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ABSTRACT

This project is concerned with public, school, and academic library services for the non-institutionalized handicapped of Indiana. Some of the most important questions which are discussed are the following: Who are the handicapped who are unable to use regular library materials and services? What level of library services is presently available to them? What special types of materials and equipment are required for quality services? What are some of the better techniques to use in serving the handicapped? Cost of the service, reading interests of the handicapped and staffing problems are among the other matters discussed. (NH)

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Peter Hiatt
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LIBRARY SERVICES FOR INDIANA'S HANDICAPPED

by

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INTRODUCTION

This project is concerned with public, school, and academic library services for the non-institutionalized handicapped of Indiana. These include the mobile and homebound and residents of small institutions, such as nursing homes, jails, and homes for alcoholic and indigent men. It is especially concerned with the library needs of those who are unable, because of physical or mental limitations, to use conventional library materials and services and therefore need special consideration by libraries. Another statewide survey of Indiana libraries being done by Genevieve Casey covers services for residents of large hospitals and institutions; therefore, those services are not discussed here.

In all parts of America, including Indiana, library services for the non-institutionalized handicapped are poor. This unfortunate situation is due to a variety of causes, including cost and scarcity of special materials appropriate for the handicapped and the fact that day to day library activities often push extension services into the background. Another major reason is that the great majority of librarians do not have the knowledge and skills necessary for providing good services for these people. Very few librarians learn about this type of work in library school courses or in workshops for professional librarians.

This report includes discussion of a number of matters which should be helpful to those who are responsible for upgrading library services for Indiana's handicapped readers. Some of the most important questions which are discussed are the following: Who are the handicapped

who are unable to use regular library materials and services? What level of library services is presently available to them? What special types of materials and equipment are required for quality services? What are some of the better techniques to use in serving the handicapped? Other matters discussed include cost of the service, reading interests of the handicapped, and staffing problems.

The writer sincerely hopes that this report will contribute in some small way to the improvement of library services for Indiana's handicapped readers. He knows, however, that significant improvements will come about only through the efforts of the librarians and interested citizens of the State; but he feels confident that such improvements will be made because of the concern shown by the Indiana librarians whom he interviewed during the course of this study.

CHAPTER I

WHO ARE THE HANDICAPPED?

The handicapped include the blind and partially sighted; the deaf; those suffering from other physical handicaps, such as multiple sclerosis, cerebral palsy, and arthritis; and those who have mental conditions. Most general libraries have potential patrons suffering from most of these types of handicaps; they represent a small but important part of their total community.

An increasing proportion of the handicapped live outside of institutions and need services from their local public, school, or academic libraries. Most mentally handicapped children, for example, live at home with their parents and need to have special materials and in depth reading guidance available from their school or public libraries. Every community has homebound adults who suffer from handicaps. Many of them are poor and lonely, have considerable free time, and need library materials and services. They use such materials for general self-improvement, for cultural enrichment, for recreation, and to help them improve their home businesses. Moreover, many of the homebound live isolated lives and use library materials to help them keep aware of current events and generally to keep in the mainstream of life.

According to the National Health Survey of 1961-63, approximately 22.2 million civilian non-institutionalized Americans, or about 12.2 per cent of the population have one or more handicaps.

According to the 1965-66 National Health Survey, approximately 6.1 million non-institutionalized Americans had some degree of mobility limitations, or about 3.2 per cent of the total non-institutionalized population. About 1.4 million persons were confined to their house, and

400,000 of them were confined to bed most of the time.

The degree of severity of handicaps differs a great deal and ranges from slight conditions to those which cause total incapacity. Those who suffer from slight or moderate conditions often do not require special library services and materials, but those with severe conditions are usually unable to make normal use of library facilities. Indeed, they are often unable to use libraries at all unless special services and materials are provided.

The 1961-63 survey indicated that approximately 4,116,000 non-institutionalized Americans were unable to carry out their major activity, such as work, school, or keeping house because of handicaps. About 2,543,000 were 65 or older. In general, it is this 4.1 million persons which libraries must be concerned with when planning special programs. When projections from the national figures are made for Indiana, it is found that 562,000 Indiana residents out of the total population of 4,780,000 had some degree of activity limitation. Approximately 104,000 non-institutionalized Hoosiers, or about 2 per cent, were handicapped to the extent that they were unable to carry on their major activity (see Table 1).

By 1968, the Indiana population was estimated at 5,058,000. Given this figure, the projected number of handicapped unable to carry out their major activity was approximately 110,000. In general, these individuals would not be able to use conventional library materials and services. Probably between 20 and 30 per cent would use library materials regularly if special services were provided. This figure is based on the

experience of the Regional Libraries for the Blind and Physically Handicapped which serve between 20 and 30 per cent of the eligible blind in most of the states. The fact that the Regional Libraries are mail-order services may inhibit use somewhat, since there is little or no opportunity for personal contact between librarian and patron; therefore, if a more personal service were to be provided, it is likely that 30 per cent or more of the handicapped would use library services.

Estimates for the number of blind are more accurate than those for other physically handicapped. In 1965, the National Society for the Prevention of Blindness estimated that the legally blind population of Indiana was 9,250. A total of 1,645, or 18 per cent, used the talking book service of the Indiana State Library's Division for the Physically Handicapped.

TABLE I

NATIONAL FIGURES AND INDIANA PROJECTIONS FOR SELECTED HANDICAPS*

Selected Chronic Conditions	All degrees of activity limitation		Unable to carry on major activity	
	<u>U.S.</u>	<u>Indiana</u>	<u>U.S.</u>	<u>Indiana</u>
Heart Conditions	3,567,000	90,200	1,004,000	25,400
Arthritis and Rheumatism	3,300,000	83,500	697,000	17,600
Other Diseases of Muscles, Bones and Joints	801,000	20,300	92,000	2,300
Visual Impairments	1,228,000	31,000	535,000	13,500
Hearing Impairments	480,000	12,100	184,000	4,600
Paralysis, Complete or Partial	899,000	22,700	434,000	11,000
Impairments (except paralysis) of Back or Spine	1,667,000	42,200	160,000	4,000
Impairments (except paralysis and absence) of Upper Extremities and Shoulders	341,000	8,600	50,000	1,300
Impairments (except paralysis and absence) of Lower Extremities and Hips	1,374,000	34,800	257,000	6,500
Totals	13,657,000	345,400	3,413,000	86,200

United States population 188,658,000

Indiana population 4,780,000 or 2.53% of U.S. figure

All degrees of activity limitation - U.S. 22,225,000
 Projection for Indiana 562,000

Unable to carry on any major activity - U.S. 4,116,000
 Projection for Indiana 104,000
 1968 Projection for Indiana 110,000

*Figures on handicaps taken from Chronic Conditions and Activity Limitations, 1961-1963, U. S. Department of Health, Education and Welfare, 1965. These figures are compared with U.S. Bureau of the Census 1963 projections for the total population.

