19%)	12	(13%)
Television advertising	0	(0%)	1	(5%)	9	(29%)	10	(11%)
Other advertising such as: word of mouth; brochures; librarian speaking at club programs; monthly newsletters	3	(8%)	1	(5%)	4	(13%)	8	(9%)

TABLE 10
Number of Libraries Providing Various Continuing Education Opportunity on the Needs of Older Adults for Staff Members
Who Work with This Age Group, Cross Analyzed by Library's Size

Continuing Education Service	Small Libraries		Medium Libraries		Large Libraries		Total Libraries	
	No.	(%)	No.	(%)	No.	(%)	No.	(%)
	40	(43%)	21	(23%)	31	(33%)	93	(86%)
Continuing education for staff	4	(10%)	0	(0%)	16	(52%)	20	(23%)

of libraries. Most advertising services surveyed, however, did receive some response. Libraries in North Carolina are beginning to offer this service.

The last category for interpretation was continuing education opportunities for library staff members on older adult needs. Staff training is important to insure understanding of older adult problems and concerns. Table 10 reveals that a few libraries in North Carolina are beginning to offer this service and that, in fact, over half of the large libraries are educating their staffs.

Why Are Some Libraries Providing Better Service to Older Adults?

The answer to the above question requires the recognition of factors which influence libraries to positively respond to providing services to older adults. For reference, libraries serving 70,000+ persons were considered to be large; those serving 35,000 to 70,000 persons were considered to be medium sized; and those serving under 35,000 persons, small. Of the ninety-three libraries responding, forty (43 percent) were small; twenty-one (23 percent) were medium sized; and thirty-one (33 percent) were large (Table 11.)

TABLE 11
Number of Libraries Responding (93),
Cross Analyzed by Library's Size

Size of Population Served	Number of Libraries	Percent of Libraries
Small—under 35,000	40	43%
Medium—35,000-70,000	21	23%
Large—over 70,000	31	33%
Unidentified	1	1%

Although these three categories present a fairly equal representation of responses per library size, the survey deduced that the large libraries provided more services to their elderly. Increased library size was the first factor associated with a higher level of service to older adults. In fact, several other factors of library size and wealth were associated with the provision of service to older adults; staff size, operating expenses, and collection size. Based on a sample

group from the ninety-three libraries that responded, (those with the most, medium, and least responses of all the questions from the survey), these other factors will be discussed.

TABLE 12
Average Number of Professional and
Nonprofessional Staff of Sample
Libraries, Cross Analyzed by Library's Size*

Library	Average Number of Professional Staff (FTE)	Average Number of Professional Staff (FTE)
Small	.33 **	2.5 **
Medium	3.0	9.4
Large	11.6	33.0

Factor number two was the number of professional and nonprofessional staff members each library had. The survey found that the larger the library, the more professional and nonprofessional staff members were provided and the more services to older adults were offered. Table 12 shows that of the sample libraries which responded and are providing services to older adults, more professional and nonprofessional staff members were present in the large libraries.

TABLE 13
Average Amount of Operating Expenses of Sample Libraries,
Cross Analyses by Library's Size*

Library	Average Responses from Sample Libraries
Small	59,570.8 **
Medium	315,962.5
Large	1,238,040.7

The third positive factor for providing more services to the elderly was the amount of operating expenses spent by each library. Table 13 shows clearly that the large libraries had the most operating expenses from which to extract funds needed for resources/services for older adults. A fourth factor, total volumes (collection size), contributed to providing more services. Table 14 indicates that the large libraries provided more books than the medium or small libraries. Other factors such as age,[94] percentage of adult books (collection size), volumes per capita (collection size),

TABLE 14
Average Total Volumes (Size of Collection)
of Sample Libraries,
Cross Analyzed by Library's Size*

