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AUTHOR Neff, Evaline B.  
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ABSTRACT

One in a series of published reports on selected Library Services and Construction Act (LSCA) program areas, this report presents the record of accomplishments in library services to the disabled during fiscal year 1987 nationwide, including programs in Guam, the Virgin Islands, and Puerto Rico. The typical services reported include the recordings of books and magazines on disk, cassette, and magnetic tape; the printing of books in braille and large-print; and outreach activities aimed at the handicapped. An examination of library services for the handicapped in FY 1987 revealed the following trends: (1) the use of volunteers to record printed media and repair playback equipment; (2) library automation to improve the management of regional libraries; (3) the installation of Telecommunications Devices for the Deaf (TDD), which provide closed captioning on videotapes and television programs; (4) a growth in the number and diversity of radio reading programs; and (5) the establishment of toys for disabled children programs. Over 90% of the report consists of syntheses of the reported activities by state and subgrantee. A table defines the total expenditures and number of persons served through the LSCA by federal, state, and local sources for each state. (MAB)

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# Library Programs

## Library Programs for the Handicapped

### Fiscal Year 1987

IR053438

Office of Educational Research and Improvement  
U.S. Department of Education

# **Library Programs**

**Library Programs for  
the Handicapped**

**Fiscal Year 1987**

by  
Evaline B. Neff

**U.S. Department of Education**

**Lauro F. Cavazos**

*Secretary*

**Office of Educational Research and Improvement**

**Christopher T. Cross**

*Assistant Secretary*

**Library Programs**

**Anne J. Mathews**

*Director*

**Information Services**

**Sharon K. Horn**

*Director*

August 1990

# Foreword

Library services to handicapped persons has been a priority of the Library Services and Construction Act (LSCA) since 1966. Thus, there is a long history of efforts by State and public libraries to serve persons whose disabilities prevent them from reaching a library or using conventional library materials and services. Many innovative devices and services have been developed with funds appropriated by Congress under this Act.

LSCA is administered by the U.S. Department of Education, under its Library Programs within the Office of Educational Research and Improvement. The general purpose of the Act is "... to assist the States in the extension and improvement of library services ... to areas and populations of the States which are without such services or to which such services are inadequate. ... It is the further purpose of this Act to assist with ... improving State and local public library services ... for handicapped ... individuals."

The project activities reported here by the State library agencies carry out the intent of the Act across the Nation, from the largest cities to the remote and isolated areas of Alaska, and in the outlying areas from Guam to the Virgin Islands. They have served more than a half million disabled persons.

This is one of a series of published reports on selected LSCA program areas. It presents the record of nationwide accomplishments in library services to the disabled during FY87.

Anne J. Mathews  
*Director*  
Library Programs  
Office of Educational  
Research and Improvement

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# Introduction

Handicap or disability refers to the state of being limited, due to a chronic health condition or set of conditions, in the type or amount of activity that a person otherwise could be expected to perform. The universe of disabled persons comprises those who have a chronic handicapping condition, as well as those who are disabled temporarily. Therefore, statistics vary depending on when they were compiled, sampling errors, overlapping conditions such as multi-handicaps and other variables. At best figures are gross estimates. According to the compilation of data on disability from the National Health Interview Survey, 1983-85, 32.5 million non-institutionalized persons reported some activity limitation due to a chronic health condition. Conditions most likely to interfere with a person's ability to handle and read printed matter are:

- Impairments such as the absence or impairment of one or more limbs, paralysis, blindness, deafness, and orthopedic problems; and
- Miscellaneous conditions such as mental disorders, mental retardation, and chronic conditions.\*

Many disabled persons have educational and recreational reading needs, but, because they are unable to use standard printed reading matter, they need materials in different formats and access to equipment which enables them to "read". Such needed formats, equipment, and services are provided in part under several special-purpose Federal programs, one of which is the Library Services and Construction Act (LSCA).

Nearly all States and most outlying areas provide services on a statewide or territorial basis through a "regional" library for the blind and physically handicapped. (When a State Library is listed as a grantee in this report, it means the regional library.) The regional library serves as a distribution center for audio recorded materials and playback equipment available from the National Library Service (NLS) of the Library of Congress. Operating funds for the regional libraries come from Federal (LSCA), State, and, occasionally, local sources. Several States contract with a neighboring State to provide all or some of the services to their residents. In addition to statewide programs, many States use

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\*National Health Interview Surveys, 1983-1985 original tabulations from public use tapes

LSCA funds for projects at the local level to reach persons whose disabilities prevent them from coming to a library.

Services offered statewide by the regional libraries include books and magazines recorded on disk, cassette, and magnetic tape, along with the appropriate playback equipment, and books in braille. Large-print books are purchased for persons who are visually impaired, though not blind. Custom recordings of textbooks and specialized information publications are made (usually by volunteers) for blind students and persons conducting research. The libraries also provide summer reading programs for children and publish newsletters to inform people about available services and materials. Projects at the area and community levels focus on outreach activities such as visits to shut-ins, programs for the deaf and hearing-impaired, and radio reading services. State reports of library services for handicapped persons reveal the following trends:

- Twenty-five States reported using volunteers who play a major role in two types of service: recording books and magazines for persons who are blind and repairing playback equipment. Figures provided by some of the States show that nearly 3,000 volunteers worked a minimum of 104,768 hours. In many States, playback equipment is repaired primarily by the Telephone Pioneers, a group of telephone company employees and retirees with technical training. In Colorado, this group won the J.C. Penney "Golden Rule" award for volunteer contributions to the community. Three States reported using volunteers who are inmates in their State penitentiaries to record reading materials.
- The most widespread trend was toward automation to improve the management of the regional libraries and their subsidiaries. Twenty-two States reported either installing or upgrading automated systems to control their inventory records of users, materials, equipment and circulation. Eight of them chose the Library of Congress-sponsored Reader Enrollment and Delivery System (READS), a custom inventory and bibliographic library management package. READS gives each patron an identification number under which are listed name, address, reading interests, type of service desired, pending requests and reserved materials, magazine subscriptions, and machine inventory for cassette players and talking book machines. READS also makes it possible to select books automatically for certain patrons, and

to flag patrons who have special requests. The urgency to automate was brought on by steady increases in the number of persons using the service and the volume of materials handled. At the same time, many of the regional libraries sought alternatives to manual record keeping because they were under pressure to produce more, with little or no increase in their budgets.

- Nine States reported programs to help the hearing impaired by installing Telecommunications Devices for the Deaf (TDDs), providing closed captioned video tapes and television programs, and special programs. TDD is an inclusive term embracing all types of compatible devices (such as teletype, ewriters, and cathode ray tubes) by which persons who are deaf communicate over the telephone networks. Closed captioning is a process by which the audio portion of a television program is translated into captions which appear on the screen. Closed captions can be seen only on a television set equipped with a special decoding unit.
- Ten States reported on radio reading services, showing continued growth in both number and diversity of programming. Generally, the services provide immediate access to the latest best sellers, magazines and newspapers, filling in many details ordinarily not covered in general radio and television broadcasts. Listeners are provided with a subchannel closed circuit receiver which is pretuned to the transmitter used in their area. The signal is broadcast simultaneously with regular FM radio programming, but can be accessed only by persons authorized to use the special equipment designed to receive it. FM broadcasts are exempt from copyright restrictions when received by persons who are unable to read because of a visual or physical disability.
- Three States reported on a new trend which focuses on toys for children who are disabled. In Illinois, for example, the Galesburg Public Library initiated a toy-game- and book-lending library for disabled children under 5 years old. The project is based on the program established by Lekotek ("play library" in Swedish), an international organization whose purpose is to establish resource and support centers for the parents of children who are disabled. Sixty-seven families participated in the project.

Several reported projects had new or unusual features.

- A Tennessee radio reading station included in its programming an early warning weather-alert system which consists of a National Oceanic Atmospheric Administration (NOAA) weather alert receiver and a timer relay interface. The system broadcasts weather warnings at the same time that they are broadcast from NOAA. In one instance, the alert came 17 minutes before it was broadcast on a local commercial station. This early warning service is very beneficial to listeners who require extra time to reach a safe place.
- In Pennsylvania, the Philadelphia Regional Library held a Vision Fair Week, exhibiting 40 pieces of art-work by blind artists. The library also sponsored an all-day vision fair involving ophthalmologists and opticians who responded to questions about vision problems. More than 150 persons took the glaucoma screening test.
- The Oregon State Library Foundation reported on its Specialized High Tech for Special Populations project. The project showed the successful adaptation of technology for special uses. Through acquisition of equipment with enhancements not readily available to the general public, the project provided vision disabled persons with access to the technology enjoyed by sighted persons.

