

Expanding Library Services to Disadvantaged Adults
in
Letcher County

SERVICE PLANS

FOR

THE LETCHER, NEON, AND JENKINS
PUBLIC LIBRARY

LETCHER COUNTY, KENTUCKY

Appalachian Adult Education Center
Morehead State University
Morehead, Kentucky 40351

April 1-2, 1975

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The following service plans were developed by the Letcher, Neon, and Jenkins Public library staff, trustees and friends during a two-day planning session held April 1-2, 1975. Service plans were developed in cooperation with the Kentucky River Valley District Library, the Kentucky State Department of Library and Archives, and the Appalachian Adult Education Center, Morehead State University, Morehead, Kentucky. This project is supported by a grant from the Kentucky State Library and Archives and the U.S. Office of Education, Office of Libraries and Learning Resources, (HEA Title IIb, both demonstration and training grants).

The purpose of the two-day planning session is to plan expansion of public library services to disadvantaged adults based on community need with the help of service agencies and organizations serving disadvantaged adults.

The following people helped in the planning:

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Letcher County is a rural southern mountain county bordering the State of Virginia with a population of approximately 23,000. It's economy is based on coal mining and stone quarrying.

Available statistics and knowledge disclosed that 81% of the adult population over 25 years of age have less than a high school education with 41% having less than eighth grade, and 40% with between an eighth and eleventh grade education. One fifth of the adult population is totally illiterate. The median school years completed is 8.4 grade years. Thirty-five percent of Letcher County families have incomes below \$3,000 with the median family income of all families at \$4,407. The unemployment rate according to 1970 census statistics is 4.7 per cent. Based upon these severe economic and education needs, the following goals were formulated by the community planning group.

GOALS FOR EXPANDING SERVICES TO DISADVANTAGED ADULTS

OBJECTIVE I To make easy to read problem solving information accessible to undereducated adults.

Activities

1. The library staff will gather advice on needed information for undereducated adults using the "community residents information survey form." The survey forms will be distributed in the community at the following locations:
 - a. S.K.L.P. Community Centers
 - b. Fleming Baptist Church

- c. Health Department
- d. Senior Citizen's program
- e. grocery stores

Planning session participants noted that information is particularly needed in the following subject areas:

- a. health
 - b. child rearing
 - c. aging
2. Library staff will provide return boxes at "survey" sites to facilitate survey return. Cooperating agencies will be asked to return surveys filled out by their clients.
 3. Bookmobile library staff will investigate with officials the possibility of handing out survey forms to school children for their parents.
 4. Important information needs identified by survey will be discussed during library staff meetings (library staff agreed expansion of services would require continuous follow-up during regularly scheduled bi-monthly staff meetings).
 5. Ordering of coping skills materials will be done to fill important information needs.
 6. An assessment of existing vertical file materials and young adults materials will be done to determine their usefulness for use in an adult problem solving collection. Library staff will ask local agencies and organizations to contribute appropriate educational pamphlets they have available.
 7. Existing and new coping skill materials will be housed in a separate area of the Letcher, Neon and Jenkins libraries in easily accessible locations. Materials will be placed face up with shelving labelled by coping skill category.

8. Adult problem solving materials will be put on the two bookmobiles serving Letcher County. Needed pamphlet racks will be built up by the S.K.L.P. community center employees. (Mr. Homer Lee Homer has dimensions for bookmobile racks designed by Roland Jones, Appalachian Adult Education Center, FY 1972-1974 project director.)

GOAL

To have available, and to present to potential library users the types of current information needed for everyday problem solving.

Resources and/or Information Needed to Accomplish Objective

1. AAEC Materials Selection Guide for Disadvantaged Adults.
2. AAEC Library Service Guide "The Use of Pamphlets with Disadvantaged Adults."
3. Additional selection guides:
 - AAEC list,
 - the AAEC Georgia list, and
 - the AAEC Tennessee list.
4. Reader Development Bibliography--compiled by the Free Philadelphia Library and published by the New Reader's Press.
5. Sample collection of coping skill materials given to Letcher County library with funds provided by Kentucky State Department of Libraries and Archives to AAEC will provide a "base" collection and be the basis for determining the criteria used for future selection of materials.

