



**International Federation of Library Associations  
and Institutions**

**Library Services to People with Special Needs  
Section**

# NEWSLETTER

**Number 67, December 2008**

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## **Stop Press!**

At a recent meeting of IFLA's Professional Committee it was agreed that the title of Libraries Serving Disadvantaged Persons Section should be changed to **Library Services to People with Special Needs Section**. This follows a request from the Section's Standing Committee for a title which better reflects the purpose and objectives of the Section.

## **Editorial**

In this issue of the Newsletter we review the 74<sup>th</sup> World Library and Information Congress and IFLA General Conference in Québec,

Canada. Our Section held two sessions this year on library services for "Baby Boomers" and the use of information technology to support disadvantaged communities.

This was the first IFLA conference attended by Marie-Noëlle Andissac. Read her very interesting reflections of the event on pages 4-8.

Also in this issue is an article by LSPSN Secretary, Helle Arendrup Mortensen on how libraries can support people with dementia in a variety of ways (pp. 8-12).

Helle has also contributed an account of an innovative way of involving adults with learning difficulties in her library which is proving popular with other public library services in Denmark. Go to pages 12-13 for food for thought!

Margaret E S Forrest, Editor

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## IFLA Conference Review



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 our Section held two sessions at IFLA's General Conference and Council. The first session was entitled, "The world is greying: model library programs serving 'Baby Boomers' and older adults". The second session focused 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 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 session programmes with abstracts, where available.

### Session 1: Baby Boomers

#### Senior spaces

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

Abstract: The Old Bridge (NJ) Public Library has created an exciting and innovative approach to serving older adults by developing a little used space in the library and turning it into "Senior Spaces: The Library Place for Baby Boomers, Older Adults and Their Families." Building upon the success of this new "space," the Library continues to develop programs and services to meet the changing needs of multi-generations of older adults and their families. What has been unique in this metamorphosis of this project is the extensive community involvement, the early introduction of Web 2.0 technology components and gaming with the Wii. "Senior Spaces" has become a marketing "brand" recognized not only by our customers in Old Bridge, New Jersey but as a "model" program that is changing the way libraries view service to older adults. The author of this paper was the Project Director and designer of "Senior Spaces."

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

IAN STRINGER and PAUL STRINGER (Yorkshire, UK)

Abstract: Discusses MP3 downloads and their effect on visually impaired and older people and how libraries can serve older people with recorded sound. The author believes that this

is one of the big topics of the next couple of years. He had implemented an outreach project for housebound readers but felt the library could do more. He started a service for older adults that is more than just a book delivery – he brings older people into the library by special bus to choose their own books and to have the whole range of library services available to them. He is now giving the older and visually impaired users the option to download audiobooks for their MP3 players and, while the staff perform these downloads, the visitors are free to make use of reference services, archive facilities, etc. So people who are unable to get to the library by themselves and need help with the MP# downloads have both needs met. The cost of the buses is about the same as a delivery van.

### **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)

Abstract: Reading and access to culture are an important part of the social integration of disabled persons

and the French Government has recognised this as a priority area. The Law of 1 August 2006 on Copyright and Related Rights in the Information Society (transposition of a European directive of May 2001) makes an exception for this sector of the population to facilitate their access to written works. Therefore the local public institutions and representatives of civil society have joined forces to ensure that information and cultural works are made available to disabled persons. The aim of the Digital Library for Disabled Persons (BnH), a project launched by the City of Boulogne-Billancourt (in the Greater Paris region) in 2005, is to allow all those faced with a disability to borrow a choice of digitalised literary works. It is based on the belief that digital publishing is the most suitable means of access to written works for disabled persons. The strength of this project, which is unique in France, is based on technological innovation, a robust support system thanks to the involvement of multiple partners, and constant evaluation.

### **Reading in hospitals and ICT**

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

Abstract: This presentation describes library services for patients and staff in French hospitals and innovative work which is being carried out in this field using new technologies. In order to understand fully the challenges of reading in hospital, some background information is provided on hospitals in France. This

is followed by a description of reading in schools, Health in 2007 and the ministerial recommendations which were published in 2008. The paper concludes with some reflections on the role of new technologies and how they can add value to library services for patients and staff in hospital.