## State Projects

Legislation requires that States receiving LSCA funds provide to the U.S. Department of Education annual reports of programs and expenditures for library services to persons who are handicapped. Following are syntheses of reported activities for FY87, by State and subgrantee.

**Alabama**—The Regional Library gained 782 new readers, circulated 149,313 items (about the same as in 1986), activated a consumer advisory group and established a new long-range planning committee. The Subregional Library produced 1,210 pages of materials (original copy), and brailled more than 19,000 pages. A patron testifies to the wide and varied range of materials, ranging from gospel hymns to a report by the Surgeon General. The Mobile Public Library purchased 115 captioned videocassettes along with two videocassette players for loan.

**Alaska**—The Regional Library served 39 institutions and 366 individuals with a circulation of 20,138 items. Public information efforts continued with the distribution of posters and special mailings to public libraries, special education teachers, and physicians. A recording program involving volunteers was initiated with the Department of Corrections.

**Arizona**—The Regional Library has 245 volunteers who repair cassettes and disks, duplicate cassettes, perform clerical duties, narrate books and magazine articles, monitor operation of the recording equipment, and proof the recorded books. Other volunteers, working at various sites away from the Library, narrate and review materials, instruct patrons in the use of playback equipment, and transcribe braille. Altogether, these volunteers donated 17,909 hours to the program. Their time is made more productive by the ROMEO program which uses a computer display of text in braille in conjunction with a braille embosser to produce excellent braille at very high speed. The radio reading program, Sun Sounds of Arizona, extended its broadcasts to the Tucson area.

Phoenix Public Library. Low Vision Service. This project focused on the selection and purchase of additional large-print titles and the development of a book collection on audio cassettes. Large-print books constitute more than 90 percent of the circulation to shut-ins. They also accounted for a 20 to 35 percent increase in

circulation among the branch libraries. The public response to this new service has been enthusiastic.

**Arkansas**—The Regional Library circulated 61,560 talking and braille books and magazines, providing direct service to 2,951 readers and 156 deposit collections. The circulation dropped because of the increased workload during the initial stages of the automated circulation system. The conversion process will be a lengthy one because of the small staff. Advisory and support services were rendered to the four subregional libraries.

**North Little Rock Public Library.** To improve library communications with the severely hearing-impaired, a workshop introduced sign language to 112 librarians and staffs of eight library systems. It provided them with a bibliography of materials on the deaf and deafness, along with a manual and a video tape illustrating the manual. Participants acknowledged a heightened awareness of the special needs of hearing impaired persons and a desire to work toward improving services to them. However, evaluation revealed that longer in-depth signing instruction sessions would have made the workshop more effective.

**California**—State Library. State funds under the LSCA were committed to providing the services of the Blind and Talking Books Library (BTBL) to Northern California.

**Colorado**—State Library. Over 290,000 items were circulated. More than 160 volunteers taped new materials and repaired tape machines. The latter work was done by the "Telephone Pioneers" who won the J.C. Penney "Golden Rule" award for volunteer contributions to the community.

**Connecticut**—State Library. The objective to publish a quarterly newsletter was not met, due to reorganization of the State Library and lack of staff. With the appointment of a Public Information Officer, publication was expected to begin by the summer of 1988. Circulation increased 10 percent from 190,809 to 211,229; while readership increased by 12 percent, from 5,951 to 6,795. The Library's space needs were to have been incorporated into the State's needs assessment in 1988. The objective to improve the accuracy of machine lending records was exceeded this year and manual records files were closed in May 1987.

**Delaware**—State Library. Total circulation was 4,500 talking books to 1,200 readers. Braille services are provided through a contract with the Philadelphia Free Library; a contract with the Delaware Association for the Blind provides material from local

newspapers and magazines on cassette. Record-keeping and circulation were converted from manual to READS. This has resulted in faster service, and greater efficiency.

**District of Columbia—Public Library.** Preliminary information was gathered in anticipation of acquiring an on-line system to inventory talking books and other materials in the regional library and to develop a patron file. The Library also participated in the 13th annual observance of Deaf Heritage Week; acquired improved communications equipment, and provided interpreters for programs.

**Florida—State Library.** The purpose of this project was to improve service through the State network of deposit collections. Since it began, the network has expanded to more than 1,000 State institutions which provide library services to more than 10,000 individuals. There are deposit collections in public libraries, schools, nursing homes, adult congregate living facilities, hospitals, hospices, colleges, correctional institutions, social service agencies, and other institutions. Nearly 200 field visits were conducted by a consultant, resulting in expanded and improved service to more readers. In Gulf County alone, readership grew by 300 percent in one month. Hundreds of additional readers have been registered for the services in other counties.

Recommended service improvements include:

- establishing a newsletter for deposit collection administrators;
- conducting routine field visits;
- creating special bibliographies of materials for deposit collections based on the clientele served (i.e. children's materials for schools);
- developing an improved classification system to identify the types of institutions that have deposit collections;
- creating a manual that explains the services available and procedures to follow; and
- surveying all deposit collections annually to determine the number of persons receiving service and to identify service delivery problems.

The agency planned to implement all of the recommendations during the subsequent year.

Broward County Library for the Blind and Physically Handicapped. The purposes of this project were to automate the circulation system and reduce paperwork required to operate a subregional Talking Book Library; and also to assist the State's other subregional libraries which plan to automate their record-keeping. The importance of having a work station for each staff member was stressed. LSCA funding made it possible to begin this activity.

Palm Beach County Public Library (PBCPL). The library developed a patron survey form to assess the information requirements of disabled persons in four counties adjacent to West Palm Beach, the current location of the Talking Book Center. Survey results will determine whether to regionalize the Center. The library used LSCA funds to purchase two Visualtek magnifiers for use in the two largest counties to be served.

Georgia State Library. The library was so shorthanded that the death of the State consultant for Services to the Blind and Physically Handicapped disrupted this service and caused the termination of the long-time Georgia Radio Reading Service. The Legislature voted for full funding for the subregional libraries under a formula which began in July 1987. In spite of full formula funding, State funds may decrease because there was a loss of 23 percent in readership and 19 percent in circulation.

The Textbook Program, through which the library provided large-print and braille materials to visually impaired students in the public schools, was moved to the Academy for the Blind in Macon. This resulted in the loss of two staff members. State funding was authorized for an in-State INWATS line for the Library for the Blind and Physically Handicapped in anticipation of its move to new quarters in early 1988.

Chatham-Effingham-Liberty Regional Library. In response to a needs survey, the library purchased and delivered collections of large print books to branch libraries. In a companion project to provide deaf and hearing impaired persons with access to telephone and video sources, the library purchased, installed, and publicized Telecommunications Devices for the Deaf (TDD). Also two closed captioned cassette programs were held in the library for an audience of 60, and 936 closed captioned video cassettes were circulated.

Although the project has been successful in terms of public awareness of TDDs and the use of closed captioned videocassettes,

the use of TDD machines has not been as frequent as anticipated. During this reporting period, they did not circulate, but were used in the library twice.

**Sara Hightower Regional Library.** The demand for machine repairs went from 811 in FY85 to 1,900 in FY87. In at least three communities the repairs are made by Telephone Pioneers. One 74-year-old volunteer technician contributes 80 hours a month to this essential work.

To facilitate communications with persons who are deaf, the library purchased 2 TDDs for in-house use and 10 Closed Captioned Adapters (CCA) for patron checkout. The acquisitions were publicize.' in a campaign which included leaflets, posters, newspaper articles, radio and television advertising. The Cave Spring Branch, located near the Georgia School for the Deaf, opened its new building in June 1987. It includes a small collection of books for juvenile and adult deaf persons. Children seem to be very enthusiastic about the project, and church groups have made recommendations for material which will be added to the collection later.

**Augusta Regional Library.** To begin automation of the Talking Book Center record-keeping, the library acquired a personal computer with a data base program. However, staff shortages hampered the project.

**Cherokee Regional Library.** The library used LSCA funding to maintain present levels of library service to readers who are blind, visually impaired or physically handicapped, in spite of budget cuts in FY87. This grant made it possible for the Talking Book Center to produce and distribute 4,800 newsletters, visit 345 patrons to attend to their needs and problems, and promote the Center by conducting 30 programs throughout the service area.

**Hawaii—State Library.** To serve disabled persons, the library

- added new software for the automated braille transcribing systems;
- upgraded the recording booths sound systems in a continued effort to meet the recording standards of the National Library Service for the Blind and Physically Handicapped;
- motivated the Consumer Advisory Committee to establish a Public Education Subcommittee to publicize the Library's services to all eligible persons in the State; and

- included public librarians on the Task Force on Library Services for the Hearing Impaired to encourage persons who are deaf to use public library services.