Library	Average Volumes from Sample Libraries
Small	21,581.3 **
Medium	70,923.5
Large	217,833.3

and per capita income were considered and found insignificant in providing increased services to the elderly. That is, there was no signficiant differences between: 1) small, medium, and large sample libraries as to percentages of their populations that were sixty-five and over (4 percent - 11 percent), or 2) percentage of adult books within a collection (70 percent - 74.7 percent) and increased library size. Volumes per capita did not influence providing materials. In fact, small libraries which provided the least services had the most volumes per capita (4.2) as opposed to medium (1.6) and large (1.5) libraries. Per capita income was not a factor. Small libraries offering less service were provided the most per capita income (12.29) while the large (8.39) and medium (7.10) libraries provided less.

Conclusion

In conclusion, it appears that public libraries in North Carolina are providing more services (68 percent) to older adults than the National 1971 Survey (20 percent of the total U.S. public libraries responding)[95] or the Illinois 1981 Survey, (37 percent).[96] Although there were differences in surveying procedures (for example: the National Survey included only public libraries that were thought to offer services to older adults;[97] Illinois[98] and North Carolina surveyed all public libraries in their states; Illinois surveyed more services than in 1971; North Carolina surveyed more services than both previous surveys), trends could be ascertained that can give insight on public library service to older adults since 1971. There is a trend of increasing services to older adults in the areas of extension, special materials, and information and referral. New services were added from the 1971 to the 1981 survey, and increased in the 1986 study (such as services to ethnic groups, bibliotherapy, facilities, marketing libraries, and educating staff to older adult needs). Service in the area of programming increased from 1971, remained constant from 1981 through 1986, and is an area that generally needs more attention. Moreover, those libraries that were large, had more professional and nonprofessional staff members, more operating expenses, and more total volumes, provided more services than medium or small libraries in North Carolina.

Appendix A
QUESTIONNAIRE

Does *your* library offer/provide regularly the following services/programs/materials for older adults? (Check *only* the items that apply to *your* library).

1. **Extension Services** (Outreach) such as
   ___ Home delivery service
   ___ Books by mail
   ___ Transportation for older adults to the library
   ___ Bookmobile service
   ___ Library sponsored visits to nursing homes, senior centers, churches, etc.
   ___ Deposit collections
   ___ Other _____

2. **Programs:** Does your library offer regularly scheduled programs such as:
   ___ Intergenerational programming (e.g. those involving older adults and children).
   ___ Booktalks
   ___ Crafts programs
   ___ Storytelling
   ___ Music programs
   ___ Poetry and Creative Writing programs
   ___ Drama
   ___ Current events programs (speakers, etc.)
   ___ Religious programs
   ___ Games
   ___ Oral history programs
   ___ "How to use the library" programs
   ___ Travelogues
   ___ Other _____

3. **Special Materials:** Do you provide:
   ___ Talking books for the visually handicapped
   ___ Large print items for the visually handicapped
   ___ Genealogy searches
   ___ Special telecommunications devices for the deaf
   ___ Radio Reading programs
   ___ Other _____

4. **Other:** Do you provide *special* programs such as:
   A. Adult Education opportunities for older adults:
      Formal:
      ___ Information and referral to universities/colleges, etc.
      ___ GED (General Educational Development programming)
      Informal (non-diploma oriented):
      ___ Information and referral to other agencies offering informal courses (e.g. YMCA, churches, etc.)
      ___ Prepackaged programs of films, slide shows, discussion questions, activities, and resources on particular topics of interest to older adults (e.g. nutrition, finance, aging process, etc.)