Location of the Handicapped

There are very few reliable figures on the geographic location of the handicapped. It is known, however, that the majority reside in or near large urban centers which have good hospitals and rehabilitation facilities. A particularly large proportion could be expected to live in areas which have comprehensive medical and rehabilitation facilities. In Indiana, the heaviest concentration of handicapped people would be in the Indianapolis and Gary areas and in or near other large population centers. However, even the smallest villages usually have a few severely handicapped citizens.

When the writer did a study of library services for the handicapped in Ohio, the idea of doing a state survey of organizations which serve them was considered, the purpose being to request the agencies to make estimates of the number and location of people with specific handicaps. This idea was abandoned, however, on the advice of officials of several agencies who pointed out that their figures were not very reliable. Many individuals who are handicapped do not report their condition. Also, the number of people in an area with any given impairment is constantly changing because some of them move or recover, and some die. Investigators in Nevada did a "great deal of field work" in order to secure reliable estimates of the location of the handicapped, but they were unable to uncover "usable statistical data." Nevada has a small population, and in a state with a larger population, collection of such information would be all the more difficult. Their report contains the following:

.....There is not a clear definition of terms, nor are there agencies accurately compiling the needed information.

As a result, all the physically handicapped simply are not known.

Another factor entering into the question of 'who are the physically handicapped' is the knowledge that each year one-third of the clientele moves, recovers, or is lost by reason of advanced illness or death; thus viable contacts with the ever-changing personnel of cooperating agencies is important if the service is to be initiated and maintained.

The very nature of this question required a great deal of field work in an effort to eliminate duplication as well as to identify the physically handicapped. As has already been stated, and as the following paragraphs reveal, this considerable effort did not produce usable statistical data for the proposed library service program. Aside from a few handicap categories -- as blindness -- presently available information is insufficient to attempt to judge potential eligibility.¹

Reading Interests of the Handicapped

The reading interests of the handicapped are very much like those of non-handicapped people who have similar personal characteristics, such as age, sex, and education. Many of them like to read about handicapped people who have learned how to live successfully in spite of their impairment, but in most other respects their interests are just as varied as those of non-handicapped readers. It may surprise some librarians that many handicapped people have a strong interest in adventure and love stories and enjoy the vicarious experiences these books provide.

Those handicapped people who like to read will often use more books than most non-handicapped readers, partly because they have more free time. When special services, such as book delivery to the homebound, are introduced, the handicapped make extensive use of library materials. In

¹Public Administration Service, Library Services to the Physically Handicapped in Nevada, 1967, pp. 14-15.

recent studies, the writer has found that the average homebound reader borrowed from 65 to 70 items per year from the public library, considerably more than the average sighted and ambulatory public library user.

During the past year, the writer has interviewed a number of handicapped readers in Indiana, Ohio, and Michigan, and the interests of some of them are discussed below. They were asked about their reading interests and library use, their problems in securing needed materials, and related matters. The first several readers described below are residents of the Indiana State School for the Blind, and the rest are homebound readers, mostly adults. The names used are fictitious.

Marie is a junior in high school, almost totally blind. As far as school work is concerned, she uses the library most to prepare reports for science and history classes. Marie prefers braille to talking books or tapes because she "gets more out of reading things for herself." For her, listening to talking books is too passive, and she might fall asleep. For recreation, she likes love stories and subjects which are currently in the news, particularly controversial topics in religion and politics. She finds the World Book Encyclopedia very useful. Like many of the other handicapped children, she wishes that more of the popular magazines were available in the school library. Naturally, they would have to be in a form that she could use, either braille or recorded.

William, a freshman, has interests very similar to those of sighted boys of his age. He reads books or articles on sports, mysteries, spy stories, and adventures. He particularly likes James Bond stories, and In Cold Blood was one of his favorite books. He reads magazines quite a

lot, such as Newsweek, Sports Illustrated, and Reader's Digest. He also wished that more magazines were available in braille or talking book form.

Roberta, age 16, can read some things which are available in large type, such as the World Book Encyclopedia and Reader's Digest. She reads other things in braille. She does not like talking books or tape because she gets more out of large type and braille which she has to read for herself. She reported that of the subjects she was taking, biology and English required the most library use. For recreation, she reads science, mystery stories, and humor. When she is at home during the summer, she uses the large type collection at the local public library.

Following are descriptions of several adults who receive "shut-in" service from their local public library:

Jane M., a single woman in her early forties suffers from cerebral palsy. She is able to get around her apartment and also is able to get out occasionally with the help of others. She seems to have many friends and is an active member of several clubs for the handicapped. Jane is very pleasant and keeps up her appearance. She enjoys the librarian's visit, looks forward to it, and discusses books eagerly. She reads on a variety of non-fiction subjects and also likes fiction. Like many other handicapped people, she particularly likes novels about doctors and patients. She also enjoys books with sexual themes. Jane also does handicraft work and uses books to help her.

Robert W. is a man in his mid-fifties. He has been physically handicapped since birth, and is able to use only one arm. He and his

elderly mother live in a small apartment which can only be described as squalid. They are very poor and seem to "live out of cans." Robert reads a lot, and is quite interested in psychology and philosophy. He enjoys reading, and it is one of the few pleasures in his life. It takes up much of his free time and gives him stimulating ideas to think about.

Ethel D. is a young lady of 17 who is suffering from multiple sclerosis. She is taking high school courses from a visiting teacher and uses library materials delivered by the public library to help her in her school work. She also reads for pleasure, and enjoys love stories, adventures, and stories about doctors and missionaries. She hopes she will some day be able to go to college, but it is doubtful that she will be able to do so. The eagerness with which she talks about books shows how much reading means in her life.

Mary J. is an elderly lady with a severe case of arthritis. She is very alert and pleasant and interested in people. She lives on a small pension in a room near the center of the city. She is able to get out occasionally and walk a block or two to visit a friend or to go to the grocery store, but she would have difficulty getting to the library since it is several miles away. The public library delivers a large number of books to her every few weeks, and Mary reads voraciously in both fiction and non-fiction. She has a variety of reading interests including current events, developments in religion, and popular novels. She has a sharp, critical mind and reports that she often discusses what she reads with her friends and neighbors.

These cases were cited to illustrate the wide variety of reading interests of the handicapped and to show that their interests are not strongly related to their handicap. Because their interests are so varied, they need a large collection of books and other materials and cannot be served well with small pre-selected collections.

CHAPTER II

SERVICES PRESENTLY AVAILABLE TO INDIANA'S HANDICAPPED READERS

In Indiana as in most other areas of the United States, only minimal library services are available for non-institutionalized readers who are unable to use conventional library materials and services because of physical or mental limitations.