In accomplishing its projected objectives for the year, the library

- produced and publicized with an open house bibliographies of locally transcribed materials;
- added five deposit stations bringing the total to 28, and the collection size to 5,132 volumes;
- compiled through the newly formed Public Education Subcommittee a list of agencies, organizations, and individuals to whom publicity on the Library's services can be directed; and
- established a Docent Program which will aid in conducting tours and speaking to groups about services. Orientation and training sessions for the coordinator and four docents were completed and the program scheduled to begin in January 1988.

The library also

- sent talking books to each of the Regional libraries on Hawaii, Kauai and Maui so patrons could borrow them directly from their public libraries;
- met with staff and users and non-users on Maui to exchange information on the needs of the Island's disabled persons; and
- reviewed the library program at Kalaupapa on Molokai and conducted an orientation for local staff and residents along with representatives of the Native Hawaiian Library Services Project (LSCA Title VI).

The 1987 Deaf Awareness Program, held at the Pearl City Public Library, was attended by 150 persons and included performances by deaf mime Linda Lambrecht and two hearing impaired Kaimuki High School students. Lambrecht also did mime performances for children at six public libraries on Oahu. A TDD was presented to the Pearl City Library by the Honolulu Lions Club, making the library accessible to the deaf.

There are two major problems. First, no progress was made in the effort to establish a position for a Coordinator of Volunteers. (These duties are being performed by a staff member who is already overloaded with other responsibilities.) Second, there is still a need for math braillists for the braille transcribing service.

**Idaho—State Library.** No LSCA funds were used in the statewide program which provides a variety of materials for the non-print reader. State funds under the State's LSCA program for persons who are disabled were used to support the salaries of employees carrying out this program. Through LSCA, the library installed and initiated the automated circulation system READS (despite technical problems and delays). LSCA also provided funds to upgrade the software to enhance system operation, add a second printer, and secure an initial maintenance contract.

**Idaho Commission for the Blind—Volunteer Taping Project.** A number of general purpose items were taped for persons who are blind for general purposes, and specific information was provided on request. The latter included materials for voters who are blind and the Idaho Blind Merchants Committee. The project also helped in getting a manuscript published.

**East Bonner County District Library—Outreach.** A program to provide library services to the homebound was initiated. A coordinator was hired and a van and new library materials purchased.

**Emmett Public Library—Large Print Books.** A survey showed that 81 percent of patrons with poor sight wanted a greater selection of current materials at the local library. Consequently, the project's intent was to double the size of the large-print collection. Materials were purchased and the collection placed in a new, more accessible location.

**Idaho Falls Public Library—Low Vision (Books on Cassette).** To improve service to persons with poor vision, the project expanded the books-on-tape collection. Materials were acquired and a publicity campaign begun to advertise the new selections.

**Illinois—State Library.** The State provides operating funds for the regional library for the blind and physically handicapped, 18 subregional libraries and 9 radio information services.

**Skokie Public Library.** The project expanded the Skokie Accessible Library Services programs to meet the informational and recreational needs of more of the service area's vision impaired, hearing impaired and physically disabled. Circulation of large-print books increased 30 percent; closed captioned videotape loans increased 47 percent; and the number of talking book users increased 11 percent, leading to the assumption that visits by persons with disabilities are on the upswing. The number of

demonstrations also increased and 157 new individual contacts were made.

Though substantial efforts were made to promote the Kurzweil Reading Machine, the time the machine was used decreased 58 percent, while the number of individuals using it increased by 29 percent. Use of the TDD and Visualtek decreased, while use by persons in wheelchairs increased. Loans of circulating equipment continued at a 90 percent rate of increase, with new patrons being introduced to the closed caption decoders, videocassette players, and portable Visualteks. The decrease in the circulation of books on cassette may be due to an increase in the use of the Library of Congress talking books. A compilation of area library resources available to vision, hearing and physically impaired persons was produced.

Great River Library System. The Awareness Project for Library Service for the Hearing Impaired was carried out in conjunction with the Illinois School for the Deaf to encourage public librarians to begin serving hearing impaired persons; to provide consultation services to libraries; to conduct workshops; to produce special materials to help librarians communicate with hearing impaired persons; and to provide hearing impaired people with information about this project and libraries which offer special services.

A newsletter entitled Hearing Impaired Notes (HI Notes) was published and distributed to public libraries and library systems. It provided a synopsis of news items concerning hearing impairment. Two workshops were conducted, the second of which was videotaped and distributed to all library systems in the State. The hearing impairment collection was increased by 19 books, 14 pamphlets, and 11 videotapes. Material was submitted to Illinois Libraries for publication of an issue on "Deaf Services" which was distributed widely.

Great River Library System. The project, Stories on Videotape for Hearing Impaired Children, produced videotapes of 10 stories in sign language, using illustrations from books, original artwork, and live action. It was carried out with the help of staff and students from the Illinois School for the Deaf, and a staff member from MacMurray College. A brochure describing the tapes was produced and distributed to all public libraries and State mental health institutions.

The tapes give librarians an easy and inexpensive way of conducting story telling programs for hearing impaired and other children who use sign language to communicate. Four of the stories were previewed at the Illinois Library Association convention and at two workshops where they were very well received. As of the report date, 140 tapes had been requested and supplied, more than twice as many as anticipated.

Galesburg Public Library Lekotek Center. This project established a toy-, game-, book-lending library for disabled children from birth to 5 years, their critical early development period. (The library's service area included 132 disabled children under the age of 3.) Lekotek, which means "play library" in Swedish, is an international organization with a number of centers in the United States, but only one other affiliated with a public library.

The family-child-leader-oriented program provides materials that frequently are unknown to parents of disabled children. Many of the toys are highly specialized, prohibitively expensive, and would not be available to parents except through this lending service. Preparations for the Center included finding a toymaker who built some pieces of special equipment and adapted others; training staff members at a Lekotek clinic and internship sessions; and publicizing the services.

Evaluation revealed that parents of the youngest children appreciated the toys and the leader's work, but were equivocal about the value of the program's location in a library. Parents of children three and up were very enthusiastic about the Library/Lekotek connection.

The evaluation identified three significant strengths:

- Sibling-parent relationships were strengthened by the sessions;
- The children's progress was measurable, as seen from the Lekotek leader's evaluations; and
- The Library/Lekotek relationship was valuable in that parents borrowed picture books, enrolled their children in the summer reading program and brought them to story hours.

Indiana—State Library. FY87 highlights included: hosting the Midlands Conference for librarians in the National Library Services program in 10 Midwestern States; a study to evaluate automating the 5 subregional libraries which resulted in a pilot

project at the Fort Wayne Subregional Library; and a publicity campaign which sent informational material to members of the Indiana Optometrist Association, all Indiana public libraries and library systems, the Indiana Cerebral Palsy Foundation, the Indiana Multiple Sclerosis Foundation, senior citizen centers, retirement homes, and nursing homes not already in the program.

Three large-print book lists and a catalog of large-print items for children were compiled and circulated to relevant audiences. Exhibits were manned at the Governor's Conference on the Handicapped, the Governor's Conference on the Aging, the American Occupational Therapy Association's Annual Conference, and the Indiana State Fair. Staff members conducted a workshop on library services for persons who are disabled. They also spoke before a variety of groups.

Excerpts from readers' letters give testimony to the meaning of these services. An unedited letter to the State Library reads in part: "I seldom write fan letters, never voice complaints, but I am so grateful for the light I have received in my blind existence because of the talking book service and the cooperation of your office and staff. Always an avid reader, my loss of sight was a tragedy and I felt cut off from a good way of life . . . many thanks for your program and my deep appreciation for the light it has brought me in my dark world."

**Iowa—State Library.** Service is offered through a contract with the Iowa Commission for the Blind which has the necessary library collection and staff. The Commission sponsored an exhibit booth at the Iowa Library Association conference and maintained its involvement in the State Library's "Let's Talk About It" project, a book discussion series for adults. Commission personnel record the needed books and send them to participants well in advance of the discussion. LSCA funds have been used also to support radio reading service broadcasts for several hours of reading from the Des Moines REGISTER, local shoppers, and other print sources.

**Kansas—State Library.** State funds under the LSCA program supported the Regional Library located at Emporia State University. Subregional libraries received \$74,375 in LSCA funds, awarded on the basis of each subregional's percentage of the total readers at the end of the Federal fiscal year. Preparations were made to implement the READS program which was scheduled to

become operational in 1989. The writing contest for high school juniors and seniors continued under the sponsorship of the Kansas Council for Library Services to the Visually and Physically Handicapped, the Kansas Talking Book Network Libraries and the English Faculty at Emporia State University.

