



**International Federation of Library Associations  
and Institutions**

**Libraries Serving Disadvantaged Persons Section**

# NEWSLETTER

**Number 64, June 2007**

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## **Editorial**

In this issue of the Newsletter we look forward to the 73<sup>rd</sup> World Library and Information Congress and IFLA General Conference and Council in Durban, South Africa (see page 2). Libraries Serving Disadvantaged Persons Section has joined up with other Sections in Division III to hold a full day programme at this conference on the important topic of social inclusion.

LSDP Members unable to attend the Conference can access these papers at <http://www.ifla.org/IV/ifla73/Programme2007.htm>

In this issue of the Newsletter, Fatimeh Lagzian, Librarian, Payame Noor University, Tehran, Iran, describes the results of a 2006 research study into prison libraries in Iran. One of the purposes of this study was to compare the quantitative and qualitative information collected with international standards and guidelines – in particular the 2006 IFLA *Guidelines for Library Services to Prisoners*. Read about Fatimeh's findings on pages 4-6.

Library services for people with dementia and their carers are the focus of two articles from Denmark and Scotland on pages 6-12.

Congratulations to LSDP SC member, Nancy Panella on recently being honoured for her outstanding service at St. Luke's-Roosevelt Hospital Center, New York!

Margaret E S Forrest, Editor

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## IFLA Conference Preview



World Library  
and Information  
Congress: 73rd  
IFLA General  
Conference  
and  
Council

*"Libraries for the future: Progress,  
Development and Partnerships"*

August 19<sup>th</sup> -23<sup>rd</sup> 2007,  
Durban, South Africa

This year the LSDP Section has joined up with other Sections in Division III to hold a full day programme at IFLA's General Conference and Council. The title of the Divisional programme is "**Social inclusion: how can public libraries embrace the challenge of reaching out to serve all people in their community?**"

It will take place on Wednesday 22<sup>nd</sup> August from 8:30 to 18:00. The full text of several of the presentations is available from the IFLA Conference website at

<http://www.ifla.org/IV/ifla73/Programme2007.htm>

The following is an outline of the Divisional programme.

### Session 1

Opening

Us and Them: libraries in the community

ALEX BYRNE, President of IFLA

**Democracy and social inclusion**

A theoretical paper:

Public Libraries Addressing Social Inclusion: How we may think...

INA FOURIE (University of Pretoria, South Africa)

Public Libraries, Spaces for Social Cohesion:

Las Bibliotecas Públicas, espacios para la cohesión social. Proximidad e inclusión en las bibliotecas públicas de Barcelona

JUAN JOSE ARRANZ (Barcelona Public Libraries, Catalonia, Spain)

Best practice within this theme:

A Broad Library with Social

Inclusion: Reaching out to

Vulnerable Groups in China

HUANG QUNQING and LI

ZHAOCHUN (Yat-Sen Library,

Guangdong Province, China)

Tengo derecho a saber

ANA MARÍA PINO YÁNEZ (National Library of Congress, Chile)

Discussion and questions to speakers

### Session 2

**Bridging the information gap - digital inclusion**

Information Literacy in Practice:

engaging public library workers in rural South Africa

KARIN DE JAGER and MARY

NASSIMBENI (Centre for

Information Literacy, Department of LIS, Cape Town, South Africa)

Braving Rapids, winding timber-

tracks: towards equitable access to

information for libraries in Sarawak

RASHIDAH BINTY BOLHASSAN

(Sarawak State Library, Malaysia)

What is Community Centre,  
Gallerup?  
LONE HEDELUND(Arhus Public  
Library, Denmark)

Serving Patrons in Their Language,  
Not Just Ours  
PAUL S. ULRICH (Berlin Central and  
Regional Library, Germany) and  
SUSAN MCGLAMERY (Cooperative  
Services, OCLC)

### **Session 3** **The Right to Read**

Babies Guidelines - A presentation  
of the Guidelines for Services to  
Babies and Toddlers  
IVANKA STRICEVIC (Zagreb City  
Libraries, Croatia) and KATHY EAST  
(Wood County District Public Library,  
Bowling Green, USA)

Libraries respond to children in need:  
Two Model Programs  
PAT MULLER (County of Henrico  
Public Library, Richmond, USA) and  
BARBARA GENCO (Brooklyn Public  
Library, Brooklyn, USA)

