# G18. SERVICES FOR OLDER PEOPLE WORKSHEET

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| Library / Branch:        |
| Completed by:        | Date:       |

## **Objective**

To ensure that older members of the community can access and use library collections, services and programs.

Relevant standards: S6 to S8: Staffing

## Guidelines

See also Guidelines G4 Mobile library guidelines; G14 Services for culturally diverse communities; and G16 Services for people with disability.

| **Guidelines***These Guidelines are from* Living Learning Libraries *6th ed. 2015* | **Action indicator***Select from drop down list* | **Commentary***Add comments on the library’s performance in the context of each Guideline* |
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| **A. Planning** |  | Comments:       |
| Council management, social and cultural plans cover library strategies for addressing the needs of older people |  | Comments:       |
| Library works with Council on initiatives for older people |  | Comments:       |
| Older library customers represented in community consultations, surveys and focus groups; library provides venue for some focus groups |  | Comments:       |
| Older people identified as target group in library planning |  | Comments:       |
| Needs of active engaged and frail aged identified in library planning |  | Comments:       |
| Older people identified as target group in marketing plans |  | Comments:       |
| Needs of active engaged and frail aged identified in marketing plans |  | Comments:       |
| Library promotes services to other relevant providers, e.g. community health workers, GPs, community workers |  | Comments:       |

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| Library budgets for resources for older people and people with disabilities reflect priorities and area demographics |  | Comments:       |
| Staff trained to meet the needs of older people |  | Comments:       |
| Partnerships developed with community organisations such as Council Access Committee, Meals on Wheels, U3A, Senior Citizens’ groups, Computer Pals, Better Hearing Australia, Vision Australia, Friends of the Library |  | Comments:       |
| Collection development policies provide for input from community groups, including active and housebound people |  | Comments:       |
| **B. Relevant collections** |  | Comments:       |
| Health and legal information in plain English |  | Comments:       |
| Resources to support life-long learning |  | Comments:       |
| Large print and audio books |  | Comments:       |
| Local history |  | Comments:       |
| Genealogy and family history |  | Comments:       |
| Community language materials, including newspapers and magazines |  | Comments:       |
| Ageing issues addressed in the collection |  | Comments:       |
| Health and carer information |  | Comments:       |
| **C. Appropriate technology** |  | Comments:       |
| Internet access |  | Comments:       |
| Programs for older people |  | Comments:       |
| Facilities comply with Guideline G12: Information Technology |  | Comments:       |
| **D. Services and programs** |  | Comments:       |
| Home library services available to carers as well as housebound individuals |  | Comments:       |
| Opportunities provided for support groups to meet |  | Comments:       |
| Inter-generational programming, e.g. young people teaching SMS and Internet skills, older people working with younger people on local history and oral history projects |  | Comments:       |
| Appropriate spaces provided, e.g. well-lit quiet reading areas |  | Comments:       |

## Other resources

* *Active engaged valued: older people and NSW public libraries* by Mylee Joseph, State Library of NSW, June 2006: <http://www.sl.nsw.gov.au/services/public_libraries/docs/active_engaged_valued.pdf>
* For building standards refer to *People places: a guide for public library buildings in NSW* at: <http://www.sl.nsw.gov.au/services/public_libraries/docs/people_places.pdf>