OBJECTIVE 2 To expand existing bookmobile services to disadvantaged adults.

Activities

1. Bookmobile will add new stops at locations accessible to disadvantaged adults who will be offered problem solving information in addition to regular bookmobile materials.
2. Planning session participants suggested the following locations as desirable for expanding bookmobile services:
 - a. supermarkets on payday
 - b. low income housing developments
 - c. trailer parks
3. Bookmobile librarians will stop at homes (as possible) of ABE home instruction students. Larry Allen, ROPES Region XII ABE Supervisor, will provide a list of names and addresses of students. Home instructors will "prime" students for bookmobile visits.
4. Bookmobile librarians will send Mr. Allen information on bookmobile routes and schedules.
5. Bookmobile librarian, Bonnie Asher, will add the S.K.L.P. summer recreation program to her bookmobile route. Mrs. Asher will orient S.K.L.P. Staff to new library services during one of their staff meetings.
6. Library staff will investigate the possibility of buying a Singer-Glaflex filmstrip-cassette viewer and materials to make the bookmobile into a multi-media learning van.
7. Fines will not be charged for coping skill materials since they are inexpensive and expendable. Note: The fine system at all Kentucky River District libraries will be reviewed to determine the effect of fining on the image of the library. Planning session participants intimated fines promoted a punitive and/or negative image

for the library. It is possible that a petty cash fund could be established to eliminate the need for fines. The Leslie County Public Library in the Kentucky River Valley District has eliminated fines and is quite satisfied with the results.

GOAL

To provide library informational service to those adults who could not otherwise use library services because of transportation and/or child care problems.

Resources and/or Information Needed to Accomplish Objective

1. AAEC Library Service Guide, "Bookmobile Services--Moving the Library to Disadvantaged Adults."
2. Possible visitation to Lexington Public Library to talk with outreach worker, Kitty Green, about bookmobile services to disadvantaged.

OBJECTIVE 3 To expand existing public information and referral services at the Letcher, Neon, and Jenkins Public Libraries.

Activities

1. Information on available services and resources in Letcher County will be collected for inclusion in a master library resource file to be used for community information and referral purposes.
2. The master file will be developed in two ways:
 - a. compilation of existing service directories developed by S.K.L.P. and Kentucky River Area Development District; and
 - b. visitations to local agencies by library staff

3. The master file will eventually contain information on all services, resources, agencies and organizations identified by Letcher County residents as important. A basic file of information considered essential at this time will be developed until use of the new service identifies other types of important information to be added.
4. Gathered information will be typed (if possible) on 4x6 file cards to facilitate updating. Information on cards will include: name, address and telephone numbers of contact persons for both professional and clients, services or activities offered, fees, hours open, location, and limited amount of information on eligibility requirements.
5. Publicity for developing Information and Referral service will begin upon completion of the basic file. Methods of publicity will be discussed at bi-monthly staff meetings. Suggestions include use of: (a) media, (b) posters, (c) church bulletins, (d) agency newsletters, and (e) organized word of mouth campaign.
6. The Information and Referral services will be available initially during during library and bookmobile hours. All questions will be answered within twenty-four hours, if possible.
7. A master file will be placed upon the bookmobile if at all possible, since a great many referrals are requested from the bookmobile librarian.

GOAL

To develop an expectation on the part of Letcher County residents for public information services through the public library which meet their short and long term information needs.

Resources and/or information needed to
Accomplish Objective

1. The AAEC Library Service Guide on information and referral.
2. In addition to the guide, the following materials are helpful.

An Easter Seal Guide to the Organization and Operation of an Information and Referral and Follow-up Program.
National Easter Seal Society for Crippled Children and Adults. 2023 West Ogden Avenue, Chicago, Illinois, 60612. (\$1.00)

InterStudy, Minneapolis, Minnesota.
Information and Referral Services Series. Free from Administration on Aging, Social and Rehabilitation Service, Department of Health, Education, and Welfare, Washington, DC, 20201, and through ERIC: ED051-836, and ED055 632-640.