Minority Group in a School Library  
SILVA NOVLJAN (National and  
University Library, Slovenia)

Paired Reading - encouraging  
reading for pleasure at farm schools  
through peer tutoring in the Greater  
Tzaneen area  
CHRISTINE NEL (Greater Tzaneen  
Library Services, South Africa)

Public Libraries and their  
Communities: South Australia reads  
TERESA BROOK (Public Library  
Services, The State Library of South  
Australia)

### **Session 4** **Libraries for All**

Cultural presentation:  
Libraries, Indigenous Peoples,  
Identity & Inclusion  
EDGARDO DIEGO CIVALLERO  
(National University of Córdoba,  
Córdoba, Argentina)

Public Libraries as Sources of  
Information for the Disadvantaged  
Groups in Society: The Information  
and Educational Needs of Prostitutes  
in Kano, Nigeria  
GHAJI BADAWI (Bayero University,  
Kano, Nigeria)

Cooperation for Better Libraries  
ANNA-BIRGITTA ERIKSSON  
(Rinkeby, Stockholm, Sweden)

Task Force Team for the  
establishment of the National  
Support Center for Library Services  
to People with Disabilities  
YOUNG SOOK LEE (The National  
Library of Korea, Korea)

From Caterpillar to Butterfly: Mobile  
book boxes in Rural Communities  
JUNE BAATJES (South Africa)

Closing remarks - summary

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## Articles

### **Prison Libraries in Iran: Summary of 2006 Research Study**

Fatimeh Lagzian  
Librarian, Payame Noor University,  
Tehran, Iran

*Edited by Vibeke Lehmann*

#### **Background**

In conjunction with her master's degree thesis, the author recently conducted a study to assess the situation of prison libraries in Iran. The purpose of the study was 1) to obtain a broad picture of the current status of these libraries and their use by the incarcerated population, 2) to compare the quantitative and qualitative information collected with international standards and guidelines – in particular the 2006 IFLA *Guidelines for Library Services to Prisoners* (IFLA Professional Report No. 92), and 3) to make a series of recommendations for the improvement of prison libraries and services throughout the country.

#### **Research methodology and limitations**

A survey containing 150 questions, based on a preliminary draft of the IFLA guidelines, was distributed to 144 prison facilities. The questionnaire asked for information on library personnel, physical library space, library collections, equipment, user services, budgets and other resources. The questionnaire was developed by five professional

librarians and was approved by the cultural director of Tehran's prisons.

Certain limits were imposed on the research: The investigators could not independently visit the prison libraries; the female librarians could not enter the men's part of the prisons, where some of the libraries are located; many of the libraries lacked professional staff and the available staff did not always understand the questions asked; and some resistance from prison authorities and security staff hampered the data collection.

#### **Research findings**

Library collections: The total number of books contained in the 144 libraries is 2,334,671, and the total number of audiovisual materials is 26,452. Most of the libraries have between 2 and 5 periodicals.

Library users: The total population of the 144 prisons is 84,720. The educational achievement of the populations is as follows: No school diploma - 52,474; general diploma – 9,975; high school school diploma – 881; bachelor's degree – 624; master's degree – 115, and PhD – 24. Of the registered library users, 37,508 are men and 2,621 are women. Registration of new users averages 4,164 per month.

Library staff: A total of 125 civilian employees work in the prison libraries; only one of these is a certified professional librarian. The libraries also have 336 inmate workers. The prisons have a total staff of 7,534. Recently the National

Library instituted a course of studies to train non-librarians to work in a prison library.

User services: The library users identified the following reason for visiting the library (in priority order):

- 1) Spending their leisure time,
- 2) studying and pursuing hobbies,
- 3) independent study and information gathering,
- 4) getting news from outside through newspapers and magazines.

Organization of library materials: Of the 144 libraries, only 29 use a formal classification system: 23 use the Dewey system and 6 use the Library of Congress system.

### **Data analysis and comparison with the IFLA *Guidelines for Library Services to Prisoners* (3d ed., 2006)**

By comparing the data collected through the survey with the IFLA guidelines, wide discrepancies are apparent:

- Of the 57 libraries that have a population of fewer than 200 inmates, only 25 have the recommended minimum collection of 2000 books; the remaining 32 libraries do not reach this critical minimum number.
- 98 percent of the libraries did not report having any magazine collections.
- IFLA recommends one librarian position for a prison population of 500 and a half-time position for a population below 500. According to this formula, the Iranian prisons need 223 more librarians.