**Kentucky**—State Library. The rate of patron growth declined by 1 percent, but State Library personnel attribute this to an inaccurate patron count in 1986. The decline in circulation growth by 1 percent is due to both the Regional and the Louisville Subregional Libraries reaching their capacity for circulation. The library planned to expand circulation capacity in FY88 by automating the Louisville Subregional Library and upgrading the hardware and possibly the software used by the Regional Library.

Volunteers recorded 41 books, compared with 93 the year before. The decline is attributed to longer and more difficult books, since volunteer hours declined only 6 percent. Due to assistance from the Telephone Pioneers, 990 playback machines were repaired, a large increase.

A survey of Regional Library patrons revealed that 98 percent of those who called the library were satisfied with the help they received; 94 percent knew that their community had a public library; but only 67 percent knew that the State Library had a toll-free telephone number. Based on the survey findings, a 5-year plan has been designed to further the development of library service to persons who are disabled.

The major problem of the precarious existence of the subregional libraries cited in the FY86 Annual Report still exists, although the minor problem of low braille circulation was addressed successfully. By automating braille circulation and shortening response turnaround time, the State Library increased its braille circulation from 1,960 volumes to 4,195. Although the State Library was able to renegotiate extension for the two subregional libraries for FY88, concern over their continuation has not ended. The Regional Library could not absorb the patrons from either subregional without disastrous consequences. Louisiana. State Library. Services included: circulating 169,307 items to 3,412 individuals and 204 institutions; participating in the NLS public relations program; mailing more than 16,345 catalogs to patrons; producing a quarterly newsletter in large print and braille; providing a toll-free number for patrons in the State; and contacting new readers by phone 6 weeks after registration.

**Maine**--State Library. Publicity and promotional activities included statewide airing of public service announcements, distribution of brochures, news releases, and displays, and cooperative projects with other libraries and organizations. The counties serving the lowest percentage of estimated eligible talking book readers were targeted for special publicity. Efforts continued to upgrade and expand the volunteer recording project. Preparations were made also for the installation of the READS system. Circulation was 140,000.

**Maryland**--State Library. Results of a 1987 statewide user study will be used in formulating plans to narrow the gap between the Library's resources and services and library user needs and expectations. The users are a literate group: 24 percent have college degrees, 17 percent attended college but did not graduate, 27 percent are high school graduates, and only 32 percent do not have high school diplomas. They are a predominantly mature group: 44 percent are 65 years of age or over, 31 percent are between 35 and 64, 16 percent are 18 to 34, and 9 percent are under 18. Overall, the survey's findings spoke to satisfactory levels of resources and services; however, many users were not aware of some vital services. Only 24 percent use the magazine subscription service; only 40 percent are aware that the Library does nationwide searches for needed textbooks; only 10 percent use the information and referral service; and, only 23 percent are aware of the Library Newsletter. The staff has already begun to improve collections in both size and content, and a concerted effort to promote user awareness is underway.

**Massachusetts**--State Library. The Library increased service hours from 42.5 to 51 per week over 6 days; automated the circulation and record-keeping functions; added 2,300 square feet to patron and staff areas; and secured funding for start-up of a studio for in-house recording in FY88. Circulation was down, from 263,233 items in FY86 to 247,832 in FY87. Patron use of formats changed during the year, disk media use was down 3 percent from FY86, while cassette use was up nearly 7 percent; and braille users increased by 7.5 percent. Adult users outnumbered juvenile users 10 to 1. The State Library also established an automated circulation system and the records of 12,243 patrons were converted. Input included 70,000 patron requests, over 180,000 "has had" records, and 15,000 magazine subscriptions. The new system went online July 6, 1987. Though the effort was

monumental, there were few insurmountable problems, and all services were provided throughout the project.

**Massachusetts Eye and Ear Infirmary.** The Infirmary determined that, regardless of age or diagnosis, patients who have lost or are in the process of losing their vision need more broadly based support than medical intervention alone. Above all, patients deserve the opportunity to learn to use their remaining capabilities in order to be as independent and self-sufficient as possible. In addition, many individuals need the essential respite that recreational reading offers.

To meet these needs, a collection of adapted informational, educational, and recreational reading was established as a rehabilitation service for sight-impaired persons. Because of a shortage of appropriate material for the target group, the Infirmary staff produced 12 specialized reference notebooks. Brochures describing the program were sent to hospitals, social service directors, senior citizen groups, extended care facilities, agencies serving the partially sighted and public libraries. The project has met most of its objectives.

**Central Massachusetts Regional Library System. Talking Book Library.** This subregional library had developed an automated system for keeping track of readers, as well as the materials wanted and circulated. However, the program software was inadequate to meet certain functions desired by both users and librarians, and this triggered a decision to rewrite it. Following competitive bidding, an independent local software company was chosen to conduct a study of the system and make recommendations for revising and enhancing the existing software.

**Boston Public Library. Computer Technology for the Disabled: Gateway to Knowledge.** The main objective was to acquire computer equipment for the Library's Disabled Access Center. The equipment would assist disabled people in gaining access to information resources. An advisory committee was established to review user needs and to act as a general advisory group for the project as a whole. The Library acquired three computers with printers, a voice synthesizer, a braille word processor, a braille printer, a computer data enlarger, an enlarged computer keyboard, and appropriate software, including "Braille Talk".

**Boston Public Library. Opening Library Resources to the Hearing Impaired.** The project was designed to encourage Boston's hearing

impaired residents to attend library programs. To this end, the project purchased 250 book titles, 17 periodical titles, 5 local and 3 other newspapers, over 100 closed-captioned cassettes, a videotape course on American Sign Language, 4 TV decoders for loan, 3 teletypewriters for loan, 2 teletypewriters for access to information retrieval databases, and a flexible, portable FM assistive listening system which boosts audio for those who wear hearing aids. Several hundred hearing impaired adults and children attended the special series of programs on storytelling and puppets. While attendance was good during the academic year months, it fell off significantly during the summer. At least 10 Library staff members are learning sign language.

**Jonathan Bourne Public Library.** Expansion of Library Services to the Disabled was achieved through the purchase of special equipment and print materials and training of staff. The Cape Cod Library Club, a group of 65 librarians, attended a demonstration workshop to examine the new equipment and materials. Sixteen new disabled patrons were registered and equipment, such as hand-held magnifiers, is in constant circulation. A publicity campaign was conducted, and the library is now listed in a Cape Cod directory of human services.

**Michigan—State Library.** In anticipation of its move to the newly constructed Michigan Library and Historical Center in August 1988, the Braille Embossing Center was relocated from the Michigan School for the Blind to the Library of Michigan. In February 1987 the 13th subregional library opened in the Capital area, assuming responsibility for statewide Patron Record Services and regular telephone liaison with the other 12 subregional libraries. As part of a decentralization plan, service to institutions was shifted from the State Library to the subregionals.

Maintenance of cassettes and disks increased by nearly 25 percent. The need for maintenance will continue to increase, as NLS has ceased production of rigid disks and is producing only flexible disks and cassettes. The Telephone Pioneers constitute the single largest volunteer group which repairs playback equipment for this program.

Service was provided to 12,386 adult and 699 juvenile patrons and 901 institutions. This represents a 2 percent increase in individual readers and a 9 percent increase in institutional readers.

Circulation was 515,473 books on disk, 11,217 books in braille, and 25,190 large-print books—a 3 percent increase.

Volunteers received training in tape recording and braille. In February, the Michigan Association of Transcribers for the Visually Impaired took over responsibilities for braille transcription.

A videotape entitled "Rediscovering Reading: Library Services for the Blind and Physically Handicapped" was produced. The tape was loaned to libraries throughout the United States and Canada. Publicity for the services in general included brochures, interviews, group talks, tours of the new library, and radio shows. Michigan: A Sesquicentennial Bibliography Celebrating 150 years of Michigan Statehood was completed in FY87 and prepared in large print, braille, and on cassette.

The State Library also made grants to the Subregional libraries. A total of \$300,296 in FY87 LSCA funds was granted to the State's 13 Subregional libraries and one regional outlet in the Detroit area. A formula calculated with a base grant plus \$.75 per eligible reader was used to award \$192,583—spent largely at each site to support personnel. An additional \$107,713 was awarded on a competitive basis. Maximum awards were \$9,200, the smallest was \$500. Less than 20 percent of the funds were expended in FY87. Grants from FY86 funds were \$190,934. Reports from the subregionals reveal that, in 7 out of 13, work space was inadequate. Plans to deal with the problem included weeding, reducing the number of titles on standing order, sharing space with a county library, and moving to larger quarters.