**E-learning to support the development of disability awareness skills: a case study**  
MARGARET FORREST (University of Edinburgh, Edinburgh, UK)

Abstract: This paper describes a case study undertaken at the University of Dundee Library in 2006-2007 in which an e-learning module was developed to support library staff training in disability awareness. The course was developed using the ADDIE model of instructional design. The module aims and objectives are discussed and feedback from participants is used to evaluate the learning materials. The study suggests that there are a number of advantages of using e-learning for staff development in disability awareness, particularly for widely dispersed organisations.

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**Personal Reflections on the IFLA Conference in Québec**

**Marie-Noëlle Andissac**  
Médiathèque José Cabanis de  
Toulouse, France

*(This reflection is followed by a translation in English)*

Plus de 3000 personnes étaient réunis pour ce 74<sup>ème</sup> congrès de l'Ifla le 10 août dernier dans la grande salle du Centre des congrès de Québec. Claudia Lux, la présidente de l'IFLA en s'exprimant successivement en 3 langues, le français, l'anglais et l'allemand, sa langue maternelle, rappela l'importance de la représentation des langues du monde dans les bibliothèques et dans cette « Babel » qu'est l'Ifla. Elle précisa le sens du thème du congrès « Bibliothèques sans frontières : vers une compréhension globale », les bibliothèques devant favoriser la compréhension, le dialogue entre personnes de différentes cultures, l'intégration sociale et le « lifelong learning » (l'apprentissage tout au long de la vie) de façon à élargir les frontières du savoir pour chacun.

Enfin Dany Laferrière, écrivain canadien d'origine haïtienne, conclut brillamment et avec l'humour caustique qu'on lui connaît cette cérémonie d'ouverture avec un hommage à Borges, vu comme l'archétype du lecteur, intitulé « Un aveugle dans la bibliothèque ».

Devant l'ampleur de la manifestation, en tant que délégué néophyte, je

choisis d'assister en priorité aux conférences concernant les bibliothèques publiques et aux programmes des sections des bibliothèques desservant les publics « désavantagés » et des bibliothèques pour aveugles.

Durant la première session consacrée aux seniors, Allan Mac Kleiman présenta la création d'un espace pour les seniors (expérience à ma connaissance encore inédite en France), dans sa bibliothèque du New Jersey, avec des collections ciblées sur la retraite, la santé, les livres en large vision, et des programmes spécifiques : cours d'informatique, conférences sur la santé mais aussi animations intergénérationnelles et sessions de jeux autour de la Wii, notamment.

Révéléateur d'une préoccupation dans un monde occidental vieillissant, cet exposé a montré la nécessité de penser autrement les services aux personnes âgées. La génération des baby-boomers semble être au centre des préoccupations de nos collègues américains comme en témoignait une autre expérience similaire, celle d'Old School dans Lunenburg County .Aux États-Unis, les plus de 65 ans étaient 33 millions en 1990, ils devraient être 70 millions en 2030. En Europe, ils devraient représenter 27% de la population entre 2015 et 2030. Un vrai challenge pour les bibliothèques!

Durant la 2ème session, l'exposé de Margaret Forrest m'a particulièrement intéressée. Elle décrivait l'expérience de l'Université

de Dundee où un module de formation en e-learning a été monté pour sensibiliser le personnel de l'Université à l'accueil des personnes handicapées. Cette formation associait des apports théoriques et la possibilité de tester ses connaissances sur le handicap. Cette démarche innovante et originale a ainsi permis de toucher de nombreuses personnes dans une université aux sites très étendus ce que n'aurait pas permis une formation en présentiel.

Les visites du réseau de lecture publique de Québec furent instructives. Le réseau de la communauté urbaine de Québec (13 villes ont fusionné en 2002), est constitué de 25 bibliothèques, (d'une équipe de 10 bibliothécaires, 22 techniciens, 126 commis), et touche avec 172 000 abonnés, 35% de la population de Québec, une leçon pour les bibliothèques françaises !

La tête de réseau, la bibliothèque Gabrielle Roy, assez datée dans son mobilier et ses espaces, (elle a ouvert en 1983) m'a cependant impressionnée par son économie de moyens. Avec une surface de 8000m<sup>2</sup>, elle ouvre 77h par semaine, 7 jours sur 7 (360 jours par an) avec seulement 37 personnes. (les acquisitions, le traitement des documents sont cependant centralisées à l'Institut canadien du québec). Ce qui surprend en revanche, c'est la faible part des livres anglophones dans le fonds (à peine 10%) symbolique des revendications linguistiques du Québec.