- 127 libraries stated that they did not have a designated independent budget. They reported that they receive a small part of a "cultural" budget allocation to buy new materials.
- The libraries obtain the majority of their materials through gifts and donations.
- Inability to buy new materials, buying inappropriate materials, and the reliance on donations contribute to the ineffectiveness of the libraries.
- 70 libraries have no standard organization and classification for their resources.
- Most prisons have no separate space designed and designated for library functions and the libraries are located in a "cultural" area.
- Only 14 libraries have standard book shelving; the remaining 130 facilities report space and storage problems.
- IFLA guidelines require that the library and its materials be accessible for disabled persons. Adequate services are not provided for the 469 persons identified with disabilities.
- 42 libraries receive interlibrary loan services, usually from local public libraries. Such materials supplement in-house collections.
- 9 libraries offer computer classes to inmates and train library staff in the use of new technologies.

### **Recommendations**

The research report makes a series of recommendations:

- The library collections should be increased in accordance with the IFLA guidelines.
- A librarian should be employed by each library.
- A separate library budget should be available from the prison authority and administered by library staff.
- The prison should designate and design a space for library functions.
- A process for acquisition of library materials should be established and materials should be selected according to inmates' interests and needs.
- Library orientation should be provided for new inmates.
- Create an annual Prison Library Day for celebration and conferences.
- Encourage the establishment of mobile libraries to prisons through public libraries and volunteers.
- Introduce computer technology with software applications for the inmates as well as library management systems for staff. Provide technology training to staff.
- Encourage close cooperation among the prison libraries during the "modernization" transition.
- Create a government entity that would supervise all prison libraries in the country and standardize their operation.
- Offer training for prison library staff in professional library operations and services.
- Create an association of Iranian prison librarians.

The prison library research findings and recommendations were presented at a special seminar at the Iranian Library Association conference in September 2006. The report was widely discussed by both prison authorities and the library community and was covered by the news media.

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### **The Dementia Services Development Centre Library & Information Service**

Eileen Richardson  
Library & Information Service  
Manager, Dementia Services  
Development Centre,  
Stirling, Scotland

The Iris Murdoch Building houses a specialist library which is a unique resource in Scotland, holding around 12,000 documents on the care of people with dementia.

The library is open to anyone with a personal or professional interest in exploring aspects of dementia care, and we provide a range of services within the UK and worldwide:

- Information enquiries
- Subject reading lists
- Current awareness
- Book loans by post (UK)
- Journal articles

### **The Centre**

The Dementia Services Development Centre was established in 1989. The first centre of its kind in the UK, and the model

was copied in England and Wales, but Stirling's Centre has remained the only one in Scotland. This month sees the launch of a new dementia centre for Northern Ireland - one area of the UK lacking a service - this time as a branch office of Stirling for the first 2 years of its life. The aim is that it will establish a presence in Northern Ireland and continue independently thereafter.

### **The Iris Murdoch Building**

In 2002 the Centre moved to The Iris Murdoch Building, which was built as an exemplar for dementia-friendly design of public buildings. Many principles of design are demonstrated, which are universally applicable across a range of care settings as well as in public places, so we attract visitors from a variety of backgrounds



### **The library**

The Library & Information Service has existed as long as the Centre, albeit from small beginnings, and now has a collection of around 11,000 items, principally books, reports and journal articles

Anyone with a personal or professional interest in dementia can

use the library's services. The main groups of users are health and social care professionals (social workers, nurses, doctors, OTs etc.), design professionals (architects, interior designers, product designers), the students studying for these professions, and members of the public who may have a family member with dementia and find that they lack knowledge.

The library is a lending library, and since the library loans service covers the whole of the UK, we can reach more customers by sending books out to them, for a small postal charge.

Our information service can reach worldwide, and we get many enquiries and requests for information from all over the world, many through our website.

Email has also made possible our current awareness service, which is an electronic publication of 10 issues a year. We publish a monthly digest of books and articles added to the library, and choose a topic to highlight with library and web resources.

### **New developments**

Northern Ireland. As mentioned above, The DSDC has opened a branch in Northern Ireland, which includes a small branch library. It will deal with enquiries locally, backed up by the service at Stirling.