All but one of the subregionals had contacts with one or more (up to 13) groups and organizations concerned with the disabled; from one to seven exhibits; and media coverage programs with up to six events reported. They had coordinated programs with local agencies and organizations with up to six events reported; contacted patrons by phone or letter during the past year; and provided free telephone access. All but five published a newsletter, but only two conducted reader surveys. Several had story hours and summer reading programs. Eight subregionals had training programs for volunteers, and six of them had recognition programs.

**Minnesota**—Department of Jobs and Training. The purpose of the project communications services for the blind and physically handicapped, was to facilitate production of materials in braille.

In previous years, LSCA funds purchased microcomputers for transcribing books into braille. To enhance this equipment, eight braille printers were purchased, one of which can produce both braille and standard print on the same page. Several computers needed to run the printers were purchased also. In FY87, 553,498 pages in braille were produced compared to 124,213 in FY86.

**Mississippi**—State Library Commission. The READS circulation system was used to provide service to individuals and institutions (up by 8 percent). The number of users served increased from 5,491 in FY86 to 5,942 in FY87. Patrons read an average of 16 books each. An extensive public awareness campaign was launched in the spring of 1987 with the assistance of volunteer groups. The Junior League concentrated on doctors' offices, clinics and nursing homes, and the Friends of Handicapped Readers on special education coordinators throughout the State. The Governor declared March as Handicapped Readers Month. The campaign included public service announcements on radio and newspaper articles.

**Missouri**—State Library. Readership increased slightly during the past year. No progress was made toward services to schools for the blind and physically disabled. Promotional materials offered information on services and updated equipment improved patron's access to materials. To better represent the interests of targeted users, a person who is disabled now serves on the LSCA Advisory Committee which meets regularly and offers counsel on the overall program.

**Montana**—State Library. Automation of the Library got underway with the installation of READS. Library staff members participated in the Governor's Conference on Aging, and numerous other outreach activities. Plans for a new sound booth at the prison were completed and installation begun. A picnic was held to honor volunteers; inmate volunteers were honored with cards and candy. A survey to determine which machines were in the possession of users had a 65 percent return.

**Boulder Community Library.** Deaf Needs Assessment. This project was designed to assess, in conjunction with other State organizations, the library needs of the deaf community and make recommendations for improved services. The recommendations were incorporated into the subsequent year's long range plan.

**Nebraska**—State Library. The program met its annual objectives to provide assistance and reading materials to users; to provide

access to braille materials through a contractual agreement with the Utah State Library; and to automate the Library of Congress playback equipment inventory. Employment of a volunteer and outreach coordinator helped to expand use of volunteer services and publicity. Exhibits were arranged for various groups and conferences, such as the Governor's Conference on Aging and the Nebraska Education Media Association Conference. Public service announcements were distributed to television stations statewide.

The Library Staff produces a monthly half-hour program for Radio Talking Book, a radio reading service for blind and physically disabled individuals. The Friends of Print-Handicapped Nebraskans co-sponsored an Open House at the Library, and a reception to honor Bob Askey, an award-winning narrator of talking books.

**Nevada**—State Library. LSCA funds were used to pay for support staff at the regional and subregional libraries, and to purchase hardware and associated software for automating circulation.

**New Hampshire**—State Library. The Library continues to provide materials to patrons and consultation and technical assistance to public libraries. The Library also continues to work with the advisory council. The conversion of patron files is underway.

**New Jersey**—State Library. Audiovision, the Library's newspaper reading service increased its broadcast week from 42 to 60 hours and expanded its coverage area to include all of southern Jersey, making this service available to visually impaired readers in two-thirds of the State. Recording for the service is done entirely by a corps of more than 125 volunteers, each committed to a minimum of 2 hours reading a week.

The Readers' Services Section, which is responsible for the selection of approximately 400,000 items sent annually to registered readers and for the maintenance of accurate, current reader records, undertook an exhaustive review of those records, identifying and then telephoning readers whose service had been inactive for longer than a year. As a result, nearly 700 readers were cancelled and their equipment reclaimed. However, nearly as many were reactivated, and problems that had led to service stoppage were resolved.

The large-print collection was weeded, and the discarded but still usable items given to public libraries which serve as deposits for the State Library. Staff of the new Outreach Section made presentations before more than 40 senior citizen groups in Ocean

and Cape May counties, and coordinated the Library's Fourth Annual Fall Festival. The Festival attracted approximately 450 individuals for a day of tours, speakers, and demonstrations.

**New Mexico**—State Library. Requests for materials and equipment are handled on a 24-hour turnaround basis; requests for information are answered on a same day basis. Work has begun on a catalog of regional materials. As a result of population trends in the State, older adults have replaced children as a target group for library services to the handicapped. Plans have been developed and contacts made to use the older adults' existing service network to broaden their awareness of the services available to them. An in-service training program has been structured to provide information on the needs of, and services available to, Talking Book clients.

**New York**—The New York State Library and the New York Public Library together provide services to more than 46,000 blind and physically disabled persons in the State. They are assisted by the 22 public library systems. The State Library circulated 563,628 items to 20,260 individuals at home and in 1,560 institutions. Other services included: a quarterly newsletter (in braille, cassette and large-print editions) sent to more than 15,000 readers, libraries and other agencies; a toll-free recording device on which 8,595 inquiries and service requests were received; and a talking terminal which provided current information in response to 3,015 calls.

More than 750 volunteers from RSVP, AARP, and Lions groups promoted the Library's services in upstate New York, donating over 17,890 hours. For the past 2 years, there has been no reader waiting list for cassette and record players, and the backlog of uninventoried players awaiting repair has been eliminated. Reader quotas were advanced from 8 to 10 books loaned at one time so that readers were supplied regardless of delays in mail delivery or circulation.

Prime time radio advertising promoted talking books in eastern New York. Color posters were distributed to public libraries and social service agencies. The New York Public Library provided taped books for loan, a newsletter in large print and braille, and training for patrons in the use of the Kurzweil Reading Machine.

Training and assistance in the use of reading aids at various locations resulted in the establishment of centers offering materials and services to disabled users. Delivering reading aids

to local libraries upon patron request has encouraged disabled persons to visit their local libraries. One patron, pleased with his access to the printed word through the use of a visualtek delivered to his local library, communicated his appreciation in poetry. The project served 24,649 persons.

The Chautauqua-Cattaraugus UPDATE Radio Reading Service and the Ramapo-Catskill Radio Vision Program together reached 825 households with local news and special programming. UPDATE broadcasts 45 hours a week (5 hours of news programs, 3 book hours, and 1 hour of varied program topics daily). The Library purchased a Modulation Science "Sidekick" to eliminate the "crosstalk" from the main channel.

With the acquisition of a more powerful radio station Radio Vision expanded coverage to the neighboring counties in the Mid-Hudson Library System area. Ten regional and local newspapers were added to the program and 500 closed circuit receivers were distributed in the service area. One problem is that mountains interfere with the broadcast signal and it is still not reaching the entire service area.

The automated circulation system at the New York State Library can send out as many as 9,000 books a day. More than 8,500 talking book machines were loaned. A publication, Planning the Celebration of Deaf Heritage Week: A Guide for Public Libraries, by Alice Hagemeyer, was mailed to all library systems. The Brooklyn Public Library provided adult independent learning information and job information for the employed and unemployed, with special attention given to the needs of the disabled.

**North Carolina**—State Library. The Regional Library was closed for the month of October in order to install and upgrade computerized operations and some of the decrease in circulation this past year was attributed to this period of downtime. The new automated system allowed the Library staff to provide more effective and efficient service to library patrons and more timely reports to State and Federal agencies. <sup>4</sup>

Projected accomplishments which were met include the daily transportation of materials to and from the Post Office, the addition of 1,156 large type books, and the proofing of all volunteer-produced braille materials. The 230 volunteers produced 28 books and 60 separate magazine issues in braille, as well as 16 tape recordings. They contributed 5,141 service hours and 4,403

production hours. Total circulation was 250,000 to 6,650 individuals and 340 institutions. Both figures were decreases from the previous year, attributable to the more accurate automated records and a careful review of patron and institutional files.