Librarians are concerned about this situation and are beginning to make plans for improving these services. The commissioning of this report is one evidence of this concern. The national emphasis on the needs of the handicapped has undoubtedly called the attention of librarians to this type of library work. Moreover, the passage of Title IV B of the Library Services and Construction Act which provides "seed money" for the establishment or improvement of library services for the physically impaired has stimulated interest.

Regional Libraries for the Blind and Physically Handicapped

Up to the present time, the most extensive library service offered to the non-institutionalized handicapped has been the mail-order service of the Library of Congress and the Regional Libraries for the Blind which in 1966 added services for the physically handicapped who were unable to use library materials because of a handicap, such as loss of arms. The Indiana State Library's Division for the Physically Handicapped serves as the Regional Library for Indiana.

The Regional Libraries receive braille books, talking books, and tapes from the Library of Congress, as well as materials from other sources, such as locally produced materials. The prospective blind or

physically handicapped reader applies for service at his local Regional Library. If the application is approved, a talking book machine, supplied by the Library of Congress, is issued to the reader. The Regional Library makes an initial contact with the reader in order to find out something about his reading interests and the types of materials he needs. Readers are sent copies of Talking Book Topics and Braille Book Review and may check which books they would like to receive, and then send the list back to the library. The library mails the materials to the reader, and he mails them back when he is finished. The library keeps a file in which the reading interests of each patron are recorded. When books are returned, a librarian will select other titles in the reader's areas of interest and send them out. Requested titles are also sent out. Blind or other handicapped readers rarely visit the Regional Libraries because of their limited mobility and also because many of the Regional Libraries are located in busy, heavy-traffic areas.

This mail-order system has worked out reasonably well although it does have some limitations. On the positive side, it may be said that many handicapped readers have received materials by mail which they would not otherwise have been able to secure. Also, the Library of Congress has improved the talking book machines a number of times and at present is experimenting with cassette tapes. Attempts are made to send readers those types of materials which would be of most interest to them. Also, this service is not prohibitively expensive. On the negative side, it must be pointed out that mail service is usually provided with only minimal knowledge of the reader. There is usually little or no

personal contact between reader and librarian; therefore, the quality of reading guidance is not the highest.

The Indiana State Library's Division for the Physically Handicapped serves the blind and other physically handicapped of the State who are eligible under the law. The legally blind, partially sighted, and other physically handicapped individuals who cannot use conventional printed materials because of a physical limitation may use the service. The homebound who can use conventional printed materials are not eligible, in Indiana or in any other state.

During 1967, more than 2,000 blind and 200 physically handicapped Hoosiers were enrolled in this program. Approximately 18 per cent of the State's legally blind participated. This is about average for most states. In the future the number served may grow rapidly as the non-blind physically handicapped become acquainted with the program and enroll.

Local Libraries

Many of the better local libraries, public, school, and academic, offer some limited services for the handicapped. A number of public libraries were contacted, and it was found that they did offer some special services, but none had a top-notch, well-coordinated program in this area. Several of them have volunteer-staffed delivery service to private homes, nursing homes, or hospitals. In this type of program, books are delivered by local unpaid volunteers, often on a somewhat irregular basis because of the difficulty of recruiting and retaining good volunteers. One of the public libraries has a small discussion

group for blind readers. This program is in the experimental stage, and its degree of success should be of some interest to other libraries. A number of the libraries have small collections of talking books and large type books.

The interest of the librarians ranges from those who seem to feel that this is an extremely important area which must be improved, to those who have little interest in it, feeling that services for the handicapped are too specialized for public libraries. High quality programs have not been developed for several reasons, including lack of funds and lack of knowledge and skills of library staff who do not generally understand the needs and interests of the handicapped. The most promising development, as far as public libraries are concerned, is the establishment of District Center Libraries to serve the handicapped, discussed below.

Some of the more progressive school districts have good special education programs. Most of the special materials and equipment for these programs are handled by the teachers and kept in the classrooms, and in some districts the school libraries are not involved very much in these programs.

The Vigo County School System provides an interesting example of coordination between special education classes and school libraries. There are special education classes in 20 schools in that system, in addition to one class located in a central building which houses a Diagnostic Center, the Instructional Materials Center, and offices of supervisors. There are 350 students enrolled in those classes.

The classes are quite self-contained, having books, audio-visual materials, manipulative devices, and special toys in the rooms. Every building in which a special education class is located has a central school library, and the special education classes do use the libraries. The librarians assist the special education teachers in selecting materials to be purchased for the classrooms. The libraries have easy-to-read books and large-print books which supplement the materials in the classrooms.

Most college libraries have an area where blind students may be read to by readers or may play tapes previously recorded by readers. The readers are necessary, of course, since blind students must read assigned material which is usually unavailable in braille or talking book form.

Indiana University's Counseling Center provides some materials for thirteen blind students on the Bloomington campus. This program, which is supported by State funds, is not coordinated with the university library. Each blind student is provided with a reader and is entitled to one and one-half hours of the reader's services for each hour the blind student spends in class. The student may receive more of such service if he requests it. The readers either read directly to the student or record the materials which he may play later. The Counseling Center also has tapes of some texts which the students may use. The university library has areas where blind students may study.

Establishment of the District Centers

The most promising development in many years is the establishment of District Centers by the State Library on the recommendation of the Title IV B Council. The Centers are located in the public libraries of Columbus, Elkhart, Fort Wayne, Hammond, New Albany, Peru, and Vincennes. Each of them received materials and equipment and has the responsibility of circulating talking books in its area. The State Library's Division for the Physically Handicapped retains responsibility for direct service to the handicapped in twenty counties located near Indianapolis and also serves as a consulting and resource center for the District Centers.

This arrangement is very desirable and has much to commend it, particularly in that it will bring service to the regional and local level and will allow for closer contact between readers and librarians. Moreover, it is conceivable that a number of additional services for the handicapped, including those who are not eligible under Title IV B, could be based on the District Centers. Visiting librarian service, for example, or regular telephone contact between readers and librarians could be established by the District Libraries some time in the future.

Librarians in charge of all seven of these Centers were contacted in October and November, 1968, in order to find out how their programs were progressing. As might be expected, the services were not yet in full swing, and they were developing at different rates from one library to another. At one extreme, one of the libraries was not yet circulating any of the 200 talking books it had received, and the area was still being served directly by the State Library's Division. At the other extreme, another Center had received about 2,000 titles and had enrolled 282 users

in the program. Estimates of the number of volumes circulated daily ranged from none in one library to 35 in another. All the librarians indicated that they were advertising the new service. However, there was some feeling that it was not being advertised enough, and that it would not be heavily used unless a lot more promotion was done.

