



**International Federation of Library Associations  
and Institutions**

**Libraries Serving Disadvantaged Persons Section**

# NEWSLETTER

**Number 66, June 2008**

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## **Editorial**

In this issue of the Newsletter we look forward to the 74<sup>th</sup> World Library and Information Congress and IFLA General Conference and Council in Québec, Canada. Libraries Serving Disadvantaged Persons Section is holding two sessions this year on library services for “Baby Boomers” and the use of information technology to support disadvantaged communities.

I look forward to meeting many LSDP members in Québec. If you are unable to attend the conference,

please follow the link to the LSDP session papers on page 2 of this *Newsletter* for further information.

The advantages of providing a multi-disciplinary and holistic library service to hospital patients and their relatives is described in a very positive way by Ruth Hansen and Anne-Mette Kjærbye from Odense, Denmark in their article on pages 3-4.

I was delighted to be able to attend the LSDP Standing Committee Mid-Year Meeting in Paris in February. Our French hosts made us very welcome and arranged two visits for the group. I have included a brief report of our meeting on pages 4-5. The full SC minutes will soon be available from the LSDP website at: <http://www.ifla.org/VII/s9/index.htm> Many thanks to our French colleagues for their warm welcome excellent hospitality.

Margaret E S Forrest, Editor

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## IFLA Conference Preview



World Library  
and Information  
Congress: 74<sup>th</sup>  
IFLA General  
Conference  
and  
Council

*"Libraries without borders:  
Navigating towards global  
understanding"*

August 10<sup>th</sup> -14<sup>th</sup> 2008,  
Québec, Canada

This year the LSDP Section will be holding two sessions at IFLA's General Conference and Council. The first session entitled, "The world is greying: model library programs serving 'Baby Boomers' and older adults" will take place on Sunday 10<sup>th</sup> August from 13.45 to 15:45. The second session, which will take place on Monday 11<sup>th</sup> from 8.30 to 10.30 focuses on the use of information technology to support disadvantaged communities: "Going beyond borders – new ways of using ICT to enable greater access to all persons".

The full text of a number of the presentations is available from the IFLA Conference website at <http://www.ifla.org/IV/ifla74/Programme2008.htm>

The following is an outline of the two LSDP session programmes.

### Session 1: Baby Boomers

#### Senior spaces

ALLAN M. KLEIMANN (Old Bridge Public Library, Old Bridge, USA)

#### Downloads by the busloads - the way forward for talking books

IAN STRINGER and PAUL STRINGER (Yorkshire, UK)

#### Hanging out in the library – old school

CHRISTINA POTTIE (South Shore Regional Library System, Nova Scotia, Canada)

### Session 2: ICT

#### E-reading for disabled persons: The French Digital Library for the Disabled (Bibliothèque numérique pour le handicap – BnH)

MONIQUE PUJOL (Ministère de la culture et de la communication – Direction du livre et de la lecture, Paris, France)

#### Reading in hospitals and ICT

CLAUDE GUERIN (Assistance publique hopitaux de Paris, Paris, France)

#### E-learning to support the development of disability awareness skills: a case study

MARGARET FORREST (University of Edinburgh, Edinburgh, UK)

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## Article

### **A complete human being: multi-disciplinary library service at Odense University Hospital\***

Ruth Hansen, Information Centre  
and Anne-Mette Kjærbye, Odense  
Central Library, Denmark

The Information Centre at Odense University Hospital originates from one of the oldest patient libraries in Denmark. The centre has continuously been able to adjust to changes and patient demands, and offers a unique multi-disciplinary service for patients and relatives. The staff consist of librarians, nurses and a secretary and is, most likely, the only Danish information centre which offers a well-stocked patient library complemented with a large selection of information on health and illness. It is possible to obtain information and guidance from the Centre before, during and after hospitalization. Additionally, it is possible to borrow materials during admission. Moreover, the Centre offers traditional library materials e.g. selected fiction, audio books, films, games and music. The Information Centre also holds more than 2000 pamphlets on health and illness information.

#### *Where the user is*

Supply and demand for information on health and illness has increased strikingly and a growing number of patients wish to gain insight when it comes to their own diagnosis. The staff offer a daily service during the Centre's opening hours and an

outreach service in the different wards. Moreover, the Information Centre organizes theme-based events and exhibitions either independently or in partnership with patient associations or with the staff of hospital wards. In this way the Information Centre publicises its services and relevance to all hospital users.



#### *Synergy and multi-disciplinary cooperation*

The multi-disciplinary cooperation or partnerships have a very positive effect. Despite the fact that the staff are employed by Odense Central Library and Odense University Hospital, function on individual budgets and have different educational backgrounds, the daily service at the Centre is well-functioning and based on a respect for individual qualifications. The common denominator for both professions is that they are "knowledge communicators". When patients or relatives seek information at the Information Centre, they can benefit from both the librarians' skills and experience and the nurses' clinical knowledge. The Information Centre constitutes a professional supplement to the information given on the different wards. Furthermore, the Centre supplements the

traditional hospital materials with non-traditional items, e.g. magnifying glasses for reading purposes, pointing books for communication with foreign patients and music for relaxation during outpatient treatments.