**North Dakota—State Library.** Reader advisors assisted patrons with book selections; a toll free WATS line was made available to all the State's patrons; requests for taping specific materials were honored; and a full time person was on staff to assist patrons in all phases of the service. This person also helped coordinate the Dakota Radio Information Service (DRIS) which serves four cities: Bismarck, Minot, Williston and Dickinson, the latter two being additions. Twenty volunteers received training and contributed 497 hours of work. The talking book service is provided by the South Dakota State Library under a contract with the North Dakota State Library. Total circulation was 141,229 versus 112,918 the previous year.

**Grand Forks Library.** A toy library was developed which included 100 specially equipped toys that could be borrowed for 1 month at a time by disabled children. Physicians were contacted about the service, and many referrals resulted.

**Grand Forks School for the Blind.** Large print and recorded career-oriented materials were acquired and made available to the students and other visually handicapped persons. A full-time librarian was available to assist in the use of the materials designed to help vision-impaired persons learn about careers open to them.

**Ohio—State Library.** This project supported the regional libraries in Cincinnati and Cleveland. The number of readers increased to 26,149, an 8 percent increase, while circulation rose to 988,766, an increase of 5 percent. Thus the objectives of increasing both readership and circulation by 5 percent were achieved. There was a shortage of headphones because the popularity of the new model exceeded anticipated demand. Machine distribution was aided by the addition of seven new sublending agencies. Machine repair continued to be a major problem for lack of sufficient repair personnel and efforts to recruit more repair volunteers continue. The Consumer Advisory Committee for Ohio Library Service to the Blind and Physically Handicapped continued as an active, involved group, emphasizing publicity and public education.

**Oklahoma—State Library.** Service improved with new leadership, new and repaired equipment and increased staff. Approximately 924 new patrons were served, bringing the total number served to 3,125.

**Oregon—State Library.** Talking Book and Braille Library Services (TBABS). There were 5,597 individual borrowers served and 659 deposit collections. Total circulation was 309,232.

**Oregon State Library Foundation.** Specialized High Tech for Special Populations. This project gave visually and physically impaired users of the Regional Library the same access to technology as is enjoyed by the sighted population. Equipment was acquired with enhancements not readily available to the general public and this helped the project meet two of its specific objectives.

The first was braille production from a new high-speed printer which is gaining favor among many agencies and organizations. Both the Oregon Council of the Blind and the National Federation of the Blind of Oregon are seeking to learn the braille translation programs offered with it. On order at reporting time was a device for braille output from a computer screen.

The second objective was information retrieval via voice and large print output. A fairly low-cost scanning device was acquired which makes it possible to upload printed material to a computer and output the text in either large print or voice.

A CD-ROM disk containing several important reference tools was purchased. At reporting time it was too early to predict how easily it will work with speech synthesis. At the beginning of the project there were only two devices which could help the visually impaired read print. Since then, developments in the high technology field have produced high level voice output devices, the ability to create a large print font designed for the needs of low vision persons, large print computer screen output, and the adaptation of CD-ROM technology for use by the visually impaired—features which were only dreamed about 2 years ago.

It is important to note that many of these applications were not developed specifically for use by the visually impaired. Instead, they were adaptations of technology designed for other uses. The Oregon Council of the Blind contributed \$5,000 to the Oregon State Library Foundation to help with the completion of the room housing these aids. In addition, the NLS scheduled an entire day

at its 1988 annual conference to explore the various devices available to visually impaired library users.

**Pennsylvania**—Statewide services are provided through the Regional Libraries at the Carnegie Library of Pittsburgh and the Free Library of Philadelphia. The program provided nine new computer terminals for the Philadelphia Regional Library and eight for the Pittsburgh Regional Library, along with four disk packs each, and computer software which enabled both Libraries to interface with the NLS Comprehensive Mailing List System (CMLS). The number of patrons increased about 3 percent in each Regional Library. While both were able to maintain the previous year's circulation, the lack of circulation growth was due in part to the age of the system applications software, so the staff designed a plan for new software and hardware which can handle increased circulation without increasing staff.

The two Regional Libraries collaborate on budget preparations and share in LSCA projects which are administered by the Pittsburgh facility. Discussions had been held to consider the possibility of forming a consortium with the New Jersey Regional Library, and eventually other Regional Libraries, to share the use of software, the ongoing costs of maintaining the software and the implementation of new features. With the support of the State Library, a 5-year plan was devised for the purchase of new hardware.

The Pittsburgh Library took action to improve circulation control. Because the computer system was overburdened by day and idle by night, a new computer program called VERIFY/SELECT was implemented. It allows the computer to be used during the night to perform certain tasks, thus improving efficiency during the day. THREE RIVERS NEWS (TRN), a very popular form of communication, is now available to patrons in large-print newspaper and cassette formats. The Library is seeking funds for software and a braille computer printer so that it can be published in braille.

The Library undertook the design of a new subject bibliography system for use with the new circulation software. With it, recorded and large-print collections can be categorized by subject, providing better service to patrons. During FY87 a special effort was made to use inter-library loan to satisfy patron requests for recorded books not in the Library's collection. A total of 1,019 items were borrowed from other Regional Libraries, compared

with 144 in 1986, an increase of 608 percent. Participation in the Children's Vacation Reading Club nearly tripled.

The large-print and the standard-print book collections about blindness and disabilities were barcoded into the Carnegie Library's automated circulation system. As a result:

- The Library for the Blind and Physically Handicapped (LBPH) has access to Main Library and Branch large-print collections through interbranch loan;
- LBPH's large-print book holdings are now available on computer, so that they are more accessible to the public, with the large-print collection now tagged on the Online Computer Library Center (OCLC);
- LBPH can now issue library cards and lend large-print books to walk-in patrons with Carnegie Library cards; and
- LBPH has access to the Carnegie Library's database which helps with bibliographic questions.

During the first 6 months that the LBPH large-print collection was available to Carnegie Library users, the interlibrary loan volume increased 129 percent.

The most labor-saving development in the recorded magazine program is the capability to provide transactions directly on computer tape to the NLS CMLS contractor, with 95 percent of the transactions recorded this year.

Three groups of Telephone Pioneers continued to repair disk and cassette players, and broken cassette books. They also inspect disk books for missing records, damages, and other problems. The LBPH served 7,254 readers in 1987 versus 7,063 in 1986. Total circulation in 1987 was 636,576 versus 628,891 in 1986.

The Philadelphia Regional Library began the year on a low note when a 21-day strike by City employees affected service. The only positive result of the strike was that the monies lost to the staff in salaries were spent on supplies. The major achievement was the renovation of the building, aided by a \$225,000 grant from the Glenmede Trust through the Associated Services for the Blind. On completion of the project, the Library co-sponsored a vision fair with Associated Services for the Blind and the National Exhibits by Blind Artists. (The latter organization, founded by the Library, continues to play a major role in the lives of artists who have lost their vision.) The opening day fund raiser netted \$10,000 for all

three organizations. An all day children's program was attended by 100 children from six schools.

Despite the strike-related slowdown, circulation increased 1 percent to a new high of 770,000. Much of the growth was due to major software modification which allows the selection of materials overnight when the Library is closed. A request in the Christmas issue of the newsletter resulted in the donation of two computers with matching disk drives and screen monitors, a number of software packages, and two large-screen Visualtek machines. Contact was made with 76 retirement centers in the Library's service area.

In February 1987, the Library joined with the Carnegie Regional Library and the New Jersey Regional Library in the development of an automated circulation system which will enable the libraries to communicate with one another for cataloging exchanges and direct interlibrary loans. In the vacation reading club, 23 children read five books each and telephoned their reviews in to the staff.

**Rhode Island—State Library.** More than half of the present users are over 55, and this segment of the population continues to increase. As part of a needs assessment, the Planning Committee attempted to contact visually impaired persons who were not users of the Library's services. A large-print survey was sent to every third name on a mailing list of the Rhode Island Association for the Blind. Although response was limited, the results pointed out the need for greater public relations efforts to reach eligible users.

The Committee determined also that to serve additional users without greatly increasing personnel, the Library would have to automate many of the functions now performed manually. During the past year, plans were completed for automating the Library, a list of the large-print holdings was compiled, and total circulation was 51,688, down from 55,085 in FY86. The strength of this project is that the blind and physically impaired have access to centralized services.

**South Carolina—State Library.** Lack of space, one of two major problems, was eliminated when the library moved into a new 26,686-square-foot area in the historic Mount Vernon Mill. Now programs can be expanded, the collection increased, and the volunteer program broadened. There remains the problem of a staff too small to comply with national standards and guidelines.

The move and subsequent formal dedication of the new quarters, along with the flow of visitors to the renovated historic complex, have produced valuable public exposure. News releases produced inquiries and subsequent notices published by health and disabled-related organizations, and presentations were made to many organizations. Word of mouth from satisfied patrons and their associates continues to be greatest source of publicity.