All the Centers had large-print materials before the new program began, and several were using a small part of their state grants to expand those collections. The talking book machines deposited in the libraries were being used for a variety of purposes, including testing records that looked warped or damaged, teaching the use of the machines, reviewing some of the talking books, and for display purposes.

None of the District Libraries provided visiting librarian service for the homebound, but they all gave some limited special services for institutions, such as delivery of small collections of books. Most of the librarians felt that expansion of such services to institutions would be desirable.

All of the Centers, except one, seem to be located in reasonably accessible public library buildings. The one exception is located in a Carnegie building constructed in 1892, and there are at present no plans to replace that building. Five of the Centers are in or soon will be in new buildings. The other Center is located in a rented building which is accessible to handicapped people.

The Centers have, of course, encountered problems. There is a general problem of shortage of qualified staff to handle the program. Interestingly enough, several of the librarians complained that it was

quite a chore to carry the talking books to the post office. This may indicate that the libraries do not have sufficient non-professional staff to handle such details. One of the librarians stated that, in some of the libraries, people who knew very little about the needs of the handicapped were in charge of the programs. This is, of course, a national problem not unique to Indiana. Very few librarians really know enough about the handicapped. Probably the best solution is to encourage these Center librarians to study the problems further and to attend workshops and institutes on library services to the handicapped.

The libraries do not have any difficulty in getting talking books, but they do have difficulty getting catalog cards. One of the libraries has resorted to doing its own cataloging. Several of the librarians mentioned that they had difficulty getting magazines in talking book form, and, of course, such periodicals are extremely popular with the handicapped and account for about half the total circulation in many libraries serving the handicapped.

There was some criticism of the State Library's Division, the main one being that District Center personnel did not receive sufficient guidance in establishing their programs, even though a workshop was provided for them by the Division in July, 1968. This complaint would seem to further substantiate the need for more training for the librarians working in the District Centers.

One librarian contacted questioned the value of mailing books out from the Centers rather than from the State Library. He did not believe the Centers were advertising their services effectively, and he thought

they were sending out unwanted substitutes when they did not have requested items.

Although the Centers are having establishment problems, this writer feels that they should be able to iron out their difficulties and become very useful facilities. As mentioned above, this arrangement has several distinct advantages, including the possibility of increased contact between readers and librarians, more than would be possible from the one Regional Library in Indianapolis.

At some point after the first year of operation, each of the District Centers should be evaluated in order to discover how successful their programs have been. If it is found that any of the Centers have not been successful, some decision should be made whether to continue the Center in that particular library.

CHAPTER III

SPECIAL MATERIALS AND EQUIPMENT

Many of the handicapped require special materials and equipment, such as talking books, talking book machines, and page turners. Therefore, any library which serves the handicapped should be aware of the many reading aids which are available. Some of the most useful ones are discussed briefly below.

For detailed information about these devices, the reader may consult various publications. One of the best sources of such information is a report published by the Association of Hospital and Institution Libraries, a division of the American Library Association. It is entitled Reading Aids for the Handicapped. The fifth revision was published in 1968. Another useful source of such information is Books for the Blind and Physically Handicapped by Howard Haycraft, available from the Division for the Blind and Physically Handicapped, Library of Congress, Washington, D. C. 20542.

Sound Recordings

Talking books, spoken records, and tapes are a necessity for blind readers and for many of the physically and mentally handicapped who have difficulty handling printed materials. The large majority of adult blind readers use talking books. Figures compiled in 1968 showed that over 100,000 readers used talking books while only 16,500 borrowed braille.

Many talking books are produced by the Library of Congress' Division for the Blind and Physically Handicapped, and they are listed in Talking

Book Topics. Talking books, braille and tapes are mailed free of charge to the blind, partially sighted and other physically handicapped people who are unable to use conventional printed materials because of a physical limitation.

Talking book machines are also provided free of charge to the blind and physically handicapped by the Library of Congress through the Regional Libraries for the Blind and Physically Handicapped. The machines have been improved a number of times, and the current model is a sophisticated one with very good sound quality. The Library of Congress is currently experimenting with cartridge tapes. Long passages are recorded on small cartridges which can be easily inserted into a small portable player. These cartridge tapes would be quite easy for most handicapped people to use.

Most of the large record companies, such as RCA Victor, Decca, Columbia, and London produce spoken records of plays, poetry, etc. The monthly Schwann Catalog contains a comprehensive list of available spoken recordings.

There are a number of companies which specialize in spoken records. Following are the names and addresses of some:

Audio Books Company, 501 Main Street, St. Joseph, Michigan 49085

Caedmon Records, 508 Eighth Avenue, New York, New York 10018

Enrichment Records, Enrichment Teaching Materials, 246 Fifth Avenue,
New York, New York 10001

Listening Library, Inc., One Park Avenue, Old Greenwich, Connecticut
06870

McGraw-Hill Book Co., 330 West 42nd Street, New York, New York 10036

Spoken Arts, 59 Locust Avenue, New Rochelle, New York 10801

Braille

Braille is still important, since some of the blind prefer it and many things in braille are not available in sound recordings. Many persons who have been blind since childhood read braille, and some prefer it. Many books, and a good assortment of popular periodicals are produced in braille. One of the fastest growing braille collections of the Library of Congress' Division for the Blind and Physically Handicapped is musical scores. These are available for loan to the blind.

In addition to press braille there are hand-produced braille materials prepared by volunteers in single copies or in very small editions to meet special needs. Many of the Regional Libraries use volunteers to produce these types of materials, and they make a valuable addition to those collections. The volunteer program is coordinated by the Library of Congress Division. In 1967 the Division certified more than 850 volunteer braille transcribers.

Large-Type Books

Until recent years, few books were available in large type. In 1965 Keith Jennison produced for sale the first American trade book in large (18-point) type, Profiles in Courage. Since then, Jennison has produced many more large-print books, and a number of other publishers have also entered this market. A number of periodicals are also available now in large print. Some of the most significant of the latter are the Reader's Digest Large Type Edition, which is also available in braille and talking book form, and the New York Times Large Type Edition, a weekly which contains a summary of the news and is issued in 18-point type.

One of the most useful reference sets available in large type is the World Book Encyclopedia. The Large Type Columbia Viking Encyclopedia (published by Jennison) is also extremely useful. Dictionaries in large type include Merriam-Webster's Seventh New Collegiate Dictionary and the Grolier Large Type Dictionary.

Most public, school, and academic libraries will need some large-type books in their collections for their handicapped readers. Those libraries which are specializing in services to the partially sighted, including the aged, will need large collections of these materials.