#### *A complete human being*

Søren Kierkegaard wrote: “to succeed in guiding a human being in a certain direction, first of all one must be careful to understand the person’s situation and start from there”. The staff at the Information Centre wish to reach beyond the borders in order to see the individual behind the patient. Therefore, the staff work within the concept of “the complete human being”. A complete human has both physical and mental needs but also a number of cultural and social aspects. Each patient and diagnosis is different. The objective is to find a point of departure which considers individual needs and to create individual information based on these needs.



The Information Centre offers each user, regardless of age, tools which can guide the way to mastering ones own situation. “To master” plays a central part in the Centre’s communication –guiding the user towards a deeper knowledge and

better understanding in order to cope with a given situation. More people visit the Information Centre after admission to find additional information about coping with life after a period of severe illness.

The staff at the Information Centre wish to be able to offer facilities dedicated to internet-based resources where patients and relatives can obtain answers and receive guidance from the staff. The new technology would be able to support the Information Centre’s physical surroundings and service, and to reach the user – where and when he or she needs it the most.

*\*This article was previously published in Danish in the magazine Danmarks Biblioteker (2008) nr. 1, 12. and is reprinted here with permission.*

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## **LSDP Meeting Report**

### **Personal report of LSDP Mid-year Meeting\*\***

Margaret Forrest

The LSDP Standing Committee (SC) meeting held in Paris in February this year, was well attended. There were 17 members from ten countries, including Croatia, Denmark, France, Japan, Korea, Norway, Scotland, South Africa and the United States.

An important responsibility of the SC is to help prepare for the annual IFLA conference, but we also spent time discussing our Section’s recent publications<sup>1</sup>, making arrangements



for translations of these to be made available on IFLA Net<sup>2</sup> and planning future projects for the Section. Our two-day meeting was held in the Pompidou Centre and our French hosts had arranged tours of the Public Reference Library at the Centre and a visit to the library of the oldest hospital in Paris at Saint Louis.



LSDP Standing Committee Mid-year meeting in Paris

The Public Reference Library at the Pompidou Centre (Bibliothèque publique d'information (Bpi)) is a publicly funded resource which is highly valued by the people of Paris and beyond. It is one of the few reference libraries in the city which is open at weekends and on public holidays and there are regularly queues of people waiting 2-3 hours for the library to open (as there was on the day we visited). The library is under the direction of the French Ministry of Culture and is a general information resource. Its services are managed on the principles of freedom of access (no registration formalities), currency of resources (regular "weeding" and renewal of stock), evidence based practice (informed by regular public surveys and research) and cutting edge

technologies (including the availability of assistive technologies for people with disabilities).

Before leaving home for Paris, I made a virtual visit to the Bpi library via the Web and was impressed by the video which introduces visitors to the library services using sign language and sub-titles for deaf people.<sup>3</sup> Visiting the library in reality helped me to understand how successfully colour coding and space planning is used to ensure greater access to all. Not only are there colour codes for the broad subject areas of the library, but also for the utility services which are part of the unique architecture of the Pompidou Centre (blue pipes for water, green for air, etc). The Bpi has seating for 2,200 readers and a counter at the entrance keeps a tally of the number of people in the building. Similar to a very busy car park, when the maximum permitted number is reached, potential readers must wait outside until a space becomes available. How many other libraries have queues of people waiting 2-3 hours to use its services?

The library of the oldest hospital in Paris is on a much smaller scale to the Bpi at the Pompidou Centre, but is just as highly valued by its users. Evelyne Menaud, Librarian at the hospital welcomed our group and introduced us to this specialised service which focuses on the needs of patients but also includes an information resource for healthcare professionals. The library of Saint Louis Hospital is the largest of 21 libraries serving both hospital patients and staff in Paris. Hospital

libraries in France are generally funded by the health service (rather than supported by public library authorities, as they are in some parts of the UK).



Library of Saint Louis Hospital, Paris

After returning home on the Sunday evening, I reflected on the value of being able to meet with like-minded colleagues from all over the world to share information and ideas on issues of common concern to our profession. A few months before the IFLA Conference in Glasgow in 2002, I remember attending a "Meet the CILIPS President" event where Derek Law encouraged members to become involved in IFLA and reap the benefits of international networking. I couldn't agree more: there is something very special about being able to develop our professional skills through working together with colleagues with such diverse cultures and languages from all over the world.