National Standards, Information and Referral. United Way of America, 801 Fairfax Street, Alexandria, Virginia, 22314.

Getting Together a Peoples' Yellow Pages.
Vocations for Social Change, 353 Broadway, Cambridge, MA, 02139, September, 1972. (\$.50)

Finally, for an overview of the library's role in I & R, see: "The Neighborhood Information Center," RQ, Vol. 13 (Summer, 1973), pp. 341-363.

OBJECTIVE 4 To coordinate public library and adult basic education services to disadvantaged adults.

Note: A preliminary planning meeting was held on January 17, 1975 at the Letcher County Public Library with adult basic education, public library and AAEC staff designing coordinated services to disadvantaged adults in the following ways:

1. ABE home instructors would be headquartered at the public library nearest their students throughout the eight counties of the River Valley Library District.
2. Basic skill instruction would take place at the library if the home environment was not conducive to a learning situation.
3. Library coping skill materials would be available to supplement instructional materials facilitating development and application of basic skills.
4. Library orientation for ABE home instructors would be done by Mr. Don Amburgey at the upcoming ABE in-service meeting. This is done to insure that ABE instructors are aware of the wide range of library services available to their students.

Activities (Further coordination of services was accomplished at the April 1-2 planning session.)

1. ABE supervisor, Larry Allen, will provide a list of ABE students or bookmobile librarians, Bonnie Asher and Claudia Anderson, to facilitate bookmobile visits to student's homes.

2. ABE students will be surveyed for important information needs by library staff using information need survey form.
3. Library staff will refer patrons requesting GED preparatory materials to the ABE program.
4. Library staff will consider the possibility of advertising the availability of the television set in the library for GED instruction on the KET channel.

GOAL

To widen the educational opportunities available to adults and to help disadvantaged adults apply basic skills to the solution of everyday problems through the development of problem solving techniques (coping skills).

1. AAEC guide on librarian visits to adult education. (in preparation)
2. AAEC guide on "Library Tours for Disadvantaged Adults."
3. The two volume 1973 AAEC annual Library/ ABE report.
4. AAEC guide on "ABE-What Is It?" (in preparation)

OBJECTIVE 5

To make the existing and developing library service visible to Letcher County residents.

Activities

1. Library staff will conduct library orientation sessions for community groups. Specific groups interested include The Letcher County Health Department, coordinated with Janice Maggard; The Laubach Literacy volunteers headed by David Lyons; and the ABE home instructors.
2. Radio and video tapes will be prepared for promotional purposes with the cooperation of Lyn Adams of the Appalshop. It was

stressed that problem solving through information should be the focus of the publicity using "down home" language.

3. Testimonials from famous Appalachians on the value of lifetime learning and problem solving through public library materials and services will be solicited and recorded on tape for radio use.
4. The use of other forms of media will be explored. Planning session participants felt word-of-mouth advertising about successful problem solving using library materials and service would be the best selling point for the library with disadvantaged adults.

GOAL

To make the Letcher, Neon, Jenkins public libraries increasingly visible as an information center, interested in and able to assist community residents in everyday problem solving.

Resources and information needed to Accomplish Objectives

1. AAEC guide on "Public Relations for Expanding Library Services to the Disadvantaged Adult." (in preparation)
2. AAEC guide on "Making the Library Visible in the Community."

OBJECTIVE 6 To develop services to community sites.

Activities

1. Library staff members will offer to select materials on a rotating deposit collection of life skills materials to be placed in the Health Center at Mac Roberts.

2. An information need survey will be done with Health Center clients, if possible, to determine the kinds of information they want in the deposit collection using the community information need survey form.

GOAL

To make problem solving information available to working people who cannot use regular library or bookmobile services.

Resources and information needed to Accomplish Objectives

1. AAEC Library Service Guide, "Rotating and Deposit Collections for Disadvantaged Adults."