Following is a list of some of the publishers which specialize in large-type materials:

American Bible Society, 1865 Broadway, New York, New York 10023

American Printing House for the Blind, 1839 Frankfort Avenue,
Louisville, Kentucky 40206

Children's Press, 1224 W. Van Buren Street, Chicago, Illinois 60607

Keith Jennison Books, 575 Lexington Avenue, New York, New York 10022

Large Print Publications, 10060 Fruitland Drive, North Hollywood,
California 91604

Macmillan Company, 866 Third Avenue, New York, New York 10022

National Aid to the Handicapped, 3201 Balboa Street, San Francisco,
California 94121

Stanwix House, 3020 Chartiers Avenue, Pittsburgh, Pennsylvania 15204

Ulverscroft Large Print Books, W. Thirlby, 1749 Grand Concourse,
Bronx, New York 10453

Walker and Company, 720 Fifth Avenue, New York, New York 10019

Page Turners

Automatic page turners are especially useful for physically handicapped readers who are unable to turn pages themselves. There are also other types of simple devices which the severely handicapped use, such as mouthsticks. Because automatic page turners are rather expensive and are not used a great deal in the average medium-sized community, cooperative purchase of one of them by several libraries is usually most desirable. The names and prices are as follows:

Lakeland Automatic Page Turner (\$180)
Lakeland Tool Works
3024 Clinton Avenue, South
Minneapolis, Minnesota 55408

Turn-a-Page (\$206)
Hagman Enterprises
2606 East Glenoaks Blvd.
Glendale, California 91206

Page Turner (Write for price)
Cambridge Instrument Co.
420 Lexington Avenue
New York, New York 10017

Prism Glasses

Prism glasses or "bedspecs" are very useful for persons who cannot sit up. A book or magazine can be propped up on the person's chest, and the prism glasses allow him to read from a prone position. These glasses are produced by Swift Instruments, Inc., 952 Dorchester Avenue, Boston, Massachusetts 02125; the cost is about \$15. They are available through many local optical companies.

Other Aids

Other useful aids are magnifiers, book projectors, and reading stands. The magnifiers are used by the visually handicapped and will magnify print. Projectors are available which will cast an enlargement of microfilmed materials on the ceiling. Reading stands, which hold books for handicapped readers, are available from various firms.

Conclusion

Some of the materials and equipment discussed in this chapter should be available in all libraries which serve even a small number of handicapped readers. Only a small number of libraries in each state need extensive collections of the various materials and equipment.

Readers should have available locally at least a small collection of materials, and the equipment needed to use these materials. Such a local collection has the advantage of introducing readers to the types of materials which are available elsewhere in larger collections, and can also have the effect of encouraging readers to use these larger collections.

Every local public, school, or academic library should have a collection of large-type books and periodicals, as well as some of the reference sets and dictionaries available in large type. Local libraries should also have a small collection of popular talking books and magazines, and a few machines. Commercially-produced spoken records should also be available for handicapped and other readers. Each library will also want a few volumes in braille, at least for display purposes.

Local librarians should encourage use of their limited collections of special materials and equipment, and they should also actively promote the use of the more extensive collections available at the regional, state, and national levels. Certainly one of the most useful services a local librarian can perform for the handicapped is to let them know about the vast range of library resources which are available for them free of charge from non-local sources.

Those libraries which specialize in services for the handicapped will need a good supply of all the materials and equipment discussed in this chapter, as well as other things not included here. Since the reading interests of the handicapped are varied, those libraries will need large collections of materials in the forms which are suitable for the handicapped. They will also need sufficient supplies of the equipment needed to use the materials.

For further details on the various levels of responsibility for serving the impaired, the reader is referred to the COMSTAC Report² and to the Standards for Library Services for the Blind and Visually Handicapped produced by the American Library Association. Those documents discuss in detail the responsibilities of national, state, and local libraries in serving the visually impaired. Many of the statements can logically be applied to services for the physically and mentally handicapped as well.

²Koestler, Frances A., ed. The COMSTAC Report: Standards for Strengthened Services. New York, National Accreditation Council for Agencies Serving the Blind and Visually Handicapped, 1966.

CHAPTER IV

PATTERNS OF LIBRARY SERVICES FOR THE NON-INSTITUTIONALIZED HANDICAPPED

Libraries have used various methods to serve the non-institutionalized handicapped who are unable to use regular library materials and services. These include provision of special materials in libraries which are convenient for the mobile handicapped, visiting librarian service, volunteer-staffed visitor programs, and mail-order service. Sometimes a combination of two or more of these services is used.

It is not the purpose of this report to recommend a particular type of service. Various types are discussed and evaluated, however, so that the librarians and others responsible for this service may decide which types of programs are most appropriate for Indiana.

Visiting Librarian Service

Visiting librarian service is probably superior for the homebound of most communities, and should at least be considered. This type of service could be offered by public or school libraries. It is more expensive than walk-in service when measured on a per capita basis, and also more expensive than volunteer-staffed programs or mail-order service, but it is well worth the cost in terms of results received. When measured on a circulation basis, the difference in cost is not so great. The handicapped usually borrow a greater number of books than other readers.

In this type of program a professional librarian visits homebound readers on a regular basis, delivers books and other materials, and offers

reading guidance. The same librarian usually visits given patrons many times, and therefore he gets to know the person well and is able to do a superior job of guidance. One reason it is superior to volunteer-staffed programs is that a librarian is much better able to offer good quality reading guidance. Another reason is that librarians, being paid professionals, tend to make visits on a more regular basis than volunteers. Volunteer-staffed programs can be somewhat successful if they are carefully supervised and coordinated by professional librarians.

One of the most outstanding visiting librarian programs is that in Cleveland. The Judd Fund Service to Shut-Ins is a function of the Cleveland Public Library's Hospital and Institutions Department. This program is a pioneer in service to the homebound. A brief description of it should be helpful for libraries which are considering initiating such services. Many aspects of it could be practiced by public, school, or academic libraries.

The Judd Fund program brings library services to the homes of handicapped children and adults, and also to nursing homes. The library learns about prospective patrons in various ways, including referrals from social service agencies. The initial contact with the new homebound patron is made by a librarian who visits the home and investigates the nature of the handicap. If the librarian decides that shut-in service is warranted, he will then discuss the reading interests of the new patron and arrange dates for delivery of materials. After this initial contact, the librarian visits the patron at regular intervals, delivers materials and continues reading guidance. Sometimes materials are delivered by a driver.

The library keeps a file on each reader which contains information on his reading interests, hobbies, home business, and other matters which may aid in reading guidance. The Judd Fund Service also provides group activities in nursing homes, such as film showings and discussions.

Many of Cleveland's homebound have received shut-in service for a number of years. Therefore, the library staff are able to get to know them well, take a personal interest in them, and do a superior job of reading guidance by recommending those books and materials which will best meet the needs of each individual.