The acquisition of new recording and duplication equipment and the expected receipt of a sound booth will aid local volunteer production of South Carolina titles as well as duplication of materials. Ninety-four volunteers contributed 1,530 hours of time to this service.

A toll-free In-WATS telephone line, equipped with a 24-hour answering device which handled over 7,000 calls, and a quarterly newsletter keep lines of communication open between the library and its patrons. By the end of the year there were 8,005 users, 1,343 of whom were new. A total of 241,971 items were circulated during this first full year of automation, an increase of 100,000 over FY86. Public libraries throughout the State actively support the program for the handicapped, publicizing it and keeping books and machines for demonstrations and emergency loans.

**South Dakota—State Library.** This Library provides service to both South and North Dakota. The implementation and testing of READS continued, with intermittent problems, resulting in incomplete circulation statistics for the year. State Penitentiary inmates assisted in the repair of equipment, in the narration of materials, and in the production of braille, compiling and distributing a list of all braille materials that they have produced. They also produced large-print text materials, generating 3,000 pages in 1 fall month in response to requests from students. A volunteer recognition dinner was held at the State Penitentiary to honor them. Other volunteers were recognized through the issuance of certificates for 3,652 hours of service.

Staff members work actively with organizations that aid persons who are disabled, and have traveled with a lawyer who is blind and visits third and fourth grade classes around the State to discuss what it is like to be blind. Workshops provided training in equipment repair and narration. A music practice room at the School for the Visually Handicapped was remodeled into a recording studio. The contract with the Utah State Library for provision of braille materials continues and informal patron

surveys indicate full satisfaction with the service. The establishment of 14 Talking Book Centers is projected for FY88; each will have a small collection of talking books, equipment for demonstration, and information about the services.

**Tennessee—State Library.** Publicity included presentations and participation in meetings by staff members on 42 occasions. More than 900 letters were sent to eye specialists and other parties, yielding many comments and applications for library services. Circulation was 187,221. The Tennessee Automated Circulation System (TACS) was refined and enhanced with several programming changes. A major project involved identifying 4,026 inactive/discontinued patron files. Two information and referral in-service training sessions were held for staff members. The Library was selected as a pilot test site for NLSNET, a communications network that will facilitate the exchange of data among NLS libraries, agencies, contractors and NLS staff. Equipment was installed and software provided, along with three days of in-service training.

**Nashville/Davidson Public Library. WPLN (Talking Library).** This radio reading program broadcast 6,696 hours of newspapers, magazines, books and information programs. For the first time, it participated in the Public Library's Summer Reading Program, through the Tennessee School for the Blind. Nine students completed the program, reading 175 books. There are now 39 counties in Tennessee and 1 in Kentucky with receivers. The WPLN Talking Library was one of 62 library and media center programs to be cited for excellence with a Certificate of Recognition from the U.S. Secretary of Education. The majority of locally produced reading programs are prepared by 257 volunteers who contributed 9,513 hours.

**Memphis/Shelby Public Library. WTTL (Talking Library).** This radio reading program broadcasts to an audience of 6,610 visually impaired individuals in a 60-mile radius of Memphis. The programs deal in part with adjustment, employment, rehabilitation, hobbies, recreation, consumer information, and home economics. Listeners may share experiences, exchange views and learn from others with similar needs through telephone call-in programs, interviews, and coverage of legislative news, seminars, and hearings. Eighty-nine very active and 150 partially active volunteers donated 8,354 hours during nearly 3,000 recording sessions. They were honored at an annual volunteer appreciation breakfast.

Automated operation of the station is made possible by a computerized alarm system that monitors it 24 hours a day. During the past year some of the equipment and systems have been upgraded. A broadcast-type tape machine has replaced obsolete recorders for volunteer readings, eliminating the need for the volunteer to load and handle tapes, and blocking out machine noise in the reading booth. The automated newspaper reading room now has computer-controlled time, cues, and station breaks during live readings which comprise a large part of the broadcast day. All production equipment was reconditioned, with an audio console, four tape decks, two cart recorder/reproducers, one reproducer, two turntables and a cassette recorder, all wired through a patch bay. This arrangement allowed operators to bypass any piece or string of equipment with a problem, keeping the production center in full operation. A Satellite Earth Terminal receiving antenna was installed because the telephone company's yearly loop rental fee increased from \$2,000 to \$9,000. This radio reading station also included the early warning weather-alert system described earlier.

**Texas—State Library.** The program experienced a reduction in funds and a decrease in staffing due to the State government's fiscal crisis. At the same time the Library assumed responsibility for lending playback equipment to patrons. Total circulation increased 11 percent. Under the Volunteer Recording Program, 177 titles were recorded, 20 of them were in Spanish.

The development of the Research/Reading Center for Disabled Persons continued, and use has more than doubled. Established as a pilot project, the Reading Center houses computers, software, and adaptive devices that convert printed materials into braille, large print and audio formats, enabling visually impaired persons to read printed resources. The Center was developed in conjunction with the Texas Reading Machine Program (TRMP).

The Texas Legislature approved TRMP, a program calling for the placement of reading machines in libraries throughout the State. Thirty-four public and 35 academic libraries were selected as sites, and training sessions in the use of the machines held for their staffs. Disabled persons used the machines for 1,175 hours during FY87, more than double the previous year.

**Utah—State Library.** More than 135,000 books and 90,040 magazines were circulated, and 8,000 reels and cassettes duplicated; 512 volunteer readers recorded 600 textbooks on tape,

donating 11,841 hours of work. The textbook recording units for college students were maintained at five institutions of higher education. Volunteers repaired over 600 talking book/cassette machines and radios. Publicity through newspapers and television spot announcements helped to recruit 711 new patrons. The radio reading service continued to broadcast magazines, newspapers, and old time radio shows; with the help of 10 volunteers broadcast time increased to 12 hours per day. The contract with NLS was renewed, retaining the Utah State Library as the service center for 16 Western States. Publications included:

- the quarterly newsletter;
- a new flyer of "Helpful Hints" which was distributed initially to all newsletter recipients, and was included in the introductory packet for new patrons;
- a new edition of the "Mormon Collection" catalog in large print and braille; and
- a large-print and braille catalog of magazines.

A project emphasizing service to the orthopedically impaired was continued and 7,800 items were circulated to 306 persons. Workshops were conducted for nursing home employees; the staffs of agencies serving the disabled viewed library exhibits at a statewide conference of these professionals and library staff members received training in dealing more effectively with orthopedically impaired persons.

**Vermont—State Library.** In FY87 there was a significant rise in the number of children using the service. There were 75 deposit collections in libraries, nursing homes, and nutrition sites. Under contract with the Perkins School for the Blind in Watertown, Massachusetts, braille users received 326 books. Total circulation was 64,314. Volunteers produced recordings of magazines and books. There was little demand for the recently initiated service to provide tapes of minutes of public meetings, legislation, or voter information.

The trial program to provide bilingual publications was not successful. However, there had been demand for popular books in French in large print. In addition to them, tapes of materials in Spanish, Swedish, Yiddish, and Italian were supplied to a few regular users. Publicity was done through radio announcements and booths at state fairs. During the past year, the Library for the Blind and Physically Handicapped was moved from

Blind and Physically Handicapped was moved from Montpelier to Berlin, with some interruptions and slowdown in the service.

**Virginia—State Library.** The Library served 3,798 individual users and maintained 109 deposit collections, with a total circulation of 91,166. Eight public libraries served as subregionals providing materials to 4,125 individuals and maintaining 185 deposit collections, with a total circulation of 154,996 items (a 22 percent increase).

**Washington—State Library.** Service was provided under contract with the Seattle Public Library. Materials circulation totaled 367,419 to 10,184 individuals, along with 5,706 pieces of equipment. The Taping Service supplied 208 narrated recordings with a circulation of 7,984. The Evergreen Braille Service brailled 10,520 pages and duplicated 50,394 pages.

The Evergreen Radio Reading Service provided 92 hours of programming for 1,700 listeners in the Seattle and Eastern Washington areas, narrating 85 books. More than 250 volunteers contributed 27,091 hours of work. Workshops during the year trained volunteers in narration techniques, equipment repair, and data entry. Outreach and publicity included 22 presentations to 943 individuals, and mailings to public libraries, nursing homes, and senior centers.