### **New library system**

We are a member of a consortium of (mainly NHS) health libraries in Scotland which is implementing a library management system. The new system has been chosen, and is the ALEPH system by Ex Libris,

which is currently used by many academic libraries in the UK and abroad. The new joint system has been named SHEL CAT (Scottish Health Libraries CATalogue) and should be in place by the turn of the year.



This will make a difference to the way we work, in that our catalogue will be freely and widely available for the first time. Up to now, we have had to provide reading lists on specific topics, and we may find less need for this in future as people will be able to search the catalogue for themselves. We will still of course offer reading lists as well.

### **Forth Valley project**

This year The Dementia Services Development Centre has been awarded a grant from the Scottish Executive to undertake an improvement programme in the Forth Valley area. Its main aims are to determine the needs of people with dementia in the Forth Valley area, find out what current services are available and devise ways to improve the provision of care to people with dementia. The library service will be involved in finding and

collating publications by health and social care professionals working in the Forth Valley area, and looking for examples of best practice in dementia care

To read more about the DSDC and its other services, please visit [www.dementia.stir.ac.uk](http://www.dementia.stir.ac.uk)

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### **Library service in the year 2007 – with yesterday's objects**

Jeannette Larsen, Librarian,  
Gentofte Public Libraries, Denmark

*In 2006 Gentofte Public Libraries upgraded and modernised the library service at one of the nursing homes in the municipality to make it more streamlined and relevant. The success of this project has resulted in an increasing demand for support from other institutions in the municipality.*

Are library services in nursing homes still relevant to residents? And are librarians still the most appropriate facilitators for these services in nursing homes? If traditional services are less relevant today, perhaps services could be adapted and the role of facilitator developed?

### **Change in type of residents**

The policy of "as long as possible in your own home" has been a decisive factor in the change in the type of residents in Danish nursing homes over the past few years. This article is concerned with residents who suffer from dementia; a reduced

ability to cope with everyday life, poor memory and confusion which prevent them from remaining safely in their own homes. The article focuses on how libraries have adapted their services in nursing homes in order to make them more relevant to older clients.

Dementia is a condition where brain function has been reduced. The most important symptom is reduced memory, but also the ability to reason and one's judgement is affected, and often there will be changes in the person's personality, mood and behaviour. As a rule the person with dementia suffers from reduced short-time memory, and forgets what happened hours or minutes ago, but often has no problem in remembering what happened many years ago. It is therefore often memories from childhood and youth that seem most vivid to the person.

### **Reminiscence work**

Nursing homes in Denmark are increasingly becoming involved in reminiscence work to support people with dementia. By evoking memories a person's identity can in some cases be reinforced, thereby increasing the quality of life. In other cases it might just produce the good feeling of something recognizable for a brief moment.

Dementia can cause changes in the perception of reality, so that evoked memories can mean that the person experiences a feeling of living in the past.

As a librarian and unskilled in reminiscence work I had to take care when recommending books and other materials to clients in the nursing home in which I worked. I might, for example, recommend to an older gentleman an illustrated book about the resistance movement from the Second World War, which might trigger upsetting memories of the atrocities of war. Firstly, due to my lack of insight into dementia I would not realise the kind of risk I was running, and secondly, I would not know how subsequently I could help him to "get out" of the war again!

Apart from their professional competence in relation to dementia, nursing home staff have an insight into the former lives of their residents, and they also have their trust, which are important factors in a therapeutic context.

### **The new library service**

Previously I would push the book trolley round six wards each afternoon just after the residents had enjoyed their midday rest. When I arrived, some of the residents would be away on a day trip or taking part in some activities elsewhere in the house. It could be quite difficult to talk to the residents, and when this was possible I sometimes felt that most of them would ignore me: understandable as they neither knew me nor read books.

The book lending service is now run by the nursing home staff. This makes for a more user-friendly service, provided by people the

residents know and at times when it is most convenient for all concerned. The staff assess whether a new resident might benefit from the service “books to your door”, or whether reminiscence materials are preferable. In future the nursing home staff will make sure that the residents are informed about both materials and any other services the library has to offer. This team working with the nursing home staff ensures the best possible service from the library for residents.

The supply of library materials to the different wards within the nursing home is arranged according to the individual needs of each ward and is influenced by the degree of involvement of the staff.

A standard ward collection of library materials consists of about 30 items, 22 of which are suitable for reminiscence work. The other 8 items consist of 2 novels, 2 crime stories, 2 biographies and 2 large print books (Magna Prints).