Cleveland Public Library is one of the very few libraries which has a statement on services for the handicapped in its official policy. Miss Clara Luciola, the head of the library's Hospital and Institutions Department, notes that such a statement is most desirable for libraries which provide special services for the impaired. It reads as follows:

In order to meet the total needs of the community, the Library has an objective of adapting its services to the special requirements of ill and handicapped people. To meet this objective, book materials in varied forms are taken to persons in their own homes and in health and welfare agencies. For the blind, and for the physically, mentally, and socially handicapped the objective is to provide resources for information, recreation, and rehabilitation.

Another visiting librarian service of particular interest is that carried out by the Central Michigan Library System, a cooperative system which is composed of the Ingham County Library and a number of member libraries located in other counties. The system headquarters is in Mason, Michigan.

The CMLS project began in July, 1967, and was supported by a one-year

grant of Library Services and Construction Act funds made by the Michigan State Library. It was a project which started from "scratch," and therefore should have particular significance for librarians embarking on new programs.

A professional librarian was appointed visiting librarian and was given the tasks of locating prospective patrons and devising appropriate service methods. Various techniques were used to locate prospective users. The new program was given considerable publicity on radio, television, and in the newspapers. The visiting librarian spoke about the new service at meetings of community organizations, and she informed directors of community services about it. Twenty-two patrons were enrolled in the program within the first month, and by May, 1968, 111 readers were being served in their own homes on a regular basis. The professional librarian made regular visits every three weeks to each patron.

The readers served were adults and children (the majority were adults) who were confined to their own homes because of physical handicaps, such as multiple sclerosis, amputations, cerebral palsy, and severe arthritis. Several residents of one small nursing home were also visited, but there was no other attempt to serve persons in nursing homes or other institutions, since high priority was given to those residing in private homes or rooms. The blind and other physically handicapped readers who were unable to use conventional print materials were excluded from the program because they were eligible for the services of the State Library's Regional Library for the Blind and Physically Handicapped.

As mentioned above, each reader was visited every three weeks by the librarian. She attempted to provide a very personalized reading guidance and bibliotherapy program for each individual and to develop their reading interests. She also tried to stimulate their interest in hobbies and self-employment and encouraged them to join groups. In other words she wanted to provide a tailored reader's advisory service for each person served.

The grant for this program expired in June, 1968, and the visiting librarian left the system for personal reasons. The librarian who had assumed the directorship of the library system the previous month was determined that the program would continue because he felt it was worthwhile. He worked out a plan which makes use of volunteers but continues to be under the direction of a professional librarian. He himself supervised the service for a short time, but then turned it over to another librarian. This librarian, who works at the headquarters in Mason, acts as a liaison for referrals from social service agencies, hospitals, clergy, and others. She asks the local librarian at the library nearest to the homebound patron to locate a volunteer who will deliver library materials. The volunteer is given essential information about the patron and instructions on how to keep report forms, reading records, etc. The local librarian confers with the volunteer on the reading needs and interests of the patron and makes suggestions about books, periodicals, and other materials which would be most appropriate.

The Public Library of Cincinnati and Hamilton County has a special program for handicapped children, both the homebound and those who reside

in institutions. It is directed by Miss Hilda Limper, the library's Specialist for Exceptional Children. The project was sponsored by the American Library Association and funded by the Library Services and Construction Act through the Ohio State Library. The program is directed at "exceptional children -- those boys and girls who deviate from the norm either physically or mentally." It does not include the gifted, however.

Miss Limper works in cooperation with the library's Regional Library for the Blind, and locates materials needed by the children. If children need special materials in braille which are not available in the Regional Library, arrangements can be made to have them hand-copied in braille. She fills children's orders for braille and talking books, and she also is responsible for arranging book talks and storytelling sessions for handicapped children who are enrolled in the public schools.

Library services are extended to blind and other handicapped home-bound children who have been confined to their homes for three months or longer and are being taught at home. The library has a station wagon for this service, and a librarian visits each of the children on a regular basis, delivers materials, and offers reading guidance.

The library also provides special services to children in the Pediatrics Ward of General Hospital, and to emotionally disturbed children at Longview State Hospital. The latter are served with a deposit collection, and they are also permitted to visit the nearby branch library once a month for book talks, storytelling, and browsing.

Services to Small Institutions

In the future public and school library systems will undoubtedly expand their services to small institutions, such as nursing homes, jails, homes for indigent men, and homes for delinquents. The larger hospitals and institutions tend to have their own library facilities, but the small ones are unable to provide quality library services because of limited funds and staff. Usually, a small institution which provides its own library will have only a very small collection of books, and residents read those in which they are interested in a short time. Rotating collections or bookmobile service provided by a public library can be particularly useful since this program offers a continuous variety of materials to satisfy the varying interests of the patrons.

The Richmond (Indiana) Public Library has several programs which illustrate well-developed services to small institutions. One of the most interesting is a shut-in service for a Quaker retirement home, the Friends Fellowship Community. The home has some very well-educated residents, a number of them having Ph.D.'s, and they have varied and sophisticated reading interests. Mrs. Harriet Bard, the head librarian, feels that the best kind of collection suitable for this type of situation is a rotating one geared to the many interests of the residents. Therefore, the library staff asks the residents about their reading interests, and every six weeks a new collection of books is sent out to the home.

The Detroit Public Library has one of the more successful service programs to institutions of all sizes. In providing services for small

institutions, librarians regularly visit nursing homes, homes for unmarried mothers, homes for indigent and alcoholic men, and residences for the ambulatory aged. The following description of the service was written in a communication from the library's program director to the writer:

In the case of small nursing homes, collections of books are made up ahead of the visit by the librarian for each individual, after she has interviewed the patron and ascertained his reading interests. A continuous file is kept on each patron, so that the librarian knows what books he has already read and will not repeat. Five or six homes are visited on one afternoon on what we call "Shut-In Routes."

Books by Mail

Another promising method of serving the handicapped is by mail. This type of service has been offered by the Regional Libraries for the Blind for many years, and is now being carried out by the District Centers in Indiana.

One disadvantage of this type of program is that there is little or no personal contact between librarians and readers, as there is in visiting librarian service; however, telephone contacts can partially, but not entirely, overcome this disadvantage. Mail-order service is cheaper per capita than visiting librarian service, and therefore should be considered by libraries which have very limited funds. It also has obvious advantages for libraries which serve extensive geographical areas.

The North Central Regional Library System, with headquarters at Wenatchee, Washington, serves a very large geographical area and offers a books-by-mail program. Both handicapped and non-handicapped people are

eligible. The library mails out an attractive list of books, which is quite extensive and looks much like a Sunday newspaper book supplement. Patrons send in requests, and books are mailed out to them.