La visite de la bibliothèque de Charlesbourg, dernière née du réseau de Québec était elle particulièrement intéressante d'un point de vue architectural. Cette bibliothèque de 4000 m<sup>2</sup>, ouverte en 2006, lauréate de plusieurs prix d'architecture, respecte totalement les normes HQE (haute qualité environnementale). Les architectes (Croft Pelletier architectes) ont été soucieux de l'intégration de plusieurs composantes environnementales : utilisation de matériaux écologiques sans émission tels que le bois torréfié, la pierre, le verre et le toit végétal (d'une surface de 1865 m<sup>2</sup>) Un système de géothermie permet de réduire la consommation énergétique du bâtiment en puisant l'énergie emmagasinée dans l'écorce terrestre et les nappes phréatiques grâce à 21 puits de 132 m forés dans le jardin sud. Les espaces intérieurs sont également très soignés et confortables, la coque de bois, élément de correspondance avec la toiture végétale permet de dissimuler tous les systèmes mécaniques et donne une grande élégance au bâtiment.

Après ces visites particulièrement stimulantes, les différentes conférences qui concernaient la lecture publique auxquelles j'ai assisté finirent par composer petit à petit un panorama mondial dont je retiendrai certaines spécificités:

- La prise en compte toujours exemplaire des bibliothèques américaines du multiculturalisme dans leurs collections et leurs propositions en termes de « lifelong learning »

- l'avant-garde high tech de Singapour qui utilise les nouvelles technologies pour offrir de nouveaux services (comme la bibliothèque en libre-service),

- la ténacité des bibliothécaires et des libraires africains qui avec peu de moyens développent des initiatives exemplaires comme la *Caravane du livre*

- les expériences scandinaves toujours pilotes dans leur façon d'impliquer leurs publics dans leurs actions.

Enfin dans cette mosaïque, Internet demeure malgré tout la préoccupation dominante des professionnels pour offrir de nouveaux services et conquérir de nouveaux publics.

Bref, un congrès stimulant pour la réflexion !

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[English translation]

More than 3,000 people attended the Opening Session of the 74th IFLA Conference at the Convention Center of Quebec. Claudia Lux, President of IFLA speaking in 3 languages, French, English and German, her native language, recalled the importance of representing the world's languages in libraries and at the IFLA Conference. She explained the meaning of the theme of the conference "Libraries without boundaries: navigating towards

global understanding": libraries promoting understanding, dialogue between people of different cultures, social integration and lifelong learning in order to expand the frontiers of knowledge for everyone.

Dany Laferriere, Canadian writer of Haitian origin, concluded the Opening Session brilliantly with caustic humour and with a tribute to Borges, seen as the archetype of the reader, entitled "A blind person in the library".

Given the magnitude of the event, as a first-time delegate, I choose to attend sessions on primarily on public libraries and programs of sections of public libraries serving the "disadvantaged" and libraries for the blind.

During the first session devoted to library services for older people, Allan Kleiman described the creation of "Senior Areas" (as far as I know, not yet promoted in French public libraries), in the library of New Jersey. Collections focused on retirement, health, books in large print and specific programs: courses, lectures on health but also entertainment and intergenerational play sessions around the Wii, among others.

This paper reflected a concern in an aging Western world, and has shown the need to think proactively about future services for elderly people. The generation of baby boomers seems to be a central concern of our American colleagues as evidenced by another similar experience, the Old School in Lunenburg County. In

the United States, in 1990 there were 33 million people over 65. It is expected that there will be around 70 million in 2030. In Europe, it is expected that older people will make up 27% of the population between 2015 and 2030. A real challenge for libraries!

During the 2nd session of our Section, Margaret Forrest described a pilot study undertaken at the University of Dundee where e-learning had been used to help educate staff about disability awareness. The training combines theoretical contributions and the opportunity to test their knowledge on disability. This innovative and original approach has helped many people access staff training online when attending a course may not have been practical.

During the Conference I participated in visits to a number of public libraries in Québec which were very informative. The Metropolitan area of Québec (13 cities merged into one in 2002), consists of 25 libraries (of a team of 10 librarians, 22 technicians, 126 clerks), and is used by 172 000 subscribers, 35% of the people of Québec: a lesson for the French libraries!