The 22 illustrated works are selected exclusively on the basis of the illustrations which are meant to evoke memories. A book on allotment gardens can, with the picture of a white garden table with coffee cups, the green beech hedge, the blue sky and a flapping Danish flag, conjure up memories in most of us. Don't we all remember that time in the garden ..... the flag just hoisted because someone surely had a birthday?

### **Traditional service to other residents**

The few residents who are not suffering from dementia, but are living in the nursing home because of blindness or other physical disability and who get pleasure out of reading books, are registered as “books to your door” borrowers. This is an even better service than before, as the selection is no longer limited to the book trolley, but the books are now selected from the library's collection for each person, on the basis of a borrower profile and with due regard to what he/she has already read.

### **“They have started chatting to each other in the lounge”**

In one of the wards the success has really exceeded our expectations. This is Mona Lisa's ward, because she is a great enthusiast who is very keen on reminiscence work. The first time Mona Lisa called me to arrange a change to the library collection, she said, “They have started chatting to each other in the lounge”.

Previously, they would simply sit, staring into space, without making any contact with each other. Often the residents have not asked to go into a nursing home, but have been placed there. Apart from not knowing each other and perhaps not immediately having anything in common, they might not be able to remember how to start a conversation or know just what to talk about.

Now they are talking – because of the books! An elderly gentleman, who was looking at a book with pictures of cars from the 40s, pointed to one of them and said to the person sitting next to him, “I once had a car like this – it was green”. The other person looked at the car and answered, “My father had a red car”.

Mona Lisa told me that each day before leaving, she would go into the lounge and arrange the books on the tables so that the attractive covers would be visible. When returning the next day, the books had been neatly returned to the bookcase. She persevered day after day, and after a couple of months her colleagues left the books out and began themselves to look more closely at the books and use them for prompts for conversations with the residents. Little by little, the ward developed a new culture: The residents’ need for books increased, and they began asking for new books. Previously, this group of residents had minimal satisfaction from their use of the library service, which had little relevance to them.

Mona Lisa interviews the residents and is interested in information both about their own and their parents’ previous jobs, leisure interests, etc. That is why I know that one of the residents in the ward worked on the building of the old Lillebælt Bridge, another was a cabinet maker and a third always enjoyed visiting the Louisiana Art Gallery. My knowledge of the residents is obviously reflected in the materials I select for the ward library collection, so that these can

meet the residents’ needs in the best possible way.

Last time I spoke to Mona Lisa, she said: “Isn’t it wonderful, they now carry picture books in the baskets on their Rollators (walking aids), they bring them everywhere and are so fond of them. One even took a couple of books with him for the Christmas holiday with his son.”

### **Cooperation between library and nursing home**

My ‘contacts’ and I have evaluation meetings where we exchange experiences from the different uses of the scheme, and adjust this to suit both the institution and the library. At these meeting I also tell them about the library’s various types of material and other services available.

Apart from my ward contacts, I have a primary contact in the nursing home, namely the head of the activity centre, with whom I agreed and developed the primary framework for the scheme.

Other municipal institutions have started to ask for reminiscence-suitable deposit collections, and as the municipality’s other eight nursing homes also ought to be able to offer the new library service, my plan is to arrange a number of standard collections which would cater for a wide range of needs and interests.

As something new, and together with the local-historical archive, I have produced two memory bags with original objects which evoke past events and feelings: one featuring the theme ‘school’ and the other

'Sunday out of doors'; these two bags are to be tested in two of the nursing home wards and in the activity centre. This is a pilot product meant to examine the need for the loan of such library material to be used in reminiscence work.

This innovative and modernised library service in one of Gentofte Municipality's nursing homes has become a success and has resulted in increasing demand from other municipality institutions.

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## LSDP News

### Award Recognition

Standing Committee member, **Nancy Mary Panella**, Director of the Bolling Memorial Library at St. Luke's-Roosevelt Hospital Center, New York has been honoured with three awards: The St. Luke's-Roosevelt President's Award for Excellence, and The Alumni Society's Award for Lifetime Contributions to St. Luke's-Roosevelt. The Society is comprised of physicians completed their graduate training (internships and residences) at St. Luke's-Roosevelt.