      Locally prepared programs of interest such as:

      ___ Financial programs
      ___ Work and retirement programs
      ___ Aging process (gerontology) programs
      ___ Health programs
      ___ Nutritional programs
      ___ Consumer education programs
      ___ Other _____

B. Career and Employment Information for older adults
such as:
_____ Job listings
_____ Advisory service
_____ Other _____

C. Services to older adults in special ethnic groups such as:
_____ Large print items in a foreign language
_____ Translators/interpreters (e.g. bilingual staff
members)
_____ Other

D. Bibliotherapy for the mentally ill and emotionally
disturbed.
_____ Yes   _____ No

E. Coordinated service delivery with other agencies such
as:
_____ Nursing homes
_____ Council on Aging
_____ Senior citizen clubs/centers
_____ Nutrition programs for older adults (e.g. Meals on
Wheels)
_____ Other _____

F. Facilities for older adults such as:
_____ Automatic doors
_____ Ramps
_____ Meeting rooms with high intensity lighting
_____ Rooms with climate control mechanisms (e.g. heat,
air-conditioning, humidity, draft control, etc.)
_____ Other _____

G. Do you advertise your services directly to older adults in
areas such as:
_____ Newspapers
_____ Radio
_____ T.V.
_____ Mail (to older adults and/or to other agencies that
serve them)
_____ Other _____

H. Do you survey older adult library users for their pre-
ferences in programming/services:
_____ Yes   _____ No   How Often? _____

I. Do you maintain files on:
_____ Community agencies (e.g. phone numbers,
addresses, types of services, materials offered)
_____ Community activities (speakers, events)
_____ Funding agencies for older adult programming,
materials services.
_____ Other _____

J. Do your older adults participate in planning for their
own services (e.g. serve on advisory committees):
_____ Yes   _____ No

K. Do you provide continuing education opportunities on
the needs of older adults for staff members who work with
this age group (e.g. workshops, programs, forums):
_____ Yes   _____ No

Appendix B.

Services Offered by Public Libraries Surveyed in National (1971)
and Illinois (1981) Studies

Activities	Percentage of Libraries in Sample Offering Service		Activities	Percentage of Libraries in Sample Offering Service	
	National (1971)	Illinois (1981)		National (1971)	Illinois (1981)
Extension	54% (211) (Est. 3% of all U.S. Public Libraries)		Special materials	51% (200) (Est. 2.8% of all U.S. Public Libraries)	
Homebound service		66% (161)	Talking books and other services of the		
Delivery to nursing homes for aged		56% (137)	division for blind and handicapped		(44)
Deposit collections		23% (56)	Large-print books		5% (11)
Books by mail		13% (31)	Art loans (including sculpture)		39% (95)
Take books to senior citizens meetings			Genealogy searches		.4% (1)
& other such sites		1% (3)	Activities Not Categorized in National		
Senior citizens transportation to			Survey		
library		4% (1)	Information and referral		39% (95)
Group Programs	48% (190) (Est. 2.7% all U.S. Public Libraries)		Oral history		9% (23)
			Consumer education		8% (19)
			Adult basic education		7% (16)
			Art and other classes		2% (5)
			Public library as site for fuel aid		
Book Talks, reviews, discussion groups		26% (63)	programs		.4% (3)
Movie and slide programs		44% (106)	Friends of the library		.4% (1)
Crafts		12% (29)	Radio programs		.4% (1)
Storytelling		5% (12)	GED classes		.4% (1)
Music appreciation		5% (11)	Annual conference		.4% (1)
Poetry and creative writing		2% (6)	Mean Number of Activities per		
Drama		2% (5)	Respondent	2.46	4
Current events		4% (9)			
Religious programs		2% (4)			
Games		2% (6)			
Health programs		1% (2)			
Bus trips		1% (1)			

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68. Balkema, cites Larry D. Weitkemper, "A Library Cooperates with a Triple A Information and Referral Program." Paper given at the Annual Conference of the National Council on Aging, 1978.

69. Balkema, 36.

70. Turock, *Public Library Services for the Aging in the 80's*, 23.

71. Ibid.

72. Ibid.

73. Turock, *Serving the Older Adult*, 112, cites *Serving Citizens with Special Needs.* Background Paper for the White House Conference on Library and Information Services (New York: Public Library, 1980), p. 6.