#### References

1. Recent publications include *Guidelines for Library Services to Persons with Dementia* by Helle Arendrup Mortensen and Gyda Skat

Nielsen; *Guidelines for library services to prisoners* by Vibeke Lehmann and Joanne Locke; *Access to libraries for persons with disabilities: a checklist* by Birgitta Irvall and Gyda Skat Nielsen. See the LSDP Section website for further information:

<http://www.ifla.org/VII/s9/index.htm>

2. IFLANet

<http://www.ifla.org/index.htm>

3. See the following webpage for information about Bpi library services for people with disabilities:

[http://www.bpi.fr/ress.php?id\\_c=30&id\\_rubrique1=68&id\\_rub1=68](http://www.bpi.fr/ress.php?id_c=30&id_rubrique1=68&id_rub1=68)

*\*\*This edited report of the IFLA LSDP Mid-year meeting in Paris was first published in Information Scotland (the journal of the UK Chartered Institute of Library and Information Professionals in Scotland) in April 2008.*

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## News

### **Partnerships for print disabled people: publishers and public libraries**

IFLA Libraries for the Blind Section conference, Belgium, 17-20 August 2009

This conference will highlight the importance of delivering library services for print disabled people and show you how to improve your

services through co-operation and partnership. On the second full day the conference will focus on public libraries and plan to feature many short examples of best practice in supporting print disabled people.

Have you developed and delivered an innovative service for blind, partially sighted, dyslexic or other print disabled people? Why did you do it? What was different about it? Who was involved? What happened? Could you inform and inspire an international audience in just 15 minutes?

If you are interested in participating in this session, please e-mail a summary of your project, in English, answering the questions above in max. 300 words, to Helen Brazier [helen.brazier@rnib.org.uk](mailto:helen.brazier@rnib.org.uk) by 30 October 2008. Please supply your name, contact details and brief credentials.

Proposals will be evaluated by the conference steering group and successful applicants will be informed by 31 December 2008. There will also be opportunities to participate in workshops and a poster exhibition.

Regrettably there is no funding available to the conference organizers to pay for expenses although there are usually some grants available to support delegates from developing countries.

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### **IFLA Guidelines for Library Services to Prisoners**

A Catalan translation of the above guidelines (IFLA Professional Report No. 92) have been published in BID: textos universitaris de Biblioteconomia i Documentacio (Journal of the Faculty of Library Sciences of the University of Barcelona) and is available from the following website:

[http://www2.ub.edu/bid/consulta\\_articulos.php?fichero=16sule.htm](http://www2.ub.edu/bid/consulta_articulos.php?fichero=16sule.htm)

Title: Recomanacions de serveis bibliotecaris per a interns.

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### **UK Libraries Change Lives Award**

A project based in Bradford providing courses to enable adults with learning disabilities to make use of mainstream services has won the 2008 CILIP/LiS Libraries Change Lives Award.

The Bradford Care Trust / Libraries Partnership Project aimed to integrate services users with learning disabilities into the community using the Central Library as a focus for a range of activities. Rooms in the library were adapted for use by the Care Trust, one as a classroom and one as "Changing Places": changing and feeding facility for people with severe disabilities (the only one in the city centre). This work was also supported by the Learning Disabilities Partnership Board and

Bradford Council's Disability Discrimination Act Fund. Service users also make extensive use of the library "Learning Zone" and café area where they socialise with other library users. Regular visits have ensured that they feel comfortable and have gradually improved their IT skills enabling them to access e-government services and more importantly to be more fully integrated into the community.

In September 2007 the partnership began a ground breaking course for people with profound and multiple learning disabilities. This group are frequently excluded from educational opportunities due to their physical needs. Both learners and support workers were delighted with the course and the support which they have received from library staff

This is the 17th year of the national award that recognises innovative and exciting work in libraries and their communities. The award was established in 1992 to acknowledge and reward libraries and information services working with disadvantaged groups to combat inequality, including the unemployed, homeless, persons with disabilities and ethnic minorities.

The award is sponsored by the Library + information Show. The event is organised and administered by CILIP: the Chartered Institute of Library and Information Professionals and its Community Service Group.

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## **New Book**

**Improving Library Services to People with Disabilities** by Deines-Jones, Courtney (editor). Oxford: Chandos Publishing (Oxford) Ltd., 2007. 180p

ISBN (paperback) 1843342863 Price  
ISBN (13 digit) 9781843342861 Price  
£ 39.95

[http://www.chandospublishing.com/chandos\\_publishing\\_record\\_detail.php?ID=141](http://www.chandospublishing.com/chandos_publishing_record_detail.php?ID=141)

Summary from publisher's website:  
The book takes account of the key fact that to maximize their potential, people must have lifelong access to the information and services offered through books and libraries. Whether to address concerns of an ageing population or to enable all citizens to contribute fully through meaningful education and work opportunities, more emphasis is being given to promoting library services to people who have disabilities. This book is a compendium of articles focused on serving adults with disabilities in an international setting. From this book, librarians, policy makers and constituents will understand the importance of serving all potential patrons, will be exposed to best practices and model programs, and will learn techniques and strategies for improving the services their libraries offer.

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