The library headquarters at Gabrielle Roy is quite dated in its furniture and spaces, (it opened in 1983). I was however, impressed by its services. With an area of 8000m<sup>2</sup>, it opens 77 hours per week, 7 days each week and 360 days of the year with a staff of only 37 people. (Acquisitions and document processing are centralized at the Canadian Institute of Québec).

What is surprising, however, is the low proportion of English books in the fund (just 10%).

The visit to the library of Charlesbourg, newest network in Québec, was particularly interesting from an architectural point of view. This library of 4,000 square meters, opened in 2006, won several architectural awards and complies fully with high environmental quality standards. Architects (Croft Pelletier) were concerned about the integration of several environmental components: use of ecological materials such as wood, stone, glass and roof plants (an area of 1865 square meters) A geothermal system can reduce energy consumption of the building by drawing energy stored in the earth's crust and groundwater thanks to 21 wells drilled 132 m in the south garden. The interiors are also very comfortable and well-appointed.

The following are some of the themes which I remember from the Conference sessions:

- The multiculturalism of American libraries in their collections and their support of "lifelong learning"
- Cutting-edge technology used in Singapore libraries (such as the library self-service)
- The Caravan libraries and booksellers of Africa developing initiatives with few resources
- Scandinavian mobile library drivers involving the public in the development of their services.

Finally in this mosaic, the Internet is still the dominant concern of professionals to offer new services and win new audiences.

In short, this was a conference for stimulating the mind!

## Articles

**Dementia:  
A Challenge for Public Libraries?**  
A Challenge for Librarians?

**Helle Arendrup Mortensen,**  
Co-ordinator of Outreach Services at  
the Lyngby-Taarbaek Public  
Libraries, Denmark

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*People with dementia have just as diverse tastes and preferences as other library users but they have additional needs, which the library is in a unique position to meet jointly with other service providers. The goal should be to make services to this group a part of the library's basic services.*

### **What is dementia?**

Dementia is a collective name for different brain disorders which affect memory, thinking, behaviour and emotion. Alzheimer's disease is the most common cause of dementia. The reduced brain functions make it hard for people to remember. It is mostly the short-term memory that is affected, whereas memories from



childhood and youth can be most vivid. It is also hard for people to think and use language, e.g. finding the right words or understanding what other people are saying, and the dementia can make them act strange or seem moody.

### **How many people suffer from dementia?**

Dementia affects 1 in 5 people over the age of 80, but can also affect younger people. It is estimated that there are 24 million people worldwide with dementia, and this figure will increase to more than 81 million by 2040 according to Alzheimer's Disease International.<sup>1</sup>

### **What can the library do?**

Most public libraries do not have special services for people with dementia, and librarians have not generally been included in the circle of professionals caring for people with dementia. Frequently, the treatment focuses more on physical care than on mental stimulation. But reading materials and music can help stimulate memory, as well as provide enjoyment and entertainment, so that is the reason why the library services can make a difference.

The popular saying, 'If you don't use it, you lose it' has been found to be true. By evoking pleasant memories you can help the users to regain a feeling of identity and remind them of their interests and stir memories of their childhood, youth, working life and family.

### **Library materials**

Many library materials can be used directly in such a service. The following list contains the recommended areas you can start with. But a creative mind opens a lot of possibilities.

Music is an important medium in interaction with people with dementia. Verbal communication is often difficult, but singing, dancing and listening to calm music and meditative chants are good alternatives.

### **Books**

Illustrated books with big and clear illustrations, particularly photos are very useful.

Books for reading aloud with short text and a simple story line, e.g. essays, fairy tales, short stories, rhymes and jingles from old times are recommended.

Thematic books in connection with holiday celebrations, e.g. Christmas and Easter, 'coffee table books', and books from different countries can also stimulate the conversation, as well as local history and books about the past are very suitable for reminiscing and for conversation groups.

Audio books read at a slow speed can also be used.

### **Music**

Calm classical music, e.g. Music for the Mozart Effect from Spring Hill Music;<sup>2</sup> music and songs with a special theme; meditative music – for relaxation.

### **Other media**

People with dementia enjoy watching old movies and films about local history and nature.

Some elderly people are already familiar with computers. They may enjoy searching on the Internet with help from care-givers, relatives or library staff. The pictures on the computer screen may be used to stimulate conversation and illustrate certain subjects. Library staff can introduce relevant sites to care-givers.