Nancy is delighted to receive these awards, as she says, "This was stunning news for me, because in its 116 year history, the Society has never before honoured a non-MD (non-physician/surgeon)." Thirdly, Nancy received an award, from St. Luke's-Roosevelt's Medical Board. Congratulations, Nancy!

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### Introducing...

*In each issue of the LSDP Newsletter we hope to include information about members of the Section's Standing Committee. This issue introduces Helle Mortensen from Denmark.*



**Helle Mortensen** is the coordinator of Outreach Services at the Lyngby-Taarbaek Public Libraries. She is a member of IFLA's Standing Committee for Libraries Serving Disadvantaged Persons (LSDP) from 2005. Helle has several years of experience in serving elderly homebound and elderly in institutions. In 2006-2007 she became leader of a project for blind, visually impaired and disabled readers in Lyngby-Taarbaek Public Libraries

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

A Spanish translation of the above guidelines are now available at: <http://www.ifla.org/VII/s9/nd1/Profrep99.pdf>

Title: Pautas para servicios bibliotecarios para reclusos, 3ra Edición.  
(IFLA Professional Report No. 99)

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## **LSDP Leaflet**

The introductory leaflet for the LSDP section of IFLA is now available in a range of languages: Chinese, English, German and Russian. If you would like to obtain an electronic copy of the leaflet, please send your name and contact details to [m.e.s.forrest@dundee.ac.uk](mailto:m.e.s.forrest@dundee.ac.uk)

If you are willing to translate this short (450 word) leaflet into another language, please contact Margaret Forrest at the above address for further information.

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## **CILIP International Library and Information Group**

The United Kingdom Chartered Institute of Library and Information Professionals (CILIP) special interest group, the International Library and Information Group (ILIG) has honoured a prison librarian in Barbados as Winner of the 2007 ILIG International Award.

Jan Lewis, a British resident of Barbados since 1998 has won this prestigious International Award for her voluntary work at Her Majesty's Prison Harrison Point. The award is given annually to someone "making a difference in Libraries and Information Services outside of the U.K." Jan Lewis was nominated for the award by ex-colleagues in Wales, where she worked in the University of Glamorgan for 16 years before moving to Barbados with her husband and daughter. The selection panel was moved by the account of the work that Jan has done, first in Glendairy Prisons and more recently at Harrison Point.

Jan began her voluntary work in July 2000 by establishing a Library in the Female Section of Glendairy, which was officially opened by Baroness Scotland in December of that year. In 2003 she was asked to also work in the Male Section Library. In December 2003 Superintendent Lt. Col. John Nurse awarded her a Humanitarian Award for her contribution to the Prison.

Jan has been successful in building well-stocked Libraries. Her work consists of appealing for, and then collecting and sorting, donations of books; sourcing special need materials e.g. foreign language books for foreign inmates, educational books for rehabilitation needs. She trains inmates in a Library Skills programme which she has devised. She regularly visits cell blocks with a trolley of books, making sure that, regardless of whether an inmate is on remand or

facing a life sentence, he or she has access to reading material. The fire at Glendairy Prison had a devastating effect on her work. A vast amount of stock was lost, but undaunted, she has faced the challenge of re-stocking the shelves in the temporary facility at Harrison Point. The Library service is very popular at the Prison where over 78% of the 1000 or so male inmates borrow books; in the Female Section over 98% of inmates are regular readers.

For further information about the ILIG International Award, see <http://www.cilip.org.uk/specialinterestgroups/bysubject/international/awards/newintaward.htm>

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### **Danish Disability Policy**

The Danish Disability Council has recently published *The Principles of Danish Disability Policy*. "This publication introduces the principles of compensation, sector, responsibility, solidarity and equal opportunities and connects the principles with disability policy in general." The Editor is Mogens Wiederholt. The publication can be downloaded from <http://www.dch.dk> ISBN 87-90985-48-6.

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### **UK National Information Forum**

A guide to services for disabled refugees and asylum seekers, *Find the Help You Need*, has recently been published by the United Kingdom National Information Forum. Topics included in this guide cover the following: legal rights and services for disabled people in the UK, money, housing, employment, the National Health Service, community care, equipment for disability, education, voluntary organizations, leisure, arts and sport. Copies of this guide can be obtained from the National Information Forum at Post Point 905, BT Burne House, Bell Street, London NW1 5BZ, United Kingdom. The guide is also available to download at <http://nif.org.uk/printpublications.html>

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### **Contributors**

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