

NEXT CHAPTERS

LIBRARY SERVICES FOR OLDER ADULTS IN AUSTRALIA AND NEW ZEALAND

Provisional Program

Preconference study tour of inner Sydney public libraries Thursday afternoon 30 April 2009 (organised by State Library of NSW)

CONFERENCE DAY ONE Friday 1 May 2009

8.00-8.45am	<i>Registration and tea/coffee</i>	
8.45-8.55am	<i>Regina Sutton</i> State Librarian State Library of NSW	Conference opening
8.55-9.00am	<i>Alan Bundy</i> Conference Chair	Conference aims
9.00-9.30am	Everything old is new again – or is it? The context and issues for libraries <i>Mylee Joseph</i> Consultant – Young People and Older Persons Public Library and Community Learning Services State Library of NSW	Will public libraries be serving a new breed of senior as the baby boomers age? What will an over 50s community with a passion for enjoying life and exploring new horizons demand from their public library services? How will libraries meet the increasing demand for services to frail aged clients? This paper will consider the demographic context and issues for libraries in designing services and programs for the over 50s.
9.30-10.15am	Transforming life after 50: the strategy and focus of California's libraries <i>Stacey Aldridge</i> Library Futurist/Deputy State Librarian of California	Baby boomers are redefining what life after 50 is and will be. The California State Library's initiatives aim to inspire innovation in redefining, creating and delivering services to, and engaging, BBs in meaningful ways.
10.15-10.45am	Public libraries and the baby boomers: what Australian research shows <i>Kirsty Williamson</i> Director Information and Telecommunications Needs Research Monash University and Charles Sturt University	A review of the research for an Australian project on the possible responses of the public library to the retirement of the baby boomers. It will consider the question of the public library role when BBs are in the early years of retirement and when they are frail aged. The research has extensively investigated the characteristics and likely lifestyle preferences of BBs, and which need to be considered by public libraries.
10.45-11.15am	<i>Morning tea</i>	
11.15-11.45am	More than a few large print books: baby boomers, public libraries and lifelong learning <i>Lesley Fell</i> Coordinator Library Operations Monash Public Library Service Victoria	Reflections on a 2007 study tour to the US, made possible by the Margery C Ramsay Scholarship of the Library Board of Victoria. Ideas and concepts worth investigation and development in an Australian and New Zealand context will be examined.
11.45-12.15pm	Partnerships to support CALD older adults in Wollongong <i>Rosemary Worley</i> Outreach Services Coordinator Wollongong City Library NSW	Wollongong City Library is conducting a pilot study in partnership with community services, Illawarra Ethnic Communities Council and Illawarra Multicultural Services to provide home library services to ageing CALD residents, targeting 2-3 main language groups.
12.15-12.45pm	Lifelong learning and older adults: Christchurch Libraries' approach <i>Patsy-Ann Street</i> Programmes and Learning Manager Christchurch City Libraries New Zealand	Highlighted will be the initiatives trialled by Christchurch Libraries including computer and coffee clubs, self paced learning, and intergenerational learning inclusive of the e-coach program. These will be illustrated by video clips of the user experience and considered in relation to the lifelong learner in the social space, and the characteristics of the permanent learner.
12.45-1.30pm	<i>Lunch</i>	

1.30-2.00pm	The Network UK: tackling social exclusion <i>Margaret Sloan</i> Consultant UK	<i>The Network – tackling social exclusion</i> is a network of libraries, museums, archives and cultural and heritage organisations in England, Wales and Scotland, and individuals, committed to tackling social exclusion. The Network now has 135 organisational members and a number of key partners. Considered is the policy context which led to the formation of The Network, the need for public libraries to engage with national government policy, and the key learning from the last 10 years, particularly in relation to older adults.
2.00-2.30pm	New library services for older adults in Dunedin <i>Mike Collett / Debbie Lancaster Gordon</i> Head of Customer Services / Home Services Librarian Dunedin Public Libraries New Zealand (one presenter only)	Dunedin Public Libraries has provided library services to hospitals and rest homes for more than half a century. Both services have undergone significant redevelopment, initiated by the library. As a result new services more closely targeted to client and library needs and incorporating an element of cost recovery are now in place and working well. This paper will look at the process of developing these new service delivery models and the potential they offer to other libraries.
2.30-3.00pm	Words on Wheels: outreach to older adults in aged care facilities <i>Jenny Mustey</i> Library Services Manager Campaspe Regional Library Victoria	The Campaspe Regional Library in country Victoria has been successfully conducting an outreach program <i>Words on Wheels</i> for two years. This award winning program reaches up to 350 adults a month in aged care facilities and organisations. It has been formally recognised as an excellent example of a library service reaching out to older adults, as well as proving older adults with a valuable and enriching volunteering experience.
3.00-3.30pm	Books for blokes, and beyond <i>Lyn Gaucher</i> Library Manager Monaro Regional Library and Information Service NSW	From a simple conversation came a wonderful and innovative project which became known as Books for Blokes. Its success has inspired the expansion of the concept to include older men in rural and regional areas.
3.30-4.00pm	<i>Afternoon tea</i>	
4.00-5.00pm	First panel session This will be recorded and a transcript included in the conference proceedings	The panel will comprise the first day speakers and provide all conference delegates with the opportunity to ask questions, seek and share <i>their</i> information with other delegates. Please lodge your questions at the registration desk by afternoon tea. More forms are available at the desk.
5.30-7.00pm	Conference reception, State Library of NSW	This will include a short talk on one of the State Library's many outstanding collections.