### **Reminiscence kits**

Reminiscence kits are very helpful in stimulating memories. Reminiscence kits are sold by publishers,<sup>3</sup> but some libraries develop their own reminiscence kits in co-operation with care-givers and local historical societies.

The kits are theme-defined and may contain old cooking utensils, old toilet articles for ladies or gentlemen, schoolbooks and supplies, craft items and tools, gardening items, etc. Open the kit and the conversation will start.

### **Models for library services**

You can choose several models depending on where the persons with dementia live: in their own homes, in long-term care facilities, or in day-care centres. The library services can be provided in different ways including:

- Library services by a librarian on a regular basis in long-term care facilities.

- A selection of books, music recordings, and other material at various locations in the institution.
- Library's home delivery service to people with dementia in their own homes and in day-care centres.

### **Knowledge about dementia**

Knowledge of dementia is essential when you are going to provide library services to persons with dementia, and to be successful, you have to co-operate with the family and care-givers. When communicating with people with dementia you must be aware of eye contact with the person, have the person's attention before speaking, and speak clearly and slowly.

You must also pay attention to the body language of the person with dementia as well as your own, use simple language, be a creative listener, and give the person enough time to answer. Ask simple questions and include everyday topics in your conversation, e.g. the weather.

Working with people with dementia is certainly challenging and requires special insight, knowledge and co-operation with other professionals caring for the persons. The rewards, however, are gratifying when the user clearly exhibits signs of both physical and mental stimulation as the result of such effects.

### **Dementia Services Development Centre - Library and Information Service<sup>4</sup>**

The Dementia Services Development Centre was established in Scotland in 1989. It was the first centre of its kind in the

UK, and the model was copied in England and Wales.

### **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 it attracts visitors from a variety of backgrounds.

### **The library**

The Library and 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, etc.), design professionals (architects, interior designers, product designers), students studying for these professions, and members of the public who may have a family member with dementia and find that they lack knowledge about it. The information service receives requests for information from all over the world, many through its Website.<sup>5</sup>

### **Guidelines**

*Guidelines for Library Services to Persons with Dementia* (IFLA Professional Report, No. 104, 2007) by Helle Arendrup Mortensen and Gyda Skat Nielsen, are available

online at <http://www.ifla.org/VII/s9/nd1/Profrep104.pdf/>.

The guidelines provide basic information on different dementia-related diseases, suggest various ways to establish library services to people with dementia, and recommend appropriate materials and resources for such services. The guidelines were presented at a poster session at the 2007 IFLA conference in Durban.

Many people were interested in the subject, and nearly everyone had a story to tell about relatives or friends with dementia. I hope this article will inspire you to focus on library services to persons with dementia at your library

### **References**

1 Alzheimer's Disease International (ADI) is the umbrella organization of Alzheimer associations around the world which offer support and information to people with dementia and their families. Addresses of Alzheimer's Associations all over the world can be found on their Website at <http://www.alz.co.uk>.

2 *Music for the Mozart Effect*. Spring Hill Music.  
<http://www.springhillmedia.com/b.php?i=8520>.

3 See, for example, Winslow, a reminiscence publisher in the UK: <http://www.winslow-cat.com/cgi-bin/Winslow.storefront>.

4 This section has been abridged and adapted from an article by Eileen Richardson, 'The Dementia Services Development Centre Library & Information Service', in *IFLA Libraries Serving*

*Disadvantaged Persons Section Newsletter* (No. 64) June 2007, pp. 6–8. <<http://www.ifla.org/VII/s9/nd1/LSDP-Newsletter64.pdf>>.

5 The Dementia Services Development Centre's Website is at <<http://www.dementia.stir.ac.uk>>.

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### **Stadscaféen in Lyngby Library: supporting people with learning difficulties**

**Helle Arendrup Mortensen,**  
Co-ordinator of Outreach Services at the Lyngby-Taarbaek Public Libraries, Denmark

Until now it has been difficult to have a nice meal when you visit Danish libraries. In most libraries the only opportunity has been through vending machines offering coffee or sweets. But today it is different. Several Danish libraries have been inspired by Lyngby Library where the first café run by people with learning difficulties opened in 2005.

*Stadscaféen* in Lyngby Library has been established in cooperation between the institution *Magneten* (e.g. magnet) and the library. *Magneten* is a support centre for adults with learning difficulties in Lyngby-Taarbæk Municipality.