The San Antonio Public Library has received a grant of \$20,000 from the Council on Library Resources to test a books-by-mail program in a metropolitan area. The purposes of this experiment are to find out whether the library can reach individuals who do not use walk-in service and to compare the cost of mail and walk-in service. The library hopes that the cost of the former will be equal to or less than that of the latter. Both handicapped and non-handicapped people are served.

Individuals can call or write the library to request materials. No pre-registration is required, and a library card is not needed. Any resident of San Antonio or Bexar County is eligible for this service. The borrower must assume full responsibility for the return of materials, either in person or by mail.

In a letter to the writer, the director of the library emphasized that it was not economically feasible for San Antonio Public Library to provide visiting librarian service for the homebound, but he hoped that the books-by-mail project would prove to be not too expensive. He wrote:

One facet of the operation will be directed towards the home-bound and institutionalized citizens. Our library does not have the financial resources to handle the service for the home-bound or institutionalized citizens in accord with the existing standards as developed in Cleveland, Ohio. Our per capita income is \$1.25 whereas the national average for metropolitan libraries is at or above \$3.50 per capita.

Conclusion

Handicapped readers need professional reading guidance even more than other readers because they cannot generally visit libraries, browse through available materials, and choose what seems most interesting. Therefore, whatever method is used to bring books to the handicapped should include some provision for regular personal contact between readers and librarians.

The ambulatory handicapped who can visit libraries themselves should have access to high quality reading guidance. Most of them need more help in selecting and using materials than other readers. Therefore local libraries which serve such readers need librarians who understand the needs of the handicapped and who have a good knowledge of special materials and equipment which are available both locally and in other libraries.

Visiting librarian service is generally superior for the homebound because it provides for intensive reading guidance. It also makes it easy for the readers to get materials from the library and to have them returned. It is somewhat expensive, but if a library can afford it, it has many advantages.

Volunteer-staffed delivery programs can be successful if they are carefully supervised and coordinated by librarians, but if left solely to volunteers, they cannot be adequate. One method would be to have volunteers deliver materials, but to have a librarian hold a reader's advisory conference with each reader regularly.

Mail-order service is probably economically feasible for most libraries. The best mail-order programs should include regular telephone contacts between readers and librarians.

When serving small institutions, libraries should provide changing collections geared to the needs and interests of the residents. Librarians should regularly visit the institutions to discuss the interests of the readers. Bookmobiles and rotating collections deposited in the institutions can be used to advantage.

CHAPTER V

SPECIAL CONSIDERATIONS

Even though library service for the handicapped is often similar to service for other readers, rather special considerations must be taken into account in serving this clientele.

Cost of Serving the Handicapped

It costs a great deal to offer a full range of high quality library services for the handicapped. Librarians are sometimes surprised when they find out how much it costs. However, such things as special materials and home visits to individual readers necessarily cost more than regular walk-in library service.

The COMSTAC Report states that "the cost of providing library materials to the blind and visually handicapped will average at least five to seven times the cost of providing the same level of service to sighted people." Cost of service to most other handicapped people would be comparable.

The Cleveland Public Library offers a full range of quality services for the homebound and institutionalized, and their cost figures offer useful guidelines. In 1966, the latest year for which figures were available, the annual cost per homebound reader was \$34. The cost per home visit was \$2.67, and the cost per book circulated was 51¢.

At the Ingham County (Michigan) Library, the cost per reader served during the year (July 1967 to June 1968) of the experiment was approximately \$100. The cost of each home visit was about \$11. This higher cost was expected since a new program usually costs more than an ongoing program.

Where compromises in programs are made, the cost will be less. Mail-order service, without professional visitation, is an example. A number of the Regional Libraries for the Blind and Physically Handicapped have annual costs per reader of approximately \$15. The study being carried out at the San Antonio Public Library should provide comparative costs of mail service and walk-in service in a metropolitan public library.

Libraries that want to offer good quality services for the handicapped should be prepared to spend at least five times the cost of providing the same type of service to other readers. This may seem rather expensive, but really is not when compared with the cost of other social services for the handicapped, such as health services and visiting teacher programs.

Low Density of the Handicapped

One of the major problems in serving the handicapped is their low density in any given area. All communities have some severely handicapped readers, but most have relatively few such people. This indicates that most library jurisdictions have responsibility for a small number of people who are unable to make use of regular library materials and services; therefore, many libraries need staff who are qualified to work with such people, but few qualified staff are available. The low density is undoubtedly one reason that library service to the handicapped has not been well developed, and also accounts for the high cost of the service.

Probably the best means for solving this problem is some form of library system or network to serve these readers. The District Centers in Indiana are an example of such a system.

Locating the Handicapped

All communities have severely handicapped people, but it is not easy to locate them to find out whether they would like to have library service. Most libraries which provide services for the handicapped request social service agencies to make referrals; however, the referral system is only partially successful since many agencies forget to make referrals and some consider it unethical. Referral systems can be moderately successful, however, if librarians periodically remind social service people about them. Perhaps the most effective method of locating handicapped readers is door-to-door canvassing. This method is, of course, time-consuming.

The non-blind physically handicapped are a very changing group. They become handicapped, move, recover, or die. The blind, on the other hand, are much more stable, and many of them use library services for many years. Libraries serving the physically handicapped will need to do constant promoting of their service in order to contact those who have recently become handicapped.

Staff

The shortage of qualified staff to work with the handicapped is severe. Few librarians have background concerning the needs and problems of the handicapped, and few are currently being trained in library schools.

For the immediate future, the best solution is to select trained librarians who have a real interest in working with handicapped readers, and to encourage them to pursue continuing education, in both library science and social service. Recently workshops and courses have been offered in library services for the handicapped. Hopefully in the future, library schools will give more attention to services for the handicapped. Some of the schools should offer sixth-year specialist programs for librarians who wish to work with the homebound or institutionalized.

The personal qualifications of the librarians cannot be over-emphasized. They must really be interested in the handicapped, must not be repelled by unpleasant situations, and they must not become overly involved. Many of the handicapped live in very poor, unattractive surroundings, and some have physical conditions which are repulsive to some people. A librarian who would like to work with such people will find this work very rewarding.

CHAPTER VI

SUMMARY AND CONCLUSIONS

This paper includes discussion of a number of topics which should be useful for planning library services for Indiana's non-institutionalized handicapped: those with physical or mental conditions which prevent them from making use of conventional library materials and services. It is not the purpose of this report to recommend specific patterns of library service. Some of the different service possibilities are discussed and evaluated, but the decision as to which ones to use would best be made by local librarians and citizens.

The Number of Handicapped People

Approximately 4.1 million non-institutionalized Americans are unable to carry on their major activity, such as work, school, or house-keeping because of handicaps. About 100,000 Hoosiers are afflicted to this degree. The large majority of these are unable to use conventional library facilities and need special materials and services.