CONFERENCE DAY TWO Saturday 2 May 2009

8.30-9.00am	<i>Registration and tea/coffee</i>	
9.00-9.45am	Developing a good practice guide on library services for older people <i>Margaret Sloan</i> Consultant UK	The <i>Good practice guide for library services for older people</i> was commissioned by the UK Department of Health in 2008. This paper will focus on the development of its content. Key policies give context with pointers to: identifying older people now and their needs, involving older people in developing services, and working in partnerships. Elements for developing a comprehensive strategy include consultation, staff participation, ensuring a comfortable and encouraging environment, marketing, diversity and inclusiveness, partnerships, use of checklists, resources, and evaluation and advocacy.
9.45-10.15am	What talking books have to say <i>Susan Hoy</i> Home Library Service Officer Burwood Council Library NSW	The world of talking books technology is changing rapidly. It is a challenge for public libraries to keep up with the opportunities and the issues. This paper will consider the strengths and weaknesses of the various formats and the devices required to play them. It will also look at planning talking book services and collections in public libraries to meet the needs of current clients and anticipating the needs of future clients.
10.15-10.45am	MP3 players are not just for music <i>Sheila Ford</i> Collection Development Team Wellington City Libraries New Zealand	MP3 players can store so much more than music, and Wellington City Libraries was the first library network in New Zealand to take advantage of this. Users have enthusiastically embraced downloadable audio books from Overdrive. The demand is there but can we sustain it for the future? Wellington is dealing with all of these and other real life dramas of quality content, compatibility, where, who and how to download, revenue streams and working within the institutional network security to get a new service flying.
10.45-11.15am	<i>Morning tea</i>	
11.15-11.45am	A trial of three new technologies: Hornsby Library <i>Genie Wilson</i> Information and Outreach Leader Hornsby Shire Library and Information Service NSW	Hornsby Library has been trialing three new digital technologies with its home library service users, a strategic move to find formats to replace audio books on cassette. The technologies chosen are Audio-Read Navigators, Playway electronic books and DAISY players.
11.45-12.15pm	The new world of accessible editions for older adults <i>Christopher Stephen</i> Founder ReadHowYouWant NSW	The research is showing distinct preferences in how older adults and visually impaired people wish to read. ReadHowYouWant is a customised book source providing formats in the choice of readers, at the time of publication. It can enable public libraries to respond to those preferences, broaden the accessible range and formats of their collections, and give older readers greater independence and dignity.
12.15-12.45pm	Readers advisory for older adults <i>Ellen Forsyth</i> Consultant State Library of NSW	What services are being provided for leading edge baby boomers, the well aged and the frail aged. How can these services change and develop?
12.45-1.30pm	<i>Lunch</i>	
1.30-2.00pm	Engaging older adults as volunteers: the Californian way <i>Stacey Aldrich</i> Library Futurist/Deputy State Librarian of California	<i>Get involved: powered by your library</i> , aims to provide Californian libraries with the tools and knowledge they need to attract BBs and the generations that follow to meaningful volunteer opportunities, and to ensure that libraries remain vital hubs of community involvement.
2.00-2.30pm	Working with older volunteers <i>Carolyn Bourke</i> Outreach and Marketing Coordinator Fairfield City Library NSW	This paper will cover working with older volunteers and how to recruit, select, train and retain them.

2.30-3.00pm	Services for older adults: inclusive and connected <i>Gayle Rowden</i> Manager Operations Yarra Plenty Regional Library Victoria	The opportunity to travel and review services to older adults in the UK identified new ideas and contributed to the development of targeted service delivery for older adults by Yarra Plenty Libraries. An aged services strategic framework has been developed which provides a model to take forward in its provision of services to older adults, the aged and homebound in its regional community. The framework is a living document that strongly links with strategic plan of the library service.
3.00-3.15pm	<i>Afternoon tea</i>	
3.15-4.15pm	Second panel session This will be recorded and a transcript included in the conference proceedings	The panel will comprise the second day speakers and will provide conference delegates with the opportunity to ask questions, seek and share <i>their</i> information with other delegates. Please lodge your questions at the registration desk by afternoon tea. More forms are available at the desk.
4.15-4.30pm	Conference recommendations and close <i>Alan Bundy</i> Conference Chair	Draft recommendations, including space for <i>your</i> recommendations, are on the yellow sheet in your conference folder.