74. Casey, 63.

75. Turock, *Serving the Older Adult*, p. 10 cites Elliot E. Kanner, "The Impact of Gerontological Concepts on the Principles of Librarianship" (Ph.D. dissertation, University of Wisconsin-Madison, 1972).

76. Turock, ibid., cites Kenneth Ferstl, "Public Librarians and Service to the Aging: A Study of Attitudes" (Ph.D. dissertation, Indiana University, 1977).

77. Turock, *Public Library Services for Aging in the 80's*, 49 cites Ruth Jacobs, "Re-Employment and Unemployment in Old Age," *Journal of Geriatric Psychiatry* 11 (1978), 79-80.

78. Turock, ibid., 49.

79. Turock, *Serving the Older Adult*, 112.

80. Ibid.

81. Turock, ibid., p. 112 cites *Serving Citizens with Special Needs.* Background paper for the White House Conference on

Library and Information Services (New York: Public Library, 1980), 26.

82. Hale, Appendix 1.

83. Turock, *Serving the Older Adult*, 114.

84. Ibid., 115.

85. Ibid.

86. Ibid., 114-115.

87. Casey, 45.

88. Ibid., 43.

89. Ibid., 52.

90. Appendix C lists extension services surveyed by the Illinois study.

91. Casey, 53.

92. Turock cites descriptions of services to older adults in special ethnic groups, p. 17 of the present paper.

93. Turock, *Serving the Older Adult*, 114.

94. Age information from the sample libraries was averaged from U.S. Department of Commerce, Bureau of Census, *1980 Census of Population* (Washington D.C.: GPO, 1983). Other statistics were averaged from the *Statistics & Directory of North Carolina Public Libraries, July 1, 1984-June 30, 1985* and where reports were unavailable from *Statistics & Directory of North Carolina Public Libraries, July 1, 1983-June 30, 1984.* Some statistics were unavailable and were omitted from the averages.

95. Casey, 45.

96. Ibid.

97. Ibid., 46.

98. Ibid.

*Tables 12, 13, and 14. *Statistics and Directory . . . July 1, 1984-June 30, 1985,* ibid.

**Tables 12, 13, and 14. Ibid., *July 1, 1984-June 30, 1985;* Ibid. *July 1, 1983-June 30, 1984.* Some statistics were unavailable and were omitted from the average.

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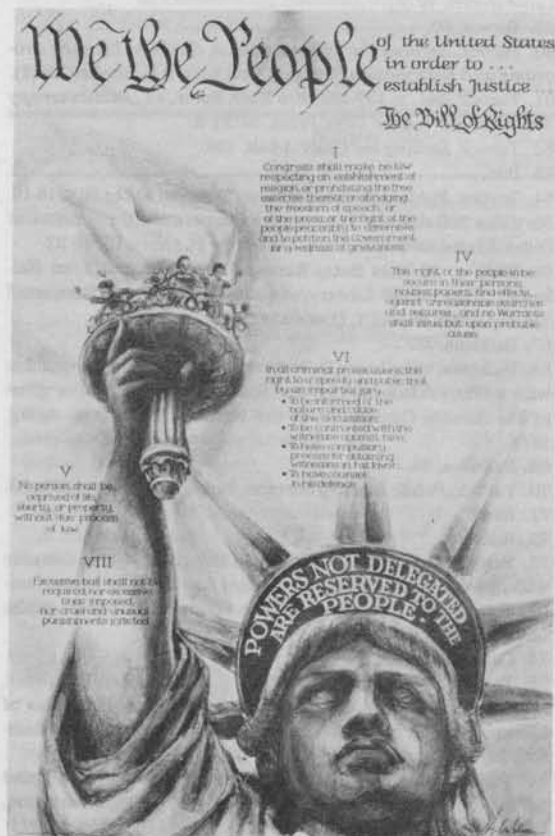
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