**Kitsap Regional Library Enhancement of Library Service to the Deaf and Hearing Impaired.** The project installed a Telecommunications Device for the Deaf (TDD) at the Central Library to extend reference desk telephone service to persons who are deaf. The videocassette collection was made usable by persons who are deaf by acquiring telecaption decoders and additional closed captioned programs. Closed captioned videocassettes were acquired, but the planned special tracking code could not be incorporated into the automated circulation system due to software problems; however, these new titles were entered into the project librarian's videocassette data base management system. Two telecaption decoders and 294 video cassettes were purchased, but the number of titles with subtitles or captioning is limited.

Although the TDD was publicized broadly, reaching out to the hearing impaired community proved to be more difficult than foreseen. Initial contacts were made indirectly through the Friends of the Deaf, library notices, and publicity in the local newspaper. During the last quarter of the year several direct

mailings were made to the Friends of the Deaf and, at the same time, 300 surveys were sent out. However, the response was under 1 percent and, therefore, not statistically valid. The telecaption decoders circulated 9 times in 18 weeks. The TDD located at the reference desk received three incoming and an equal number of outgoing calls. Conversations with the Friends of the Deaf secretary revealed that the majority of the members have their own telecaption decoders. The library planned to continue publicizing the availability of the decoder, and, incidentally has found interest in its use by the Literacy Program as a learning aid for beginning readers. The library plans to continue supporting the program.

**West Virginia—Library Commission (State Library).** A most valuable addition to the library this past year was the acquisition of READS. Most patrons receive their materials by mail, but all may visit the regional or any of the subregional libraries in person anywhere in the State. Continued enthusiastic support by the subregional libraries has proven extremely valuable to publicity for the program and to users of the services. Since subregionals maintain small collections, they rely heavily on the regional library as backup. As a result, interlibrary loans continued to grow, reaching 5,429 this year.

The library worked with the State School for the Blind and the Department of Education to expand braille services to blind students in the public schools; general braille services are provided by the Pennsylvania regional library in Philadelphia. A computerized braille production system was purchased by the Department of Education and located at the Huttonsville Correctional Center.

"Hears to You," the radio reading service, expanded its broadcast schedule. Nearly 100 volunteers invested more than 5,500 hours of their time to read on the air during 1,743 broadcast hours to 400 radio patrons. Feedback came from patrons' 4,822 WATS line calls. Total circulation was 258,487.

**Wisconsin—Wisconsin Valley Library Service.** Coping and Adapting to Physical Disabilities. Begun in the fourth quarter of the fiscal year, this multipurpose project was to provide materials which will help persons who are disabled adjust to their disabilities, to assist people who deal with disabled persons, and to provide toys designed for children who are disabled. These materials will form an area-wide special needs collection.

Information about the collection is disseminated through agencies which serve disabled persons.

**Wisconsin Valley Library Service.** Special Collections for the Visually Impaired. Fiction and nonfiction large-print books and works on audio cassettes were purchased to meet the growing demand for them. Information about the collection was disseminated through agencies working with persons who are visually impaired, and through the distribution of flyers by local libraries.

**Manitowoc Public Library.** Because existing public access computers were always booked too fully, an additional computer, with printer, voice synthesizer, and appropriate software was placed in the Youth Services Room to accommodate adults with limited reading ability. Library personnel felt that the noise generated by children in that location would serve to break down barriers often felt by adults new to the library.

**Nicolet Library System.** Library Bridges to Information on Disabilities. As a result of three incidents in Green Bay in which residents objected to the placement of a group home for persons with disabilities in their neighborhoods, a campaign called "Bridges to the Community" was organized. Its mission was to promote public understanding of persons with disabilities.

Following the first community meeting, library representatives found that their resources on disabilities and disabilities issues were not adequate to meet demand. Therefore, they developed a plan to purchase a collection of appropriate materials, to produce brochures which describe and list the materials, and to distribute to member libraries a list of publishers and review sources dealing with the literature.

**Waukesha Public Library.** Special Child Special Needs. The project's purpose is to improve service to developmentally disabled children through the development of two collections, the first consisting of toys and instructional aids, and the second comprising books and periodicals on parenting children with disabilities. Another feature of the project is the acquisition of special equipment to facilitate the children's taking part in library activities.

**Wyoming—State Library.** The Library issued a two-volume catalog of its large print-book collection. The State Library contracts with the Utah State Library to furnish talking books

and brailled materials to Wyoming residents. Users can telephone the Utah Library on an 800 number.

### **Outlying Areas**

**Guam**—Nieves M. Flores Memorial Library. A 12,000-title books-on-tape library has been assembled. Large-print materials were well used by persons who have trouble reading standard print.

**Puerto Rico**—Department of Education. The physical facilities of the Library for the Blind and Physically Handicapped were remodeled completely, with additional space provided for a Recording Room and users' accommodations. Limited direct service was provided to users during the remodeling, while records were updated, and the collection weeded and evaluated. A new Director who received training at NLS in Washington, D.C., provided training to Puerto Rican library personnel in turn. The Spanish collection was augmented with 56 new titles, bringing its total to 975 volumes on tape. Two new deposit collections were established at the Interamerican University and the Metropolitan University at Rio Piedras, bringing the total deposit collections to 100. More than 8,000 persons used the library, with 44 new patrons added, and a circulation of 889.

**Virgin Islands**—State Library. Compact shelving was installed to improve accessibility to the collection and make it possible to house more material in the same space.

**Expenditure for library services to the handicapped funded through the Library Services and Construction Act (P.L. 84-597, as amended), by source: Fiscal Year 1987**

State or Outlying Area	Source			Number of People Served	
	Total	Federal	State		Local
	\$4,756,159	\$16,677,625	\$47,045	\$21,480,829	498,704
AL	81,586	63,132	1,950	146,368	4,377
AK	0	60,500	0	60,500	366
AZ	38,804	354,351	0	393,155	12,407
AR	112,916	63,084	0	176,000	7,000
CA	0	1,802,199	0	1,802,199	(*)
CO	38,043	254,912	6	292,955	5,557
CT	168,549	53,555	0	222,104	6,795
DE	18,817	81,846	0	100,663	1,000
DC	6,889	82,784	0	89,673	84,500
FL	144,580	92,938	0	237,518	14,440
GA	234,800	618,709	14,892	868,401	5,145
HI	0	272,021	11,725	283,746	1,496
ID	24,071	167,478	0	191,549	5,022
IL	110,882	1,917,211	0	2,028,093	10,000
IN	296,509	133,202	0	429,711	13,267
IA	27,976	24,024	0	52,000	12,992
KS	122,500	147,624	18,478	288,602	8,273
KY	72,000	200,000	0	272,000	5,399
LA	120,736	149,296	0	270,032	4,500
ME	19,367	108,340	0	127,707	3,000
MD	150,136	370,951	0	521,087	6,080
MA	260,288	98,715	0	359,003	21,613
MI	506,806	375,700	0	882,506	13,000
MN	12,633	248,649	0	261,282	11,700
MS	28,368	130,990	0	159,358	5,491
MO	104,230	211,485	0	315,715	11,000
MT	122,047	25,756	0	147,803	2,100
NE	63,113	272,871	0	335,984	4,343
NV	24,598	12,348	0	36,946	2,000
NH	36,396	47,617	0	84,013	2,000
NJ	240,891	216,712	0	457,603	11,000
NM	0	136,707	0	136,707	2,435
NY	281,613	1,093,170	0	1,374,783	46,460
NC	50,598	695,414	0	746,012	9,000
ND	99,060	27,906	0	126,966	4,235
OH	168,297	885,020	0	1,053,317	26,149
OK	25,179	0	0	25,179	3,125
OR	42,323	209,807	0	252,130	13,650
PA	15,200	1,549,000	0	1,564,200	19,304
RI	64,427	161,072	0	225,499	4,600

**Expenditure for library services to the handicapped funded through the Library Services and Construction Act (P.L. 84-597, as amended), by source: Fiscal Year 1987—Continued**

State or Outlying Area	Source			Local	Number of People Served
	Total	Federal	State		
SC	86,764	386,784	0	473,548	9,414
SD	172,711	0	0	172,711	2,982
TN	274,342	292,938	0	567,280	13,093
TX	0	1,077,893	0	1,077,893	18,306
UT	107,553	178,685	0	286,238	5,496
VT	24,039	22,972	0	47,011	2,062
VA	59,000	62,341	0	121,341	7,923
WA	51,865	601,704	0	653,569	7,530
WV	12,398	174,701	0	187,099	5,172
WI	14,383	425,306	0	439,689	10,545
WY	18,176	37,205	0	55,381	963
<b>Outlying areas</b>					
Guam	3,000	16,083	0	19,083	29
Puerto Rico	20,719	52,438	0	73,157	8,902
Virgin Islands	14,400	48,745	0	63,145	190

(\* Population figures not provided)