The café room was built in connection with a redesign of the library premises and this extension meant that two targets were met successfully: The library managed to have a café, and *Magneten* succeeded in having a different sheltered workshop in the municipality where people with learning difficulties became part of an ordinary workplace.

The café premises are supported with funds from the local municipality. The social services department pays the wages and the library covers the expenses for accommodation, cleaning, electricity, etc. The income from the café pays for basic materials and the profit is used for new investments in the kitchen. So far it has been profitable. The accounting of the café is done by library staff.

“My dream was to establish a new kind of jobs for people with learning difficulties”, says the manager of the café, Lona Flink Jørgensen. “They love to work in the café. Some like to serve at the counter and others like to work in the kitchen.”

“Every Thursday you can have an evening meal in the library – that means that the whole family can stay in the library and have a good time

instead of stressing to get home to cook – and the prices are very reasonable. You can also have a cup of coffee, a sandwich, or a piece of cake while reading the daily newspaper or magazines. In addition the café is an important and appreciated partner in library events during daytime or evening.”

“The café has emphasized the role of the library as a meeting place”, says the head of the Lyngby Library Birgit Sørensen.

The café is a successful example of a workplace with equal opportunities and a workplace where you can see possibilities to support people with learning difficulties instead of only limitations.

## New Books

**Better by design: an introduction to planning and designing a new library building**, by Ayub Khan  
London: Facet, 2008.

ISBN (hardback) 978-1-85604-650-3  
Price £44.95

Product description from publisher's website: <http://snipurl.com/7s282>

Libraries today are faced with rapidly shifting populations of users with differing needs, who require a range of new communications links that are transforming our concept of the library space. This developing role has created a set of new and complex challenges for those delivering library services.

There is no such thing as the 'perfect' library building. However, a well designed building will enable a project both to gain local acceptance more easily and to ease the process of securing planning permission. It also needs to be cost effective to run, support the organization's objectives well, offer an improved service to the user and make an impact on the community.

This much-needed book takes as its starting point the fact that few architects know very much about libraries, and fewer librarians know about architectural planning and designing. It steers a clear path for library managers through the language and processes that they need to understand as members of a team overseeing the planning of a new library building project, major refurbishment or remodelling of an existing library. Key topics include:

- twenty-first century libraries
- developing a business case
- project management
- the design/project team
- selecting an architect
- partnership and community engagement
- the design brief
- design quality
- space planning and access
- occupancy and post-occupancy evaluation
- building libraries for the future.

Appendices offer top tips and checklists, together with a glossary of common terms used within the construction environment to help further de-mystify the design process for librarians.

This practical and accessible book is an invaluable guide not only for new entrants to the library profession, but also for experienced practitioners who are approaching for the first time the important task of creating a new library or major refurbishment of existing facilities. It will also be of great relevance to architects unfamiliar with library building requirements.

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**Global information inequalities: bridging the information gap,** edited by Deborah H. Charbonneau  
Oxford: Chandos Publishing (Oxford) Ltd., 2008.

ISBN (paperback) 1843343614  
ISBN (13 digit) 9781843343615  
Price £ 39.95

Product description from publisher's website: <http://snipurl.com/3tfss>

The disparity in access to information is a worldwide phenomenon. *Global Information Inequalities* offers a captivating look into problems of information access across the world today. One of the unique strengths of the book is the use of examples of library initiatives from around the world to illustrate the range of possibilities for equitable access and library service delivery in a global context.

It contains numerous examples of a wide variety of information problems and solutions ranging from developing literacy programs in rural communities in Tanzania, building

school libraries in China, making government-related information more transparent in Chile, to exploring how digital technologies have the potential to revolutionize the lives of people with sensory-disabilities. The contributions in *Global Information Inequalities* address a number of core professional issues, including access to information, library services, collection development, global collaboration, intellectual property, and digital information. The contributors are from Argentina, Canada, Chile, China, Iceland, Malaysia, Peru, South Africa, Tanzania, United States, and Zambia, thereby providing a wide range of perspectives on librarianship.

Written in a simple, thorough, and multidisciplinary approach, the book presents and discusses key issues in various library settings and from different perspectives. Overall, this work contributes to a global examination and exploration of libraries in various parts of the world. This book has a wide appeal and is applicable to various library environments (including academic, public, and special libraries).

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**Library Services to People with Special Needs Section  
Standing Committee 2008**

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