Figures on the location of the handicapped have not been reliable. The mobility of the handicapped, and the inadequate collection of statistics concerning them have not permitted the accumulation of a data base sufficient for study. However, it is known that a large proportion of them reside in metropolitan areas, particularly those areas which have comprehensive medical and rehabilitation facilities. On the other hand, even the smallest rural communities have a few severely handicapped residents, and they cannot be overlooked when library services are being planned.

Importance of this Service

People who have only slight or moderate handicaps usually do not need special library materials or services. Those who have severe handicaps, however, are not able to use conventional library facilities and indeed are unable to use libraries at all, unless special materials and services are provided. The severely handicapped constitute a sizeable and important group of citizens who need and want high quality library services. They make extensive use of such services when they are provided; the average handicapped reader borrows considerably more materials from libraries than other readers. The handicapped use library materials to help them improve in their job or home business. They use them for general self-improvement, for cultural enrichment, and for recreation. Moreover, many of the non-institutionalized handicapped live isolated lives and need library materials to help them keep aware of current events, and generally to keep in the mainstream of modern life.

Until the present time, library services for these people have been very poor in all parts of the United States. Fortunately, the library profession now seems to have a new awareness of the needs of the handicapped. It is to be hoped that library services available for them will improve rapidly.

Reading Interests

The reading interests of the handicapped are just as broad and varied as those of other readers; therefore, they need access to large collections of books and periodicals which can satisfy their many tastes.

Periodicals are very popular with the handicapped. Recorded and large-type editions of them should be given an important place in library collections. Materials must be available in the variety of forms which the handicapped need, including braille and sound recordings.

Library Services Presently Available

Historically, the most extensive library service for the non-institutionalized handicapped was the mail service offered by the Library of Congress and its Regional Libraries for the Blind, including the Indiana State Library's Division for the Physically Handicapped. Recently, this free service has been extended to the non-blind handicapped who are unable to use conventional library materials because of handicaps. The majority of the homebound are not eligible, however, because they are able to use conventional materials. The Regional Library services have been quite successful, their major limitation being lack of contact between readers and librarians.

Some of Indiana's local public, school, and academic libraries have offered minimal services for the homebound for a number of years. These include book deliveries to the homebound by unpaid volunteers, and provision of small collections of special materials, such as large-type books and sound recordings. This situation is similar to that in most states.

In 1968, seven District Centers were established by the Indiana State Library. They are located in public libraries throughout the state, and each one has the responsibility for circulating talking

books in its area. The Centers have had some problems, but seem to be making satisfactory progress. This system could lead to great improvements in library services.

Special Materials and Equipment

A variety of materials and equipment are available for the handicapped. These include talking books, large-type books, braille, tapes, and spoken records. Many talking books and periodicals are available from the Library of Congress, and a number of commercial organizations now produce large-type and audio materials. Sound recordings are much more popular than braille, in part because only a small minority of the visually handicapped read braille. However, braille is still quite important for serious readers, including students, especially since much material is available only in this form. In the future, tapes will assume great importance, especially cartridge tapes, such as those which are being used in the Library of Congress experiments.

Locally produced materials, braille and recordings, are often very worthwhile because they reflect specific local interests. Volunteers will often produce such materials free for a library.

Useful equipment includes page turners, prism glasses, magnifiers, and overhead book projectors. Libraries should supply equipment which readers could not ordinarily own for themselves. Some of this equipment is quite expensive and not often used; therefore, the possibility of sharing such equipment between a number of libraries should be considered.

Local libraries should have small browsing collections of materials

and the equipment needed to use them. Readers should be actively encouraged, however, to use the larger collections available in the libraries which specialize in services for the handicapped. In Indiana, the latter include the District Centers and the Indiana State Library's Division for the Physically Handicapped.

Types of Services

In most situations, visiting librarian service would be the most effective type of service for homebound adults and children. At the other end of the continuum would be a mail service in which there is no contact between readers and librarians for purposes of reading guidance. A service somewhere between these two extremes may be the best one economically feasible for many communities. Certainly, a simple mail service should be available to all the handicapped, and higher quality services should be provided to the extent that they are feasible.

Every school which has handicapped children enrolled should have special materials and equipment. Special education classrooms often house these facilities, however the school librarian should be aware of what is available in the classroom and provide supplementary materials and services in the library. He could also provide an invaluable service by informing teachers and students about the sources of materials.

Handicapped college students are often quite self-reliant; however, academic librarians can offer them a number of valuable services. Directing students to sources of special materials and equipment can be very helpful, and the library which provides this service and lets students know about it should be commended. Every academic library should have a

collection of the most frequently needed materials and equipment, and should provide sufficient space for their use by the handicapped. This space should be suitable for the blind to work with their readers. If the library is not physically easy to use, it should offer some type of delivery service for the students.

Cost of Serving the Handicapped

Library services to the handicapped cost more than services to other readers. Good quality services cost at least five times as much. However, when compared with the cost of other social services for the handicapped, such as visiting teacher services or health services, the cost of library services does not seem high. If librarians really want to offer good library services for the physically and mentally handicapped, they must be prepared to spend the necessary funds to do so. If it is impossible to offer the best services, a minimal mail service can be provided at low cost.

Staffing the Service

Finding qualified staff to work with the handicapped is not easy. The most promising procedure in the immediate future would be to locate qualified professional librarians who are interested in this type of work, and then to provide them with the necessary time and funds to continue their education. This continuing education should include library science and other courses. At present, there are only a few special courses and workshops on this type of library work, but this number will probably increase in the future as the demand grows for librarians with this specialty.

It is hoped that in the future library schools will increase their offerings in this area for students in the master's degree program. It would also be desirable for some sixth-year specialist programs to be developed in this field.

The importance of the personality of the librarians cannot be overemphasized. A librarian who is not sincerely interested in the handicapped will not be successful in this type of work. He must also be a person who is not repelled by unpleasant surroundings, because many of the handicapped live in poor neighborhoods, often in slum areas.

The Future

Making high quality library service available to all handicapped adults and children has long been a goal of many in Indiana. Attaining this goal will take a great deal of work, imagination, and money, but it is certainly well worth the effort. The current situation is promising and seems to be improving. Many local librarians are concerned about the needs of handicapped readers and are beginning to take steps to improve services for them.

The establishment of the District Centers is a very promising development. Currently, the Centers concentrate on mailing out materials to the blind and to other handicapped people who are unable to use conventional library materials. Consideration should be given to providing additional services, such as regular reading guidance. It would also be desirable to extend mail service to homebound readers

who are able to use conventional library materials, but who are unable to use library walk-in services. If the Centers become fully developed, and if local public, school, and academic libraries improve their programs for the handicapped, a real millennium in library services for Indiana's handicapped children and adults will be attained.